

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

PG&E Data Request No.:	CalAdvocates_016-Q02		
PG&E File Name:	WMP-Discovery2022_DR_CalAdvocates_016-Q02		
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 02**

Page 632 of PG&E's 2022 WMP states, "PG&E has finished the development of our new process to standardize and enhance customer and community engagement for electric VM work."

- a) Please provide further information on the new process referred to above.
- b) What process was in place prior to the new process referred to above?
- c) How do the new and previous processes differ?

**ANSWER 02**

- a) PG&E has developed and implemented a proactive programmatic outreach strategy that includes communications to impacted customers on a targeted t-minus schedule. The strategy aims to provide multiple touch points in advance of and during VM work to provide customers with notice, educational materials and points of contact for inquiries.
- b) This strategy is an enhancement to the previous approach where outreach was performed on an as requested or reactive basis.
- c) As a result of the enhanced process, PG&E is able to provide more consistent notification through a wider variety of communication channels.