

Regional Town Halls

Quarter Four Regional Town Hall – Bay Area Region Summary

On November 13, 2024, PG&E held a Regional Town Hall for customers in the Bay Area Region, in accordance with the Settlement Agreement approved by the May 7, 2020, California Public Utilities Commission (CPUC) Decision (D.) 20-05-019 Order Instituting Investigation (OII) regarding the 2017 and 2018 wildfires.

The purpose of PG&E's quarterly Regional Town Hall meetings is to share the progress made on the company's regional approach to improving operations and delivering better safety outcomes for customers. The utility invited customers in each region to meet with the regional leadership teams, including the Regional Vice Presidents and Regional Safety Directors. Company representatives provided updates on the implementation of the Regional Service Model and major projects in each area, including successes and challenges, highlighted ways to save on winter bills and stay safe during the holiday season, shared savings programs for customers, provided safety and preparedness tips, listened to customer feedback and answered questions.

The following report has been prepared to provide an overview of the Regional Town Hall and includes:

- A high-level event summary
- A description of outreach for the event
- An overview of the feedback received
- A link to the event presentation and recording

Bay Area Regional Town Hall Summary

- **Date:** November 13, 2024
- **Time:** 5:30 p.m. – 6:30 p.m.
- **Total Attendees:** 331
- **PG&E Presenters:**
 - Jake Zigelman, Regional Vice President, Bay Area Region
 - John Gilginas, Regional Safety Director, Bay Area Region
 - Monica Tell, Regional Senior Manager, Bay Area Region

The event featured a 60-minute presentation that provided updates on the implementation of the Regional Service Model in its respective region, including successes and challenges, winter bills savings, shared customer safety and preparedness resources, listened to customer feedback and answered questions during Q&A sessions.

Event Outreach

PG&E conducted outreach through a variety of channels to drive attendance to the event. Outreach included:

- Email invitations sent to all electric customers with an email address listed
- Social media postings on Facebook, Twitter and Nextdoor
- News release and media advisory

- Outreach to city, county and tribal officials as well as through a variety of additional channels

Sample invitations and outreach materials can be found in Appendix A.

Question and Answer Session Summary

Throughout the presentation, participants submitted questions and comments for PG&E's subject matter experts through a Q&A function on the webinar platform. A total of 62 questions and comments were received.

The Q&A portion focused on the following themes:

- Reliability
- Rates
- Customer Communication

The full list of questions/comments received during the Q&A session can be found in Appendix B.

Recording and Presentation Availability


A recording of the event can be found at: <https://youtu.be/FVV1pkaQxhE>.

Additional presentations and recordings of past PG&E Regional Town Halls are available at pge.com/webinars, including:

- Wildfire Safety Webinars with a county-by-county focus on safety work
- Webinars for school districts and administrators
- In-language Wildfire Safety Webinars

**APPENDIX A:
EVENT INVITATIONS AND OUTREACH**

Join us for a virtual town hall to learn more about safety and winter bill savings tips.



PG&E Virtual Town Hall Bay Area

Alameda, Contra Costa, San Francisco and San Mateo Counties

Wednesday, November 13 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-469-1987 »](#)

Conference ID: 1769382

We'll share how we are working to better serve you and your community. Attendees will have the opportunity to ask questions and connect with PG&E's regional leadership team, including Regional Vice President, Jake Zigelman.

We encourage you to join and learn more about:

- Projects happening in your area
- Savings programs and how you can save on your bills this winter
- Tips and resources to keep you safe

Please reach out to webinars@pge.com if you need an ADA reasonable accommodation to attend this meeting.

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com.

[View this webinar and past recordings »](#)

Add this virtual event to your calendar

[Outlook/Cal](#) [Google](#) [Outlook.com](#) [Yahoo](#)

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MEDIA ADVISORY



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PG&E Invites Bay Area Customers to a Town Hall for Regional Updates, Savings Support and Safety Tips

At November 13 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites Bay Area customers to a virtual town hall to learn more about affordability resources and how you can save on your bills this winter and safety tips.

On Wednesday, November 13 from 5:30 to 6:30 p.m., PG&E experts, including Regional Vice President Jake Zigelman, will provide a brief presentation during which participants will have the opportunity to ask questions.

The event can be accessed through the link or phone dial-in information listed below, or by visiting PG&E's website, pge.com/webinars.

Region	Counties	Date	Time	Link and Dial-In
Bay Area	Alameda, Contra Costa, San Francisco and San Mateo	Wednesday, November 13, 2024	5:30 – 6:30 p.m.	Link: https://bit.ly/3Y1w7Cq or Dial-in: 888-469-1987 Conference ID: 1769382

American Sign Language interpretation will be available. For the full webinar events schedule, additional information on how to join and to view past event recordings and presentation materials, visit pge.com/webinars.

About PG&E

Pacific Gas and Electric Company, a subsidiary of PG&E Corporation (NYSE:PCG), is a combined natural gas and electric utility serving more than 16 million people across 70,000 square miles in Northern and Central California. For more information, visit pge.com and pge.com/news.



FACEBOOK POST




 **REGIONAL TOWN HALL**
Bay Area Region


Wednesday, November 13 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:
pge.com/webinars »

X (TWITTER) POST



 **REGIONAL TOWN HALL**
Bay Area Region

Wednesday, November 13 at 5:30 p.m.

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NEXTDOOR POST



 **REGIONAL TOWN HALL**
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Appendix B: QUESTIONS RAISED DURING THE EVENT

The below questions and comments have been listed in the order received.

- I have no sound Patrick Sullivan Mayor of Foster City
- We apologize that it's hard to hear the presentation. The issue may be due to network connectivity issues. We recommend you leave and rejoin the meeting. We will also be posting a recording of this event in the coming weeks at pge.com/webinars. (i have no sound Patrick Sullivan Mayor of Foster City)
- Why is PGE Rates 3.5 times higher than SMUD? I don't understand why in the Bayarea the Rates are SO HIGH?
- You didn't address the difference between SMUD and PGE. WHY???(XX (Unverified) asked "Why is PGE Rates 3.5 times higher than SMUD? I don't understand why in the Bay area the Rates are SO HIGH?")
- Seems like you go to the PUC and you get whatever increase you request? Why bother with the PUC? They don't represent us your customer.(XX (Unverified) asked "Why is PGE Rates 3.5 times higher than SMUD? I don't understand why in the Bayarea the Rates are SO HIGH?")
- I live in the Farm Hill area in Redwood City. From 9/6/24-10/6/24 and again on 11/6/24, we had 6 outages affecting between 1600-2000 households each time. There was no wind, temps were normal. There was simply no reason. This we believe is because we are classified as needing EPSS but we are not a rural or high risk area. PG&E claims nearly all were due to equipment failure. As an attorney, I work from home and the productivity loss is staggering. My family also relies on medical devices. Please assign a team to our area to investigate the causes of these outages and remedy this serious issue before winter.
- I just sent this to the email. Please also address this issue during this presentation. A number of our neighbors have filed CPUC complaints and have contacted PG&E. PG&E is well aware of this issue and yet so far has failed to act. We expect our utility to do better. (XX (Unverified) asked "I live in the Farm Hill area in Redwood City. From 9/6/24-10/6/24 and again on 11/6/24, we had 6 outages affecting between 1600-2000 households each time. There was no wind, temps were normal. There was simply no reason. This we believe is because we are classified as needing EPSS but we are not a rural or high risk area. PG&E claims nearly all were due to equipment failure. As an attorney, I work from home and the productivity loss is staggering. My family also relies on medical devices. Please assign a team to our area to investigate the causes of these outages and remedy this serious issue before winter. ")
- We've been told by a PG&E rep 1.5 years ago that we are not able to have 200amp service for our house in Forest Hill in SF as PG&E does not have the capacity. We went solar, but cannot enhance our capacity given the PG&E limitation. Apparently, PG&E is already at 125% of capacity in our area. When can we expect the upgrade to not be over-capacity / enhance to 200 amps?
- Sure. Thanks - appreciate it. (XX (Unverified) asked "We've been told by a PG&E rep 1.5 years ago that we are not able to have 200amp service for our house in Forest Hill in SF as PG&E does not have the capacity. We went solar, but cannot enhance our capacity given

the PG&E limitation. Apparently, PG&E is already at 125% of capacity in our area. When can we expect the upgrade to not be over-capacity / enhance to 200 amps?")

- Rates seem so unfair. I've lived in the bayarea for 75 years. The rates have been going up up up. We try to be very conservative using the electricity. Currently on TOU plan. I think the rates are way out of line. Why do the CEO's of power companies make so much \$\$\$\$?
- Suggestion maybe PGE should go to other Power companies and find out how they are able to keep their rates so low. SMUD .118 perKWH and High .163KWH your 3.5 times as high???????? (XX (Unverified) asked "Rates seem so unfair. I've lived in the bayarea for 75 years. The rates have been going up up up. We try to be very conservative using the electricity. Currently on TOU plan. I think the rates are way out of line. Why do the CEO's of power companies make so much \$\$\$\$?")
- You stopped replying (XX (Unverified) asked "Rates seem so unfair. I've lived in the bayarea for 75 years. The rates have been going up up up. We try to be very conservative using the electricity. Currently on TOU plan. I think the rates are way out of line. Why do the CEO's of power companies make so much \$\$\$\$?")
- Our area in unincorporated CCC has experienced 3 outages the last 7 days. And 14 outages in 4 months. With average outage time being 24hrs. We are dependent on power for well water, septic pumps, heating and food storage. This is costing us tons in lost food, productivity and the quality of life if approaching 3rd world standards. How are you going to address this? Additionally on Monday (during rain storm your psp system triggered it. Given the soaked vegetation there was zero risk for sparked fires. Can these not be adjusted down during wet season.
- This question is for Jake. This question is for Jake. In the past two month's, we have experienced 8 power outages (7 unplanned due to equipment failure and 1 planned outage), we have been told that PG&E has installed circuit interrupt terminal disconnect points(PSPS) on the lines due to anticipated pending danger. When an outage has happened the only information we receive is outage due to equipment failure. This unacceptable. These PSPS connection points are supposed to make our lives safer, but doesn't account for all the damage that occurs due to these shutdown. What are your plans to improve this inadequate system?
- As you previously mentioned, this is located in the Redwood City - Farm Hill Region
- Today, 11/13/2024 we experienced the 13th outage for Victorine Road since June 8, 2024. EPSS is not working correctly for Victorine Road and surrounding areas. Our area gets shut off at the slightest anomaly, such as temperature change or rain.
- Remember 13 times since June! Marciel Road, which is approximately one mile West of Victorine Road, show no outages during the outages on Victorine road.
- Will PG&E hold a Town Hall for customers in Marin County?
- Thanks! (Will PG&E hold a Town Hall for customers in Marin County?)
- I just moved to the Bay Area from New York City, and was shocked to see that I'm now paying 4x more per kWh than I was with ConEdison. Can you share more information on what's driving those rates?
- Could you explain the increase in rates between last year and now? My bill has gone up significantly despite similar usage.
- We've had some power shutoffs due to vandalism to PG&E equipment. What's going on?

- We're in San Bruno Crestmoor Park area, we have multiple power outages throughout the year which is very disruptive. What are your plans to reduce the power outages in our area?
- EPSS is not working correctly for Victorine road
- Why does the switch trip when it rains or there is mist as we experienced this week?
- Have you heard of Vista? Are they legit? They come to your door and say they work with PGE to help me save on my bill. They do show up on my PGE bill.
- Why is RWC--Farm Hill Estates being hit so frequently? 6 power outages 5 from 9/6-10/6 and 11/6. We are not in a wildfire area? Is there a team reviewing these???
- Is there a department we can contact to look at our specific areas? There are 3 transformers feeding into EPSS switch that has tripped several times since July with no determined reason.
- Need additional communication from PG&E
- I'm on Madison Ave in San Bruno, and we have outages much more frequently than other parts of San Bruno and neighboring cities. Why is that the case? How can we have more reliability?
- What are you doing to improve the area in Livermore the
- My neighbors and I have experienced 14 power outages since June 8. The street next to us which runs parallel to my street is never on the PG&E Outage Map. Is there a way to include my street on the same power circuit as the one next to mine?
- It would be good if you could respond to 13 EPSS shut offs since June. This is not normal!
- What are you doing to improve the epss in Livermore that keeps getting triggered for no reason and multiple times a week. We've had over 10 unplanned outages in the last couple of months and it's only getting worse.
- Are there plans to underground power lines in residential areas of San Mateo County?
- EPSS settings may be set too sensitive, but maybe the equipment is faulty.
- please contact me @ xx@gmail.com
- Linda H., XXX-XXX-XXX re: my question above
- What's the expected turnaround time to receive feedback from BayAreaRegion@pge.com?
- I feel like we are being brushed off. These outages have been going on for years. I am not satisfied with your generic boiler plate responses. Perhaps you should look at Next door to see how many upset customers you have.
- My name is XX. I live at XX Victorine Road in Contra Costa County. My email is xx@gmail.com I look forward to hearing from someone who can help me and my neighbors in our effort to have our street included in the same power circuit as the street next to us-- Marciel Road--which has not been on the PG&E Outage Map.
- Can you give me the name of who I might contact to discuss our issue in detail?
- Could I enroll in budget billing if I'm already enrolled in CARE?
- We have "PG&E"
- Could I enroll in budget billing if I'm already enrolled in CARE?
- Did you say gas charges are going to increase 9% next year/
- xx@gmail.com, thank you (XX (Unverified) asked "Did you say gas charges are going to increase 9% next year/")
- That is not entirely correct as an answer....customers only have choice on electric providers if there is a CCA operating in their service territory

- YOU DID ASK MY QUESTION ON THE WEBINAR REGARDING THE DIFFERENCE IN YOUR RATES TO SMUD!!!
- PLEASE PROVIDE THE CEO MAILING ADDRESS SO I CAN ASK THEM.
- As I understand it EPSS is enabled from May to November. If weather conditions don't warrant EPSS, the settings are turned off.
- Can you tell me when the EPSS will be shut off for Victorine Road?
- The current speaker is incorrect--there have been 14 outages, not 8, since June 8.
- What explains 14?
- SORRY MISPELLED IT SHOULD BE "DIDN'T"
- THANK YOU FOR ASKING BUT I THINK PGE IS NOT DOING ENOUGH TO REDUCE THE COSTS. IT ONLY GOES UP UP UP???? SO UNFAIR TO YOUR CUSTOMERS.
- Is it possible for PG&E to reevaluate our specific street to see if Victorine Road is identical to Marciel Road--and, therefore, can be on the same power circuit?
- Can't scan QR on my computer, can you provide link?
- Please call XX.
- I attended the last town hall that Jake held; I asked to be contacted about this same issue; I gave my contact information; and no one ever got back to me. I hope someone does this time,
- I'm on a pc. In addition to a scan code for your survey, give us a website that we could type in. What little I saw of your meeting, I liked.
- YOU REALLY NEED TO DO SOMETHING FOR YOUR CUSTOMER TO REDUCE THE COST OF ELECTRICITY.
- SOME OF TONIGHTS INFORMATION WAS HELPFUL.
- PLEASE PROVIDE ADDRESS FOR CEO OFFICE SO I CAN CONTACT THEM. THANK YOU
- AGAIN NO REPLIES