

**Community Wildfire Safety Program**  
**PG&E Safety Town Hall – Post-Event Report**  
January 14, 2020

On December 16, 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 (OI) 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. 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:** December 16, 2020
- **Time:** 6:00 pm to 7:30 pm
- **Total participants:** 282
- **PG&E Presenters:**
  - Aaron Johnson, Vice President, Wildfire Safety and Engagement
  - Vanessa Bryan, Senior Manager, PSPS Customer Engagement and Strategy
  - Mark Quinlan, Senior Director of Emergency Preparedness and Response

The event featured a 30-minute presentation on PG&E's wildfire prevention plans, an overview of 2020 Public Safety Power Shutoffs (PSPS) and weather-related safety tips, 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.

Event Outreach

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

- ~ 420,000 email invitations sent to all electric customers with an email address who were either impacted by a Public Safety Power Shutoff event in 2020 (NOTE: this includes customers who were notified that they might be impacted by a PSPS event but did not ultimately have power turned off).
- Social media postings
  - Twitter

- Facebook
- Instagram
- Media advisory
- Website posting
- Outreach to city/county/tribal officials and community-based organizations

Sample invites 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 104 questions were received, and due to time constraints and some combining of topics, 25 unique questions were addressed, some of which addressed the same topics as the remaining questions.

These questions focused on the following themes:

- How PG&E can reduce Public Safety Power Shutoff (PSPS) events moving forward
- Vegetation management efforts/impacts to property
- Reporting vegetation concerns on private property
- Support for customers during PSPS events
- Improvements to PG&E's electric system, including the potential for undergrounding
- Technology PG&E is exploring to reduce wildfire risks
- Community Resource Center locations, offering and COVID protections
- 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.

### 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](http://www.pge.com/firesafetywebinars). Also available are materials 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
- In-language webinars in Spanish and Chinese

**APPENDIX A:  
EVENT INVITATIONS**

**CUSTOMER EMAIL INVITATION**



**At Pacific Gas and Electric Company (PG&E), our primary responsibility must be the safety of the customers and communities we are proud to serve. We invite you to join us on Wednesday, December 16, for an interactive safety town hall. During this town hall, you can hear about our work to prevent wildfires, get answers to your questions and share your feedback with our team.**

## **PG&E Safety Virtual Town Hall**

**Wednesday, December 16 | 6:00-7:30 p.m.**

**[Join here »](#) or [Call \(844\) 738-1853 »](#) | Conference ID: 9968387**

**[Learn more »](#)**

We hope that you can join us. To access the Safety Town Hall or view recordings of past wildfire safety webinars you can also visit [pge.com/firesafetywebinars](https://pge.com/firesafetywebinars) »

### Topics include:



PG&E's wildfire prevention plans



Overview of 2020 Public Safety Power Shutoffs



Steps you and your family can consider for staying safe this winter

#### **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) »



[pge.com](https://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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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 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 txhais ua ntau tshaj 200 hom lus ntiv thov hu rau PG&E.

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بگیرید

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

**[1-866-743-6589](tel:1-866-743-6589)** »

## EVENT MEDIA ADVISORY



Marketing & Communications | 77 Beale Street | San Francisco, CA 94105 | 415.973.5930 | [www.pge.com](http://www.pge.com)

### **PG&E Hosting Virtual Town Hall on Wednesday 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*

December 15, 2020

**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 safety efforts, PG&E will be hosting an interactive safety virtual town hall where the company will provide an overview of its work to further prevent wildfires in 2020 and PG&E's Public Safety Power Shutoff events this year.

The virtual 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, Dec. 16, 2020, from 6:00 to 7:30 p.m. The event can be accessed through the link or dial-in below or through PG&E's website, [www.pge.com/firesafetywebinars](http://www.pge.com/firesafetywebinars).

Click this link to join: <https://bit.ly/2JWoDP3>

Toll-Free Attendee Dial-in: (844) 738-1853

Conference ID: 9968387

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

- PG&E's wildfire prevention plans
- Overview PG&E's improvements that made 2020 Public Safety Power Shutoffs shorter in length, smaller in size and smarter for customers
- Steps everyone can consider for staying safe this winter

While the webinar event will focus on customers impacted by a PSPS 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 [www.pge.com/wildfiresafety](http://www.pge.com/wildfiresafety).

## SOCIAL MEDIA

### TWITTER



**PG&E**   
@PGE4Me

We want to hear from you. PG&E is hosting an interactive town hall this Wednesday, December 16 at 6:00 p.m. where we will share information about our work to prevent wildfires, answer your questions and gather feedback for our team. [pge.com/firesafetywebi...](https://pge.com/firesafetywebinars)



9:47 AM · Dec 15, 2020 · Salesforce - Social Studio

### INSTAGRAM



**Community Wildfire Safety Program**  
Virtual Town Hall  
DEC. 16 AT 6 P.M.  
[pge.com/firesafetywebinars](https://pge.com/firesafetywebinars)

**pacificgasandelectric** • Follow

**pacificgasandelectric** We want to hear from you. PG&E is hosting an interactive town hall this Wednesday, December 16 at 6:00 p.m. where we will share information about our work to prevent wildfires, answer your questions and gather feedback for our team. For more information, visit [pge.com/firesafetywebinars](https://pge.com/firesafetywebinars).

3w

65 likes  
DECEMBER 15, 2020

FACEBOOK



# Community Wildfire Safety Program

Virtual Town Hall

DEC. 16 AT 6 P.M.

[pge.com/firesafetywebinars](https://pge.com/firesafetywebinars) 





## 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 questions have been grouped together rather than listed out in chronological order to keep topics together.

- I live in a place with no overhead electric wires that can fall. Why was my power turned off during a PSPS event?
- PSPS During Cold Weather (2 questions)
  - What does PG&E suggest we do to endure, if next year PG&E estimates a 42-hour PSPS outage during cold weather (late November-December), e.g. emergency shelters, warming centers?
  - Will the temporary microgrids serving "Main Street" have heating centers, emergency shelters or will CRCs serve as the heating center, emergency shelter?
- PSPS Criteria (3 questions)
  - Why are PG&E facilities not able to withstand the wind speeds that warrant a PSPS?
  - Is the rationale to calling a PSPS during relatively low wind speeds related to the blow-in risk of damage from tree limbs, falling trees and debris?
  - What about the risk of a PSPS event to the equipment when animals in remote areas get to and damage lines?
- Notifications (6 questions)
  - When I was evacuated from the fire, I needed to know when my power would be back so I could go home. While the fire department was giving twice-daily briefings, the PG&E information was sporadic, conflicting, and in random places. I needed to be able to plan, as I was paying for a hotel while evacuated, so when PG&E kept changing the dates without any additional explanation of why it was extremely stressful. I would like to see PG&E follow the model of the firefighters as far as emergency public information. For example, I found out from a friend with a friend of someone working at PG&E that they were replacing 1500 power poles. Why did I have to get that information from a "leak?" I think everyone, including PG&E would benefit if you could let us know what you are doing in sufficient detail that we can understand what is going on and why there are delays.
  - What's the solution for communication during a PSPS, especially for people with no access to the internet?
  - How is power maintained for towers and phone landlines?
  - I have updated my contact info but still do not receive notifications. What are you doing to actually notify people?
  - Why do you make no effort to contact homeowners before cutting down their trees when they are not able to be on site, especially after a fire?
  - Is there any way to get a landline phone that is not connected to a modem so it works when you turn off the power?

- Future of PSPS (3 questions)
  - How long do you expect to have to continue with having PSPS events?
  - How many years do you intend to keep doing PSPS instead of upgrading your systems to be more robust and safer?
  - How many decades will the PSPS events continue, especially as climate change increases and drought conditions worsen?
- Well and Water System Impacts (4 questions)
  - What is PG&E doing to help small, shared community well and water systems where groups of households are left without fire protection as well as suffer adverse health and safety issues due to having no water due to no electricity during PSPS events?
  - How do we deal with losing power to wells that supply fire hoses?
  - Do you have a grant program to install backup generation power to small community water systems?
  - How can we find out what/where our local PG&E sub-station is and what work is being done by PG&E so that substation could have power generation- and provide power to our critical water facility?
- Do you intend to expand the extreme tree-cutting program we've seen in Bonny Doon into other, intact areas of the Santa Cruz Mountains?
- Why are PG&E power pole top tee bars holding high tension power lines only two feet across while others are four feet across?
- System Improvements (10 questions)
  - When are you going to replace these small tee bars?
  - Why are you still using 6-gauge bare wires in forested areas when you know they aren't safe?
  - Why don't you harden your system for weather instead of destroying natural habitat and leaving people in the dark in rural areas?
  - Why doesn't PG&E improve our power lines?
  - Is PG&E planning to remove the trip-saver devices so as to severely reduce the risk of fires?
  - How old is your equipment?
  - Is PG&E working on some type of shutoff device at the point of arcing?
  - As you intend to raise customer rates as recently announced, why can you not afford to harden your infrastructure rather than inflicting your failures on residents?
  - Are there cameras on our residential power poles?
  - Has PG&E increased their budget for infrastructure repair rather than emergency repairs and if yes by what percentage?
- Undergrounding (3 questions)
  - Has PG&E given any thought to burying the power lines in high-risk areas?
  - Does PG&E have a plan to underground systems in high-risk residential areas?
  - Why don't you invest in bringing your power lines underground and any other infrastructure that you can where wind does not impact it?

- Is Comcast/Xfinity not allowed to use generators to power their substations during PSPS events?
- Contacting PG&E (4 questions)
  - Is there a point of contact for the public to ask engineering questions?
  - I have a neighbor who built a fence up to the gas meter, within an inch, making it hard or impossible to shut off in an emergency. Who should I send the picture and information too?
  - Who can we contact about wood removal options and status?
  - Who do I directly contact to request a trimming until the time that a new pole is installed to replace the equipment mounted on the tree?
- Tree Removal Schedule (3 questions)
  - There is a tree on my property marked with two orange dots. Should I notify the Call Center or is this in a future queue for trimming next year?
  - How do I know when a tree is scheduled for removal?
  - Why are trees PG&E marked for removal over a year ago still remaining?
- Wood Removal (4 questions)
  - Will the logs from trees PG&E cut down on our property be removed by PG&E or do they have to be removed by the homeowners?
  - What is being done with the felled trees in the burn area?
  - Are contractors allowed to sell the trees they remove to be milled for lumber?
  - By leaving so much small debris from your tree removals, aren't you creating a fire hazard instead of reducing the danger?
- Removing Trees Versus Upgrading Equipment (6 questions)
  - Will PG&E move infrastructure from significant trees?
  - Why don't you switch to insulated tree wire rather than wholesale cutting of trees?
  - How are using aircraft and drones to patrol lines done for safety when they require increased tree cutting?
  - Why isn't PG&E doing the same as Edison and SDG&E to harden their infrastructure rather than remove trees?
  - Why does PG&E continue to insist on cutting down trees to prevent fires when over two-thirds of the fires are caused by things other than trees or flying branches?
  - What's the rationale for spending billions of dollars on removing trees and PSPS, when the best solution for safety and reliability is to upgrade to strong, insulated power lines with Arc Fault interrupters?
- Calistoga (5 questions)
  - Why do you not harden the Fulton-Calistoga Line between Deer Park and Calistoga - metal poles etc. - so that you can eliminate PSPS events and the noisy generator for 6,000 Calistogans?
  - What is happening with the Calistoga Substation – with more cement truck work being done?

- Can PG&E guarantee the substation neighbors that there will be no more generator use at this location?
- Can the power source wiring routes that power the Calistoga be re-routed down valley instead of over very high wildfire-risk terrain?
  - Can we do without the Konocti power line from Lake County?
- CAL FIRE Violations (4 questions)
  - What are you doing to correct the violations from the four notices of violation from CAL FIRE that have put residents of the CZU Fire area in danger?
  - Are you continuing to work in the mountains without timber harvest permits on seasonal dirt roads despite four notices from CAL FIRE and the dangers of erosion triggering debris flows?
  - Is the Wildfire Safety Team aware that PG&E has been given Notices of Violations by CAL FIRE?
  - Why are you not complying with laws that are meant to protect us and when will you correct these hazardous conditions you created?
- What is PG&E doing to consolidate all of these inspections so one crew can come out to inspect my lines?
- Compensation (4 questions)
  - Are there plans for PG&E to provide rebates or credits toward purchase and installation of generators on our homes?
  - How will PG&E compensate residents who have had their property values reduced by tree removals?
  - Will PG&E compensate people who lost their homes to fire and now have to deal with the debris your tree cutting has left?
  - PG&E is planning to remove the trip-saver devices that are likely to cause fires during high wind storms, so as to severely reduce the risk of fires?
- Will you be able to send us the slides after the meeting?
- What is PG&E doing to train Vegetation Management contractors on how to contact and engage with property owners?
- Private Lines (2 questions)
  - Have regulators and PG&E discussed how to deal with the risks posed by private lines?
  - What is the formal process for re-energizing private power lines?
  - Is the area covered by Central Coast Public Power treated any differently, since they produce their own power?
- I feel that PG&E needs to start a PR program to start a systemwide ad campaign that teaches people in heavy fire prone areas that they need to start trimming their properties of all useless brushes and trees and/or make large fire breaks where they can, before May 15th each year.
- Substations (2 questions)
  - Why were there relatively few opportunities to use generators at substations during the Oct. 25 PSPS?

- Can you help us understand some of the considerations PG&E takes into account when determining when to use generators at substations?
- What does "granularity" mean?
- Why was my power off for so long if the average outage time was 35 hours?
- Is there a non-gasoline generator that can power a refrigerator for three days?
- Were fewer customers impacted because there were fewer events in 2020?
- Why is customer impact during PSPS taking a higher priority than customer safety in areas with antiquated distribution systems?
- Why didn't you mention "hardening" your home to make it less susceptible to fire brands' impacts?
- Enhanced Vegetation Management (EVM) Program (2 questions)
  - When will the EVM Program start again?
  - What is the status of the EVM Program?
- Can you provide info on specific transmission or distribution line hardening measures that have occurred or are planned on the Peninsula in the San Mateo-Belmont-San Carlos-Redwood City-Woodside-Palo Alto-Menlo Park areas?
- Is it worth spending \$18,000 for a generator that is connected to our gas line and immediately turns on the electricity when you turn off the power?
- Is a generator that is connected to the gas line safe?
- Why does Fort Bragg have twelve of these generators and Willits has zero generators when both of our substations are in tier one areas?
- Have you employed arborists who understand the unique nature of redwood ecosystems when assessing 'hazard ' trees?
- Why is PG&E clearcutting long past the fire?

**APPENDIX C:  
MEDIA COVERAGE**

***Napa Valley Register***

PG&E to host virtual town hall to discuss wildfire safety

December 15, 2020

[https://napavalleyregister.com/news/local/pg-e-to-host-virtual-town-hall-to-discuss-wildfire-safety/article\\_4f09a178-5d57-5d63-bd26-006f9c71b8fa.html](https://napavalleyregister.com/news/local/pg-e-to-host-virtual-town-hall-to-discuss-wildfire-safety/article_4f09a178-5d57-5d63-bd26-006f9c71b8fa.html)

***Calaveras Enterprise***

PG&E to host virtual town hall on Wednesday

December 15, 2020

[http://www.calaverasenterprise.com/news/article\\_5aeef0f0-3f21-11eb-8f05-232a8b5e7b37.html](http://www.calaverasenterprise.com/news/article_5aeef0f0-3f21-11eb-8f05-232a8b5e7b37.html)

***Sierra Sun Times***

PG&E Hosting Virtual Town Hall Today (Wednesday) to Discuss Ongoing Safety Work to Prevent Wildfires

December 15, 2020

<https://goldrushcam.com/sierrasuntimes/index.php/news/local-news/27122-pg-e-hosting-virtual-town-hall-today-wednesday-to-discuss-ongoing-safety-work-to-prevent-wildfires>