

Regional Town Halls

Quarter Four Regional Town Hall – North Coast Region Summary

On November 19, 2024, 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 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

North Coast Regional Town Hall Summary

- **Date:** November 19, 2024
- **Time:** 5:30 p.m. – 6:30 p.m.
- **Total Attendees:** 84
- **PG&E Presenters:**
 - Dave Canny, Regional Vice President, North Coast Region
 - Shelby Staton, Regional Safety Director, North Coast Region
 - Tony Walls, Regional Senior Manager, North Coast 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 19 questions and comments were received.

The Q&A portion focused on the following themes:

- Undergrounding
- Scott Dam Decommissioning
- CARE/FERA

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/0arUi7OiznY>.

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
North Coast**

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

Tuesday, November 19 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-469-1987 »](#)

Conference ID: 2796382

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, Dave Canny.

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 North Coast Customers to a Town Hall for Regional Updates, Savings Support and Safety Tips

At November 19 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 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 Tuesday, November 19 from 5:30 to 6:30 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 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
North Coast	Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity	Tuesday, November 19, 2024	5:30 – 6:30 p.m.	Link: https://bit.ly/3Y1wAEG or Dial-in: 888-469-1987 Conference ID: 2796382

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



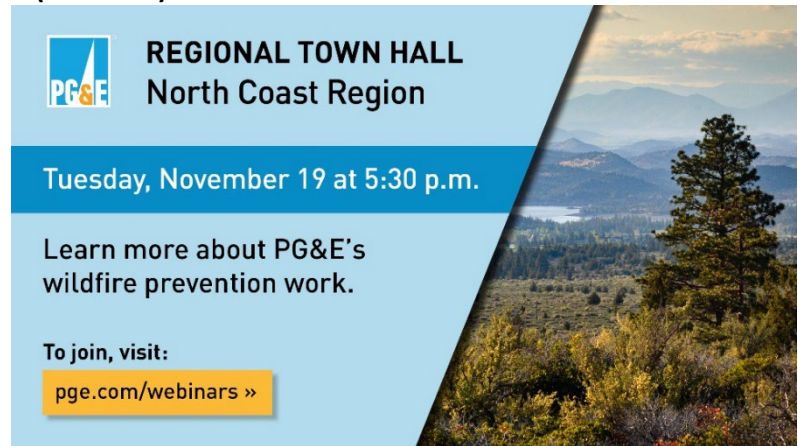
 **REGIONAL TOWN HALL**
North Coast Region


Tuesday, November 19 at 5:30 p.m.

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

To join, visit:
pge.com/webinars »

X (TWITTER) POST



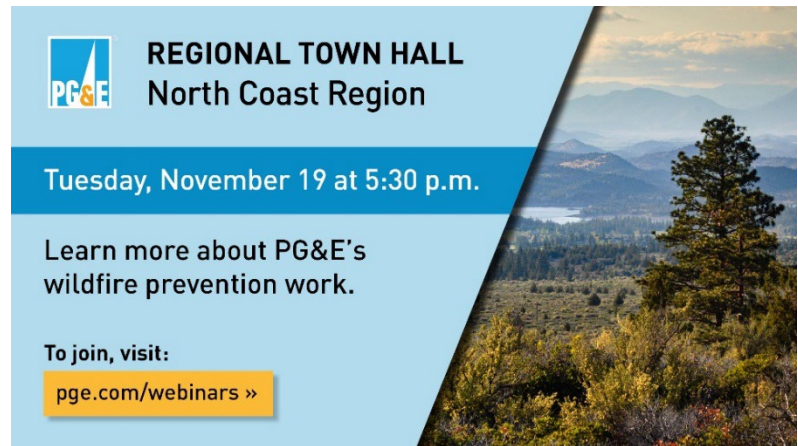
 **REGIONAL TOWN HALL**
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NEXTDOOR POST



 **REGIONAL TOWN HALL**
North Coast Region

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Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- Since PGE is dismantling the Scott's Dam, and thereby for all intent and purposes leaving Potter Valley dry during the summer and early fall, how do you intend to mitigate the loss of water in fighting fires in that area?
- We have high fire lines running across our property, where at least 3 fires have started in the last 12 years. When asked about undergrounding, we were dismissed. How do you evaluate for undergrounding and why isn't our question answered more specifically.
- Why do rates vary across counties and regions?
- What efficiencies are put in place when you have on-site projects.
- Why don't you have town hall meetings in the communities you serve? There would be greater interactions with your customers.
- Please provide a name and number where we could discuss having a townhall in Potter Valley. (XX (Unverified) asked "Why don't you have town hall meetings in the communities you serve? There would be greater interactions with your customers.")
- Novato gas pipeline upgrade updates?
- Where can we find copies of the seismic studies conducted on Scott Dam?
- How do you decide which communities
- Why is the dam being removed if it's critical infrastructure?
- You have alot of high impact projects in Potter Valley and no meetings have been had there
- I have been asking for further details on the St. Helena Hospital Undergrounding project since the project began in August as I am an adjacent property owner. Your Customer Outreach Specialist, A. K, has repsonded with empty promises for almost 3 months. I have yet to have been contacted by the promised project manager or designer for answers to my questions. How can I reach someone to answer detailed questions about this project?
- Thank you. (XX (Unverified) asked "I have been asking for further details on the St. Helena Hospital Undergrounding project since the project began in August as I am an adjacent property owner. Your Customer Outreach Specialist, A. K, has repsonded with empty promises for almost 3 months. I have yet to have been contacted by the promised project manager or designer for answers to my questions. How can I reach someone to answer detailed questions about this project? ")
- Can a care discount customer have the care package under their name on more than one property
- CARE/FERA 2 yr renewal, warning?
- Or will PGE notify u when you need to re-apply again?
- Are there any plans for an in person meeting for Potter Valley community members regarding Scott Dam?
- Why was BPTM paused?