

## **Wildfire Safety Open House**

### **Wildfire Safety Open House – Calaveras County**

On November 7, 2023, PG&E held a Wildfire Safety Open House for customers in Calaveras County, 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.

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 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

#### Calaveras County Wildfire Safety Open House Summary

- **Date:** November 7, 2023
- **Time:** 5:30 – 7:00 p.m.
- **Total Attendees:** 8
- **PG&E Presenters:**
  - Sarah Rasheed, Subject Matter Expert
  - Tracy Mello, Regional Senior Manager, Central Valley Region
  - Miki Revord, Subject Matter Expert
  - Will Harris, Subject Matter Expert
  - Caity Manhold, Subject Matter Expert
  - Jason Risen, Subject Matter Expert
  - Robin Avery, Subject Matter Expert
  - Nathan Alonzo, Local Government Affairs, Madera, Mariposa and Merced Counties
  - Tony McDaniel, Subject Matter Expert
  - Rob Cosmero, Subject Matter Expert
  - Joe Segura, Program Manager, Customer Emergency Planning & Operations
  - Jose Jimenez, Subject Matter Expert
  - Mike Metrovich, Subject Matter Expert
  - Ivan Cortez, Subject Matter Expert
  - Jeff Smith, Subject Matter Expert
  - Haley Wolfe, Subject Matter Expert
  - Michael Gaffney, Subject Matter Expert
  - Theresa English, Subject Matter Expert
  - Darlene Owens, Subject Matter Expert

The event featured a presentation which included an overview of PG&E's wildfire safety work, for customers who have experienced multiple outages in the area. Attendees were encouraged to speak with and ask questions to the subject matter experts in attendance.

#### 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
- Outreach to city, county and tribal officials

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

#### Question and Answer Session Summary

Throughout the event, participants had the opportunity to submit question and comment cards for PG&E's subject matter experts. A total of 2 questions and comment cards were submitted during the event.

The comment cards focused on the following themes:

- Medical devices
- Additional event opportunities

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 an in-person answer center to answer your specific questions about wildfire safety outages and reliability improvements in your area.



### Answer Center for Impacted Customers in Calaveras County

San Andreas Town Hall  
24 Church Hill Road  
San Andreas, CA 95249

Tuesday, November 7 | 5:30 – 7:00 p.m.

PG&E invites you and your neighbors to join us at an answer center to discuss your electric service and the steps we are taking to improve. We know many of our customers in the Calaveras County area have experienced outages in recent months. Our team will be there to share information in an open house format 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




**JOIN US AT THE SAN ANDREAS  
OPEN HOUSE**

**Tuesday, November 7 • 5:30 – 7:00 p.m.**

**San Andreas Town Hall**  
24 Church Hill Road, San Andreas, CA 95249

Learn more about recent outages in  
your community.



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

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

- Medical Device - extreme issues with distribution delays; would like assistance from DDAR but unresponsive; would like presentation in our development of Forest Meadows.
- I would like a presentation for the community of Forest Meadows/ Murphys/ Tony's Area (726 residents).