

Regional Town Halls

Quarter Four Regional Town Hall – North Coast Region Summary

On November 1, 2023, PG&E held a regional town hall for customers in the North Coast 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 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

North Coast Regional Town Hall Summary

- **Date:** November 1, 2023
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 104
- **PG&E Presenters:**
 - Dave Canny, Regional Vice President, North Coast Region
 - John Gilginas, Regional Safety Director
 - Carl Schoenhofer, Regional Senior Manager, North Coast Region
 - Claire Coughlan, Principal Program 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 48 questions and comments were received.

The Q&A portion focused on the following themes:

- Undergrounding
- Safety
- Company Feedback

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=47R3GYfdr3g>

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 our work in your region and hear tips about safety and energy savings.



PG&E Virtual North Coast Town Hall

Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity Counties

Wednesday, November 1 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 888-469-1174 »](#)

Conference ID: 5429064

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 PG&E Vice President Dave Canny

Undergrounding/General Rate Case Update

In our meeting this quarter we will also provide an update regarding a pair of proposed decisions in the General Rate Case by the California Public Utilities Commission (CPUC). The proposed decisions would drastically reduce PG&E's undergrounding plans between now and 2026. This could directly impact undergrounding projects currently forecast across our service territory as well as future planned work.

Once completed, undergrounding eliminates nearly all wildfire risk from those lines, improves reliability and is cheaper in the long-run.

MEDIA ADVISORY



Marketing & Communications | 415.973.5930 | www.pge.com

PG&E Invites North Coast Region Customers to a Town Hall for Regional Updates and Tips on Energy Savings

At November 1 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

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

On Wednesday, November 1 from 5:30 to 7 p.m., PG&E experts, including Regional Vice President Dave Canny, 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.

Region	Counties	Date	Time	Link and Dial-In
North Coast	Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity	November 1, 2023	5:30 - 7 p.m.	Link: https://bit.ly/3Q2LRm0 or Dial-In: 888-469-1174 Conference ID: 5429064

In our meeting this quarter, we will also provide an update regarding a pair of proposed decisions in the General Rate Case by the California Public Utilities Commission (CPUC). The proposed decisions would drastically reduce PG&E's undergrounding plans of more than 2,000 miles between now and 2026.

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.

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.

Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- Aren't profits your main priority, not safety
- Does the company's next rate case include a proposal for a very high ratio of fixed to volumetric charges?
- Why are ratepayers responsible for underground costs????
- How do we get undergrounding projects prioritized in my community?
- Why are ratepayers responsible for undergrounding costs????
- Answer the question please
- Are there any plans to underground any Transmission lines?
- Not a question, just a comment on the benefits of undergrounding, that is incidental to it's clear operational benefits, and that is the removal of the visual clutter associated with overhead utilities.
- What kind of oversight does PG&E provide for subcontractors who cut hazard trees? A couple weeks ago, tree trimmers I believed to be for PG&E cut a large Monterey pine and left about a third of the branches on the ground and broke down the fence.
- Not a question, just a comment on the benefits of undergrounding, that is incidental to it's clear operational benefits, and that is the removal of the visual clutter associated with overhead utilities.
- I have a question
- You can easily see this tree a short distance East on Freshwater Road out of Eureka, on the right,
- Why doesn't PG&E have solar panels on their buildings?
- Are areas that have been impacted by wildfire caused by PG&E equipment (or suspected of) being replaced by underground power lines?
- In Bodega Harbour our lines are already underground, yet we have frequent outages. How will the newly undergrounded lines behave differently?
- You're welcome. Sounds like our service reliability can be expected to improve with the repair to the transmission connection. And thanks for your answer!(Doug G (Unverified) asked "In Bodega Harbour our lines are already underground, yet we have frequent outages. How will the newly undergrounded lines behave differently?")
- How is Humboldt Division assuring customer safety when they are canceling experienced emergency responders and not providing a night shift first responder in Humboldt County?
- Why have you not mentioned the 11 AM CPUC hearing meeting tomorrow where customers can voice their concerns regarding the General Rate Case?
- Your PROFITS for the year ending June 30, 2023 was \$17.225 BILLION. Your CEO gets \$51 million a year. Your execs are also compensated in the millions.
- Thank you!
- I have submitted a formal whistleblower complaint to the CPUC regarding the nefarious end of my career where my disability was used against me to silence my expert testimony of PG&E's problematic safety culture in the North Coast.

- I make \$25,000 a year. Why should I have to pay for you to catch up for all your decades of neglect?
- Isn't the fixed charge ADDED to the transmission charge and the generation charge?
- I was an expert Gas Service Representative and long time company safety leader. How is North Coast assuring customer safety in the very remote region of Humboldt County without a night shift first responder? Why is PG&E using the command and control tactics in the North Coast that they have already been ordered to cease and desist?
- Does underground extend to private property, like large ranches?
- I was a twenty year veteran and original Grass Roots Safety member. How does PG&E ensure public safety when they are silencing expert safety voices in their emergency response department, Customer Field Services?
- Who to contact by phone with safety issues
- Please talk about the safety of undergrounding as it relates to earthquake activity in CA.
- If undergrounding is really "cheaper in the long run", does PG&E intend to underground ALL distribution lines (eventually)?
- Yes, thank you!(If undergrounding is really "cheaper in the long run", does PG&E intend to underground ALL distribution lines (eventually)?)
- Please answer my fixed charge question.
- We recently received a letter about insulated wires connecting to our rooftops from the Compliance Dept. Why isn't PGE paying for it since it is before the meter?
- Undergrounding is pretty expensive. What are the programs to install "tree wire" on overhead circuits?
- I have provided evidence to the CPUC that PG&E is silencing expert testimony through nefarious means.
- BTW...please open question for folks who can only use the phone number dial in.
- I was an academy instructor and taught that same training across several lines of business from 2013 to 2016.
- XX Gregory Drive, Fairfax, CA 94930
- Thank you -- we will look into this.(XX Gregory Drive, Fairfax, CA 94930)
- I have evidence of PG&E denying procedural investigation over and over again.
- Brian J. Bxxx-Gxx
- Encourage speaking up is good. Humboldt Bay PP used to penalize reporting injuries by denying the whole group their monthly "safety sandwiches" and by publishing the details in the newsletter to everyone.
- My formal whistle blower complaint has provided all the evidence to the CPUC that PG&E needs to do a proper investigation into the end of my career in the North Coast.
- I will be in touch. Thank you.
- Who to contact by phone with safety issues
- Thank you. I also just sent an email.
- I just received the Auto-Reply email when sending to NorthCoastRegion@pge.com
- Why are you lying about the fixed charge?
- I don't see the link for the survey
- Just know that the crew up in Eureka is not properly trained.