

# **Central Valley Region**

## **Virtual Town Hall**

**June 2024**



# Accessibility



To receive this presentation in **American Sign Language**, please see the link provided in the meeting chat.

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We will be hosting **translated presentations** in Spanish, Chinese, Russian, Tagalog and Hmong this summer. To view an updated schedule, visit: [pge.com/webinars](http://pge.com/webinars).

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To view **real-time captioning** in English, Spanish and Chinese, click:  

# Safety

## Downed Powerline Safety

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- **Leave the area immediately, call 9-1-1 and then call PG&E at 1-800-743-5000 to report downed powerlines.**
- **Keep your distance from downed powerlines, and never touch or drive over a powerline.**
- **Always assume a downed powerline is live.**
- **Keep children and pets away from fallen electric lines.**



# Purpose and Agenda

## Purpose

- Share progress on our regional approach to improve operations, strengthen safety and deliver better outcomes for our customers
- Have an open discussion where you can ask questions and share feedback

## Agenda

- 1 Central Valley Update
- 2 Community Wildfire Safety Program Overview
- 3 Safety Updates
- 4 Open Discussion and Q&A

# Introductions

**Josh Simes**

**Regional Vice President**  
Central Valley Region

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**Daniel Keferl**

**Regional Safety Director**  
Central Valley Region

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**Tracy Mello**

**Regional Senior Manager**  
Central Valley Region



# Central Valley Region Update



# Central Valley Overview



**1,235,000** Electric Customers Served



**944,000** Gas Customers Served



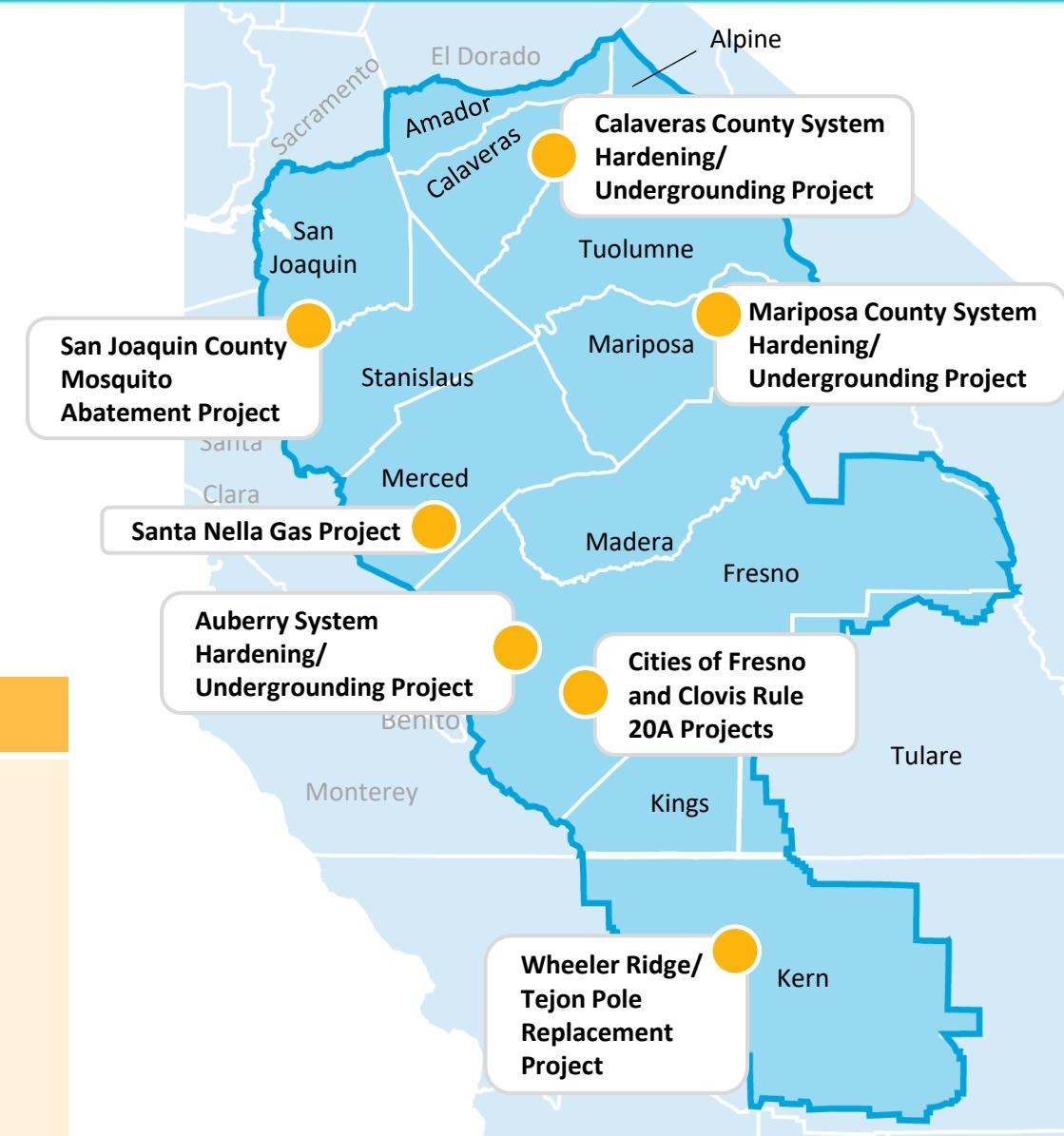
**16** Tribes Served



**5,000** Coworkers Serving You

## Counties Served

- Alpine
- Amador
- Calaveras
- Fresno
- Kern
- Kings
- Madera
- Mariposa
- Merced
- San Joaquin
- Stanislaus
- Tulare
- Tuolumne





## Challenges

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- Affordability
- Circuit Challenges
- Capacity Issues



## Successes

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- Public Safety Focus
- Community Engagement
- Sustainability and Innovation

# Savings Programs for Income-Qualified Customers

**Helping eligible customers pay their energy bills.**



## Relief For Energy Assistance Through Community Help (REACH)

**One-time energy credit for up to \$1,000.**

Must have a past due balance of no more than \$2,000, a disconnection notice and meet qualifying income guidelines.



## California Alternate Rates For Energy Program (CARE)

**Provides a monthly discount of 20% or more on gas and electricity.**

Participants qualify through income guidelines or if enrolled in certain public assistance programs.



## Family Electric Rate Assistance Program (FERA)

**Provides a monthly discount of 18% on electricity only.**

Must be a household with three or more people that meets qualifying income guidelines.



For REACH, customers can learn more and apply by visiting [pge.com/reach](http://pge.com/reach).

For CARE and FERA, customers can verify if they are eligible and enroll at: [pge.com/care](http://pge.com/care).

# Savings Support for All Residential Customers



## Budget Billing

Offsets high winter heating peak bills by averaging your energy costs to determine a more predictable monthly payment amount.



[pge.com/budgetbilling](http://pge.com/budgetbilling)



## GoGreen Home Energy Financing

Get help financing energy saving improvements to make your home more comfortable and efficient.



[gogreenfinancing.com](http://gogreenfinancing.com)



## Home Energy Checkup

Helps customers assess their energy use and gives customized savings tips.



[pge.com/homecheckup](http://pge.com/homecheckup)

# Home Energy Checkup

Take a **free** 5-minute checkup and find new ways to save



1. Answer a few basic questions about your home and how you use energy
2. Get an estimate of what's using energy in your home
3. Get personalized suggestions that can help save energy and costs

- ✓ Understand your energy use
- ✓ Get information on rates
- ✓ Sign up for Bill Forecast Alerts
- ✓ Find appliance energy costs

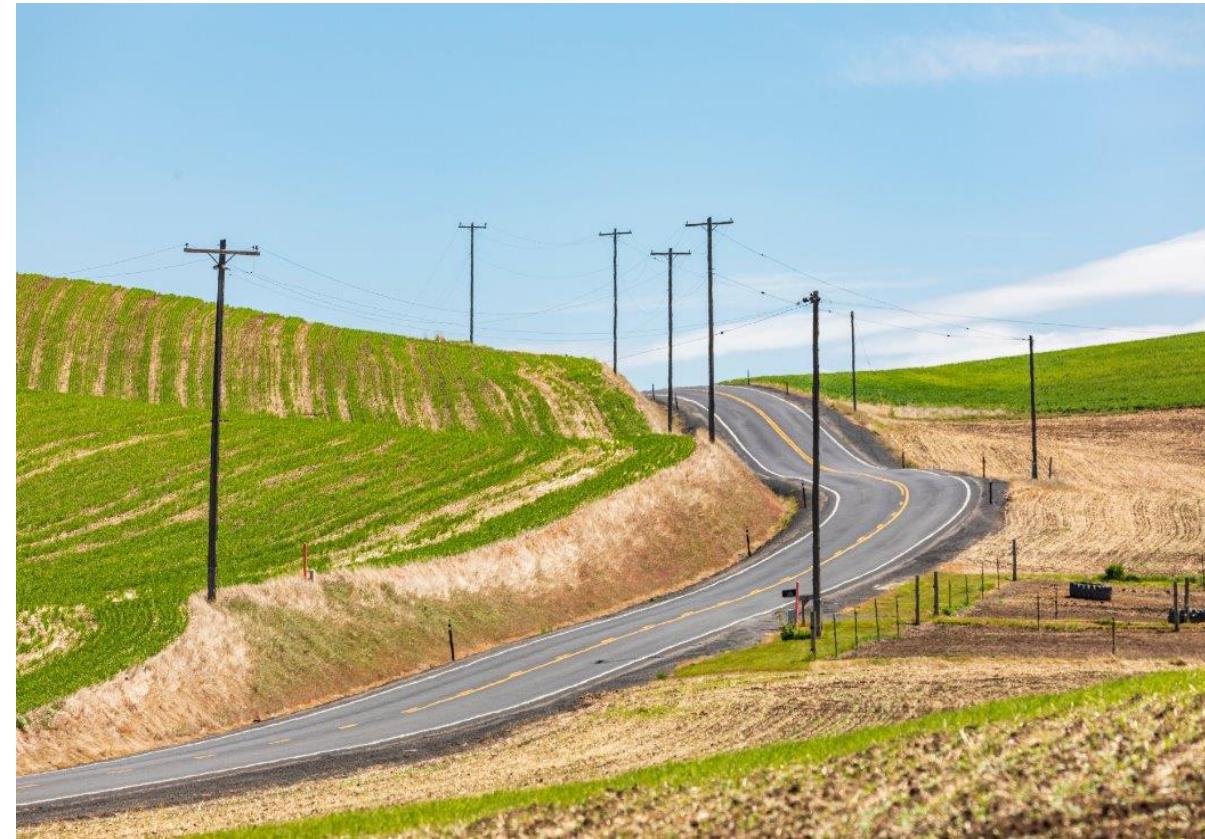


To learn more, visit [pge.com/homecheckup](http://pge.com/homecheckup)

# Resilience Hubs Grant Program

Since 2021, the Resilience Hubs Grant program has helped communities build a network of local resilience hubs during emergency events as California faces growing threats from climate change.

- PG&E requests grant proposals to help communities build these resilience hubs.
- Hubs can be accessed year-round to be a resource for customers in a trusted location.
- Over \$400,000 awarded to recipients throughout the PG&E service area in 2023.
- Proposals are accepted each year and **are due in June**.



To learn more, visit [pge.com/givinglocally](https://pge.com/givinglocally)

## Region Update - Questions



**Insert your questions into the chat function.**



Where can I view last quarter's regional town hall presentation?



How can I contact my regional team?



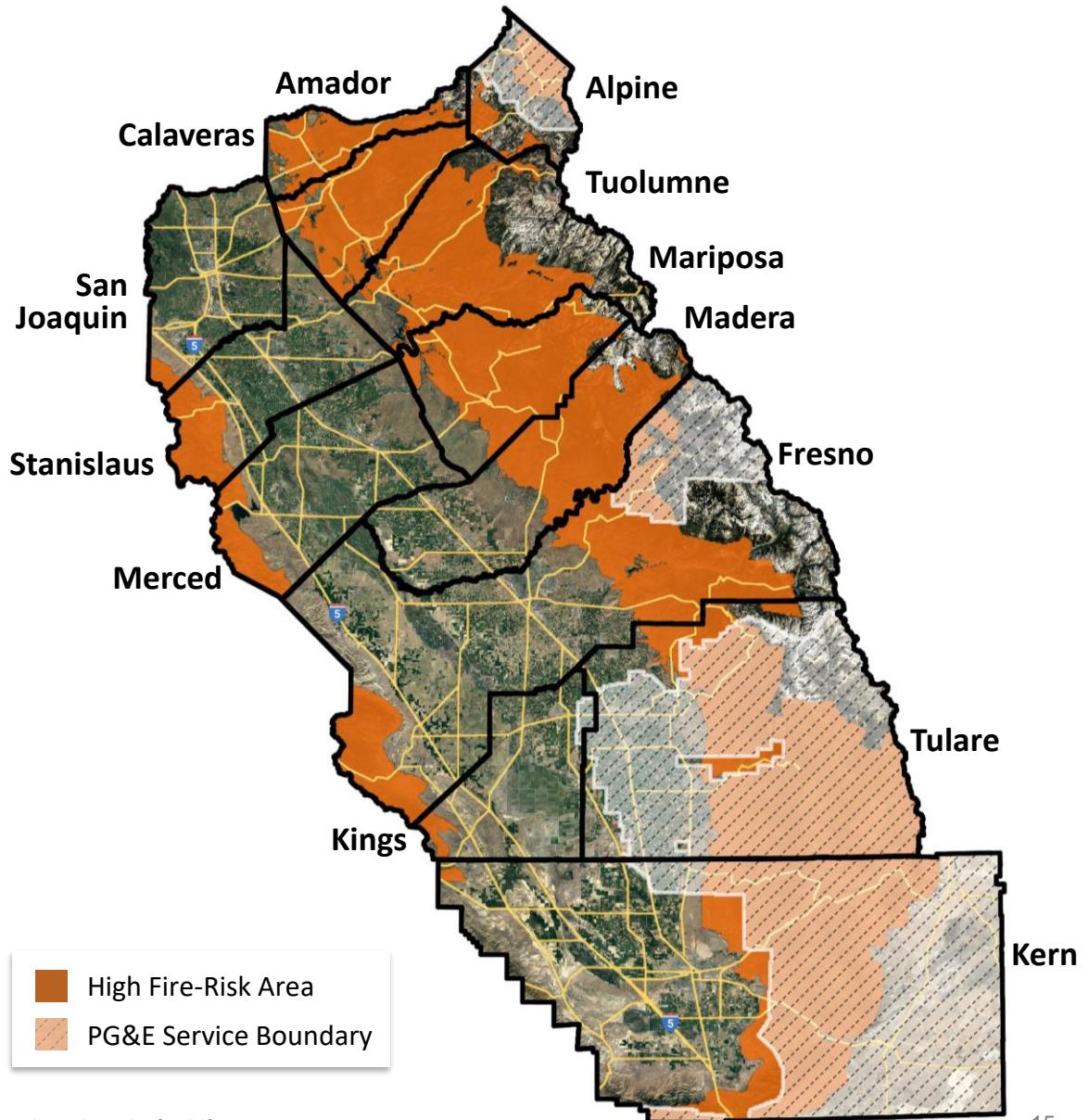
Where can I find more information about recent rate changes?

# Community Wildfire Safety Program



# Wildfire Risk in Your Region

PG&E targets communities in **high fire-risk areas** for wildfire mitigation efforts.



# 2024 Key Wildfire Safety Objectives

## Prevent Wildfires



## Reduce Impacts to Communities



## Provide Customer Support



# Layers of Wildfire Protection



## Situational Awareness

**A** **New Tools and Technology:** Installed over 2,000 weather stations and high-definition cameras with AI to better predict, monitor and respond to wildfires and severe weather



## Operational Mitigations

**B** **Enhanced Powerline Safety Settings:** Installed on 44,000+ line miles in high fire-risk areas to automatically shut off power within one-tenth of a second if a hazard is detected

**C** **Public Safety Power Shutoff:** Turning off power for safety as a last resort during severe weather



## Resiliency Work

**D** **New, Strengthened Equipment:** Installing strong poles and covered powerlines on 1,800+ miles of overhead powerlines

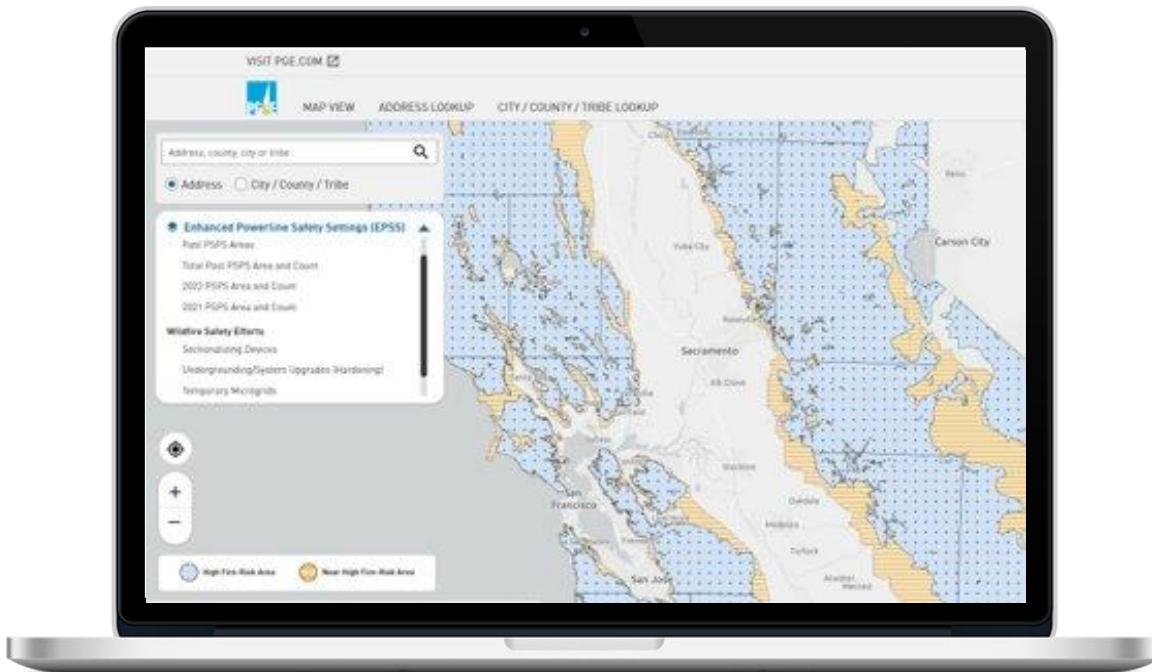
**E** **Undergrounding Powerlines:** Completing 10,000 miles of undergrounding in the highest wildfire risk areas

**F** **Vegetation Management:** Removing or pruning 1 million+ trees per year to ensure they are a safe distance from powerlines



# Wildfire Safety Progress Map

The Wildfire Safety Progress Map is a comprehensive, interactive map of PG&E wildfire safety work and progress for customers.

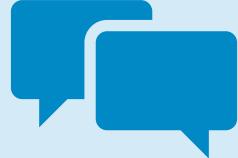


Visit [pge.com/progressmap](https://pge.com/progressmap) to learn more.

## The map includes data related to:

- System Upgrades (Hardening)
  - Installing Strong Poles and Covered Powerlines
  - Undergrounding
  - Line Removal
- Sectionalizing Devices
- Temporary Microgrids
- Enhanced Powerline Safety Settings (EPSS)
- Public Safety Power Shutoffs (PSPS)
- Customer Assistance Programs
  - Self-Generation Incentive Program
  - Permanent Battery Storage Rebate

# Community Wildfire Safety Program - Questions



**Insert your questions into the chat function.**



Who do I contact with any wildfire safety concerns?



Where can I view additional information on wildfire safety work?

# Safety Updates



# Ways to Safely Manage Vegetation on Your Property

- 1** Ensure crews have safe access to inspect and manage gas and electric system equipment on your property
- 2** Plant the right tree, in the right place to avoid contact with overhead and below-ground utility equipment
- 3** Maintain defensible space on your property to protect your home and family from wildfires



To learn  
more, visit:

[pge.com/righttreerightplace](http://pge.com/righttreerightplace)

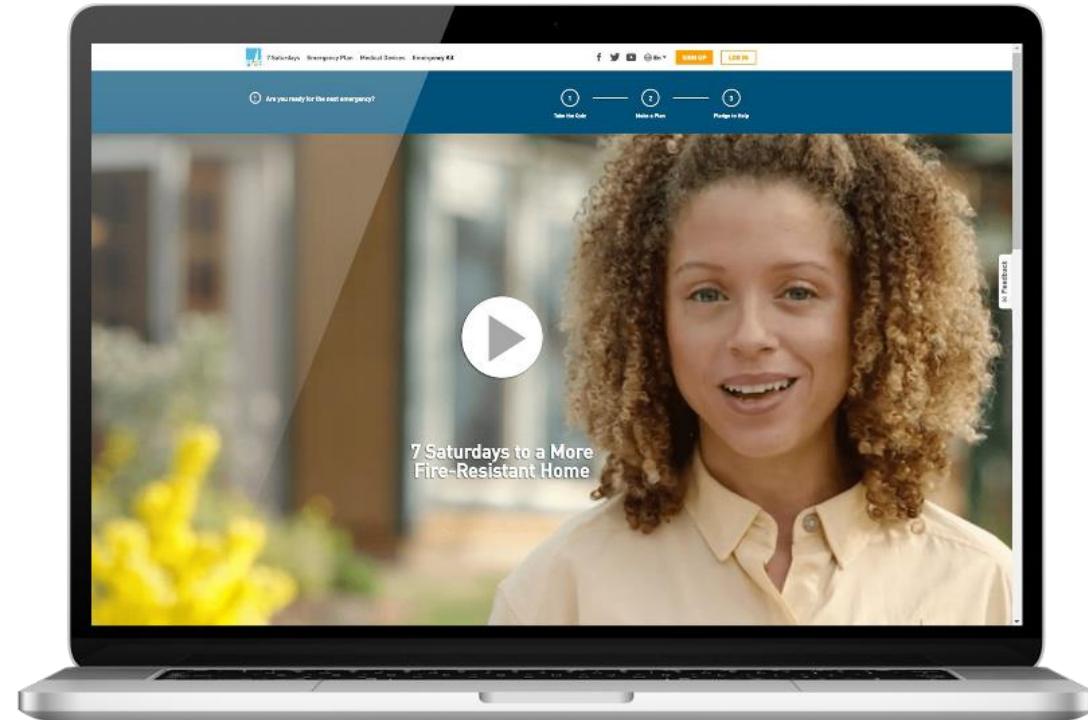
[safetyactioncenter.pge.com](http://safetyactioncenter.pge.com)

# PG&E's Seven Saturdays to a More Fire-Resistant Home

Our **7 Saturdays** series offers basic steps to help you and your family prepare for wildfire season.

Topics you can learn about include:

- Creating defensible space
- Planning with your family for an emergency
- Preparing your home against fires
- Building a more fire-resilient community



Learn more at [safetyactioncenter.pge.com](http://safetyactioncenter.pge.com)

# Backup Power Transfer Meter Program

**Helping customers safely connect generator power to their homes during emergency outages.**

## How it Works:

- ✓ Power is delivered directly to the circuit breaker which eliminates any power cords running in the home
- ✓ Customers should be sure to start the generator at a safe location
- ✓ Provides an affordable solution for customers who are unable to afford solar or backup batteries

## Benefits:

- ✓ Free for customers with a compatible generator
- ✓ Saves money on the purchase of a separate



To learn more, visit [pge.com/transfermeter](http://pge.com/transfermeter)

# Self-Generation Incentive Program

**The Self-Generation Incentive Program (SGIP) offers incentives to help you save on energy storage systems for your home and business and prepare in the event of a power outage.**

## How it Works:

An outage can happen at any time due to weather, an emergency or other factor. With a battery, you can use stored energy to keep your home and business powered.

The incentive can cover at least **15%** of the average battery cost, and any PG&E customer can apply to the program

## Battery storage enables you to:

- ✓ Have backup power for your home and business
- ✓ Potentially reduce your energy costs



To learn more, visit [pge.com/sgip](http://pge.com/sgip)

# Generator and Battery Rebate Program

**PG&E offers eligible customers a rebate on the purchase of a qualifying generator or battery to prepare for outages.**

## Eligibility requirements:

- ✓ Have an active PG&E account
- ✓ Reside in Tier 2 or 3 High Fire-Threat District or be on an EPSS-protected circuit
- ✓ The generator must be on PG&E's Qualified Product List

## Rebate amounts:

- ✓ \$300 per qualified customer
- ✓ An additional \$200 for CARE or FERA participants



For more information, visit [pge.com/backuppower](http://pge.com/backuppower)

# Permanent Battery Storage Rebate

**PG&E offers a \$5,000 rebate on the purchase and installation of a qualifying permanent battery storage system to eligible customers.**

## Eligibility requirements:

- ✓ Have an active PG&E account
- ✓ Be enrolled in a Time-of-Use rate plan
- ✓ Experienced eight or more outages on an EPSS-protected circuit since January 1, 2022
- ✓ Purchased a permanent residential battery after June 30, 2022, that is on PG&E's Qualified Product List



For more information, visit [pge.com/permanentbatterystorage](http://pge.com/permanentbatterystorage)

# Additional Customer Resources

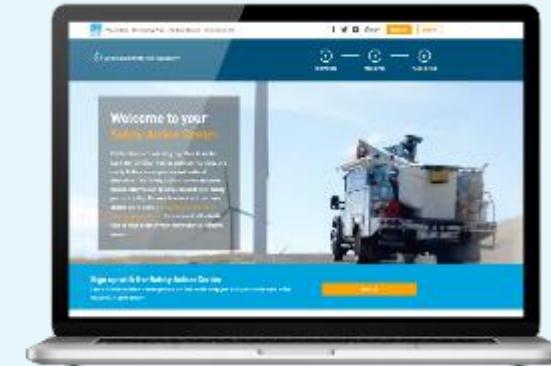
## Wildfire Safety



Information on wildfire prevention efforts

 [pge.com/wildfiresafety](http://pge.com/wildfiresafety)

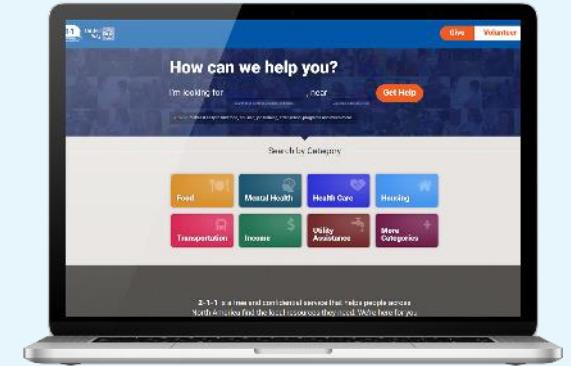
## Safety Action Center



Create an emergency safety plan to keep you and your family safe

 [safetyactioncenter.pge.com](http://safetyactioncenter.pge.com)

211



Free and confidential support and resources via calls or texts to 211

 [211ca.org](http://211ca.org)

Dedicated regional contact: Email: [CentralValleyRegion@pge.com](mailto:CentralValleyRegion@pge.com)

# PG&E Regional Town Hall Survey

Please take this short survey to provide feedback\* on the information received tonight or suggestions on what you would like to hear about in future town halls.



**SCAN FOR SURVEY**

# Thank You



# Appendix

