

Regional Town Halls

Quarter 1 Regional Town Hall – Bay Area Region Summary

On March 18, PG&E held a Regional Town Hall for customers in the Bay Area Region, 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 Regional Town Hall meetings is to share the progress made on the company's regional approach to improving operations and delivering better safety outcomes for customers. The utility invited customers in each region to meet with the regional leadership teams, including the Regional Vice Presidents and Regional Safety Directors. Company representatives provided updates on the Community Wildfire Safety Program in each area, including highlighted operational mitigation efforts, shared savings programs for customers, provided safety and awareness tips and listened to customer feedback and questions.

The following report has been prepared to provide an overview of the Regional Town Hall and includes:

- A high-level event summary
- A description of outreach for the event
- An overview of the feedback received
- A link to the event presentation and recording

Bay Area Regional Town Hall Summary

- **Date:** March 18, 2025
- **Time:** 5:30-6:30
- **Total Attendees:** 294
- **PG&E Presenters:**
 - Jake Zigelman, Regional Vice President, Bay Area Region
 - John Giliginas, Regional Safety Director, Bay Area Region
 - Mike Bockrath, Regional Senior Manager, Bay Area Region
 - Nina Bubnova, Director, Service Planning and Design
 - Colby Paterson, Manager, Vegetation Management Operations
 - Andrew Grove, Director, Construction Resource Management

The event featured a 60-minute presentation that provided updates on the implementation of the Community Wildfire Safety Program in its respective region, including implementation of safety outages and undergrounding, provided updates on outages and rates, shared customer safety and preparedness resources and listened to customer feedback and answered questions during Q&A sessions.

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 in the region
- News release and media advisory

- Outreach to city, county and tribal officials as well as through a variety of additional channels

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

Question and Answer Session Summary

Throughout the presentation, participants submitted questions and comments for PG&E's subject matter experts through a Q&A function on the webinar platform. A total of 50 questions and comments were received.

The Q&A portion focused on the following themes:

- Undergrounding
- Outages
- Yearly earnings & rising costs

The full list of questions/comments received during the Q&A session can be found in Appendix B.

Recording and Presentation Availability

A recording of the event can be found at <https://www.youtube.com/watch?v=5FGJIFz9XAc>.

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**

Join us for a virtual town hall to learn more about what we are doing to reduce wildfire risk and better serve you and your community.



**PG&E Virtual Town Hall
Bay Area**

Alameda, Contra Costa, San Francisco and San Mateo Counties

Tuesday, March 18 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 800-369-1953 »](#)

Conference ID: 8240426

We'll share how we are working to better serve you and your community by reducing wildfire risk. Attendees will have the opportunity to ask questions and connect with PG&E leaders, including Regional Vice President, Jake Zigelman.

We encourage you to join and learn more about:

- Regional updates
- Wildfire safety work happening in your area
- Tips and resources to keep you safe

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »

[View this webinar and past recordings »](#)

MEDIA ADVISORY



Marketing & Communications | 415.973.5930 | www.pge.com

PG&E Invites Bay Area Customers to a Town Hall for Regional Updates, Wildfire Safety Program Updates and Customer Resources

At March 18 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites Bay Area customers to a virtual town hall to learn more about work in their region, safety tips and customer saving programs.

On Tuesday, March 18 from 5:30 to 6:30 p.m., PG&E experts, including Regional Vice President Jake Zigelman, will provide a brief presentation during which participants will have the opportunity to ask questions.

The event can be accessed through the link or phone dial-in information listed below, or by visiting PG&E's website, pge.com/webinars.

Region	Counties	Date	Time	Link and Dial-In
Bay Area	Alameda, Contra Costa, San Francisco, San Mateo	Tuesday, March 18	5:30 – 6:30 p.m.	Link: https://bit.ly/4jiXwcV Or Dial-in: 800-369-1953 Conference ID: 8240426

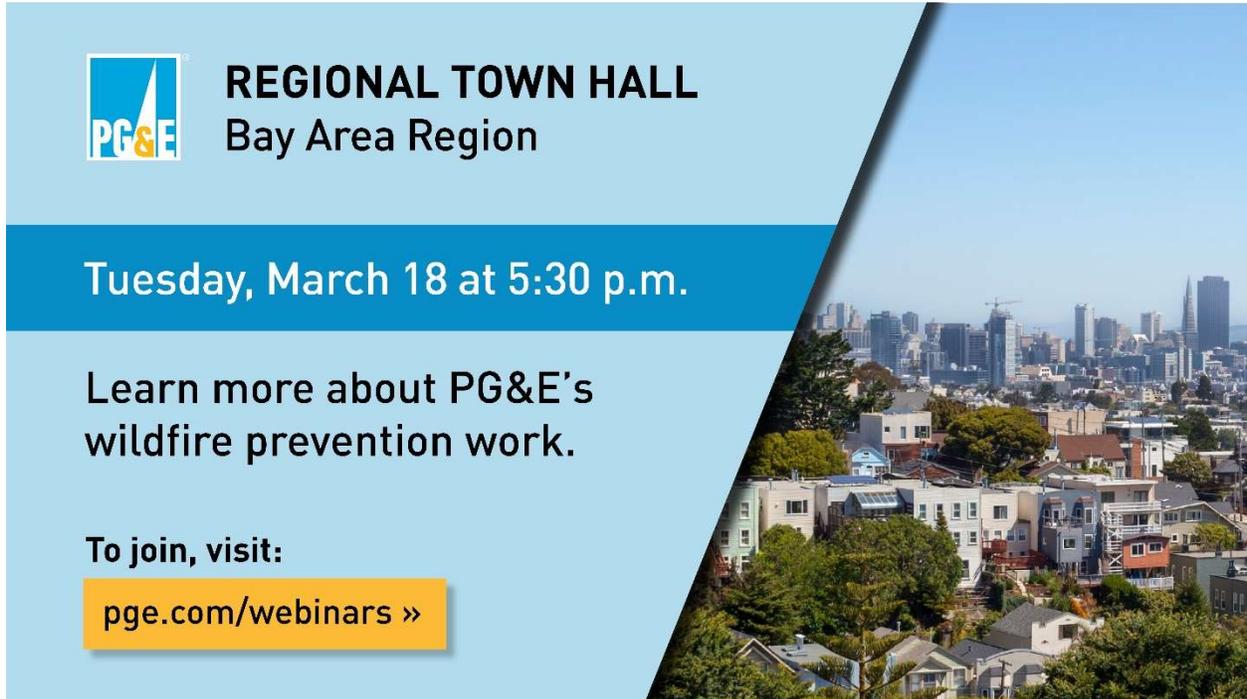
American Sign Language interpretation will be available. For the full webinar events schedule, additional information on how to join and to view past event recordings and presentation materials, visit pge.com/webinars.

Customers can find opportunities to engage with PG&E representatives in the area by visiting: pge.com/openlines »

About PG&E

Pacific Gas and Electric Company, a subsidiary of PG&E Corporation (NYSE:PCG), is a combined natural gas and electric utility serving more than 16 million people across 70,000 square miles in Northern and Central California. For more information, visit pge.com and pge.com/news.

**SOCIAL MEDIA
FACEBOOK POST**



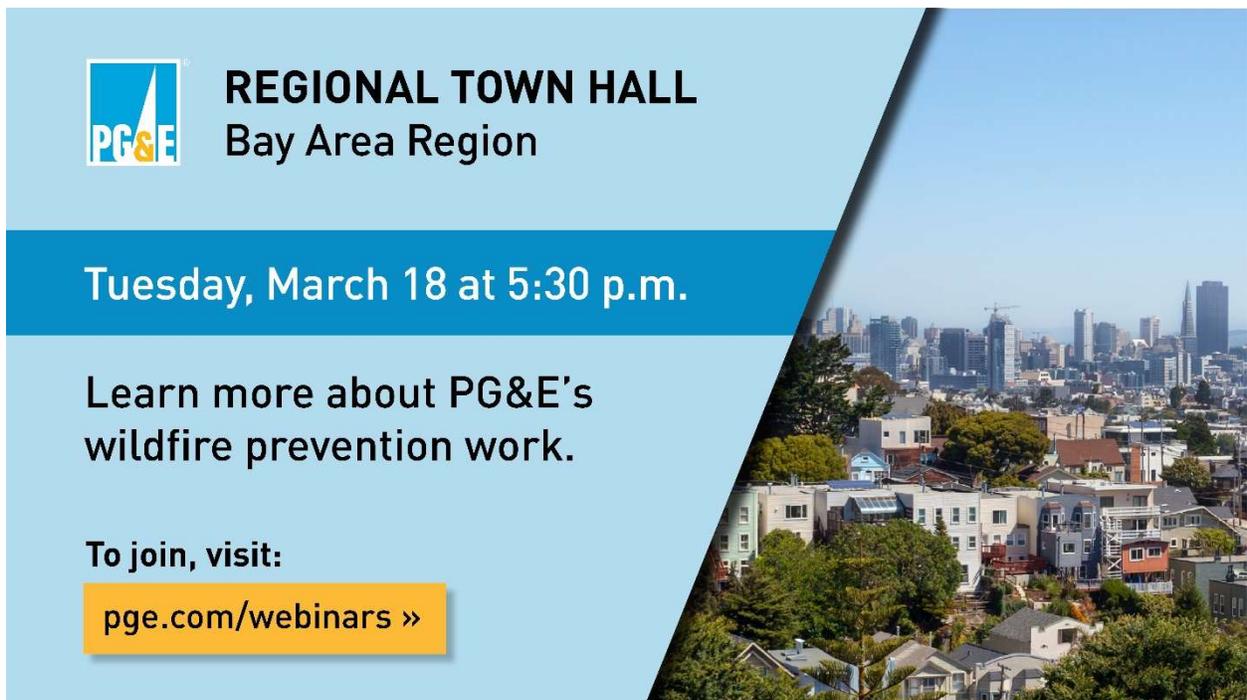
 **REGIONAL TOWN HALL**
Bay Area Region

Tuesday, March 18 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:
[pge.com/webinars »](https://pge.com/webinars)

X (TWITTER) POST



 **REGIONAL TOWN HALL**
Bay Area Region

Tuesday, March 18 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

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NEXTDOOR POST



REGIONAL TOWN HALL Bay Area Region

Tuesday, March 18 at 5:30 p.m.

Learn more about PG&E's
wildfire prevention work.

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pge.com/webinars »



LINKEDIN POST



Jacob Zigelman • You



Vice President, Bay Area Region at Pacific Gas ...

6m • Edited •

Join me for [Pacific Gas and Electric Company](#)'s Bay Area Regional Town Hall on Tuesday, March 18. It's online from 5:30 PM - 6:30 PM. This is a great opportunity to ask questions and learn about what we're doing in your community. Don't miss out on this chance to stay informed and engaged. For the link to attend, visit pge.com/webinars. Looking forward to hearing from you!

Bay Area Region

VIRTUAL TOWN HALL

Learn about programs to save on winter bills.

To join, visit:

pge.com/webinars

INSTAGRAM POST



REGIONAL TOWN HALL
Bay Area Region

Tuesday, March 18 at 5:30 p.m.

Learn more about PG&E's
wildfire prevention work.

To join, visit:

pge.com/webinars »



APPENDIX B: QUESTIONS RAISED DURING THE EVENT

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

- Why does it take 4 weeks for PG&E engineers to review residential electric service panel upgrade from 100amp to 200amps?
- What is PG&E doing to address the imbalance between PV Generation and Time of Use Demand (4pm -9pm)?
- Elimination of Natural Gas seems like a great way to reduce risks in a seismic event. Any incentives for conversion to all electric for existing Single Family Residential?
- How do you choose which areas are slated for work? For example, underground power in downtown Redwood City was prioritized over other areas. Why?
- Natural Gas combustion presents health risks does PG&E have plans for conversion to hydrogen which can be generated sustainably and has no health issues?
- Will all the cuts to NOAA and the NWS affect your meteorologists' planning/tools?
- I'm curious as to the doubling of bills (the rate presentation did not hit on the answer) and the company having over \$800M in excess of operating costs after increasing rates 6x in one year.
- Why has Foster City had so many large power outages, often largest in Bay Area, even without weather? We have been told it is failing equipment. We have NO wildfire risk other than PG&E not maintaining our already underground power infrastructure. Why isn't PG&E maintaining our infrastructure?
- Why does Foster City get so many power outages? Every single year, huge parts of city. We already paid to underground equipment. Why haven't you maintained it?
- Foster City has been telling people it can't build housing because PG&E can't provide enough power. Why can't PG&E get us more capacity?
- How often do you anticipate Foster City going through blackouts, whether unannounced or planned? Today my child's daycare went through an unanticipated blackout and child providers had to scramble. It is super disruptive to communities!
- I have the a similar question. Why does it take 11-12 months to relocate a residential service line? It's absurd when we have to relocate from our residence
- Today I got a postcard from PGE stating that it will be "updating" electricity rates on July 2, 2025. From 2018-2024 the increase in PGE bills has increased from 2% to 46% per year, for an average of about 25% per year. While I am conscious of being energy efficient, these increases in PGE bills is unsustainable. What is PGE doing to mitigate increase costs and more importantly build trust with its customers that rate increases are not due to PGE shareholders?
- In regards to the turning off appliances & anchoring furniture, how does this apply to renters?
- Electrical car charging will be considered residential or commercial rate?
- Is all gas pipelines underground?
- How much is PG&E spending on tv adds each day? Everyday I'm seeing probably 20-30 adds on 5 local channels

- This webinar is joke. You need to present not only safety but show that you can keep up with the demand. Not sure you have the technology or financial capability. This seems to be scripted message. It's more than wildfires.
- What effect will the current administration's cut back of the national weather service have on PGE's warnings?
- How can an applicant stand out? I have applied to a number of roles and eager to be a part of the solution
- Thank you for the link. I wonder how a downtown city is determined to be more at risk of wildfires than areas of Redwood City in the hills with trees, foliage, wild animals, etc. We are constantly losing power without any explanation. In my lifetime of living in the Bay Area it feels like infrastructure is not being maintained. I don't recall ever losing power, even during flooding.
- I can't hear anything?
- What are your future goals in bringing electricity to consumer. Not sure you are on right path. It would be smart to work with no high wiring but battery transformer distributed to consumer through another battery storage. Example Tesla, Sun Run, etc.
- I would also like to know why PG&E performs work on private properties without any communication.
- Hey I'm trying to get into the power path way program. I've signed up multiple times but no response?
- Can we make an appointment with PG&E crew to evaluate trees on our property that need pruning away from power lines/boxes?
- In 2024, we installed solar panels, battery systems, and a heat pump. Our rate structure initially followed NEM 2.0 but transitioned to NEM 3.0 at the beginning of 2025. As a result, our net rate (Net Consumption/Net Cost) has increased by 47% compared to our pre-solar rates. Additionally, our gas rates have risen by 38% over the same period. We understand that gas price increases were partly intended to encourage electrification. However, under NEM 3.0, the economics of electrification with renewables have become unaffordable for many. This shift has contributed to the bankruptcy of major solar providers in California and a sharp decline in residential solar installations. It appears that the combination of NEM 3.0 and rising gas rates is severely impacting the solar industry and solar affordability in California, while PG&E continues to maintain or even increase its revenue. Can you explain the primary objectives behind NEM 3.0's design? How does it account for the negative impacts on the solar industry, the decline in residential solar adoption, and the financial burden on homeowners who invested in solar and energy storage?"
- How about when PGE is doing construction and tree work in commercial areas that create debris and dirt to be displaced on business sidewalks. Is there a service to help clean that up?
- How many tree trimming crews are working in the East Bay region?
- This is such a basic presentation. Not anything you can find online with PG&E. I appreciate the information. But with the problems of major insurance companies Like State Farm & Allstate. This my second webinar--not sure what PG& E going to do in the future?
- Does PG&E do fire hazard reduction around power poles and equipment?
- If PG&E sees a tree branch is a hazard, are they obligated to help people cut them? Not all people are able-bodied and can do it. Firefighters don't leave hazards when they do

inspections, yet I have had a PG&E technician acknowledge a fallen branch on a line connecting to my house was a hazard and he just said there was nothing he could do. Hell, I couldn't even get customer service to turn off my power, citing it was a holiday. What responsibility does PG&E carry and guarantee the community if it sees hazards? How are you directly helping our community? Especially if someone is elderly or physically unable to cut a tree branch in an emergency situation?

- Roll up garage doors are very heavy to lift when the power is off. How do I know how to release the garage door from the motor driven opening system?
- What can I do to give me the best chance to get into the power path way program?
- Leaving--maybe in future-- you will be able to deliver confidence that you have an idea to deliver not only safety as you mentioned but actually have a plan to deliver electricity. Your information is good but develops no confidence that you are futuristic in developing.
- You reported \$2.24 billion in profits and raised our rates 6 times. You said earlier that our rates MIGHT go down marginally this year only during the autumn months (when it is likely to be less, anyway). It won't offset the amount it has gone up in the last few years. To be clear, I use a minimal amount of energy and gas (my heat is set at a maximum of 67-degrees only from 9a to midnight), and yet my bill was \$500 last month. YOU SHOULD NOT BE A FOR-PROFIT UTILITY! Your business model as a monopoly which I am a captive customer of is immoral.
- What was the dollar amount to shareholders last year?
- The same Department of Energy that is cutting programs? Cool.
- How confident are you that Federal support will continue with the administration targeting energy and California?
- What is PG&E's annual income and annual expense?
- How are rate payers assured that the PG&E smart meters are not set up to charge customers excessively? How can rate payers find out that these smart meters are not skewed?
- If you've cut \$880M from operating costs last year why has my bill increased 40% in last two years? Last month \$839!!!
- The induction stove program and all your online trainings are awesome!
comment: It would be helpful to keep on screen the title and name of the person talking.
- So I guess you don't know the answer - is that right?
- CALIFORNIA (FOX26) — PG&E announced on Thursday that it had a profit of just under \$2.4 billion in 2024 an increase from the \$2.2 billion the company earned in 2023.
- Why can't those funds be used to lower rates?
- How much is PGE spending on TV ads on a daily, weekly and month basis? My guess is in the millions per month since a lot of them are in prime time. I think PGE should let the public know where their rate increases are going!
- My cell phone can't scan the QR code, please provide the link.