

**PACIFIC GAS AND ELECTRIC COMPANY  
Wildfire Mitigation Plans Discovery 2023  
Data Response**

PG&E Data Request No.:	CalAdvocates_008-Q016		
PG&E File Name:	WMP-Discovery2023_DR_CalAdvocates_008-Q016		
Request Date:	March 30, 2023	Requester DR No.:	CalAdvocates-PGE-2023WMP-08
Date Sent:	April 5, 2023	Requesting Party:	Public Advocates Office
DRU Index #:		Requester:	Holly Wehrman

**SUBJECT: 2023-2025 WMP SUBMISSION**

**QUESTION 016**

Regarding “Wood and Slash Management” described in section 8.2.3.2 of PG&E’s WMP, PG&E states:

“Chips are left on site or removed off site based on owner preferences.”  
PG&E further states that “Wood Management is a voluntary program in which property owners must opt in to participate.”<sup>19</sup>

- a) If PG&E is unable to contact a landowner, how does it manage wood chips?
- b) How does PG&E ensure that landowners are aware of the opt-in Wood Management program?
- c) How does PG&E record landowner opt-ins to the Wood Management program?
- d) Once a landowner opts into the Wood Management program, how quickly does the program become effective? E.g., could a landowner opt-in while VM work is being performed?
- e) How does PG&E inform VM contractors of the landowner’s Wood Management preference?
- f) Does the Wood Management opt-in remain valid indefinitely or must landowners renew their preferences on a regular basis?
- g) If a landowner has complaints regarding wood and slash management by PG&E VM employees or contractors, what is the process for receiving, recording, and responding to such complaints?

**ANSWER 016**

- a) If PG&E is unable to contact a landowner regarding their preference for wood chips, crews will remove the wood chips when safe to do so. If access does not allow for

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<sup>19</sup> PG&E’s WMP, p. 536.

chipping and wood chip removal, crews will lop and scatter debris on site in accordance with applicable regulations.

- b) There are multiple real-time opportunities for landowners to request wood management. PG&E field personnel attempt to engage with landowners in-person about tree work and wood management preferences at the time of inspections, tree work and post-tree work verification. Field personnel may also leave door hangers or other informational materials if landowners are unavailable.

Following active emergency response efforts where landowners may not be present, we initiate regional post-event outreach. This may include letters, door hangers, interactive voice messages and/or press releases. Information is also available at [pge.com](http://pge.com).

- c) Our dedicated customer team is equipped to receive, record, and process all landowner opt-ins for wildfire and EVM wood management through our internal customer relationship management database. This includes opt-ins that come through field personnel.
- d) Yes, landowner wood management preferences are effective immediately. We work as quickly and efficiently as possible to manage and haul accessible wood without compromising public safety, access or environmental and cultural resources. As each property is different, we collaborate with the landowner to find an optimal solution. The timeline for wood management is dependent on landowner permission, ground conditions, and the ability for our crews to safely access the wood. Wood management may also be subject to permitting requirements.

Landowners can opt into the Wood Management program at any time before, during or after tree work is conducted. Field personnel as well as our dedicated customer team can work directly with landowners to record their wood management preferences through our internal customer management database in person, by phone or by email.

- e) Landowner wood management preferences are indicated to operations personnel through our work management platform.
- f) Wood management preferences apply to an instance of tree work activity on a property. If new tree work is prescribed, we would coordinate with the landowner on their preferences again as preferences may vary by tree species, size or specific location. We are always looking for opportunities to continuously improve our Wood Management program, including new methods for recording landowner preferences.
- g) Wood management escalations are primarily received, recorded and responded to by our dedicated customer team through our internal system and case management process.