

Community Wildfire Safety Program

PG&E Virtual Safety Town Hall – Shasta/Tehama/Lassen/Glenn Counties – Post-Event Report

On March 31, 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 Shasta, Tehama, Lassen and Glenn 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 31, 2021
- **Time:** 12:00 p.m. to 1:00 p.m.
- **Total Attendees:** 52
- **PG&E Presenters:**
 - Laura Wetmore, Senior Manager, Local Customer Experience
 - Andy Williams, Vice President of Shared Services
 - Ayla Tucker, Local Government Relations Representative
 - James Brink, Vegetation Program Manager
 - Jeff Lee, Public Safety Specialist
 - Mike Weaver, Public Safety Specialist
 - Carl Schoenhofer, Senior Manager, PG&E's Humboldt and North Valley Divisions

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 39,000 email invitations sent to all electric customers with an email address in Shasta, Tehama, Lassen and Glenn counties
- Social media postings on Facebook and 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 webinar platform. A total of 5 questions and comments were received.

The Q&A portion focused on the following themes:

- Vegetation management and how to address a tree that has been tagged
- Concern over the proximity of the conifer forest and the gas pipeline shared with Sierra Pacific
- Types of PG&E power outages
- Temporary generation support across the communities, specifically Shingletown
- Amount of outages and accuracy of estimated restoration time notifications

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 Tehama, Shasta, Lassen and Glenn Counties

Wednesday, March 31 | 12-1:30 P.M.

Join the webinar »

Call (866) 501-6088 toll-free »

Conference ID: 8837909

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 Tehama, Shasta, Lassen and Glenn 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 »



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.

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

如需超過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 wika mangyaring makipag-ugnayan sa PG&E.

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

200 개 이상의 추가 언어로 번역 된 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 nbiv thov hu rau PG&E.

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200 ਤੋਂ ਵਧੇਰੇ ਅਛਿਰਿਕਤ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਅਨੁਵਾਦ ਦੇ ਸਮਰਥਨ ਲਈ ਵਿਰਧਾ ਕਰਵੇ ਪੀ ਜੀ ਐੱਚ ਈ ਨਾਲ ਸੰਪਰਕ ਕਰੋ.

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

اگر محتاج به مترجم به بیش از ۲۰۰

زبان متفاوت هستید می‌تواند 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 19, 2021

PG&E Hosting Virtual Safety Town Hall on Wednesday For Shasta, Tehama, Lassen and Glenn 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 Shasta, Tehama, Lassen and Glenn 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. 31, 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/39Bk4E2

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

Conference ID: 8837909

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.

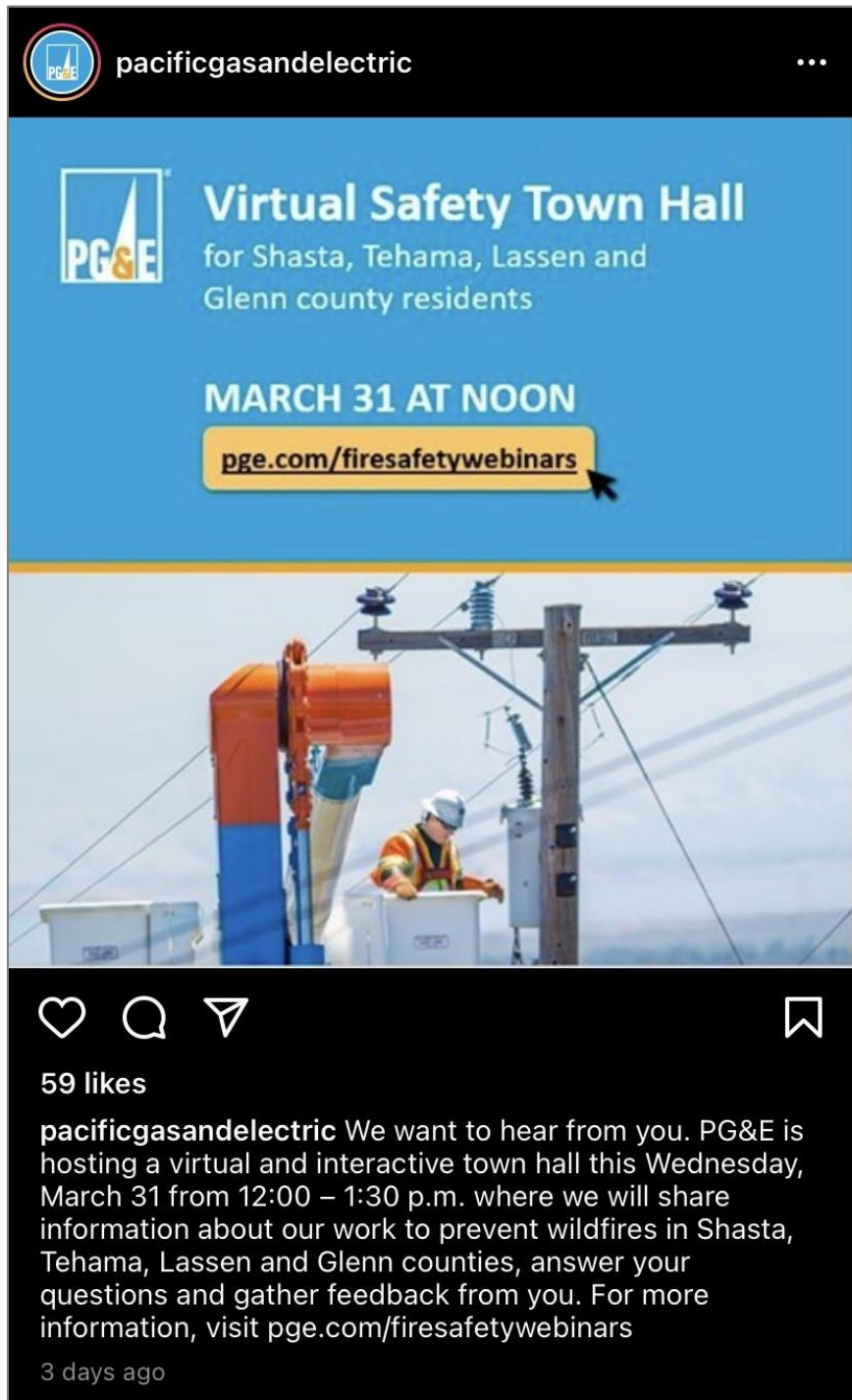
More information about PG&E's Community Wildfire Safety Program can be found at pge.com/wildfiresafety.

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 Shasta, Tehama, Lassen and Glenn county residents'. Below this, it says 'MARCH 31 AT NOON' and provides a link 'pge.com/firesafetywebinars' in a yellow button. The main image shows a utility worker in a bucket working on a power line. The post has 59 likes and a caption explaining the town hall event.

pacificgasandelectric

Virtual Safety Town Hall
for Shasta, Tehama, Lassen and Glenn county residents

MARCH 31 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 31 from 12:00 – 1:30 p.m. where we will share information about our work to prevent wildfires in Shasta, Tehama, Lassen and Glenn 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 31 from 12:00 – 1:30 p.m. for Shasta, Tehama, Lassen and Glenn 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.




Virtual Safety Town Hall
for Shasta, Tehama, Lassen and Glenn county residents
MARCH 31 AT NOON
pge.com/firesafetywebinars



 13  1 Comment  10 Shares

APPENDIX B: QUESTIONS RAISED DURING THE EVENT

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

- I would like to know if cleaner kinds of generators will be deployed at the Shingletown Distribution Microgrid this season. Can you share PG&E's plans for temporary generation at distribution microgrids like Shingletown? Will they be diesel?
- My property is surrounded by PG&E overhead lines on three sides. Last year, PG&E used an orange ribbon/flag and orange spray paint on a tree trunk. There's an overhanging limb over the overhead line. It's been there since I began sheltering in place on May 4, 2020. We are on a six month vegetation management inspection cycle. Do I need to point out this tree to PG&E, or do they know it's here and intend to issue a work order?
- Slide 19 is great! Many thanks for sharing this helpful information, it helps raise customer awareness.
- PG&E has a gas pipeline on the southside of the town of Burney. The pipeline property is shared with Sierra Pacific. Can PG&E convince Sierra Pacific to remove the conifer forest a couple hundred yards away from the pipeline? Our neighborhood is Oak View Street and is vulnerable to an encroaching fire from the south. Thank You.
- In the Jelly's Ferry area, why so many scheduled outages and the times for ending seem to always be exceeded?

APPENDIX C: MEDIA COVERAGE

Capital Public Radio

[Pacific Gas and Electric Company is Kicking Off the First of Many Virtual Town Halls About this Year's Upcoming Wildfire Season \(audio segment\)](#)

March 31, 2021

Corning Observer.com

[PG&E hosting virtual town hall about work to prevent wildfires | Corning Observer | appeal-democrat.com \(appeal-democrat.com\)](#)

March 24, 2021

KRCR-CR (ABC) / KAEF (ABC)

[PG&E Wildfire Safety Town Hall \(broadcast segment\)](#)

March 31, 2021

KRCR-TV Online

[Wednesday is your chance to give PG&E feedback on fire prevention measures | KRCR \(krcrtv.com\)](#)

March 31, 2021

Red Bluff Daily News

[Virtual town hall meeting on wildfire safety set for Wednesday – Red Bluff Daily News](#)

March 29, 2021