

Community Wildfire Safety Program

PG&E Virtual Safety Town Hall – Nevada/Sierra/Yuba Counties – Post-Event Report

March 22, 2021

On March 17, 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 Nevada, Sierra and Yuba 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:** March 17, 2021
- **Time:** 12:00 p.m. to 1:30 p.m.
- **Total Attendees:** 85
- **PG&E Presenters:**
 - Laura Wetmore, Senior Manager, Local Customer Experience
 - Patti Poppe, Chief Executive Officer
 - Johnnie Foster-Downs, Local Government Relations Representative
 - Rebecca Darrah, Supervising Vegetation Program Manager
 - Felix Berbena, Public Safety Specialist
 - Jim Monninger, Senior Manager of PG&E's Sacramento/Sierra Division.
- Additional PG&E representatives present to assist with questions were:
 - Brandon Sanders, Local Public Affairs Representative
 - Robert Kelly, Vegetation Program Manager
 - Joanne Drummond, 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 30-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 51,300 email invitations sent to all electric customers with an email address in Nevada, Sierra and Yuba 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 14 questions and comments were received.

The Q&A portion focused on the following themes:

- Grants available for forest land owners to safely maintain their property
- How additional community-based organizations can support PSPS events
- Generators for customers on well water
- Concern over availability of rebates for 2021 but not 2020 for generators purchased by customers that rely on well water
- Local system hardening work
- Undergrounding efforts to mitigate future PSPS events and why the effort is only taking place in some areas
- The future of PSPS and how long customers can anticipate these events
- Qualifications to enroll in the medical baseline program
- Access to High Fire-Threat District maps created by the CPUC
- Where to locate resource links shared during the presentation and how to access the presentation after the event

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
Nevada, Sierra and Yuba Counties
Wednesday, March 17 | 12-1:30 P.M.**

[Join the webinar »](#)

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

Conference ID: 9773513

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 Nevada, Sierra and Yuba 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](https://www.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://www.pge.com/safetyactioncenter) »



pge.com | [Privacy](#) | [Disclosure](#) | [View as a web page](#)

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.

For inquiries, please do not reply to this email. Submit feedback via [Contact Us](#). "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation 77 Beale St. San Francisco, CA 94105.

© 2021 Pacific Gas and Electric Company. All rights reserved. These offerings are funded by California utility customers and administered by PG&E under the auspices of the California Public Utilities Commission.

Para obtener asistencia traducida en más de 200 idiomas adicionales, por favor contacte a PG&E.

如需要超過200種語言翻譯支援，可聯絡PG&E。

Để giúp đỡ dịch bằng hơn 200 ngôn ngữ, xin vui lòng liên lạc với PG&E.

Para sa tulong sa pagsasalin sa higit sa 200 karadagan wikang mangyaring makipag-ugnayan sa PG&E.

Для языковой поддержки на более 200 языках, пожалуйста, свяжитесь с PG&E.

200 개 이상의 추가 언어로 번역된 지원을 받으려면 PG&E에 문의하십시오.

200以上の言語での翻訳サポートについては、PG&Eにお問い合わせください。

Txog kev pab bhais ua ntau tshaj 200 hom lus nbov thov hu rau PG&E.

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200 ਤੋਂ ਵਧੇਰੇ ਅਤਿਰਿਕਤ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਅਨੁਵਾਦ ਦੇ ਸਮਰਥਨ ਲਈ ਕਿਰਪਾ ਕਰਕੇ ਪੀ ਜੀ ਐੱਚ ਈ ਨਾਲ ਸੰਪਰਕ ਕਰੋ.

E&PG كخدمه الترجمة لاكثر من مئتان لغة يرجى الاتصال بـ

اگر محتاج به مترجم به بیش از ۲۰۰

زبان متفاوت هستید می‌توانید با E&PG تماس

بگیرید

For translated support in over 200 additional languages, please contact PG&E at:

1-866-743-6589 »

EVENT MEDIA ADVISORY



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

March 12, 2021

PG&E Hosting Virtual Safety Town Hall on Wednesday For Nevada, Sierra and Yuba 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 Nevada, Sierra and Yuba 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, Mar. 17, 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/2YjxwWv

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

Conference ID: 9773513

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.

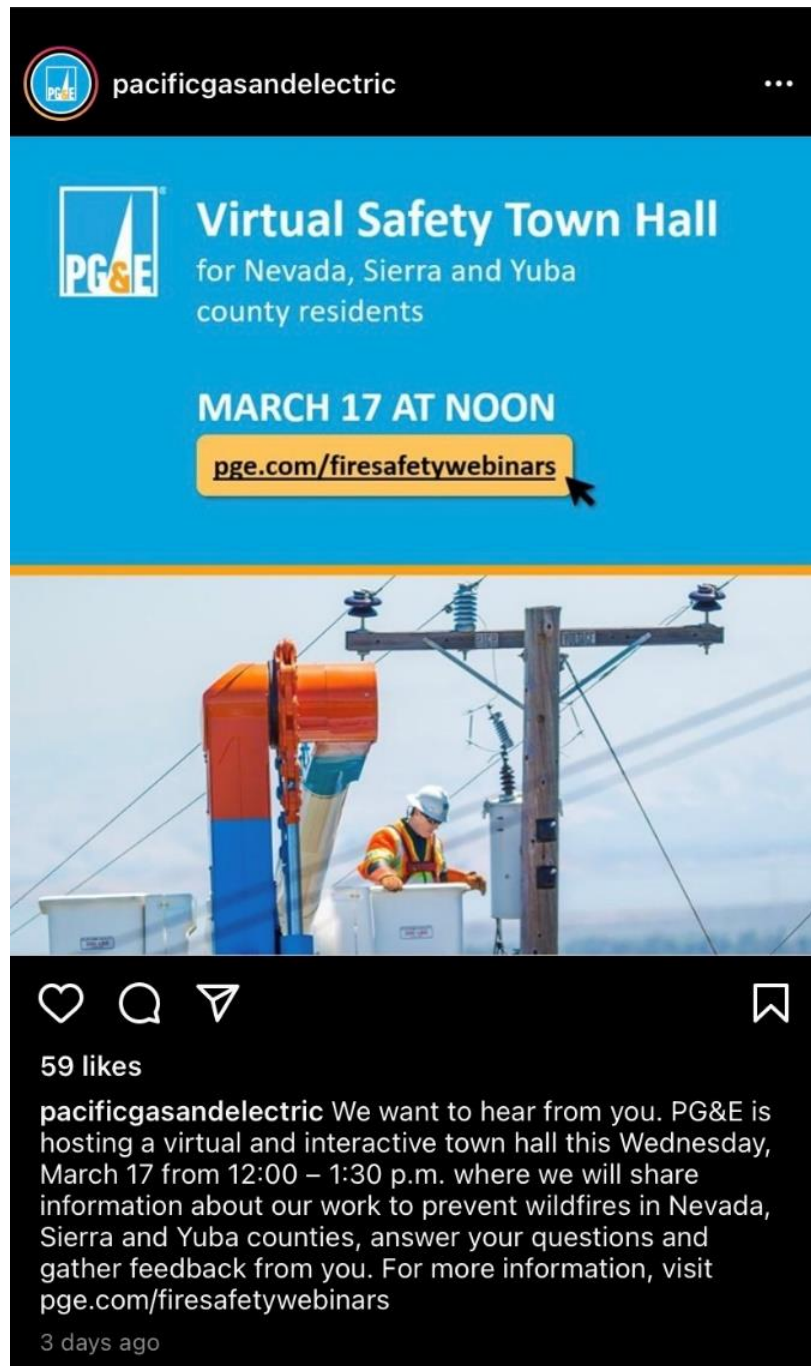
More information about PG&E's Community Wildfire Safety Program can be found at pge.com/wildfiresafety.

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 Nevada, Sierra and Yuba county residents'. Below this, it says 'MARCH 17 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. The bottom of the post shows the Instagram interface with icons for likes, comments, shares, and a bookmark, along with the text '59 likes' and a detailed description of the town hall event.

pacificgasandelectric

Virtual Safety Town Hall
for Nevada, Sierra and Yuba
county residents

MARCH 17 AT NOON

pge.com/firesafetywebinars

59 likes

pacificgasandelectric We want to hear from you. PG&E is hosting a virtual and interactive town hall this Wednesday, March 17 from 12:00 – 1:30 p.m. where we will share information about our work to prevent wildfires in Nevada, Sierra and Yuba counties, answer your questions and gather feedback from you. For more information, visit pge.com/firesafetywebinars

3 days ago

FACEBOOK POST



Pacific Gas and Electric Company ✓



2d · 🌐

We want to hear from you. PG&E is hosting a virtual, interactive town hall this Wednesday, March 17 from 12:00 – 1:30 p.m. for Nevada, Sierra and Yuba 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



👍 6

1 Share

👍 Like

💬 Comment

➦ Share

APPENDIX B: QUESTIONS RAISED DURING THE EVENT

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

- Please give us the url for map of fire hazard areas.
- How will we be able to find the recording of this after you upload it to the web? I help with the website of the Nevada County Coalition of Firewise Communities, and would like to put a description and link to this Town Hall on our Coalition website, thanks.
- Are there resources available (e.g., grants) to help forest land owners manage property with regards to fire safety?
- I rely on a well for water. What am I supposed to do for water when the power is out?
- How far from my home should my propane tank be located?
- Why isn't PG&E putting power lines underground instead of turning off my power?
- How much longer will PG&E be doing these power shutoffs?
- Can someone help me figure out what generator to buy?
- How do I know if I qualify for the medical baseline program?
- What is the reason that generator rebate for people on well water is good only for generators purchased after Jan. 1 of this year? We bought one last year because of PSPS outages (we're on a well) but apparently don't qualify?
- I had to join late. Will this event be posted to listen to later?
- You could make it retroactive (re: well water generator).
- "New program" is not a good reason for not making it available to people who have already responded to previous PSPS events (re: well water generator).
- Out of the presenters, who has solar, who has generator, and who has batteries?

APPENDIX C: MEDIA COVERAGE

The Appeal Democrat (Yuba, Sutter, Colusa)

[PG&E to host virtual town hall regarding wildfire safety | News | appeal-democrat.com \(appeal-democrat.com\)](https://www.appeal-democrat.com/appeal-democrat.com)

March 16, 2021

KNCO News Talk 830

[PGE Holding Another Virtual Safety Town Hall - KNCOKNCO](#)

March 16, 2021

News Break

[PG&E Hosting Virtual Safety Town Hall on Wednesday For Nevada, Sierra and Yuba Counties to Discuss Ongoing Safety Work to Prevent Wildfires | News Break](#)

March 15, 2021

Yahoo News – Tribune Publishing

[PG&E to host virtual town hall regarding wildfire safety \(yahoo.com\)](#)

March 17, 2021

YubaNet.com

[PG&E Hosting Virtual Safety Town Hall on Wednesday For Nevada, Sierra and Yuba Counties to Discuss Ongoing Safety Work to Prevent Wildfires – YubaNet](#)

March 15, 2021