

**PACIFIC GAS AND ELECTRIC COMPANY  
Wildfire Mitigation Plans Discovery 2022  
Data Response**

PG&E Data Request No.:	CalAdvocates_016-Q01		
PG&E File Name:	WMP-Discovery2022_DR_CalAdvocates_016-Q01		
Request Date:	March 18, 2022	Requester DR No.:	CalAdvocates-PGE-2022WMP-16
Date Sent:	March 23, 2022	Requesting Party:	Public Advocates Office
PG&E Witness:		Requester:	Dillon Copa

The following questions relate to your 2022 WMP Update submission.

**QUESTION 01**

Page 631 of PG&E's 2022 WMP states, "Pacific Gas and Electric Company (PG&E) works to inform customers, landowners, and communities about VM work taking place and our role in increasing public safety as well as reducing fire risk."

- a) What communication methods are PG&E employing to effectively communicate to the public?
- b) Please provide the average time it takes PG&E to communicate to the following groups:
  - a. Homeowners
  - b. Small businesses
  - c. Medical baseline customers

**ANSWER 01**

- a) PG&E employs a multichannel notification strategy including postcards, letters, automated phone calls (IVRs), in person canvassing, town halls, and webinars. See 2022 WMP, pp. 321, 632.
- b) PG&E strives to provide advanced notice of activity to customers targeting a lead time of 2-3 weeks in advance for postcards and letters followed by automated phone calls (IVRs) one week ahead of work.