

Community Wildfire Safety Program PG&E Wildfire Safety Webinar – All Customers – Post-Event Report

On April 8, 2025, PG&E held a Wildfire Safety Webinar for all customers, 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.

PG&E is listening to customer feedback to help understand how we can continue to improve wildfire prevention efforts, including the Public Safety Power Shutoff (PSPS) and Enhanced Powerline Safety Settings (EPSS) Programs. The purpose of the event was to share safety and prevention activities, utility service-related information and customer resources for all customers, gather input and respond to questions.

The following report has been prepared to provide an overview of the webinar 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

Wildfire Safety Webinar Summary

- **Date:** April 8, 2025
- **Time:** 5:30 p.m. – 6:30 p.m.
- **Total Attendees:** 838
- **PG&E Presenters:**
 - Aaron Johnson, Senior Vice President, Local Customer Engagement
 - Tom Smith, Senior Manager, Customer Engagement Strategy
 - Natasha Lydon, Customer Outreach Strategist, Public Safety Power Shutoffs (PSPS)

The event featured a 60-minute presentation on PG&E's Community Wildfire Safety Program followed by a Q&A session. The presentation focused on 2025 updates, PG&E's layers of protection, Enhanced Powerline Safety Settings (EPSS), undergrounding, Public Safety Power Shutoffs (PSPS) and customer resources. Participants could either join via the virtual conference platform or by calling into a toll-free number. Closed captioning was available in English, Spanish and Chinese.

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, Instagram, 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 36 questions and comments were received.

The Q&A portion focused on the following themes:

- Outages
- Affordability
- Undergrounding
- Vegetation removal

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 will be available at <https://youtu.be/TsrtfaCGeBs>.

Additional presentations and recordings of past PG&E Wildfire Safety Webinars 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**

All Customers

Wildfire Safety Webinar

Tuesday, April 8 | 5:30 - 6:30 p.m.

You can also join via phone by calling **800-621-7732**
Conference ID: **1851052**

Join online »

Join us to:

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Senior Vice President, Aaron Johnson

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



Can't make it? View all webinar and event recordings »

MEDIA ADVISORY

PG&E Invites Customers to a Webinar on Wildfire Prevention Work and Safety Resources for 2025

At an April 8 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. -- Pacific Gas and Electric Company (PG&E) invites customers to an interactive webinar to share more about what we are doing to reduce wildfire risk and make our system safer.

On Tuesday, April 8, from 5:30 a.m. to 7:00 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress
- Hear about resources available to support them
- Connect with PG&E leaders, including Senior Vice President, Aaron Johnson

The event can be accessed through the [below link](#), by phone or through PG&E's website, pge.com/webinars.

Audience	Date	Time	Link and Dial-In
All Customers	April 8, 2025	5:30 a.m. – 7 p.m.	Link: https://bit.ly/3DXhf1D Or Dial-In: 800-621-7732 Conference ID: 1851052

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.

More information and resources to help you and your family prepare for and stay safe in the event of an emergency can be found at safetyactioncenter.pge.com.

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.

INSTAGRAM POST



 **WILDFIRE SAFETY WEBINAR**
All Customers

Tuesday, April 8 @ 5:30 p.m.

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

To join, visit:
pge.com/webinars »

The background of the post features a blue utility truck with a crane-like attachment, parked on a road. A traffic cone is visible in the foreground. The text is overlaid on a semi-transparent blue background.

FACEBOOK POST



 **WILDFIRE SAFETY WEBINAR**
All Customers

Tuesday, April 8 @ 5:30 p.m.

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

To join, visit:
pge.com/webinars »

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X (TWITTER) POST



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NEXTDOOR POST



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BROADCAST GRAPHIC



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All Customers

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pge.com/webinars »

Appendix B: QUESTIONS RAISED DURING THE EVENT

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

- The link to the ASL presentation directs to a webinar window that says, "The live event hasn't started."
- How many of the 10,000 miles of planned Ungrounding will be in Monterey County and where will those be?
- I live on a hill and we've noticed that when our power goes out the water to our homes is shut off as well. Worried that fire hydrants would not work if there were major wildfire. Any thoughts on this? I'm in city of San Jose/ Great Oaks Water Company. Thanks.
- Why doesn't California highly recommend we do brush control 2-3 times/year?
- What's the threshold or criteria between trimming vs removing trees? I'm leaning more towards removal for long term savings.
- Regarding AB942 to eliminate NEM 1 and 2, what's PG&E's position on that? Will rates LOWER for EVERYONE?
- Does PG&E plan to eventually underground all power lines within high risk fire hazard areas, or just a portion?
- What happens when large trees are removed from a landowner's property and all the material is left on site, leaving a larger wildfire risk due to massive amounts of fuels on the ground?
- For cameras, are there PEOPLE watching, or just AI?
- Thank you!
- Is Kern County hiring more Safety & Infrastructure Protection Teams?
- Looking at your undergrounding plan. It looks like at your current rate, it will take 300 years. Is there a plan to speed that up?
- Is PG&E considering Fast Curve and REFCL technologies for Tier 3 areas?
- Please post the URL for the map with layer toggles.
- What can I do if there is a neighbor with a completely dead tree that has the potential to fall on a power line? This situation has been like this for several years, and the property owner has done nothing about the hazard.
- Are there any work being performed in San Mateo County? It appears to be in a high-risk area.
- Do you really think you can cut down enough trees to mitigate fire risk from your wires? Where we live this is a ridiculous prospect.
- For trees on county property, who is contacted if it appears to be dangerous to PG&E lines?
- Are there programs to mitigate invasive species removal along powerlines?
- What are some of the hurdles you face regarding undergrounding, specifically regarding terrain?
- Going back to undergrounding: is there potential for disruption of lines due to tremors/earthquakes, or is it totally reliable?
- Given climate change, how does PG&E mitigate the fire risk for homeowners living next to the base of hills or mountains?

- I live on a one lane road. PG&E only tells the specific landowner about work they are doing, but the rest of the families that live on the road are unexpectedly trapped by the workers. Can PG&E do something to inform everyone about upcoming work?
- Thank you!
- EPSS...an ounce of prevention is worth a pound of cure!
- There seem to be different instructions from CALFIRE and PG&E about whether customers should be turning gas off when we are instructed to evacuate due to wildfire. Could you clarify?
- Didn't the Feds cancel LIHEAP? Will that impact PG&E's program?
- Are Californians at risk of losing our Annual Cap & Trade climate credits based on the current Federal Administration cutting funding?"
- A recent CNN Anderson Cooper RE: green energy had a lot of big and small ideas for homes and neighborhoods. Anyone see it? Maybe access ideas for PG&E customers, e.g., walls, insulation, etc.?
- PG&E tree trimming around power lines is unsightly leaving a V-shaped gap in the middle of the tree, placing the tree in an unbalanced growth. Can those trees just not be removed?
- There are very few energy star rebates from PG&E. Will you consider adopting more residential customers wanting to reduce carbon footprint while reducing demand on the distribution system?
- I need a PG&E contact name and email or phone number to discuss a hazardous tree situation involving a neighbor. I have already gone through PG&E Vegetation management department and have been roadblocked. This has been an ongoing issue. Please provide a PG&E manager that I can contact. Thank you.
- I can only find the Eastern Redbud tree on Home Depot. Is that the same as the Western Redbud tree that is recommended by PG&E's PDF?
- Thank you.
- I work for a local government agency. How do I find my local PG&E contact to ask about grant opportunities or how I can build together?
- When replacing power poles or relocating them, please remove the obsolete poles. They seem to be left in place thus doubling the amount of poles. And require the other cable and phone services to relocate their lines and equipment to the new pole so removal of the obsolete pole can be done.