

Regional Town Halls

Quarter 1 Regional Town Hall – South Bay & Central Coast Region Summary

On March 11, PG&E held a Regional Town Hall for customers in the South Bay & Central Coast 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 wildfire safety work in the area, including undergrounding progress, highlighted different reasons for outages, explained the recent Moss Landing Battery Plant fire, shared savings programs for customers, provided safety and preparedness tips and listened to customer feedback and answered 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

South Bay & Central Coast Regional Town Hall Summary

- **Date:** March 11, 2025
- **Time:** 5:30-6:30 p.m.
- **Total Attendees:** 214
- **PG&E Presenters:**
 - Teresa Alvarado, Regional Vice President, South Bay & Central Coast
 - Cindy August, Regional Safety Director, South Bay & Central Coast
 - Jeremy Howard, Regional Senior Manager, South Bay & Central Coast
 - Paul Doherty, Moss Landing Subject Matter Expert
 - Scott Carlton, Manager, Vegetation Management

The event featured a 60-minute presentation that provided updates on major projects in the region, highlighted implementation of safety outages, explained the recent Moss Landing Battery Plant fire, shared savings programs for customers 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 40 questions and comments were received.

The Q&A portion focused on the following themes:

- Undergrounding
- Outages
- Rates
- Moss Landing Battery Plant Fire

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=Lo79u8GJVcY>.

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
South Bay & Central Coast**

Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz Counties

Tuesday, March 11 | 5:30 - 6:30 p.m.

Join webinar »

Call 888-972-7809 »

Conference ID: 3788384

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, Teresa Alvarado.

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 »

MEDIA ADVISORY



Marketing & Communications | 415.973.5930 | www.pge.com

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

At March 11 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

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

On Tuesday, March 11 from 5:30 to 6:30 p.m., PG&E experts, including Regional Vice President Teresa Alvarado, 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
South Bay & Central Coast	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara, Santa Cruz	Tuesday, March 11	5:30 – 6:30 p.m.	Link: https://bit.ly/4gZ7Fd4 Or Dial-in: 888-972-7809 Conference ID: 3788384

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.

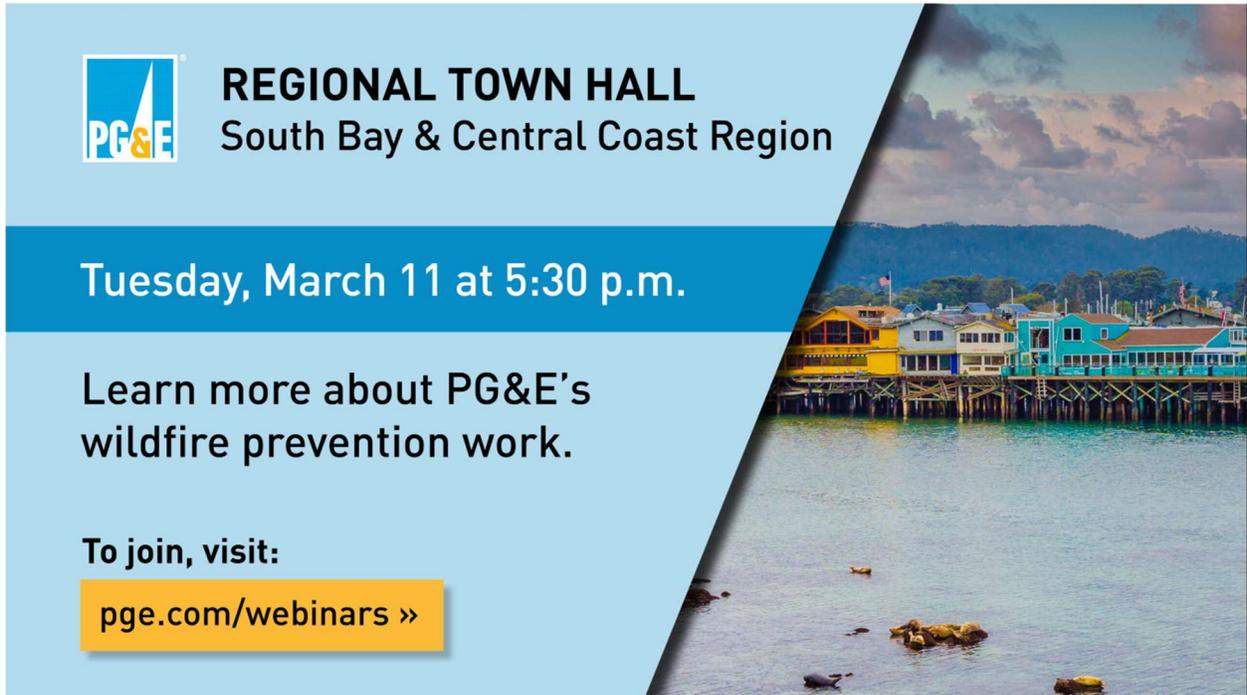
Customers can find opportunities to engage with PG&E representatives in the area by visiting: pge.com/openlines »

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.



FACEBOOK POST



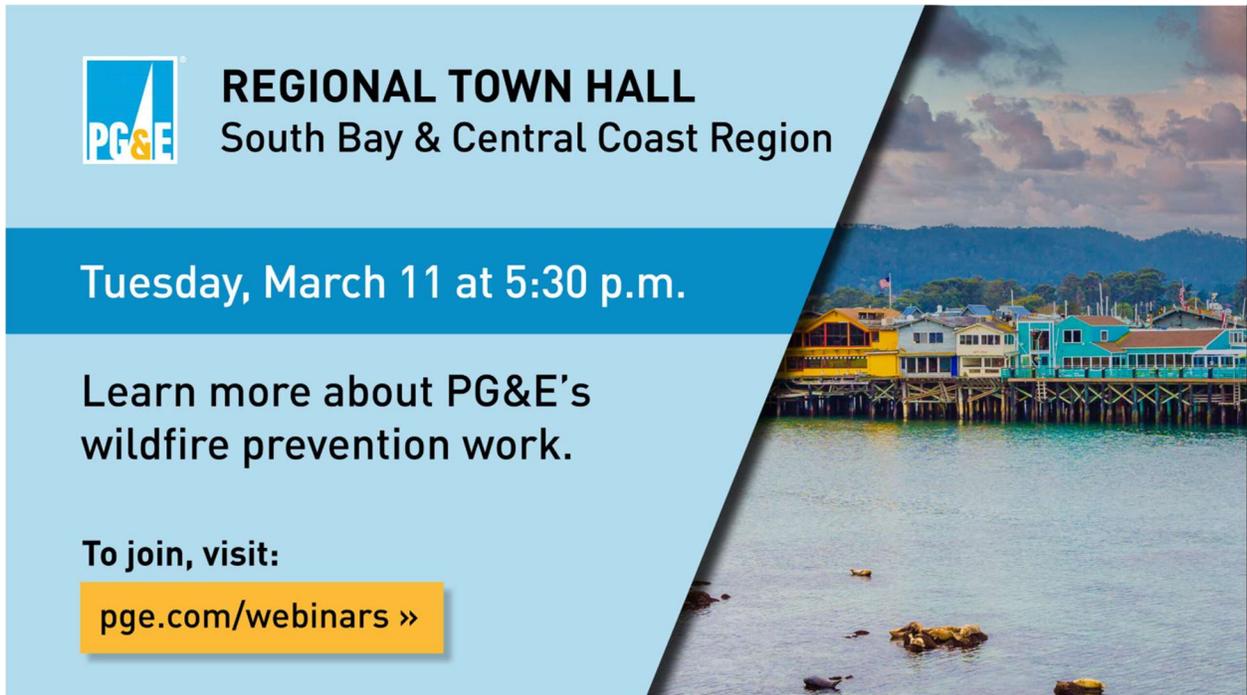
 **REGIONAL TOWN HALL**
South Bay & Central Coast Region

Tuesday, March 11 at 5:30 p.m.

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

To join, visit:
pge.com/webinars »

X (TWITTER) POST



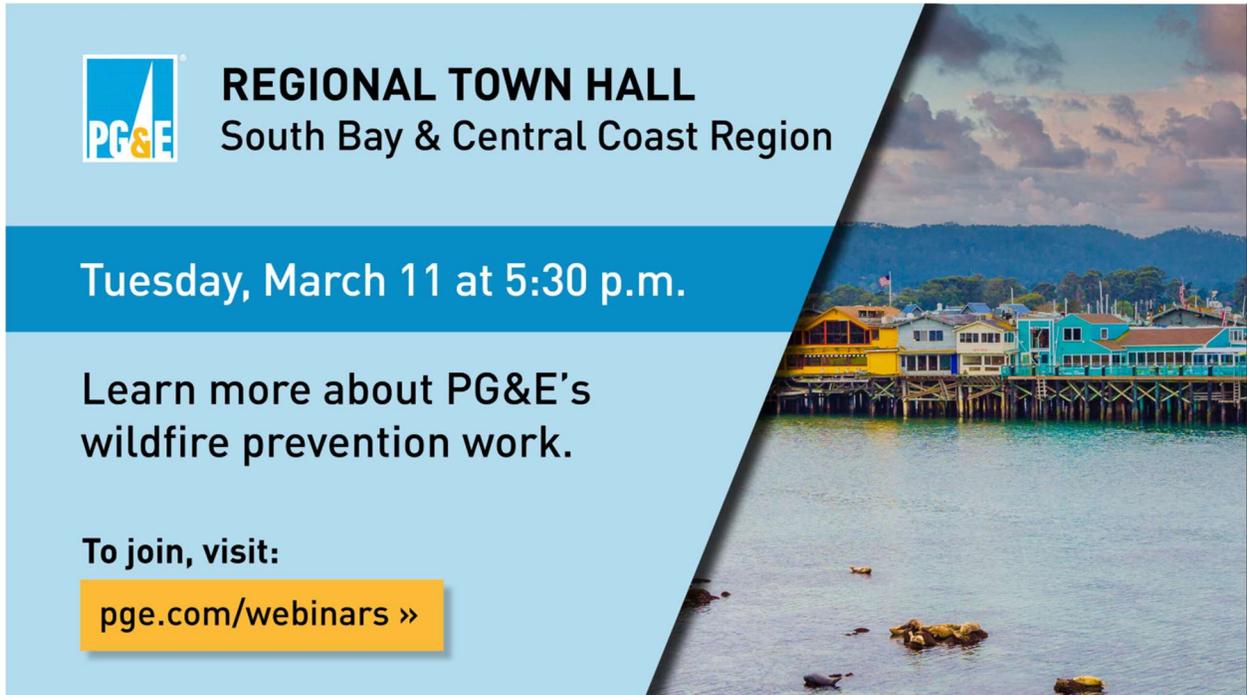
 **REGIONAL TOWN HALL**
South Bay & Central Coast Region

Tuesday, March 11 at 5:30 p.m.

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

To join, visit:
pge.com/webinars »

NEXTDOOR POST



PG&E **REGIONAL TOWN HALL**
South Bay & Central Coast Region

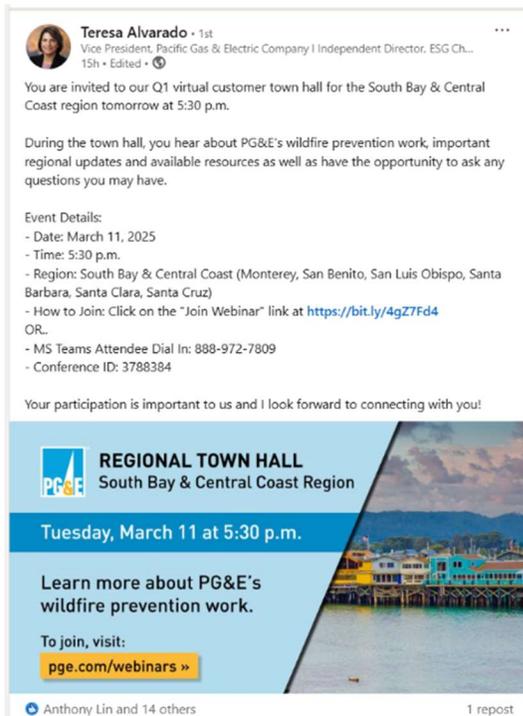
Tuesday, March 11 at 5:30 p.m.

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

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

The graphic features a light blue background with a dark blue diagonal stripe. On the right side, there is a photograph of a coastal town with colorful houses on a pier overlooking the ocean.

LINKEDIN POST



Teresa Alvarado • 1st
Vice President, Pacific Gas & Electric Company | Independent Director, ESG Ch...
15h • Edited •

You are invited to our Q1 virtual customer town hall for the South Bay & Central Coast region tomorrow at 5:30 p.m.

During the town hall, you hear about PG&E's wildfire prevention work, important regional updates and available resources as well as have the opportunity to ask any questions you may have.

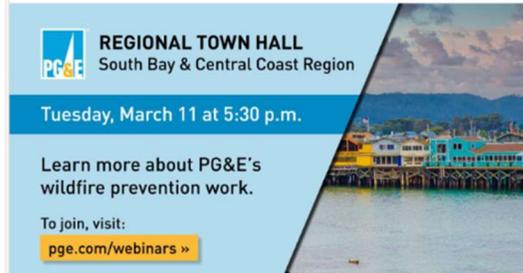
Event Details:

- Date: March 11, 2025
- Time: 5:30 p.m.
- Region: South Bay & Central Coast (Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara, Santa Cruz)
- How to Join: Click on the "Join Webinar" link at <https://bit.ly/4gZ7Fd4>

OR..

- MS Teams Attendee Dial In: 888-972-7809
- Conference ID: 3788384

Your participation is important to us and I look forward to connecting with you!



PG&E **REGIONAL TOWN HALL**
South Bay & Central Coast Region

Tuesday, March 11 at 5:30 p.m.

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

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

Anthony Lin and 14 others

1 repost

The LinkedIn post includes a profile picture of Teresa Alvarado and a smaller version of the promotional graphic seen in the 'NEXTDOOR POST' section.

APPENDIX B:

QUESTIONS RAISED DURING THE EVENT

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

- Thank you for the update, do you have a percentage of how many percent of cables are UG and how many percent are over the air and will be UG in the future?
- I live in the Santa Cruz mountains. We have above ground electric service. Are there any plans to underground this service?
- Hello, Lauren with ABC7 News. My question is for Paul Doherty regarding Moss Landing. Could you clarify the relationship with PG&E and the building where the battery fire occurred? Does PG&E own the building at Moss 300 but Vistra operates what occurs inside?
- How can we connect with PGE rep re: transfer meter for home use during power loss? Submitted a request in August. I was told I would get a response in early 2025. Who can I connect with?
- After hearing the awesome spending report, do we expect to have a residential service rate increase soon?
- Where are the additional undergrounding projects occurring? Is PG&E looking for demonstration areas for these projects?
- Hello, Lauren with ABC7 News. My question is for Paul Doherty regarding Moss Landing. Could you clarify the relationship with PG&E and the building where the battery fire occurred? Does PG&E own the building at Moss 300 but Vistra operates what occurs inside?
- I am concerned with all the new regulations that PG&E is implementing that are in direct conflict with adding Solar capability to individual homes. This feels like a hinderance to what PG&E should be supporting. Why are you doing this?
- When will the 10,000 miles of underground lines be complete?
- In Monterey peninsula we get many power outages, much more than San Jose area, and many of these happen even when the weather is fine. For transparency please add in PGE's web site the root causes of each power outage, and what PGE plans to do for mitigation in the future for each category of these outages?
- I live in Los Altos, CA. We get a lot of outages. Can PG&E provide more detailed explanation of these outages and the work done to prevent these. I usually see causes like "equipment failure". Some neighbors mentioned that our area is out of capacity, but I didn't hear it from PG&E.
- We have had our power in Morro Bay go out several times during this winter season during storms. Driving around town it is clear there are several trees that need clearing near power lines. When can we expect crews to perform this maintenance?
- With the focus on wildfires, what about EPSS or other preparations when it comes storm preparations? Especially in areas like Carmel Valley that is prone to power outages.

- How are you working with the Open Space Authority in coyote Valley to protect the animal crossing near your planned project?
- Are prevented fires reported somewhere?
- Thank you for answering the question Paul. One follow up question regarding Moss Landing - it's understood Vistra owns and operates the building. My question is -was PG&E part of the design/development of the building originally?
- How do I go about getting specific power line underground?
- Is it a scam? I live in San Jose, some people came to my house, saying that PG&E will install solar on my roof, at no charge to me, so that I don't have to pay for the transmission fee
- What has happened to all the bonds and monies PG&E raised that were earmarked for maintenance for the last 25 years? Why is the exec pay not pegged to safety
- Are there low income programs?
- How can SMUD offer much more competitive rates as compared with PG&E?
- Since 2020 my bill has double from approx \$450-\$500 to over \$1,000 with the same amount of energy used. in 2017 my monthly bill average \$300-350. The cost of electricity hasn't gone up that much. it appears that PGE is attempting to have rate payers pay for the projects as opposed to running the business as a Not for Profit business. Why are share holder getting dividends? \$2.4B in profit?
- Why are the board and executives of PG&E not held criminally liable for all the misappropriation and safety negligence?
- Why do you need "catch-up" revenue? Isn't last year, last year?
- How can SMUD offer much more competitive rates as compared with PG&E?
- These links are great but I'm on my phone.
- Please stop spending money on TV and Radio commercials telling us how great you are doing when we have no choice but to use PG&E. I would feel much better if that money was used to improve the grid than ads.
- Why do we get a notice in practically every month's bill telling customers that there will be a rater increase? And these increases are not capped at 3%. Reduce those administrative salaries and stop the "feel-good" advertisements.
- Are there a way to have backup generators for PG & E?
- Please explain the Tier 1 and Tier 2 pricings and exactly how it works.
- Can you please provide better transparency on billing and rates. The current PG&E bill with cost for electric generating, distribution, electric generation credits, plus all the other extra fees and credits makes it very difficult to understand what is the grand total cost per KWH is right now e..g. what does it cost me right now at right now at 6:13 p.m. per KWH.
- What is the "Electric Public Purpose Program" charge on my bill?
- What's the link to low-income programs?
- Electric demand has increased but so has rooftop solar. How does rooftop solar help with power needs.

- I know PG&E does not do door to door, but they said they are on contract with PG&E. Does PG&E have such a program that install solar on roof tops for qualified areas?
- Has PG&E completed the grid line map of the grid acquired in the mountains and forests, especially from Great Western Power and San Joaquin Light and Power? Last time I knew PGE had absolutely no idea what sections of the grid to maintain and replace.
- Do you get usage statistics from your site? if so, which pages are most popular?
- Why cant you answer my questions? I will surely email it and take it up with PUC if I dont get any answers.
- One last follow up question from ABC7 regarding Moss Landing. It's understood Vistra owns and operates Moss 300. Did PG&E design and/or develop the building Moss 300?
- Just looked at the site. Already been there. Have all that info- doesn't answer my questions or help me get on a list for a meter.