

## **Community Wildfire Safety Program**

### **PG&E Wildfire Safety Webinar – All Customers – Post-Event Report**

On August 26, 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 (OI) 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:** August 26, 2025
- **Time:** 5:30 p.m. – 6:30 p.m.
- **Total Attendees:** 716
- **PG&E Presenters:**
  - Aaron Johnson, Senior Vice President, Local Customer Engagement
  - Tom Smith, Senior Manager, Customer Engagement Strategy
  - Yesenia Perez, Program Manager, PSPS Program Team

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 and Instagram
- 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 33 questions and comments were received.

The Q&A portion focused on the following themes:

- Wildfire Mitigation and Preparedness
- Vegetation Management
- Partnerships
- Undergrounding
- EPSS

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/zXx-OeLK0q44>.

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

### All Customers

#### Wildfire Safety Webinar

Tuesday, August 26 | 5:30 - 6:30 p.m.

[Join online »](#)

You can also join via phone by calling [888-989-9714](tel:888-989-9714)  
Conference ID: 5148680

#### 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](https://safetyactioncenter.pge.com) »



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

#### Add this webinar event to your calendar

Outlook/iCal

Google

Outlook.com

Yahoo

English closed captions and American Sign Language will be available. Please reach out to [webinars@pge.com](mailto:webinars@pge.com) if you need an ADA reasonable accommodation to attend this meeting. Los subtítulos en español estarán disponibles. 將提供中文字幕。For translation support in 240+ languages, call PG&E 1-866-743-6589. To request communications in large print or braille, call [1-800-743-5000](tel:1-800-743-5000).



## MEDIA ADVISORY

### **PG&E Invites All Customers to a Webinar on Wildfire Prevention Work and Customer Resources for 2025**

*At August 26 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources*

**OAKLAND, Calif.** — Pacific Gas and Electric Company (PG&E) is hosting an interactive webinar for all customers on Tuesday, August 26, from 5:30 – 6:30 p.m. to share more about what we are doing to reduce wildfire risk and make our system safer.

During the meeting, we'll share the latest updates on local wildfire safety work and safety resources available to customers. This is also an opportunity for participants to ask questions, share feedback and connect with their local PG&E leaders, including Senior Vice President of Local Customer Engagement, Aaron Johnson.

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

Audience	Date	Time	Link and Dial-In
All Customers	Tuesday, August 26, 2025	5:30 – 6:30 p.m.	Link: <a href="https://bit.ly/4ls5mRL">https://bit.ly/4ls5mRL</a> Or Dial-In: +1 888-989-9714 Conference ID: 5148680#

American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online. For the full virtual events schedule, additional information on how to join and recordings and presentation materials from past events, visit [pge.com/webinars](https://pge.com/webinars).

Customers can find opportunities to engage with PG&E representatives in the area by visiting: [pge.com/openlines](https://pge.com/openlines) »

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](https://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](https://pge.com) and [pge.com/news](https://pge.com/news).

## INSTAGRAM STORY POST



Instagram Story Post for PG&E Wildfire Safety Webinar. The post features a blue header with the PG&E logo and the text "WILDFIRE SAFETY WEBINAR All Customers". Below the header is a blue bar with the date and time "Tuesday, August 26 at 5:30 p.m.". The main image shows a blue PG&E utility truck driving on a dirt road in a forest. A white button with a link icon and the text "WEBINAR INFO" is overlaid on the image. Below the image is a blue section with the text "Connect with local PG&E leaders." and "Learn more about PG&E's wildfire prevention work in your community." The PG&E logo is in the bottom left corner.


**WILDFIRE SAFETY WEBINAR**  
All Customers

Tuesday, August 26 at 5:30 p.m.

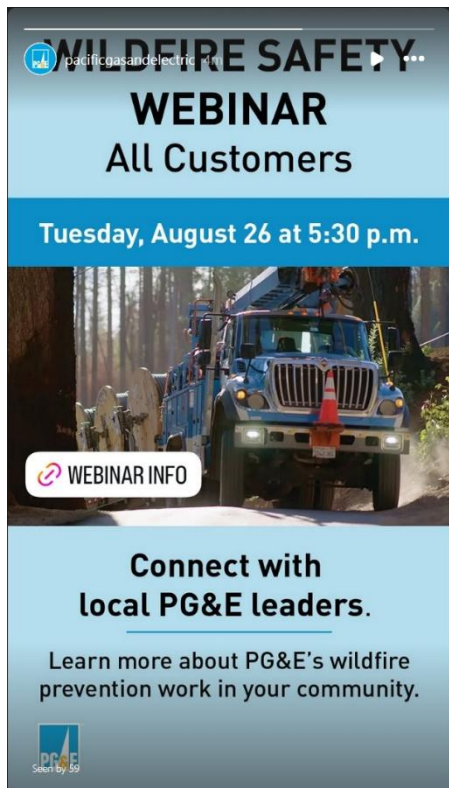
[WEBINAR INFO](#)

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

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

 PG&E  
Safety by design

## FACEBOOK STORY POST



Facebook Story Post for PG&E Wildfire Safety Webinar. The post features a blue header with the PG&E logo and the text "WILDFIRE SAFETY WEBINAR All Customers". Below the header is a blue bar with the date and time "Tuesday, August 26 at 5:30 p.m.". The main image shows a blue PG&E utility truck driving on a dirt road in a forest. A white button with a link icon and the text "WEBINAR INFO" is overlaid on the image. Below the image is a blue section with the text "Connect with local PG&E leaders." and "Learn more about PG&E's wildfire prevention work in your community." The PG&E logo is in the bottom left corner.


**WILDFIRE SAFETY WEBINAR**  
All Customers

Tuesday, August 26 at 5:30 p.m.

[WEBINAR INFO](#)

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

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 PG&E  
Safety by design

**BROADCAST GRAPHIC**



**WILDFIRE SAFETY WEBINAR**  
All Customers

**Tuesday, August 26 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 can't I get into the Webinar, the time I have is 5:00PM and it is now 5:20. My computer screen shows "The live event hasn't started."
- Can you mitigate dangers from the proposed gun range in Anderson under the high voltage lines? The lines themselves could be hit by bullets, or fires started by sparks could affect the lines.
- I heard that there are changes to the requirements for trimming trees/branches near powerlines. Can someone point me to the latest requirements? And how can you understand if hardening/undergrounding powerlines is planned in your area?
- A rifle range is being planned for Millville Plains in Shasta County that has 60 riflemen shooting toward 51 high voltage transmission towers and 2.2 miles of high voltage lines that are in range of 10 of the most popular hunting rifles (according to the NRA) in the U.S. What is PG&E doing to stop the approval of this ill-conceived gun range?
- Can high-voltage lines be installed with covered conductors? Can covered conductors protect against gunfire?
- How much did those wildfire cameras help with the LA Fires?
- Do you coordinate with wireless providers? How?
- Are all above ground transmission lines to be buried underground in severely high fire risk areas, like Clayton CA?
- (Please ask her to speak up a bit) Question: The Mt. Eaton fire showed that most fire transmission happens house-to-house. Is there anything PG&E is/can do to help reduce this risk?
- The CAL Fire maps show high fire risk in parts of San Jose (especially in the Evergreen hills). Are you coordinating your maps/hardening efforts with the California State WUI maps?
- Does PGE work with local governments to address vegetation hazards? There are so many dead trees and branches in the field by me and the City says they are "seeking funding" to deal with this. Hercules has so many fields it would be great if lines there could be undergrounded.
- Not a question, a request. The forest critters are starving. Us humans have destroyed their homes. They need TLC, otherwise the Moms would not be going to human homes! Please try to share with someone who can drop food to them. Thanks.
- In the Pygmy forest area, tall trees often simply fall over. How do you assess this risk? This is in the Transitional Pygmy area.
- We're a wireless provider, have never been contacted, how to get this? We have CAL FIRE cams and wireless Internet, have had bad reliability for many years (30,000 outage minutes in past two years).
- Why aren't you looking to underground transmission lines in the Montclair area in the hills of Oakland which is densely populated?
- This is Edward X. XXXXXX again, who had asked about the gun range in Shasta County. Thank you for recognizing that question and a referral to your manager in Chico. My email:

XXX@gmail.com. My address is XXX XXX XXX XXX, Millville, CA 96062. My cell phone: XXX-XXX-XXXX. Thank you again. XX XXXXX.

- Not a question but a comment. I appreciate the cameras as I was in Foresthill in July and was able to view 7 different cameras with the multiple views available to see the fire. I was able to gain access to these through the app Watch Duty.
- 9 drone inspections does not sound like very much. I would think drone surveys are now a standard PGE tool.
- Do you all work with nature conservation to make sure that there's a balance in local flora and fauna?
- My next door neighbor's tree is leaning towards our house endangering the service drop during high winds. How do I handle this issue?
- Is there a way to know when vegetation inspection patrols will take place? We aren't getting notified in advance.
- Regarding the EPSS system, how is that ability added to the power lines - software, hardware, etc.?
- Is there funding for firewise groups?
- I live in a ridge on top of a valley, anything I can do to prevent fire coming up the Valley side?
- Will budget cutbacks at the federal and state levels impact any of your plans?
- Has PG&E reverted back to much longer automated ETORs for the EPSS outages in Placer County? It seems like on prior years, the estimated time of restoration for our circuit after an EPSS outage was much shorter than currently. We are getting 4.5 hour ETORs and it doesn't take that long to inspect our circuit based on previous wildfire seasons. Thanks for all you do to prepare for wildfires.
- Thanks, will do.
- XXX-XXX-XXXX.
- My Walnut Creek circuit is something like Clayton 2201, but I can't remember for sure. Anyhow, it has a tremendous number of outages each year. Way more than 4 annually since 2022. While PG&E has kindly offered a rebate program for a home battery, I was wondering if there were any other solutions underway? It's a original 19XX subdivision construction with both overhead lines and underground lines, and it backs up to a Tier 2 HFTD. Thanks again for all you do to prepare for wildfires.
- How do you mitigate the increased fire hazard resulting from backup power provided by (Tesla) batteries?
- What kind of regeneration is available in townhouse condo settings?
- Will this recording be available?
- Thank you, PG&E, for this informative webinar.