

## **Wildfire Safety Open House**

### **Wildfire Safety Open House – Los Gatos**

On August 15, 2023, PG&E held a Wildfire Safety Open House for customers in Los Gatos, 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

#### Los Gatos Wildfire Safety Open House Summary

- **Date:** August 15, 2023
- **Time:** 5:00 – 7:00 p.m.
- **Total Attendees:** 26
- **PG&E Presenters:**
  - Teresa Alvarado
  - Daniel Cedeno
  - Mayra Tostado
  - Matthew Schneiderman
  - Dave Meier
  - Ricardo Navarro
  - John Kemp
  - Dave Ambriz
  - Kevin Conant
  - Patrick Ellis
  - Chanell Mays
  - Robert Johnson
  - Baaron Mbakwe
  - Denny Boyles
  - Jen Huang
  - Julie Scheve
  - James Saechou
  - Jakob Trconic

The event featured a two-hour 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 through a variety of channels to drive attendance to the event. Outreach included:

- Email invitations sent to electric customers
- Social media postings on NextDoor
- Outreach to county officials

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

#### Question and Answer Session Summary

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

The comment cards focused on the following themes:

- Infrastructure
- Customer reporting

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](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**

PG&E is hosting a live in-person open house to discuss wildfire safety outages and reliability improvements on your specific electric power circuit.



## **Open House for Impacted Customers in Los Gatos Area**

Los Gatos History Club  
123 Los Gatos Boulevard  
Los Gatos, CA 95030

**Tuesday, August 15 | 5:00 – 7 p.m.**

PG&E invites you and your neighbors to join us at an open house to discuss your electric service and the steps we are taking to improve. We know many of our customers in the Los Gatos area 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](https://pge.com/mywildfirealerts) and visit our Safety Action Center at [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) for outage preparedness tips and resources.



## SOCIAL MEDIA

NextDoor



 **OPEN HOUSE FOR LOS GATOS  
AREA RESIDENTS**

**Tuesday, August 15 • 5 – 7 p.m.**

**Los Gatos History Club**  
123 Los Gatos Boulevard  
Los Gatos, CA 95030

Learn more about the recent  
outages in your community.

**APPENDIX B:**  
**QUESTIONS RAISED DURING THE EVENT**

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

- I want to talk about outages on my street.
- If I see something on my street, how do I report it?
- This is a spectacular event.
- I got my questions answered by Teresa.
- Questions were answered!
- When does old Santa Cruz Highway get tree wire?
- When will "tree wire" be installed all along old Santa Cruz Highway south of Summit?