

Community Wildfire Safety Program

PG&E Wildfire Safety Town Hall – San Luis Obispo and Santa Barbara Counties – Post-Event Report

On July 13, 2022, PG&E held a wildfire 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 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:** July 13, 2022
- **Time:** noon – 1:30 p.m.
- **Total Attendees:** 66
- **PG&E Presenters:**
 - Dave Meier Senior Manager, Customer Strategy
 - Jason Regan Vice President, System and Operations
 - Eric Daniels Local Government Affairs Representative
 - Tammy Wise Vegetation Management Expert
 - Steve Crawford Senior Public Safety Specialist

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 30 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 122,336 email invitations sent to all electric customers with an email address listed
- Social media postings on Nextdoor, Facebook, Instagram, and Twitter.
- 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 25 questions and comments were received.

The Q&A portion focused on the following themes:

- Undergrounding
- Overhead System Hardening
- Sectionalizing
- Backup Generators/Transfer Meters
- Generator Rebate Program
- CPUC Fire Safety
- EPSS Outages
- Updating Customer Information

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:



PG&E Virtual Safety Town Hall **San Luis Obispo and Santa Barbara Counties**

Wednesday, July 13 | 12:00-1:30 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.

[Register today »](#)

[Learn more »](#)

To help keep customers and communities safe, we are taking action and continuing to evolve our electric system to reduce wildfire risk.

We encourage you to join and learn more about:

- PG&E's progress on wildfire prevention activities
- 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 »

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 »



pge.com | [Privacy](#) | [Disclosure](#) | [View as a web page](#)

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.

WEBINAR MEDIA ADVISORY



Marketing & Communications | 415.973.5930 | www.pge.com

PG&E Invites San Luis Obispo and Santa Barbara Counties to a Virtual Safety Town Hall 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 Safety Town Hall for San Luis Obispo and Santa Barbara County residents on Wednesday, July 13, 2022, from noon to 1:30 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/3M9XquZ
Attendee Dial-in: 800-369-1705
Conference ID: 2844432

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

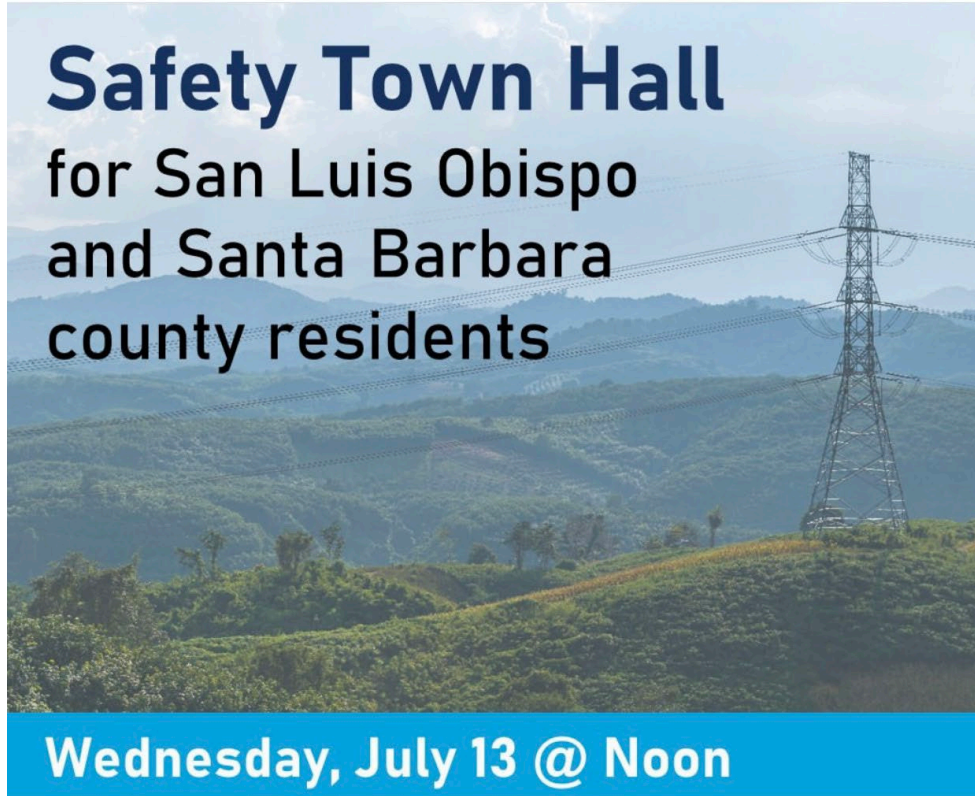
Pacific Gas and Electric Company, a subsidiary of PG&E Corporation ([NYSE:PCG](https://www.nyse.com/quote/NYSE:PCG)), is a combined natural gas and electric utility serving more than 16 million people across 70,000 square miles in Northern and Central California. For more information, visit pge.com and pge.com/news.



INSTAGRAM POST



pacificgasandelectric



To join, visit

pge.com/firesafetywebinars



10 likes

pacificgasandelectric PG&E is hosting an interactive webinar this Wednesday, July 13. Join one of our Regional Vice Presidents and additional members from our... more

View 1 comment

July 7

FACEBOOK POST



Pacific Gas and Electric Company ✓



July 8 at 5:02 PM · 🌐

PG&E is hosting an interactive webinar this Wednesday, July 13, from noon to 1:30 p.m. for San Luis Obispo and Santa Barbara 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

Safety Town Hall
for San Luis Obispo and Santa Barbara county residents
Wednesday, July 13 @ Noon

To join, visit pge.com/firesafetywebinars

PGE.COM
Wildfire Safety Webinars
<https://www.pge.com>

👍 4

👍 Like

💬 Comment

➦ Share

APPENDIX B:

QUESTIONS RAISED DURING THE EVENT

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

- Thank you for the question. Can you share your email address? We can have one of our Infrastructure Protection Team members follow up with you. You can also submit the question to wildfiresafety@pge.com if you would rather do that. (The San Luis Obispo Fire Safe Council applied a long-term retardant under PG&E lines and along county roadsides to help prevent wildfire ignitions last year. How can we work together this year to have this tool be used more broadly?)
- Please have the team contact "firesafeslo@gmail.com" which is the address for the fire safe council as well as Wes.Bolsen@perimeter-solutions.com that coordinated the application with the SLO Fire Safe Council. (The San Luis Obispo Fire Safe Council applied a long-term retardant under PG&E lines and along county roadsides to help prevent wildfire ignitions last year. How can we work together this year to have this tool be used more broadly?)
- Lots of feedback from speakers -
- What tools are being used to help treat and render vegetation non-flammable under the PG&E lines while you work to harden the system?
- " Living along the coast, I regularly report arcing/sparking insulators and transformers. A technician indicated that they're not much they can do in most cases. They also indicated that PG&E stopped the insulator cleaning program a few years back and therefore see an increase in these reports.
- Assuming their statement is correct, could you help us understand how PG&E made the decision to discontinue the insulator cleaning program? What sort of arcing is considered acceptable on the power poles? When should a customer call the PG&E emergency line to report arcing? Thanks!"
- Is it possible to get a list of the planned overhead system hardening 2022 projects for SLO County including locations?
- James thank you for the question, this is a quick way to see current plans. https://www.pge.com/en_US/residential/outages/public-safety-power-shutoff/psps-planning-resources.page(James Blattler (Unverified) asked "Is it possible to get a list of the planned overhead system hardening 2022 projects for SLO County including locations?")
- thank you!(James Blattler (Unverified) asked "Is it possible to get a list of the planned overhead system hardening 2022 projects for SLO County including locations?")
- I'm on a well. What backup options are available for me and rebates?
- Are more sectionalizing devices planned for SLO County in addition to the 53 added through 2021?
- Thank you, James. As Jason said, we will follow up with you on this question. (James Blattler (Unverified) asked "Are more sectionalizing devices planned for SLO County in addition to the 53 added through 2021?")

- Are more enhanced vegetation management miles planned to be completed in 2022? Is it possible to have a map that shows exactly where it has been done and planned on being done?
- Who do I contact about power pole fire prevention? our company has a way to make them fire proof.
- You can email information to us at wildfiresafety@pge.com(Michael Perez (Unverified) asked "Who do I contact about power pole fire prevention? our company has a way to make them fire proof. ")
- Thank you, Is there a specific person to speak with?(Michael Perez (Unverified) asked "Who do I contact about power pole fire prevention? our company has a way to make them fire proof. ")
- There is not. The wildfire safety team can get information from several subject matter experts. (Michael Perez (Unverified) asked "Who do I contact about power pole fire prevention? our company has a way to make them fire proof. ")
- That seems odd there is nobody specifically but, there is a team(Michael Perez (Unverified) asked "Who do I contact about power pole fire prevention? our company has a way to make them fire proof. ")
- Thank you, I will send the information to the general mailbox.(Michael Perez (Unverified) asked "Who do I contact about power pole fire prevention? our company has a way to make them fire proof. ")
- Can you discuss what you have observed regarding EPSS related outages in SLO County? (frequency, typical duration & outage area size)
- Call you send me the URL for the Cpuc fire assessment based on location. I'm the one with the well.
- https://cpuc_firemap2.sig-gis.com/(Call you send me the URL for the Cpuc fire assessment based on location. I'm the one with the well.)
- Thank you for following up on the insulator washing program! Really appreciate it.
- Thanks! I appreciate all the information (and patience with my questions). Coming from a fire department and wanting to learn more so we can better craft our messaging to help our community to be better prepared for both wildfires and outages.
- Thank you. We appreciate your partnership.(James Blattler (Unverified) asked "Thanks! I appreciate all the information (and patience with my questions). Coming from a fire department and wanting to learn more so we can better craft our messaging to help our community to be better prepared for both wildfires and outages. ")
- Thank you!