

Community Wildfire Safety Program
PG&E Safety Town Hall – Butte/Plumas Counties – Post-Event Report
February 16, 2021

On February 3, 2021, 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.

The purpose of the event was to share safety and utility service-related information and gather feedback from members of the community. The event focused on the areas of Butte and Plumas counties. 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:** February 3, 2021
- **Time:** 12:00 pm to 1 pm
- **Total attendees:** 42
- **PG&E Presenters:**
 - Keith Stephens, Vice President, Corporate Relations and Chief Communications Officer
 - Vanessa Bryan, Senior Manager, PSPS Customer Engagement and Strategy
 - Dan Blair, Local Government Relations Representative
 - Adam Bakker, North Valley Regional Manager, Vegetation Management
 - David Hawks, Public Safety Specialist
 - Carl Schoenhofer, Senior Manager, Humboldt and North Valley Divisions

The event featured a 30-minute presentation on PG&E's wildfire prevention plans, an overview of 2020 Public Safety Power Shutoffs (PSPS) and weather-related safety tips, 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. These included:

- ~ 57,000 email invitations

- Sent to all electric customers with an email address in Butte and Plumas counties
- Social media postings
 - Facebook
 - Instagram
- Media advisory
- Outreach to city/county/tribal officials and community-based organizations

Sample invites and outreach materials can be found in Appendix A.

Question and Answer Session Summary

Throughout the town hall, participants submitted questions and comments for PG&E's subject matter experts through a Q&A function on the virtual webinar platform. A total of 11 questions were received and addressed.

These questions focused on the following themes:

- How PG&E can reduce Public Safety Power Shutoff (PSPS) events moving forward, including response to high-wind events
- Vegetation management efforts/request for vegetation attention on private property
- Support for customers during PSPS events, including food replacement and water supplies
- Enrolling in the Medical Baseline Program
- Improvements to PG&E's electric system, include the potential for undergrounding
- Preparing resources for outages, including generators and solar panels

The list of questions addressed during the Q&A session can be found in Appendix B.

Recording and Presentation Availability

A copy of the presentation materials and a recording of the event are available on PG&E's website at www.pge.com/firesafetywebinars. Also available are materials and recordings of other webinars that PG&E has hosted about wildfire safety, including:

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

**APPENDIX A:
EVENT INVITATIONS**

CUSTOMER EMAIL INVITATION



**PG&E Safety Virtual Town Hall
Butte and Plumas Counties
Wednesday, February 3 | 12-1:30 P.M.**

[Join the webinar »](#)

[Call \(866\) 501-6088 toll-free »](#)

Conference ID: 1573138

You are invited to join us for an interactive, regionally-focused safety town hall as we discuss our plans for reducing wildfire risks with residents of Butte and Plumas counties. During this town hall, you will have a chance to ask questions and share feedback with the PG&E team.

Topics Include:

- PG&E's wildfire prevention plans
- Overview of 2020 Public Safety Power Shutoffs
- Local vegetation management efforts

We hope that you can join us. To access the Safety Town Hall or view recordings of past wildfire safety webinars you can also visit 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 »



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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. Submit feedback via [Contact Us](#).
"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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These offerings are funded by California utility customers and administered by PG&E under
the auspices of the California Public Utilities Commission.

Para obtener asistencia traducida en más de 200 idiomas adicionales, por favor contacte a PG&E.

如需要超過200種語言翻譯支援，可聯絡PG&E。

Để giúp đỡ dịch bằng hơn 200 ngôn ngữ, xin vui lòng liên lạc với PG&E.

Para sa tulong sa pagsasalin sa higit sa 200 karadagan wika mangyaring makipag-ugnayan sa PG&E.

Для языковой поддержки на более 200 языках, пожалуйста, свяжитесь с PG&E.

200 개 이상의 추가 언어로 번역 된 지원을 받으려면 PG&E에 문의하십시오.

200以上の言語での翻訳サポートについては、PG&Eにお問い合わせください。

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بگیرید

For translated support in over 200 additional languages, please contact PG&E at:

1-866-743-6589 »

EVENT MEDIA ADVISORY



Marketing and Communications | 77 Beale Street | San Francisco, CA 94105 | 415.973.5930 | www.pge.com

January 27, 2021

PG&E Hosting Virtual Town Hall on Wednesday For Butte and Plumas Counties to Discuss Ongoing Safety Work to Prevent Wildfires

Customers invited to join online webinar event to hear and ask questions on wildfire prevention plans and Public Safety Power Shutoff improvements in 2020 and beyond

SAN FRANCISCO, Calif.— Pacific Gas and Electric Company (PG&E) is continuing its important work to further reduce wildfire risks and improve the safety of its electric system. To help ensure that customers are part of safety efforts, PG&E will be hosting an interactive safety virtual town hall with **Butte and Plumas** county residents where the company will provide an overview of its work in 2020 to further prevent wildfires and its Public Safety Power Shutoff (PSPS) events last year.

The virtual town hall will feature a brief presentation and an opportunity for participants to ask questions and provide feedback.

The event will take place on Wednesday, Feb. 3, 2021, from 12:00 to 1:30 p.m. The event can be accessed through the link or dial-in below or through PG&E's website, www.pge.com/firesafetywebinars.

Click this link to join: <https://bit.ly/39Fb0fU>
Toll-Free Attendee Dial-in: 1-866-501-6088
Conference ID: 1573138

During the town hall, members of PG&E's safety and leadership team will discuss:

- PG&E's Wildfire prevention plans
- An overview of PG&E's improvements that made 2020 PSPS events shorter in length, smaller in size and smarter for customers
- Local vegetation management efforts

While the webinar event will focus on customers impacted by a PSPS event in 2020, any of PG&E's customers are welcome to join. Closed captioning will be available in English, Spanish and Chinese and there are dial-in numbers for those who aren't able to join online.

More information about PG&E's Community Wildfire Safety Program, can be found at www.pge.com/wildfiresafety.

About PG&E

Pacific Gas and Electric Company, a subsidiary of [PG&E Corporation](#) (NYSE:PCG), is one of the largest combined natural gas and electric energy companies in the United States. Based in San Francisco, with more than 20,000 employees, the company delivers some of the nation's cleanest energy to nearly 16 million people in Northern and Central California. For more information, visit www.pge.com/ and www.pge.com/en/about/newsroom/index.page.



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Liked by **fresno_refuse_trucks** and **others**
pacificgasandelectric We want to hear from you. PG&E is hosting a virtual and interactive town hall this Wednesday, February 3 from 12:00 – 1:30 p.m. where we will share information about our work to prevent wildfires in Butte and Plumas counties, answer your questions and gather feedback for our team. For more information, visit www.pge.com/firesafetywebinars.

FACEBOOK



Pacific Gas and Electric Company ✓

21 hrs · 🌐

We want to hear from you. PG&E is hosting a virtual, interactive town hall this Wednesday, February 3 from 12:00 – 1:30 p.m. for Butte and Plumas county residents. Join us as we share information about our work to prevent wildfires, answer your questions and gather feedback for our team. For more information, visit www.pge.com/firesafetywebinars.



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16 Comments 1 Share

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APPENDIX B QUESTIONS RAISED DURING THE EVENT

The below questions have been listed in the order they were asked.

- Why is it so hard to get a tree, that can fall into the transmission lines, removed. I am a Camp fire survivor and moved to Plumas county, Hamilton Branch/Lake Almanor area. It took me 7 years to have PG&E remove an oak tree that broke the distribution line (5) times. Yes there were (5) line splices. In my current house the transmission lines and distribution lines run to back of our property. I called in a huge ponderosa pine twice. Once in 2019 and in 2020. The contractor CNUC keep saying it is healthy. My power drop is rubbing against this tree. Can I get a PG&E tree inspector to come out? I really do not want another house burned down and my family is scared of this tree.
- Why is it so hard to get a tree removed? My neighbors have the same concerns. There are people that want to have reliable power and see trees that will fall into the power lines.
- Will my solar power work during an outage?
- Can PG&E come to my house to trim the vegetation around power lines on my property?
- Will PG&E reimburse me for the food I lost as a result of these events?
- What are you doing to address the Jarbo Gap winds that seem to trigger a PSPS?
- What should I do if I rely on a pump for water?
- How do I know if members of my household will qualify for the medical baseline program?
- Can someone help me figure out which generator I should buy?
- How much longer will pge be doing these power shutoffs?
- Why aren't you undergrounding all of the power lines? Wouldn't that solve this problem?

APPENDIX C: MEDIA COVERAGE

Plumas News

PG&E to hold virtual meeting on wildfire risks and safety

January 29, 2021

[PG&E to hold virtual meeting on wildfire risks and safety - Plumas News](#)

KRCR

PG&E discusses wildfire prevention in virtual town hall for Butte, Plumas Counties*

February 3, 2021

[PG&E discusses wildfire prevention in virtual town hall for Butte, Plumas Counties | KRCR \(krcrtv.com\)](#)

**Also reposted on MSN: [PG&E discusses wildfire prevention in virtual town hall for Butte, Plumas Counties \(msn.com\)](#)*

KRCR

PG&E fire prevention efforts discussed in public virtual meeting

February 3, 2021

[PG&E fire prevention efforts discussed in public virtual meeting | KRCR \(krcrtv.com\)](#)