

Community Wildfire Safety Program PG&E Wildfire Safety Town Hall – Santa Cruz County – Post-Event Report

On June 29, 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:** June 29, 2022
- **Time:** noon – 1:30 p.m.
- **Total Attendees:** 46
- **PG&E Presenters:**
 - Teresa Alvarado, Vice President, Vice President, North Valley and Sierra Region
 - Vanessa Bryan, Senior Manager, Customer Strategy
 - Jeana Arnold, Local Government Affairs Representative
 - Alexandra Baldwin, Senior Vegetation Management Supervisor
 - TJ Welch, Senior Public Safety Specialist
 - Rob Morse, Senior Manager, Central 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 30 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 65,292 email invitations sent to all electric customers with an email address listed
- Social media postings on Nextdoor, Facebook, Instagram, and Twitter.
- 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 four questions and comments were received.

The Q&A portion focused on the following themes:

- Power Outages
 - Restoration Times
- Customer Rebate Program
- Updating Customer Information

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



PG&E Virtual Safety Town Hall
Santa Cruz County

Wednesday, June 29 | 12:00-1:30 p.m.

You are invited to join us for an interactive safety town hall where we will discuss our 2022 wildfire safety efforts. Participants will have the opportunity to ask questions and share feedback with the PG&E team, including regional leadership.

[Register today »](#)

[Learn more »](#)

To help keep customers and communities safe, we are taking action and continuing to evolve our electric system to reduce wildfire risk.

We encourage you to join and learn more about:

- PG&E's progress on wildfire prevention activities
- Wildfire safety outages and what's new for 2022
 - Increased protection
 - Faster restoration
 - Additional resources
- Steps you can take to prepare for wildfire season and potential outages

To access the virtual 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 »



WEBINAR MEDIA ADVISORY



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PG&E Invites Santa Cruz County to a Virtual Safety Town Hall 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

Oakland, 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 Safety Town Hall for Santa Cruz County residents on Wednesday, June 29, 2022, from noon to 1:30 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: <https://bit.ly/3JIM1Ij>
Attendee Dial-in: 888-324-7510
Conference ID: 8941258

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), 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.



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To join, visit

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June 23

FACEBOOK POST



Pacific Gas and Electric Company ✓

June 23 at 11:17 AM · 🌐

PG&E is hosting an interactive webinar this Wednesday, June 29, from noon to 1:30 p.m. for Santa Cruz 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 www.pge.com/firesafetywebinars.

Safety Town Hall for Santa Cruz county residents



Wednesday, June 29 @ Noon



To join, visit

pge.com/firesafetywebinars

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APPENDIX B:

QUESTIONS RAISED DURING THE EVENT

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

- What was the cause of the power failure in Ben Lomond on Sat and Sun. The power was off for 18 hrs. We have now had 4 outages in 3 weeks. What's going on and are you fixing this? All we get from PG&E is "were investigating your outage:"
- What grants or rebates are available for customers that are located in a Potential PSPS Area for an battery backup power system for home use - not for medical device needs?
- Thank you
- Whats the address for checking your personal information and updating info