

## **Regional Town Halls**

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

On November 14, 2024, 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 (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

#### Central Valley Regional Town Hall Summary

- **Date:** November 14, 2024
- **Time:** 5:30 p.m. – 6:30 p.m.
- **Total Attendees:** 138
- **PG&E Presenters:**
  - Josh Simes, Regional Vice President, Central Valley Region
  - Daniel Keferl, Regional Safety Director, Central Valley Region
  - Marisol Ventura, Principal Business Operations Specialist

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 7 questions and comments were received.

The Q&A portion focused on the following themes:

- Rates
- Solar Billing
- Backup Power Options

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/bgga9ZAsJTg>.

Additional presentations and recordings of past PG&E Regional Town Halls are available at [pge.com/webinars](https://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  
Central Valley**

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

Thursday, November 14 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-469-1987 »](#)

Conference ID: 2599617

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, Joshua Simes.

**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](mailto: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](http://safetyactioncenter.pge.com).

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

Add this virtual event to your calendar

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

[f](#) [X](#) [in](#) [Instagram](#) [YouTube](#)

## MEDIA ADVISORY



Marketing & Communications | 415.973.5930 | [www.pge.com](http://www.pge.com)

### **PG&E Invites Central Valley Customers to a Town Hall for Regional Updates, Savings Support and Safety Tips**

*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 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 Thursday, November 14 from 5:30 to 6:30 p.m., PG&E experts, including Regional Vice President Josh Simes, 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](http://pge.com/webinars).

Region	Counties	Date	Time	Link and Dial-In
<b>Central Valley</b>	Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare and Tuolumne	<b>Thursday, November 14, 2024</b>	5:30 – 6:30 p.m.	Link: <a href="https://bit.ly/3zTqbn4">https://bit.ly/3zTqbn4</a> or Dial-in: 888-469-1987 Conference ID: 2599617

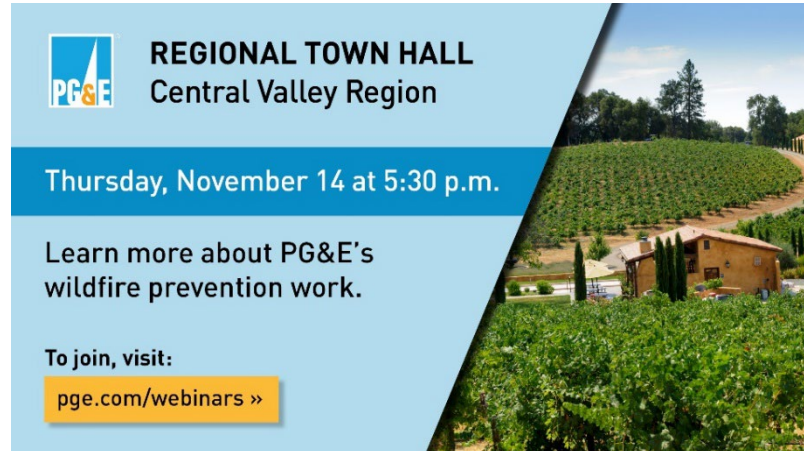
American Sign Language interpretation will be available. For the full webinar events schedule, additional information on how to join and to view past event recordings and presentation materials, visit [pge.com/webinars](http://pge.com/webinars).

#### **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).



**FACEBOOK POST**

A graphic for a Facebook post. It features a light blue background on the left with a dark blue diagonal stripe. The right side shows a photograph of a vineyard with a tan building in the background under a clear sky. The PG&E logo is in the top left corner.

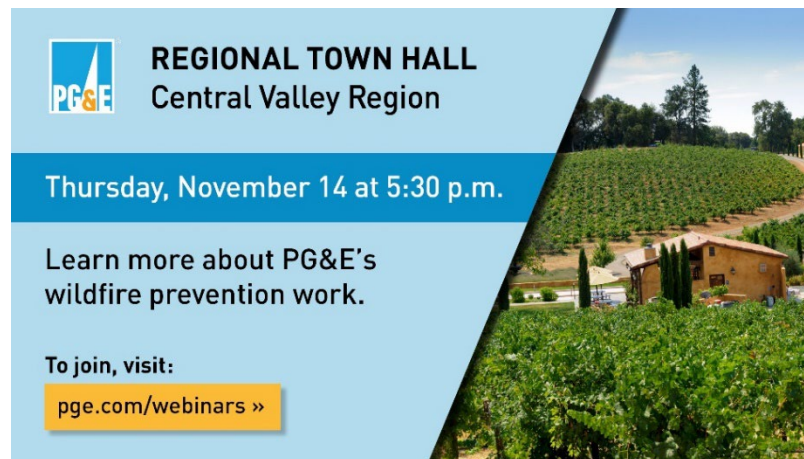
**REGIONAL TOWN HALL**  
Central Valley Region

Thursday, November 14 at 5:30 p.m.

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

To join, visit:  
[pge.com/webinars](https://pge.com/webinars) »

**X (TWITTER) POST**

A graphic for an X (Twitter) post, identical in design to the Facebook post. It features a light blue background on the left with a dark blue diagonal stripe. The right side shows a photograph of a vineyard with a tan building in the background under a clear sky. The PG&E logo is in the top left corner.

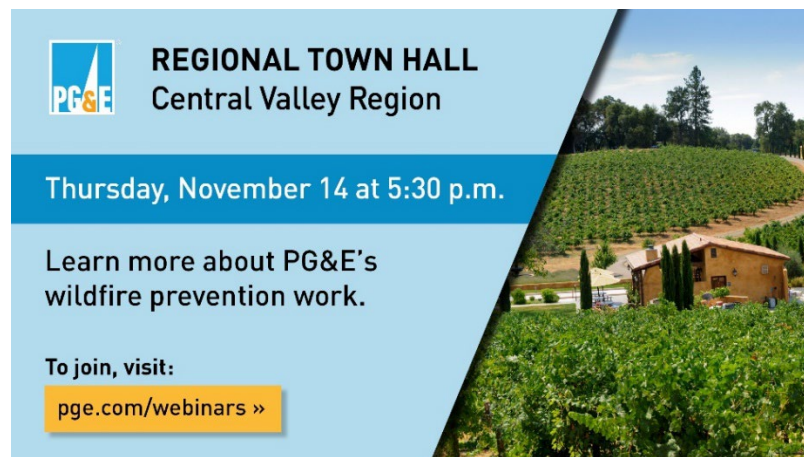
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**NEXTDOOR POST**

A graphic for a Nextdoor post, identical in design to the Facebook and X posts. It features a light blue background on the left with a dark blue diagonal stripe. The right side shows a photograph of a vineyard with a tan building in the background under a clear sky. The PG&E logo is in the top left corner.

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

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

- Are we paying for service or the wages of the workers? \$300+ a month is ridiculous if you ask me for someone in a 2 bedroom apartment
- My tru up doubled just this year w/o any changes in my power use after having my panels around 10 yrs! with the same tru up! I don't believe cleaning them is the problem since they are not dirty all the time and during all the smokey days in 2020 the tru up stayed the same! So why would this happen??
- Single income family and the prices are almost absolutely outrageous with the cost of rent nowadays
- I have a totally carbon-free home powered only by 9.2 kW solar gen+storage. I am getting detailed bills with within-month tables and tables over several months. Where can I find the explanation for headers in tables particularly related to true-up?
- Tried to get automated generator connection meter upgrade so I could make connecting my generator to the house safer and more effective to connect a generator. Was told it's not compatible with meter config at our house. Tried to get specific requirements or a more?
- Do the energy saver electric heaters really save money in the long run
- Are the rates going to go back up again