

## Regional Town Halls

### Quarter Four Regional Town Hall – Central Valley Region Summary

On November 14, 2023, PG&E held a regional town hall for customers in the Central Valley 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 (OI) 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 in each area, including successes and challenges, highlighted savings programs for customers, provided winter safety 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

#### Central Valley Regional Town Hall Summary

- **Date:** November 14, 2023
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 113
- **PG&E Presenters:**
  - Josh Simes, Regional Vice President, Central Valley Region
  - Daniel Keferl, Regional Safety Director, Central Valley Region
  - Tracy Mello, Regional Senior Manager, Central Valley Region
  - Neil Singh, Senior Manager, Customer Care Team

The event featured a 90-minute presentation that provided updates on the implementation of the Regional Service Model in its respective region, including successes and challenges, winter safety tips, 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
- 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 5 questions and comments were received.

The Q&A portion focused on the following themes:

- Rates
- Billing
- Infrastructure

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://www.youtube.com/watch?v=xVkJmEjiAU>

Additional presentations and recordings of past PG&E Regional Town Halls are available at [pge.com/webinars](http://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 our work in your region and hear tips about safety and energy savings.



### PG&E Virtual Central Valley Town Hall

Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare and Tuolumne Counties

Tuesday, November 14 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 888-972-9931 »](#)

Conference ID: 3989782

**We encourage you to join and:**

- Learn more about our regional approach to improving operations and safety to deliver better outcomes for our customers
- Hear about how you can save on your bills this winter
- Connect with PG&E's regional leadership team, including Regional Vice President, Joshua Simes

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com)

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

Add this virtual event to your calendar

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# MEDIA ADVISORY



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## PG&E Invites Central Valley Region Customers to a Town Hall for Regional Updates and Tips on Energy Savings

*At November 14 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) invites Central Valley Region customers to a virtual town hall to learn more about work in their region and discuss tips for safety and energy savings.

On Tuesday, November 14, from 5:30 to 7 p.m., PG&E experts, including Regional Vice President Joshua Simes, will provide a brief presentation during which participants will have the opportunity to ask questions.

The event can be accessed through the below link, by phone or through PG&E's website, [pge.com/webinars](http://pge.com/webinars).

Region	Counties	Date	Time	Link and Dial-In
Central Valley	Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare and Tuolumne	November 14, 2023	5:30 – 7 p.m.	Link: <a href="https://bit.ly/3Q0isss">https://bit.ly/3Q0isss</a> or Dial-In: 888-972-9931 Conference ID: 3989782

American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](http://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](http://pge.com) and [pge.com/news](http://pge.com/news).

**CURRENTS** | | | | | <http://www.pgecurrents.com/>

**Appendix B:**  
**QUESTIONS RAISED DURING THE EVENT**

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

- <https://bit.ly/3ufHAmI>
- I live in Murphys (Calaveras County) and we've seen an average of one power outage every month since Sept 2022. Can we get an idea of when this will stop?
- We live in Murphys Ranch, just below the Forest Meadows Community. I've heard that PG&E has installed sensors on some of the poles. Is that this case?
- Will do. Thanks Sarah!
- Can we receive a FURTHER rate reduction if we get a SECOND electric vehicle?