

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

On June 10, PG&E held a Wildfire Safety Webinar for customers in Contra Costa 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:** June 10, 2025
- **Time:** 5:30-6:30 p.m.
- **Total Attendees:** 189
- **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

The event featured a 60-minute presentation on the implementation of PG&E's Community Wildfire Safety Program in Contra Costa 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 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 17 questions and comments were received.

The Q&A portion focused on the following themes:

- EPSS
- Vegetation Management
- Undergrounding

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://youtu.be/o5LKTfsb4R0>.

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**

Contra Costa County

Wildfire Safety Webinar

Tuesday, June 10 | 5:30 - 6:30 p.m.

You can also join via phone by calling [800-857-3793](tel:800-857-3793)
Conference ID: 2511537

[Join online »](#)

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



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 [1-866-743-8589](tel:1-866-743-8589). 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 Contra Costa County to a Webinar on Wildfire Prevention Work and Safety Resources for 2025

At June 10 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) is hosting an interactive webinar for customers in Contra Costa County on Tuesday, June 10, from 5:30 p.m. – 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 will 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.

County	Date	Time	Link and Dial-In
Contra Costa	Tuesday, June 10, 2025	5:30 – 6:30 p.m.	Link: https://bit.ly/4jFPWsm Or Dial-In: +1 800-857-3793 Conference ID: 2511537#

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

3
Jun
2025

WILDFIRE SAFETY WEBINAR

Contra Costa County

Tuesday, June 10 at 5:30 p.m.

[WEBINAR INFO](#)

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

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

INSTAGRAM STORY POST

3
Jun
2025

WILDFIRE SAFETY WEBINAR

Contra Costa County

Tuesday, June 10 at 5:30 p.m.

[WEBINAR INFO](#)

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local PG&E leaders.**

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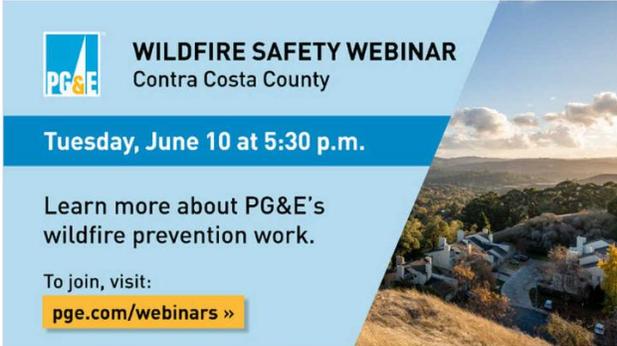
NEXTDOOR POST

 Pacific Gas and Electric Company
Communications Team · Just now

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

Join our virtual webinar on Tuesday, June 10 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. Contra Costa County. Tuesday, June 10 at 5:30 p.m. Learn more about PG&E's wildfire prevention work. To join, visit: pge.com/webinars. PG&E logo. A golden hour view of a residential neighborhood nestled in the hills of Lafayette, California.



WILDFIRE SAFETY WEBINAR
Contra Costa County

Tuesday, June 10 at 5:30 p.m.

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

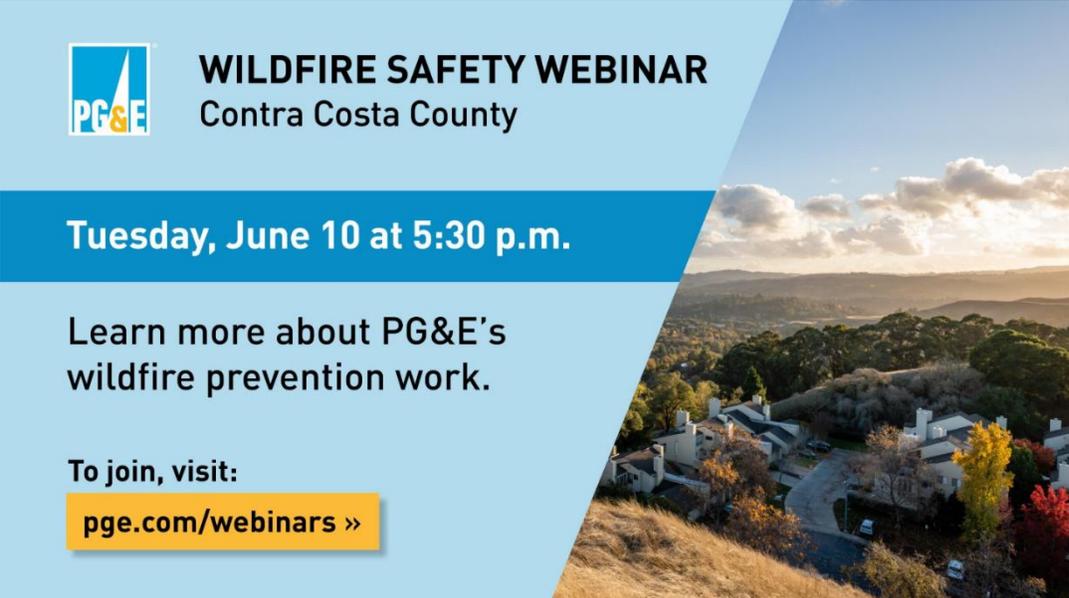
To join, visit:
pge.com/webinars »

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

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

BROADCAST GRAPHIC



WILDFIRE SAFETY WEBINAR
Contra Costa County

Tuesday, June 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.

- Trees in our town have dots painted on the base near roads and PG&E lines. Does this mean they need trimming? If so, will PG&E do that trimming or is the homeowner responsible?
- You said that 49 Sectionalized Devices have been installed. Yet our neighborhood in Walnut Creek is still experiencing the same blackout footprint effecting 5,200 customers served by the Clayton Substation.
- Any information at the level of individual homeowner getting an inspection from PG&E? These improvements are phenomenal and are working system wide but I'm wondering if there's any problem at my house that I might be unaware of.
- I have a question about home and landscape hardening. What is suggested and the priority? Thanks.
- Not referring to PSPS. I'm referring to EPSS outages.
- In the Clayton Area (Black Diamond and Mt Diablo) there are major power lines still not underground that run through the city of Clayton too. When will the high power lines be placed underground given the recent 2025 CALFire Survey lists Clayton severely high power risk?
- Fire risk not power risk.
- XXX neighborhood.
- 5200 customers is a lot. You should know this has been a recurring problem for this area for past 2-3 years.
- Our city councilmember spoke to your VP at a Walnut Creek City Council meeting about this last year.
- My address is XXXX XXX Dr, Martinez - number is XXX-XXX-XXX.
- Why did you not answer my question re: Clayton?
- How do I find out what section I live in and what can I do to collaborate with PG&E to reduce fire risk?
- I have a utility street pole that is slightly slanting more and more each month. How should we address that?
- Thanks.
- What can I do in advance of a major event to make my property less likely to be bypassed by firefighters?
- How do you know if your house is on the list for undergrounding utilities?