

Community Wildfire Safety Program PG&E Wildfire Safety Webinar – Alameda County – Post-Event Report

On May 14, PG&E held a Wildfire Safety Webinar for customers in Alameda 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 (OII) regarding the 2017 and 2018 wildfires.

PG&E is listening to customer feedback to help understand how we can continue to improve wildfire prevention efforts, including the Public Safety Power Shutoff (PSPS) and Enhanced Powerline Safety Settings (EPSS) Programs. The purpose of the event was to share safety and prevention activities, utility service-related information and customer resources, gather input and respond to questions.

The following report has been prepared to provide an overview of the webinar 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

Wildfire Safety Webinar Summary

- **Date:** May 14, 2025
- **Time:** 5:30-6:30
- **Total Attendees:** 93
- **PG&E Presenters:**
 - Jake Zigelman, Regional Vice President, Bay Area Region
 - John Giliginas, Regional Safety Director, Bay Area Region
 - Mónica Tell, Regional Senior Manager, Bay Area Region
 - Matthew McLane, Manager, Vegetation Management
 - Michael Maskarich, Supervisor, Emergency Management & Public Safety

The event featured a 60-minute presentation on the implementation of PG&E's Community Wildfire Safety Program in Alameda County with multiple Q&A sessions. The presentation focused on PG&E's layers of protection, wildfire risk, situational awareness, Public Safety Power Shutoffs (PSPS), Enhanced Powerline Safety Settings (EPSS), safety tips and customer resources. Participants could either join via the virtual conference platform or by calling into a toll-free number. Closed captioning was available in English, Spanish and Chinese.

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 county
- Social media postings on X (Twitter), Instagram, Facebook and Nextdoor
- 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 24 questions and comments were received.

The Q&A portion focused on the following themes:

- Wildfire Risk
- EPSS
- Vegetation management

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=pilplLPpmxQ>.

Additional presentations and recordings of past PG&E Wildfire Safety Webinars 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**

Alameda

Wildfire Safety Webinar

Wednesday, May 14 | 5:30 - 6:30 p.m.

[Join online »](#)

You can also join via phone by calling [877-989-4936](tel:877-989-4936)
Conference ID: [6259354](https://www.pge.com/6259354)

Join us to:

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Jake Zigelman

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



[Can't make it? View all webinar and event recordings »](#)

Add this webinar event to your calendar

Outlook/Cal

Google

Outlook.com

Yahoo

English closed captions and American Sign Language will be available. Please reach out to webinars@pge.com if you need an ADA reasonable accommodation to attend this meeting. Los subtítulos en español estarán disponibles. 將提供中文字幕。 For translation support in 240+ languages, call PG&E [1-866-743-6589](tel:1-866-743-6589). To request communications in large print or braille, call [1-800-743-5000](tel:1-800-743-5000).



MEDIA ADVISORY

PG&E Invites Customers in Alameda County to a Webinar on Wildfire Prevention Work and Safety Resources for 2025

At May 14 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas & Electric Company (PG&E) is hosting an interactive webinar for customers in Alameda County on Wednesday, May 14, from 5:30 – 6:30 p.m. to share more about what we are doing to reduce wildfire risk and make our system safer.

During the meeting, we'll share the latest updates on local wildfire safety work and provide community resources available to keep customers safe. This is also an opportunity for participants to ask questions, share feedback and connect with their local PG&E leaders, including Bay Area Region Vice President, Jake Zigelman.

The event can be accessed via the below link, by phone or through PG&E's website, pge.com/webinars.

Counties	Date	Time	Link and Dial-In
Alameda County	Wednesday, May 14, 2025	5:30 – 6:30 p.m.	Link: https://bit.ly/43HVjCz Or Dial-In: +1 877-989-4936 Conference ID: 6259354#

American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online. For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit pge.com/webinars.

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

More information and resources to help you and your family prepare for and stay safe in the event of an emergency can be found at safetyactioncenter.pge.com.

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 STORY POST

7
May
2025

WILDFIRE SAFETY WEBINAR

Alameda County

Wednesday, May 14 at 5:30 p.m.



**Connect with
local PG&E leaders.**

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



[MORE DETAILS](#)

INSTAGRAM STORY POST

7
May
2025

WILDFIRE SAFETY WEBINAR

Alameda County

Wednesday, May 14 at 5:30 p.m.



**Connect with
local PG&E leaders.**

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



[MORE DETAILS](#)

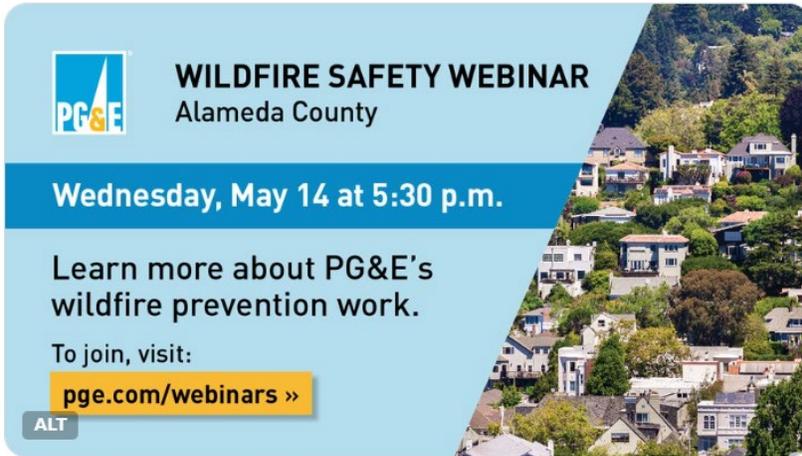
X (TWITTER) POST



Tamar Sarkissian ✓
@PGE_BayArea



Customers in Alameda County: Join local PG&E leaders virtually on Wednesday, May 14 at 5:30 p.m. to ask questions, hear updates about local wildfire safety work and learn about available safety resources. For more information, visit pge.com/webinars.



NEXTDOOR POST



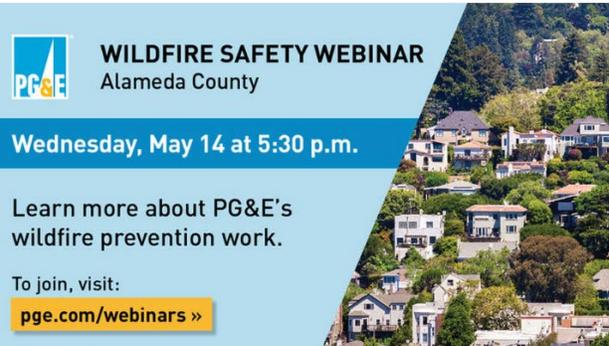
Pacific Gas and Electric Company ✓
Communications Team · Just now

PG&E is Hosting a Wildfire Safety Webinar for Customers in Alameda County

Join our virtual webinar on Wednesday, May 14 at 5:30 p.m. to hear the latest updates on wildfire safety work in your community, learn about available safety resources and ask questions of your local PG&E leaders, including Regional Vice President, Jake Zigelman.

For more information, including how to access the webinar, visit www.pge.com/webinars.

Graphic Alt Text:
Wildfire Safety Webinar. Alameda County. Wednesday, May 14 at 5:30 p.m. Learn more about PG&E's wildfire prevention work. To join, visit: pge.com/webinars. PG&E logo. A daytime view of a neighborhood in the Alameda County hills.



Posted to **Subscribers of Pacific Gas and Electric Company** in 1 area



Discussion closed just now. [Learn more >>](#)

BROADCAST GRAPHIC



WILDFIRE SAFETY WEBINAR
Alameda County

Wednesday, April 10 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.

- Could we show the picture one more time during Q&A?
- Yes please.
- Why does it take so long to re-energize the lines when they shut off because of EPSS? I live in unincorporated Livermore. Typically the power is off for a minimum of 6 hours. Typically a crew isn't dispatched to the area for hours. When I talk to the crews they typically don't know the cause.
- This is a continuation of the above question. When I lose power I lose water and power. We don't have cell service in our canyon.
- The crews always say the settings are set too sensitive.
- Is there a more defined Alameda County map showing the high risk areas, identifying the neighborhood areas, so we can see if it is in our neighboring area?
- Does PG&E have a team that works jointly with companies to prepare for emergency needs were a fire to happen? I am part of an organization that is located in the middle of a EBRPD forested area. How would we connect to such a group if it exists?
- Can high winds cause the wire(s) to snap thereby causing a wildfire?
- For example, I am located in Fremont, will it show central Fremont, or Mission hills area, Union City, Hayward, Livermore etc. neighborhood areas?
- We lost power at least once a month in 2024, sometimes several times in a month.
- Please give contact info for current speaker.
- I understand the State will be rolling out a "Climate Insurance" plan to shift the risk of fire danger back to the consumer in the future for their homeowners policies. What part will PG&E take in the future to help homeowners?
- It seems that the PGE website for outages does not offer very specific information. Is there a way more specific, detailed information about the outage? It would be helpful and reduce frustrations for customers.
- XXX-XXX-XXXX.
- XXX@XXXX.com.
- Thanks.
- Hayward Fire Dept has CERT training coming up around August this year. I am a CERT team leader and have been on the Disaster Service team for 8 years. You can get info on the Fire Dept Facebook Capt. Barbano is in charge.
- XXX@comcast.net. Thank you!
- How far back is vegetation trimmed back from PG&E lines? At what interval is this done? Seasonally? Annually?
- Can you explain how neighborhoods are prioritized to underground wires? I live in the Montclair Hills and there are only 2 routes out of the hills (assuming going towards Moraga/Skyline is too dangerous). Given the limited egress, shouldn't it be prioritized for undergrounding?
- Do wildfires mainly spread from embers landing on roofs and igniting the roof and then the house, or are wildfires predominantly spread via ornamental landscape around the house?

- Thank you.
- I think I may have missed it. Who can I contact about large/tall eucalyptus trees downhill from my house (power lines not too close, approx. 800 ft.)? Concern about flying embers/high winds. Local fire department?
- XXX@XXXX.me. Thank you.