

Wildfire Safety Open House

Wildfire Safety Open House – Capay Valley

On July 20, 2023, PG&E held a Wildfire Safety Open House for customers in Capay Valley, 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

Capay Valley Wildfire Safety Open House Summary

- **Date:** July 20, 2023
- **Time:** 5:00 – 7:00 p.m.
- **Total Attendees:** 16
- **PG&E Presenters:**
 - Joe Wilson
 - Dave Meier
 - Alison Feliz-Wukasinovich
 - Joe Segura
 - Brian Swanson
 - John Walsh
 - Vishaldeep Singh
 - RJ Jammu
 - Ryan Muir
 - Brad Stricklin

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 through a variety of channels to drive attendance to the event. Outreach included:

- Email invitations sent to electric customers with an email address listed
- 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. Five questions and comment cards were submitted during the event.

The comment cards focused on the following themes:

- Notifications
- Safety
- Claims

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 in Capay Valley and surrounding areas.



Answer Center for Capay Valley Residents

Western Yolo Grange
16787 Forest Ave B312, Guinda, CA 95637

Thursday, July 20 | 5:30 - 7 p.m.

PG&E invites you and your neighbors to join us at a community answer center to discuss your electric service and the steps we are taking to improve. We know many of our customers in the Capay Valley 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.

Add this event to your calendar

Outlook/ICal

Google


Outlook.com

Yahoo



SOCIAL MEDIA

NextDoor




**ANSWER CENTER FOR
CAPAY VALLEY RESIDENTS**

Thursday, July 20 • 5:30 – 7 p.m.

Western Yolo Grange
16787 Forest Ave, B312
Guinda, CA 96637

Learn about how we're improving
your electric reliability.



APPENDIX B:

QUESTIONS RAISED DURING THE EVENT

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

- More of these events should occur. Informative before problems. Thank you.
- When power goes out, share the cause! Not knowing is very frustrating. Either make info available after power is restored or as soon as the cause is known.
- Our transformers, one on a pole by every house. I worry that if the one by our house exploded, we'd have dioxin all over our organic yard. How much dioxin is in our transformer?
- June 4, 2023 - no notification of outage. Why not? Why have outages increased since the "improvements" to our lines.
- Reimbursement for physical equipment damage and help with generator (42,000). Help available for SMB.