

Wildfire Safety Open House

Wildfire Safety Open House – Sonora

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

Sonora Wildfire Safety Open House Summary

- **Date:** October 9, 2023
- **Time:** 6:00 – 7:30 p.m.
- **Total Attendees:** 35
- **PG&E Presenters:**
 - Joshua Simes, Regional Vice President, Central Valley Region
 - Tracy 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 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 7 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 Tuolumne County

Best Western Plus Sonora Oaks Hotel & Conference Center
19551 Hess Avenue
Sonora, CA 95370

Monday, October 9 | 6:00 – 7:30 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 Tuolumne County 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 TUOLUMNE
COUNTY ANSWER CENTER**

Monday, October 9 • 6:00 – 7:30 p.m.

**Best Western Plus Sonora Oaks
Hotel & Conference Center**
19551 Hess Avenue, Sonora, CA 95370

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.

- Why has my monthly bill increased from \$114.00 to \$176? 2XXXX Place Avenue.
- 17 unplanned outages in 4 months including today. Why? What is the problem? What is the solution? 2XXXX S. Airport Road #XX, Sonora, CA 95370
- Better notifications and more up to date info about outages. Since January, Curtis 1702 circuit experienced 62 power outages. Each represented loss of food, work hours and student hours. Cumulative power outages should be compensated. PG&E rates continue to rise, power reliability continues to drop. What's the end game? We do appreciate PG&E's responses to mitigate wildfire danger.
- I have questions regarding medical baseline. 1XXXX Mono Way #XX, Sonora 95370
- Very informative :)
- We are not receiving outage notifications even though we signed up for them. Can we receive details on our bills about the cause of outages or if not on bills, just mailed several times per year? Please create a rebate program based on cumulative hours out and not just consecutive 48 hours. Please share the EPSS causes and locations in a graphic. People could push local governments to help find solutions.
- Hardening for Squirrill Mountain Road area. Better compensation for tree work and a real refusal process.