

Community Wildfire Safety Program

PG&E Virtual Safety Town Hall – Mendocino, Humboldt, Trinity, Siskiyou – Post-Event Report

On April 7, 2021, PG&E held an online 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 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) program. The purpose of the event was to share safety, utility service-related information and customer resources for Mendocino, Humboldt, Trinity and Siskiyou county residents, gather input and respond to questions. Due to COVID-19 health and safety guidelines, the safety town hall 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

Safety Town Hall Summary

- **Date:** April 7, 2021
- **Time:** 12:00 p.m. to 1:15 p.m.
- **Total Attendees:** 71
- **PG&E Presenters:**
 - Vanessa Bryan, Senior Manager, Public Safety Power Shutoff, Customer Engagement and Strategy
 - Sumeet Singh, Senior Vice President and Chief Risk Officer
 - Alison Talbott, Local Government Relations Representative
 - Eric Haggerty, Vegetation Program Supervisor
 - Rich Noonan, Public Safety Specialist
 - Carl Schoenhofer, Senior Manager, Humboldt and North Valley Divisions
- Additional representatives present to assist with questions included:
 - Jacqueline Espinoza-Garcia who is a Vegetation Program Manager
 - Travis Springer, Vegetation Program Manager

The event featured a 30-minute presentation on PG&E's wildfire prevention plans, an overview of 2020 Public Safety Power Shutoff (PSPS) events and weather-related safety tips, followed by a 45-minute Q&A session. 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 46,291 email invitations sent to all electric customers with an email address in Mendocino, Humboldt, Trinity, Siskiyou counties
- Social media postings
 - Facebook
 - Instagram
- 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 town hall, participants submitted questions and comments for PG&E's subject matter experts through a Q&A function on the virtual webinar platform. A total of 16 questions and comments were received.

The Q&A portion focused on the following themes:

- Vegetation management and how to address an area of concern
- Tree removal and plans to re-landscape around Harris Substation
- How a customer can address treework they disagree with
- Vegetation team tree knowledge and customer service
- PSPS advanced and ongoing notifications
- Factors that cause a PPS event and anticipated changes for this wildfire season
- Reflection of enhanced system hardening work on customer bills
- Anticipated work being done for this season due to continued drought in Northern California
- Support of PG&E restoration work in the local community during PPS events
- Installation of thermal cameras in Mendocino County
- Concerns regarding tree removal after vegetation work is conducted
-

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 are available on PG&E's website at www.pge.com/firesafetywebinars. Also available are presentations and recordings of other webinars that PG&E has hosted about wildfire safety, 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
Mendocino, Humboldt, Trinity and
Siskiyou Counties**

Wednesday, April 7 | 12-1:30 P.M.

[Join the webinar »](#)

[Call \(866\) 501-6088 toll-free »](#)

Conference ID: 9556119

You are invited to join us for an interactive, regionally-focused safety town hall as we discuss our plans for reducing wildfire risks with residents of Mendocino, Humboldt, Trinity and Siskiyou counties. During this town hall, you will have a chance to ask questions and share feedback with the PG&E team.

Topics Include:

- PG&E's wildfire prevention plans
- Overview of 2020 Public Safety Power Shutoffs
- Local vegetation management efforts

We hope that you can join us. To access the 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 »

EVENT MEDIA ADVISORY



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

March 31, 2021

PG&E Hosting Virtual Safety Town Hall on Wednesday For Mendocino, Humboldt, Trinity and Siskiyou Counties to Discuss Ongoing Safety Work to Prevent Wildfires

Customers invited to join online webinar event to hear and ask questions on wildfire prevention plans and Public Safety Power Shutoff improvements in 2020 and beyond

SAN FRANCISCO, Calif.— Pacific Gas and Electric Company (PG&E) is continuing its important work to further reduce wildfire risks and improve the safety of its electric system. To help ensure that customers are part of its safety efforts, PG&E will be hosting an interactive, virtual safety town hall with Mendocino, Humboldt, Trinity and Siskiyou county residents where the company will provide an overview of its work to further prevent wildfires and its Public Safety Power Shutoff (PSPS) events in 2020.

The virtual safety town hall will feature a brief presentation and an opportunity for participants to ask questions and provide feedback.

The event will take place on Wednesday, Apr. 7, 2021, from noon to 1:30 p.m. 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/2YyvuSN

Attendee Dial-in: (866) 501-6088

Conference ID: 9556119

During the town hall, members of PG&E's safety and leadership team will discuss:

- PG&E's wildfire prevention plans
- 2020 Public Safety Power Shutoff events
- Local vegetation management efforts

While the webinar event will focus on customers impacted by a Public Safety Power Shutoff event in 2020, any of PG&E's customers are welcome to join. Closed captioning will be available in English, Spanish and Chinese and there are dial-in numbers for those who aren't able to join online.

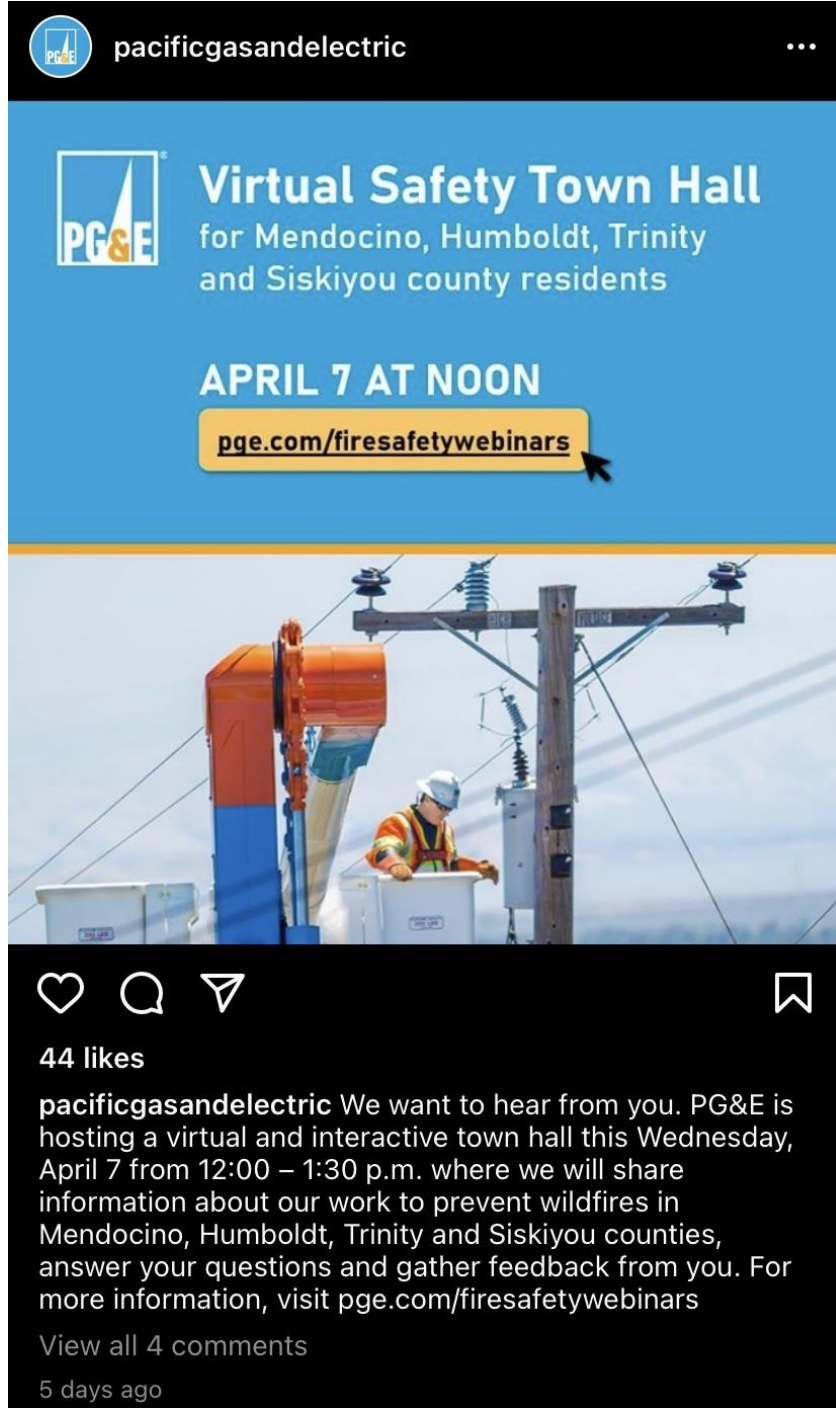
More information about PG&E's Community Wildfire Safety Program can be found at pge.com/wildfiresafety.

About PG&E

Pacific Gas and Electric Company, a subsidiary of [PG&E Corporation](http://www.pge.com) (NYSE:PCG), is one of the largest combined natural gas and electric energy companies in the United States. Based in San Francisco, with more than 20,000 employees, the company delivers some of the nation's cleanest energy to nearly 16 million people in Northern and Central California. For more information, visit www.pge.com/ and www.pge.com/en/about/newsroom/index.page.



INSTAGRAM POST



The image shows an Instagram post from the account 'pacificgasandelectric'. The post features a blue header with the PG&E logo and the text 'Virtual Safety Town Hall for Mendocino, Humboldt, Trinity and Siskiyou county residents'. Below this, it says 'APRIL 7 AT NOON' and includes a yellow button with the URL 'pge.com/firesafetywebinars' and a mouse cursor. The main image is a photograph of a utility worker in a hard hat and safety vest working on a power line tower. Below the image are icons for likes, comments, shares, and a bookmark. The caption reads: '44 likes pacificgasandelectric We want to hear from you. PG&E is hosting a virtual and interactive town hall this Wednesday, April 7 from 12:00 – 1:30 p.m. where we will share information about our work to prevent wildfires in Mendocino, Humboldt, Trinity and Siskiyou counties, answer your questions and gather feedback from you. For more information, visit pge.com/firesafetywebinars'. At the bottom, it says 'View all 4 comments' and '5 days ago'.

pacificgasandelectric

PG&E **Virtual Safety Town Hall**
for Mendocino, Humboldt, Trinity
and Siskiyou county residents

APRIL 7 AT NOON

pge.com/firesafetywebinars

44 likes

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View all 4 comments

5 days ago

FACEBOOK POST



Pacific Gas and Electric Company ✓



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We want to hear from you. PG&E is hosting a virtual, interactive town hall this Wednesday, April 7 from 12:00 – 1:30 p.m. for Mendocino, Humboldt, Trinity and Siskiyou county residents. Join us as we share information about our work to prevent wildfires, answer your questions and gather feedback from you. For more information, visit www.pge.com/firesafetywebinars



👍 14

12 Shares

👍 Like

💬 Comment

➦ Share

APPENDIX B: QUESTIONS RAISED DURING THE EVENT

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

- Does this town hall apply to Sonoma County, also? Thanks.
- Recently one of Eureka's nicest grove of Redwoods (approx. 150 years old) were cut down at Harris Substation. Why was this done and does PG&E plan on landscaping around the SUB?
- How will all these upgrades & enhancement affect our PG&E bill?
- How much notice will there be for PSPS events?
- Greetings-- it is my understanding that PG&E may be adjusting their triggers for PSPS events for this fire season-like wind gust. Can you please share?
- What became of the lumber from the cutting at the Harris substation?
- Are there unusual challenges to transmission or vegetation management in Mendocino county?
- What if I disagree with tree work being done?
- How best can we assist or otherwise not hamper the work of your representatives in the field during these events?
- Most of Northern California is in a substantial drought, how is PG&E preparing for yet another record breaking fire season?
- Is there a resource for recommended measures for coping with loss of power during a PSPS? For example, are backup power supplies recommended, and/or other equipment or provisions?
- Why are different crews assigned to treatment around the poles than around the lines? It's confusing to have so many crews visiting my property repeatedly.
- Sumeet is impressively knowledgeable! It always comes down to weighing the potential risk vs. cost. Let's hope for unusual summer rains - with NO lightening.
- I had to identify trees for a crew that had only written directions and who didn't know a fir from an oak. I have encountered a crew that didn't speak English well. What's with this?
- How many new thermal cameras do you hope to install this year, esp. in mendocino county?
- I am concerned that when you remove trees, you only move half the tree, and also leave flammable branches on the ground. Will you make more of an effort to remove all the tree, not cut it halfway down?

APPENDIX C: MEDIA COVERAGE

KRCR-TV Online

[PG&E hosting virtual safety town hall discussing ongoing safety work to prevent wildfires | KRCR \(krcrtv.com\)](https://www.krcrtv.com/news/pg&e-hosting-virtual-safety-town-hall-discussing-ongoing-safety-work-to-prevent-wildfires/)

April 5, 2021

MendoFever

[PG&E Hosting Town Hall Tomorrow for Emerald Triangle Residents on Preventing Wildfires and Public Safety Power Shutoffs – MendoFever](#)

April 6, 2021