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9 *Administrator of the Wildfire Assistance Program*

10 **UNITED STATES BANKRUPTCY COURT**
11 **NORTHERN DISTRICT OF CALIFORNIA**
12 **SAN FRANCISCO DIVISION**

13 **In re:**

Bankruptcy Case
No. 19-30088

14 **PG&E CORPORATION**

Chapter 11
(Lead Case)
(Jointly Administered)

15 **- and -**

16 **PACIFIC GAS AND ELECTRIC
17 COMPANY,**

Debtors.

**QUARTERLY REPORT OF THE
ADMINISTRATOR OF THE WILDFIRE
ASSISTANCE PROGRAM**

- 18 Affects PG&E Corporation
19 Affects Pacific Gas and Electric Company
20 Affects Both Debtors

Related Docket Nos.: 2223 and 2409

21 This Document Relates to All Cases

22 **QUARTERLY REPORT OF THE ADMINISTRATOR**

23 Cathy Yanni, the court-appointed Administrator of the Wildfire Assistance Program hereby
24 submits her fourth Quarterly Report pursuant to this Court's *Supplemental Order (A) Approving*
25 *Appointment of Administrator and Establishing Guidelines for the Wildfire Assistance Program and*
26 *(B) Granting Related Relief*, dated June 5, 2019 [Docket No. 2409] (the "Appointment Order").

27 This Quarterly Report provides an update on the status of the Administrator's work from April 1,
28 2020 to June 30, 2020 (the "Reporting Period").

1 **A. BACKGROUND.**

2 On October 8, 2017, multiple fires began spreading throughout Northern California.
3 Collectively, the Atlas, Adobe, Blue, Cascade, Cherokee, Honey, LaPorte, Lobo, Macaama,
4 McCourtney, Nuns, Norrbom, Partrick, Pocket, Point, Pressley, Pythian, Redwood, Sulphur, Tubbs,
5 and “37” fires (“2017 Wildfires”) burned over 245,000 acres and destroyed an estimated 8,900
6 structures. On November 8, 2018, another wildfire began near Paradise, California (together with
7 the 2017 Wildfires, the “2017 and 2018 Wildfires”), burning over 153,300 acres and destroying
8 more than 13,900 residences. The Camp Fire in Paradise is the deadliest and most destructive fire
9 in California history.
10

11 On May 1, 2019, Pacific Gas & Electric Company (“PG&E”) filed a motion to establish a
12 \$105 million fund (the “Wildfire Assistance Fund”) to provide relief from the financial stress and
13 burden for those who lost their homes due to the 2017 and 2018 Wildfires (“Wildfire Claimants”).
14 The Court approved the motion on May 23, 2019, and appointed Cathy Yanni as the Administrator
15 of the Wildfire Assistance Program on June 5, 2019. The Program is intended to provide financial
16 assistance to Wildfire Claimants who are in the most need. The Appointment Order states that “a
17 Wildfire Claimant who receives a payment from the Wildfire Assistance Fund and who
18 subsequently is entitled to receive a distribution from the Debtors in respect of a claim on account
19 of the 2017 and 2018 Wildfires (a “Claim Distribution”) will have the amount of such payment
20 received from the Wildfire Assistance Fund deducted from that Claim Distribution.” The
21 Appointment Order also requires the Administrator to “prepare and, within 30 days after the end of
22 a quarterly period (or such longer period as may be agreed to by the Administrator and the
23 Committees or as authorized by Court order), file quarterly reports with the Court and serve such
24 reports on counsel to the Debtors and the Committees. These reports shall include (i) the number
25 of applications submitted to and processed by the Wildfire Assistance Program during the preceding
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27
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1 quarter, and (ii) an account of the receipts and disbursements from the Wildfire Assistance Fund
2 during the preceding quarter.”

3 **B. ACTIVITIES DURING THE REPORTING PERIOD.**

4 Pursuant to the Appointment Order, the Administrator continued to fulfill her duties to
5 ensure the fair and equitable distribution of the Wildfire Assistance Fund consistent with the
6 principles and guidelines as established by the Court. Specifically, the Administrator applied the
7 Eligibility Criteria filed with the Court on August 15, 2019 [Docket No. 3556] to identify and issue
8 payments to eligible Wildfire claimants.
9

10 **1. Communication with Claimants.**

11 **(a) Public Website and Social Media.**

12 Claimants continued to interact with the informational mobile-friendly public website,
13 www.NorCalWildfireAssistanceProgram.com, during the Reporting Period. There have been over
14 300,000 unique visits to the website, 75% of which come from users on mobile devices, since the
15 Administrator launched the website in July 2019. Claimants have accessed the mobile version of
16 the online portal over 239,000 times to obtain Program information, submit a claim, and/or receive
17 claim status updates.
18

19 In addition to the public website, the Administrator maintains a Facebook page to share
20 program information with the public. Over 15,200 visits to the website have originated from links
21 posted on social media sites (*i.e.*, Facebook, Instagram, Twitter, LinkedIn), including direct clicks
22 from the Program’s Facebook page and from social media pages operated by local community
23 members, agencies, and organizations.
24

25 **(b) Dedicated Call Center and Email Inbox.**

26 BrownGreer operates a Call Center with a toll-free phone number and dedicated email
27 address for claimants and attorneys to contact the Wildfire Assistance Program with questions. The
28

1 Call Center is currently staffed with six trained, live agents Monday through Friday, 8:00 a.m. to
2 5:00 p.m. PT. The Call Center has handled over 42,000 calls since BrownGreer opened its Call
3 Center in August 2019, with approximately 4,500 occurring during the Reporting Period.

4 BrownGreer maintains a dedicated email inbox allowing claimants, lawyers, and others to
5 email the Wildfire Assistance Program. BrownGreer monitors the inbox seven days a week,
6 providing quick responses to claimants' questions and following up with calls to discuss any
7 particularly complex issues. When necessary, inquiries sent to the inbox are answered directly by
8 the Administrator.

9
10 Claimants and lawyers also have emailed and called the Administrator and BrownGreer staff
11 directly requesting assistance and have received responses in less than 24 hours.

12 **2. Claims Submission.**

13
14 The deadline to submit Wildfire Assistance Program Claim Forms was November 15, 2019.
15 The Administrator worked with BrownGreer to provide a secure mobile-friendly online portal for
16 claimants to complete a single Claim Form for both Basic Unmet Needs and Supplemental Unmet
17 Needs claims. The Administrator allowed the portal to remain open for claimants to submit Claim
18 Forms until December 31, 2019 to align with the deadline to file Proof of Claim Forms in the PG&E
19 bankruptcy litigation. As noted in the Claims Administrator's second and third Quarterly Reports,
20 the WAP continued to accept new claims or updates to existing claims until January 31, 2020.

21 **C. CURRENT PROGRAM STATISTICS.**

22 **1. Basic Unmet Needs Claims**

23
24 In total, 18,315 claimants submitted complete claim forms for Basic Unmet Needs to the
25 Wildfire Assistance Program. Of the 18,315 claimants who submitted complete claim forms for
26 Basic Unmet Needs, the Administrator determined 15,087 (82%) to be eligible for payment, for a
27 total of \$75,266,000 in disbursements.
28

1 **2. Supplemental Unmet Needs Claims.**

2 The Eligibility Criteria specifies that claimants who asserted a Supplemental Unmet Needs
3 claim and who the Wildfire Assistance Program determined were eligible for a Basic Unmet Needs
4 payment could also receive payment for Supplemental Unmet Needs. The Wildfire Assistance
5 Program approved 3,907 Supplemental Unmet Needs claims and disbursed a total of \$24,664,250
6 to eligible claimants.
7

8 **3. Total Payments to Eligible Claimants.**

9 Since issuing its first payment on August 28, 2019, the Wildfire Assistance Program has
10 disbursed claimant payments totaling \$99,930,250. The Administrator will allocate the remaining
11 funds to eligible claimants and Administrative Expenses. Table 1 shows receipts and disbursements
12 from the Wildfire Assistance Fund.
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14 **Table 1. Fund Receipts and Disbursements**

	Description	Amount
1.	Total Receipts	\$105,733,399
	(a) Settlement Fund	\$105,000,000
	(b) Interest Earned	\$733,399
2.	Total Disbursements	\$104,700,627
	(a) Basic Unmet Needs Payments to Eligible Claimants	\$75,266,000
	(b) Supplemental Unmet Needs Payments to Eligible Claimants	\$24,664,250
	(c) Administrative Expenses	\$4,770,377
3.	Remaining Funds to Disburse	\$1,032,772

22 **D. FUTURE EFFORTS.**

23 The Wildfire Assistance Program has reviewed all filed Basic and Supplemental Unmet
24 Needs claims to a final determination. The Administrator will disburse all remaining funds to
25 eligible claimants within the third quarter of 2020.
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27 **E. CONCLUSION.**

1 The Administrator will continue to perform her responsibilities and duties consistent with
2 the Appointment Order and all other directives of this Court and will issue her next quarterly report
3 in accordance with the Appointment Order.
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6 Dated: July 30, 2020

Respectfully submitted,

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8 */s/ Cathy Yanni*
9 CATHY YANNI
10 Administrator, Wildfire Assistance Program
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