

Wildfire Safety Open House

Wildfire Safety Open House – Groveland

On October 9, 2023, PG&E held a Wildfire Safety Open House for customers in Groveland, 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

Groveland Wildfire Safety Open House Summary

- **Date:** October 9, 2023
- **Time:** 1:00 – 2:30 p.m.
- **Total Attendees:** 119
- **PG&E Presenters:**
 - Joshua Simes, Regional Vice President, Central Valley Region
 - Tracey Mello, Regional Senior Manager, Central Valley Region
 - Michael Gaffney, Subject Matter Expert
 - Nathan Alonzo, Local Government Affairs, Madera, Mariposa and Merced Counties
 - Denny Boyles, Subject Matter Expert
 - Jay Daniels, Subject Matter Expert
 - Miki Revord, Subject Matter Expert
 - Jose Jimenez, Subject Matter Expert
 - Eric Lamoureux, Chief of Strategy, Wildfire & Emergency Operations
 - Joe Segura, Program Manager, Customer Emergency Planning & Operations
 - Ricardo Navarro, Principal Program Manager, Customer Emergency Operations

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 16 questions and comment cards were submitted during the event.

The comment cards focused on the following themes:

- Outages
- Outage notifications
- Rates and affordability

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 a live in-person answer center to discuss wildfire safety outages and reliability improvements on your specific electric power circuit.



Answer Center for Impacted Customers in Groveland

Groveland Community Resilience Center
18986 Ferretti Road
Groveland, CA 95321

Monday, October 9 | 1:00 – 2:30 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 Groveland 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 and visit our Safety Action Center at safetyactioncenter.pge.com for outage preparedness tips and resources.

SOCIAL MEDIA

NextDoor




**JOIN US AT THE GROVELAND
ANSWER CENTER**

Monday, October 9 • 1:00 – 2:30 p.m.

**Groveland Community
Resilience Center**
18986 Ferretti Road, Groveland, CA 95321

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.

- All food claims were denied then PG&E decided to pay the residents only. Why would you deny the town that keeps this place alive? No businesses, no town.
- Battery backup unit for C-PAP plug in at meter for generator.
- We do not receive any bills until a whopper comes there. On a fixed income and I need to know monthly what my bill is. Thank you.
- 1XXXX Ferretti Road, Groveland, CA. Customer states veg crews left tree trimmings in an emergency easement, blocking it. Please have local veg follow up.
- 1XXXX Ferretti Road, Groveland, CA. Received portable battery but is having issues with it. Please have AFN program manager follow up with CBO for assistance.
- Some areas should require localized weather/climate condition considerations when evaluating clearance requirements.
- When will we get better utilization of the Groveland micro-hub and when will PG&E bring our electricity supply up to a reasonable level of service?
- Often the text alerts received say something like "outage due to weather". Everyday has weather so to say "due to weather" is not very helpful. Often it's a nice day when this happens. Please add specificity to the message e.g. due to hot weather or lightening strike. If it's due to equipment failure, animals or vegetation, say that.
- If/when will Groveland be cabling, either underground or overhead system hardening? When will it be started/completed (address 1XXXX Shooting Star Court, Groveland)?
- In other communities, there's an option to get electricity from 100% clean energy sources. Is that an option in Tuolumne County? If not now, when will there be?
- More transparency. Better notifications. We aren't getting updates when power is out but we used to. Reimburse solar when power has been out. Reimburse propane for generators for the 4th of July weekend. Be more concerned about your customers than your company or stockholders.
- Format. This type of format was not conducive to the residents of our community. Average age 64 years, many are handicapped with mobility or have hearing issues. They expected to have a formal presentation to obtain answers to their questions. Going around from person to person is time consuming and not efficient. In a formal presentation, you still could have had your experts here to address a question in their area of expertise or give an answer to a question asked that many others had. Your experts could answer the question one time rather than having to repeat themselves.
- When a safety device trips, why does it take 4-10 hours to check it and turn the power back on? Challenging to watch the many, many ads convincing California of what a great job you are doing and yet it appears you have no solution to solve our outage problems. Why not spend those millions on developing a solution and implementing? Very disappointed in this format, another PR farce.
- Interested in receiving video mentioned by Jose Jimenez regarding PG&E line (outages, 2 segments, etc.)
- When will Groveland community be notified if PG&E will be putting in underground wiring in our area?

- Reimburse cost of generators. Reimburse fuel cost for generators. Reimburse for lost food. Disappointed in this meeting and really? No chairs?