

Regional Town Halls

Quarter Four Regional Town Hall – South Bay & Central Coast Region Summary

On November 15, 2023, PG&E held a regional town hall for customers in the South Bay & Central 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 (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

South Bay & Central Coast Regional Town Hall Summary

- **Date:** November 15, 2023
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 331
- **PG&E Presenters:**
 - Teresa Alvarado, Regional Vice President, South Bay & Central Coast Region
 - Shelby Staton, Regional Safety Director, South Bay & Central Coast Region
 - Matt Schneiderman, Senior Manager, South Bay & Central Coast Region
 - Monique Pascual, 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 24 questions and comments were received.

The Q&A portion focused on the following themes:

- Undergrounding
- Customer Resources
- Electric Work

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=ingZRJlq_FQ

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 South Bay & Central Coast Town Hall

Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz Counties

Wednesday, November 15 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 888-989-4416 »](#)

Conference ID: 3770112

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, Teresa Alvarado


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

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

Add this virtual event to your calendar

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

At November 15 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites South Bay and Central 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 15 from 5:30 to 7 p.m., PG&E experts, including Regional Vice President Teresa Alvarado, 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
South Bay and Central Coast	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz	November 15, 2023	5:30 – 7 p.m.	Link: https://bit.ly/3ZGwLWj or Dial-In: 888-989-4416 Conference ID: 3770112

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.

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Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- How do you stop an HOA from turning off power without any notification? Can pg&e help?
- This is a test question for Q&A functionality.
- Thanks.
- Great. I'm hearing increased safety for California with underground. The savings you mention seems to
- Underground lines seem to increase segty
- How does the undergrounding of power lines factor in with regards to earthquakes, which is a high risk unknown in our region?
- Underground lines seems to increase safety for all. How does the "savings" you mention impact customers? Seems like it's going all to PGE
- There were 2 numbers for underground utility lines. 2,000 and 36. Please clarify
- Sorry. I was rushing. Please clarify. Is the 2,000 miles for all of PG&E areas? 36 miles in this region? Sounds like the cost will be passed on to the customer. What about all the savings she mentioned? Will that be passed on to the customer. Many thanks!(There were 2 numbers for underground utility lines. 2,000 and 36. Please clarify)
- PGE is a govt funded monopoly. Disappointing you are not addressing customer cost.
- When is Cambria slated for underground powerlines? We have power outage two to three times a month
- PG&E recently "replaced" electrical poles in my neighborhood. They did not replace, they installed new poles next the old poles. They made the scene a lot worse that it was. They dug big hole and made my fence post base exposed. I called PG&E few times but no one came to fix it.
- Sent. Thanks.(PG&E recently "replaced" electrical poles in my neighborhood. They did not replace, they installed new poles next the old poles. They made the scene a lot worse that it was. They dug big hole and made my fence post base exposed. I called PG&E few times but no one came to fix it.)
- Right
- Recently we have been having power outages monthly. why does the power keep going out even on a non windy day.
- Got it. Savings going to PGE and you might impact customer costs. Very disappointing considering PGE is a government funded monopoly. How can we track how this impacts PGE operating expenses and hold PGE accountable for impacting customer costs?
- Where has PGE prioritized under grounding in this region?
- How well does undergrounding stand up to flooded areas?
- When will undergrounding be in our small neighborhood with 7 residences although the neighborhood already has some underground power network?
- Although the neighborhood already has some underground power network?"
- Do we have more priority since we are on a hillside and there are tree branches dangling on the high power lines?

- Sure
- XX guibal ave gilroy, ca
- I'm a volunteer resident with Resilient Los Altos. The PG&E BPTM program has been a very important element for vulnerable residents. Residents who recently went online to apply for this program found an online notice that this program has been suspended for 2023 because it had reached its "quota." What does reached its quota actually mean? Why was the program suspended for the remainder of 2023, and will it be reinstated in 2024? If it will restart in 2024, when will that start and when can residents begin applying?
- Done(Harry - Los Altos, CA (Unverified) asked "I'm a volunteer resident with Resilient Los Altos. The PG&E BPTM program has been a very important element for vulnerable residents. Residents who recently went online to apply for this program found an online notice that this program has been suspended for 2023 because it had reached its "quota." What does reached its quota actually mean? Why was the program suspended for the remainder of 2023, and will it be reinstated in 2024? If it will restart in 2024, when will that start and when can residents begin applying?")
- RLA knows about the January mtg at Los Altos Hills - thanks!(Harry - Los Altos, CA (Unverified) asked "I'm a volunteer resident with Resilient Los Altos. The PG&E BPTM program has been a very important element for vulnerable residents. Residents who recently went online to apply for this program found an online notice that this program has been suspended for 2023 because it had reached its "quota." What does reached its quota actually mean? Why was the program suspended for the remainder of 2023, and will it be reinstated in 2024? If it will restart in 2024, when will that start and when can residents begin applying?")
- Where will the 36 underground miles be installed?
- It's great that you have the various family assistance programs, but what about those of us who are retired and our income is not much above the limit assistance level, especially living in a high-cost of living area (Monterey County)?
- Are there programs that assist customers with buying generators especially if they have medical devices needed during power outage?
- Can you please post the link to the page on the PGE website that has maps of where PGE has prioritized under grounding?
- Thanks but the links on that page do not seem to answer the question. the maps are about PSP (can you please post the link to the page on the PGE website that has maps of where PGE has prioritized under grounding?)
- Is there any method/technology to reduce magnetic field radiation when undergrounding power lines?
- xx@yahoo.com(Liz (Unverified) asked "Is there any method/technology to reduce magnetic field radiation when undergrounding power lines? ")
- You can contact me via the above email(Liz (Unverified) asked "Is there any method/technology to reduce magnetic field radiation when undergrounding power lines? ")
- My name is Lizzie Cheung(Liz (Unverified) asked "Is there any method/technology to reduce magnetic field radiation when undergrounding power lines? ")