

Wildfire Safety Open House

Wildfire Safety Open House – Lafayette and Moraga

On August 22, 2023, PG&E held a Wildfire Safety Open House for customers in Lafayette and Moraga, 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.

The purpose of PG&E's quarterly Wildfire Safety Open House is to share the progress made on the company's approach to improving operations and delivering better safety outcomes for customers. The utility invited customers to meet with the regional leadership teams, including the Regional Vice President and subject matter experts.

The following report has been prepared to provide an overview of the Wildfire Safety Open House and includes:

- A high-level event summary
- A description of outreach for the event
- An overview of the feedback received

Lafayette and Moraga Wildfire Safety Open House Summary

- **Date:** August 22, 2023
- **Time:** 5:00 – 7:00 p.m.
- **Total Attendees:** 76
- **PG&E Presenters:**
 - Aaron Johnson
 - Monica Tell
 - Dave Meier
 - Joe Segura
 - Eric Lamoreux
 - Les Putnam
 - Lauren Urhausen
 - Stephanie Stewart
 - Sunil Rajappa
 - Shanzay Sheikh-Mehtani
 - Matt McLane
 - Josh Green
 - Daniel Newell
 - Ryan Willis
 - Jonathan Nicolas
 - Sarah Yoell
 - Tanya Ramirez
 - Tamar Sarkissian
 - Ed Aparis

The event featured a 90-minute open house with informative poster boards displayed around the room to inform customers about Enhanced Powerline Safety Settings, outages in their community,

steps PG&E took to improve reliability and customer resources. Attendees were encouraged to speak to various subject matter experts who were in attendance to provide information and answer questions.

Event Outreach

PG&E conducted outreach to drive attendance to the event. Outreach included:

- Email invitations sent to all electric customers with an email address listed

Sample invitations and outreach materials can be found in Appendix A.

Question and Answer Session Summary

Throughout the event, participants submitted comment cards for PG&E's subject matter experts. 14 question and comment cards were submitted during the event.

The comment cards focused on the following themes:

- Outages
- Outage notifications
- Backup power support programs

The full list of questions/comments received during the Q&A session can be found in Appendix B.

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**

PG&E is hosting an answer center to discuss wildfire safety outages and reliability improvements on your specific electric power circuit.



**Answer Center for Impacted Customers in
the Lafayette and Moraga Areas**

Lafayette Veterans Memorial Center East Room
3780 Mount Diablo Blvd
Lafayette, CA 94549

Tuesday, August 22 | 5:30 – 7 p.m.

PG&E invites you and your neighbors to join us at the answer center to discuss your electric service and the steps we are taking to improve. We know many of our customers in the Lafayette and Moraga areas have experienced outages in recent months. Our team will be there to share information and answer any questions you have.

PG&E subject matter experts will be in attendance to discuss:

- Outages you have experienced and steps we are taking to improve safety and reliability
- Wildfire safety efforts in your community
- Customer resources and support available to you

We encourage you to review and update your contact information at pge.com/mywildfirealerts and visit our Safety Action Center at safetyactioncenter.pge.com for outage preparedness tips and resources.



APPENDIX B: QUESTIONS RAISED DURING THE EVENT

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

- Please send out a communication afterwards to impacted customers and recap the questions (and answers) that we asked. Please increase the frequency and transparency of communication. No corporate speak. Thank you.
- Thank you for taking time to do this outreach. Please consider that while PG&E works through the safety system sensitivity, all residents on the Rossmore circuit get a generator rebate please.
- Tanya was excellent!
- We are senior citizens living in the Campo Highschool area and are on a medical CPAP machine. We are interested in the generator battery rebate program.
- I work remote so would love for a solution to the many power outages.
- PG&E outage dates: 9/19/21 7:30-10 p.m., 9/28/21 8:45-11:30 p.m., 10/4/21 2:30-5 p.m., 3/9/22, 5/21/22, 9/4/22 9-12:30 p.m., 9/5/22 4:30-6 p.m., 9/6/22 4:30-5:30 p.m., 8/7/23 6-9:30 a.m. These are just some of the Old Jonas Hill Road Lafayette power outages.
- Please direct contact from PG&E. Lauren suggested I ask for this.
- It would be helpful to have a board with specific outages (date, duration, # of customers impacted and cause) since I heard it a lot. Very specific questions or very specific dates. People want closure, not just restoration. The community outreach team should be commended. Tough crowd. The veg management representative was especially local-specific and familiar. Was able to speak to local not general. A lot of people want a town hall style not visual boards and no one "responsible for answers for specific outages." Was the meeting here predicated by recent outages in the area or community touchpoint frequency scheduled? Have a rep help with notification signups/verifications. I heard a lot of "we didn't get any notifications."
- Would like a direct call.
- Thank you for the community meeting. Spoke with Aaron Johnson regarding medical high needs and battery.
- We spoke to 6 employees and only 2 (Joe and a woman whose name we didn't catch) gave us straight answers. Just be transparent with your customers, especially with known issues like the Rossmoor circuit. Regular updates would be appreciated.
- If the medical baseline program ever includes a solar panel with yeti battery, please put me on your list again. Thank you!
- What is PG&E doing to provide compensation to customers? It's unacceptable to lose time, money and food!
- Not generating compensation for solar during outages.