

PG&E Virtual Safety Town Hall – San Mateo County – Post-Event Report

On June 15, 2022, PG&E held a 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

Virtual Town Hall Summary

- **Date:** June 15, 2022
- **Time:** Noon – 1:30 p.m.
- **Total Attendees:** 87
- **PG&E Presenters:**
 - Vanessa Bryan, Senior Manager, Customer Strategy Team
 - Aaron Johnson, Vice President, Bay Area Region
 - Bill Chiang, Local Government Affairs Representative
 - Mary Snyder, Vegetation Program Manager, San Mateo County
 - Frank Fraone, Senior Public Safety Specialist
 - Donald Hall, Senior Manager, South Bay and Central Coast

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 191,141 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 49 questions and comments were received.

The Q&A portion focused on the following themes:

- Community Resource Centers
- Undergrounding
- Vegetation management
 - Tree removals
 - Defensible space
 - Enhanced vegetation management
- System hardening
- Public Safety Power Shutoffs
 - PSPS Notifications
- PG&E's "Report It" App

The full list of questions/comments received during the Q&A session can be found in Appendix B.

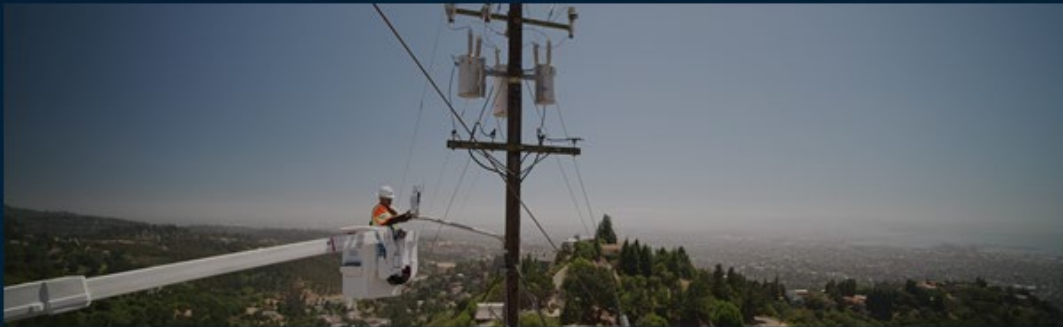
Recording and Presentation Availability

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



PG&E Virtual Safety Town Hall
San Mateo County

Wednesday, June 15 | 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 »



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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.

WEBINAR MEDIA ADVISORY



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PG&E Invites San Mateo County 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 Mateo County residents on Wednesday, June 15, 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: <https://bit.ly/3Ma52Wg>
Attendee Dial-in: 800-369-2095
Conference ID: 6679331

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.



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APPENDIX B:

QUESTIONS RAISED DURING THE EVENT

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

- Emerald Hills resident here: I'm very glad you're concerned with wildfire. However, the "bold action" with the most impact that you've taken so far was for me to threaten me with financial liability for your dilapidated equipment if I didn't let you cut down 10 feet of 50-year-old hedge on my neighbor's property. That pole on the corner of my property is falling over to the extent that telephone wires have pulled tight and crushed my rain gutters and the pole is now partially held up by the power lines connected to my house, but you don't seem concerned with that. How far does a pole have to lean before it constitutes something that requires more of your "bold action"?
- Hello Mr. Hodges - we would be happy to review the pole on your property. Can you please email your specific address noting your concern to wildfiresafety@pge.com ?(Jake Hodges (Unverified) asked "Emerald Hills resident here: I'm very glad you're concerned with wildfire. However, the "bold action" with the most impact that you've taken so far was for me to threaten me with financial liability for your dilapidated equipment if I didn't let you cut down 10 feet of 50-year-old hedge on my neighbor's property. That pole on the corner of my property is falling over to the extent that telephone wires have pulled tight and crushed my rain gutters and the pole is now partially held up by the power lines connected to my house, but you don't seem concerned with that. How far does a pole have to lean before it constitutes something that requires more of your "bold action"?")
- Will do. Thank you. (Jake Hodges (Unverified) asked "Emerald Hills resident here: I'm very glad you're concerned with wildfire. However, the "bold action" with the most impact that you've taken so far was for me to threaten me with financial liability for your dilapidated equipment if I didn't let you cut down 10 feet of 50-year-old hedge on my neighbor's property. That pole on the corner of my property is falling over to the extent that telephone wires have pulled tight and crushed my rain gutters and the pole is now partially held up by the power lines connected to my house, but you don't seem concerned with that. How far does a pole have to lean before it constitutes something that requires more of your "bold action"?")
- Maybe she can speak to after I let you cut down my and my neighbors hedges. I would like a letter from PG&E acknowledging that I let you cut down our hedges and that you NO LONGER THREATEN TO HOLD ME LIABLE for your equipment. When I called and requested that, you never returned my calls. How do I get that letter? (Jake Hodges (Unverified) asked "Emerald Hills resident here: I'm very glad you're concerned with wildfire. However, the "bold action" with the most impact that you've taken so far was for me to threaten me with financial liability for your dilapidated equipment if I didn't let you cut down 10 feet of 50-year-old hedge on my neighbor's property. That pole on the corner of my property is falling over to the extent that telephone wires have pulled tight and crushed my rain gutters and the pole is now partially held up by the power lines connected to my house, but you don't seem concerned with that. How far does a pole have to lean before it constitutes something that requires more of your "bold action"?")
- Hi Mr. Hodges, I am not familiar with this specific work. Can you send me an email at myst@pge.com and I can look into your specific concern and try and find if we can provide any sort of documentation similar to what you are looking for. (Jake Hodges (Unverified) asked

"Emerald Hills resident here: I'm very glad you're concerned with wildfire. However, the "bold action" with the most impact that you've taken so far was for me to threaten me with financial liability for your dilapidated equipment if I didn't let you cut down 10 feet of 50-year-old hedge on my neighbor's property. That pole on the corner of my property is falling over to the extent that telephone wires have pulled tight and crushed my rain gutters and the pole is now partially held up by the power lines connected to my house, but you don't seem concerned with that. How far does a pole have to lean before it constitutes something that requires more of your "bold action"?)"

- Thank you!(Jake Hodges (Unverified) asked "Emerald Hills resident here: I'm very glad you're concerned with wildfire. However, the "bold action" with the most impact that you've taken so far was for me to threaten me with financial liability for your dilapidated equipment if I didn't let you cut down 10 feet of 50-year-old hedge on my neighbor's property. That pole on the corner of my property is falling over to the extent that telephone wires have pulled tight and crushed my rain gutters and the pole is now partially held up by the power lines connected to my house, but you don't seem concerned with that. How far does a pole have to lean before it constitutes something that requires more of your "bold action"?)")
- Why are you taking down healthy trees with EVM that are beyond 12' and do not pose a safety hazard?
- Will this presentation be made available on-demand post event?
- Why don't you harden more miles of power lines and not take down as many trees? It is cheaper?
- Trees cause only 25% of accidents on power lines. What are you doing to address the other 75? For example, balloons cause a large number of accidents, but you're not doing anything to address that.
- My friend said PG&E's tree contractor went on to her property and removed trees without her permission. Why wasn't she contacted and will PG&E reimburse her for the tree removed?
- Why isn't moving power lines underground on the list of safety improvements? This would eliminate weather related wildfire risk without resorting to shutting off power.
- Are tied into San Mateo County Alert system?
- Are any actions like undergrounding or EPSS being planned along the high-voltage transmission line that runs down the Peninsula near Highway 280?
- Why are you off-loading safety concerns to the public? Don't you have personnel all over the county? And isn't that the job of a PGE professional?
- Only 25% of PGE equipment related fires are from vegetation. Cutting trees will not stop 75% of fires. Why not underground?
- Where exactly will lines be undergrounded in SMC? The map isn't clear. Why not all of Pescadero Road through the parks, along the Scenic Corridor?
- How do we get rebates for battery storage to have power during PSPS outages?
- Some trees being marked are not marked correctly. the evaluation personnel are very young and inexperienced. how do I get someone to RE-EVALUATE the tree removal designation?
- Please call 1800PGE5000 to request review(Some trees being marked are not marked correctly. the evaluation personnel are very young and inexperienced. how do I get someone to RE-EVALUATE the tree removal designation?)
- what are the areas of greatest risk?
- I'm still not hearing any solid information about why undergrounding isn't being prioritized in the areas of densest tree cover in the parks, which is also designated scenic and therefore should be highest priority for not topping or removing trees.

- How do we get our community prioritized for under-grounding? We lose power all the time for trees knocking over power lines.
- Who can we contact to discuss under grounding if our neighborhood is very high risk and about to have a thousand-plus trees removed which will INCREASE fire fuel if a line/pole sparks?
- Is it better to move toward local power generation instead of centralized power generation. This lessens need for elaborate distribution system.
- what is the site you just mentioned?
- <https://www.cpuc.ca.gov/industries-and-topics/wildfires/fire-threat-maps-and-fire-safety-rulemaking>(what is the site you just mentioned?)
- How often is the fire threat map updated?
- Maybe nests on your equipment is increasing because you're taking down so many trees & tree branches.
- Given severe fire risks why is there a 22-week wait to simply get an estimate to underground lines? If high fire risk and catastrophic concerns about evacuation is there any way to expedite the process?
- Thank you for answering question.
- There needs to be a much better explanation about what possible reason there could be to leave wires up on poles in the deep woods. Comcast has the same issue, with only a few hours of battery backup if their service is interrupted. We finally gave up our ATT land line because it was out every time we had an emergency. What possible reason could there be not to put everything under ground?
- Please increase the number of miles being hardened, and decrease number of trees being removed.
- What is PG&E doing to address coverage gaps in cell service, since all alerts come by text/phone, but those of us out in the rural south coast have no cell coverage without power. We rely on home wifi systems to get cell coverage, which don't work with no power.
- Comment: the person with the blue shirt (Aaron?) seems very honest & straight forward. I appreciate his candor and information.
- Thank you for the feedback. (Comment: the person with the blue shirt (Aaron?) seems very honest & straight forward. I appreciate his candor and information.)
- If high fire risk and catastrophic concerns about evacuation is there any way to expedite the process?
- Frank is not answering the question on why customers are responsible for safety.
- How much does it cost to bury a mile underground?
- When there's a power outage, we also lose all communications (landline phone, internet, cell phone, etc). Can you support the providers better so that we still have those services and can still have the ability to know if there's an evacuation order, or to call 911, etc? We can't call 911 if all communications systems need power.
- Pescadero ROad
- We make Highway 84 look like an easy evacuation.
- Our risk is not lower if it's harder for us to get emergency notices and harder to get out.
- How much does it cost to Triple Insulate and how does that compare to undergrounding in terms of fire prevention in severe fire risk areas?
- Given the drought, what's PG&E's expectations for dangerous PG&E wildfires this year?
- If we want to underground due to severe fire safety (and catastrophic risk due to lack of evacuation routes) NOT due to aesthetics, how do we apply?

- Has PG&E evaluated feasibility of simply raising the (uninsulated, lighter) power lines ABOVE the tree canopy.
- Thank you for providing this webinar, it was well organized and I appreciate the level of communication. I still don't feel like there's an appropriate level of interest or urgency about the rural south coast areas through the park, the areas that did not burn in CZU and of course are full of fuel, with limited ways out. That needs to be addressed better, and subsidizing solar and battery backup for this area needs to be better addressed. Thank you.