

## **Community Wildfire Safety Program PG&E Virtual Safety Town Hall – FRESNO COUNTY– Post-Event Report**

On March 2, 2022, PG&E held an online Safety Town Hall, 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 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 Power Safety Settings (EPSS) Programs. The purpose of the event was to share safety and prevention activities, utility service-related information and customer resources for Fresno County residents, gather input and respond to questions. Due to COVID-19 health and safety guidelines, the Safety Town Hall was conducted virtually.

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

### Safety Town Hall Summary

- **Date:** March 2, 2022
- **Time:** Noon – 1:00 p.m.
- **Total Attendees:** 13
- **PG&E Presenters:**
  - Joshua Simes, Vice President, Central Valley Region
  - Vanessa Bryan, Sr. Manager of PSPS Customer Engagement and Strategy
  - Erica Cabrera, Local Government Affairs Representative
  - Cody Liles, Vegetation Management Expert
  - Charlotte Jordan, Senior Public Safety Specialist
  - Greg Race, Senior Manager, Central Valley South Region

The event featured a 30-minute presentation on PG&E's wildfire prevention plans and updates for 2022, an overview of 2021 Public Safety Power Shutoff (PSPS) events, Enhanced Power Safety Settings and customer resources available before, during and after wildfire safety-related outages. This was followed by a 30-minute Q&A session. 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:

- Approximately 225,718 email invitations sent to all electric customers with an email address in Fresno County
- Social media postings on Facebook , Instagram, Twitter and Nextdoor
- News release
- Outreach to city, county and tribal officials as well as community-based organizations

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 five questions and comments were received.

The Q&A portion focused on the following themes:

- EPSS functionality and wildlife impacts
- PG&E's Report It safety app and timing for availability to all customers outside of high-fire threat areas

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

#### Recording and Presentation Availability

A copy of the presentation and a recording of the event will be available on PG&E's website at [www.pge.com/firesafetywebinars](http://www.pge.com/firesafetywebinars). Additional presentations and recordings of past PG&E wildfire safety webinars are also available, including:

- Regional webinars with a county-by-county focus on safety work
- Webinars for school districts and administrators
- Spanish-language and Chinese-language webinars

**APPENDIX A:**

**EVENT INVITATIONS AND OUTREACH**



**PG&E Virtual Safety Town Hall**  
**Fresno County**

**Wednesday, March 2 | 12 -1:30 p.m.**

You are invited to join us for an interactive safety town hall where we will discuss our 2022 wildfire safety efforts. Participants will have the opportunity to ask questions and share feedback with the PG&E team, including regional leadership.

[Join the webinar »](#)

Conference ID: 6919937

[Call 888-972-6401 »](#)

- Wildfire safety outages and what's new for 2022
  - Increased protection
  - Faster restoration
  - Additional resources
- Steps you can take to prepare for wildfire season and potential outages

To access the virtual safety town hall or view recordings of past wildfire safety webinars, visit [pge.com/firesafetywebinars](https://pge.com/firesafetywebinars) »

**Do you have a plan to stay safe?** For more information, including tips on how you and your family can stay safe in the event of an emergency, please visit [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com) »



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Following the wildfires in 2017 and 2018, some of the changes included in this email are contemplated as additional precautionary measures intended to further reduce future wildfire risk.

For inquiries, please do not reply to this email. [Contact Us](#) for more information. "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation.  
77 Beale St. San Francisco, CA 94105

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CCC-0322-4516 PROOF

หากต้องการความช่วยเหลือด้านภาษากว่า 240 ภาษา กรุณาติดต่อ PG&E  
Para assistência em mais de 240 idiomas, entre em contato com a PG&E.  
240 से अधिक भाषाओं में सहायता के लिए, कृपया PG&E से संपर्क करें।  
Para obtener asistencia traducida en más de 240 idiomas adicionales, por favor contacte a PG&E.  
如需要超過240種語言翻譯支援，可聯絡PG&E。  
Để giúp đỡ dịch bằng hơn 240 ngôn ngữ, xin vui lòng liên lạc với PG&E.

## WEBINAR NEWS RELEASE



Marketing & Communications | 77 Beale Street | San Francisco, CA 94105 | 415.973.5930 | [www.pge.com](http://www.pge.com)

March 3, 2021

### **PG&E to Host Weekly Regional Wildfire Safety Webinars to Provide Information and Resources on Local Wildfire Prevention Efforts**

*Webinars to provide updates on local wildfire safety progress, new programs for 2022 and steps customers can take to prepare*

**SAN FRANCISCO, Calif.** — To help keep customers and communities safe in the face of the growing wildfire risk across the state, Pacific Gas and Electric Company (PG&E) is continuing to evolve its wildfire safety program to reduce the risk of catastrophic wildfires.

To share its wildfire prevention plans in 2022 and listen to customers' feedback, PG&E is hosting a series of weekly regional wildfire safety webinars. Each webinar will feature a brief presentation, after which participants will have the opportunity to ask questions and provide feedback to PG&E subject matter experts.

During the webinars, the PG&E team will discuss:

- PG&E's wildfire prevention efforts, including the company's 10,000-Mile Undergrounding Initiative in High Fire-Threat Areas
- Resources to help customers and communities before, during and after wildfire safety outages
- Improvements and updates to PG&E's safety technology and tools

The webinar events will take place each Wednesdays from March through early August. The following webinars are planned through March:

- March 2, Noon – 1:30 p.m. – Fresno County
- March 9, Noon – 1:30 p.m. – Kern County
- March 23, Noon – 1:30 p.m. – Stanislaus and San Joaquin Counties

While the webinar events will focus on regional work in the listed counties, all PG&E customers are welcome to join. Closed captioning will be available in English, Spanish and Chinese and a dial-in number is available for those who aren't able to join online.

For the full webinar events schedule, information on how to join, recordings and presentation materials from past events, and to learn more about PG&E's Community Wildfire Safety Program, visit [pge.com/wildfiresafety](http://pge.com/wildfiresafety).

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](http://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](http://pge.com) and [pge.com/news](http://pge.com/news).



INSTAGRAM POST

The image is a screenshot of an Instagram post from the account 'pacificgasandelectric'. The post features a landscape photograph of a vineyard with a utility pole in the foreground and mountains in the background. The text on the post reads: 'Virtual Safety Town Hall for Fresno County residents' in large blue and black font. Below this, a blue banner contains the text 'Wednesday, March 2 @ Noon'. Underneath the banner is the PG&E logo, followed by the text 'To join, visit' and a yellow button with the URL 'pge.com/firesafetywebinars'. At the bottom of the post, there are icons for likes, comments, shares, and a bookmark, along with the text '15 likes' and a short description of the event: 'pacificgasandelectric PG&E is hosting a virtual and interactive town hall this Wednesday, March 2. Join one of our Regional Vice Presidents and additional... more'.

 pacificgasandelectric

# Virtual Safety Town Hall

## for Fresno County residents

Wednesday, March 2 @ Noon

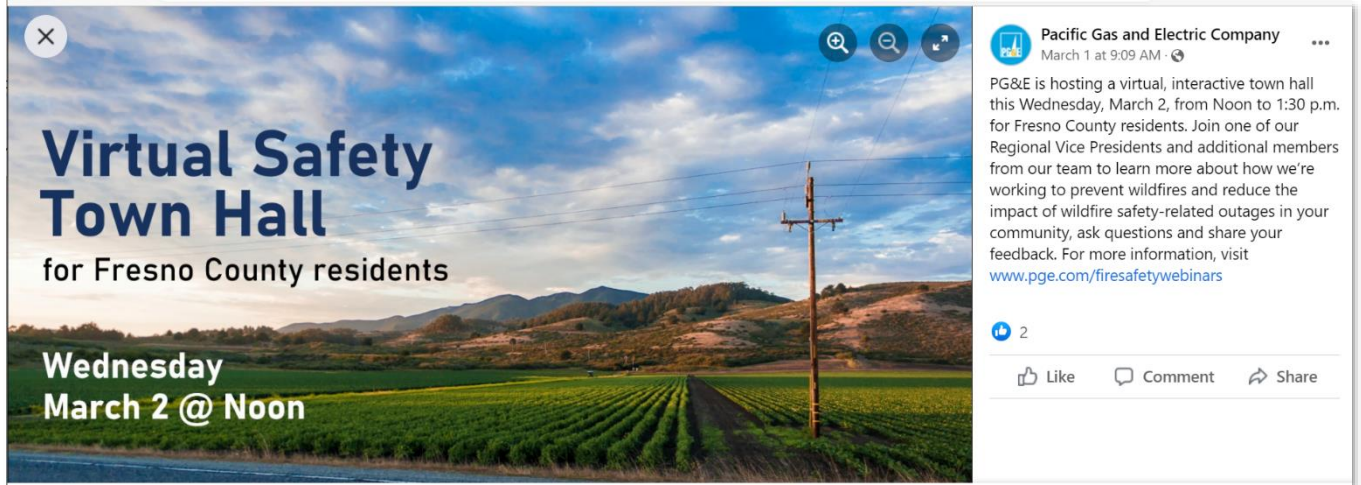
 To join, visit [pge.com/firesafetywebinars](https://pge.com/firesafetywebinars)

15 likes

pacificgasandelectric PG&E is hosting a virtual and interactive town hall this Wednesday, March 2. Join one of our Regional Vice Presidents and additional... more



FACEBOOK POST



The image shows a Facebook post from Pacific Gas and Electric Company. The post features a large background image of a rural landscape with a utility pole in the foreground, green fields, and mountains in the distance under a blue sky with clouds. The text on the image reads: "Virtual Safety Town Hall for Fresno County residents" and "Wednesday March 2 @ Noon". The Facebook interface shows the post was made on March 1 at 9:09 AM, has 2 likes, and includes options to Like, Comment, and Share. The post text describes a virtual town hall for Fresno County residents on Wednesday, March 2, from Noon to 1:30 p.m., aimed at discussing wildfire safety and providing feedback. A link to the event is provided: [www.pge.com/firesafetywebinars](http://www.pge.com/firesafetywebinars).

**Virtual Safety Town Hall**  
for Fresno County residents

Wednesday  
March 2 @ Noon

**Pacific Gas and Electric Company**  
March 1 at 9:09 AM · 🌐

PG&E is hosting a virtual, interactive town hall this Wednesday, March 2, from Noon to 1:30 p.m. for Fresno County residents. Join one of our Regional Vice Presidents and additional members from our team to learn more about how we're working to prevent wildfires and reduce the impact of wildfire safety-related outages in your community, ask questions and share your feedback. For more information, visit [www.pge.com/firesafetywebinars](http://www.pge.com/firesafetywebinars)

👍 2

👍 Like    💬 Comment    ➦ Share

**APPENDIX B:  
QUESTIONS RAISED DURING THE EVENT**

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

- I live in Fresno, but have property in Sonoma. Is there a similar presentation for Sonoma? If so, how do I find it. Thanks.
- What does installing the tool that enables EPSS entail?
- Is the installation of animal protection measures for birds or are there other animals that can be impacted?
- The "Report It" app will not allow reporting problems unless you have been invited to be a user. How/when do you anticipate being able to be an authorized reporter? Should customers in higher risk communities be added first?
- Does the app require you to go through the 4 introductory screens each time?