

Community Wildfire Safety Program

PG&E Wildfire Safety Town Hall – Marin and Sonoma Counties – Post-Event Report

On May 4, 2022, PG&E held a wildfire safety town hall for Marin and Sonoma County customers, 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 Power Safety Settings (EPSS) Programs. The purpose of the event was to share safety and prevention activities, utility service-related information and customer resources all customers, gather input and respond to questions. Due to COVID-19 health and safety guidelines, the event 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

Wildfire Safety Webinar Summary

- **Date:** May 4, 2022
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 161
- **PG&E Presenters:**
 - Ron Richardson, Vice President, North Coast Region
 - Dave Meier, Senior Manager, Customer Strategy
 - Mark van Gorder, Local Government Affairs Representative
 - Tony Walls, Vegetation Management Supervisor
 - Dan Kida, Vegetation Management Supervisor
 - Jim Wickham, Senior Public Safety Specialist
 - Austin Sharp, Senior Manager, North Coast Division

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 45 minutes of Q&A. 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 211,729 email invitations sent to all electric customers with an email address listed
- Social media postings on Facebook , Instagram, Twitter and Nextdoor
- News release and media advisory
- 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 62 questions and comments were received.

The Q&A portion focused on the following themes:

- Undergrounding
- Vegetation management
 - Tree removals
 - Defensible space
 - Enhanced vegetation management
- System hardening

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. 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



Join Us for a Wildfire Safety Webinar

Marin and Sonoma Counties

Wednesday, May 4 | 5:30-7:00 p.m.

We invite you to join us for an interactive webinar where we will discuss our 2022 wildfire safety efforts. You will have the opportunity to ask questions and share feedback with the PG&E team, including the area's Regional Vice President.

[Register today »](#)

[Learn more »](#)

To keep our customers and communities safe, we continue to take targeted action to reduce wildfire risk across every part of our operations, respond to our state's changing climate and focus every day on safety.

Topics Include:

- PG&E's progress on wildfire prevention activities
- What's new for 2022
 - Increased powerline protection to reduce outages
 - Improved coordination for faster restoration times
 - Additional customer resources to prepare for wildfire season and outages

To access the webinar or view recordings of past wildfire safety webinars, 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 »



WEBINAR MEDIA ADVISORY



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PG&E Invites Marin and Sonoma Counties to a Regional Wildfire Safety Webinar to Discuss PG&E's Wildfire Prevention Efforts

PG&E to host virtual event to share local wildfire safety progress, new programs in 2022 and steps customers can take to prepare

Oakland, 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.

As part of these efforts, PG&E is hosting a wildfire safety webinar for Marin and Sonoma residents on Wednesday, May 4, 2022, from 5:30 to 7 p.m. to share its wildfire prevention plans for 2022 and listen to customer feedback. PG&E experts will provide a brief presentation, after which participants will have the opportunity to ask questions.

The event can be accessed through the link or dial-in below or through PG&E's website, pge.com/firesafetywebinars.

Click this link to join: bit.ly/3lsmv9T
Attendee Dial-in: 888-324-7503
Conference ID: 7363271

During the webinar event, the PG&E team will discuss:

- PG&E's wildfire prevention efforts
- Resources to help customers and communities before, during and after wildfire safety outages
- Improvements and updates to PG&E's safety technology and tools

Closed captioning will be available in English, Spanish and Chinese and dial-in numbers will be available for those who aren't able to join online.

For the full webinar events schedule, additional 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.

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](https://www.nyse.com/quote/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.



INSTAGRAM POST


The image shows an Instagram post from the account 'pacificgasandelectric'. The post features a scenic photograph of a vineyard in the foreground, with rolling hills and mountains in the background under a blue sky with light clouds. A utility pole with power lines is visible on the right side of the image. The text is overlaid on the image in a clean, sans-serif font. At the bottom of the post, there are icons for liking, commenting, sharing, and bookmarking, along with the number of likes and a short description of the webinar.

 pacificgasandelectric

Wildfire Safety Webinar

for Marin and Sonoma county residents

Wednesday, May 4 @ 5:30 p.m.

 To join, visit pge.com/firesafetywebinars

11 likes

pacificgasandelectric PG&E is hosting an interactive webinar this Wednesday, May 4. Join one of our Regional Vice Presidents and additional members from our team from... more

May 2

FACEBOOK POST



Pacific Gas and Electric Company ✓

May 2 at 11:08 AM · 🌐



PG&E is hosting an interactive webinar this Wednesday, May 4, from 5:30 p.m. to 7 p.m. for Marin and Sonoma 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 <https://bit.ly/3kAhrqy>

Wildfire Safety Webinar
for Marin and Sonoma county residents

Wednesday
May 4 @ 5:30 p.m.

To join, visit pge.com/firesafetywebinars

👍 6

5 Shares

👍 Like

💬 Comment

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APPENDIX B:

QUESTIONS RAISED DURING THE EVENT

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

- When giving a website, please repeat and speak slowly. Thanks.
- Please say his name and title again plus how to contact if necessary
- Ron Richardson Regional Vice President EMail R1R9@pge.com We will also post the other addresses(Please say his name and title again plus how to contact if necessary)
- OK, HIS audio is good
- Also please don't assume we were able to write down all the names and websites that were just rattled off. Where can we find this info?
- Thank you for the feedback. We are reminding our teams to speak slowly when giving websites. This presentation and recording will be posted at www.pge.com/firesafetywebinars in about a week. Previous webinars are also available there, and they have the same website information, if you need it sooner.(Also please don't assume we were able to write down all the names and websites that were just rattled off. Where can we find this info?)
- What was that website url the first presenter said?
- " Learn more about our undergrounding efforts by visiting: pge.com/undergrounding
- (what was that website url? (Unverified) asked ""what was that website url the first presenter said?""")
- Are there maps we can access showing actual roads for each area of your work - ie under grounding,separating systems to help with power outages etc?
- www.pge.com/customerpspsplanningmaps(Stacey (Unverified) asked "Are there maps we can access showing actual roads for each area of your work - ie under grounding,separating systems to help with power outages etc?")
- What is your ultimate build-out/upgrade plan for the Marin/Sonoma grid? Will 2022 buildout projects complete your goals?
- It's MAY why are you so far behind your vegetation goal in Sonoma County for 2022
- Thank you.
- If PG&E will be undergrounding 10,000 miles of powerlines, and only 3 miles in Marin and 7 miles in Sonoma are planned in 2022-2023, when will this effort (10,000 miles of undergrounding) be completed?
- Thanks. That wasn't he first URL. The very first guy. Spoke real fast. Something about PGE.com/wildfire.... I just didn't catch it all.
- www.pge.com/wildfiresafety (what was that website url? (Unverified) asked "Thanks. That wasn't he first URL. The very first guy. Spoke real fast. Something about PGE.com/wildfire.... I just didn't catch it all.")
- What percentage of power lines in Sonoma County have EPSS protection?
- And it wasn't on the slide.

- How can the undergrounding of 10,000 miles of powerlines be accelerated (3 miles in Marin and 7 miles in Sonoma planned in 2022-2023 is a "drop in the bucket")? More stated funding? More pressure from public? How many more lives must be lost and adversely impacted by wildfires?
- Please remember: some of us just moved into the area so we may *not* be up to speed on acronyms, etc
- What is a red flag warning? What is the NWS measuring / warning us about? is it wind?
- How many people are attending this webinar?
- Thank you!
- Are there areas designated in neighborhoods that will maintain power so we continue to work? (ie get internet, power)?
- How do we register for one of the 1500 customers to have the ability to hardwire a generator?
- Why only 1,500 customers for setting up generators to our electric panel?
- What has PG&E done to reduce risk, such as undergrounding power lines, in Sonoma and surrounding counties
- Is PGE working with the cable internet companies to harden their systems. Normal cable and internet stops after 4 to 5 hours after PSPS. due to limited generator or battery support. Therefore communication like phones and internet become useless.
- Why U.S. District Judge William Alsup need to write in a recent court decision that PG&E had "robbed its tree clearance budget" in previous years to "enhance the bottom line?" And has anything changed at PG&E since Alsup made this statement?
- We have had 4 people come by to assess our trees and each seems unaware of prior. We have had no luck getting in touch with someone at PGE to get information. Also would like comment on extremely long time from tree being felled to clean up/removal leaving a nice pile of kindling
- How many miles need to be undergrounded in CA?
- CPUC in your pocket, they can't be trusted
- I noticed trimming on oak trees in our area (Inverness) which is good but the trees in some cases are dead and by not removing the tree (only trimming branches on PG&E lines) have left damaged unbalanced trees that are more vulnerable to wind storms (i.e., tree limbs falling)
- How many homes burned, people dead before you get to really get to work?
- Why, when PG&E clears lines, they leave their messes in place? What could be a good fire break isn't so. The remnants allow the fire to continue burning along the ground and back up the other side. I hope that "scope" now includes picking up cuttings.
- Who qualifies for a rebate on a generator?
- How much of the cost of the work you have been discussing is going to be passed on to customers?
- Went to pge.com/transfermeter put my address in and it came up pink but doesn't tell me anything
- Thanks for the question. You should see, on the map, and on the map a drop down option that defaults to "Potential PSPS Area". Click the down arrow and you'll get a host

of options. (Went to pge.com/transfermeter put my address in and it came up pink but doesn't tell me anything)

- Sorry, misread that - are you trying to see work being done? That's pge.com/customerpspsplanningmaps(Went to pge.com/transfermeter put my address in and it came up pink but doesn't tell me anything)
- What is your projection of rate increases over the next 5 years for Sonoma and Marin customers? Thank You
- When do you forecast you will complete the EPSS installation in Sonoma, Marin, and because their fires become our fires, Napa counties.
- I live in a condo complex in Novato adjacent to a trail with tall dry grass. Any suggestions on determining who is responsible for trimming?
- Clicked on high fire threat district map, put in address got pink map. I see no dropdowns
- The drop down menu for PSPS planning website is www.pge.com/customerpspsplanningmaps(Clicked on high fire threat district map, put in address got pink map. I see no dropdowns)
- Ha, ha, ha. Minimize costs to customers? Why do we pay highest rates in US?
- I live in a condo complex in Novato adjacent to a trail with tall dry grass. Any suggestions on determining who is responsible for trimming?
- No i want to see if i qualify and what tier im in.
- Qualify for the transfer meter? That would be the application on the transfer meter site. T2/3 is cpuc.ca.gov/firemap(No i want to see if i qualify and what tier im in.)
- Why did U.S. District Judge William Alsup need to write in a recent court decision that PG&E had "robbed its tree clearance budget" in previous years to "enhance the bottom line?" And has anything changed at PG&E since Alsup made this statement?
- Does one need to have a Smart Meter in order to have the transfer meter for the generator installed?
- For transfer meter
- You haven't asked many of my questions
- Take away, we won't protect you and will make sure you pay a lot for questionable, high priced service to keep shareholders rich
- Is this replaying on purpose
- Sorry it says page not found
- Apologies forgot the map prefix it's - ia.cpuc.ca.gov/firemap/(Sorry it says page not found)
- "this is not too frustrating, now is it?"
- Great. That link says i need to log in
- And wants my password
- " Clearly I am not able to login."
- Thanks for trying. I've now missed the rest of the seminar and spent more than 45 minutes trying to find this preliminary info regarding transfer meters which I had never heard of.