

PACIFIC GAS AND ELECTRIC COMPANY
Wildfire Mitigation Plans
Rulemaking 18-10-007
Data Response

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| PG&E Data Request No.: | WSD_011-Q02 | | |
| PG&E File Name: | WildfireMitigationPlans_DR_WSD_011-Q02 | | |
| Request Date: | March 16, 2021 | Requester DR No.: | VM DR for PGE 20210316 |
| Date Sent: | March 19, 2021 | Requesting Party: | Wildfire Safety Division |
| PG&E Witness: | | Requester: | Ryan Arba |

In Section 7.3.5.1, Additional Efforts to Manage Community and Environmental Impacts, it is unclear how PG&E communicates with landowners regarding VM and EVM activities.

QUESTION 02

- 1) Provide PG&E's sequence of notification(s), including who (e.g., inspector, customer service representative, etc.) provides the notification and form of notification (e.g., phone call, in-person visit, etc.), to communicate with landowners prior to, during, and post:
 - a. Routine VM.
 - b. EVM.
- 2) Provide any specific forms of communication (e.g., phone call, door hanger, etc.) and sequence of notification used with the landowner regarding:
 - a. Slash removal.
 - b. Wood management (>4" in diameter).

ANSWER 02

- 1) a. Prior to Routine VM work, PG&E Pre-inspectors attempt to communicate with customers/landowners through various channels such as door hangers, phone calls, and in-person communication depending on the situation at each property. As work commences, PG&E tree crews call customers/landowners prior to arriving on site if requested by the customer/landowner. PG&E does not have a formal post-work communication plan.

b. PG&E attempts to communicate with customers/landowners through various channels, such as Interactive Voice Recordings, pre-inspection notification postcards, and social media to the EVM project areas prior to the start of a project. Our EVM pre-inspector then makes individual contact with

customers/landowners in person or by telephone or door hangers prior to performing any work during our identification stage. As work commences, our tree crews call customers/landowners prior to arriving on site if requested by customer/landowner. PG&E does not have a formal post-EVM work communication plan.

- 2) a. PG&E understands this question to be referring to slash as a woody debris less than 4" inch in diameter. With that understanding, PG&E does not have specific forms of communication with customers/landowners related to slash removal work apart from the initial communications about the work being performed in the area. slash.
- b. PG&E pre-inspectors will communicate with customer/landowners through our removal communication plans, which includes the use of doorhangers and/or onsite conversations prior to, and during, wood management work.