

Community Wildfire Safety Program
PG&E Virtual Safety Town Hall – Napa/Lake Counties – Post-Event Report
March 15, 2021

On February 17, 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.

PG&E is listening to customer feedback to help understand how we can continue to improve wildfire safety efforts, including the Public Safety Power Shutoff program. The purpose of the event was to share safety, utility service-related information and customer support resources in Napa and Lake counties, gather input and respond to questions. 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 17, 2021
- **Time:** 12:00 p.m. to 1:30 p.m.
- **Total Attendees:** 168
- **PG&E Presenters:**
 - Laura Wetmore, Senior Manager, Local Customer Experience
 - Debbie Powell, Interim Head of Electric Operations
 - Mark van Gorder, Local Government Relations
 - Tony Walls, Supervising Program Manager, Vegetation Management
 - Donovan Lee, Public Safety Specialist
 - Carl Schoenhofer, Senior Manager, Humboldt and North Valley Divisions
- **Additional PG&E representatives assisting with questions were:**
 - Melinda Rivera, Local Government Relations
 - James Ash Jr., Program Manager, Vegetation Management
 - Mike Wilson, Public Safety Specialist
 - Vic Baker, Senior Manager of the Diablo, Sonoma and North Bay Divisions

The event featured a 30-minute presentation on PG&E's wildfire prevention plans, an overview of 2020 Public Safety Power Shutoff (PSPS) events and customer safety resources, followed by a 60-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:

- Approximately 219,000 email invitations sent to all electric customers with an email address in Napa and Lake counties
- Social media postings
 - Facebook
 - Instagram
- 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 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 30 questions were received.

These questions focused on the following themes:

- Anticipation of Public Safety Power Shutoff events in 2021 and how customers can prepare
- Mitigation efforts to support Napa, Calistoga and Lake Berryessa
- Details about PG&E's Wildfire Mitigation Plan and where customers can find a copy
- PG&E's coordination with the State of California to address long-term impacts of wildfire season
- Planned miles of line work and the amount of vegetation clearing remaining
- Process for requesting vegetation inspection, maintenance and/or removal and PG&E's inquiry response time
- Resources and battery backup incentives available for customers
- Information on system hardening and equipment updates
- Notice provided for planned maintenance
- Resources available to customers due to COVID-19

The full list of questions 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 are available on PG&E's website at www.pge.com/firesafetywebinars. Also available are presentations and recordings of past 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
- Spanish-language and Chinese-language webinars

**APPENDIX A:
EVENT INVITATIONS AND OUTREACH**

CUSTOMER EMAIL INVITATION



**PG&E Virtual Safety Town Hall
Napa and Lake Counties**
Wednesday, February 17 | 12-1:30 P.M.

[Join the webinar »](#)

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

Conference ID: 5650398

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 Napa and Lake 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, 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.

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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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 및 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。

Txog kev pab b'xhais ua ntau tshaj 200 hom lus nb'iv thov hu rau PG&E.

សម្រាប់ការគាំទ្រប្រព័ន្ធសម្រាប់ប្រជាជន ចំនួន ២០០ ភាសាបន្ថែមទៀតសូមទាក់ទង PG&E ។

200 ਤੋਂ ਵਧੇਰੇ ਅਛਿਰਿਕਤ ਤਾਬਾਦਲਾ ਵਿੱਚ ਅਨੁਵਾਦ ਦੇ ਸਮਰਥਨ ਲਈ ਕਿਰਪਾ ਕਰਕੇ ਪੀ ਜੀ ਐੱਫ ਟੀ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

E&PG لخدمه الترجمة لاكثر من مئتان لغة يرجى الاتصال بـ

اگر محتاج به مترجم به بیش از ۲۰۰

زبان متفاوت هستید می‌تواند با E&PG تماس

بگیرید

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

[1-866-743-6589](tel:1-866-743-6589) »

EVENT MEDIA ADVISORY



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

February 12, 2021

PG&E Hosting Virtual Safety Town Hall on Wednesday For Napa and Lake 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 its safety efforts, PG&E will be hosting an interactive, virtual safety town hall with Napa and Lake county residents where the company will provide an overview of its work to further prevent wildfires and its Public Safety Power Shutoff (PSPS) events in 2020.

The virtual safety 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. 17, 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, pge.com/firesafetywebinars.

Click this link to join: bit.ly/3qHRZQY
Toll-Free Attendee Dial-in: 1-866-501-6088
Conference ID: 5650398

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

- PG&E's wildfire prevention plans
- 2020 Public Safety Power Shutoff events
- Local vegetation management efforts

While the webinar event will focus on customers impacted by a Public Safety Power Shutoff 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.

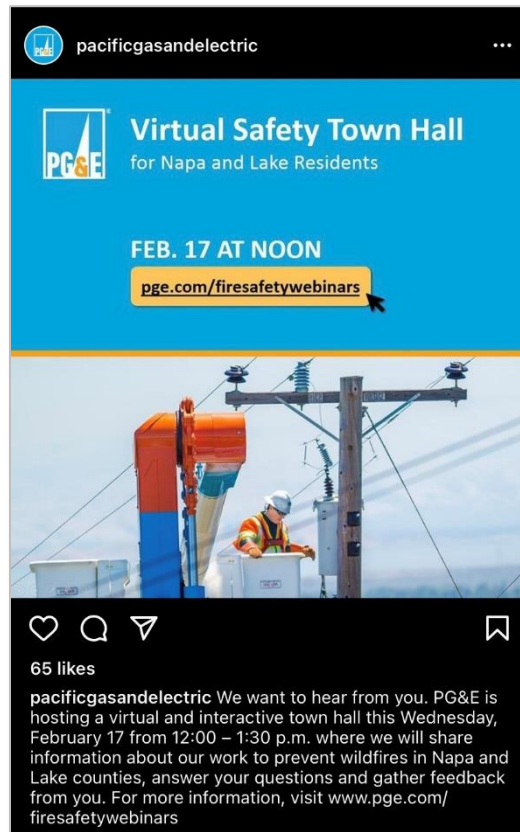
More information about PG&E's Community Wildfire Safety Program can be found at pge.com/wildfiresafety.

About PG&E

Pacific Gas and Electric Company, a subsidiary of [PG&E Corporation](http://www.pge.com) (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.



INSTAGRAM POST



The Instagram post features a blue header with the PG&E logo and the text "Virtual Safety Town Hall for Napa and Lake Residents". Below this, it says "FEB. 17 AT NOON" and includes a yellow button with the link "pge.com/firesafetywebinars" and a mouse cursor. The main image shows a utility worker in a bucket on a power line. The bottom section shows the Instagram interface with icons for likes, comments, shares, and a bookmark, followed by the text "65 likes" and the post description.

pacificgasandelectric

Virtual Safety Town Hall
for Napa and Lake Residents

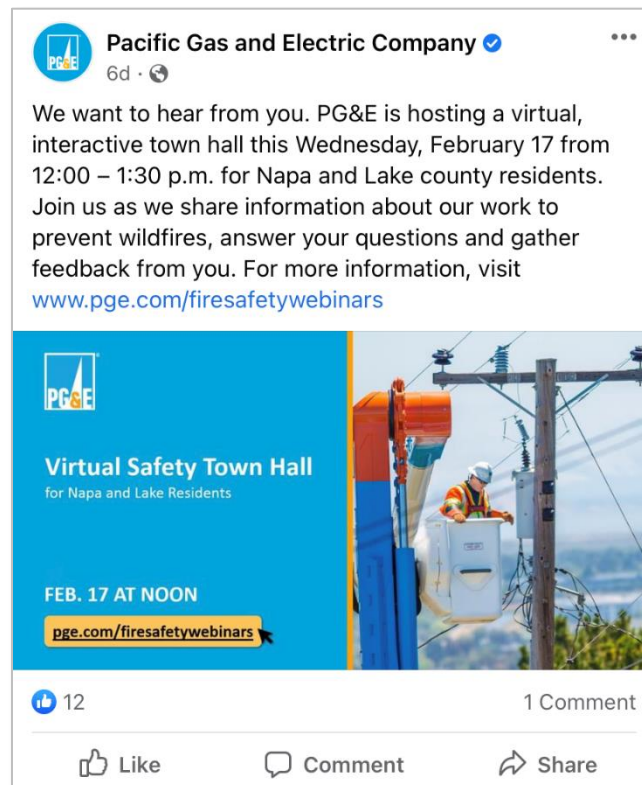
FEB. 17 AT NOON

pge.com/firesafetywebinars

65 likes

pacificgasandelectric We want to hear from you. PG&E is hosting a virtual and interactive town hall this Wednesday, February 17 from 12:00 – 1:30 p.m. where we will share information about our work to prevent wildfires in Napa and Lake counties, answer your questions and gather feedback from you. For more information, visit www.pge.com/firesafetywebinars

FACEBOOK POST



The Facebook post shows the company profile "Pacific Gas and Electric Company" with a verified badge and a post from 6 days ago. The text of the post is identical to the Instagram post, including the event details and the link. Below the text is a large image of the town hall graphic. The bottom of the post shows engagement metrics: 12 likes and 1 comment, along with icons for Like, Comment, and Share.

Pacific Gas and Electric Company ✓

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We want to hear from you. PG&E is hosting a virtual, interactive town hall this Wednesday, February 17 from 12:00 – 1:30 p.m. for Napa and Lake county residents. Join us as we share information about our work to prevent wildfires, answer your questions and gather feedback from you. For more information, visit www.pge.com/firesafetywebinars

Virtual Safety Town Hall
for Napa and Lake Residents

FEB. 17 AT NOON

pge.com/firesafetywebinars

12 1 Comment

Like Comment Share

APPENDIX B: QUESTIONS RAISED DURING THE EVENT

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

- I missed the list of participants. Can you please list them here?
- Also, my question is, what are you guys doing regarding customers who haven't been able to pay their bill due to the pandemic.
- You said this webinar recording will be accessible after at the PG&E website?
- In the residential area of Berryessa Highlands at Lake Berryessa in Napa County, the fire appears to have followed the utility easement. Is anyone looking at whether there is a causal relationship?
- How many miles of line work remains to be done?
- What areas of line work clearing remain to be done?
- Why weren't the lines put underground instead of cutting trees that eliminate CO₂?
- Do you have a prediction of the number of PSPS events forecasted for this fire season in upper Napa County?
- East Napa seems to get more PSPS events. Are more microgrids or generators being set up to reduce the impact of PSPSs?
- Is 10 day notice actual for planned maintenance? We are getting called and told to shut down the morning of the outage. No other notice is given.
- Are there any projections about the upcoming fire season?
- Who do I contact to ask about large trees (200') cut down by PGE contractors but left in areas that will present problems in mudslides and debris causing fires in the future? Vegetation dept? Phone number please ?
- PG&E has cut a lot of trees post fire, not all of which have been cleared because they are too big. It is unreasonable to ask landowners to clear these trees. What is P&GE doing to deal with this issue?
- Are there any joint efforts or initiatives with the State of California to address the longer term problem of seasonal fires in more rural areas? Elimination of lines, incentives/economic assistance for a more extensive solar program?
- Will PG&E continue working on line maintenance in the areas of Angwin? During the most recent wind event (a couple weeks ago), there was a vegetation fire on Lloyd Lane. The cause was a broken tree branch that fell on a powerline. There is clearly more work that needs to be done. Considering Angwin, Los Posadas and Chiles Valley have been essentially untouched from these recent fires.
- Where can we get information about the areas where equipment has been updated?
- How much line work remains to be done?
- Can you provide more details on the microgrids that were referenced in the presentation? Have any of these actually been put in place and if so, where?
- Can you comment on the program funding for customers who are in certain tier zones and whom are eligible for battery backup incentives?

- Here in Calistoga, as the infrastructure has been repaired, many of the wineries here are experiencing problems with 480V delivery mostly voltage drops and single legs of power dropping out. How is this being addressed?
- When will there be funding available to remove the remaining trees which were previously tagged on residential properties for removal but have yet to be removed?
- When will the Voltage Regulators be reinstalled in Angwin?
- In Calistoga the microgrid is seasonal based on the fire season that PG&E determines so if there was a disruption in power we currently have no microgrid. Is this the same in other mentioned communities? Is there a plan to have a consistent microgrid in Calistoga?
- While I recognize how large Tony's responsibilities related to vegetation are, please let Tony know that just saying: "go to wildfire safety website" to document a vegetation issue doesn't tell how quickly we'll hear anything back or what happens after that. How quickly can we expect a response? Is it faster to work through the local government if that gets us quicker information for time sensitive issues?
- Any plans for a microgrid system for the Lake Berryessa area?
- We are a Mega Watt customer with 1,000 people affected, this is not just a house. Does no notice still qualify? I am in maintenance, I understand emergencies, but weekly is excessive, which is what has been happening for months now.
- Where was the document for the 3 year plan?
- Could you please provide a name and phone number in Lake County for a resident trying to address vegetation management in a very hazardous neighborhood?
- PG&E cuts down trees to protect their lines, but leaves the dead logs for property owners to remove, at tremendous cost, and lingering fire load. How is this fair?

APPENDIX C: MEDIA COVERAGE

Lake County News

[PG&E to hold Feb. 17 interactive safety town hall](#)

February 11, 2021

City of St. Helena

[Virtual Safety Town Hall Meeting to discuss PG&E ongoing safety work to Prevent Wildfires](#)

February 17, 2021

The Weekly Calistogan

[Napa Fire Wise, PG&E offer virtual Town Hall Feb. 17](#)

February 16, 2021