

Community Wildfire Safety Program

PG&E Wildfire Safety Town Hall – Tehama, Shasta, Lassen, and Glenn Counties – Post-Event Report

On May 25, 2022, PG&E held a wildfire safety town hall for customers in Tehama, Shasta, Lassen and Glenn Counties, 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:** May 25, 2022
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 34
- **PG&E Presenters:**
 - Joe Wilson, Vice President, Vice President, North Valley and Sierra Region
 - Vanessa Bryan, Senior Manager, Customer Strategy
 - Jim Monninger, Senior Manager, North Valley Division
 - Alya Tucker, Local Government Affairs Representative
 - Joshua Coleman, Vegetation Management Supervisor
 - Jeff Lee, Senior Public Safety Specialist

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 30 minutes 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 48,138 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 14 questions and comments were received.

The Q&A portion focused on the following themes:

- Undergrounding
 - SMS Alert/Emergency Service accessibility for non-PG&E customers
 - Upgrading overhead lines
- Outage Inspection Time
- Backup Generators/Transfer Meters

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



Join Us for a Wildfire Safety Webinar
Tehama, Shasta, Glenn and Lassen
Counties

Wednesday, May 25 | 5:30-7:00 p.m.

We invite you to join us for an interactive webinar where we will discuss our 2022 wildfire safety efforts. You will have the opportunity to ask questions and share feedback with the PG&E team, including the area's Regional Vice President.

[Register today »](#)

[Learn more »](#)

To keep our customers and communities safe, we continue to take targeted action to reduce wildfire risk across every part of our operations, respond to our state's changing climate and focus every day on safety.

Topics Include:

- PG&E's progress on wildfire prevention activities
- What's new for 2022
 - Increased powerline protection to reduce outages
 - Improved coordination for faster restoration times
 - Additional customer resources to prepare for wildfire season and outages

To access the webinar 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



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PG&E Invites Tehama, Shasta, Lassen and Glenn Counties to a Regional Wildfire Safety Webinar to Discuss 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

Oakland, Calif. — To help keep customers and communities safe in the face of the 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.

As part of these efforts, PG&E is hosting a wildfire safety webinar for Tehama, Shasta, Lassen and Glenn residents on Wednesday, May 25, 2022, from 5:30 to 7 p.m. to share its wildfire prevention plans for 2022 and listen to customer feedback. PG&E experts will provide a brief presentation, after which participants 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/3qjZcsJ
Attendee Dial-in: 888-942-9685
Conference ID: 8081345

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

- PG&E's wildfire prevention efforts
- Resources to help customers and communities before, during and after wildfire safety outages
- Improvements and updates to PG&E's safety technology and tools

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



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Wildfire Safety Webinar

for Tehama, Shasta, Lassen and Glenn county residents

Wednesday, May 25 @ 5:30 p.m.



To join, visit

pge.com/firesafetywebinars



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May 18

FACEBOOK POST



Pacific Gas and Electric Company ✓



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PG&E is hosting an interactive webinar this Wednesday, May 25, from 5:30 p.m. to 7 p.m. for Tehama, Shasta, Lassen and Glenn county residents. Join one... See More

Wildfire Safety Webinar
for Tehama, Shasta,
Lassen and Glenn
county residents

Wednesday, May 25 @ 5:30 p.m.



To join, visit

pge.com/firesafetywebinars

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APPENDIX B:

QUESTIONS RAISED DURING THE EVENT

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

- Why do you use Microsoft Teams? I don't want to install MS teams, and it is so hard to launch the webinar in a browser. Took me 3 tries and I can't even tell if I am in the right event
- Is the Caribou Line in Lassen County going to be undergrounded? It is often out during the winter!
- How can we receive alerts that effect our county if we are not PGE customers?
- Is there a text option?
- I am a County Supervisor
- Yes
- Are there future plans to upgrade the above ground power lines in the Lakehead area? Such as converting to below ground or upgrading the above ground distribution? Are there plans for enhanced vegetation clearing?
- Thank you for this presentation, great information(Are there future plans to upgrade the above ground power lines in the Lakehead area? Such as converting to below ground or upgrading the above ground distribution? Are there plans for enhanced vegetation clearing?)
- Thanks Joe
- My cell number is 5302490966 if I could get text alerts for Lassen County. Thanks!
- Will there be income considerations for backup power generators or transfer meters? (i.e., limited to low income homeowners only?)
- We communicate with Silas on a continuous basis
- Is PGE doing anything to speed up the inspection time that is required before powering up after a PSPS shutdown?