

## **Community Wildfire Safety Program PG&E Wildfire Safety Town Hall – Alameda County– Post-Event Report**

On July 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:** July 20, 2022
- **Time:** noon – 1:30 p.m.
- **Total Attendees:** 97
- **PG&E Presenters:**
  - Vanessa Bryan; Senior Manager, Customer Strategy
  - Aaron Johnson; Vice President, Bay Area Region
  - Sarah Yoell; Local Government Affairs Representative
  - Matt McLane; Vegetation Management Supervisor
  - Les Putnam; Senior Public Safety Specialist
  - Monica Tell; Senior Manager, Bay Area Region

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 429,572 email invitations sent to all electric customers with an email address listed
- Social media postings on Nextdoor, Facebook, Instagram, and Twitter.
- 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 eight questions and comments were received.

The Q&A portion focused on the following themes:

- EPSS Outages
- PSPS Notifications/Address Alerts
- Backup Generators
- Portable Battery/Generator Rebate 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](http://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 **Alameda County**

**Wednesday, July 20 | 12:00-1:30 p.m.**

You are invited to join us for an interactive 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 regional leadership.

[Register today »](#)

[Learn more »](#)

To help keep customers and communities safe, we are taking action and continuing to evolve our electric system to reduce wildfire risk.

**We encourage you to join and learn more about:**

- PG&E's progress on wildfire prevention activities
- Wildfire safety outages and what's new for 2022
  - Increased protection
  - Faster restoration
  - Additional resources
- Steps you can take 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](https://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](https://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 | 415.973.5930 | [www.pge.com](http://www.pge.com)

### **PG&E Invites Alameda County to a Virtual Safety Town Hall 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 Safety Town Hall for Alameda County residents on Wednesday, July 20, 2022, from noon to 1:30 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](http://pge.com/firesafetywebinars).

**Click this link to join:** [bit.ly/3x7vcnm](https://bit.ly/3x7vcnm)

**Attendee Dial-in:** 800-593-9969

**Conference ID:** 1662388

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](http://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](http://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](http://pge.com) and [pge.com/news](http://pge.com/news).



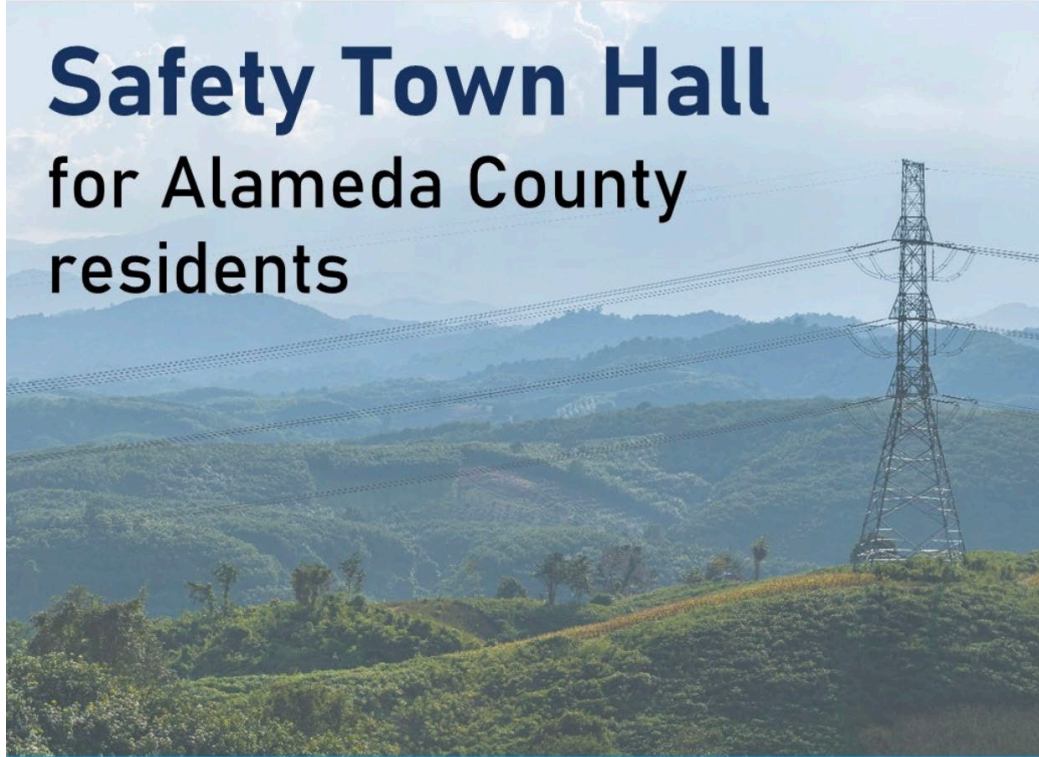
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pacificgasandelectric



# Safety Town Hall for Alameda County residents



Wednesday, July 20 @ Noon



To join, visit

[pge.com/firesafetywebinars](https://pge.com/firesafetywebinars)



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pacificgasandelectric PG&E is hosting an interactive webinar this Wednesday, July 20. Join one of our Regional Vice Presidents and additional members from our... more

July 14

FACEBOOK POST



**Pacific Gas and Electric Company** ✓



July 14 at 11:49 AM · 🌐

PG&E is hosting an interactive webinar this Wednesday, July 20, from noon to 1:30 p.m. for Alameda County residents. Join one of our Regional 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](http://www.pge.com/firesafetywebinars)

**Safety Town Hall**  
for Alameda County residents

Wednesday  
July 20 @ Noon

To join, visit [pge.com/firesafetywebinars](http://pge.com/firesafetywebinars)

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**Wildfire Safety Webinar - Alameda County residents**

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## APPENDIX B:

### QUESTIONS RAISED DURING THE EVENT

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

- How can you find out if your home is served by EPSS powerlines?
- Can you get PSPS notifications for addresses other than your primary address?
- I often see drones at night flying near the Claremont Canyon Regional Preserve. Are those operated by PG&E?
- How long does it take from the time an eligible customer asks to the time they receive their portable backup battery?
- Do notifications about power shutoff include county emergency recommendations?
- Any comments about solar systems? when they may work, when they may be shut off, safety considerations?
- The Enphase IQ8+ Inverter is able to work in and off Grid mode  
<https://enphase.com/installers/microinverters/iq8>
- (Without a Battery)