

## **Community Wildfire Safety Program PG&E Wildfire Safety Webinar – Access and Functional Needs Customers – Post-Event Report**

On August 6, PG&E held a Wildfire Safety Webinar for Access and Functional Needs (AFN) 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, 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:** August 6, 2025
- **Time:** 5:30-6:30
- **Total Attendees:** 67
- **PG&E Presenters:**
  - Tom Smith, Senior Manager, Customer Engagement Strategy
  - Jenny Limones, AFN Program Specialist, Customer Engagement Strategy

The event featured a 60-minute presentation on the implementation of PG&E's Community Wildfire Safety Program with multiple Q&A sessions. The presentation focused on wildfire risk, PG&E's layers of protection, Public Safety Power Shutoffs (PSPS), Enhanced Powerline Safety Settings (EPSS), safety tips and AFN-focused customer resources. Participants could either join via the virtual conference platform or by calling 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 to:

- All electric Access and Functional Needs Customers
- Social media postings on Instagram, Facebook and Nextdoor
- 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

No questions or comments were received during this presentation.

Recording and Presentation Availability

A recording of the event can be found at [pge.com/webinars](https://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**

**AFN Customers**

**Wildfire Safety Webinar**

Wednesday, August 6 | 5:30 - 6:30 p.m.

[Join online »](#)

You can also join via phone by calling [888-790-3363](tel:888-790-3363)  
Conference ID: 3162345

**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

For more information on how you and your family can plan for and stay safe during an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »



[Can't make it? View all webinar and event recordings »](#)

**Add this webinar event to your calendar**

Outlook/Cal

Google

Outlook.com

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FACEBOOK POST



 **WILDFIRE SAFETY WEBINAR**  
Access and Functional Needs Customers

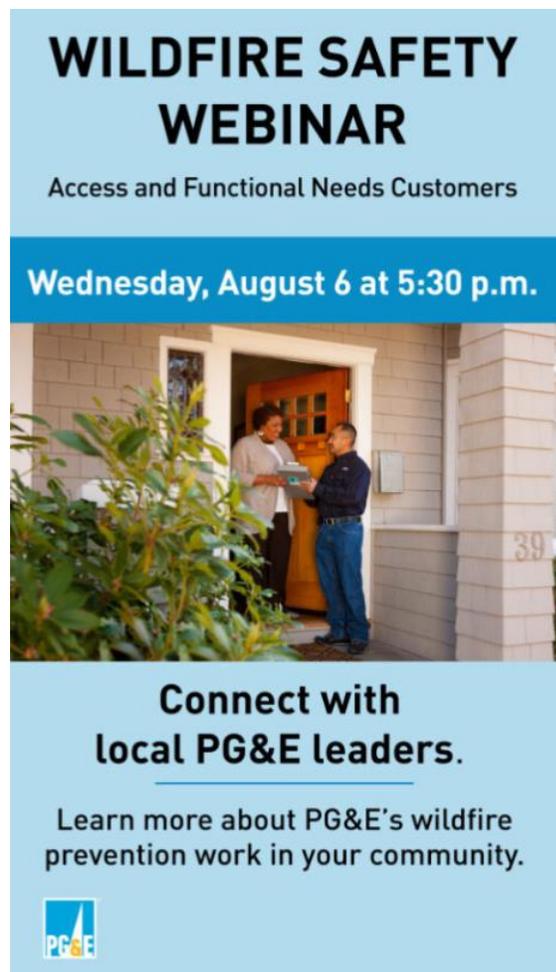
**Wednesday, August 6 at 5:30 p.m.**

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

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



INSTAGRAM STORY POST



**WILDFIRE SAFETY WEBINAR**  
Access and Functional Needs Customers

**Wednesday, August 6 at 5:30 p.m.**



**Connect with local PG&E leaders.**

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



NEXTDOOR POST



## WILDFIRE SAFETY WEBINAR

Access and Functional  
Needs Customers

Wednesday, August 6 at 5:30 p.m.

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

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