

**Pacific Gas and Electric Company
Community Wildfire Safety Program (CWSP) Post-Season Report:
2024 Webinars and In-Person Events**

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Section 1 – Summary

In July 2020, Pacific Gas & Electric Company (PG&E) and the California Public Utilities Commission (CPUC) entered into a settlement agreement that required PG&E to hold safety town halls and webinars in areas impacted by wildfire safety efforts, such as Public Safety Power Shutoffs (PSPS). In addition, as part of PG&E's Regionalization model, the company is required to hold quarterly town halls in each region to engage with customers on local issues. In 2024, PG&E also conducted supplementary in-person events in areas with frequent outages, escalated concerns or agency requests.

Throughout the year, PG&E held 29 wildfire safety events both in-person and virtually for customers across PG&E's service area. These wildfire safety events fulfill regulatory requirements for both wildfire safety webinars and regional town halls.

The goal of these events was to share the progress made on the company's regional approach to improving operations and delivering better safety outcomes for customers.

Highlights from the 2024 Community Wildfire Safety Program (CWSP) webinar and in-person events season included:

- 4 In-Person Open Houses
- 25 Webinars and Safety Town Halls
- 3,865 Attendees
- 441 Questions and Comments Received from Customers

Webinars and events focused on counties within PG&E's service territory that have been heavily impacted by wildfire risk and safety outages. Customers were invited via email invitations, social media postings and event media advisories. Additional outreach was conducted via tribal, city and county officials and community-based organizations.

These events provided PG&E the opportunity to inform customers about wildfire safety mitigation efforts and emergency preparedness while allowing customers to meet with representatives, ask questions and share feedback. Customer resources, EPSS, reliability, undergrounding and vegetation generated the most questions and comments across all events.

To increase awareness, all CWSP webinars and regional town hall recordings can be found on PG&E's website at pge.com/webinars, along with past presentations.

PG&E will use the feedback received from these events to continue improving service to customers. We look forward to hosting additional events throughout 2025.

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Section 2 – Overview

To maximize the opportunity for community engagement, PG&E employed outreach efforts proven effective at drawing customers to events on multiple platforms. Depending on the event, participants had the opportunity to join in-person, via Microsoft Teams virtual webinar platform, or by dialing into a Verizon toll-free number. Note: All webinars are ADA compliant and American Sign Language was available.

CWSP Webinars: A 60-minute presentation on PG&E’s Community Wildfire Safety Program followed by a Q&A session. The presentation focused on 2024 updates, PG&E’s layers of protection, Enhanced Power Safety Settings (EPSS), Public Safety Power Shutoffs (PSPS) and customer resources.

In-Person Open Houses: A 90-minute open house with informative poster board displays informing customers about EPSS, PSPS, community outages, reliability improvements and customer resources. Attendees were encouraged to speak to in-person subject matter experts who were available to provide information and answer questions.

Regional Town Halls: A 60-minute presentation that provided updates on the implementation of the Regional Service Model in the respective region, provided customer safety and preparedness resources and included time for Q&A sessions to address customer feedback and questions.

The following sections provide a summary for each CWSP event, inclusive of the data below:

- Event details
- Outreach
- Customer feedback

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Section 3 – Wildfire Safety Webinars

Section 3.1 – El Dorado and Placer Counties

Event Details

- **Date:** March 26, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 64
- **PG&E Presenters:**
 - Joe Wilson, Regional Vice President, North Valley & Sierra Region
 - Tom Smith, Senior Manager, Customer Engagement and Strategy
 - Wes Anderson, Regional Senior Manager, North Valley & Sierra Region
 - Ayla Tucker, Local Government Affairs

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 3 questions and comments were received on the following themes: EPSS, vegetation management and undergrounding. For a full list of questions/comments, please see [Appendix D](#).

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Section 3.2 – Amador, Calaveras, Madera, Mariposa, Merced and Tuolumne Counties

Event Details

- **Date:** April 4, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 58
- **PG&E Presenters:**
 - Joshua Simes, Regional Vice President, Central Valley Region
 - Tom Smith, Senior Manager, Customer Engagement and Strategy
 - Tracy Mello, Regional Senior Manager
 - Nathan Alonzo, Local Government Affairs

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 11 questions and comments were received on the following themes: undergrounding, wildfire safety, backup power, billing/rates and webinar logistics/feedback. For a full list of questions/comments, please see [Appendix D](#).

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Section 3.3 – Butte, Sierra and Yuba Counties

Event Details

- **Date:** April 10, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 38
- **PG&E Presenters:**
 - Joe Wilson, Regional Vice President, North Valley & Sierra Region
 - Tom Smith, Senior Manager, Customer Engagement and Strategy
 - Wes Anderson, Regional Senior Manager, North Valley & Sierra Region
 - Brandon Sanders, Local Government Affairs

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 3 questions and comments were received on the following themes: undergrounding, outages and PSPS. For a full list of questions/comments, please see [Appendix D](#).

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Section 3.4 – All Customers (4/16)

Event Details

- **Date:** April 16, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 456
- **PG&E Presenters:**
 - Joshua Simes, Regional Vice President, Central Valley Region
 - Tom Smith, Senior Manager, Customer Engagement and Strategy
 - Tracy Mello, Regional Senior Manager
 - Nathan Alonzo, Local Government Affairs

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 28 questions and comments were received on the following themes: vegetation management, PG&E communication, backup power solutions, wildfire safety work, undergrounding, infrastructure, billing/rates, PSPS and webinar logistics/feedback. For a full list of questions/comments, please see [Appendix D](#).

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Section 3.5 – Tehama, Lassen and Shasta Counties

Event Details

- **Date:** April 24, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 23
- **PG&E Presenters:**
 - Joe Wilson, Regional Vice President, North Valley & Sierra Region
 - Tom Smith, Senior Manager, Customer Engagement Strategy
 - Alison Feliz-Wukasinovich, Regional Senior Manager
 - Ayla Tucker, Local Government Affairs

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants had the opportunity to submit questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. No questions or comments were received for this event.

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Section 3.6 – Sonoma, Lake and Mendocino Counties

Event Details

- **Date:** June 5, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 78
- **PG&E Presenters:**
 - Dave Canny, Regional Vice President, North Coast Region
 - Brian Ambrosini, Senior Manager, Customer Emergency Planning and Operations (EPSS)
 - Austin Sharp, Regional Senior Manager, North Coast Region
 - Jason Taormino, Local Government Affairs

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants had the opportunity to submit questions and comments for PG&E's subject matter experts through a Q&A function on the webinar platform. A total of 3 questions and comments were received on the theme of undergrounding. For a full list of questions/comments, please see [Appendix D](#) for details.

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Section 3.7 – Kern, Tulare and Fresno Counties

Event Details

- **Date:** June 13, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 28
- **PG&E Presenters:**
 - Joshua Simes, Regional Vice President, Central Valley Region
 - Tom Smith, Senior Manager, Customer Engagement and Strategy
 - Brian Ambrosini, Senior Manager, Customer Emergency Planning and Operations (EPSS)
 - Jose Verduzco Jr., Local Government Affairs

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

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 on the following themes: undergrounding, wildfire safety work, EPSS/PSPS and webinar logistics/feedback. For a full list of questions/comments, please see [Appendix D](#).

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Section 3.8 – Napa and Marin Counties

Event Details

- **Date:** June 26, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 99
- **PG&E Presenters:**
 - Dave Canny, Regional Vice President, North Coast Region
 - Brian Ambrosini, Senior Manager, Customer Emergency Planning and Operations (EPSS)
 - Austin Sharp, Regional Senior Manager, North Coast Region
 - Mark Van Gorder, Local Government Affairs, Napa and Marin Counties

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 8 questions and comments were received on the following themes: wildfire safety, undergrounding, vegetation management and webinar logistics/feedback. For a full list of questions/comments, please see [Appendix D](#).

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Section 3.9 – Access and Functional Needs (AFN) Customers (7/10)

Event Details

- **Date:** July 10, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 96
- **PG&E Presenters:**
 - Tom Smith, Senior Manager, Customer Engagement Strategy
 - Lizz Stout, Program Manager, Access and Functional Needs Program

Event Outreach

To drive attendance, PG&E conducted outreach via email invitation. Please see [Appendix A](#) for email invitations sent to all access and functional needs, electric customers.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 15 questions and comments were received on the following themes: undergrounding, outages, generator/battery programs, wildfire safety work, access and function needs, general field/infrastructure and webinar logistics/feedback. For a full list of questions/comments, please see [Appendix D](#).

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Section 3.10 – Santa Cruz and San Luis Obispo Counties

Event Details

- **Date:** July 17, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 61
- **PG&E Presenters:**
 - Teresa Alvarado, Regional Vice President, South Bay & Central Coast Region
 - Tom Smith, Senior Manager, Customer Engagement Strategy
 - Jeremy Howard, Regional Senior Manager, South Bay & Central Coast Region
 - Matt Leedy, Local Government Affairs

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

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 on the following themes: outages, wildfire safety and webinar logistics/feedback. For a full list of questions/comments, please see [Appendix D](#).

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Section 3.11 – All Customers (7/24)

Event Details

- **Date:** July 24, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 562
- **PG&E Presenters:**
 - Aaron Johnson, Senior Vice President, Local Customer Engagement
 - Brian Ambrosini, Senior Manager, Customer Emergency Planning and Operations (EPSS)
 - Tom Smith, Senior Manager, Customer Engagement Strategy
 - Natasha Beehner, Customer Outreach Strategist, Public Safety Power Shutoffs (PSPS)
 - Pamela Perdue, Supervisor, Emergency Management and Public Safety

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 48 questions and comments were received on the following themes: vegetation management, system upgrades/undergrounding, outages, solar, wildfire risk, wildfire safety, gas safety, EPSS, infrastructure, PG&E communication and webinar logistics/feedback. For a full list of questions/comments, please see [Appendix D](#).

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Section 3.12 – Nevada, Solano and Yolo Counties

Event Details

- **Date:** July 31, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 65
- **PG&E Presenters:**
 - Joe Wilson, Regional Vice President, North Valley & Sierra Region
 - Brian Ambrosini, Senior Manager, Customer Emergency Planning and Operations (EPSS)
 - Alison Feliz-Wukasinovich, Regional Senior Manager, Sacramento & Sierra Division
 - Clay Merrill, Local Government Affairs

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E's subject matter experts through a Q&A function on the webinar platform. A total of 3 questions and comments were received on the following themes: vegetation management, infrastructure and system hardening. For a full list of questions/comments, please see [Appendix D](#).

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Section 3.13 – Access and Functional Needs (AFN) Customers (8/7)

Event Details

- **Date:** August 7, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 91
- **PG&E Presenters:**
 - Tom Smith, Senior Manager, Customer Engagement Strategy
 - Lizz Stout, Program Manager, Access and Functional Needs Program

Event Outreach

To drive attendance, PG&E conducted outreach via email invitations. Please see [Appendix A](#) for email invitations sent to all access and functional needs, electric customers.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 2 questions and comments were received on the following themes: customer support and webinar logistics/feedback. For a full list of questions/comments, please see [Appendix D](#).

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Section 3.14 – Access and Functional Needs (AFN) Community Based Organizations (CBOs)

Event Details

- **Date:** August 29, 2024
- **Time:** 05:30 – 06:30 p.m.
- **Total Attendees:** 15
- **PG&E Presenters:**
 - Tom Smith, Senior Manager, Customer Engagement Strategy
 - Lizz Stout, Program Manager, Access and Functional Needs Program
 - Perla Barrientos, Senior Program Manager, Income Qualified Programs

Event Outreach

To drive attendance, PG&E conducted outreach via email invitations. Please see [Appendix A](#) for email invitations sent to all community-based organizations that serve access and functional needs electric customers.

Question and Answer Session Summary

Participants had the opportunity to submit questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. One question on the topic of EPSS/PSPS was received. For a full list of questions/comments, please see [Appendix D](#).

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Section 3.15 – All Customers (9/3)

Event Details

- **Date:** September 3, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 383
- **PG&E Presenters:**
 - Jake Zigelman, Regional Vice President, Bay Area Region
 - Tom Smith, Senior Manager, Customer Engagement Strategy
 - Natasha Beehner, Customer Outreach Strategist, Public Safety Power Shutoffs (PSPS)

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for social media postings and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 37 questions and comments were received on the following themes: outages, pole clearing, customer resources, EPSS/PSPS, wildfire safety, PG&E communication, vegetation management, affordability, undergrounding, reliability improvements, system upgrades, situational awareness, finances and webinar logistics/feedback. For a full list of questions/comments, please see [Appendix D](#).

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Section 4 – Regional Town Halls

Section 4.1 – Quarter Two Regional Town Hall: South Bay & Central Coast Region

Event Details

- **Date:** May 7, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 266
- **PG&E Presenters:**
 - Teresa Alvarado, Regional Vice President, South Bay & Central Coast Region
 - Daniel Keferl, Regional Safety Director, South Bay & Central Coast Region
 - Matt Schneiderman, Regional Senior Manager, South Bay & Central Coast Region
 - Tom Smith, Senior Manager, Customer Emergency Planning & Operations
 - Cindy August, Regional Safety Director, Central Coast Region
 - Jacob Panachaveettil, Customer Onboarding Specialist

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 35 questions and comments were received on the following themes: service planning, webinar/logistics feedback, electrification, gas, general, rates, solar, financial assistance programs, undergrounding and electric vehicles. For a full list of questions/comments, please see [Appendix D](#).

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Section 4.2 – Quarter Two Regional Town Hall: Bay Area Region

Event Details

- **Date:** May 14, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 317
- **PG&E Presenters:**
 - Jake Zigelman, Regional Vice President, Bay Area Region
 - John Gilginas, Regional Safety Director, Bay Area Region
 - Mike Bockrath, Regional Senior Manager, Bay Area Region
 - Monica Tell, Regional Senior Manager, Bay Area Region
 - Tom Smith, Senior Manager, Customer Emergency Planning & Operations

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E's subject matter experts through a Q&A function on the webinar platform. A total of 48 questions and comments were received on the following themes: general, rates, undergrounding, solar, electrification, key region projects, CEO salary, backup power, new business, wildfire risk, vegetation and webinar logistics/feedback. For a full list of questions/comments, please see [Appendix D](#).

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Section 4.3 – Quarter Two Regional Town Hall: North Valley & Sierra Region

Event Details

- **Date:** May 16, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 70
- **PG&E Presenters:**
 - Joe Wilson, Regional Vice President, North Valley & Sierra Region
 - Paul Jeske, Regional Safety Director, North Valley & Sierra Region
 - Alison Feliz-Wukasinovich, Regional Senior Manager, North Valley & Sierra Region
 - Wes Anderson, Regional Senior Manager, North Valley & Sierra Region

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for broadcast graphics and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 3 questions and comments were received on the following themes: renewable energy/gas upgrades and webinar logistics/feedback. For a full list of questions/comments, please see [Appendix D](#).

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Section 4.4 – Quarter Two Regional Town Hall: North Coast Region Summary

Event Details

- **Date:** May 29, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 107
- **PG&E Presenters:**
 - Dave Canny, Regional Vice President, North Coast Region
 - Shelby Stanton, Regional Safety Director, North Coast Region
 - Donovan Lee, Public Safety Specialist, Emergency Management and Public Safety Specialist
 - Carl Schoenhofer, Senior Manager, Customer Emergency Planning & Operations

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for broadcast graphics and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E's subject matter experts through a Q&A function on the webinar platform. A total of 27 questions and comments were received on the following themes: wildfire mitigation, customer support programs, vegetation management, rate affordability, outages and webinar logistics/feedback. For a full list of questions/comments, please see [Appendix D](#).

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Section 4.5 – Quarter Two Regional Town Hall: Central Valley Region

Event Details

- **Date:** June 4, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 97
- **PG&E Presenters:**
 - Joshua Simes, Regional Vice President, Central Valley Region
 - Daniel Keferl, Regional Safety Director, Central Valley Region
 - Tracy Mello, Regional Senior Manager, Central Valley Region

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for broadcast graphics and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

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 on the following themes: 811 Call Before You Dig, outage information and billing and payment options. For a full list of questions/comments, please see [Appendix D](#).

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Section 4.6 – Quarter Three Regional Town Hall: North Valley & Sierra Region

Event Details

- **Date:** August 13, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 134
- **PG&E Presenters:**
 - Joe Wilson, Regional Vice President, North Valley & Sierra Region
 - Paul Jeske, Regional Safety Director, North Valley & Sierra Region
 - Wes Anderson, Regional Senior Manager, North Valley & Sierra Region
 - David Weisbrod, Service Planning & Design Manager, North Valley & Sierra Region
 - Andie Price, Senior Director of Field Operations, North Valley & Sierra Region
 - Adam Bakker, Senior Manager of Vegetation Management, North Valley & Sierra Region
 - Jesse Evans, Senior Manager of Electric Undergrounding, North Valley & Sierra Region

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for broadcast graphics and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 19 questions and comments were received on the following themes: rates, wildfire safety work, solar, executive salaries, customer resources, Spaulding, outages and webinar/logistics/feedback. For a full list of questions/comments, please see [Appendix D](#).

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Section 4.7 – Quarter Three Regional Town Hall: South Bay & Central Coast Region

Event Details

- **Date:** August 19, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 135
- **PG&E Presenters:**
 - Teresa Alvarado, Regional Vice President, South Bay & Central Coast Region
 - Cindy August, Regional Safety Director, South Bay & Central Coast Region
 - Jeremy Howard, Regional Senior Manager, South Bay & Central Coast Region
 - Tom Jones, Senior Director of Regulatory, Environmental Repurposing

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for broadcast graphics and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 35 questions and comments were received on the following themes: reliability, PSPS, undergrounding, field service, outage alerts, general, high bills, wildfire safety, financial assistance, capacity and solar. For a full list of questions/comments, please see [Appendix D](#).

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Section 4.8 – Quarter Three Regional Town Hall: Central Valley Region Summary

Event Details

- **Date:** August 22, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 116
- **PG&E Presenters:**
 - Joshua Simes, Regional Vice President, Central Valley Region
 - Dan Keferl, Regional Safety Director, Central Valley Region
 - Michael Gaffney, Division Operations Specialist, Central Valley Region

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for broadcast graphics and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 13 questions and comments were received on the following themes: rates, solar, Net Energy Metering (NEM), undergrounding, general and outages. For a full list of questions/comments, please see [Appendix D](#).

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Section 4.9 – Quarter Three Regional Town Hall: North Coast Region

Event Details

- **Date:** August 26, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 111
- **PG&E Presenters:**
 - Dave Canny, Regional Vice President, North Coast Region
 - Shelby Staton, Regional Safety Director, North Coast Region
 - Austin Sharp, Regional Senior Manager, North Coast Region
 - Alison Talbott, Local Government Affairs, North Coast Region

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for broadcast graphics and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 17 questions and comments were received on the following themes: outages, undergrounding, vegetation management, customer support, affordability, webinar logistics/feedback. For a full list of questions/comments, please see [Appendix D](#).

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Section 4.10 – Quarter Three Regional Town Hall: Bay Area Region

Event Details

- **Date:** August 27, 2024
- **Time:** 5:30 – 6:30 p.m.
- **Total Attendees:** 257
- **PG&E Presenters:**
 - Jake Zigelman, Regional Vice President, Bay Area Region
 - John Gilginas, Regional Safety Director, Bay Area Region
 - Mike Bockrath, Regional Senior Manager, Bay Area Region
 - Tom Smith, Senior Manager, Customer Engagement Strategy

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations, [Appendix B](#) for broadcast graphics and [Appendix C](#) for event media advisory.

Question and Answer Session Summary

Participants submitted questions and comments for PG&E’s subject matter experts through a Q&A function on the webinar platform. A total of 22 questions and comments were received on the following themes: vegetation management, solar, safety, reliability, rates, outage notifications, key region projects, general field/infrastructure, customer resources and webinar logistics/feedback. For a full list of questions/comments, please see [Appendix D](#).

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Section 5 – In-Person Answer Centers

Section 5.1 – Boulder Creek Open House

Event Details

- **Date:** June 27, 2024
- **Time:** 6:30 – 8:30 p.m.
- **Total Attendees:** 29
- **PG&E Presenters:**
 - Teresa Alvarado, Regional Vice President, South Bay & Central Coast Region
 - Jeremy Howard, Regional Senior Manager, South Bay & Central Coast Region
 - Joe Segura, Program Manager, Customer Emergency Planning & Operations
 - Patrick Ellis, Supervisor, Emergency Management & Public Safety, South Bay & Central Coast
 - Ozzy Guzman, Subject Matter Expert
 - Alan Jones, Subject Matter Expert
 - TJ Welch Jr., Subject Matter Expert
 - David Perry, Subject Matter Expert
 - Travis Eddy, Subject Matter Expert
 - Gregory (Greg) Bargas, Subject Matter Expert
 - Theresa (Teri) Vetere, Subject Matter Expert
 - Matt Leedy, Subject Matter Expert

Event Outreach

To drive attendance, PG&E conducted outreach via tribal, city and county officials as well as through a variety of additional channels. Please see [Appendix A](#) for email invitations and [Appendix B](#) for the Nextdoor social media post and community flyer.

Question and Answer Session Summary

Throughout the event, participants had the opportunity to submit question and comment cards for PG&E’s subject matter experts. A total of 11 comment cards were submitted during the event. For a full list of questions/comments, please see [Appendix D](#).

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Section 5.2 – Coarsegold Wildfire Safety Open House

Event Details

- **Date:** July 16, 2024
- **Time:** 5:30 – 7 p.m.
- **Total Attendees:** 37
- **PG&E Presenters:**
 - Nathan Alonzo, Government Relations Representative, Senior
 - Brian Ambrosini, Senior Manager, LCE Planning and Operations
 - Denny Boyles, Communications Representative, Principal
 - Sunny Charman, Supervisor, Vegetation Management Operations
 - Kelsey Eads, Vegetation Program Manager, Senior
 - Michael Gaffney, Division Operations Specialist, Principal
 - Dennis Kieffer, Supervisor, Electric Distribution
 - Tracy Mello, Regional Senior Manager
 - Deron Mills, Public Safety Specialist, Senior
 - Ricardo Navarro, Program Manager, Principal
 - Derek Nilsen, Electric Distribution Engineer
 - Anthony Proctor, Superintendent, Field Ops - Yosemite
 - Richard Quiroz, Physical Security Specialist, Senior
 - Jason Risen, Outreach Specialist, Senior
 - Joe Segura, Program Manager, Principal
 - Josh Simes Regional Vice President, Central Valley Region
 - Patrick Smalley, Program Manager, Expert

Event Outreach

To drive attendance, PG&E conducted outreach via city and county officials as well as through email invitations. Please see [Appendix A](#) for email invitations deployed to all electric or dual commodity customers.

Question and Answer Session Summary

Throughout the event, participants had the opportunity to submit question and comment cards for PG&E's subject matter experts. A total of 6 questions and comment cards were submitted during the event. For a full list of questions/comments, please see [Appendix D](#).

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Section 5.3 – Phoenix Lake Wildfire Safety Open House

Event Details

- **Date:** August 6, 2024
- **Time:** 5:30 – 7 p.m.
- **Total Attendees:** 54
- **PG&E Presenters:**
 - Nathan Alonzo, Government Relations Representative, Senior
 - Brian Ambrosini, Senior Manager, LCE Planning and Operations
 - Amanda Carrell, Supervisor, Veg Management Ops - Sonora and Oakdale
 - Michael Gaffney, Division Operations Specialist, Principal
 - Ozzy Guzman, Senior Program Manager, Customer Generation & Storage Team
 - Alisha Lomeli, Senior Manager Central Valley Region Vegetation Management
 - Tracy Mello, Regional Senior Manager
 - Derek Nilsen, Electric Distribution Engineer
 - Anthony Proctor, Superintendent, Field Ops - Yosemite
 - Jason Risen, Outreach Specialist, Senior
 - Josh Simes, Regional Vice President - Central Valley Region
 - Will Harris, Public Safety Specialist - Calaveras, Stanislaus, Tuolumne Counties
 - James Yandell, Physical Security Specialist

Event Outreach

To drive attendance, PG&E conducted outreach via city and county officials as well as through email invitations. Please see [Appendix A](#) for email invitations deployed to all electric or dual commodity customers.

Question and Answer Session Summary

Throughout the event, participants had the opportunity to submit question and comment cards for PG&E's subject matter experts. A total of 16 questions and comment cards were submitted during the event. For a full list of questions/comments, please see [Appendix D](#).

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Section 5.4 – Morgan Hill Wildfire Safety Open House

Event Details

- **Date:** October 29, 2024
- **Time:** 5:30 – 7 p.m.
- **Total Attendees:** 17
- **PG&E Presenters:**
 - Matt Schneiderman, Regional Senior Manager - San Jose DeAnza Divisions
 - Teresa Alvarado, Vice President - South Bay and Central Coast
 - Teri Vetere, Division Operation Specialist - Central Coast and Los Padres Divisions
 - Ozzy Guzman, Senior Program Manager, Customer Generation & Storage Team
 - Jacklin Campos-Perez, Senior Program Manager, Customer Resiliency
 - Ali Naimi, Division Operations Specialist - San Jose and DeAnza Divisions
 - Lizz Stout, Principal Program Manager, PSPS Program Team
 - Christina Ramos, Senior Government Affairs Representative, Local Government Affairs
 - Charlene Iwata, Division Operations Specialist - San Jose and DeAnza Divisions
 - Stephanie Magallon, Principal Communications Representative, Operations Communications
 - Joe Segura, Principal Program Manager, Customer Emergency Operations
 - Patrick Smalley, Expert Program Manager, Customer Emergency Operations

Event Outreach

To drive attendance, PG&E conducted outreach via city and county officials as well as through email invitations. Please see [Appendix A](#) for email invitations deployed to all electric or dual commodity customers.

Question and Answer Session Summary

Throughout the event, participants had the opportunity to submit question and comment cards for PG&E's subject matter experts. A total of 12 questions and comment cards were submitted during the event. For a full list of questions/comments, please see [Appendix D](#).

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Section 6 – APPENDIX A: Email Invitations

Wildfire Safety Webinar: El Dorado and Placer Counties

PG&E is hosting a webinar to discuss our 2024 wildfire safety work and community resources available to keep you safe.



PG&E Wildfire Safety Webinar

El Dorado and Placer Counties

Tuesday, March 26 | 5:30 - 6:30 p.m.

Join webinar »

Call 888-323-9694 »

Conference ID: 7169969

We encourage you to join and:

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Joe Wilson

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »

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Wildfire Safety Webinar: Amador, Calaveras, Madera, Mariposa, Merced and Tuolumne Counties

PG&E is hosting a webinar to discuss our 2024 wildfire safety work and community resources available to keep you safe.



PG&E Wildfire Safety Webinar

Amador, Calaveras, Madera, Mariposa, Merced and Tuolumne Counties

Thursday, April 4 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-664-9957 »](#)

Conference ID: 2513385

We encourage you to join and:

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Joshua Simes

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »

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Wildfire Safety Webinar: Butte, Sierra and Yuba Counties

Butte, Sierra and Yuba Counties


Wildfire Safety Webinar
Wednesday, April 10 | 5:30 - 6:30 p.m. [Join online »](#)

You can also join via phone by calling [888-469-3314](tel:888-469-3314)
Conference ID: 9643008

Join us to:

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Joe Wilson

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »



[Can't make it? View all webinar and event recordings »](#)

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Wildfire Safety Webinar: All Customers (4/16)

All Customers

Wildfire Safety Webinar
Tuesday, April 16 | 5:30 - 6:30 p.m.


[Join online »](#)

You can also join via phone by calling [800-369-1776](tel:800-369-1776)
Conference ID: 8077600

Join us to:

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Joshua Simes

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »



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Wildfire Safety Webinar: Tehama, Lassen and Shasta Counties

Tehama, Lassen and Shasta Counties

Wildfire Safety Webinar
Wednesday, April 24 | 5:30 - 6:30 p.m.


You can also join via phone by calling [888-324-7116](tel:888-324-7116)
Conference ID: 5954462

[Join online »](#)

Join us to:

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Joe Wilson

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »



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Quarter Two Regional Town Hall: South Bay & Central Coast Region

Join us for a virtual town hall to learn more about our work in your region, our Community Wildfire Safety Program and resources to keep you safe



**PG&E Virtual Town Hall
South Bay & Central Coast**

Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz Counties

Tuesday, May 7 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 877-601-4718 »](#)

Conference ID: 6972137

We'll share how we are working to reduce wildfire risk to help better serve you and your community. Attendees will have the opportunity to ask questions and connect with PG&E's regional leadership team, including Regional Vice President, Teresa Alvarado.

We encourage you to join and learn more about:

- Projects happening in your area
- Our Community Wildfire Safety Program
- Safety tips and resources available

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »

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Quarter Two Regional Town Hall: Bay Area Region

Join us for a virtual town hall to learn more about our work in your region, our Community Wildfire Safety Program and resources to keep you safe



**PG&E Virtual Town Hall
Bay Area**

Alameda, Contra Costa, San Francisco and San Mateo Counties

Tuesday, May 14 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 800-779-8412 »](#)

Conference ID: 4168149

We'll share how we are working to reduce wildfire risk to help better serve you and your community. Attendees will have the opportunity to ask questions and connect with PG&E's regional leadership team, including Regional Vice President, Jake Zigelman.

We encourage you to join and learn more about:

- Projects happening in your area
- Our Community Wildfire Safety Program
- Safety tips and resources available

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »

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Quarter Two Regional Town Hall: North Valley & Sierra Region

Join us for a virtual town hall to learn more about our work in your region, our Community Wildfire Safety Program and resources to keep you safe



**PG&E Virtual Town Hall
North Valley & Sierra**

Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo and Yuba Counties

Thursday, May 16 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 866-556-1099 »](#)

Conference ID: 4619935

We'll share how we are working to reduce wildfire risk to help better serve you and your community. Attendees will have the opportunity to ask questions and connect with PG&E's regional leadership team, including Regional Vice President, Joe Wilson.

We encourage you to join and learn more about:

- Projects happening in your area
- Our Community Wildfire Safety Program
- Safety tips and resources available

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »

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Quarter Two Regional Town Hall: North Coast Region

Join us for a virtual town hall to learn more about our work in your region, our Community Wildfire Safety Program and resources to keep you safe



**PG&E Virtual Town Hall
North Coast**

Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity Counties

Wednesday, May 29 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 888-282-0377 »](#)

Conference ID: 7793612

We'll share how we are working to reduce wildfire risk to help better serve you and your community. Attendees will have the opportunity to ask questions and connect with PG&E's regional leadership team, including Regional Vice President, Dave Canny.

We encourage you to join and learn more about:

- Projects happening in your area
- Our Community Wildfire Safety Program
- Safety tips and resources available

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »

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Quarter Two Regional Town Hall: Central Valley Region

Join us for a virtual town hall to learn more about our work in your region, our Community Wildfire Safety Program and resources to keep you safe



**PG&E Virtual Town Hall
Central Valley**

Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare and Tuolumne Counties

Tuesday, June 4 | 5:30 - 7 p.m.

[Join webinar »](#)

[Call 888-790-3253 »](#)

Conference ID: 5290749

We'll share how we are working to reduce wildfire risk to help better serve you and your community. Attendees will have the opportunity to ask questions and connect with PG&E's regional leadership team, including Regional Vice President, Joshua Simes.

We encourage you to join and learn more about:

- Projects happening in your area
- Our Community Wildfire Safety Program
- Safety tips and resources available

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »

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Wildfire Safety Webinar: Sonoma, Lake and Mendocino Counties

Sonoma, Lake and Mendocino Counties

Wildfire Safety Webinar
Wednesday, June 5 | 5:30 - 6:30 p.m.


[Join online »](#)

You can also join via phone by calling [888-469-0694](tel:888-469-0694)
Conference ID: 8434585

Join us to:

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Dave Canny

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »



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Wildfire Safety Webinar: Kern, Tulare and Fresno Counties

Kern, Tulare and Fresno Counties

Wildfire Safety Webinar
Thursday, June 13 | 5:30 - 6:30 p.m.


[Join online »](#)

You can also join via phone by calling [888-469-0694](tel:888-469-0694)
Conference ID: 8434585

Join us to:

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Joshua Simes

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »



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Wildfire Safety Webinar: Napa and Marin Counties

Napa and Marin Counties

Wildfire Safety Webinar
Wednesday, June 26 | 5:30 - 6:30 p.m.


[Join online »](#)

You can also join via phone by calling [888-469-0694](tel:888-469-0694)
Conference ID: 8434585

Join us to:

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Dave Canny

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »



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Open House: Boulder Creek

PG&E is hosting an Open House to answer your specific questions about wildfire safety outages and reliability improvements in your area.



Open House for Customers in Boulder Creek

Boulder Creek Fire Protection District
13230 Central Avenue
Boulder Creek, CA 95006

Thursday, June 27 | 6:30 – 8:30 p.m.

Dear neighbor,

We are inviting you to the Boulder Creek Open House to discuss the recent power outages you have experienced and the steps we are taking to improve your electrical reliability. You will have an opportunity to ask questions and share feedback with the local PG&E team. We hope you will be able to join us.

During the meeting we will share:

- Information about recent outages.
- How we are protecting you and your community from wildfires.
- Resources that are available to you.
- Updates on the work we are doing to minimize the impact of outages and strengthen our electric system.

Please join us to learn more, ask questions and provide feedback on our ongoing efforts.

Thank you,

Teresa Alvarado
Regional Vice President, South Bay & Central Coast
Pacific Gas and Electric Company

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Wildfire Safety Webinar: Access and Functional Needs (AFN) Customers (7/10)

AFN Customers

Wildfire Safety Webinar
Wednesday, July 10 | 5:30 - 6:30 p.m.


[Join online »](#)

You can also join via phone by calling [888-809-8968](tel:888-809-8968)
Conference ID: 1159014

Join us to:

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E team


For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »



[Can't make it? View all webinar and event recordings »](#)

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Open House: Coarsegold



Dear Valued Customer,

We are inviting you to a local Pacific Gas and Electric Company (PG&E) Answer Center on Tuesday, July 16, from 5:30-7 p.m. Join us at the Blue Heron Restaurant, located at 30250 Yosemite Springs Parkway, Coarsegold, CA 93614 to:

- Receive more information about your recent outages
- Learn about our safety efforts in your community
- Discover resources available to support you

The powerlines serving you are protected by enhanced Powerline Safety Settings. These settings quickly turn off power when a hazard is detected to prevent ignitions. Preventing ignitions stops wildfires before they start.

For questions, please visit pge.com/epss or call us at **1-866-743-6589**.

Thank you and have a safe day.

Pacific Gas and electric Company

Your email address is associated with an active PG&E customer account. PG&E is required to email safety and other regulatory mandated messages to customers. You can update your email address by logging on to your account at pge.com.

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For inquiries, please do not reply to this email. Submit feedback via [Contact Us](#).
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Wildfire Safety Webinar: Santa Cruz and San Luis Obispo Counties

Santa Cruz and San Luis Obispo Counties

Wildfire Safety Webinar
Wednesday, July 17 | 5:30 - 6:30 p.m.


You can also join via phone by calling [888-469-0694](tel:888-469-0694)
Conference ID: 8434585

[Join online »](#)

Join us to:

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Teresa Alvarado

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »



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Wildfire Safety Webinar: All Customers (7/24)

All Customers

Wildfire Safety Webinar
Wednesday, July 24 | 5:30 - 6:30 p.m.


You can also join via phone by calling [888-469-0694](tel:888-469-0694)
Conference ID: 8434585

[Join online »](#)

Join us to:

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Senior Vice President, Aaron Johnson

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »



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Wildfire Safety Webinar: Nevada, Solano and Yolo Counties

Nevada, Solano and Yolo Counties

Wildfire Safety Webinar
Wednesday, July 31 | 5:30 - 6:30 p.m.


You can also join via phone by calling [888-469-0694](tel:888-469-0694)
Conference ID: 8434585

[Join online »](#)

Join us to:

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Joe Wilson


For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »



[Can't make it? View all webinar and event recordings »](#)

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Open House: Phoenix Lake



Dear Valued Customer,

Pacific Gas and Electric Company invites you to stop by our Answer Center. This event will allow you to meet one-on-one with our Subject Matter Experts to discuss your recent power outages, the safety settings protecting your community and efforts PG&E is taking to improve electric reliability.

Tuesday, August 6
5:30 to 7:00 p.m.

Phoenix Lake Clubhouse: 21448 Paseo De Los Portles Road, Sonoma, CA 95370

The powerlines serving you are protected by Enhanced Powerline Safety Settings. These settings quickly turn off power when a hazard is detected to prevent ignitions. Preventing ignitions stops wildfires before they start. For questions, please visit pge.com/epss or call us at **1-866-743-6589**

Thank you and have a safe day,
Pacific Gas and Electric company

Your email address is associated with an active PG&E customer account. PG&E is required to email safety and other regulatory mandated messages to customers. You can update your email address by logging on to your account at pge.com.

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For inquiries, please do not reply to this email. Submit feedback via [Contact Us](#).
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Wildfire Safety Webinar: Access and Functional Needs (AFN) Customers (8/7)

AFN Customers

Wildfire Safety Webinar

Wednesday, August 7 | 5:30 - 6:30 p.m.

[Join online »](#)

You can also join via phone by calling [888-456-0343](tel:888-456-0343)
Conference ID: 3628399

Join us to:

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E team

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »



[Can't make it? View all webinar and event recordings »](#)

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Quarter Three Regional Town Hall: North Valley & Sierra Region

Join us for a virtual town hall to learn more about our work in your region, our Community Wildfire Safety Program and resources to keep you safe



**PG&E Virtual Town Hall
North Valley & Sierra**

Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo and Yuba Counties

Tuesday, August 13 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-809-8968 »](#)

Conference ID: 1159014

We'll share how we are working to reduce wildfire risk to help better serve you and your community. Attendees will have the opportunity to ask questions and connect with PG&E's regional leadership team, including Regional Vice President, Joe Wilson.

We encourage you to join and learn more about:

- Projects happening in your area
- Our Community Wildfire Safety Program
- Safety tips and resources available

Please reach out to webinars@pge.com if you need an ADA reasonable accommodation to attend this meeting.

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »

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Quarter Three Regional Town Hall: South Bay & Central Coast Region

Join us for a virtual town hall to learn more about our work in your region, our Community Wildfire Safety Program and resources to keep you safe



**PG&E Virtual Town Hall
South Bay & Central Coast**

Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz Counties

Monday, August 19 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-809-8968 »](#)

Conference ID: 1159014

We'll share how we are working to reduce wildfire risk to help better serve you and your community. Attendees will have the opportunity to ask questions and connect with PG&E's regional leadership team, including Regional Vice President, Teresa Alvarado.

We encourage you to join and learn more about:

- Projects happening in your area
- Our Community Wildfire Safety Program
- Safety tips and resources available

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Quarter Three Regional Town Hall: Central Valley Region

Join us for a virtual town hall to learn more about our work in your region, our Community Wildfire Safety Program and resources to keep you safe



**PG&E Virtual Town Hall
Central Valley**

Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare and Tuolumne Counties

Thursday, August 22 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-809-8968 »](tel:888-809-8968)

Conference ID: 1159014

We'll share how we are working to reduce wildfire risk to help better serve you and your community. Attendees will have the opportunity to ask questions and connect with PG&E's regional leadership team, including Regional Vice President, Joshua Simes.

We encourage you to join and learn more about:

- Projects happening in your area
- Our Community Wildfire Safety Program
- Safety tips and resources available

Please reach out to webinars@pge.com if you need an ADA reasonable accommodation to attend this meeting.

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »

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Quarter Three Regional Town Hall: North Coast Region

Join us for a virtual town hall to learn more about our work in your region, our Community Wildfire Safety Program and resources to keep you safe



**PG&E Virtual Town Hall
North Coast**

Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity Counties

Monday, August 26 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-809-8968 »](#)

Conference ID: 1159014

We'll share how we are working to reduce wildfire risk to help better serve you and your community. Attendees will have the opportunity to ask questions and connect with PG&E's regional leadership team, including Regional Vice President, Dave Canny.

We encourage you to join and learn more about:

- Projects happening in your area
- Our Community Wildfire Safety Program
- Safety tips and resources available

Please reach out to webinars@pge.com if you need an ADA reasonable accommodation to attend this meeting.

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »

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Quarter Three Regional Town Hall: Bay Area Region

Join us for a virtual town hall to learn more about our work in your region, our Community Wildfire Safety Program and resources to keep you safe



**PG&E Virtual Town Hall
Bay Area**

Alameda, Contra Costa, San Francisco and San Mateo Counties

Tuesday, August 27 | 5:30 - 6:30 p.m.

[Join webinar »](#)

[Call 888-809-8968 »](#)

Conference ID: 1159014

We'll share how we are working to reduce wildfire risk to help better serve you and your community. Attendees will have the opportunity to ask questions and connect with PG&E's regional leadership team, including Regional Vice President, Jake Zigelman.

We encourage you to join and learn more about:

- Projects happening in your area
- Our Community Wildfire Safety Program
- Safety tips and resources available

Please reach out to webinars@pge.com if you need an ADA reasonable accommodation to attend this meeting.

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »

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Wildfire Safety Webinar: Access and Functional Needs (AFN) Community Based Organizations (CBOs)

AFN CBO

Wildfire Safety Webinar
Thursday, August 29 | 5:30 - 6:30 p.m.


You can also join via phone by calling [888-323-5423](tel:888-323-5423)
Conference ID: 3631798

[Join online »](#)

Join us to:

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E team

For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »



[Can't make it? View all webinar and event recordings »](#)

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Wildfire Safety Webinar: All Customers (9/3)

All Customers


Wildfire Safety Webinar
Tuesday, September 3 | 5:30 - 6:30 p.m. [Join online »](#)

You can also join via phone by calling [888-469-0694](tel:888-469-0694)
Conference ID: 8434585

Join us to:

- Learn about our wildfire safety efforts and progress in your community
- Hear about resources available to support you
- Connect with your local PG&E leaders, including Regional Vice President, Jake Zigelman


For more information on how you and your family can plan for and stay safe during an emergency, please visit safetyactioncenter.pge.com »



[Can't make it? View all webinar and event recordings »](#)

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Open House: Morgan Hill



Dear Valued Customer,

Pacific Gas and Electric Company invites you stop by our open house. This event will allow you to meet one-on-one with our local subject matter experts to discuss the safety settings* protecting your community from wildfires and investments PG&E is making to improve electric reliability.

Tuesday, October 29
5:30 to 7:00 p.m.

Morgan Hill Community and Cultural Center
El Toro Room
17000 Monterey Road
Morgan Hill, CA 95037

Thank you and have a safe day,
Pacific Gas and Electric Company

*The powerlines serving you are protected by Enhanced Powerline Safety Settings. These settings quickly turn off power when a hazard is detected to prevent ignitions. Preventing ignitions stops wildfires before they start. For questions, please visit pge.com/epss or call us at 1-866-743-6589.

Your email address is associated with an active PG&E customer account. PG&E is required to email safety and other regulatory mandated messages to customers. You can update your email address by logging on to your account at pge.com.

pge.com | [Privacy](#) | [Disclosure](#)

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 300 Lakeside Dr. Oakland, CA 94612.
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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.

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Section 7 – APPENDIX B: Social Media Postings

Wildfire Safety Webinar: El Dorado and Placer Counties

INSTAGRAM POST:



PG&E

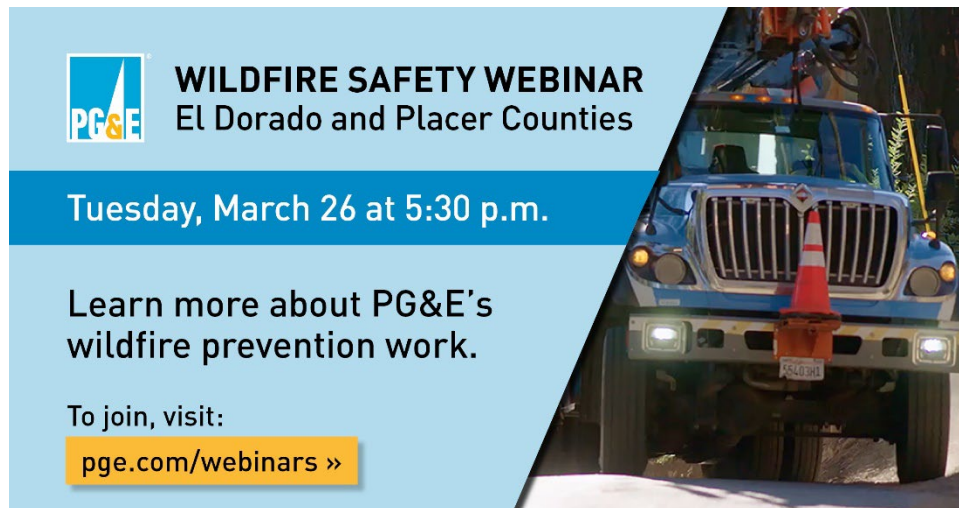
WILDFIRE SAFETY WEBINAR
El Dorado and Placer Counties

Tuesday, March 26 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit: pge.com/webinars »

FACEBOOK POST:



PG&E **WILDFIRE SAFETY WEBINAR**
El Dorado and Placer Counties

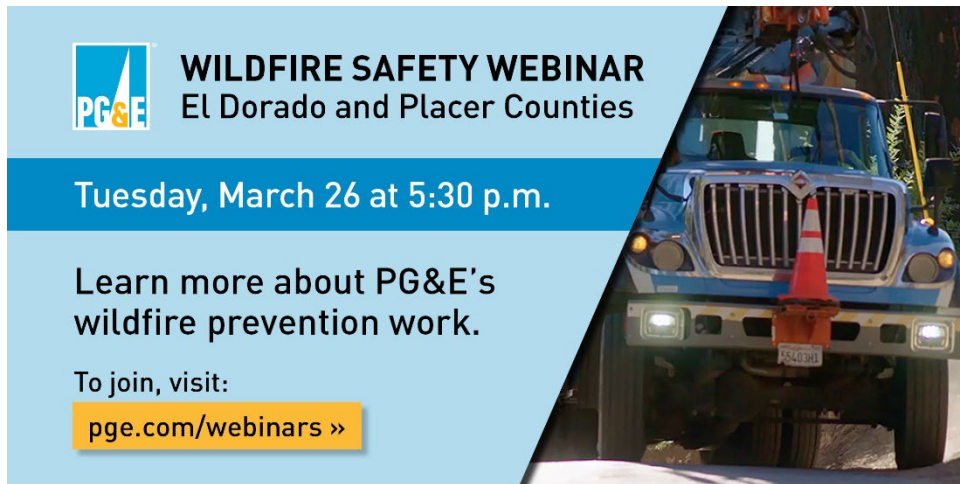
Tuesday, March 26 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.


To join, visit:
pge.com/webinars »

[Return to Table of Contents]

X (TWITTER) POST:



The graphic features a blue background on the left with white text and a yellow button, and a photograph of a blue utility truck with a traffic cone on the right. The truck is a heavy-duty model with a large grille and headlights, parked on a road. The background of the photo shows a wooded area.

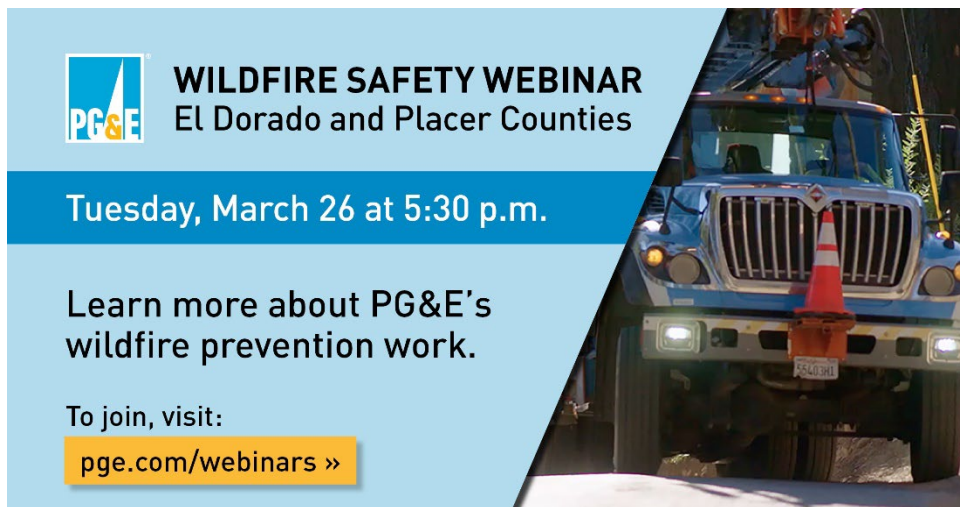
 **WILDFIRE SAFETY WEBINAR**
El Dorado and Placer Counties

Tuesday, March 26 at 5:30 p.m.


Learn more about PG&E's wildfire prevention work.

To join, visit:
pge.com/webinars »

NEXTDOOR POST:



The graphic is identical to the one above, featuring a blue background with white text and a yellow button on the left, and a photograph of a blue utility truck with a traffic cone on the right.

 **WILDFIRE SAFETY WEBINAR**
El Dorado and Placer Counties

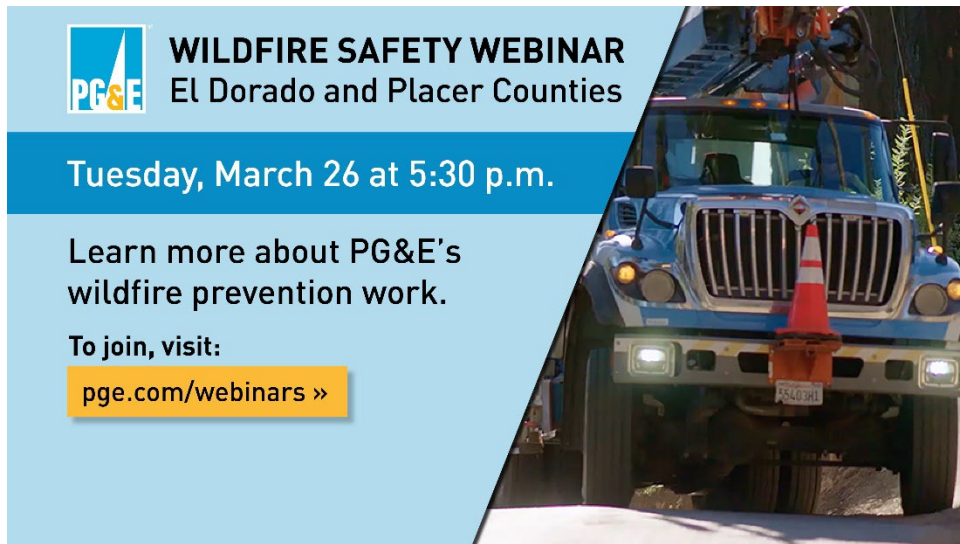
Tuesday, March 26 at 5:30 p.m.


Learn more about PG&E's wildfire prevention work.

To join, visit:
pge.com/webinars »

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BROADCAST GRAPHIC:

A broadcast graphic for a webinar. The left side has a light blue background with text. The right side features a photograph of a blue utility truck with a red and white traffic cone on its front bumper. The truck is parked on a road with trees in the background.

 **WILDFIRE SAFETY WEBINAR**
El Dorado and Placer Counties

Tuesday, March 26 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:

[pge.com/webinars >>](https://pge.com/webinars)

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Wildfire Safety Webinar: Amador, Calaveras, Madera, Mariposa, Merced and Tuolumne Counties

INSTAGRAM POST:



The Instagram post features a scenic landscape of a river flowing through a valley with tall, rocky mountains and dense evergreen forests. The PG&E logo is positioned in the top left corner. The text is centered and includes the title, location, date, and a call to action.

PG&E

WILDFIRE SAFETY WEBINAR
Amador, Calaveras, Madera, Mariposa, Merced,
Tuolumne and Fresno Counties

Thursday, April 4 at 5:30 p.m.

Learn more about PG&E's
wildfire prevention work.

To join, visit: pge.com/webinars »

FACEBOOK POST:



The Facebook post graphic is similar to the Instagram post but features a diagonal split. The left side is a light blue background with the PG&E logo and text, while the right side shows the same scenic landscape image.

PG&E

WILDFIRE SAFETY WEBINAR
Amador, Calaveras, Madera, Mariposa,
Merced, Tuolumne and Fresno Counties

Thursday, April 4 at 5:30 p.m.

Learn more about PG&E's
wildfire prevention work

To join, visit:
pge.com/webinars »

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X (TWITTER) POST:



The graphic features a light blue background on the left and a scenic photograph of a river with large rocks and mountains in the background on the right. The PG&E logo is in the top left corner. The text is arranged in a clean, professional layout.

PG&E **WILDFIRE SAFETY WEBINAR**
Amador, Calaveras, Madera, Mariposa,
Merced, Tuolumne and Fresno Counties

Thursday, April 4 at 5:30 p.m.

Learn more about PG&E's
wildfire prevention work.

To join, visit:
pge.com/webinars »

NEXTDOOR POST:



This graphic is identical to the one above, featuring the same layout, PG&E logo, and scenic background image.

PG&E **WILDFIRE SAFETY WEBINAR**
Amador, Calaveras, Madera, Mariposa,
Merced, Tuolumne and Fresno Counties

Thursday, April 4 at 5:30 p.m.

Learn more about PG&E's
wildfire prevention work

To join, visit:
pge.com/webinars »

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BROADCAST GRAPHIC:

PG&E **WILDFIRE SAFETY WEBINAR**
Amador, Calaveras, Madera, Mariposa,
Merced, Tuolumne and Fresno Counties

Thursday, April 4 at 5:30 p.m.

**Learn more about PG&E's
wildfire prevention work.**

To join, visit:
[pge.com/webinars >>](https://pge.com/webinars)

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Wildfire Safety Webinar: Butte, Sierra and Yuba Counties

INSTAGRAM POST:

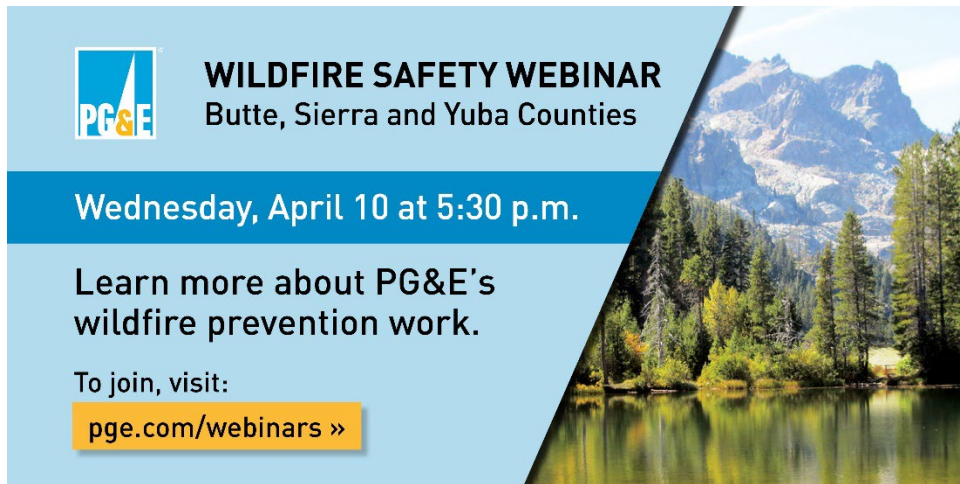


FACEBOOK POST:



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X (TWITTER) POST:



The graphic features a light blue background on the left and a scenic photograph of a lake with mountains and trees on the right. The PG&E logo is in the top left. The text reads: **WILDFIRE SAFETY WEBINAR**, Butte, Sierra and Yuba Counties, Wednesday, April 10 at 5:30 p.m., Learn more about PG&E's wildfire prevention work. To join, visit: pge.com/webinars »

NEXTDOOR POST:



The graphic features a light blue background on the left and a scenic photograph of a lake with mountains and trees on the right. The PG&E logo is in the top left. The text reads: **WILDFIRE SAFETY WEBINAR**, Butte, Sierra and Yuba Counties, Wednesday, April 10 at 5:30 p.m., Learn more about PG&E's wildfire prevention work. To join, visit: pge.com/webinars »

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BROADCAST GRAPHIC:

PG&E **WILDFIRE SAFETY WEBINAR**
Butte, Sierra and Yuba Counties

Wednesday, April 10 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:
pge.com/webinars »

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Wildfire Safety Webinar: All Customers (4/16)

INSTAGRAM POST:



The Instagram post features a background image of a blue utility truck with a crane-like attachment, parked on a dirt road in a forest. The truck has a red and white traffic cone on its front. In the top left corner, there is a small PG&E logo. The text is overlaid on a light blue background with a darker blue horizontal band.

WILDFIRE SAFETY WEBINAR
All Customers

Tuesday, April 16 @ 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit: pge.com/webinars »

FACEBOOK POST:



The Facebook post graphic is similar to the Instagram post but with a different layout. The PG&E logo is larger and positioned to the left of the title. The background image of the utility truck is partially visible on the right side.

WILDFIRE SAFETY WEBINAR
All Customers


Tuesday, April 16 @ 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:
pge.com/webinars »

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X (TWITTER) POST:

A promotional graphic for a webinar. On the right side, there is a photograph of a blue utility truck with a crane arm, parked on a dirt road in a wooded area. The truck has a traffic cone on its front. The left side of the graphic has a light blue background with white text. The PG&E logo is in the top left. The text reads: "WILDFIRE SAFETY WEBINAR All Customers", "Tuesday, April 16 @ 5:30 p.m.", "Learn more about PG&E's wildfire prevention work.", "To join, visit:", and a yellow button with the text "pge.com/webinars »".

 **WILDFIRE SAFETY WEBINAR**
All Customers

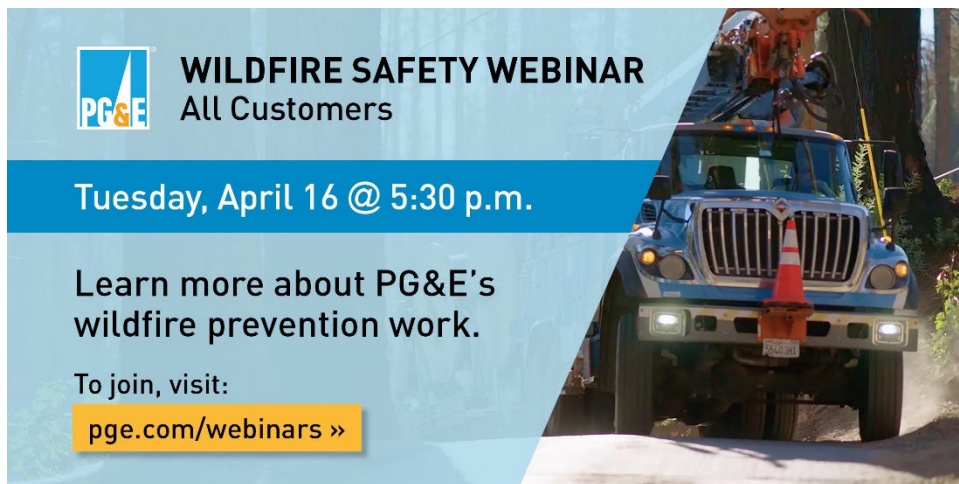
Tuesday, April 16 @ 5:30 p.m.


Learn more about PG&E's wildfire prevention work.

To join, visit:

[pge.com/webinars »](https://pge.com/webinars)

NEXTDOOR POST:

A promotional graphic for a webinar, identical to the one above. It features the same photograph of a blue utility truck on the right and the same text layout on the left, including the PG&E logo, webinar title, date and time, description, and a link to the registration page.

 **WILDFIRE SAFETY WEBINAR**
All Customers

Tuesday, April 16 @ 5:30 p.m.

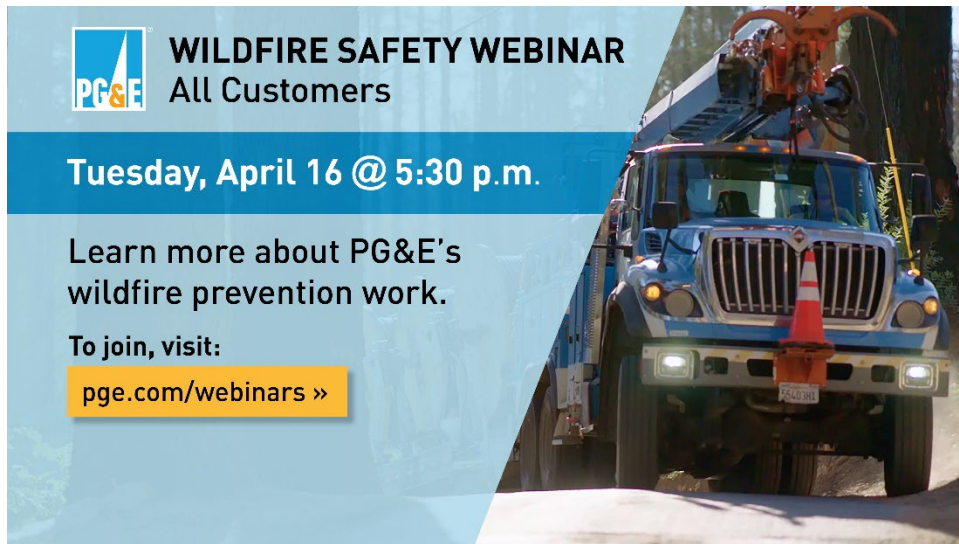
Learn more about PG&E's wildfire prevention work.


To join, visit:

[pge.com/webinars »](https://pge.com/webinars)

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BROADCAST GRAPHIC:

A promotional graphic for a webinar. The background is a photograph of a blue PG&E utility truck with a crane attachment, parked on a dirt road in a wooded area. The truck has a red and white traffic cone on the front. The graphic is overlaid with a semi-transparent blue box containing text and the PG&E logo. The text includes the webinar title, date and time, a description, and a call to action with a link.

 **WILDFIRE SAFETY WEBINAR**
All Customers

Tuesday, April 16 @ 5:30 p.m.


Learn more about PG&E's wildfire prevention work.

To join, visit:
[pge.com/webinars >>](https://pge.com/webinars)

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Wildfire Safety Webinar: Tehama, Lassen and Shasta Counties

INSTAGRAM POST:



The Instagram post features a scenic aerial view of a river winding through a lush, green valley with mountains in the background. The PG&E logo is positioned in the top left corner. The text is centered and reads: **WILDFIRE SAFETY WEBINAR**, Lassen, Shasta and Tehama Counties, Wednesday, April 24 at 5:30 p.m., Learn more about PG&E's wildfire prevention work. To join, visit: pge.com/webinars >>

FACEBOOK POST:



The Facebook post graphic is split diagonally. The top-left portion is light blue and contains the PG&E logo, the title **WILDFIRE SAFETY WEBINAR**, the subtitle Lassen, Shasta and Tehama Counties, the date and time Wednesday, April 24 at 5:30 p.m., the text Learn more about PG&E's wildfire prevention work, and the call to action To join, visit: pge.com/webinars >>. The bottom-right portion shows the same scenic river valley image as the Instagram post.

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X (TWITTER) POST:



The graphic features a light blue background on the left and a photograph of a river winding through a forested valley on the right. The PG&E logo is in the top left corner. The text is arranged in a clean, professional layout.

PG&E **WILDFIRE SAFETY WEBINAR**
Lassen, Shasta and Tehama Counties

Wednesday, April 24 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:
[pge.com/webinars »](https://pge.com/webinars)

NEXTDOOR POST:



This graphic is identical to the one above, featuring the same layout, PG&E logo, and background image of a river valley.

PG&E **WILDFIRE SAFETY WEBINAR**
Lassen, Shasta and Tehama Counties

Wednesday, April 24 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:
[pge.com/webinars »](https://pge.com/webinars)

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BROADCAST GRAPHIC:



The broadcast graphic features a light blue background on the left and a scenic photograph of a river valley with mountains in the distance on the right. The PG&E logo is positioned in the top left corner. The main title 'WILDFIRE SAFETY WEBINAR' is in bold black text, with the subtitle 'Lassen, Shasta and Tehama Counties' below it. A dark blue horizontal bar contains the date and time 'Wednesday, April 24 at 5:30 p.m.' in white text. Below this, the text 'Learn more about PG&E's wildfire prevention work.' is displayed. At the bottom left, the text 'To join, visit:' is followed by a yellow button containing the URL 'pge.com/webinars »'.

PG&E **WILDFIRE SAFETY WEBINAR**
Lassen, Shasta and Tehama Counties

Wednesday, April 24 at 5:30 p.m.

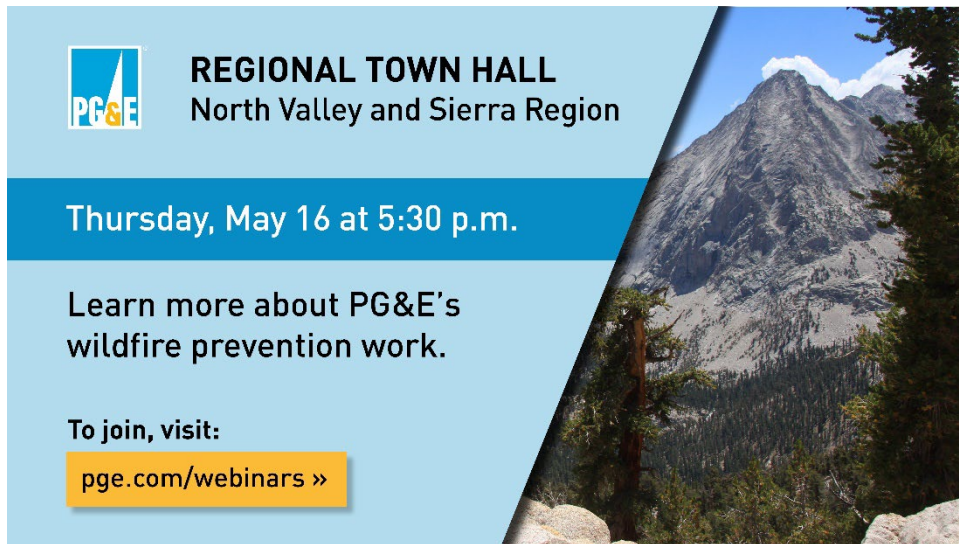
Learn more about PG&E's wildfire prevention work.


To join, visit:
[pge.com/webinars »](https://pge.com/webinars)

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Quarter Two Regional Town Hall: North Valley & Sierra Region

BROADCAST GRAPHIC:



 **REGIONAL TOWN HALL**
North Valley and Sierra Region

Thursday, May 16 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:
[pge.com/webinars >>](https://pge.com/webinars)

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Quarter Two Regional Town Hall: North Coast Region

BROADCAST GRAPHIC:

 **REGIONAL TOWN HALL**
North Coast Region

Wednesday, May 29 at 5:30 p.m.

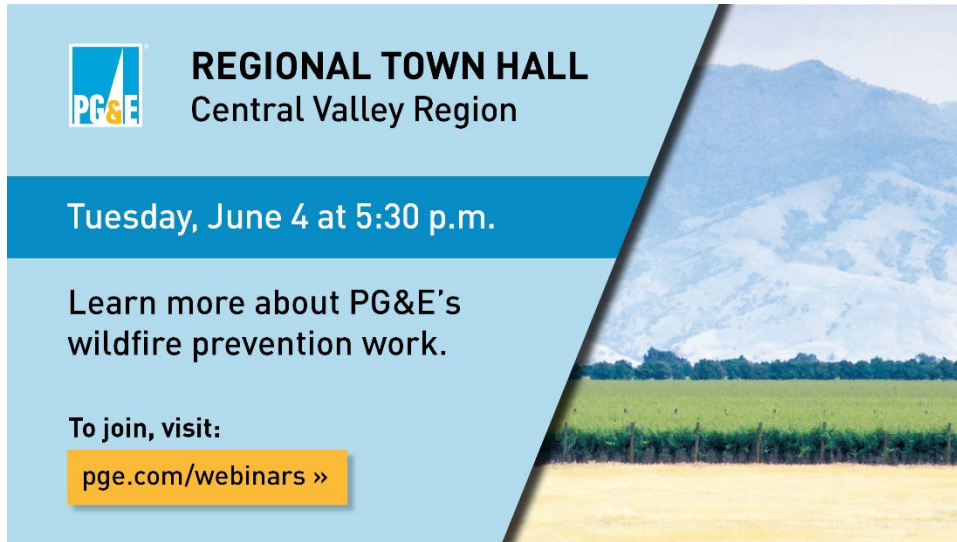
Learn more about PG&E's wildfire prevention work.

To join, visit:
[pge.com/webinars »](https://pge.com/webinars)

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Quarter Two Regional Town Hall: Central Valley Region

BROADCAST GRAPHIC:



REGIONAL TOWN HALL
Central Valley Region

Tuesday, June 4 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:
pge.com/webinars »

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Wildfire Safety Webinar: Sonoma, Lake and Mendocino Counties

INSTAGRAM POST:



The Instagram post features a landscape photograph of a vineyard in the foreground and rolling hills in the background. The hills are partially covered in green vegetation and partially in reddish-brown soil, suggesting a wildfire impact. The PG&E logo is in the top left corner. The text is centered on a light blue background with a dark blue horizontal bar for the date and time.

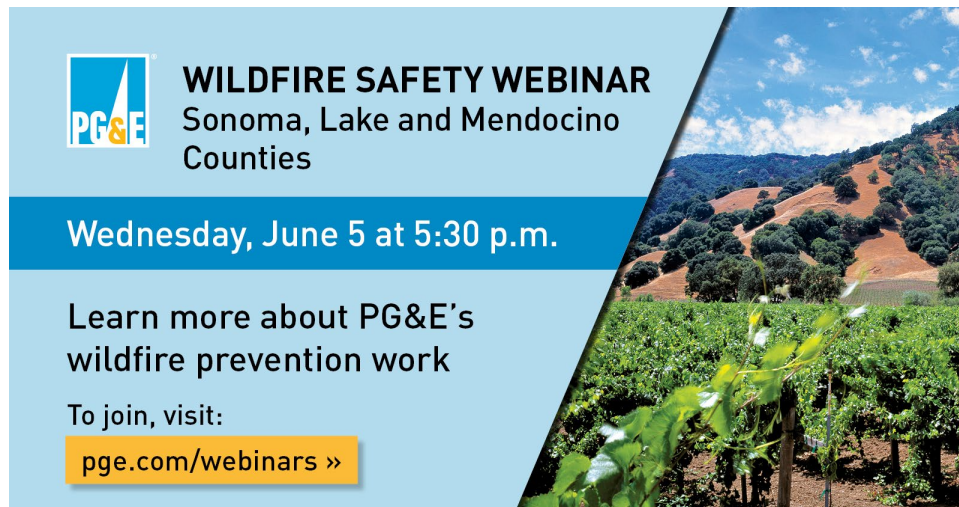
WILDFIRE SAFETY WEBINAR
Sonoma, Lake and Mendocino Counties

Wednesday, June 5 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit: pge.com/webinars »

FACEBOOK POST:



The Facebook post graphic is similar to the Instagram post but uses a diagonal split design. The left side is a light blue background with the PG&E logo and text, while the right side is a photograph of the same landscape as the Instagram post.

WILDFIRE SAFETY WEBINAR
Sonoma, Lake and Mendocino Counties

Wednesday, June 5 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work

To join, visit: pge.com/webinars »

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X (TWITTER) POST:



The graphic features a light blue background on the left and a photograph of a vineyard on a hillside on the right. The photograph shows rows of green grapevines in the foreground, with a hillside covered in dry, brownish vegetation and some green trees in the background under a blue sky with light clouds.

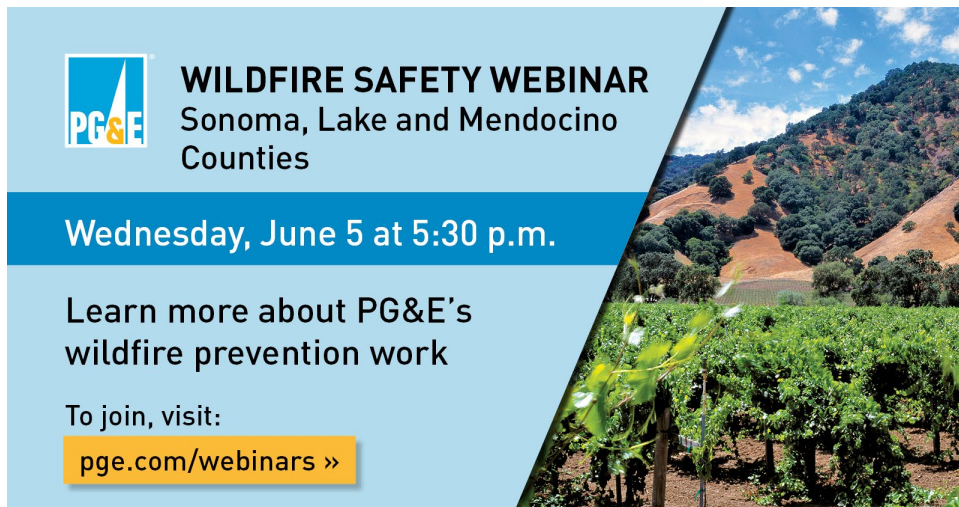
 **WILDFIRE SAFETY WEBINAR**
Sonoma, Lake and Mendocino
Counties

Wednesday, June 5 at 5:30 p.m.


Learn more about PG&E's
wildfire prevention work.

To join, visit:
pge.com/webinars »

NEXTDOOR POST:



The graphic features a light blue background on the left and a photograph of a vineyard on a hillside on the right. The photograph shows rows of green grapevines in the foreground, with a hillside covered in dry, brownish vegetation and some green trees in the background under a blue sky with light clouds.

 **WILDFIRE SAFETY WEBINAR**
Sonoma, Lake and Mendocino
Counties

Wednesday, June 5 at 5:30 p.m.

Learn more about PG&E's
wildfire prevention work

To join, visit:
pge.com/webinars »

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BROADCAST GRAPHIC:



The broadcast graphic features a light blue background on the left and a photograph of a vineyard on the right. The photograph shows rows of green grapevines in the foreground, with rolling hills in the background. Some hills are covered in green trees, while others are bare and brown, suggesting a wildfire impact. The sky is blue with scattered white clouds.

 **WILDFIRE SAFETY WEBINAR**
Sonoma, Lake and Mendocino
Counties

Wednesday, June 5 at 5:30 p.m.

Learn more about PG&E's
wildfire prevention work.

To join, visit:
pge.com/webinars »

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Wildfire Safety Webinar: Kern, Tulare and Fresno Counties

INSTAGRAM POST:



The Instagram post features a background image of a vast agricultural field with rows of green crops under a sunset sky. The PG&E logo is positioned in the top left corner. The text is arranged in horizontal bands: a light blue band with the title, a dark blue band with the date and time, and a light blue band with the description and link.

WILDFIRE SAFETY WEBINAR
Kern, Tulare and Fresno Counties

Thursday, June 13 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit: pge.com/webinars »

FACEBOOK POST:



The Facebook post graphic is similar to the Instagram post but features a diagonal split. The left side is a light blue background with the PG&E logo and text, while the right side shows the agricultural field background image.

WILDFIRE SAFETY WEBINAR
Kern, Tulare and Fresno Counties

Thursday, June 13 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work

To join, visit: pge.com/webinars »

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X (TWITTER) POST:



The graphic features a light blue background on the left and a photograph of a vineyard on the right. The text is arranged in a clean, modern layout. The PG&E logo is in the top left, followed by the webinar title and location. A dark blue horizontal bar contains the date and time. Below that, the main message and a call-to-action link are presented.

 **WILDFIRE SAFETY WEBINAR**
Kern, Tulare and Fresno
Counties

Thursday, June 13 at 5:30 p.m.

Learn more about PG&E's
wildfire prevention work.

To join, visit:
pge.com/webinars »

NEXTDOOR POST:



This graphic is identical to the one above, featuring the same layout, text, and imagery for the Wildfire Safety Webinar announcement.

 **WILDFIRE SAFETY WEBINAR**
Kern, Tulare and Fresno
Counties

Thursday, June 13 at 5:30 p.m.

Learn more about PG&E's
wildfire prevention work

To join, visit:
pge.com/webinars »

[\[Return to Table of Contents\]](#)

BROADCAST GRAPHIC:



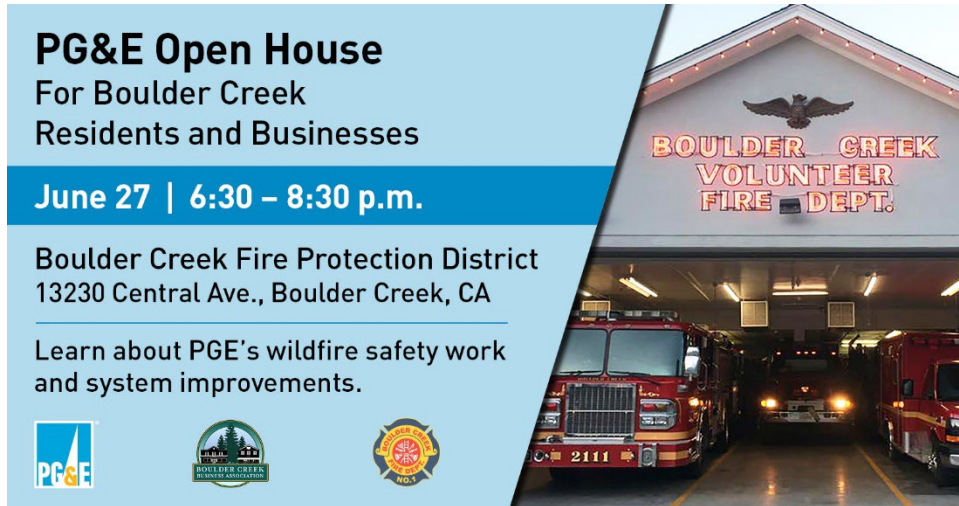
FACEBOOK AND INSTAGRAM STORY POST:



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Open House: Boulder Creek

NEXTDOOR POST:

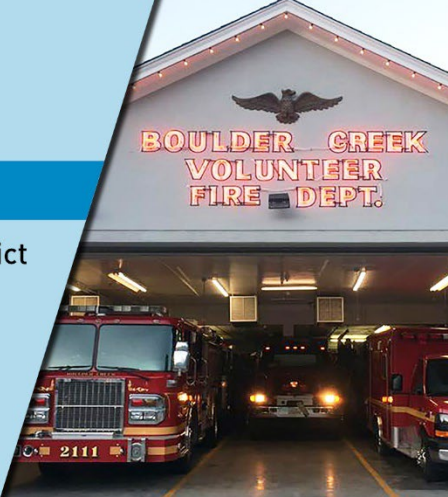





PG&E Open House
For Boulder Creek
Residents and Businesses

June 27 | 6:30 – 8:30 p.m.

Boulder Creek Fire Protection District
13230 Central Ave., Boulder Creek, CA

Learn about PGE's wildfire safety work
and system improvements.



COMMUNITY FLYER:



PG&E Open House
For Boulder Creek
Residents and Businesses

Please join us!

Learn how PG&E is improving the safety and reliability of the electric service in your community and meet with South Bay and Central Coast Regional Vice President, Teresa Alvarado, and PG&E experts.

Open House Topics:

- Electric Reliability
- Enhanced Powerline Safety Settings and Wildfire Mitigation
- Vegetation Management Program
- Customer Savings and Resources
- Public Safety Partnerships

Event Details:

DATE: June 27, 2024

TIME: 6:30 - 8:30 p.m.

LOCATION:
Boulder Creek Fire Protection District
13230 Central Ave,
Boulder Creek, CA

This is a free event.
Some food and beverages will be available.




If you would like to request accommodations, please contact jeremy.howard@pge.com for accessibility resources prior to the event.

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Wildfire Safety Webinar: Napa and Marin Counties

INSTAGRAM POST:



The graphic features a scenic landscape of rolling hills with a misty atmosphere. The PG&E logo is positioned in the top left corner. The text is arranged in a structured layout with a light blue background for the main content and a darker blue bar for the date.

WILDFIRE SAFETY WEBINAR
Napa and Marin Counties

Wednesday, June 26 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit: pge.com/webinars »

FACEBOOK POST:



The graphic is similar to the Instagram post but includes a diagonal split on the right side, showing a different view of the hazy landscape. The text is placed on the light blue background.

WILDFIRE SAFETY WEBINAR
Napa and Marin Counties

Wednesday, June 26 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work

To join, visit:
pge.com/webinars »

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X (TWITTER) POST:



The graphic features a light blue background on the left and a landscape photograph of rolling hills with mist on the right. The PG&E logo is in the top left. The text is as follows:

WILDFIRE SAFETY WEBINAR
Napa and Marin Counties

Wednesday, June 26 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:
pge.com/webinars »

NEXTDOOR POST:



The graphic features a light blue background on the left and a landscape photograph of rolling hills with mist on the right. The PG&E logo is in the top left. The text is as follows:

WILDFIRE SAFETY WEBINAR
Napa and Marin Counties

Wednesday, June 26 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work

To join, visit:
pge.com/webinars »

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BROADCAST GRAPHIC:

PG&E **WILDFIRE SAFETY WEBINAR**
Napa and Marin Counties

Wednesday, June 26 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:
[pge.com/webinars >>](https://pge.com/webinars)

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Wildfire Safety Webinar: Santa Cruz and San Luis Obispo Counties

INSTAGRAM POST:



The Instagram post features a scenic aerial view of a coastal town with a blue ocean and mountains in the background. A PG&E logo is in the top left corner. The text is arranged in horizontal bands: a light blue band with the title, a dark blue band with the date, and a light blue band with the description and link.


WILDFIRE SAFETY WEBINAR
Santa Cruz and San Luis Obispo Counties

Wednesday, July 17 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit: pge.com/webinars »

FACEBOOK POST:



The Facebook post graphic is similar to the Instagram post but includes a diagonal split on the right side showing a closer view of the coastline. The text is arranged in horizontal bands: a light blue band with the title, a dark blue band with the date, and a light blue band with the description and link.

WILDFIRE SAFETY WEBINAR
Santa Cruz and San Luis Obispo Counties

Wednesday, July 17 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work

To join, visit: pge.com/webinars »

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X (TWITTER) POST:



The graphic features a light blue background on the left and a photograph of a coastal town on the right. The photograph shows a residential area with houses and palm trees, situated on a cliffside overlooking a blue ocean with white waves. In the distance, mountains are visible under a clear sky.

 **WILDFIRE SAFETY WEBINAR**
Santa Cruz and
San Luis Obispo Counties

Wednesday, July 17 at 5:30 p.m.

Learn more about PG&E's
wildfire prevention work.

To join, visit:
pge.com/webinars »

NEXTDOOR POST:



The graphic features a light blue background on the left and a photograph of a coastal town on the right. The photograph shows a residential area with houses and palm trees, situated on a cliffside overlooking a blue ocean with white waves. In the distance, mountains are visible under a clear sky.

 **WILDFIRE SAFETY WEBINAR**
Santa Cruz and
San Luis Obispo Counties

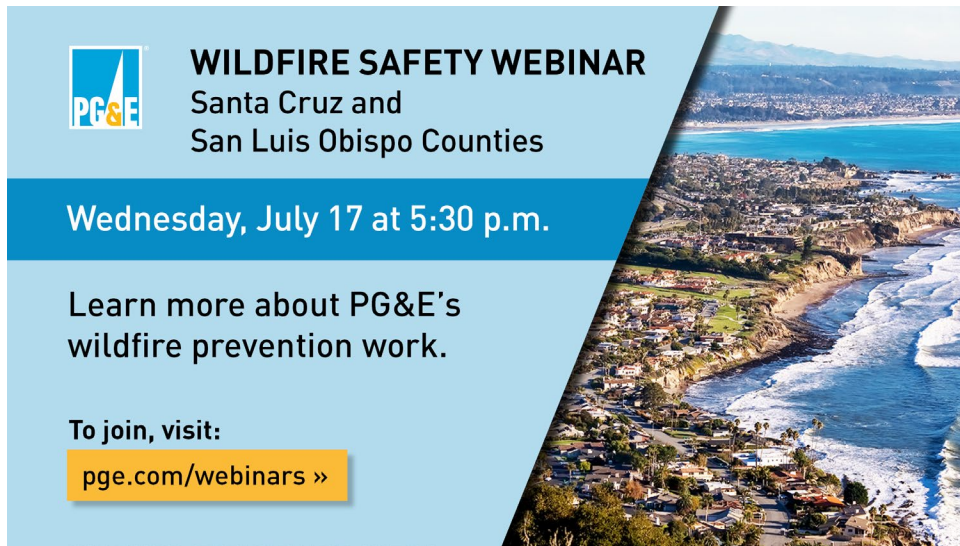
Wednesday, July 17 at 5:30 p.m.

Learn more about PG&E's
wildfire prevention work


To join, visit:
pge.com/webinars »

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BROADCAST GRAPHIC:



The broadcast graphic features a light blue background on the left and a photograph of a coastal town on the right. The photograph shows a residential area with houses and palm trees, situated on a cliffside overlooking the ocean. The sky is clear and blue, and the water is a vibrant turquoise color. The town is built on a slope, with some buildings appearing to be on a cliff edge. The overall scene is bright and sunny, suggesting a clear day.

 **WILDFIRE SAFETY WEBINAR**
Santa Cruz and
San Luis Obispo Counties

Wednesday, July 17 at 5:30 p.m.

Learn more about PG&E's
wildfire prevention work.

To join, visit:
pge.com/webinars »

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Wildfire Safety Webinar: All Customers (7/24)

INSTAGRAM POST:



The Instagram post features a background image of a blue utility truck with a crane attachment driving on a dirt road through a forest. The PG&E logo is in the top left corner. The text is centered and reads: **WILDFIRE SAFETY WEBINAR**, All Customers, Wednesday, July 24 @ 5:30 p.m., Learn more about PG&E's wildfire prevention work. To join, visit: pge.com/webinars >>

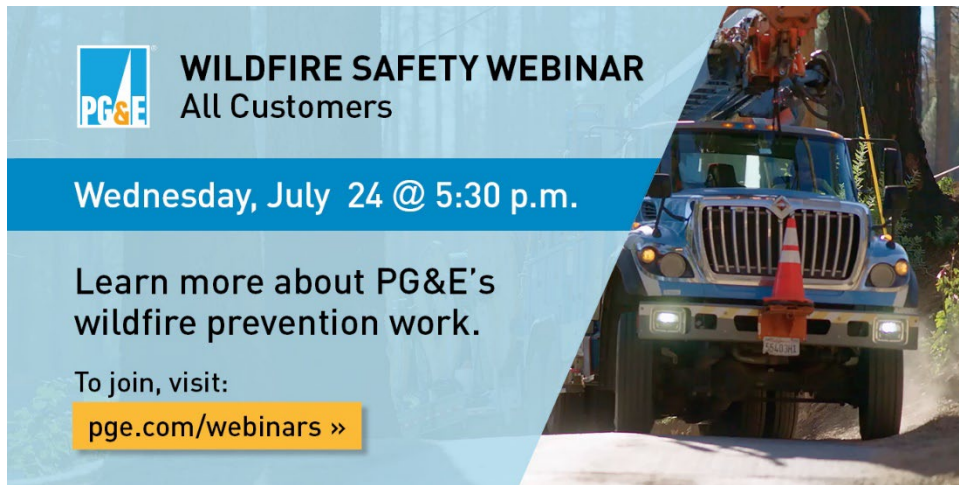
FACEBOOK POST:



The Facebook post features a background image of a blue utility truck with a crane attachment driving on a dirt road through a forest. The PG&E logo is in the top left corner. The text is centered and reads: **WILDFIRE SAFETY WEBINAR**, All Customers, Wednesday, July 24 @ 5:30 p.m., Learn more about PG&E's wildfire prevention work. To join, visit: pge.com/webinars >>

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X (TWITTER) POST:



The graphic features a blue background on the left with the PG&E logo and text, and a photograph of a blue utility truck on the right. The truck is equipped with a crane and a traffic cone on its front. The text is overlaid on the blue background.

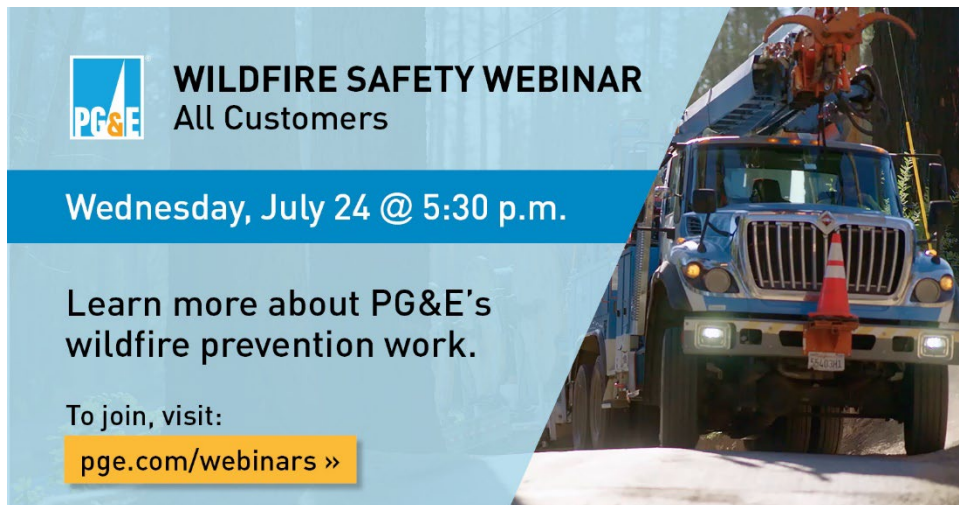
PG&E **WILDFIRE SAFETY WEBINAR**
All Customers

Wednesday, July 24 @ 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:
pge.com/webinars »

NEXTDOOR POST:



The graphic is identical to the Twitter post, featuring a blue background with the PG&E logo and text, and a photograph of a blue utility truck on the right. The text is overlaid on the blue background.

PG&E **WILDFIRE SAFETY WEBINAR**
All Customers

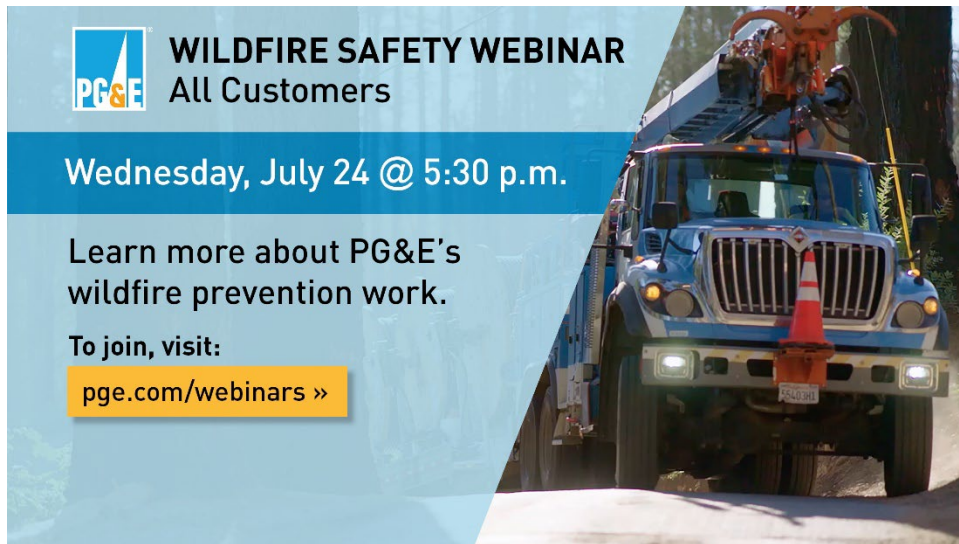
Wednesday, July 24 @ 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:
pge.com/webinars »

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BROADCAST GRAPHIC:



PG&E **WILDFIRE SAFETY WEBINAR**
All Customers

Wednesday, July 24 @ 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

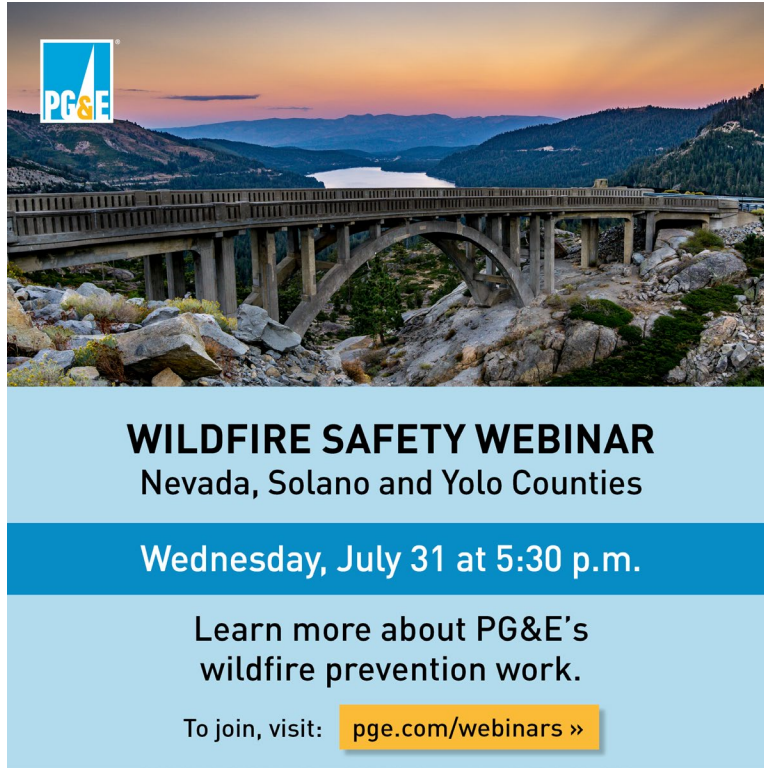
To join, visit:
[pge.com/webinars >>](https://pge.com/webinars)

The graphic features a blue utility truck with a crane arm, parked on a road. The truck has a red and white traffic cone on the front. The background is a blurred forest scene.

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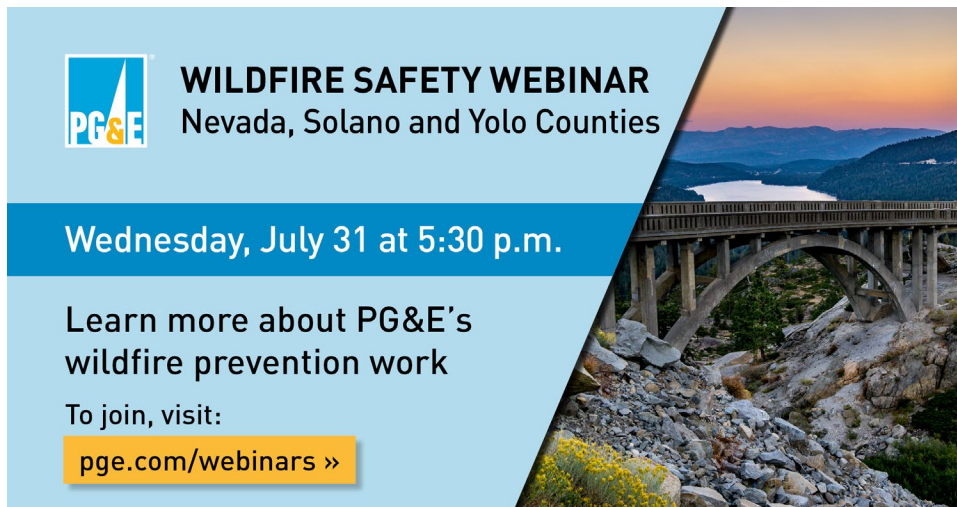
Wildfire Safety Webinar: Nevada, Solano and Yolo Counties

INSTAGRAM POST:



The Instagram post features a scenic landscape with a stone arch bridge over a river, set against a sunset sky. The PG&E logo is in the top left corner. The text is centered and reads: **WILDFIRE SAFETY WEBINAR**, Nevada, Solano and Yolo Counties, Wednesday, July 31 at 5:30 p.m., Learn more about PG&E's wildfire prevention work. To join, visit: pge.com/webinars >>

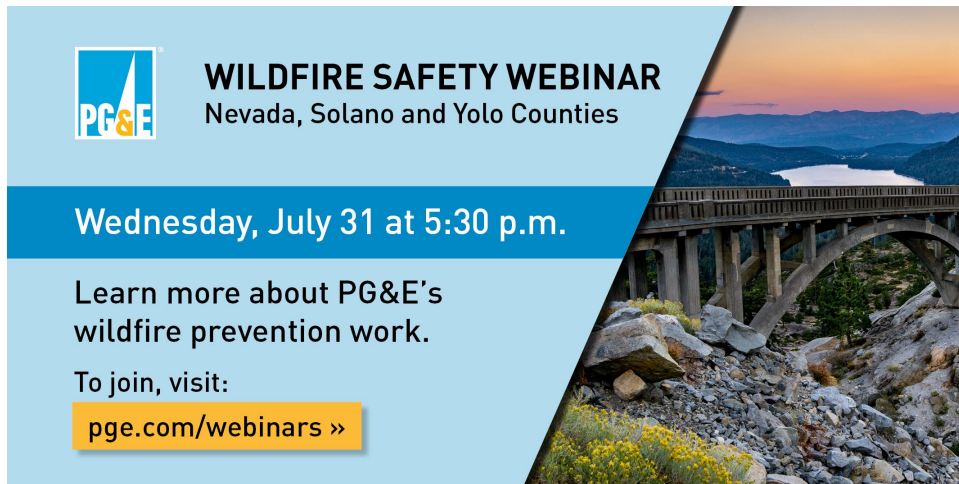
FACEBOOK POST:



The Facebook post graphic is similar to the Instagram post but with a diagonal split. The left side is light blue with the PG&E logo and text: **WILDFIRE SAFETY WEBINAR**, Nevada, Solano and Yolo Counties, Wednesday, July 31 at 5:30 p.m., Learn more about PG&E's wildfire prevention work. To join, visit: pge.com/webinars >>. The right side shows the same scenic landscape as the Instagram post.

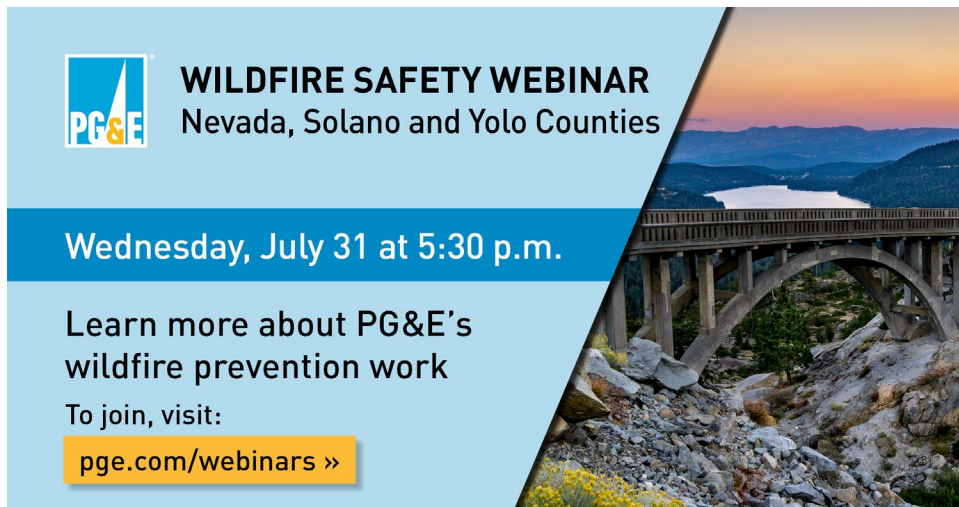
[\[Return to Table of Contents\]](#)

X (TWITTER) POST:



The graphic features a light blue background on the left and a photograph of a stone arch bridge over a lake at sunset on the right. The PG&E logo is in the top left. The text reads: **WILDFIRE SAFETY WEBINAR**, Nevada, Solano and Yolo Counties, **Wednesday, July 31 at 5:30 p.m.**, Learn more about PG&E's wildfire prevention work. To join, visit: [pge.com/webinars >>](https://pge.com/webinars)

NEXTDOOR POST:



The graphic features a light blue background on the left and a photograph of a stone arch bridge over a lake at sunset on the right. The PG&E logo is in the top left. The text reads: **WILDFIRE SAFETY WEBINAR**, Nevada, Solano and Yolo Counties, **Wednesday, July 31 at 5:30 p.m.**, Learn more about PG&E's wildfire prevention work. To join, visit: [pge.com/webinars >>](https://pge.com/webinars)

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BROADCAST GRAPHIC:

PG&E **WILDFIRE SAFETY WEBINAR**
Nevada, Solano and Yolo Counties

Wednesday, July 31 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:
[pge.com/webinars >>](https://pge.com/webinars)

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Quarter Three Regional Town Hall: North Valley & Sierra Region

BROADCAST GRAPHIC:

PG&E **REGIONAL TOWN HALL**
North Valley & Sierra Region

Tuesday, August 13 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:
[pge.com/webinars >>](https://pge.com/webinars)

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Quarter Three Regional Town Hall: South Bay & Central Coast Region

BROADCAST GRAPHIC:



 **REGIONAL TOWN HALL**
South Bay and Central Coast Region

Monday, August 19 at 5:30 p.m.

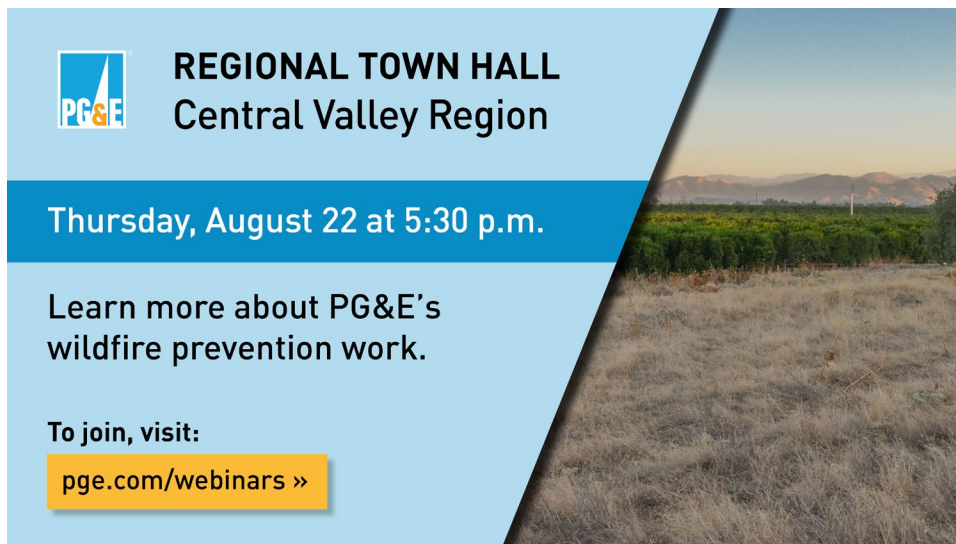
Learn more about PG&E's wildfire prevention work.

To join, visit:
[pge.com/webinars >>](https://pge.com/webinars)

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Quarter Three Regional Town Hall: Central Valley Region

BROADCAST GRAPHIC:



REGIONAL TOWN HALL
Central Valley Region

Thursday, August 22 at 5:30 p.m.


Learn more about PG&E's wildfire prevention work.

To join, visit:
[pge.com/webinars >>](https://pge.com/webinars)

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Quarter Three Regional Town Hall: North Coast Region

BROADCAST GRAPHIC:



REGIONAL TOWN HALL
North Coast Region

Monday, August 26 at 5:30 p.m.

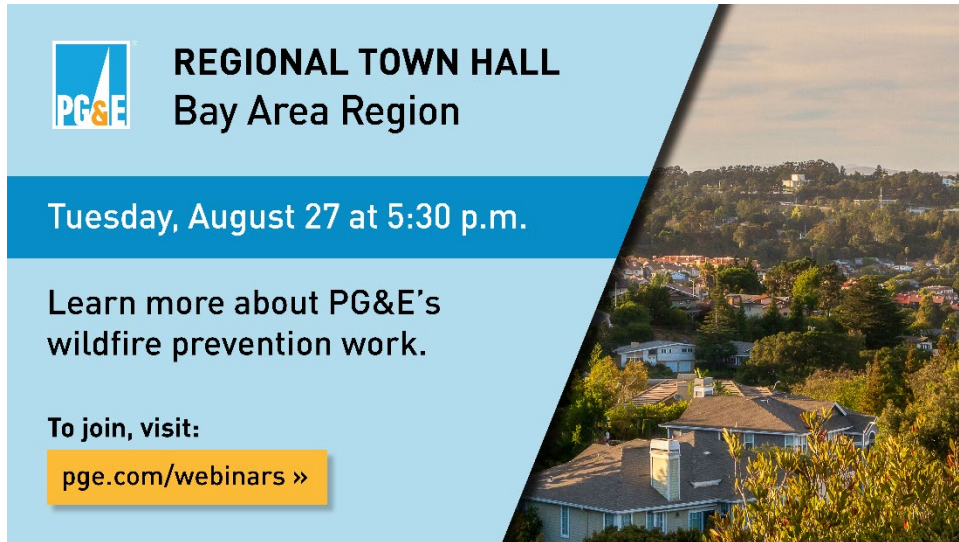
Learn more about PG&E's wildfire prevention work.

To join, visit:
pge.com/webinars »

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Quarter Three Regional Town Hall: Bay Area Region

BROADCAST GRAPHIC:



REGIONAL TOWN HALL
Bay Area Region

Tuesday, August 27 at 5:30 p.m.

Learn more about PG&E's
wildfire prevention work.

To join, visit:
[pge.com/webinars >>](https://pge.com/webinars)

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Wildfire Safety Webinar: All Customers (9/3)

INSTAGRAM POST:



The Instagram post features a background image of a blue utility truck with a crane attachment driving on a dirt road through a forest. The PG&E logo is in the top left corner. The text is centered and reads: **WILDFIRE SAFETY WEBINAR**, All Customers, Tuesday, September 3 at 5:30 p.m., Learn more about PG&E's wildfire prevention work. To join, visit: pge.com/webinars »

FACEBOOK POST:



The Facebook post features a background image of a blue utility truck with a crane attachment driving on a dirt road through a forest. The PG&E logo is in the top left corner. The text is centered and reads: **WILDFIRE SAFETY WEBINAR**, All Customers, Tuesday, September 3 at 5:30 p.m., Learn more about PG&E's wildfire prevention work. To join, visit: pge.com/webinars »

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X (TWITTER) POST:



The graphic features a blue background on the left with the PG&E logo and text, and a photograph of a blue utility truck on the right. The truck is equipped with a crane and a traffic cone on its front. The text is as follows:

PG&E **WILDFIRE SAFETY WEBINAR**
All Customers

Tuesday, September 3 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:
[pge.com/webinars >>](https://pge.com/webinars)

NEXTDOOR POST:



The graphic is identical to the one above, featuring a blue background on the left with the PG&E logo and text, and a photograph of a blue utility truck on the right. The text is as follows:

PG&E **WILDFIRE SAFETY WEBINAR**
All Customers

Tuesday, September 3 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:
[pge.com/webinars >>](https://pge.com/webinars)

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BROADCAST GRAPHIC:



PG&E **WILDFIRE SAFETY WEBINAR**
All Customers

Tuesday, September 3 at 5:30 p.m.

Learn more about PG&E's wildfire prevention work.

To join, visit:
pge.com/webinars »

The graphic features a blue utility truck with a crane arm, parked on a dirt road. The truck has a red and white traffic cone on the front. The background is a blurred forest scene.

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Section 8 – APPENDIX C: Media Advisories

Wildfire Safety Webinar: El Dorado and Placer Counties

PG&E Invites Customers in El Dorado and Placer Counties to a Webinar on Wildfire Prevention Work and Safety Resources for 2024

At March 26, 2024 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites customers in El Dorado and Placer counties to a virtual town hall to share more about what we are doing to reduce wildfire risk and make our system safer.

On Tuesday, March 26, from 5:30 to 7:00p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Joe Wilson

The event can be accessed through the below link, by phone or through PG&E’s website, pge.com/webinars.

Counties	Date	Time	Link and Dial-In
El Dorado and Placer	Tuesday, March 26, 2024	5:30 – 7:00p.m.	Link: https://bit.ly/3SYwHhP Or Dial-In: 888-323-9694 Conference ID: 7169969

American Sign Language interpretation will be available, along with dial-in numbers for those who aren’t able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit pge.com/webinars.

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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Wildfire Safety Webinar: Amador, Calaveras, Madera, Mariposa, Merced and Tuolumne Counties

PG&E Invites Customers in Amador, Calaveras, Madera, Mariposa, Merced and Tuolumne Counties to a Webinar on Wildfire Prevention Work and Safety Resources for 2024

At April 4, 2024 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites customers in Amador, Calaveras, Madera, Mariposa, Merced and Tuolumne counties to a virtual town hall to share more about what we are doing to reduce wildfire risk and make our system safer.

On Thursday, April 4 from 5:30 to 6:30p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Josh Simes

The event can be accessed through the below link, by phone or through PG&E’s website, pge.com/webinars.

Counties	Date	Time	Link and Dial-In
Amador, Calaveras, Madera, Mariposa, Merced and Tuolumne	Thursday, April 4, 2024	5:30 – 6:30p.m.	Link: https://bit.ly/3wS1Cot Or Dial-In: 888-664-9957 Conference ID: 2513385

American Sign Language interpretation will be available, along with dial-in numbers for those who aren’t able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit pge.com/webinars.

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About PG&E

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Wildfire Safety Webinar: Butte, Sierra and Yuba Counties

PG&E Invites Customers in Butte, Sierra and Yuba Counties to a Webinar on Wildfire Prevention Work and Safety Resources for 2024

At April 10, 2024 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites customers in Butte, Sierra and Yuba counties to a virtual webinar to share more about what we are doing to reduce wildfire risk and make our system safer.

On Wednesday, April 10 from 5:30 to 6:30p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Joe Wilson

The event can be accessed through the below link, by phone or through PG&E’s website, pge.com/webinars.

Counties	Date	Time	Link and Dial-In
Butte, Sierra and Yuba	Thursday, April 10, 2024	5:30 – 6:30p.m.	Link: https://bit.ly/4a0h6Fm Or Dial-In: 888-469-3314 Conference ID: 9643008

American Sign Language interpretation will be available, along with dial-in numbers for those who aren’t able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit pge.com/webinars.

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

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Wildfire Safety Webinar: All Customers (4/16)

PG&E Invites All Customers to a Webinar on Wildfire Prevention Work and Safety Resources for 2024

At April 16, 2024 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites customers to a virtual webinar to share more about what we are doing to reduce wildfire risk and make our system safer.

On Tuesday, April 16 from 5:30 to 6:30p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with PG&E leadership

The event can be accessed through the below link, by phone or through PG&E’s website, pge.com/webinars.

Counties	Date	Time	Link and Dial-In
All Customers	Tuesday, April 16, 2024	5:30 – 6:30p.m.	Link: https://bit.ly/3T7Gy4X Or Dial-In: 800-369-1776 Conference ID: 8077600

American Sign Language interpretation will be available, along with dial-in numbers for those who aren’t able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit pge.com/webinars.

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

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Wildfire Safety Webinar: Tehama, Lassen and Shasta Counties

PG&E Invites Customers in Tehama, Lassen and Shasta Counties to a Webinar on Wildfire Prevention Work and Safety Resources for 2024

At April 24, 2024 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites customers in Tehama, Lassen and Shasta counties to a virtual webinar to share more about what we are doing to reduce wildfire risk and make our system safer.

On Wednesday, April 24 from 5:30 to 6:30p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Joe Wilson

The event can be accessed through the below link, by phone or through PG&E’s website, pge.com/webinars.

Counties	Date	Time	Link and Dial-In
Tehama, Lassen and Shasta	Wednesday, April 24, 2024	5:30 – 6:30p.m.	Link: https://bit.ly/3PesBBg Or Dial-In: 888-324-7116 Conference ID: 5954462

American Sign Language interpretation will be available, along with dial-in numbers for those who aren’t able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit pge.com/webinars.

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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Quarter Two Regional Town Hall: South Bay & Central Coast Region



Marketing & Communications | 415.973.5930 | www.pge.com

PG&E Invites South Bay & Central Coast Customers to a Town Hall for Regional Updates, Wildfire Safety Program Updates and Customer Resources

At May 7 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites South Bay & Central Coast customers to a virtual town hall to learn more about work in your region, wildfire safety updates and resources to keep you safe.

On Tuesday, May 7 from 5:30 to 7 p.m., PG&E experts, including Regional Vice President Teresa Alvarado, will provide a brief presentation during which participants will have the opportunity to ask questions.

The event can be accessed through the link or phone dial-in information listed below, or by visiting PG&E's website, pge.com/webinars.

Region	Counties	Date	Time	Link and Dial-In
South Bay & Central Coast	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz	Tuesday, May 7, 2024	5:30 – 7:00 p.m.	Link: https://bit.ly/3U9cQjo or Dial-in: 877-601-4718 Conference ID: 6972137

American Sign Language interpretation will be available. For the full webinar events schedule, additional information on how to join and to view past event recordings and presentation materials, visit pge.com/webinars.

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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Quarter Two Regional Town Hall: Bay Area Region



Marketing & Communications | 415.973.5930 | www.pge.com

PG&E Invites Bay Area Customers to a Town Hall for Regional Updates, Wildfire Safety Program Updates and Customer Resources

At May 14 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites Bay Area customers to a virtual town hall to learn more about work in your region, wildfire safety updates and resources to keep you safe.

On Tuesday, May 14 from 5:30 to 7 p.m., PG&E experts, including Regional Vice President Jake Zigelman, will provide a brief presentation during which participants will have the opportunity to ask questions.

The event can be accessed through the link or phone dial-in information listed below, or by visiting PG&E's website, pge.com/webinars.

Region	Counties	Date	Time	Link and Dial-In
Bay Area	Alameda, Contra Costa, San Francisco and San Mateo	May 14, 2024	5:30 – 7 p.m.	Link: https://bit.ly/4azuT6l or Dial-in: 800-779-8412 Conference ID: 4168149

American Sign Language interpretation will be available. For the full webinar events schedule, additional information on how to join and to view past event recordings and presentation materials, visit pge.com/webinars.

About PG&E

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Quarter Two Regional Town Hall: North Valley & Sierra Region



Marketing & Communications | 415.973.5930 | www.pge.com

PG&E Invites North Valley & Sierra Customers to a Town Hall for Regional Updates, Wildfire Safety Program Updates and Customer Resources

At May 16 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites North Valley & Sierra customers to a virtual town hall to learn more about work in your region, wildfire safety updates and resources to keep you safe.

On Thursday, May 16 from 5:30 to 7 p.m., PG&E experts, including Regional Vice President Joe Wilson, will provide a brief presentation during which participants will have the opportunity to ask questions.

The event can be accessed through the link or phone dial-in information listed below, or by visiting PG&E’s website, pge.com/webinars.

Region	Counties	Date	Time	Link and Dial-In
North Valley & Sierra	Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo, Yuba	Thursday, May 16, 2024	5:30 – 7 p.m.	Link: https://bit.ly/3xsD4Tw or Dial-in: 866-556-1099 Conference ID: 4619935

American Sign Language interpretation will be available. For the full webinar events schedule, additional information on how to join and to view past event recordings and presentation materials, visit pge.com/webinars.

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Quarter Two Regional Town Hall: North Coast Region



Marketing & Communications | 415.973.5930 | www.pge.com

PG&E Invites North Coast Customers to a Town Hall for Regional Updates, Wildfire Safety Program Updates and Customer Resources

At May 29 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites North Coast customers to a virtual town hall to learn more about work in your region, wildfire safety updates and resources to keep you safe.

On Wednesday, May 29 from 5:30 to 7 p.m., PG&E experts, including Regional Vice President Dave Canny, will provide a brief presentation during which participants will have the opportunity to ask questions.

The event can be accessed through the link or phone dial-in information listed below, or by visiting PG&E's website, pge.com/webinars.

Region	Counties	Date	Time	Link and Dial-In
North Coast	Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity	Wednesday, May 29, 2024	5:30 – 7 p.m.	Link: https://bit.ly/43S0fmd or Dial-in: 888-282-0377 Conference ID: 7793612

American Sign Language interpretation will be available. For the full webinar events schedule, additional information on how to join and to view past event recordings and presentation materials, visit pge.com/webinars.

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Quarter Two Regional Town Hall: Central Valley Region



Marketing & Communications | 415.973.5930 | www.pge.com

PG&E Invites Central Valley Customers to a Town Hall for Regional Updates, Wildfire Safety Program Updates and Customer Resources

At June 4 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites Central Valley customers to a virtual town hall to learn more about work in your region, wildfire safety updates and resources to keep you safe.

On Tuesday, June 4 from 5:30 to 7 p.m., PG&E experts, including Regional Vice President Joshua Simes, will provide a brief presentation during which participants will have the opportunity to ask questions.

The event can be accessed through the link or phone dial-in information listed below, or by visiting PG&E’s website, pge.com/webinars.

Region	Counties	Date	Time	Link and Dial-In
Central Valley	Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare and Tuolumne	June 4, 2024	5:30 – 7 p.m.	Link: https://bit.ly/3TUZBjg or Dial-in: 888-790-3253 Conference ID: 5290749

American Sign Language interpretation will be available. For the full webinar events schedule, additional information on how to join and to view past event recordings and presentation materials, visit pge.com/webinars.

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Wildfire Safety Webinar: Sonoma, Lake and Mendocino Counties

PG&E Invites Customers in Sonoma, Lake and Mendocino Counties to a Webinar on Wildfire Prevention Work and Safety Resources for 2024

At June 5, 2024 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites customers in Sonoma, Lake and Mendocino to a virtual town hall to share more about what we are doing to reduce wildfire risk and make our system safer.

On Wednesday, June 5, from 5:30 to 6:30 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Dave Canny

The event can be accessed through the below link, by phone or through PG&E’s website, pge.com/webinars.

Counties	Date	Time	Link and Dial-In
Sonoma, Lake and Mendocino	Wednesday, June 5, 2024	5:30 – 6:30 p.m.	Link: https://bit.ly/4dBtpL8 Or Dial-In: 888-469-0694 Conference ID: 8434585

American Sign Language interpretation will be available, along with dial-in numbers for those who aren’t able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit pge.com/webinars.

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.

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Wildfire Safety Webinar: Kern, Tulare and Fresno Counties

PG&E Invites Customers in Kern, Tulare and Fresno Counties to a Webinar on Wildfire Prevention Work and Safety Resources for 2024

At June 13, 2024 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites customers in Kern, Tulare and Fresno counties to an interactive webinar to share more about what we are doing to reduce wildfire risk and make our system safer.

On Thursday, June 13, from 5:30 to 6:30 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Joshua Simes

The event can be accessed through the below link, by phone or through PG&E’s website, pge.com/webinars.

Counties	Date	Time	Link and Dial-In
Kern, Tulare and Fresno	Thursday, June 13, 2024	5:30 – 6:30 p.m.	Link: https://bit.ly/3yfCGbu Or Dial-In: 888-469-0694 Conference ID: 8434585

American Sign Language interpretation will be available, along with dial-in numbers for those who aren’t able to join online.

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Wildfire Safety Webinar: Napa and Marin Counties

PG&E Invites Customers in Napa and Marin Counties to a Webinar on Wildfire Prevention Work and Safety Resources for 2024

At June 26, 2024 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites customers in Napa and Marin counties to an interactive webinar to share more about what we are doing to reduce wildfire risk and make our system safer.

On Wednesday, June 26, from 5:30 to 6:30 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Dave Canny

The event can be accessed through the below link, by phone or through PG&E’s website, pge.com/webinars.

Counties	Date	Time	Link and Dial-In
Napa and Marin	Wednesday, June 26, 2024	5:30 – 6:30 p.m.	Link: https://bit.ly/3UCiW9d Or Dial-In: 888-469-0694 Conference ID: 8434585

American Sign Language interpretation will be available, along with dial-in numbers for those who aren’t able to join online.

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Wildfire Safety Webinar: Santa Cruz and San Luis Obispo Counties

PG&E Invites Customers in Santa Cruz and San Luis Obispo Counties to a Webinar on Wildfire Prevention Work and Safety Resources for 2024

At July 17, 2024 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites customers in Santa Cruz and San Luis Obispo counties to an interactive webinar to share more about what we are doing to reduce wildfire risk and make our system safer.

On Wednesday, July 17, from 5:30 to 6:30 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Teresa Alvarado

The event can be accessed through the below link, by phone or through PG&E's website, pge.com/webinars.

Counties	Date	Time	Link and Dial-In
Santa Cruz and San Luis Obispo	Wednesday, July 17, 2024	5:30 – 6:30 p.m.	Link: https://bit.ly/4b7X9xx Or Dial-In: 888-469-0694 Conference ID: 8434585

American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online.

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Wildfire Safety Webinar: All Customers (7/24)

PG&E Invites All Customers to a Webinar on Wildfire Prevention Work and Safety Resources for 2024

At July 24, 2024 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites customers to an interactive webinar to share more about what we are doing to reduce wildfire risk and make our system safer.

On Wednesday, July 24 from 5:30 to 6:30p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with PG&E leadership

The event can be accessed through the below link, by phone or through PG&E’s website, pge.com/webinars.

Counties	Date	Time	Link and Dial-In
All Customers	Wednesday, July 24, 2024	5:30 – 6:30p.m.	Link: https://bit.ly/4baG5qB Or Dial-In: 888-469-0694 Conference ID: 8434585

American Sign Language interpretation will be available, along with dial-in numbers for those who aren’t able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit pge.com/webinars.

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Wildfire Safety Webinar: Nevada, Solano and Yolo Counties

PG&E Invites Customers in Nevada, Solano and Yolo Counties to a Webinar on Wildfire Prevention Work and Safety Resources for 2024

At July 31, 2024 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites customers in Nevada, Solano and Yolo counties to an interactive webinar to share more about what we are doing to reduce wildfire risk and make our system safer.

On Wednesday, July 31, from 5:30 to 6:30 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with their local PG&E leaders, including Regional Vice President, Joe Wilson

The event can be accessed through the below link, by phone or through PG&E’s website, pge.com/webinars.

Counties	Date	Time	Link and Dial-In
Nevada, Solano and Yolo	Wednesday, July 31, 2024	5:30 – 6:30 p.m.	Link: https://bit.ly/4bbde5u Or Dial-In: 888-469-0694 Conference ID: 8434585

American Sign Language interpretation will be available, along with dial-in numbers for those who aren’t able to join online.

For the full webinar events schedule, additional information on how to join and recordings and presentation materials from past events, visit pge.com/webinars.

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Quarter Three Regional Town Hall: North Valley & Sierra Region



Marketing & Communications | 415.973.5930 | www.pge.com

PG&E Invites North Valley & Sierra Customers to a Town Hall for Regional Updates, Wildfire Safety Program Updates and Customer Resources

At August 13 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites North Valley & Sierra customers to a virtual town hall to learn more about work in your region, wildfire safety updates and resources to keep you safe.

On Tuesday, August 13 from 5:30 to 6:30 p.m., PG&E experts, including Regional Vice President Joe Wilson, will provide a brief presentation during which participants will have the opportunity to ask questions.

The event can be accessed through the link or phone dial-in information listed below, or by visiting PG&E's website, pge.com/webinars.

Region	Counties	Date	Time	Link and Dial-In
North Valley & Sierra	Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo, Yuba	Tuesday, August 13, 2024	5:30 – 6:30 p.m.	Link: https://bit.ly/3Lplxzj Or Dial-in: 888-809-8968 Conference ID: 1159014

American Sign Language interpretation will be available. For the full webinar events schedule, additional information on how to join and to view past event recordings and presentation materials, visit pge.com/webinars.

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Quarter Three Regional Town Hall: South Bay & Central Coast Region



Marketing & Communications | 415.973.5930 | www.pge.com

PG&E Invites South Bay & Central Coast Customers to a Town Hall for Regional Updates, Wildfire Safety Program Updates and Customer Resources

At August 19 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites South Bay & Central Coast customers to a virtual town hall to learn more about work in your region, wildfire safety updates and resources to keep you safe.

On Monday, August 19 from 5:30 to 6:30 p.m., PG&E experts, including Regional Vice President Teresa Alvarado, will provide a brief presentation during which participants will have the opportunity to ask questions.

The event can be accessed through the link or phone dial-in information listed below, or by visiting PG&E's website, pge.com/webinars.

Region	Counties	Date	Time	Link and Dial-In
South Bay & Central Coast	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara and Santa Cruz	Monday, August 19, 2024	5:30 – 6:30 p.m.	Link: https://bit.ly/3zHpr49 Or Dial-in: 888-809-8968 Conference ID: 1159014

American Sign Language interpretation will be available. For the full webinar events schedule, additional information on how to join and to view past event recordings and presentation materials, visit pge.com/webinars.

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Quarter Three Regional Town Hall: Central Valley Region



Marketing & Communications | 415.973.5930 | www.pge.com

PG&E Invites Central Valley Customers to a Town Hall for Regional Updates, Wildfire Safety Program Updates and Customer Resources

At August 22 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites Central Valley customers to a virtual town hall to learn more about work in your region, wildfire safety updates and resources to keep you safe.

On Thursday, August 22 from 5:30 to 6:30 p.m., PG&E experts, including Regional Vice President Joshua Simes, will provide a brief presentation during which participants will have the opportunity to ask questions.

The event can be accessed through the link or phone dial-in information listed below, or by visiting PG&E's website, pge.com/webinars.

Region	Counties	Date	Time	Link and Dial-In
Central Valley	Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare and Tuolumne	Thursday, August 22, 2024	5:30 – 6:30 p.m.	Link: https://bit.ly/3Y0UwJV Or Dial-in: 888-809-8968 Conference ID: 1159014

American Sign Language interpretation will be available. For the full webinar events schedule, additional information on how to join and to view past event recordings and presentation materials, visit pge.com/webinars.

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Quarter Three Regional Town Hall: North Coast Region



Marketing & Communications | 415.973.5930 | www.pge.com

PG&E Invites North Coast Customers to a Town Hall for Regional Updates, Wildfire Safety Program Updates and Customer Resources

At August 26 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites North Coast customers to a virtual town hall to learn more about work in your region, wildfire safety updates and resources to keep you safe.

On Monday, August 26 from 5:30 to 6:30 p.m., PG&E experts, including Regional Vice President Dave Canny, will provide a brief presentation during which participants will have the opportunity to ask questions.

The event can be accessed through the link or phone dial-in information listed below, or by visiting PG&E's website, pge.com/webinars.

Region	Counties	Date	Time	Link and Dial-In
North Coast	Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma and Trinity	Monday, August 26, 2024	5:30 – 6:30 p.m.	Link: https://bit.ly/3Y0TYDR Or Dial-in: 888-809-8968 Conference ID: 1159014

American Sign Language interpretation will be available. For the full webinar events schedule, additional information on how to join and to view past event recordings and presentation materials, visit pge.com/webinars.

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Quarter Three Regional Town Hall: Bay Area Region



Marketing & Communications | 415.973.5930 | www.pge.com

PG&E Invites Bay Area Customers to a Town Hall for Regional Updates, Wildfire Safety Program Updates and Customer Resources

At August 27 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites Bay Area customers to a virtual town hall to learn more about work in your region, wildfire safety updates and resources to keep you safe.

On Tuesday, August 27 from 5:30 to 6:30 p.m., PG&E experts, including Regional Vice President Jake Zigelman, will provide a brief presentation during which participants will have the opportunity to ask questions.

The event can be accessed through the link or phone dial-in information listed below, or by visiting PG&E's website, pge.com/webinars.

Region	Counties	Date	Time	Link and Dial-In
Bay Area	Alameda, Contra Costa, San Francisco and San Mateo	Tuesday, August 27, 2024	5:30 – 6:30 p.m.	Link: https://bit.ly/463JsO8 Or Dial-in: 888-809-8968 Conference ID: 1159014

American Sign Language interpretation will be available. For the full webinar events schedule, additional information on how to join and to view past event recordings and presentation materials, visit pge.com/webinars.

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Wildfire Safety Webinar: All Customers (9/3)

PG&E Invites All Customers to a Webinar on Wildfire Prevention Work and Safety Resources for 2024

At September 3, 2024 Virtual Event, PG&E Local Leaders Will Answer Questions and Share Available Resources

OAKLAND, Calif. — Pacific Gas and Electric Company (PG&E) invites customers to an interactive webinar to share more about what we are doing to reduce wildfire risk and make our system safer.

On Tuesday, September 3, from 5:30 to 6:30 p.m., PG&E experts will provide a brief presentation, during which participants will have the opportunity to ask questions.

During the webinar event, customers can:

- Learn about wildfire safety efforts and progress in their community
- Hear about resources available to support them
- Connect with PG&E leadership

The event can be accessed through the below link, by phone or through PG&E's website, pge.com/webinars.

Counties	Date	Time	Link and Dial-In
All Customers	Tuesday, September 3, 2024	5:30 – 6:30 p.m.	Link: https://bit.ly/4dAewlU Or Dial-In: 888-469-0694 Conference ID: 8434585

American Sign Language interpretation will be available, along with dial-in numbers for those who aren't able to join online.

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Section 9 – APPENDIX D: Customer Questions and Comments

Wildfire Safety Webinar: El Dorado and Placer Counties

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

- How do you determine when to shut off the power? Once, there was no wind in my area at all, and power was shut off. Also, I think that your workers should let us know when they are coming onto our property, even just for inspection!
- Appreciate the work done to clear trees and vegetation around power lines. Just curious if PG&E engages in planting trees in alternative areas to replace the one million trees to mitigate the impact to our environment.
- Does burying power lines increase the ability to get insurance? Policies in this area are cancelled.

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Wildfire Safety Webinar: Amador, Calaveras, Madera, Mariposa, Merced and Tuolumne Counties

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

- What is PG&E doing to put the service lines underground? It would seem that this would effectively mitigate the potential hazards.
- What's the yearly income of the CCO? Why wasn't the lines cleared in the first place, there years of growth... no up keep. Are you not budgeting for maintenance?
- How can we find out if our neighborhood is considered to have the service lines underground? How is priority of locations to underground determined? Can we provide feedback on undergrounding in our neighborhood?
- Who is the oversight of this abusive waste of financial management?
- If the oversight committee is approving energy hikes, maybe they should be investigated and removed for allowing this monopoly against the public.
- How are these various mitigating programs funded?
- Does PG&E have any recommendations for backup emergency power in the home, when there is a loss of power, such as PSPS events?
- The only outcome of all this BS is that PG&E will raise energy cost due mismanagement (which is questionable), monopoly, and deep pockets including spineless oversight committee's to take action for the citizens.
- How do I know which Tier I am in?
- There were a lot of great URLs provided in the presentation. Can you send those various links in an email to customers to let us know where to go for getting the info we are seeking?
- Thank you for the very informative and educational webinar.

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Wildfire Safety Webinar: Butte, Sierra and Yuba County

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

- Is it true some of Paradise's underground road work had to be redone this last few months?
- How do we learn the reason for unexplained outages after investigation by PGE i.e.. in areas like Big Bend in Yankee Hill that never show any reason and wind not a factor...any way to find out?
- Also is there a percentage of costs post PSPS that is spent to get power back on from crews out checking, drones and helicopters up and with the customer resource centers that open?

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Wildfire Safety Webinar: All Customers (4/16)

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

- Has this webinar started?
- The managers of the public open space across the street from my home refuse to take appropriate action to reduce the vegetation and increase the defensible space around our neighborhood. How can I bring all the stakeholders to the table to resolve this issue.
- Will do tomorrow... Thanks!
- What is permanent battery storage rebate?
- Where can I learn about the battery rebate?
- Does PG&E attend community meetings and programs to present this information? Thank you.
- Have you completed studies around fire safety regarding the shut down of the Upper Centerville Canal in Magalia?
- Our paper has reported that you have underground 2 miles of powerlines in Sonoma County last year and projecting an additional 4 miles this year. Given the rate increases that are supposed to fund this work, it doesn't seem that we are getting much return on our money. We live in a heavily vegetated, high fire danger area with power lines under the trees.
- We have some trees near a line and have seen some marks (spray paint) - will they be cut?
- Did you know PSPS is frequent in my area and increases individual generator reliance and generator fire risk?
- Hi...All these programs and initiatives cost money can you please explain how these programs are paid for and is there a direct correlation to the increase in electric rates we are now experiencing to these wildfire programs?
- PG&E appears to have done some wonderful safety fixes over the last several years. Has PG&E done presentations to the insurance industry, since insurance companies are doing non-renewals to many of us in these high-risk areas?
- Thank you!
- Does PG&E spray herbicide in high fire risk areas?
- I live in a Tier 3 HFTA in Cazadero CA yet no progress is being made on insulating conductors in our heavily forested area. We had over 7 EPSS outages on the Monte Rio Circuit serving our community over the past year and half with restoration time averaging 4.5 hours. Solar is out of the question due to shade issues, and the interconnection charge for my whole home battery back-up system was \$800.
- Are you building new power plants to accommodate the thousands of new homes being built in California and the additional new car chargers that are plugging into the grid.
- Have already had long conversations with Dave Canny our Regional VP....
- Why does it seem difficult to have a tree that is under the power lines removed? It has been trimmed for years. Cost efficiency would seem to support removal rather than this regular trimming.
- Does PGE offer any funding to neighborhoods doing vegetation removal?

- How is PG&E insuring accountability throughout this high level of maintenance work in order to avoid negligence and instead provide long term sustainable repair?
- If 600 miles underground so far, how long will it take to do all 10000 miles??
- He mentioned a Permanent Battery Rebate Program.
- Found it!
- Thank you.
- Thank you. I am trying to have PG&E come to a scheduled in-person community education workshop for residents of Santa Clara County.
- As electrical capacity increases in CA and natural gas lines are abandoned would it be possible to utilize unused gas mains as a conduit for undergrounding.
- Thank you so much. I sent an email. I have reached out to all of my PG&E contacts and haven't been able to confirm PG&E attendance.
- This is in partnership with the Santa Clara County Fire Department. There are four separate workshops in different cities throughout the County. Appreciate any assistance you can provide.

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Quarter Two Regional Town Hall: South Bay & Central Coast Region

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

- Can you provide information on any recent developments or changes in rates and billing practices that customers should be aware of?
- What steps is PG&E taking to enhance customer service and improve communication with residents in our region?
- Can you provide information on how PG&E collaborates with solar companies like Sunrun to promote the adoption of renewable energy sources and ensure a smooth integration of solar power into the existing electrical grid? Additionally, how does PG&E support customers who have installed solar panels from companies like Sunrun in terms of net metering, energy credits, and other related programs?
- Why does PG&E make it so hard to upgrade electrical panels?
- I applied for an upgrade from 100A service to 200A for my new construction in SLO in May 2023 and still don't have service. My project is complete but I can't move in without a stove that works. I also have solar panels that are not able to send my production to the grid or power my home. What is the problem? Is it just because you want me to keep paying for electricity rather than benefitting from my expensive solar upgrade?
- If you upgraded my transformer as per my request a year ago, it would help with your load needs as I have an 8 kW solar array.
- How can I find out when PGE plans to underground lines in my Cambrian/SJ community?
- You've mentioned load issues several times but won't upgrade my transformers so that my panels can supply my energy and the grid. Why not?
- We are experiencing very long lead times for service planning and construction of projects in the San Luis Obispo area. What steps are being taken to help solve that problem?
- Lost audio.
- Disregard.
- Why are you building more above-ground lines as the changing environment has proven just what a bad idea this is? Most other states have been undergrounding for decades
- We are being told that construction schedule is currently booking into December already.
- But a year is too long to wait. You are obstructive to conversion to all electric conversion and away from gas use. How is a year acceptable?
- XXX GLEN UNA DR LOS GATOS_APP# XXX_GAS/ELECTRIC SERVICE.
- I have a question.
- I'm on the Community Advisory Council for Central Coast Community Energy. We had a meeting focused on transportation electrification. A PG&E presented and described a 3 to 8 year timeline for supplying connections for Level 3 charging banks. This timeline doesn't work with state and federal electrification goals. Does PG&E have a concrete plan to address this problem.
- We (wife+me) purchased a home (XXX Glen Una Dr, Los Gatos, 95030) on May 12th 2023. The previous owner intended to tear it down and build a new one and they had disconnected the electricity, gas and water. However, it suits our needs perfectly and we

decided not to tear it down but move in. We opened a case with PGE to restore the connection to our home on 18th May, 2023. We have been given the runaround and even today we don't have power!! The case was also raised as an urgent request since we need to move in. All it is missing is an electric meter as the main panel is 200Amp and has been tested out. We even have the permit and the Santa Clara County inspector visited the property and verified everything and issued a "meter release". Today, almost a week away from a full year!! We do not have power even today! We have been told that we should expect it on 9th of May!!

- Has there been or will there be any progress regarding permanent battery inspection? I had a battery installed in August, but PGE has not done the needed inspection yet.
- I can't even use my range much less plug in my Tesla because I've been waiting a year for a transformer upgrade. If you completed my request it would be one more EV charged at home.
- How is PG&E doing on electrifying its own fleet?
- I live in a PUD townhouse community in West San Jose. We were informed in 2022 that PG&E would replace gas lines within our association property. To my knowledge, our community has not received an update as to the status of this program. Has there been a change in focus for these types of community upgrades within PUDs?
- I've heard that income qualified programs don't always get utilized. How is PG&E doing outreach to support these customers?
- Question #1: What is the typical turnaround for reconnection to the house given that there have been no changes from the time the previous owner disconnected the service?
- Question #2: What is the process to follow if any customer needs a PGE connection? How do we get to know what is the progress of the case opened?
- I'm not asking for money for my EV support, just the panel upgrade so I can charge my car at home and use my solar panels.
- I could have move in back in December if you completed my upgrade to 200A.
- When are you going to make your guidance smart to EVs? I'm on an EV electrical plan. I charge at the time of night that PG&E recommends. And yet every month I get an email saying I consume most of my energy late at night and I should investigate why... (facepalm)
- This is all marketing spin and softball questions to advance your agenda. I find it hard to believe I'm the only person having issues obtaining the services I need from PG&E.
- Next time allow everyone to dialog with you live and see others posted questions so this indeed does feel like a Town Hall.
- I might have missed it by joining late, but did you talk about gas line pruning? Like at Cal State Monterey Bay? That's a really cool project.
- I'm sure based on what I am hearing that many others are in the same boat I am in. My neighbor is a PG&E engineer and he tells me it's the number on issue customers complain about.
- If I had my service upgrade, my tesla battery and solar panels would mitigate against what she just spoke about.
- That QR code wasn't up long....

- I have jumped through hoops to try to get the generator transfer switch. I live in a high fire zone. I've received promises of a return phone call, but someone keeps dropping the ball. Please help XXX@sbcglobal.net

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Quarter Two Regional Town Hall: Bay Area Region

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

- Can we get a outline of the meeting?
- Not a safety question, but: when will you resume accepting Solar Choice plan applications off the waitlist?
- Thanks. Unfortunately there's no information other than that enrollment is on hold.
- It would be great if you could create some transparency on what PG&E is doing to create additional solar capacity so that people can actually enroll.
- Is there anything you can say tonight about what PG&E is doing to create additional solar capacity so that people can actually enroll?
- Thank you. I hope this will happen in 2024, since not even a year was given.
- How do we go about requesting burying overhead lines on our street. All other streets in our neighborhood have the lines burred. Our trees that provide shade and shelter on open space are being hacked every year and eventually will be damaged or killed since they keep growing. Based on our street running north/south the trees shelter us from westerly high sun. Who can I reach out to reduce our costs for AC if our trees can shade the house that will reduce costs for your customers.
- Can you share on what each dollar of my PG&E bill is spent?
- Springtown, Livermore
- Why does it take nearly 30,000 PG&E employees to operate the PG&E utility?
- Most of the public-serving institutions in the East Bay (e.g., UC Berkeley, LBNL, EBMUD, etc.) have been removing eucalyptus trees - arguably the most dangerous tree during wildfires - on their properties. What has PG&E been doing to remove eucalyptus on their property, particularly near their power lines and power stations?
- When will bill statements reflect how money is spent against CPUC decisions for specific rate increases?
- I posted a message with my name to the email link provided.
- PG&E reported over \$2 billion in income last year. Is PG&E making decisions to maximum short term income at the expense long term investments?
- Links don't answer the question for our neighborhood. Do we need our City officials to contact PG&E or can a customer request grounding?
- Thank you.
- Home Energy Checkup has not been updated for Solar customers. Is there a plan to update the checks to include a look at Solar options for rate plan changes and/or usage suggestions.
- I am dealing with a pigeon infestation on my power pole but I was told there is nothing that PG&E can do based on scope and protocol, and I am not allowed to touch the PG&E property on my lot. Would PG&E reconsider the policy to ensure property owners affected by your power lines are taken care of? How would you recommend I handle the situation?
- JUST ATTEMPTED TO LOG INTO PROGRESSMAP.....AND GOT A DISCONNECTED LINK.
- Does it make sense to have a battery backup AND generator?

- Please let participants know that the chat feature is at the upper right corner of the screen (but only if it's not full screen). (People who use Zoom expect to see an icon labelled Chat in the lower edge of their screen). Click on the question mark and go to the bottom of the window that opens to enter your question.
- Can you help point me to how to deal with pigeon infestations on power lines?
- Where can I find more information about the San Bruno pipeline replacement project?
- I already did. There is no "chat" option on the webinar screen.
- Thank you. Can you just repeat the info that was provided on the webinar re: the length of pipeline being replaced, the # of buildings served, and the timeframe for the project? I didn't catch it as the speaker was speaking.
- Is the tier still available to us?
- I am getting ready to purchase a backup battery for my home, what financial assistance do you provide? Do you want any information before install or after install?
- My question is, how can non-English speakers get help over the phone?
- How does PG&E justify their record setting revenues while also charging more for electricity than anywhere else in the US?
- Are you working with insurance companies that are dropping home insurance due to fire risk?
- There was a program to help you save money that was called tier.
- I live in the Santa Cruz Mountains and am always a part of PSPS because of my location. When will undergrounding take place in the community of Loma Mar, Ca.
- Can PG&E offer a share of community solar for each electrification project a customer completes? That will help make electrification even more affordable.
- Can PG&E start charging a gas system decommissioning charge on each Therm of gas sold, like they already do for Diablo Canyon?
- What portion of our bill goes directly to Patricia Poppe?
- Why does the SF Chronicle say it's \$3 each?
- Hello, I apologize this is off topic. I would like to get in contact with the local representatives for the Richmond area. We have a project that would like to be considered for invitation to apply to the 2024 Grant Cycle. Thank you.
- Will do thank you!
- How might PG&E encourage the most power efficient equipment selection for electrification so line crews and transformers can keep up with customer needs?
- Will PG&E continue to report record profits as customers struggle to afford to keep the lights on?
- We have a construction project that requires gas connection. How do we coordinate to ensure gas gets connected in an effective timeline?
- Are investors' earnings from customers' bill payments? Doesn't make sense your CEO's pay not from customers' bills.
- With the idea that in the future everything will all be operated by electricity, will you be able to keep up?
- I'm sorry to be so direct with my questions. But surely you guys can understand how awful it feels to be a PG&E customer? Losing insurance, electricity costs going up 25% every year,

and a seemingly unending parade of new fees and expenses. Unless you're so lucky as to be in poverty, in which case, you'll get a break.

- I just want to know if PG&E gets this frustration? Because it doesn't feel like it. The optics are terrible. And as customers we have no choice in the matter. At all. You say it's for safety and investing in infrastructure, but why didn't PG&E take the hit instead of passing it onto the customers so directly?
- What criteria is PG&E using to identify potential areas for zonal retirement of gas service? Have any areas been identified as possibilities?
- Why don't you put all the powerlines underground? This would eliminate the fires that you are causing. In addition, every time there is high wind or excessive heat, we lose power.
- I want to see you put rate payers before shareholders! Please! You're killing us. Literally and figuratively.

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Quarter Two Regional Town Hall: North Valley & Sierra Region

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

- Where can I get an electronic copy of tonight's presentation?
- Instead of just posting the recording, is there a chance you could also post a .PDF version of the presentation material?
- If PG&E is going all renewable energy, does it make sense to spend money to upgrade/renew gas lines?

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Quarter Two Regional Town Hall: North Coast Region

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

- Thanks for the significantly reduced number of outages! I have a UPS (Uninterruptible Power Supply) that emails if there's loss of power. These are VERY brief but sometimes it's 10+ in a row. Does this happen when you are changing power routing? Or...?
- Thanks. XXX Hidden Oaks Rd Sr CA 95404. I have a screen shot of this dtd May 4, around 8:30 AM - I don't see a way of attaching that.
- Recently two tree trimming companies (TTC) contracted by PG&E removed one and a half redwood trees. I say "one and a half" because the second TTC left a 30' tall, delimbed stump. Repeated calls with that company have got me nowhere. What recourse do we (and others with similar complaints) have? Another common complaint throughout the County is PG&E contracted TTCs leaving behind large logs on owners' property. Is PG&E saying that this is now the owner's responsibility? Thank you.
- Address is XXX Cherry Ridge Rd, Sebastopol, 95472. Thanks
- How soon will a recording be made available?
- What fire mitigation is being done in the Rincon Valley Santa Rosa area?
- When I clicked on the join webinar link from today's email, I wasn't able to get in. I had to go back to an earlier email to get in. Make sure the link you sent today is correct?
- Rates are based on PG&E's total territory costs, not just North Coast Region. Is there any information about what each of the regions costs are? Thanks.
- Yes, I just wanted to ask I saw the Bay Area Region still wasn't available. Wanted to know if there would be a delay.
- Do you have a chart of the wildfires, per year, including location for the last 20 years?
- What makes Sonoma Co have such a high risk - more than surrounding counties?
- Can I get someone from PGE out to inspect power lines on our property that are under several large Eucalyptus Trees?
- Village Green HOA, XXX Casa Buena Dr. Corte Madera CA.
- How are people living in these wildfire risk area's informed of them?
- Thanks!
- Can you receive both CARE and FERA at the same time?
- Thank you.
- How about PG&E providing assistance to disabled customers that need backup power.
- Should have included that I noticed since the fires (probably over a decade ago) have a 'line' all of a sudden starting. I noticed that also in the last couple of years. A couple of years ago, it was like a horseshoe covering many miles. Starting almost about the same time. It all seems calculated like they are done on purpose.
- I think you can sign up text alerts also, right. For fire threats?
- Appreciated!
- My name is Keith XXX. I'm a student researcher for the SDSU research foundation. Is there an email for someone I could contact regarding PSPS events impacts and mitigation strategies? I've been impressed with the generator program specifically and wish to use it as

an example for my case study. Otherwise if you could contact me at XXX@sdsu.edu I'd love to ask a few more questions.

- What fire mitigation is being done in the Rincon Valley Santa Rosa area?
- Do you recommend the use of generator or back up battery?
- Thank you very much!
- Can you explain why highway undergrounding would be of higher priority for fire resistance than, say, more forested residential areas. Thank you.
- Thank you.

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Quarter Two Regional Town Hall: Central Valley Region

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

- For the bill balance program, is this something a customer that is currently on a net-metering plan for electric and usually have monthly gas bills.
- For the budget billing program, is this something a customer that is currently on a net-metering plan for electric and usually have monthly gas bills.
- I have a question. Where can I follow whether or not there is a blackout in my neighborhood?
- I have observed that in my communities that we unfortunately do not always experience contractors calling 811 before they dig, is there something we can do to make more of these contractors aware of 811? Frequently this takes our internet connection down at times for days.
- Thank you.

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Wildfire Safety Webinar: Sonoma, Lake and Mendocino Counties

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

- I have looked at the /underground page but don't see how to tell if my property is targeted for underground power--just potential shut offs.
- How can I find that out??
- XXX W Dry Creek Road. Healdsburg.

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Wildfire Safety Webinar: Kern, Tulare and Fresno Counties

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

- I'd like to learn more about the differences between EPSS and PSPS. This is the first time I've heard that there's a difference. Where can I find that information again?
- Who can I contact for more information on undergrounding in Fresno?
- How do you determine when to shut off the power? Especially now that temperatures are rising.
- Do you spray herbicide in high fire risk areas?
- Very informative webinar!! Thanks.

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Wildfire Safety Webinar: Napa and Marin Counties

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

- Our house is surrounded by tall, healthy, California Bay trees. Are they a hazard? Do they possibly provide a barrier to embers? What should we do about them?
- Can Dave please restate the number of miles of undergrounding in Napa County? I thought I heard 90 miles and that sounds very high.
- Aside from rocks or pavement, is there any fire-resistant ground cover to put within 5' of the residence?
- So, the answer looks to be "no"...
- How do I know which tier our house is in (1, 2, or 3)?
- Thanks!
- Great webinar! Thanks.
- Good job!

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Open House: Boulder Creek

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

- XXX Hwy 9, Boulder Creek outage; customer resources
- Portable Battery Program, Medical Baseline and CARE - qualify for any of them?
- Would like to check on eligibility for the Portable Battery Program; have a CPAP machine.
- Portable Battery Program and possibly Portable Battery Storage Program or SGIP; participated in the Portable Battery Program before but is having scheduling issues.
- Generator rebate and portable battery program eligibility.
- Looking for information on RSI Panel AMP (type of breaker); would like to participate and find out if PG&E can install at the breaker.
- RSI Battery - we annually get 4-5 days outages and power outages about once a week. We would like to be able to see if we qualify for program assistance. Address is XXX Mitchell Dr, Boulder Creek but used to be XXX Mitchell Dr. It was on the PSPS map and should be but isn't.
- Looking for information on customer assistance programs.
- XXX Boulder Brooke Dr., Boulder Creek, CA. 95006; CZU rebuild currently have temp power and needs conversion to permanent power.
- Would like follow up on backup battery program.
- Address - XXX Highway 9, Felton, CA 95018; would like to discuss community bridges.

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Wildfire Safety Webinar: Access and Functional Needs (AFN) Customers (7/10)

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

- I can no longer get homeowner's insurance (from State Farm) due to wildfire risk. What is PG&E doing to directly address this problem?
- What is current cost/mile for burying power lines?
- Will you cover access and functional needs specific information?
- Does that mean that burying is a one time cost?
- So we can expect the rate increase approved for burying will be reversed when project complete.
- My area has experienced recent multi-hour outages during clear days, not much wind, relatively mild temperatures ... it would be great to be provided more detailed cause/reason of the power outage (instead of generalizations) once power is restored.
- For example, what triggered the outage, with more details especially when the weather is normal and during the day.
- Who to contact to get estimate for undergrounding lines in neighborhood?
- Are you saying customers that experience food loss because of PSPS they have to go to food bank for replacement of spoiled food?
- The free transfer switch program that allows customers to have their generator hooked up to their meter. Do customers who depend on their water well have priority, since the wait is months long and we need our wells run by our generator to fight a fire when the power lines are shut off?
- I will.
- Thank you for response.
- PG&E is the reason for the spoilage. What if I lose a half of a beef in my freezer? Are you saying the food bank will replace the loss?
- With the money you've collected you could purchase one thousand Wildland Type III fire engines and park one every 10 miles to cover the 10,000 miles of power lines in high fire hazard areas. This can be accomplished for less than \$400 million. Imagine if you adopted that strategy for the burying 200 miles of power lines in Paradise where you charged customers \$3.5 billion and instead purchased fire engines. You could cover the area with 20 engines for less than \$8 million. That would save customers \$3.49 billion.
- Key take away: PG&E is in desperate need of an audit and needs to implement transparency.

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Open House: Coarsegold

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

- When are batteries solely to be initiated?
- Regarding solar, how does the credit factor in with the true up? Does it carry over from one year to the next?
- Exempt or non-exempt transmission issue. Juleo XXX wants PG&E moved.
- Knowledge on how a whole house generator will work with solar panels and 2 batteries. My two batteries are 28kw I need to prepare when power is out.
- GM AC DR program and they don't get notified when AC gets shut off.
- I don't receive notifications regarding the causes of an outage. We do get automated calls regarding an estimated time for restoring service.

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Wildfire Safety Webinar: Santa Cruz and San Luis Obispo Counties

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

- Power was out for most of the Arroyo Grande/Pismo beach area last night starting at 7:00 pm. Do we know the cause?
- The outage is no longer posted on the PG&E outage map. Is there a person or web page with follow up information on the cause?
- OK thank you. Great presentation!
- Any work in all areas in Avila beach area?
- How do we get a map that shows high risk areas in detail so that we can plot our own home?

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Wildfire Safety Webinar: All Customers (7/24)

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

- The sound keeps cutting out and maybe getting delayed. I am at the introductions screen and can't get the video to catch up to the current screen.
- I live in the Santa Cruz Mountains, where road maintenance is currently underfunded. Do the road conditions and maintenance plan have any impact on power line undergrounding feasibility or priority?
- What is meant by a "covered" power line? Covered by vegetation, or covered by some kind of fireproof medium?
- Why does PG&E think it is alright to perform tree trimming to a customers landscape without concern for aesthetic results? The VM program has raped trees in the neighborhood without thought for safety or aesthetic results.
- What are trees to plant in my backyard to help fire risk?
- What is the current average cost per mile for PG&E to underground?
- Exactly what is the cost/mile of under grounding power lines? Can you explain how you came up with the \$3.5 billion for burying 200 miles of transmission lines in Paradise area? The \$3.5 billion price tag works out to be \$17.5 million/mile. I think you owe customers a HUGE refund!
- Are you doing anything specifically in Dublin, CA?
- Could you please repeat the email to register for power outage alerts?
- Thank you.
- What percentage of area covered have undergrounding? How are those decisions made? Will it increase steadily over time?
- In Pleasanton, there are many trees that have grown around the electric wires in residential areas. These have been this way for years. Should we assume they are not high risk? If not, how do we get these prioritized for trimming?
- What is best app or website to learn real time fire updates?
- TY have a great night and appreciate the information tonight.
- What is the most recent wildfire in the Tri-Valley area?
- As a homeowner, what can I do to help reduce the potential for a wildfire as it approached my home?
- Thank you.
- Would undergrounding make sense in areas that have already burned in a previous year?
- How does our neighborhood get on the undergrounding list? We are in the WUI.
- How do we get in contact with someone regarding specific areas in wildfire zones regarding power lines? How do we get on the list?
- What climate changes are you noticing that are affecting your equipment and likelihood of wildfires?
- What has that shown recently that's different and concerning?
- Are the power lines also dangerous to human health, like radiation?

- Why aren't covered power lines, being a more reduced cost alternative approach, being utilized more vs undergrounding lines? And can be done quicker for rural high fire communities?
- How invested is PG&E in partnering with solar farms in California?
- Thank you for answering my question! I have one follow-up question. One of the roads here, Mountain Charlie, washed out during the 2023 winter season and has not been repaired. How would a road wash out impact underground power line repair?
- Nowhere near an answer to the question.
- Back in the day...maybe 10 or so years ago, I used to receive written notice of tree work on my property...this no longer occurs! All of a sudden there are people crawling all over my property without any prior notice. Also they often take out the wrong trees (unmarked trees). This is an issue with many of my neighbor's as well.
- Do you go into gated communities to trim trees?
- Are there any programs that help subsidize tree removal and/or trimming for private property owners to reduce wildfire risk?
- Why do PGE contractors leave cut trees in sections too large to be moved by the property owner? Why can't contractors leave tree sections whose weights can be moved by a resident (e.g. keep weight per section of no more than 25 pounds)?
- Have there been wildfires in areas where lines are underground? What has been the impact?
- For underground lines, is it easier to do maintenance on a regular basis, do lines need to be dug up to repair; how much does that cost to do maintenance?
- Why haven't you trimmed trees or underground lines years ago, if it is a good idea?
- At \$3 million/mile you owe a \$14.5 million/mile refund for Paradise area alone. What are the costs that add up to \$3 million/mile to dig a ditch, then refill it?
- Not a question on power line safety, but how can I find the root cause of a power failure. We had one last night and all I know is that PGE fixed the problem. I don't know if a tree fell on a line, a transformer failed, or whatever the problem was. I'd really like to know what causes problems.
- How many people are attending this webinar, just curious.
- Customers would be safer if PG&E used the money they've overcharged to purchase 1,000 Type III fire engines and park them 10 miles apart to protect the high fire hazard areas?
- Should I install gas shut off valve in my home?
- Why can't EPSS be used for high winds?
- Fire on Martens Blvd in San Rafael. Telephone pole was on fire and new pole installed. Why is burned pole not removed? Did fire start from transformer, which most of my neighbors say what caused the fire.
- None of these things are occurring in West Sonoma County.
- Last week, a PG&E mailer directed me to 211.org during a power outage "to get connected to local food banks, transportation, and more". That website directed me to <https://211now.com/public-safety-power-shutoff-outreach/> to make an appointment with my county's 211 Care Coordinator. But there are no working links on this page. I eventually texted 898211, but after 30 minutes, this 3rd party text company (preventionpaystext.com)

was not only mostly unresponsive but finally told me to call 211. Can you get this process fixed? Seems like a waste of PG&E and taxpayer funding.

- What is the map for high fire area?
- If there was an earthquake, will PGE automatically shut off gas lines?
- I tried to get a battery but the CPUC wild fire map has my neighborhood is not in the zone, but my neighborhood is surrounded by wildfire area. Will the map be updated?
- QR Code didn't work.
- Thank you.

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Wildfire Safety Webinar: Nevada, Solano and Yolo Counties

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

- My neighbor's big trees were felled. It took weeks to get the slash (piled against a power pole) removed. But the huge trunk sections were left on his "field", which is at the only exit from our small street. It made it difficult to do any fire mitigation there. And the tree is growing many small trees from the stump.
- Is there a viable non-flammable alternate to wood power poles, to make recovery faster after a fire?
- When you said "hardening" included covering some lines, are those coverings non-tracking (against arcing)?

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Open House: Phoenix Lake

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

- Phoenix Lakes Estates. BPTM Eligibility.
- Rebate program for solar.
- Thank you very much for speaking with my community. This was very helpful. Please feel free to contact me if I can be of assistance.
- Willing to do tree removals.
- Wants to be notified prior.
- Inquired about MBL enrollment.
- Inquired about Portable Battery. Replacement. Sent videos/need return label.
- Inquired about BPTM specs.
- Send details to QPL and size of generator.
- Inquired about Honda 2200 watt generator.
- Inquired about mornings, BPTM and generator, website links, and PBP.
- Inquired about RSI, PBSR, and SGIP.
- Inquired about SGIP and PBP
- Inquired about PBSR.
- Inquired about PBSR, RSI, and PBP.
- Inquired about PBSR, SGIP, GBRP, and BPTM surge.

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Wildfire Safety Webinar: Access and Functional Needs (AFN) Customers (8/7)

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

- Do people depending on wells have a priority to get transfer meters?
- The question had a difficult time going through. Wish you could allow more time for questions.

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Quarter Three Regional Town Hall: North Valley & Sierra Region

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

- How is it that it took a number of fires caused by faulty PG&E power lines and even more power shut-offs because of the same faulty PG&E lines before PG&E decided to get on board with the "safe and reliable" process? And can you answer the question without quoting from your "script".
- When will we see those savings transfer to lowering KWH rates?
- How are you helping middle income families that don't qualify for the low income savings?
- I have heard PGE wants to implement a fixed charge to every household even solar households that may be balanced with production and use. Is this true and why?
- Why did PGE want NEM 3 for solar which makes paying to install solar harder to get ROI?
- None of that matters when PGE keeps raising KWH rates every few months! I've cut my usage 33% the last two years and my bills are 50% more now!!
- How are you helping middle income families that don't qualify for the low income savings?
- I have heard PGE wants to implement a fixed charge to every household even solar households that may be balanced with production and use. Is this true and why?
- The 9% decrease is temporary. That is NOT a fix.
- When will we see those savings transfer to lowering KWH rates?
- How do you square the huge profits PGE is making while constantly raising KWH rates?
- How do we find out what caused surprise outages when unknown cause at beginning? Have had several unknown in Yankee Hill Big Bend area.
- In looking at my bill, I do not see any KWH reduction from July, but an increase from about 36 cents to 43 cents per KWH. Am I missing something?
- Where can I find the map to see if I am in a wildfire risk area?
- Thank You.
- I have had several trees cut down on my property by PG&E under the fire mitigation program. Unfortunately, the trees have been left on my property for almost a year now. While I am happy to support PG&E in their efforts to prevent wildfires due to their lines, the risk to my property due to dead fuel left behind has raised my risk exponentially. I have tried repeatedly to get assistance from PG&E. This does not seem fair to me as a customer. How do I get assistance removing this debris?
- Is this the right forum to ask for an update on the Spaulding powerhouse repairs and the delays?
- Dividends may have been put on hold, but what kind of stock grants went to senior execs that have nothing to do with dividends?
- And, my final question, is why are you ignoring my questions?

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Quarter Three Regional Town Hall: South Bay & Central Coast Region

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

- You are spending a lot of money sending pamphlets saying you are doing undergrounding, but in 4 central coast counties there is less than 1 mile....ONE MILE of undergrounding. How do you respond to this????
- According to the Insurance Agencies, SC County is high fire danger. My insurance went up 300% due to having to go to FAIR. Apparently we ARE high fire risk.
- What is being done to the infrastructure to in San Luis Obispo to cut back on the constant unplanned outages? Lately they have been every other week for multiple hours and they have not been related to weather.
- We experience a monthly unplanned outage in our area, due to proactive shutdown, multiple hours without power. What are you doing to reduce the zone sizes so we are not constantly affected by these outages.
- My question is why I am getting monthly unplanned outages, not when they happen. I get texts when we have an outage...I just want to know why we keep having these on a regular basis for multiple hours and what PG&E is doing to reduce these outages.
- I have sent you an email.
- Thank you for hosting this webinar. I have a very specific question. At the beginning of the year PG&E installed a new taller pole on my property frontage in Morro Bay but they did not remove the old pole. Now I have two poles four feet apart. I was told that if I wanted the old pole removed, I needed to request that of the company that was using it. I have done this but nothing has happened. What do I need to do to get this pole removed?
- Great, thanks!
- And what about the Morgan Hill Substation, the one (maybe one of many?) that 'provides' Morgan Hill with electricity and constantly fails?
- We got an email saying we are getting new hazard detectors in "your community" with no information on what this means. Is this happening for our address? How do I find out what you are doing and where?
- Can you answer this question?
- Are these maintenance projects part of the reason our rates keep going up? some of them don't affect my area. Isn't there a way to localize the increases so that it doesn't affect folks like us where we are 62% of the time better than "efficient" homes? Seems unfair that i ran my AC for 1 day and it increased my bill by \$100.
- On the topic of outage alerts, I am signed up, but the timing of the alerts are still way out of sync with the actual outage/restoration (hours later). my cable company spectrum's alerts are more accurate and that is usually how I know pge is down/up...
- Morgan Hill is a small Town, but I will send that information to the listed email.
- 3% increase...SLO county has seen increases this year from 25-75% on electricity.
- We had the unfortunate experience of a power line randomly snapping and setting our pasture on fire in June 2022. Luckily, we were home and the fire department was able to put out the fire quickly. This spring we had a transformer start sparking. We had to call PGE

several times to get them to come out and deal with this. What things are being done to inspect/monitor lines to help minimize fire risk? We are located in non-incorporated north Monterey County where people are losing access to homeowners' insurance due to fire risk.

- Buellton and Solvang Communities have three days in Aug of power outages over the last three weeks from 1 hour to 5 hours in a small community in Aug; plus, in July many small outages within Solvang and Buellton have had 1-4 hours economic loss to many businesses during working hours what's happening in the Santa Ynez Valley????
- On income assistance, is that being adjusted for inflation? Single income here and we cannot qualify based on the current guidelines.
- I see MW's of battery being installed, but battery capacity should be measured in MWhrs. How many MWH have been added?
- I would like to remove the gas meter to my home and need ADA help to finish the filing. Who can help me?
- I sent you an email.
- In the email, I sent my phone number and home address.
- Is home solar powered energy an economic advantage when PG&E usage under \$100/month?
- While, in theory, the EPSS is beneficial, how can Morgan Hill have so many outages when so much of the area where I live in has underground lines? We never have planned outages, just out and then out for at least 12 or more hours at a time.
- I plan on it, but don't expect to get a response other than a fluff message. You say you look at the outages from the day before to determine why they occurred. Is this assessment and information made available to the public? How can I find this information? Also, your outage updates when we are going through an outage are worthless and are never updated.
- We never get PSPS outages in Morgan Hill, just power goes out, progress is never updated, and we have no idea when it will end.
- True, but the only stat is 2019 to 2021 with the wind being the same. The others were a lot less, so some of it is mother nature in regards to PPS.
- Where can we find the zones for power safety shutoff?
- Can you post the e-mail address?
- Thank you.
- See above.
- You say you look at the outages from the day before to determine why it occurred. Is this assessment and information made available to the public? How can I find this information? Also, your outage updates when we are going through an outage are worthless and are never updated.
- Wow, you guys are worthless.
- What is the criteria for determining "High Risk areas"?
- Thank you.

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Quarter Three Regional Town Hall: Central Valley Region

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

- PGE has LOTS of roads blocked in Amador County east of Jackson, why do you not list projects in Amador?
- Are there plans to underground lines in the city of Bakersfield? (Older residential neighborhoods of the city have unsightly, lower hanging lines.)
- The link provided only offers general info. No specifics on where you are working and what you are doing. I have tried your website before, and again it is generic.
- Regarding cost: why is it that people who have TID or MID (as an example) have energy costs which are nearly 2/3 less than what I pay w pge? I feel monopolized and I think it's unethical to charge what is being charged to families in the Central Valley to access energy resources. Especially when we don't have options to shop around for affordability.
- What is PG&E doing to approve new rooftop solar systems? We have been waiting for approval for weeks and unable to use the system.
- Why is the cost per kilowatt in the central valley higher than it is in Hawaii?
- Why do we have to pay you more to prevent wildfires while you're paying executives millions of dollars in bonuses every year?
- You literally just fired the people that did the actual wildfire management and then spent the money on bonuses.
- Where can I find rate increase information?
- Will these links be emailed to us?
- Why was PSPS implemented for less than a 24 hour period, but ranged over 4 days. Power would be off for approximately 23 hours, turned on for less than an hour, then turned off for another 23 hours. This occurred over several days. I can no longer use my home in PML.
- I don't think people are actually asking the questions he says they're asking.
- Why did PG&E take ~6 weeks to approve my NEM application while the City of Fresno was able to review my solar plans and approved them within a week?

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Quarter Three Regional Town Hall: North Coast Region

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

- Could you describe the Deer Park 5-mile project - from where to where?
- Is it the length of Santarium Rd? Does it go to the Napa Valley floor/Silverado Trail?
- Thank you.
- When PG&E contracts to cut down trees in areas, do they offer assistance to clean up the large downed trees left behind? It has caused a hazard alongside the road and we can not move them!
- Two Rock area outside of Petaluma.
- Why do outages not include a reason for losing power? Always non-specific. We need to know the reason for the unscheduled outage. We need an explanation or information about the reason for the outage
- PG&E talks about undergrounding 10k miles of lines, but the number of miles actually being completed or forecast to be completed seems to fall far short of those goals. How many years will it take to reach 10k miles?
- Who can I report a potential fire safety issue to (e.g. overgrown tree touching a power line)?
- Are the plug in power saver good to control electricity into the house?
- <https://www.amazon.com/Stop-Stopwatt-Electricity-Household-Electric/dp/B0CG57HTCP>
- There have been so many outages in the past few months. No explanation. I had an outage on August 21.
- Thank you, my name is XXX. Here for my husband and family. I'm in Larkspur at XXX@comcast.net. Just want to know broadly why causes not provided in area. Thanks.
- For outage, why non-specific to cause?
- Will this presentation be available for rebroadcast?
- The trees are along the roadside fronting XXX valley ford rd in Two Rock. The trees are too large for us to move and we are no longer able to mow between the creek and the road creating a lot of dry grass mixed with the wood.
- Can you talk more about why bills are going up?
- Thank you! My gas rep was quick and efficient.

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Quarter Three Regional Town Hall: Bay Area Region

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

- Any updates on the repeated and inexplicable outages in downtown Danville?
- Can you address the transmission line in Contra Costa County, specifically Antioch?
- How do you guys intend on better communicating projects and completion and completion dates?
- To request a home checkup, do I send an email with my request?
- There is popularity of a plug-in device called "power saver "made by "Watts" to regulate electricity into the house. Is there any truth to the efficacy & reliability? If not, any negative impact?
- Thank you for the response.
- How can you make a dispensable space when you guys have transmission lines?
- What is the maintenance schedule for the large transmission lines in Antioch, California?
- Pge messages never gives a reason after an outage and power is restored in the email alert message. Where can we find out the reason? Customer service did not know.
- As a residential customer, what kind of safety message are you trying to deliver by showing on your advertising including this meeting showing a big pge crane truck driving on the wrong side of the road?
- I'd like to find out about defensive spaces to be preventive of wildfires and maintenance schedules in Antioch. We don't have more definitive maintenance schedules for those transmission lines. I live in the next two Bart station and we've had two fires there and bad maintenance on transmission lines and we need more communication with the community communication with that community.
- Does keeping Diablo Canyon open beyond 2025 and potentially past 2030 help with managing electricity costs and keeping rate increases to under 3%? (Also thank you for opening up public tours to the plant. Your outreach and social media team is doing a phenomenal job!!)
- If the power goes out, we can't access the internet and our cellphones don't work. How do we get notifications?
- Could future speakers have at least one woman, or 25%?
- How can customers get the communication that maintains has been done and when they come back again to do further maintenance? What is the communication process so that we could be a part of it especially with replacing gas line in the neighborhood and they cut into the sewer line how can we be assured that we have safe and reliable energy afterwards.
- What is being done to flatten and leverage the duck curve given that at mid day we often have more solar power than we can use? Does PG&E have any large battery storage projects planned?
- Thank you, Tom - we can't get cellphone coverage without a network extension on the internet.
- Thank you for that answer on DCPD.
- Is PG&E exploring advanced reconditioning of its high-capacity transmission?

- I was expecting more conversation with a specialist, gas transmission, and electric transmission more dialogue regarding that and wildfires and defensible areas and the coordination of talking to the customer regarding projects, end date, beginning date and if they have ongoing issues, such as had into sewer, lines or other things that have been damaged that they can report that to the people in the neighborhood when it affects the whole neighborhood so it was disappointed that more people were not very specific in the transmission lines of gas transmission lines, and the electrical lines. More and more interaction would be very helpful
- How to SPEAK to a person regarding a dangerous city-owned tree in Martinez?
- Thank you.

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Wildfire Safety Webinar: Access and Functional Needs (AFN) Community Based Organizations (CBOs)

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

- Will the PG&E EPSS line up with PSPS for CBO's when it comes to longer than 48 hour shut off? Examples: CRC, DDAR, Hotel Vouchers, Food Replacement Gift Cards.

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Wildfire Safety Webinar: All Customers (9/3)

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

- I have repeatedly informed agents and delegees of PG&E regarding a failure by PG&E to fulfill its obligations under applicable regulations to address such things as removal of fire risk hazards from within 10 feet of power poles [Public Resources Code 4292]. Please, without using deflection and avoidance of the question, address this persistent pattern of failure by PG&E to be reasonably responsive.
- Could you elaborate on the SGIP and PBSR?
- Is there an effort to get cell towers power when PGE lines go down?
- How do all these improvements affect our electric bill?
- When will power lines on Mount Diablo Scenic be undergrounded?
- Prevent? Or claim deny liability.
- And why was the power out in downtown Danville again on September 2nd at 9:00 p.m. at 70°?
- Could you please give details of the SGIP and PBSR?
- PGE should supply generators if they are going to cut power on the grid.
- There is no way private industry can pay for this adjustment ... The company states it's for safety but it really is for liability.
- Are they making more transfer meters for the program for public shut off. People who have wells depend on a generator to have water when the shut off happens. In case of fire, it may be the only source to put out a fire.
- PPS is not fair to a contract governed by supplied power to an end user requirement.
- The commercial end-user builds equipment based on constant demand; prescriptive burns should be returned, sanctioned by the Valley Air District and subsidized by PGE.
- Or PPS or EPSS outages.
- How can we tell if upgrades have been made to our local area?
- All your acronyms are designed to confuse, and delay the true areas of responsibility.
- Community Power is necessary.
- Sure you're not.
- PG&E took down trees behind our home in their ROW in a City forest open space. However, PG&E didn't take the slash (limbs, etc.) out as all City residents do to limit wildfire spread. The slash dries and is fuel for any upcoming wildfire event. Why?
- When is recently? Power was shutoff daily on 5 days for ranges of several hours to about 10 hours, due to vegetation on the power lines.
- XXX@gmail.com.
- Strategist? WTF.
- What determines (e.g. number of outages) trimming vegetation that caused the previous daily outages?
- How do we get a copy of this presentation?
- The pole does not start the fire; explain why and what could start a fire around a pole.
- 10' is not even close to enough. Needs to be 20-100 feet.

- Our water is supplied to us by pumps powered by electricity. There is no back up. There are about 55 houses on this system. I am a bit worried as to PGE shutting off the power during a fire and losing the water pressure. BTW all our utilities are buried. Thank you and what would be a possible solution or solutions.
- Very Good, Dave.
- Good.
- PGE has its own communications that stay up during outage? Explain.
- Thanks!
- Lidar drives it.
- 18"?
- Subjective.
- I may have missed it, but to what extent does PG&E use satellite or aerial platforms to monitor its extensive network of assets during risky weather events? Or is monitoring done by individual ground teams (i.e., as a homeowner, should I expect to always see people on the ground?)?
- Wonderful! Thank you so so much!
- Why does your CEO make 52 million a year? That's criminal.

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Open House: Morgan Hill

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

- Inquiry about solar billing.
- Inquiry about adding a Tesla wall battery.
- Customer experienced an extended outage for 38 hours.
- A damaged wire was repaired by PG&E but vegetation is still in contact with the wire.
- Inquiry about energy assistance program and budget billing for offset of Summer and Winter bills.
- Request from customer for PG&E to continue using Firefox as a browser option.
- Customer experiencing issues with private lines.
- Inquiry about Tesla EV charger rebate.
- Inquiry about service planning.
- Customer running for city council.
- Inquiry about when trees will get trimmed since they have been marked three different times.
- Inquiry about NEM 3 versus NEMZ.

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