

Community Wildfire Safety Program
PG&E Virtual Safety Town Hall – Sonoma/Marin Counties – Post-Event Report
March 25, 2021

On March 3, 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 to Sonoma and Marin 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 3, 2021
- **Time:** 12:00 p.m. to 1:30 p.m.
- **Total Attendees:** 265
- **PG&E Presenters:**
 - Vanessa Bryan, Senior Manager, PSPS Customer Engagement and Strategy
 - Aaron August, Vice President, Business Development and Customer Engagement
 - Mark van Gorder, Local Government Relations Representative
 - Miguel Medina, Vegetation Program Manager
 - Todd Derum, Public Safety Specialist
 - Vic Baker, Senior Manager, Sonoma, North Bay and Diablo Divisions
- Additional PG&E representatives present to assist with questions were:
 - Melinda Rivera, Local Government Relations Representative
 - Josh Green, 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 events and 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.

Outreach included:

- Approximately 217,325 email invitations sent to all electric customers with an email address in Sonoma and Marin 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 28 questions were received.

These questions focused on the following themes:

- PSPS impact to areas with burn scars
- Vegetation management efforts including private property access concerns, damage to property and abandonment of previously planned work
- Mitigation efforts to support Sonoma County
- Local wildfires prevention effort goals for 2021
- Measures PG&E is taking address climate change as an ongoing issue
- Undergrounding efforts to avoid tree removal and vegetation work
- Resources and battery backup incentives available for customers in HFTD Tier 2 and 3 zones
- Measures PG&E is taking to support and keep local communities safe
- Community Resource Center locations and how that information is shared publicly
- Skepticism of High Fire-Threat District (HFTD) maps, map revision frequency and supporting data
- Notifications for non-PSPS outages

The full list of questions 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 previous 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**

CUSTOMER EMAIL INVITATION



**PG&E Virtual Safety Town Hall
Marin and Sonoma Counties
Wednesday, March 3 | 12-1:30 P.M.**

[Join the webinar »](#)

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

Conference ID: 5895103

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 Marin and Sonoma 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 »



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

如需更超過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 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。

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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

February 22, 2021

PG&E Hosting Virtual Safety Town Hall on Wednesday For Sonoma and Marin 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 Sonoma and Marin 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. 3, 2021, from 12:00 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/2M0bB4n

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

Conference ID: 5895103

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 Sonoma and Marin Residents'. Below this, it says 'MARCH 3 AT NOON' and provides a link 'pge.com/firesafetywebinars' in a yellow button. 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 '64 likes' and a detailed caption about the town hall event. The caption mentions the date and time (March 3, 12:00 - 1:30 p.m.) and the purpose of the event: to share information about wildfire prevention, answer questions, and gather feedback. It also includes the same link as the button. The post was made '5 days ago'.

pacificgasandelectric Virtual Safety Town Hall
for Sonoma and Marin Residents

MARCH 3 AT NOON


pge.com/firesafetywebinars

64 likes


pacificgasandelectric We want to hear from you. PG&E is hosting a virtual and interactive town hall this Wednesday, March 3 from 12:00 – 1:30 p.m. where we will share information about our work to prevent wildfires in Sonoma and Marin counties, answer your questions and gather feedback from you. For more information, visit www.pge.com/firesafetywebinars.

5 days ago

FACEBOOK POST

 **Pacific Gas and Electric Company** ✓ 5d · 🌐

We want to hear from you. PG&E is hosting a virtual, interactive town hall this Wednesday, March 3 from 12:00 – 1:30 p.m. for Sonoma and Marin 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



👍 11 1 Comment 7 Shares

👍 Like 💬 Comment ➦ Share

APPENDIX B: QUESTIONS RAISED DURING THE EVENT

The below questions have been listed in the order they were asked.

- The CPUC has indicated a number of circuits in Sonoma County that are very high priority for PG&E action this year. What are your plans for Rincon 1101 and Dunbar?
- Will this presentation be available after this live event in the event I am interrupted during this presentation?
- Do the state parks like Annadel and Hood Mountain have plans for vegetation management or controlled burns?
- Will the slides be available online?
- Last year you announced, on two or more occasions, potential PSPS in burn scar areas which made no sense due to the vast destruction of vegetation. Although PG&E went through with the PSPS, the burn scar areas were not shut off due to scarring. Why not spare the burn scar areas by not including them in the initial notifications? The notifications caused unnecessary panic for those who stocked up on food due to the pandemic only to not be effected. Poor notification planning by PG&E caused this. I assume the burn scar areas will be spared this year based on extensive tree damage from the Glass Fire. Yes, there are new grasses that are growing but that shouldn't be the issue with power lines. What is the plan?
- Your current tree removal contractor and the previous ones all have a bad habit of jumping fences, disrespecting property rights, and frankly, trespassing. Just Friday, I met with these associates who previously attempted to jump over my fences and gated property in San Rafael. I asked them about it and they lied. This has to be addressed.
- We see helicopters inspecting lines flying close to the ground. Then we also see helicopters flying close to the ground not following lines. I believe they were both PG&E contractors. How low should they be and are they inspecting anything except power lines that would describe why they are flying low over my house less than 200 feet up? Very loud and intrusive. Email response would be fine too.
- What is PG&E doing to further limit PSPS in 2021 in Sonoma County, specifically the Oakmont/Kenwood area?
- In what ways can PG&E improve its fire prevention activities?
- Which communities are included in Tiers 2 and 3? Does PG&E have a map I can access?
- Have you made smaller distribution groups in Oakmont?
- You have talked about your preventative actions, in various categories, in miles showing miles completed. How many miles of work do you have to complete and what are your completion goals in the various categories of work? Thank you.
- How long does a backup battery last and how is it recharged?
- What types of climate change adaptation plans and actions are happening and in the pipeline? If PSPS events are occurring, that clearly means that downed lines can start fires; where does undergrounding of lines or some competitive scalable alternative fit into plans?

- Questions on CRCs: How are the CRC sites decided and will they always be the same locations when they are erected? Lastly, how is the information about the CRCs given to the community and how much advanced notice will they get?
- There were many trees on our property that were tagged for removal or trimming. It has been over a year. Many of these trees were left around our property, partially cut and not removed. Many trees have not been addressed in over 13 months. Who do we contact to have this resolved? Please advise.
- You reported on a lot of past activities you've done. What are you doing this year specifically to really ramp up safety before fire season starts again? Are you spending a lot more money to prevent the fires that we experienced in 2020? We live in Santa Rosa and have been in the middle of all the fires. We don't see much PG&E work going on around our area.
- Can some of the legacy power lines be buried in order to minimize contact with trees, etc?
- Driving down Brush Creek Road - we have tons of poles covered by trees. We've seen nothing cleared.
- Are you planning to improve your communications for outage events other than wildfires? There was a huge outage in Davis, CA several weeks ago and it was difficult to get email updates about specific addresses, even though alerts were signed up for.
- There have been many times the CPUC map has been wrong and as a Community Resource Partner that relies on that map to give resources, it becomes a huge headache. Will there be changes to ensure these maps are accurate anytime soon?
- Will community resource partners who give out batteries based on tier levels be given this information?
- Zip code lists are great, but are also not completely accurate. I hope to get those zip code lists soon. The HFTD map is not user friendly. I wish it was made easy for us community resource partners that serve your customers for us to actually serve them accurately! Not to mention, I personally have been left off the list that sends this information multiple times. All constructive criticism, I hope to see these changes this season for a much smoother, cohesive season!
- One great PR for PG&E would be to have the tree cutting people not crush plants under trees they are cutting. Despite my requests, they paid no heed to my requests to be careful in not crushing plants.
- On the slide showing the various accomplishments for new lines, etc., there were no goals shown. How can we determine how you are actually doing without the information regarding your goals?
- Our community of 26 homes relies on a private community water system that has no backup generator. If a PSPS is proposed, does PG&E give consideration to that?
- Have you completed work to protect the floating homes community in Sausalito due to our particular sewerage and water effects? It seems so.
- Would it be possible to put all the website addresses URLs mentioned today on a few of the monthly bills coming in the June to August timeframe?

**APPENDIX C:
MEDIA COVERAGE**

Sonoma County

[PG&E Virtual Safety Town Hall | District 3 | Board of Supervisors | County of Sonoma \(ca.gov\)](#)

March 3, 2021

News Break

[PG&E Hosting Virtual Town Hall For Residents Of Sonoma And Marin Counties | News Break](#)

March 3, 2021

Patch

[Town Of Corte Madera: PG&E Wildfire Safety Town Hall | Larkspur, CA Patch](#)

March 2, 2021