

## **Regional Town Halls**

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

On November 20, 2024, 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 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

#### South Bay & Central Coast Regional Town Hall Summary

- **Date:** November 20, 2024
- **Time:** 5:30 p.m. – 6:30 p.m.
- **Total Attendees:** 149
- **PG&E Presenters:**
  - Teresa Alvarado, Regional Vice President, South Bay & Central Coast Region
  - Cindy August, Regional Safety Director, South Bay & Central Coast Region
  - Matt Schneiderman, Senior Manager, South Bay & Central 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 16 questions and comments were received.

The Q&A portion focused on the following themes:

- Reliability
- Infrastructure
- TV Ad Spend

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/xl9f237GU7U>.

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 safety and winter bill savings tips.



### PG&E Virtual Town Hall South Bay & Central Coast

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

Wednesday, November 20 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-469-1987 »](#)

Conference ID: 1641582

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, Teresa Alvarado.

**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](#) [@](#) [▶](#)

# MEDIA ADVISORY



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



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

*At South Bay & Central Coast 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 & Central 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 Wednesday, November 20 from 5:30 to 6:30 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 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
South Bay & Central Coast	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz	Wednesday, November 20, 2024	5:30 – 6:30 p.m.	Link: <a href="https://bit.ly/3U14FDU">https://bit.ly/3U14FDU</a> or Dial-in: 888-469-1987 Conference ID: 1641582

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**



 **REGIONAL TOWN HALL**  
South Bay & Central Coast Region

Wednesday, November 20 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**



 **REGIONAL TOWN HALL**  
South Bay & Central Coast Region

Wednesday, November 20 at 5:30 p.m.

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

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

**NEXTDOOR POST**



 **REGIONAL TOWN HALL**  
South Bay & Central Coast Region

Wednesday, November 20 at 5:30 p.m.

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

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

## Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- Why does PG&E waste so much money on TV advertisements instead of investing that money into infrastructure?
- With increased power outages, many people can't afford to set up alternate power sources, like solar panels or local battery storages. Low-income families are literally sitting in the dark, freezing, not able to cook or do homework or contact their loved ones. How is this possible in the tech capital
- Beyond new projects that will improve reliability for customers once the projects are completed, are there any more immediate measures to improve reliability?
- What plans are being created to improve the Santa Cruz Area, similar to what is being done in San Jose.
- Great hearing about the improvement projects ... my area (Cambrian) has been overloaded per your crews for several years and I've heard on now plans to address the issue
- Heard of NO PLANS
- Santa Cruz always seems to be behind the times when it comes to technology
- NBC Bay Area says "While electricity bills have skyrocketed this year, the market price for the power we've been using has been far less than PG&E estimated... Each year, the utility predicts what the average price of power will be to establish the rate on your bill. While the actual price was considerably lower than PG&E had estimated this year, customers still pay the higher rate on their bills." Why are you charging the customers instead of reducing dividends to your shareholders?
- These improvements in Santa Cruz and can improve energy costs.
- How has PG&E reliability changed throughout the past few years?
- Why didn't you reduce the dividends to your shareholders to cover your past investments instead of drastically increasing customer rates? I've read CA pays 80% higher rates than the rest of the country.
- Will any energy changes made by the Trump Administration lower costs in California?
- Does PG&E offer rebates for heat pumps like Silicon Valley Clean Energy does?
- Thank you but that link doesn't seem to have info on a rebate.(Does PG&E offer rebates for heat pumps like Silicon Valley Clean Energy does?)
- Nevermind. After drilling down I found the link to a rebate page.<https://www.energystar.gov/productfinder/product/certified-heat-pumps/>(Does PG&E offer rebates for heat pumps like Silicon Valley Clean Energy does?)
- A url too would have been helpful. can't scan a QR code from a computer.