

Community Wildfire Safety Program
PG&E Safety Town Hall – Post-Event Report
September 23, 2020

On August 26, 2020, 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. The purpose of the event was to share safety and utility service-related information and gather feedback from members of the community. The safety town hall was conducted virtually due to COVID-19 protocols. In the future, PG&E will make the town halls in person as originally proposed if and when it is safe to do so.

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:** August 26, 2020
- **Time:** 5:30 pm to 7 pm
- **Total participants:** 764
- **PG&E Presenters:**
 - Laurie Giammona, Senior Vice President and Chief Customer Officer
 - Aaron Johnson, Vice President, Wildfire Safety and Engagement
 - Vanessa Bryan, Local Customer Experience Manager
 - Terry Metters, Jr., Senior Manager Fresno Division
 - Stew Roth, Public Safety Specialist

PG&E's first wildfire safety town hall was held virtually as an online webinar due to the limitations on in-person gatherings as a result of the COVID-19 pandemic. The event featured a 30-minute presentation on PG&E's safety culture and wildfire safety efforts, followed by a 60-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.

Note: The event was originally scheduled to take place on August 19. Due to CAISO-ordered rotating outages taking place that day, PG&E rescheduled the event to take place one week later, on August 26.

Event Outreach

PG&E conducted outreach through a variety of channels to drive attendance to the event. These included:

- ~ 3 million email invitations to all electric customers with an email address
 - Two emails, August 12 and August 25
- Social media postings
 - Twitter
 - Facebook
 - Next Door
- Media advisory
- Outreach during meetings with city/county/tribal officials

Sample invites 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 104 questions were received, and due to time constraints and some combining of topics, 25 unique questions were addressed. These questions focused on the following themes:

- How P&GE can reduce Public Safety Power Shutoff (PSPS) events moving forward
- Support for customers for during PSPS events
- Improvements to PG&E's electric system, include potential for undergrounding
- Technology PG&E is exploring to reduce wildfire risks
- Community Resource Center locations, offering and COVID protections
- Vegetation management efforts
- PSPS event notification improvements
- Access to telecommunication services during an outage
- Backup power options and support

The list of questions addressed during the Q&A session can be found in Appendix B.

Survey Summary

After the town hall, participants were encouraged to complete a survey regarding their experience.

14 participants took the post event survey

- **86%** of respondents said they found the information they were looking for at the town hall
- **71%** of respondents expressed a positive reaction to the town hall
- **36%** of participants experienced some technical difficulties (e.g. audio/video not properly synced, momentary dropped audio)

The full survey results can be found in Appendix C.

Recording and Presentation Availability

A copy of the presentation materials and a recording of the event are available on PG&E's website at www.pge.com/firesafetywebinars. Also available are materials and recordings of other webinars that PG&E has hosted this year, including:

- Regional webinars with a county-by-county focus on safety work
- Webinars for school districts and administrators
- In-language webinars in Spanish and Chinese

APPENDIX A: EVENT INVITATIONS

PG&E Wildfire Safety Webinar and Town Hall

You are invited to join Pacific Gas and Electric Company (PG&E) for an interactive online town hall about the work we are doing to prevent wildfires and keep customers and communities safe.

Wednesday, August 19 | 5:30-7:00 p.m.

[Join here](#) » or [Call toll-free 1-866-501-6088](#) » | Conference ID: 3567527

[Learn more](#) »

We all continue to feel the impacts from the novel coronavirus (COVID-19) pandemic, and we know how important reliable power service is, especially given the current shelter-at-home orders. That is why we are working to reduce the impact of Public Safety Power Shutoff (PSPS) events and want to share safety information to help you prepare this wildfire season.

During this town hall, you can hear about PG&E's safety efforts, including our wildfire prevention plans, get answers to your questions and share your feedback with our team.

Topics include:



Making PSPS events smaller in size, shorter in length and smarter for customers



PG&E's wildfire prevention plans



Progress on key wildfire safety initiatives



Resources you can use to prepare for PSPS events

To view recording of past wildfire safety webinars for your area, please visit pge.com/firesafetywebinars »

We are working every day to improve the safety and resiliency of our electric system to reduce wildfire risk. To learn more about our wildfire safety efforts and how you can prepare, visit pge.com/wildfiresafety »

Event notes

- Closed captioning will be available in English, Spanish and Chinese; related information in these and other languages is available on PG&E's website at www.pge.com/wildfiresafety »
- The Webinar is being streamed. It is recommended that you listen via your computer speakers.

RESCHEDULED: PG&E Wildfire Safety Town Hall Webinar

With the record-breaking heatwave our state is experiencing and the continued possibility of rotating outages, Pacific Gas and Electric Company (PG&E) is rescheduling the wildfire safety webinar that was scheduled for this Wednesday, August 19. The webinar will now take place on Wednesday, August 26, from 5:30 to 7 p.m.

Wednesday, August 26 | 5:30-7:00 p.m.

[Join here](#) » or [Call toll-free 1-866-501-6088](#) » | Conference ID: 5754609

[Learn more](#) »

During the webinar next week, you can hear about PG&E's safety efforts, including our wildfire prevention plans, get answers to your questions and share your feedback with our executive leadership team.

Topics include:



Making PSPS events smaller in size, shorter in length and smarter for customers



PG&E's wildfire prevention plans



Progress on key wildfire safety initiatives



Resources you can use to prepare for PSPS events

More Information About Rotating Outages

At the direction of the state's independent electric grid operator, PG&E has conducted rotating outages in response to the record heatwave our state is experiencing. Unfortunately, the possibility of rotating outages will remain with us throughout the heatwave this week as high electricity demand continues to put pressure on the state's energy infrastructure. This condition is not unique to PG&E. It is impacting other electricity providers and almost all their customers across California.

What You Can Do to Help

To minimize the possibility of these types of outages, we're asking all Californians to reduce your power usage every day through Thursday, August 20, especially from 2 p.m. to 10 p.m.

You can do this by adjusting your air conditioning thermostat to 78 degrees or higher, cooling your home to below normal levels in the morning and reducing your air conditioning during the afternoon hours, using a fan instead of air conditioning, drawing your drapes and window coverings, using large appliances less, and turning off unnecessary lighting. Also, you can run your washing machine, dryer and dishwasher earlier in the day instead of the afternoon or evening. For more ways to conserve, visit pge.com/tips.

A Final Important Note

These outages are not Public Safety Power Shutoffs, which are called during

EVENT PRESS RELEASE



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

PG&E Hosting Added Wildfire Safety Webinar This Wednesday

Event to provide information on wildfire prevention and PG&E's efforts to reduce the impact of Public Safety Power Shutoffs

August 24, 2020

SAN FRANCISCO, Calif. — Pacific Gas and Electric Company (PG&E) is continuing its important safety work to prevent wildfires while adapting to the worldwide COVID-19 pandemic. To keep customers informed, PG&E is hosting safety webinars on its Community Wildfire Safety Program and the steps the company is taking to reduce the impact of Public Safety Power Shutoff (PSPS) events on customers and communities.

The webinars will feature a brief presentation and an opportunity for participants to ask questions and provide feedback. The next webinar will take place this Wednesday, Aug 26.

As PG&E works closely with state and local fire agencies to respond to several large, lightning-caused wildfires across its service area, the company wants to remind customers that it's the ideal time to learn more about how the company is promoting fire safety.

"Wildfire season is here, and we have been working hard all year to make our system safer," said Laurie Giammona, Senior Vice President and Chief Customer Officer for PG&E. "We want our customers to know the improvements they can expect to see and the steps everyone can take to prepare."

This year, PG&E is enhancing and expanding its efforts to reduce wildfire risks and keep customers and communities safe. This includes:

- Making PSPS events smaller in size, shorter in length and smarter for customers
- Installing new grid technology
- Hardening the electric system
- Performing enhanced vegetation management

The webinar takes place this Wednesday, Aug. 26, from 5:30 to 7 p.m. Closed captioning will be available in English, Spanish and Chinese, and there are dial-in numbers for those who unable to join online.

"One of the best ways to keep our families safe is to be informed," Giammona said. "We hope that everyone is able to join us at these informational webinars and look forward to sharing our progress this year."

Throughout the summer, PG&E has hosted 15 regional webinars focusing on local wildfire safety work, with more than 3,800 individuals participating. Webinar recordings and presentation materials, along with more information about PG&E's Community Wildfire Safety Program, can be found at pge.com/wildfiresafety.

5:30 - 7 p.m., Wednesday, Aug. 26

Click this link to join: <https://bit.ly/2WxivQp>

Toll-Free Attendee Dial-in: 1-866-501-6088

Conference ID:3567527

APPENDIX B

QUESTIONS RAISED DURING THE EVENT

The below questions have been listed in the order they were addressed so that the responses can be viewed through the recorded webinar. Some topics had multiple questions that were answered at the same time; they have been grouped together rather than listed out in chronological order.

NOTE: The Q&A portion of the webinar begins approximately at 32:12 in the recording.

- What is PG&E doing to add generation to Marin County?
- What resources are available for the disabled, aging and low-income population? In addition, how can those who lack transportation get to CRCs during an event or ILCs for obtain batteries?
- How does the infrared equipment work?
- Enhanced vegetation management (4 questions)
 - Can PG&E access lines for vegetation management on private property?
 - What is the most effective means or protocol for addressing trees (dead, hazardous, etc.) and vegetation for homes on Forest Service property?
 - What's the best way to engage PG&E to discuss options for maintaining the vegetation?
 - Can renters have vegetation work conducted at a residence?
- Solar power during an outage (2 questions)
 - Will solar panels function during a PSPS event?
 - Can the electricity generated from at a private property be sent back into the home, not to the grid?
- Is PG&E considering installing the technology invented at Texas Tech that can prevent utility-caused wildfires?
- Do you have any programs to support the acquisition of generators by people in the community, e.g., recommended resources, devices, etc.?
- In the event of a PSPS, will you create cooling/charging centers for customers who lose their power? If so, where will they be located?
- If I requested special consideration regarding PSPS and haven't heard anything from PG&E, how do I find out if I qualify?
- Installation of automatic shutoff equipment (4 questions)
 - Can you install equipment that will automatically shut off in case of accident/failure without causing sparks/fire?
 - Do you have plans to install automated falling conductor protection equipment?
 - Do you have the ability to instantly cut off the power during an earthquake?
 - Are you considering the technology Southern California Edison has been using to locally shutdown power if a tree falls on the line?
- Since all the preliminary work is done, why is fixing your poorly maintained transmission lines expected to take up to a decade?

- Undergrounding power lines (4 questions)
 - Does system hardening of electrical systems include undergrounding?
 - What does a neighborhood need to do in order to request and eventually get distribution lines, and those of other utilities, placed underground?
 - Can you underground transmission lines?
 - Why were power lines that are underground shutoff during a PSPS event last year?
- If there were the same conditions as last year in Northern California that affected over 800,000 customers, how many would now be affected with all the improvements that have been made?
- Our schools are mostly doing distance learning, is there an effort to work with cellular and internet providers to reduce loss of those services so school can continue during a PSPS?
- Advanced PSPS notifications (3 questions)
 - What is earliest notice we will receive prior to a potential PSPS?
 - Previously, notifications were said to be sent out at least 4 days for notification of PSPS, why is this no longer the case?
 - Is there a way to alert businesses, such as grocery stores, sooner than 2 days so that they can prepare to have ice available?
- How come when I have my husband's cell number listed as our primary contact number but when PG&E called to inform us about our possible rolling blackout the home number and my cell number was contacted. Can you advise?
- Wildfire safety and PSPS preparedness (3 questions)
 - What can I do to make sure my home is as secure as possible from wildfires?
 - How can I best prepare my family for a possible evacuation?
 - As a property manager for a multi-family complex, what information should we share with our tenants?
- Does CA have sufficient transmission lines so we can avoid rolling blackouts and what is PG&E's roles in this
- Is there a way to find out whether any of the new sectionalizing devices might reduce exposure to PSPS for a specific location compared to what happened there last year?
- What's the best way to engage PG&E to discuss options for maintaining the vegetation? For example, have trimming done so it is less attractive in appearance or deciding for removal versus less attractive trimming?
- Do you have an app for tracking weather and fires?
- I live in a community with a community water system. It serves 26 homes. If there is no power, water cannot be distributed to the homes. Will PG&E continue to supply power so that water can be distributed?
- COVID-19 considerations for Community Resource Centers
 - If someone is COVID-19 positive and requires help, since they cannot go to a CRC, what options are there?
 - If someone who is COVID-19 positive cannot go to a CRC. Where can they go?
- How can I get PSPS alerts if I am not the PG&E bill payer?
- Can we rely on PG&E's natural gas supply to continue during PSPS?

APPENDIX C EVENT SURVEY

The town hall webinar survey was completed by 16 participants. Below are the questions from the survey and an overview of the responses.

1. Were you able to find the information you were looking for? YES or, if NO, please share information that you would like to see in the future.

- Yes
- Yes
- Yes
- Yes
- Yes!
- Yes
- Yes
- Yes
- Yes
- Yes
- Yes
- Yes. Good thank you.
- Yes
- Yes
- No response: Two participants did not respond to this question.

2. In what ways could PG&E improve the webinar or general communications about wildfire preparedness?

- The presentation was amazing...thoroughly researched and conveyed.
- Tell us - honestly - when and where you are putting lines underground. "Where possible" doesn't mean a heck of a lot.
- As you learn more and enhance more systems, please keep us informed... this was a very "rich" communication and perhaps a bit too long, but we are grateful for your efforts.
- Great information. Doesn't hurt to repeat for items we missed the first time.
- It was well done I thought.
- Nothing to add to what you are already doing.
- Perhaps make it clearer where to find the information on the web, with better links to additional and/or alternate sites.
- It was a fantastic resource, thanks
- Make all of these webinars available online
- N/A - was informative
- I thought it was very well done, great speakers
- Make it shorter. 1 hour of webinar is plenty. Maybe do 2 sessions- so much info.
- No problems.

- You did an outstanding job tonight. Excellent content. Excellent speakers. Thanks for all of your very hard work.

3. Did you experience any technical difficulties? NO or, if YES, please elaborate, including sharing web browser used.

- YES, Slides did not appear in the slides panel.
- NO
- The sound was a bit delayed from the camera which is a bit distracting
- The voice was cutting out at times
- No
- A few times speech cut out.
- No
- At one spot one of the guys image froze showing a fixed image with a rotating arrow
- No
- No
- No
- No.
- No. But sometimes the speakers were muted. I couldn't see the c.c.'s because they were covered by icons. I used Chrome.
- No
- No
- No response: One participant did not respond to this question.

APPENDIX D: MEDIA COVERAGE

The Appeal Democrat

Calendar of Events: August 26, 2020

August 25, 2020

https://www.appeal-democrat.com/news/urgent/calendar-of-events-august-26-2020/article_25ec8a5e-e74a-11ea-b752-c30e5c5ee86a.html

Colusa County Sun Herald

The Week Ahead: August 26, 2020 - Wildfire Safety webinar

August 26, 2020

<https://eastcountytoday.net/pge-hosting-wildfire-safety-webinar/>

East County Today

PG&E Hosting Wildfire Safety Webinar: Events to provide information on wildfire prevention and PG&E's efforts to reduce the impact of Public Safety Power Shutoffs

August 17, 2020

<https://eastcountytoday.net/pge-hosting-wildfire-safety-webinar/>

Plumas News

PG&E to conduct Aug. 26 webinar on wildfire safety

August 25, 2020

<https://www.plumasnews.com/pge-to-conduct-aug-26-webinar-on-wildfire-safety/>

Post News Group

PG&E Wildfire Safety Webinar

August 21, 2020

<https://www.postnewsgroup.com/public-notice-alameda-county-seeking-temporary-workers-for-the-2020-general-election/>

The Windsor Times

Community Briefs: PG&E wildfire safety webinar and town hall

By: Heather Bailey

August 13, 2020

http://www.sonomawest.com/the_windsor_times/news/community-briefs/article_eecb94c2-ddab-11ea-a67c-8b60193a1286.html