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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 third 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 January
28 1, 2020 to April 24, 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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1 quarter, and (ii) an account of the receipts and disbursements from the Wildfire Assistance Fund
2 during the preceding quarter.” The Administrator filed her first Quarterly Report on October 28,
3 2019 with a status of her work from June 5, 2019 through October 25, 2019 and her second Quarterly
4 Report on January 31, 2020 for the fourth quarter of 2019, ending on December 31, 2019.

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

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

12 **1. Communication with Claimants.**

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

14 Claimants continued to interact with the informational mobile-friendly public website,
15 www.NorCalWildfireAssistanceProgram.com, during the Reporting Period. There have been over
16 300,000 unique visits to the website, 75% of which come from users on mobile devices, since the
17 Administrator launched the website in July 2019. Claimants have accessed the mobile version of
18 the online portal over 230,000 times to obtain Program information, submit a claim, and/or receive
19 claim status updates.
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22 In addition to the public website, the Administrator maintains a Facebook page to share
23 program information with the public. Over 15,000 visits to the website have originated from links
24 posted on social media sites (*i.e.*, Facebook, Instagram, Twitter, LinkedIn), including direct clicks
25 from the Program’s Facebook page and from social media pages operated by local community
26 members, agencies, and organizations.

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

1 BrownGreer operates a Call Center with a toll-free phone number and dedicated email
2 address for claimants and attorneys to contact the Wildfire Assistance Program with questions. The
3 Call Center is currently staffed with 12 trained, live agents Monday through Friday, 8:00 a.m. to
4 5:00 p.m. PT. The Call Center has handled over 40,000 calls since BrownGreer opened its Call
5 Center in August 2019, with 10,367 occurring during the Reporting Period.
6

7 BrownGreer maintains a dedicated email inbox allowing claimants, lawyers, and others to
8 email the Wildfire Assistance Program. BrownGreer monitors the inbox seven days a week,
9 providing quick responses to claimants' questions and following up with calls to discuss any
10 particularly complex issues. When necessary, inquiries sent to the inbox are answered directly by
11 the Administrator.
12

13 Claimants and lawyers also have emailed and called the Administrator and BrownGreer staff
14 directly requesting assistance and have received responses in less than 24 hours.
15

16 **2. Claims Submission.**

17 The deadline to submit Wildfire Assistance Program Claim Forms was November 15, 2019.
18 The Administrator worked with BrownGreer to provide a secure mobile-friendly online portal for
19 claimants to complete a single Claim Form for both Basic Unmet Needs and Supplemental Unmet
20 Needs claims. The Administrator allowed the portal to remain open for claimants to submit Claim
21 Forms until December 31, 2019 to align with the deadline to file Proof of Claim Forms in the PG&E
22 bankruptcy litigation. As noted in the Claims Administrator's second Quarterly Report, the WAP
23 continued to accept new claims or updates to existing claims until January 31, 2020.
24

25 **C. CURRENT PROGRAM STATISTICS.**

26 **1. Basic Unmet Needs Claims**

27 As of January 31, 2020, 18,315 claimants had submitted complete claim forms for Basic
28 Unmet Needs to the Wildfire Assistance Program. The Program sent weekly email notifications

1 and conducted targeted outreach to claimants who had not fully submitted their claim forms to assist
2 those claimants in finalizing their claims for review before January 31, 2020. Of the 18,315
3 claimants who submitted complete claim forms for Basic Unmet Needs, the Administrator
4 determined 14,965 (82%) to be eligible for payment, for a total of \$74,709,000 in disbursements.
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6 **2. Supplemental Unmet Needs Claims.**

7 The Eligibility Criteria specifies that claimants who asserted a Supplemental Unmet Needs
8 claim and who the Wildfire Assistance Program determined were eligible for a Basic Unmet Needs
9 payment could also receive payment for Supplemental Unmet Needs. The Wildfire Assistance
10 Program approved 3,798 Supplemental Unmet Needs claims and disbursed a total of \$24,022,000
11 to eligible claimants during the Reporting Period. The Administrator based her determinations and
12 payment amounts on the specific circumstances that claimants described in their Claim Forms
13 along with any supporting documents.
14

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

16 Since issuing its first payment on August 28, 2019, the Wildfire Assistance Program has
17 disbursed claimant payments totaling \$98,731,000. The Administrator has allocated the remaining
18 funds to be disbursed to Basic Unmet Needs and Supplemental Unmet Needs payments for claimants
19 with eligible claims and Administrative Expenses. Table 1 shows receipts and disbursements from
20 the Wildfire Assistance Fund.
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Table 1. Fund Receipts and Disbursements		
	Description	Amount
1.	Total Receipts	\$105,733,374
	(a) Settlement Fund	\$105,000,000
	(b) Interest Earned	\$733,374
2.	Total Disbursements	\$103,232,740
	(a) Basic Unmet Needs Payments to Eligible Claimants	\$74,709,000
	(b) Supplemental Unmet Needs Payments to Eligible Claimants	\$24,022,000
	(c) Administrative Expenses	\$4,501,740
3.	Remaining Funds to Disburse	\$2,500,634

D. FUTURE EFFORTS.

The Wildfire Assistance Program will continue to review the remaining Basic and Supplemental Unmet Needs claims until all filed claims have been evaluated to a final determination. The Administrator will continue issuing payments on a weekly basis and will pay all remaining eligible claims within the second quarter of 2020.

E. CONCLUSION.

The Administrator will continue to perform her responsibilities and duties consistent with the Appointment Order and all other directives of this Court and will issue her next quarterly report in accordance with the Appointment Order.

Dated: April 30, 2020

Respectfully submitted,

/s/ Cathy Yanni
 CATHY YANNI
 Administrator, Wildfire Assistance Program