

Community Wildfire Safety Program

PG&E Wildfire Safety Town Hall – Napa, Lake and Colusa County – Post-Event Report

On April 27, 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 27, 2022
- **Time:** 5:30 p.m. – 7:00 p.m.
- **Total Attendees:** 71
- **PG&E Presenters:**
 - Ron Richardson, Vice President, North Coast Region
 - Dave Meier, Senior Manager, Customer Strategy
 - Melinda Rivera, Local Government Affairs Representative
 - Tony Walls, Vegetation Management Supervisor
 - James Ash Jr., Vegetation Management Supervisor
 - Rich Noonan, Senior Public Safety Specialist
 - Austin Sharp, Senior Manager, North Coast Division

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 45 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 62,933 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 12 questions and comments were received.

The Q&A portion focused on the following themes:

- Undergrounding
- Vegetation management
 - Tree removals
 - Defensible space
 - Enhanced vegetation management
- System hardening

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
Napa, Lake and Colusa Counties
Wednesday, April 27 | 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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WEBINAR MEDIA ADVISORY



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

PG&E Invites Napa, Lake and Colusa 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

SAN FRANCISCO, 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 Napa, Lake and Colusa County residents on Wednesday, April 27, 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/362LL9X
Attendee Dial-in: 800-369-2098
Conference ID: 1371852

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.





pacificgasandelectric



Wildfire Safety Webinar

for Napa, Lake and Colusa county residents



Wednesday, April 27 @ 5:30 p.m.



To join, visit

pge.com/firesafetywebinars




15 likes

pacificgasandelectric PG&E is hosting an interactive webinar Wednesday, April 27. Join one of our Regional Vice Presidents and additional members from our team from 5:30 p.m... more

April 21

FACEBOOK POST




Pacific Gas and Electric Company  Published by Rick Medefesser  · April 21 at 2:29 PM ·  

PG&E is hosting an interactive webinar Wednesday, April 27, from 5:30 p.m. to 7 p.m. for Napa, Lake and Colusa 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 pge.com/firesafetywebinars



Wildfire Safety Webinar
for Napa, Lake and Colusa county residents
Wednesday
April 27 @ 5:30 p.m.

 To join, visit pge.com/firesafetywebinars

The graphic features a landscape with a utility pole in the foreground, green fields, and mountains in the background under a blue sky with light clouds. The PG&E logo is in the bottom left corner of the graphic, and the URL is in a yellow box on the bottom right.

APPENDIX B:

QUESTIONS RAISED DURING THE EVENT

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

- How are you working with insurance companies so they can reassess the changes in risks to homeowners to prevent coverage cancellation or restore cancelled coverage.
- I have two questions. The first is about open fields near my home in the Coombsville area of Napa. What are you doing to help force property owners to cut their fields for tall dry grass.
- The second is I am waiting on PGE, now for 5 months, regarding putting lines underground so that it doesn't go through a heritage oak on my property. What can you do to speed up the process and are you going to assist homeowners in the cost to do so.
- I live in Angwin, in the eastern hills of Napa County. We are definitely a high risk area for wildfires and are almost always affected when a PSPS is called. Looking at your maps showing work, both planned and completed, for Napa County, I don't see any work other than vegetation management being done in our area. Is work, in fact, planned to address communities such as ours?
- There have been poor communication between residents and vegetation management contractors here on Mount Veeder in Napa County. What is being done to improve PGandE oversight of these contractors?
- thank you Rich
- a vegetation contractor left extremely deep ruts on an access road which traverses our property. We have tried to have this resolved, but have run up against a brick wall. Who can we contact?
- Austin, thank you very much. I have been in contact and do have someone working on my project but i am concerned that it seems that solving this problem will be entirely on me. I don't know that as its has been ongoing for a long time and the last word was 2 more months before i can get any info. I would appreciate having your email address, not sure i got it right so if you can email me at michael@dcspg.com. I will wait to contact you until I hear from my contact. Hopefully I won't have to reach out to you but i would appreciate having someone to reach out to if i don't feel that PGE is holding up its end. I am willing to participate in this cost, but i think it should be a two way street. thanks again.
- Thank you, Michael. My email is Austin.Sharp@pge.com I have yours and will follow up with the Service Planning rep for more info. Do you have a name for who you are working with?(Michael Vogel (Unverified) asked "Austin, thank you very much. I have been in contact and do have someone working on my project but i am concerned that it seems that solving this problem will be entirely on me. I don't know that as its has been ongoing for a long time and the last word was 2 more months before i can get any info. I would appreciate having your email address, not sure i got it right so if you can email me at michael@dcspg.com. I will wait to contact you until I hear from my contact. Hopefully I won't have to reach out to you but i would appreciate having someone to reach out to

if i don't feel that PGE is holding up its end. I am willing to participate in this cost, but i think it should be a two way street. thanks again.")

- can i send a pdf to you through this? i have my order I can send
- I just sent you an email. Please reply to that. (Michael Vogel (Unverified) asked "can i send a pdf to you through this? i have my order I can send")
- never mind i will just email it to you. its Jonathan Woodward, he has been mostly very pleasant but my last request he seems to be getting a bit defensive. I appreciate he is newer and its a tough job. I will send the pge invoice now. thanks again
- Got it. Thank you.(Michael Vogel (Unverified) asked "never mind i will just email it to you. its Jonathan Woodward, he has been mostly very pleasant but my last request he seems to be getting a bit defensive. I appreciate he is newer and its a tough job. I will send the pge invoice now. thanks again")
- Could you please explain the goal of microgrids such as the one you mentioned in Angwin? How much of the community is intended to be supported by these microgrids? Thank you!
- i will say, I have a different attitude about PGE after this session, I thought it would be a waste, keep it up