

**Community Wildfire Safety Program  
PG&E Virtual Safety Town Hall – El Dorado and Placer Counties  
Post-Event Report**

On May 19, 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 El Dorado and Placer 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:** May 19, 2021
- **Time:** 12:00 p.m. to 1:30 p.m.
- **Total Attendees:** 157
- **PG&E Presenters:**
  - Laura Wetmore, Senior Manager, Local Customer Experience
  - Chris Zenner, Vice President of Residential Services and Digital Channels
  - Sarah Rasheed, Local Public Affairs Representative
  - Karsten Schulz, Supervising Vegetation Program Manager
  - Mike Webb, Public Safety Specialist
  - Jim Monninger, Senior Manager of Sacramento and Sierra Divisions
- Additional representatives present to assist with questions included:
  - Felix Berbena, Jr., Public Safety Specialist

The event featured a 30-minute presentation on PG&E’s wildfire prevention plans, an overview of 2020 Public Safety Power Shutoff events and weather-related safety tips, followed by a 60-minute Q&A session with a brief overview of the company’s pilot “PG&E Report It” safety app. 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 attendees to the event.

Outreach included:

- 111,445 email invitations sent to all electric customers with an email address in El Dorado and Placer counties
- Social media postings on Facebook and Instagram
- Media advisory
- Outreach to city, county and tribal officials as well as community-based organizations

A sample invitation 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 54 questions and comments were received.

The Q&A portion focused on the following themes:

- Frequency of PG&E transmission line inspections
- Pole removals and replacements
- Generator safety and rebate program qualifications
- Community Resource Centers
  - Electric vehicle charging pilot in El Dorado County
  - Accessibility of sites during smoke conditions
- Planned locations for high-definition cameras
- PSPS criteria including tree overstrike criteria
- Vegetation management
  - PG&E's responsibility for dry fuels under lines
  - Trimming and pruning versus tree removal
  - How customers can dispute a planned tree removal
  - Replacing trees that are removed near power lines
- How to find your submeter number
- Addressing wildfire risk near schools
- How PG&E is working with insurance companies to reduce wildfire risks and costs for home owners

The full list of questions and 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](http://www.pge.com/firesafetywebinars). Also available are presentations and recordings of additional webinars 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 INVITATION AND OUTREACH**

**CUSTOMER EMAIL INVITE**



**PG&E Virtual Safety Town Hall  
El Dorado and Placer Counties  
Wednesday, May 19 | 12-1:30 P.M.**

**Register today »**

**Learn more »**

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 El Dorado and Placer 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 activities
- Public Safety Power Shutoff events
- Resources to help you prepare for this wildfire season

**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://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.

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.

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SEED

Para obtener asistencia de traducción en más de 250 idiomas, póngase en contacto con PG&E.  
 如需要超過250種語言翻譯支援，可聯絡PG&E。  
 Để giúp đỡ dịch bằng hơn 250 ngôn ngữ, xin vui lòng liên lạc với PG&E.  
 Para sa tulong sa pagsasalín sa higit sa 250 karadagan wika mangyaring makipag-ugnayan sa PG&E.  
 Для языковой поддержки на более 250 языках, пожалуйста, свяжитесь с PG&E.  
 250 개 이상의 추가 언어로 번역 된 지원을 받으려면 PG&E에 문의하십시오.  
 250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 txhais ua ntau tshaj 250 hom lus ntáv thov hu rau PG&E.  
 សម្រាប់ជំនួយផ្លូវការក្នុងការបកប្រែជាង ២៥០ ភាសា សូមទាក់ទង PG&E ។  
 250 ਤੋਂ ਵਧੇਰੇ ਅਤਿਰਿਕਤ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਅਨੁਵਾਦ ਦੇ ਸਮਰਥਨ ਲਈ ਕਿਰਪਾ ਕਰਕੇ ਪੀ ਜੀ ਐਂਡ ਈ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।  
 لدعم الترجمة لأكثر من 250 لغة الرجاء الاتصال بـ PG&E  
 اگر نیاز به ترجمه به بیش از 250 زبان دارید، لطفاً با PG&E به زبان خود تماس بگیرید

For translated support in over 250 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](http://www.pge.com)

May XX, 2021

### **PG&E Hosting Virtual Safety Town Hall on Wednesday For El Dorado and Placer 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*

**SAN FRANCISCO, Calif.**— To help ensure customers are part of its safety efforts, Pacific Gas and Electric Company (PG&E) will be hosting an interactive, virtual safety town hall with El Dorado and Placer county residents where the company will provide an overview of its work to further prevent wildfires and improvements to its Public Safety Power Shutoff (PSPS) Program.

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, May 19, 2021, from noon to 1:30 p.m. and 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/3d5gROJ](https://bit.ly/3d5gROJ)

**Attendee Dial-in:** (866) 501-6088

**Conference ID:** 4697161

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

- PG&E's wildfire prevention plans
- Public Safety Power Shutoff events
- Resources to help customers prepare for wildfires

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 will be a dial-in number for those who are not able to join online.

Additional information and resources to help customers prepare for and stay safe during an emergency can be found at PG&E's Safety Action Center at [safetyactioncenter.pge.com](http://safetyactioncenter.pge.com).

To learn more about PG&E's Community Wildfire Safety Program, visit [pge.com/wildfiresafety](http://pge.com/wildfiresafety).

#### **About PG&E**

Pacific Gas and Electric Company, a subsidiary of [PG&E Corporation](http://PG&E Corporation) (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).



FACEBOOK POST

 **Pacific Gas and Electric Company** ✓  
May 17 at 6:30 PM · 🌐

We want to hear from you. PG&E is hosting a virtual and interactive town hall this Wednesday, May 19 from 12:00 – 1:30 p.m. where we will share information about our work to prevent wildfires in El Dorado and Placer counties, answer your questions and gather feedback. For more information, visit [www.pge.com/firesafetywebinars](http://www.pge.com/firesafetywebinars).



INSTAGRAM POST

The image shows an Instagram post from the account 'pacificgasandelectric'. The post features a blue banner with the PG&E logo and the text 'Virtual Safety Town Hall for El Dorado and Placer residents' and 'MAY 19 AT NOON'. Below the banner is a photo of a utility worker in a safety vest and hard hat working on a power line. A yellow callout box with a black arrow points to the URL 'pge.com/firesafetywebinars'. The post text says: 'We want to hear from you. PG&E is hosting a virtual and interactive town hall this Wednesday, May 19 from 12:00 – 1:30 p.m. where we will share information about our work to prevent wildfires in El Dorado and Placer counties, answer your questions and gather feedback. For more information, visit pge.com/firesafetywebinars'. The post has 38 likes and was posted on MAY 17. The bottom of the post shows the 'Add a comment...' field and a 'Post' button.

**PG&E** Virtual Safety Town Hall  
for El Dorado and Placer residents

**MAY 19 AT NOON**  
[pge.com/firesafetywebinars](https://pge.com/firesafetywebinars)

**pacificgasandelectric**

**pacificgasandelectric** We want to hear from you. PG&E is hosting a virtual and interactive town hall this Wednesday, May 19 from 12:00 – 1:30 p.m. where we will share information about our work to prevent wildfires in El Dorado and Placer counties, answer your questions and gather feedback. For more information, visit [pge.com/firesafetywebinars](https://pge.com/firesafetywebinars)

1w

38 likes  
MAY 17

Add a comment... [Post](#)



## APPENDIX B: EVENT QUESTIONS AND COMMENTS

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

- How does PG&E work with homeowners insurance companies? Specifically, how is PG&E communicating with the underwriters in insurance companies, what they have done and their plan forward to reduce fire risk in communities to help reduce the risk for insurance companies? Too many of us are being forced onto the Fair Plan because insurance companies see too high of a fire risk.
- How often does PG&E's Maintenance Department inspect and/or maintain each and every mile of PG&E's transmission lines?
- PG&E appears unconcerned about fire hazard being "created" by excessive use of fuel operated generators with extreme air pollution, noise, and yes, additional fire due to old or malfunctioning generators. Current practice of public safety shutoff appears merely as a means to cover PG&E liability. What alternatives have been considered?
- Last year the smoke was so bad that the outdoor CRCs were not accessible. What is the plan this year for making those centers safe and accessible?
- Present and happy to be here as always.
- Wondering if there is a way to see where the planned cameras are going to be?
- Is there someone I can follow up with if I don't hear back?
- I was unable to tell from those maps where the Enhanced Vegetation Management was being performed. When I look at the handout later, will it be clear, or just as fuzzy?
- Why can't PG&E relocate select old power poles during replacement away from trees when within "feet" a better cleared road area already exists? Removing trees appears to have become a scapegoat excuse, bug infested or not.
- Is 20 mph considered a high wind that damages trees?
- An arcing transformer on an old pole literally hangs over my car within my driveway yet PG&E is removing my trees. At least four times in five years I could not go near my car due to arcing. Again, why not simply move the old pole 20 feet onto the public roadway?
- Great move to have alerts for non-account holders.
- Is there a map of the areas which are likely to be impacted by more frequent PSPS events due to a high amount of tree overstrike potential (per Judge Alsup's recommendation)?
- Who manages the wildfire map to determine which homes are in three or four? How can you dispute your home being in such an area when across the street is not for example? Is it an entire zip code? Or street by street? Or home by home? I'm within 1,000 feet of a hydrant, two fire stations near by and past fire inspection and still considered in wildfire four in Shingle Springs.
- What will the EV recharge pilot in El Dorado look like this year?
- How many [EV charging] locations in El Dorado?

- Under the regulations that PG&E operates under, what are PG&E's responsibilities, if any, for the ground fuels underneath power lines?
- With so many people working from home now, what are you doing for people that need electricity to perform their jobs, where they are limited to working from home only?
- Sounds like one location. Who will staff?
- Will you distribute the slide deck to the attendees?
- Portable battery program also great. Are you going directly to some of these communities – i.e., Oakmont in Sonoma where there is a large community of potential participants as older community?
- I'm signed up for the safety app. Great idea.
- Community water via electric pumps where water stops within day or two. Does rebate apply to our Kyburz homes?
- Can you provide information on where to find where one's house gets their power supply? One side of a road can be without power while the other still has power.
- Do I have any say in how trees that fall under your enhanced safety measures are handled? The trees in question are near or outside the easement (on my property). If so how do I ensure that 3rd party contractors contact me before taking any action such as trimming or cutting trees down. How would I dispute a planned cut down?
- We have a PG&E access road which starts on the neighbors property and runs through ours. It is in terrible condition and undriveable. Is there a way to communicate better mapping information to the contractors and subcontractors so we don't have to explain it every single time someone comes out? Thank you!
- We live on water provided via PCWA canal and have same lack of water without power as those with wells. Would we qualify for the rebate on backup generator?
- Do you have a dedicated unit or program to address wildfire risks around school sites? If so, will they conduct risk assessments and make recommendations on reducing wildfire risks?
- What can you show us to help us understand that it truly is a "last resort" when PG&E uses PSPS to de-energize our circuits? How can I feel convinced?
- When will PG&E remove the trees they have already identified. They are not getting any safer.
- Do you have incorporated in the app a safe route (safe roads) in case of force leaving homes?
- PG&E has an easement that goes from pole at the road to a pole halfway up my driveway. Although the wires are insulated, why doesn't PG&E want to address those trees so they do not fall and rip the lines from my home? I have been maintaining the trees from the pole to my house to prevent this but since these trees are close to the line, I prefer PG&E assume the risks to remove these close trees. Note, I purchased this home with the previous owners not conducting appropriate vegetation clearance while I am working hard every year to prevent trees from causing a line failure.
- Do you have a tree replacement program for those trees that PG&E removes because of encroachment or growing too much into PG&E lines?
- Current transformers with oil are old and a fire hazard. Are you going to upgrade them?

- Have the changes in event thresholds significantly altered the expected number of events? For example: 30% vs 20% humidity, wind speed of 20 vs. 25 or wind gusts of 40 vs. 45 mph. These are current vs 2019 factors.
- Seems like they trim trees under the lines, why don't they just remove those trees so you can make some real vegetation progress?
- For example, ALT power is shut down during a PSPS while across the way power is on.
- Can't they go onto the ICA maps?
- That could help them narrow it down?
- On the circuit map question, just need a map of which circuit supplies someone's home and if that circuit has a microgrid generator, etc. That would be good to know.
- Can you comment on rebates for home batteries?
- Appreciate the in depth responses and each panel member. Whatever position I end up with PG&E I'll be well prepared in part by attending each of these. Quite a few good people working there...hope to add one more ;)
- I'm a sub-metered customer. When I look up my address there are multiple meters listed. How do I find out which one corresponds to my unit?
- Thank you for this helpful meeting. I recommend PG&E minimally conduct these from now through Fall.
- Will trees marked for removal last year be removed this year?
- Is it possible to get the chips from the trees?
- Is there an option to expand the electric car charging pilot program to Placer County this season if successful in El Dorado?
- Thank you for your response, do you have specific contact information for those who are dedicated to collaborating with schools in Placer and El Dorado counties?
- Thanks for attempting move pole response, but question not relative to easement but rather, wise in my case as moving pole would in fact be better for PG&E and my property. I've reported and requested assess several times and transformer above my car is a personal safety hazard.
- Thank you.
- How do you find out if you live in Tier II or Tier III?
- Could you add a layer of safety with winds info to select direction of exiting?
- Facebook is our only best current exiting info. We need roads exiting cross coordination with Cal Fire.
- Thank you looking forward to build a safer place.