

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.

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

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

Safety

Downed Powerline Safety

- ➔ **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

Daniel Keferl

Regional Safety Director
Central Valley Region

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



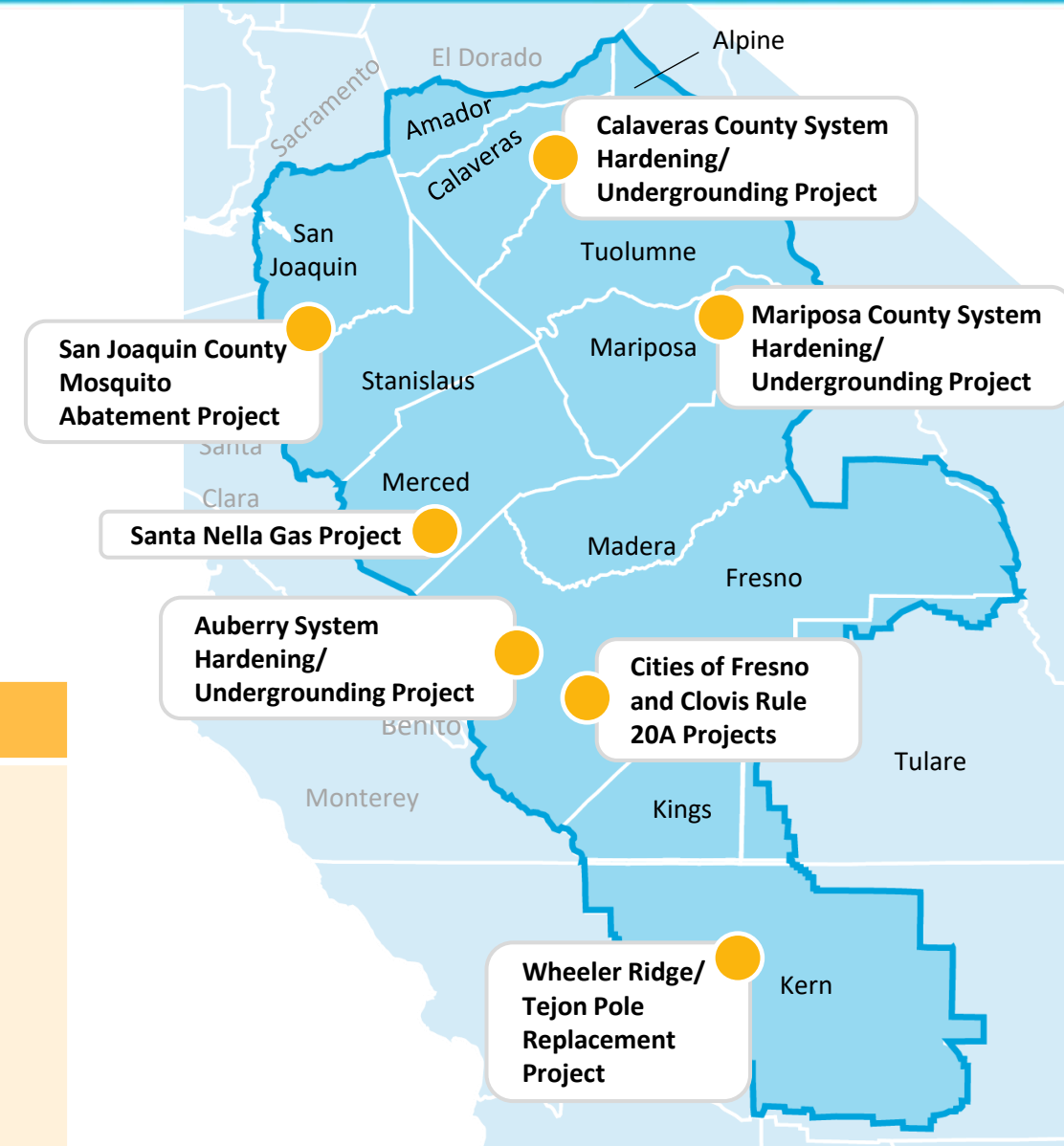
16 Tribes Served



5,000 Coworkers Serving You

Counties Served

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



Delivering Better Outcomes for Customers in the Central Valley



Challenges

- Affordability
- Circuit Challenges
- Capacity Issues



Successes

- 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**](https://pge.com/reach).

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



GoGreen Home Energy Financing

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



gogreenfinancing.com



Home Energy Checkup

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



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

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

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?



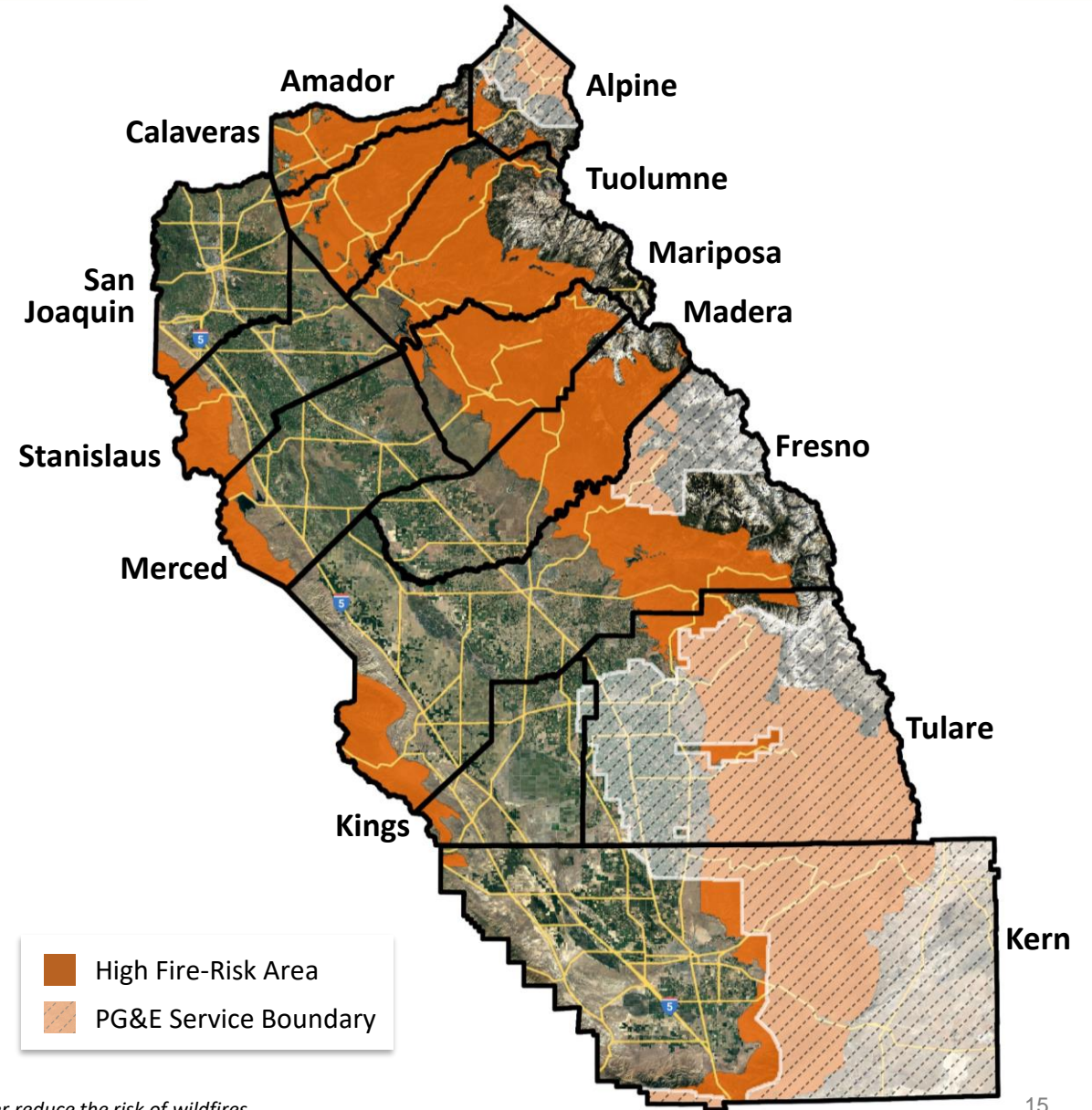
Where can I find more information about recent rate changes?

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

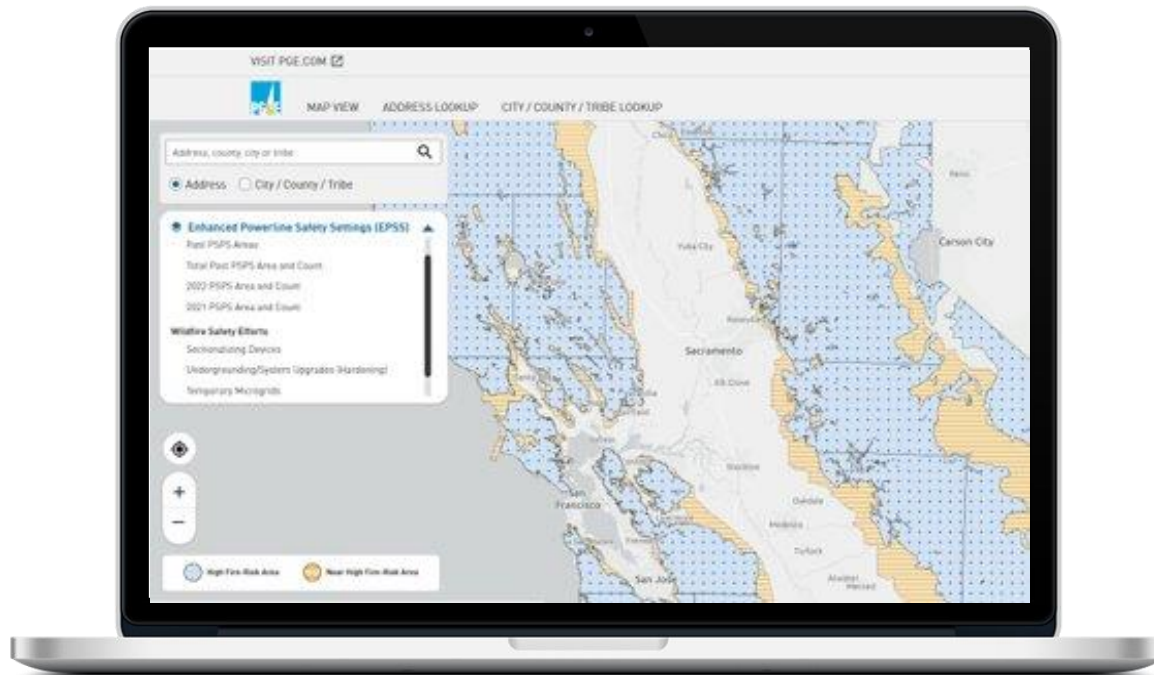
- D New, Strengthened Equipment:** Installing strong poles and covered powerlines on 1,800+ miles of overhead powerlines
- E Undergrounding Powerlines:** Completing 10,000 miles of undergrounding in the highest wildfire risk areas
- F Vegetation Management:** Removing or pruning 1 million+ trees per year to ensure they are a safe distance from powerlines

Reducing Wildfire Risk in Your Community



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 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

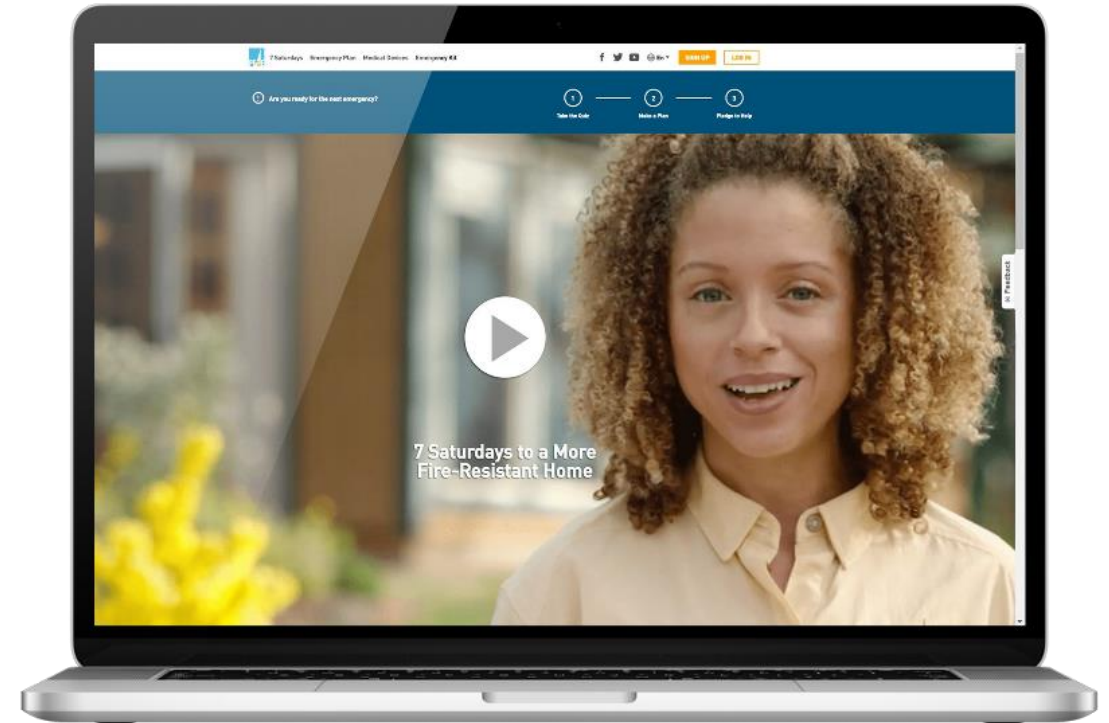
safetyactioncenter.pge.com

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



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

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

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**](https://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:

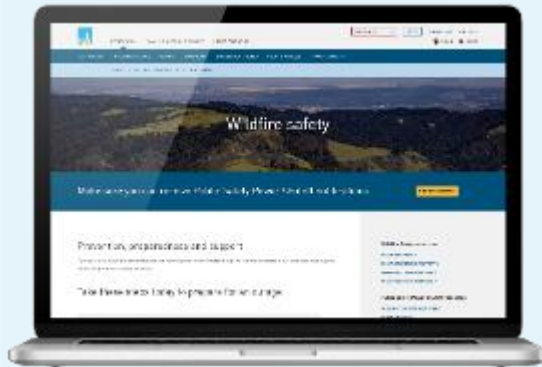
- ✓ Have an active PG&E account
- ✓ Be enrolled in a Time-of-Use rate plan
- ✓ Experienced eight or more outages on an EPSS-protected circuit since January 1, 2022
- ✓ Purchased a permanent residential battery after June 30, 2022, that is on PG&E's Qualified Product List



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

Additional Customer Resources

Wildfire Safety



Information on wildfire prevention efforts

 pge.com/wildfiresafety

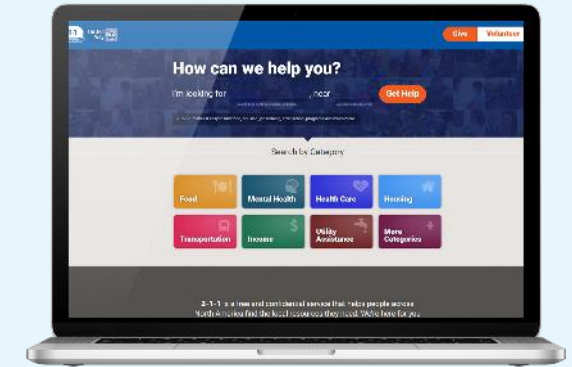
Safety Action Center




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

 safetyactioncenter.pge.com

211



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

 211ca.org

Dedicated regional contact: Email: 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

