

Community Wildfire Safety Program PG&E Wildfire Safety Town Hall – All Customers – Post-Event Report

On April 20, 2022, PG&E held a wildfire 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 the 2017 and 2018 wildfires.

PG&E is listening to customer feedback to help understand how we can continue to improve wildfire prevention efforts, including the Public Safety Power Shutoff (PSPS) and Enhanced Power Safety Settings (EPSS) Programs. The purpose of the event was to share safety and prevention activities, utility service-related information and customer resources all customers, gather input and respond to questions. Due to COVID-19 health and safety guidelines, the event 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

Wildfire Safety Webinar Summary

- **Date:** April 20, 2022
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 727
- **PG&E Presenters:**
 - Mark Quinlan, Vice President of Electric System Operations
 - Vanessa Bryan, Senior Manager, Customer Engagement and Strategy
 - Darin Cline, Manager, Local Government Affairs
 - Eric Haggerty, Vegetation Management Supervisor
 - Pat Ellis, Supervisor, South Bay Central Coast Public Safety Specialist
 - Dave Meier, Senior Manager, Customer Strategy

The event featured a 30-minute presentation on PG&E's wildfire prevention plans and updates for 2022, an overview of 2021 Public Safety Power Shutoff (PSPS) events, Enhanced Power Safety Settings and customer resources available before, during and after wildfire safety-related outages. This was followed by an hour of Q&A. 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.

Outreach included:

- Approximately 3,375,226 email invitations sent to all electric customers with an email address listed
- Social media postings on Facebook , Instagram, Twitter and Nextdoor
- News release and 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 presentation, participants submitted questions and comments for PG&E's subject matter experts through a Q&A function on the webinar platform. A total of 103 questions and comments were received.

The Q&A portion focused on the following themes:

- Undergrounding/Rule 20A
- Report It app and how to report safety concerns
- Vegetation management
 - Tree removals
 - Defensible space
 - Enhanced vegetation management
- System hardening
- Sectionalizing devices
- Enhanced Powerline Safety Settings
- Customer resources, including those with access and functional needs, during wildfire safety-related outages
- Backup power options and the pilot transfer meter program

The full list of questions/comments 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 will be available on PG&E's website at www.pge.com/firesafetywebinars. Additional presentations and recordings of past PG&E wildfire safety webinars are also available, 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



PG&E Virtual Safety Town Hall

Wednesday, April 20

5:30 – 7:00 p.m.

You are invited to join us for an interactive virtual safety town hall where we will discuss our 2022 wildfire safety efforts. Participants will have the opportunity to ask questions and share feedback with the PG&E team including one of our Vice Presidents.

[Join the webinar »](#)

[Call 800-369-2098 »](#)

Conference ID: 1371852

To keep our customers and communities safe, we continue to take targeted action to reduce wildfire risk across every part of our operations and focus on our system safety each day.

We encourage you to join and learn more about:

- Efforts to underground more of our powerlines
- Our expanded safety settings program and planned improvements
- Progress on system upgrades to prevent wildfires
- Additional customer resources to prepare for wildfire season and potential outages

To access the virtual 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 »



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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.

WEBINAR MEDIA ADVISORY



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

PG&E Invites All Customer to Virtual Safety Town Hall Wednesday to Discuss Information and Resources on PG&E's Wildfire Prevention Efforts

PG&E to host virtual event to share local wildfire safety progress, new programs in 2022 and steps customers can take to prepare

SAN FRANCISCO, Calif.— To help keep customers and communities safe in the face of growing wildfire risk across the state, Pacific Gas and Electric Company (PG&E) is continuing to evolve its wildfire safety program to reduce the risk of catastrophic wildfires.

To share wildfire prevention plans for 2022 and listen to customer feedback, PG&E is hosting a safety town hall for all customers on Wednesday, April 20, from 5:30 to 7 p.m. PG&E experts will provide a brief presentation, after which attendees will have the opportunity to ask questions.

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/3LHRzFG
Attendee Dial-in: 800-369-2098
Conference ID: 1371852

During the webinar event, the PG&E team will discuss:

- Efforts to underground more of our powerlines
- Expanded safety settings program and planned improvements
- Progress on system upgrades to prevent wildfires
- Additional customer resources to prepare for wildfire season and potential outages

Closed captioning will be available in English, Spanish and Chinese and dial-in numbers will be available for those who aren't able to join online.

For the full webinar events schedule, additional information on how to join, recordings and presentation materials from past events, and to learn more about PG&E's Community Wildfire Safety Program, visit pge.com/wildfiresafety.

More information and resources to help you and your family prepare for and stay safe in the event of an emergency can be found at safetyactioncenter.pge.com.

About PG&E

Pacific Gas and Electric Company, a subsidiary of PG&E Corporation ([NYSE:PCG](https://www.nyse.com/quote/NYSE:PCG)), is a combined natural gas and electric utility serving more than 16 million people across 70,000 square miles in Northern and Central California. For more information, visit pge.com and pge.com/news.



INSTAGRAM POST

The image shows an Instagram post from the account 'pacificgasandelectric'. The post features a background image of a power transmission tower in a hilly, green landscape under a blue sky. The text on the post reads: 'Wildfire Safety Webinar for All Customers' in large blue and black font. Below this, a blue banner contains the text 'Wednesday, April 20 @ 5:30 p.m.'. Underneath the banner is the PG&E logo and the text 'To join, visit' followed by a yellow button with the URL 'pge.com/firesafetywebinars'. At the bottom of the post, there are icons for likes, comments, shares, and a bookmark. Below these icons, it says '16 likes' and a paragraph of text: 'pacificgasandelectric PG&E is hosting an interactive Safety Town Hall this Wednesday, April 20. Join one of our Vice Presidents and additional members from our team from 5:30 p.m. to 7 p.m. for more information about how we're working to prevent wildfires and reduce the impact of wildfire safety outages, ask questions and share your feedback. For more information, visit pge.com/firesafetywebinars'. The date 'April 15' is shown at the very bottom.

Wildfire Safety Webinar
for All Customers

Wednesday, April 20 @ 5:30 p.m.


To join, visit
pge.com/firesafetywebinars

16 likes

pacificgasandelectric PG&E is hosting an interactive Safety Town Hall this Wednesday, April 20. Join one of our Vice Presidents and additional members from our team from 5:30 p.m. to 7 p.m. for more information about how we're working to prevent wildfires and reduce the impact of wildfire safety outages, ask questions and share your feedback. For more information, visit pge.com/firesafetywebinars


April 15

FACEBOOK POST



Wildfire Safety Webinar
for All Customers

Wednesday, April 20 @ 5:30 p.m.



To join, visit
pge.com/firesafetywebinars

Pacific Gas and Electric Company
Apr 15 · 🌐

PG&E is hosting an interactive Safety Town... See More

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Wildfire Safety Webinar for All Customers

Pacific Gas and Electric Company

Apr 15 · 🌐

Wednesday, April 20 @ 5:30 p.m.

PG&E is hosting an interactive Safety Town Hall this Wednesday, April 20, from 5:30 p.m. to 7 p.m. for all customers. Join one of our Vice Presidents and additional members from our team to learn more about how we're working to prevent wildfires and reduce the impact of wildfire safety-related outages in your community, ask questions and share your feedback. For more information, visit www.pge.com/firesafetywebinars.

👍👎 9

2 Comments

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APPENDIX B:

QUESTIONS RAISED DURING THE EVENT

The below questions and comments have been listed in the order received.

- Instead of burying 10,000 miles of distribution lines, why not use fast (10 ms) circuit breakers like Siemens developed for Australia? Should prevent fires and be MUCH cheaper.
- Hi PG&E, I'm very grateful you are hosting this webinar tonight. Would love to hear what kind of turnout you get (number of attendees). Thank you for helping us be ready for wildfire season, and for focusing on safety, generally. Much appreciated.
- There is a utility pole w/ a transformer outside my house that's leaning about 10-15 degrees and was installed 60+ years ago. It's located in Sonoma on 5th St E between MacArthur St and Chase St. Is this the type of safety issues you want to address? If so, when will it be replaced?
- Why not use fast (10 ms) circuit breakers developed by Siemens for Australia on distribution lines instead of burying the lines. It should be much cheaper and still prevent fires.
- Is there a map of which electrical lines are being undergrounded?
- Why did PG&E not implement EPSS settings on its equipment earlier?
- The slides are kinda blurry. How to make it clearer?
- What fraction of fires are caused by transmission lines and what fraction by distribution lines?
- It would help me to know when the tree felling on the Paradise bike path will be complete. I am heartbroken by seeing more and more green trees marked for removal every month.
- The newly installed "safety equipment" in my community is set at far too low of a sensitivity level and therefore we are constantly out of power (with no wind and no threats present). 12 days this last summer and these are not PSPS events. 2 weeks in totality of no power is significant! How is PG&E evaluating the success of this technology vs. the health of a community AND the need for re-setting the sensitivity of these sensors?
- Please share details about your undergrounding schedules in specific communities - so far we've seen no info on where and when this will be happening. Thanks.
- Is the Rule 20A program still around so that towns can do some undergrounding themselves?
- Question for Mr. Quinlan...How does PG&E's weather model account for weather station gaps? Especially where the closest weather station is in a low wind area close to high wind gaps?
- Same question on schedule and location details for line hardening and sectioning - would be great to see the plan for when and where this will be done in 2022.

- Is it worth investing in a full power generator if I live within an urban boundry in Sonoma County?
- How can we get our neighborhood (Upper Trail in Carmel, CA) included in your undergrounding program? Our neighborhood has a history of tall, healthy Monterey pine trees falling on power lines during storms. It would be great if PG&E would work with neighborhoods to support undergrounding efforts and share the cost with neighbors.
- What steps should non-homeowners take - renters, for example? And what steps could the homeless take?
- What steps could the homeless take , who do after all, still have power needs?
- Can PG&E please work more with the County of Monterey and areas such as Carmel to lessen their severe restrictions on homeowners cutting down trees near their homes? The fire dept tells us we need to have clearance around our homes, but if you cut your trees in your yard the County of Monterey or cities such as Carmel fine you great amounts, make you plant more trees in your yard than you cut down, etc.
- How do you explain restarting paying a dividend when the state auditor says your safety plan has serious deficiencies? Shouldn't that money go to safety?
- Question for Mr. Haggerty...Has PG&E followed the California Attorney General's definition of dead, decayed or dying trees to include trees with green canopies but structural defects?
- Hello. Interested to know the specific areas/regions where EPSS pilot was tested?
- With PG&E's emphasis on safety and undergrounding of power lines where wildfires are a major concern (Pebble Beach, CA), why does PG&E insist on extraordinarily high review/approval fees in cases where plans have been submitted by licensed professional engineers and all work to be completed by licensed plumbers and engineering companies. I have been quoted a fee of \$7500.00 just to review the depth of the 25 foot long trench from the closest pole to my home. Why?
- Has PG&E sectionalized lines anywhere in my area from Squaw Valley to Hume Lake in Fresno County?
- Are the resources and assistance for those affected by a PSPS also available for those affected by a EPSS? (CRCs or re-housing, for example.)
- When will 100% EPSS installation be achieved?
- Does this mean my first warning about these outages is that my power will go out without any advance notification?
- Is PSPS a planned outage where PG&E deliberately turns off our power?
- These programs sound great...why didn't PG&E implement them earlier, could that have saved my home?
- Is enhanced powerline safety settings where the power line automatically turns itself off, so it's an unplanned outage?
- Could a PSPS have any effect on PG&E's gas system?
- Are the power poles owned by PG+E?
- I'm interested in your plans to bury power lines. I'm curious what kind of environmental impacts may be involved--is habitat clearing necessary, for instance?

- PSPS Avg. outage duration = 31 hours, but avg. restoration = 12 hours. What's the difference between outage duration and restoration?
- Explain the difference of average outage of 30+ hours vs average restoration of 12 hours on your slide.
- What time are the questions session?
- What will the diesel generator meter cost for customers after the first 20k enrolled?
- Can PG&E do anything to prevent power surges after a power outage once service is restored? Last summer my power was out due to weather. Nobody was home to throw the circuit breaker to my well. When the power came back on, the motor in my well burned out. It cost \$1,400 to fix this problem.
- How do I find out if my neighborhood will be eligible for underground power lines?
- How do we sign up for the pilot program transfer meter?
- What would you tell someone who lived next to a PG&E power line if they were worried that a tree might hit the lines and start a fire?
- I live in Arnold in Calaveras County. Recently, I stake labeled "CL POLE" and "PG&E 35327730" was placed in my yard under a power line that runs from the street to a tree-mounted connector and then to my house. Is this indicating that the tree-mount connector will be removed and a pole placed in my yard?
- My concern is that where the stake was placed, I am planning to build a garage. I called PG&E and they indicated that there are no plans on record to place a pole on my property, but you can understand my concern.
- Thank you.
- Where are the underground lines in Santa Rosa (Oakmont area)?
- how are dead trees left behind and beautiful live trees cut down no where near a power line
- Where may I go to see some of these powerlines being grounded?
- Is this where the slides are: pge.com/wildfiresafety?
- What sort of discounts are available to customers who live in high fire threat areas?
- It keeps being reiterated that "the Trees are a fire hazard." I just want to clarify that it's the Power Lines that are a fire hazard. The root cause of droughts & climate change would be due to cutting down the forests, so I dont think it should be said that "these trees are a fire hazard."
- Could PG&E have prevented wildfires by requiring its inspectors to look at all sides of trees leaning towards its power lines?
- My pge & e bill has trippled this year and I dont have electric heating or electric stove
- How can we tell where the underground wiring will be? Is there a map showing these areas?
- I purchased a yeti battery 2 years ago because of the frequent power outages. At that time, PGE was not giving a rebate. Has this changed and would my battery qualify for a rebate now?
- Thank you
- Why are the bills so high this year?

- It looks like you are setting up so you can connect to a generator and helping out 20,000 of us. but the slide showed it going through the meter. Are you charging us for electricity that we generate?
- Thank you for hardening lines, replacing power poles, and cutting brush near power lines in Squaw Valley over the past several months.
- How can impacted customers be notified if the power is down?
- PG&E told Judge Alsup that the tree that caused the Zogg Fire was marked to be removed, but then wasn't. What is PG&E supposed to do to make sure that trees marked for work are actually worked?
- Individuals with access and functional needs or on medical baseline may need more time to prepare for outages as compared to others. Is there consideration for prioritizing notification or notifying those enrolled on med baseline earlier (for PSPSs)?
- Wouldn't putting powerlines underground be less costly in the long run? It seems to be more costly upfront to change the system, but really its way cheaper in the long run without the cost of the threat of these unnatural fires caused by the power lines, the constant tree management, turning off power for the outages during high winds, being sued for fires burning down towns or the constant management of the above ground powerlines.
- Does PG&E follow the law and remove all of the hazard trees that could hit the lines and spark a wildfire?
- I'm currently talking to a company to install solar panels. Batteries were discussed. Does the rebate program cover batteries that solar companies install? Or, is the rebate for a different kind of battery.
- Hi i joined late, is this session recorded if so, how can i access this recording?
- Thank you for trimming the trees and shrubs around the power lines. However, trimming the tops of the trees, is tackling only 50% of the problem; given the cable and phone lines could still impact the integrity of the poles. Why are we not clearing everything below? "
- I live in a high fire risk area where you have implemented enhanced vegetation management. However, my property backs up to city owned property and it has never once been cleared of brush or dead wood. Do you have jurisdiction to address city compliance with vegetation management requirements?
- Do you have any plans to take out eucalyptus trees in high fire risk areas? Are these considered hazard trees?
- I don't understand why the people of California weren't asked for their input 1st on this "enhanced vegetation management" before PG&E making these types of decisions with our forests such as Jackson State Forest. California is a Direct Democracy after all. PG&E & the Government of California are making these "vegetation management" decisions on their own & just come in cutting down tremendous amounts of trees, calling the trees the hazard in a form of double speak. Like calling the mass cutting of the forest "enhanced vegetation management" & "tree hazard" to soften the true language for Clearing of the Redwood Forest & Tree Butchery.
- I want to reiterate Trees are not the Hazard. The Powerlines are the Hazard.

- Thanks for holding the Town Hall and kudos for attempting to underground your lines where you can. I realize you receive more complaints than appreciation for providing us power. Your staff/crews work tremendously hard and have been very diligent in doing everything possible to take on the challenges presented by aging equipment and environmental/climatic change. Hang in there and thank you.
- What can you share about PGE's efforts to change solar programs, specifically the NEM program and reducing amount paid to existing customers for excess solar produced.
- Please point them to the Report It APP too!
- Has PG&E ever spent more money on vegetation management than what it was authorized by the CPUC to recover from ratepayers?
- The Pinehurst Lode in Miramonte Ca had two temporary tree hook ups replaced after six years and the third that the arborist sad cold fall any day is still holding up your lines. You're not allowed to leave a temporary tree hook up for that long. When will you send a crew?
- What are the requirements to get the power generator for medical reasons?
- What is proper protocol for an orange tag inspection?
- What responsibility does PG&E have for notifying customer in advance of energy use of dramatic price changes?
- If PG&E prunes or cuts down a million trees a year and misses 2%, does that mean that there are 20,000 trees a year that pose a hazard of starting a fire?
- for PSPSs how can those of us who live in normal high wind areas ie. Jarbo Gap NOT be routinely shut off for our normal weather and winds?
- I am interested in more info. on power meter addition, for portable generation.
- My father requires life saving oxygen and in Squaw Valley Ca the power was turned off last summer three times and I had two hours to figure out how to power his oxygen condenser before he died. We registered him needing power to save his life. He can never be away from oxygen for more than ten minutes before he can't breathe.
- FYI -- Dave is a great presenter!
- Please keep holding webinars like this one -- very informative.
- How has PG&E's capabilities to implement EPSS changes since 2019? Hasn't PG&E always been able to change line recloser settings?
- Do you have any rebate programs for home hardening?
- Is this event going to be available afterwards for replay?
- And dividends - don't forget those!
- How long does it take to replace an old meter with a smart meter?
- Please repeat the website that lists all of the links for information.
- What is the best tool a homeowner can use to help with clearing property for defensible space? I have rakes but times keep getting clogged and it's so burdensome.
- When is net metering going into effect?
- How do I find out what Tier I'm in?
- Please provide video links for EPSS.
- Sometimes weather stations are not optimally placed.
- Why does your company ignore customers.

- Especially about serious inquiries.
- Let me call Erin Brockovich and her legal team by for now.
- Thanks for doing this. Very helpful.