

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Examine
Electric Utility De-Energization of Power
Lines in Dangerous Conditions.

Rulemaking 18-12-005
(Filed December 13, 2018)

**LIBERTY UTILITIES (CALPECO ELECTRIC) LLC'S (U 933-E)
PUBLIC SAFETY POWER SHUTOFF 2024 POST-SEASON REPORT**

Dated: March 1, 2025

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PUBLIC SAFETY POWER SHUTOFF 2024 POST-SEASON REPORT**

Liberty Utilities (CalPeco Electric) LLC (“Liberty”) hereby submits its Public Safety Power Shutoff (“PSPS”) 2024 Post-Season Report pursuant to Commission Decision 21-06-034 in Phase Three of R.18-12-005.

Respectfully submitted,

/s/ Jordan Parrillo
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Attachment A

Public Safety Power Shutoff 2024 Post-Season Report

Section I. Background: Overarching Regulation

1. Each electric investor-owned utility must file a comprehensive [prior year] Post-Season Report, no later than March 1 of each year, in R.18-12-005 or its successor proceeding. The report must follow a template provided by SED no later than 60 days after SED posts a [prior year] Post-Season Report template on the Commission's website. Parties may file comments on these reports within 20 days after they are filed and reply comments within 10 days after the final date to file comments.

[Authority: Decision (D.) 21-06-034; Guidelines at p. A15, Section K-3]

2. The [prior year] Post-Season Report must include but will not be limited to:
f. Annual report, as applicable, required by Ordering Paragraph 66 of D.21-06-014.

[Authority: D.21-06-034; Guidelines at p. A15, Section K-3. f]

3. To the extent a required item of information is also required to be included in the electric investor-owned utility's Wildfire Mitigation Plan, the [prior year] Post-Season Report may refer to the electric investor-owned utility's Wildfire Mitigation Plan rather than repeat the same information; such reference must specify, at minimum, the page and line number(s) for where the required information is contained within the electric investor-owned utility's Wildfire Mitigation Plan. In cases where this reference is to data, a summary table of the data shall be provided in the report.

[Authority: D.21-06-034; Guidelines at p. A17, Section K-3]

Section II: Amendments to Post-Event Reports

A. Regulatory Requirements

1. *Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company must provide aggregate data, as identified above [D.21-06-014, Ordering Paragraph (OP) 65], in an annual report, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report and must contact the Commission's Safety and Enforcement Division if the utility requires additional guidance to ensure adequate reporting on the requirement to provide information on affected customers in the 10-day post-event reports.*

[Authority: D.21-06-014; OPs 65 and 66]

N/A

2. *Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), and San Diego Gas & Electric Company (SDG&E) must address, among other things, each element of Resolution ESRB-8 reporting requirements, as clarified herein, in the 10-day post-event reports, including the below [OP 65] and, if no information is available, PG&E, SCE, and SDG&E must respond to these Resolution ESRB-8 reporting requirements by indicating the reason this information is not available.*

[Authority: D.21-06-014; OPs 65 and 66]

N/A

B. Direction

1. *Provide any information missing [including, but not limited to the specific topics listed below] from any Post-Event Report for Public Safety Power Shutoffs (PSPS) filed in the previous year by:*

- a. *Identify the date and name of the PSPS.*
- b. *Identify the Section of the Post-Event Report template for which the missing information will be added.*
- c. *Provide the missing information under that heading.*

[Authority: D.21-06-014; OPs 65 and 66]

N/A

2. *Community Resource Centers:*

Provide aggregate data, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report:

- a. *Address and describe each Community Resource Center during a de-energization event.*

[Authority: D.21-06-014, OPs 65 and 66]

N/A

3. *Notification:*

Provide aggregate data that may not have been available at the time the utility filed the 10-day post-event report:

- a. *Identify who the utility contacted in the community prior to de-energization and whether the affected areas are classified as High Fire Threat District Tier 1, Tier 2, or Tier 3 (as defined in General Order 95, Rule 21.2-D22);*
- b. *Explain why notice could not be provided at least two hours prior to a de-energization, if such notice was not provided;*

[Authority: D.21-06-014, OPs 65 and 66]

N/A

4. *Restoration:*

Provide aggregate data, as identified in OP 65, in an annual report, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report:

a. Provide a detailed description of the steps the utility used to restore power.

[Authority: D.21-06-014, OPs 65 and 66]

N/A

Section III: Decision-Specified

C. Education and Outreach

Include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the Post-Season Report. See D.21-06-034, Sections E-1 for specific requirements on the surveys.

[Authority: D.21-06-034, Guidelines at p. A7, Section E-1]

Refer to attachments: “Attachment 1-Liberty-Survey_Results_June2024” and “Attachment 2-Liberty-Survey_Results_December2024.”

D. Medical Baseline and Access and Functional Needs

1. Describe in detail all programs and/or types of assistance, including:
 - a. Free and/or subsidized backup batteries
 - b. Self-Generation Incentive Program Equity Resiliency Budget
 - c. Community Microgrid Incentive Program [sic] [“Microgrid Incentive Program” per D.21-01-018]
 - d. Hotel vouchers
 - e. Transportation to CRCs
 - f. Any other applicable programs or pilots to support resiliency for persons with access and functional needs and vulnerable populations.

Identify and describe the costs and associated funding source(s) for all partnerships, each unique program and form of assistance (e.g., backup batteries as distinct from hotel vouchers), and any other efforts aimed at mitigating the impacts of public safety power shutoff events on persons with access and functional needs and vulnerable populations. Use the below table to provide this information.

Program	Cost	Funding Source(s)	Program/Cost Description
Community-Based Organization (CBO) Partnerships	Liberty does not track costs at this level.	N/A	Liberty seeks opportunities to provide PSPS preparedness information through established CBOs throughout

			the year. Liberty also continues to grow and expand CBO networks throughout its service territory, providing materials and resource information for CBOs to share within the communities they serve.
Community Engagement	Refer to Liberty_POSTR3_3-1-2025	DCA.WPCMTRE.CO.CMTE.5932	Liberty hosts community meetings throughout its service territory to educate customers on the PSPS notification process. Liberty discusses PSPS preparation with CBOs during physical and virtual meetings throughout the year. Liberty also provides PSPS materials to CBOs, cities, counties, and schools.
AFN Outreach	Refer to Liberty_POSTR3_3-1-2025	DCA.WPCMTRE.CO.CMTE.5932	Liberty executes customer outreach to share information about PSPS awareness through a variety of methods, including community events, website resources, social media, bill inserts, targeted outreach to multi-family dwellings and mobile home parks, radio ads (including multicultural media), digital ads, print ads, and through call center staff.
In-Language/Accessible Materials	Liberty does not track costs at this level.	N/A	Liberty provides PSPS toolkit information in English, Spanish, French, German, Chinese, Vietnamese, and Tagalog.
Community Resource Centers (CRCs)	\$89,300	DCA.WPEMPRP.EP.EMPR.5932 – Emergency Preparedness	Liberty has CRC agreements established throughout its service territory and continues to seek additional options to meet customer needs during potential PSPS events. Liberty has established an internal working group comprised of representatives from a variety of departments, including Emergency Management and Wildfire Mitigation, to focus on CRC planning. The group meets regularly to develop plans, determine priorities, and execute required action for CRC preparedness.
Tribal Engagement	Liberty does not track costs at this level.	N/A	Liberty maintains a working relationship with the Washoe tribal community, the only tribal community in Liberty’s service territory. Liberty includes the Washoe Tribe as an essential public safety partner (PSP) and has worked closely with tribal

			contacts regarding PSPS event preparation and the establishment of a CRC on tribal land.
211 Care Coordination and Referral Service	Liberty does not track costs at this level.	N/A	211 offers support to residents in most counties Liberty serves, excluding residents in Sierra and El Dorado counties. Liberty does not currently participate in 211 Care Coordination contracts. In 2023, Liberty established new relationships with Connecting Point in Nevada and Placer Counties, resulting in ongoing 211 inclusion in tabletop exercises. Liberty continues to seek CBO and agency connections throughout the service territory, including areas where 211 is not yet active.
Preparation Exercises and Training	Liberty does not track costs at this level.	N/A	In preparation for wildfire season, Liberty will conduct a Public Safety Partner Workshop on April 3, 2025, a tabletop PSPS exercise on May 15, 2025, and a full-scale PSPS exercise on June 19, 2025. The full-scale exercise and the planning meetings leading up to the exercise will include Cal OES, CPUC, CAL FIRE, and Office of Energy Infrastructure Safety (“OEIS”), along with other public safety partners, including government, critical facilities, and AFN Community advocates.

2. Funding source(s) shall specify applicable utility balancing accounts or other accounting mechanisms, and non-utility funding sources, if applicable.

Costs related to WMP emergency preparedness and community outreach & engagement are charged to the following Liberty work codes, respectively: “DCA.WPEMPRP.EP.EMPR.5932” and “DCA.WPCMTRE.CO.CMTE.5932.” The following Liberty work code is used to capture costs when PSPS is activated: “DCA.WPGDOPM.OP. GHOP.5932.”

3. Identify any communities or areas not served by utility partnerships with CBOs that provide assistance to persons with access and functional needs or vulnerable populations in preparation for or during a public safety partner event;

[Authority: D.21-06-034, Guidelines at p. A16, Sections K-3.d]

None.

E. Mitigation

1. For each proactive de-energization event that occurred during the prior calendar year:
 - a. i. Circuit-by-circuit analysis of mitigation provided from backup power and microgrid pilots.

[Authority: D.21-06-034, Guidelines at p. A15, Section K-3.a.i.]

Liberty did not utilize backup power or microgrids as a mitigation during any of its 2024 PSPS events.

F. Public Safety Partners

1. Identification of all requests for selective re-energization made by public safety partners during a de-energization event, whether each such request was granted or denied, and the reason for granting or denying each such request.

[Authority: D.21-06-034, Guidelines at p. A16, Section K-3.c.]

Liberty did not receive requests by public safety partners (“PSPs”) for selective re-energization during any of its 2024 PSPS events.

G. Transmission

2. Description of the impact of de-energization on transmission.
3. Evaluation of how to mitigate and prepare for those impacts in future potential de-energization events.
4. Identify and describe all studies that are part of such analysis and evaluation.
5. Identify all efforts to work with publicly owned utilities and cooperatives to evaluate the impacts of de-energization on transmission.

[Authority: D.21-06-034, Guidelines at pp. A15-A16, Section K-3.b.]

N/A

Section IV: Safety and Enforcement Division-Specified

Response no longer than two pages.

1. Discuss how your PSPS meteorology and fire science predictive models performed in the prior year. What changes were made to the models in the prior year? What are the planned modeling improvement efforts?

During the 2024 fire season, Liberty utilized its current meteorology and fire science predictive models with the support of CloudFire, Inc. These models performed qualitatively well, and incoming weather events were identified with advanced warning to allow for sub-PSPS and PSPS mitigations to be taken as appropriate. For more information on the weather forecasting

and fire potential models Liberty utilized during the 2024 fire season, please refer to section 8.3 (Situational Awareness and Forecasting) of Liberty's Updated 2023-2025 WMP.

For the 2025 fire season, Liberty is in the process of adding Technosylva's FireRisk product to its weather forecasting and fire potential modeling capabilities. FireRisk is currently in the user acceptance testing and user training phase

2. What were the challenges in quantifying risks and benefits in terms of determining the scope (size and duration) of the PSPS you conducted?

When determining the scope of a potential PSPS event Liberty refers to meteorology and fire science predictive models developed by meteorological organizations to support decision making. As discussed in section 9.2 of Liberty's Updated 2023-2025 WMP, Liberty uses a combination of Energy Release Component ("ERC") percentile, wind gust, and Fosberg Fire Weather Index ("FFWI") combined in a Composite Risk Index ("CRI) to assess the weather conditions that influence the geographical scope, size, and duration of PSPS.

While these models performed qualitatively well, a limitation in the models is that they do not continuously refresh and have a spatial resolution that is not precisely scaled to Liberty's service territory. For example, Liberty references the High-Resolution Rapid Refresh ("HRRR") operational weather model, which has a 3km spatial resolution, a 48-hour forecast duration, and refreshes four times per day. Rapidly changing weather conditions can necessitate adjustments to event scope and notification timing that cannot be captured by weather models more than 48 hours prior to the predicted weather event window.

3. Explain mitigations conducted for each PSPS event in the year, including but not limited to circuit switching, sectionalization, and microgrid activations.

Liberty's 11/11/2024 PPS Event:

Prior to the PPS weather event, Liberty eliminated one circuit from the scope of this event. Due to enabling sensitive relay profile settings and completion of grid hardening projects, which included traditional overhead hardening and covered conductor, the Topaz 1202 circuit was able to remain energized for the duration of the weather event. This eliminated the potential de-energization impacts to customers on that circuit.

With the above-discussed mitigations in place, Liberty was able to limit de-energization to 686 customers. Liberty also utilized sectionalizing devices to patrol and re-energize the circuit in three phases. This allowed power to be restored to customers while repairs were being made to other portions of the circuit.

Liberty's 11/20/2024 PPS Event:

During this event, Liberty utilized sectionalizing devices to patrol and re-energize the Muller 1296 circuit in three phases to mitigate the impact of this PPS.

Liberty’s 11/22/2024 PSPS Event:

During this event, Liberty sectionalized the southernmost section of the Topaz 1202 circuit, where ignition risk was highest, while maintaining power to upstream customers. Because of this, Liberty was able to limit de-energization to 355 customers on the Topaz 1202 circuit instead of the total of 782 customers. Liberty also utilized sectionalizing devices to patrol and re-energize the Muller 1296 circuit in three phases to mitigate the impact of the PSPS event on customers.

4. Explain how you fully incorporated public safety partners in your exercise planning. How many were invited to, and attended each planning meeting? Describe your communication efforts-dates and methods-to solicit participation.

Public Safety Partners were fully integrated into the planning and execution of Liberty’s exercises in 2024. Communication with Liberty’s Public Safety Partners continued throughout the year. Public Safety Partner’s participation was solicited through email invitations. Public Safety Partners participated in planning meetings and exercises, including the following:

Date	Topic	Participant Organizations
3/14/2024	Exercise Concepts and Objectives Meeting	CPUC, CAL OES, CAL FIRE, Frontier, NV Energy,
3/28/2024	Exercise Initial Planning Meeting	Connecting Point, Pacific
4/25/2024	PSPS Midterm Planning Meeting	Power (PacifiCorp), FREED,
5/9/2024	PSPS Final Planning Meeting	El Dorado County, El Dorado
5/23/2024	PSPS Tabletop Exercise	Sheriff, Lukin Water Co.,
6/27/2024	PSPS Functional Exercise	South Lake Tahoe City Manager, LTCC VP Admin. Services, USFS, South Tahoe PUD, South Lake Tahoe Fire Chief, Fallen Leaf Fire Chief, South Lake Tahoe Airport Manager, Glenridge Park Water Co., Barton Hospital.

5. Recap the lessons learned from all of your de-energization exercises, the resulting action items, their implementation, and observed consequences.

A synopsis of lessons learned from Liberty’s de-energization exercises in 2024, the resulting action items, and their implementation and consequences are provided in: “Attachment 3 – POSTR1 Section IV.5.”

6. Discuss how you fully implemented the whole community approach into your de-energization exercises.

Liberty continues to successfully integrate Public Safety Partners, CBOs, and critical infrastructure into the exercise planning process and the exercises. In addition to planning and

exercising, they provide input after the exercise that is considered in the after-action review and exercise documentation. Emergency Management works closely with the Liberty Community Outreach Coordinators to participate in meetings with city, county, and state officials; CBOs; and its Wildfire Safety Community Advisory Council. This approach allows Emergency Management to be familiar with community partners and aware of their concerns throughout the year.

7. Discuss the complaints you received (as documented in POSTSR4) and any lessons learned and implementation of changed business practices.

Liberty's 11/11/2024 PSPS Event:

Liberty did not receive any formal customer complaints nor claims related to this PSPS event; however, it did receive four informal complaints from CRC attendees related to notification timing (short notice) and one informal complaint via social media regarding a customer service call.

Refer to Liberty_POSTR4_3-1-2025 items 1-5

Liberty's 11/20/2024 PSPS Event:

Liberty received one formal customer claim related to this PSPS event. Liberty also received sixteen informal complaints related to the need for PSPS, notification timing, and general concern regarding the event.

Refer to Liberty_POSTR4_3-1-2025 items 6-21

Liberty's 11/22/2024 PSPS Event:

See response above. The complaints list for this PSPS event is identical to the complaints list for its November 20, 2024, PSPS event because the complaints for both events were recorded in one tracker.

Refer to Liberty_POSTR4_3-1-2025 items 6-21

8. How did your PSPS notifications, to both customers and public safety partners/local governments, perform over the year? What changes will you make to improve performance?

During each PSPS event in 2024 Liberty performed all primary customer notifications and encouraged public safety partners to amplify PSPS messages on their platforms as appropriate. Liberty made significant effort to notify PSPs, local/tribal governments, critical facilities and infrastructure, and customers in accordance with the minimum timelines set forth by the CPUC in PSPS Phase 1 Guidelines (D.19-05-042), weather and other factors permitting.

Liberty's 11/11/2024 PSPS Event:

All customers were notified of re-energization via Liberty's webpage after the PSPS event. Most customers impacted by the de-energization received personal notifications of re-energization.

Liberty posted an alert to its webpage that informed all impacted customers of re-energization not too long after repairs were completed, and power was restored on November 12, 2024.

Liberty's 11/20/2024 PSPS Event:

Liberty prudently activated its Emergency Operations Center (EOC) within 24 hours of the forecasted PSPS event and notified PSPs and impacted customers as soon as practical. Liberty's first notifications to PSPs and impacted customers began after the 72-48-hour notification requirement and 48-24-hour notification requirement. Given the timing of weather factors, the proximity of Liberty's first notifications regarding this event, and the uncertainties with if and when de-energization on each circuit would occur, Liberty was not able to provide additional 1-4-hour advanced notification to approximately 1,491 customers.

Liberty's 11/22/2024 PSPS Event:

Liberty is not aware of any notification failures during this event.

Refer to section 5 of Liberty's 2024 PSPS Post Event Reports for more information regarding notifications for each event.

9. Describe feedback received from CBOs and customers on CRC performance last year. How was the feedback collected and how is feedback being incorporated into future CRC plans?

CRC feedback gathered from Liberty's 2024 PSPS events was logged by CRC and Community Outreach staff in an automated tracker log. Notable feedback included:

- Questions regarding why one section of Liberty's service territory was de-energized while others were not.
- Observations regarding whether or not weather conditions warranted de-energization.
- Requests for updates from the Alpine County Sheriff's Department and Alpine County Schools.
- Concerns about the ability to pump water for livestock.

All questions, concerns, and observations were responded to directly.

Attachment 1

Liberty Survey Results, June 2024



Wildfire Messaging Awareness

Prepared by

MDC Research

Jakob Lahmers - Jakob.Lahmers@mdcresearch.com





Objectives & Methodology

The **overall objective** of this research was to measure the public's awareness of messaging related to wildfire preparedness and safety. Specific research objectives include:

- Measure awareness of Liberty Utilities (Liberty) messages related to wildfire preparedness
- Identify recall of specific message topics
- Identify recall of message channels
- Measure recall and understanding of Public Safety Power Shutoff or PSPS
- Evaluate sources customers are most likely to turn to for information about PSPS
- Explore actions taken by customers to prepare for wildfire season
- Measure awareness of Liberty's efforts to reduce the risk of wildfires
- Evaluate PSPS notifications perception

Target Audience

- Liberty residential and business customers in California
- Liberty critical customers

Methodology

- Customers were surveyed at random from Liberty customer records, targeted for either phone or web administration
- Surveys available to customers in English and Spanish
- A total of 220 surveys, including 6 from critical customers, were completed between June 11 and July 7
 - 📞 Phone: 80 completed surveys from 14,532 records
 - 💻 Web: 140 completed surveys from 27,266 records



Key Findings

Communications

- **47% are aware of wildfire safety communications**, consistent with November 2023 (53%).
- **Liberty** remains the primary source for wildfire preparedness information, though it saw a significant decrease from November 2023 (26% vs 48%). **Vegetation management** and **personal preparedness** are the most common messages recalled.
- **Email** remains the most cited channel for wildfire preparedness communication, down significantly from November 2023 (38% vs 54%); bill inserts, TV news, and social media make up the next most common tier.
- **Local organizations, non-Liberty websites, the Liberty website, and email are considered the clearest; email, social media, and bill inserts are seen as the most useful resources** for information about wildfire preparedness.
- **45%** recall seeing, hearing or reading the phrase **"Public Safety Power Shutoff or PSPS,"** down significantly from last wave (61%). **TV News (28%) and email (26%)** remain the most common sources of PSPS communication.
- Among those recalling the phrase "PSPS" from the past year, **94% are aware of its possible implementation to prevent wildfire** and roughly three quarters **understand PSPS is a last resort (73%),** and the likelihood of **implementation becomes reduced when Liberty takes steps to harden its infrastructure (77%)**
- **37%** say they would first turn to the **Liberty website** for information about a PSPS event.
- Notifications via text and email are considered most effective forms of communication from Liberty. Larger font is considered the most helpful element of communications that could be incorporated.

Actions Taken

- **60% have taken some form of action to prevent wildfires or to prepare their home or business** for the event of a PSPS. Having a **generator** and **trimming vegetation around properties** are the most common actions taken, followed by creating defensible space.
- **47% are aware of Liberty's efforts to prune vegetation** around power lines in higher-risk areas. **Recallers** are significantly more likely than Non-Recallers to be aware of the majority of Liberty's efforts. Recall of all Liberty's efforts to reduce the risk of wildfire is consistent with November 2023.
- **51%** are aware they can **update their contact information with Liberty,** and 69% of those have done so, in line with November 2023 findings.

AFN and Critical Customers

- **80% of customers can be considered AFN.**
- Of the resources available to the public, customers are most likely to be aware of **LIHEAP, special payment arrangements, and Residential Energy Audit;** 22% have not investigated any of the resources and 30% report no need.
- Only 4% of AFN customers have heard of AFN Self-Identification.
- Among those reporting that they rely on electricity for medical needs, 26% are aware of additional notices from Liberty, 18% are currently enrolled in the Medical Baseline Allowance program
- 99% of respondents indicated it would not be helpful to receive communications in a language other than English.

Other Topics

- Though not covered by the survey, CBO interviews indicate frustration in the community over extended winter outages, poor communication about restoration times, and increasing costs.
- A messaging campaign to acknowledge and address issues may be warranted.



Recommendations

During the 2024 fire season, consider additional outreach efforts to educate the public on wildfire safety and knowledge of PSPS.

- Communication awareness has steadily declined from 74% in November 2021 to 47% in June 2024.
- Awareness levels in June 2024 are the lowest levels seen thus far.
- Recall of PSPS has continued to decrease from June 2021 (74%) to June 2024 (45%).
- Among those hearing or seeing communication about wildfire preparedness over the past year, just 26% mention Liberty as the source of this information, the lowest number seen over the past six waves. Several messages saw significant decreases when compared with November 2023, including messages around PSPS, local emergency services – resources, medical needs, and notifications & updating customer information.

Pursue opportunities to educate the public of actions taken by Liberty to mitigate the risk of wildfires and PSPS.

- Although 94% of people who encountered the term PSPS over the past year are aware of a possible PSPS by Liberty, less than half are aware of any one of Liberty's efforts.

Leverage TV news, emails, social media, and bill inserts to drive customers to the Liberty website.

- More people indicate they would turn to the Liberty website than any other source for information about PSPS.
- Where people are actually learning about PSPS continues to be from TV news, email, social media, and bill inserts, though all of these sources have seen marginal declines when compared with previous waves.
- Local organizations or community centers, non-Liberty websites, the Liberty website, email, bill inserts, and social media are all seen as clear and useful, with email, social media, and newspapers seen as most useful.
- Notifications via text is considered the most effective method of communication from Liberty (48%), followed by email (27%), although caution should be used if text is primarily reserved for emergency communications.

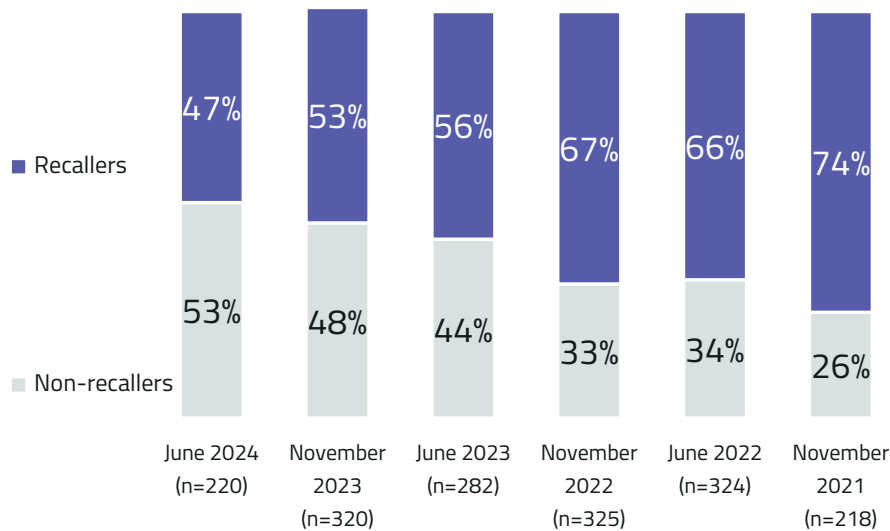
Consider communications around purchasing or preparing backup generators in the event of PSPS, and associated safety measures, as purchasing/preparing generators is the most common preparation for a PSPS. There may be opportunity to raise general awareness and address the top challenges expressed when facing an extended power outage, like food replacement, heating/cooling, communication, and having electricity for medical needs.



Wildfire Safety Communications Awareness

- Just under half (47%) have seen or heard communications about wildfire safety in the past year, consistent with November 2023 (53%)

Communication Awareness

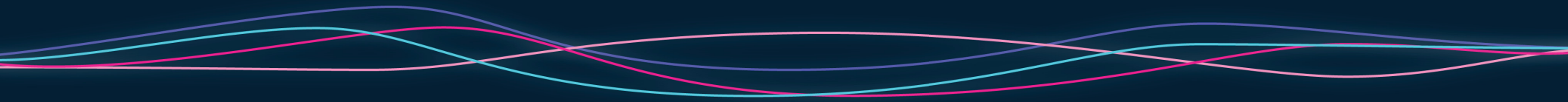


Q2 Have you seen or heard any communications about wildfire safety in the past year? (n=220; Total)

	Recallers (n=104)	Non-Recallers (n=116)
Gender	Male – 53% Female – 37%	Male – 46% Female – 44%
Age	18-54 – 21% 55-64 – 21% 65+ – 48%	18-54 – 32% 55-64 – 20% 65+ – 39%
Median Income	\$116K	\$98K
Home Ownership	Rent – 11% Own – 82%	Rent – 12% Own – 79%
Primary Language is not English	14%	16%
Responded they Rely on Electricity for Medical Needs	16%	15%

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Bold denotes statistically significant difference between Recallers and Non-Recallers



Communication Recall

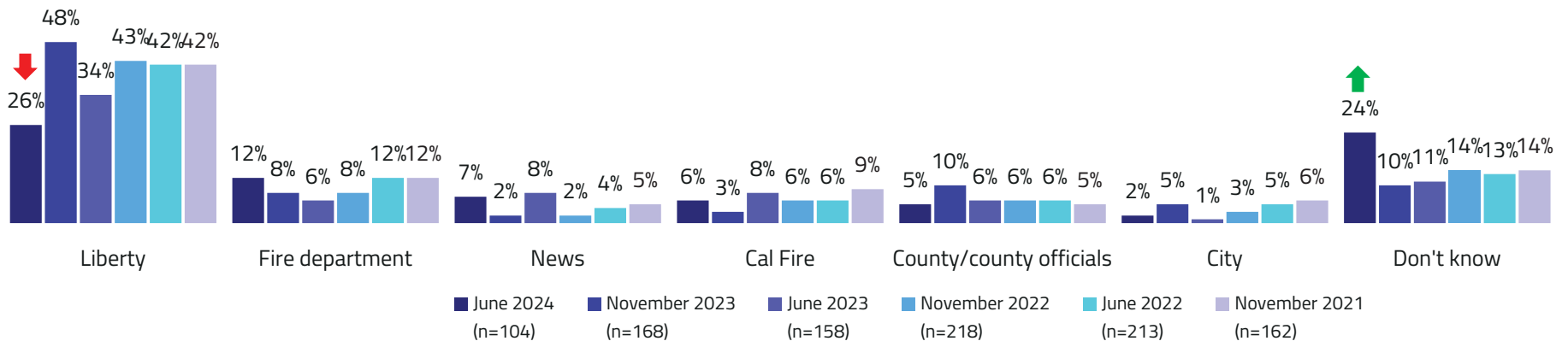
(among those aware of communications)



Sources of Wildfire Preparedness Communications

- Of those aware of communications, just over one in four (26%) mention Liberty as the source of wildfire preparedness communication, down significantly from the previous wave
- Just under one in four (24%) are not aware of the source of communication, up significantly from November 2023 (10%)

Wildfire Preparedness Communications Sources
(among those who recall communication)



Q5 Who was the communication about wildfire preparedness from? (n=104; Aware of Communication)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

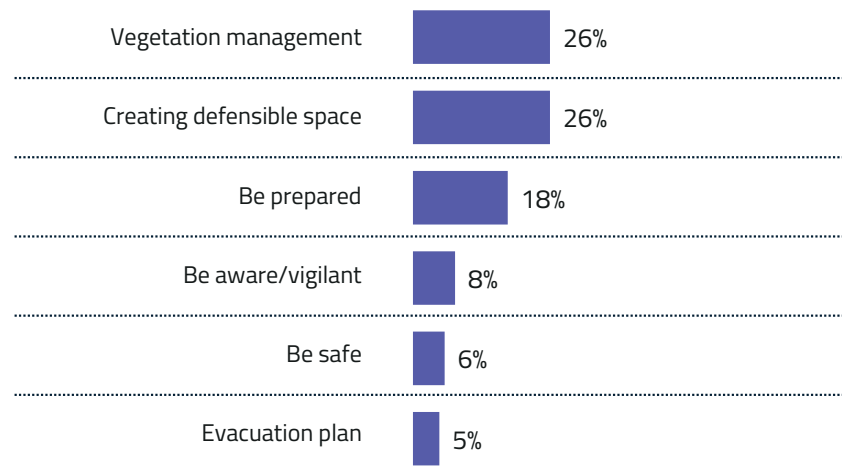


Unaided Message Recall

- Of those who recall communications, just over one in four cited vegetation management (26%) and creating a defensible space (26%) as the main takeaways from communications about wildfire safety over the past year

Communications Main Takeaway

(among those who recall communication)




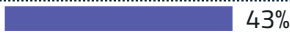







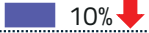



QB1 What was your main takeaway from the communications? (n=104; Aware of Communication)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave





Wildfire Preparedness Communications Messages

- Of those who recall communications, just under three in five recall messages about vegetation management (57%), followed by personal preparedness (43%)
- Compared to the previous wave, mentions of PSPS, local emergency services – resources, medical needs, and notifications & updating customer information have decreased significantly

Communications Messages Recalled <i>(among those who recall communication)</i>		Nov 2023 (n=168)	June 2023 (n=158)	Nov 2022 (n=218)	June 2022 (n=213)	Nov 2021 (n=162)
Vegetation Management	 57%	58%	56%	59%	56%	52%
Personal Preparedness	 43%	55%	61%	56%	55%	56%
Liberty's Wildfire Mitigation Plan	 29%	38%	31%	40%	33%	31%
Infrastructure Hardening	 21%	18%	9%	20%	10%	15%
Public Safety Power Shutoff	 19% ↓	32%	27%	41%	37%	48%
Local Emergency Services – Support Tools	 13%	20%	15%	21%	18%	24%
Local Emergency Services – Resources	 13% ↓	26%	20%	24%	30%	30%
Medical Needs	 12% ↓	22%	20%	17%	18%	20%
California Public Utility Commission designation of high wildfire threat areas	 12%	20%	15%	21%	16%	23%
Notifications & Updating Customer Information	 10% ↓	23%	23%	28%	31%	28%
Enhanced Wildfire Safety Settings	 10%	16%	12%	17%	Added November 2022	
Community Resource Centers available for information and support	 8%	14%	15%	19%	15%	18%
Weather Stations	 5%	7%	9%	9%	6%	18%

Q3 What were the messages of the communications you saw or heard about wildfire preparedness? (n=104; Aware of Communication)

  Arrows signify statistical difference at the 95% confidence level compared to the previous wave

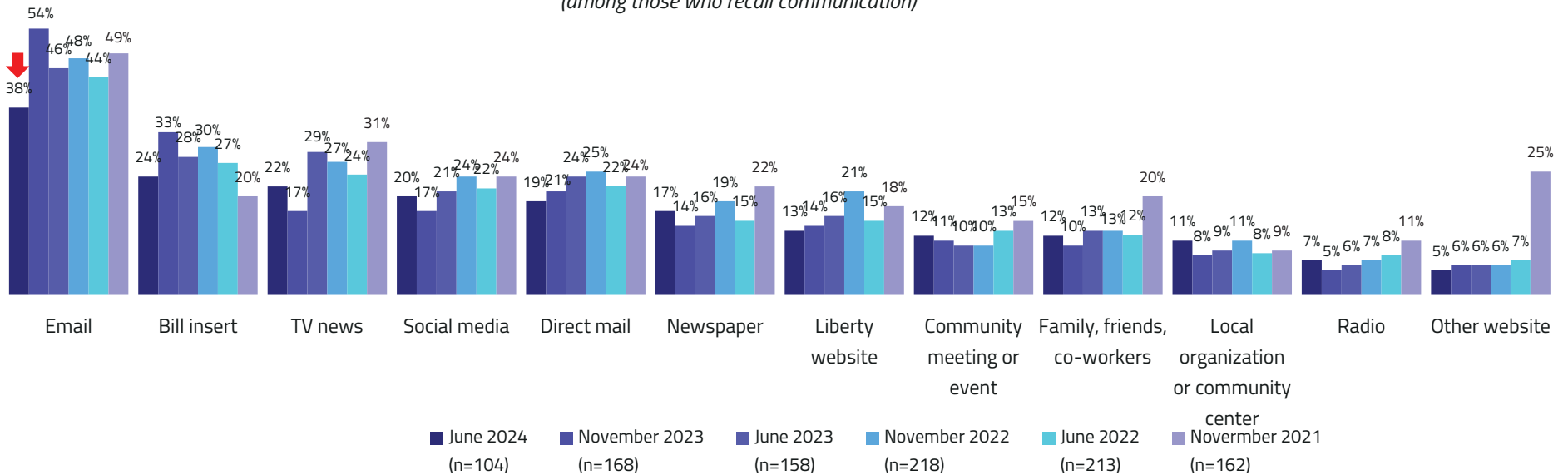


Information Channels for Wildfire Communications

- Email remains the most common channel for wildfire preparedness communication with just under four in ten mentioning it (38%), followed by bill inserts (24%), and TV news (22%); mentions of email as a communication channel decreased significantly since November 2023 (38% vs 54%)

Information Channels for Wildfire Preparedness Communications

(among those who recall communication)



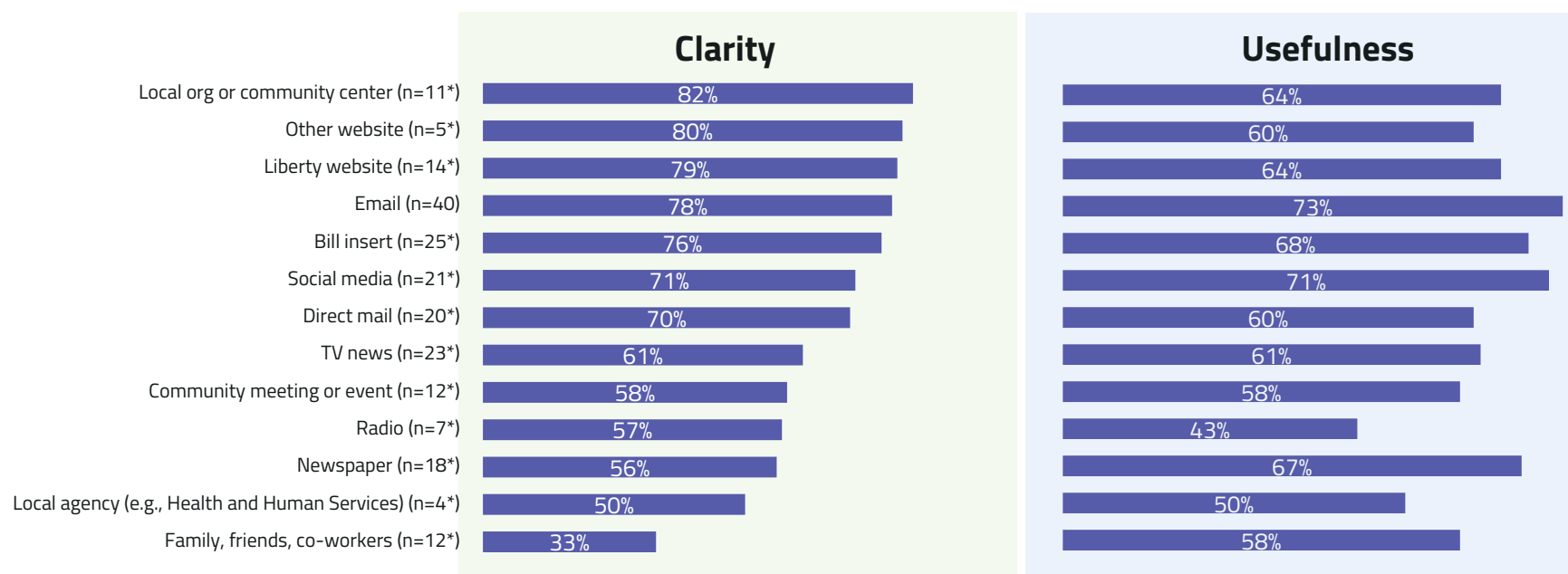
Q4 Where did you see or hear the communications about wildfire preparedness? (n=168; Aware of Communication)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Information Usefulness and Clarity

- In terms of clarity, local organizations or community centers are rated the highest, along with other websites and the Liberty website
- In terms of usefulness, email is rated highest, followed by social media and bill inserts



Q4A How useful was the information about wildfire preparedness from each of these sources? (n=104; Aware of Communication)

Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n=104; Aware of Communication)

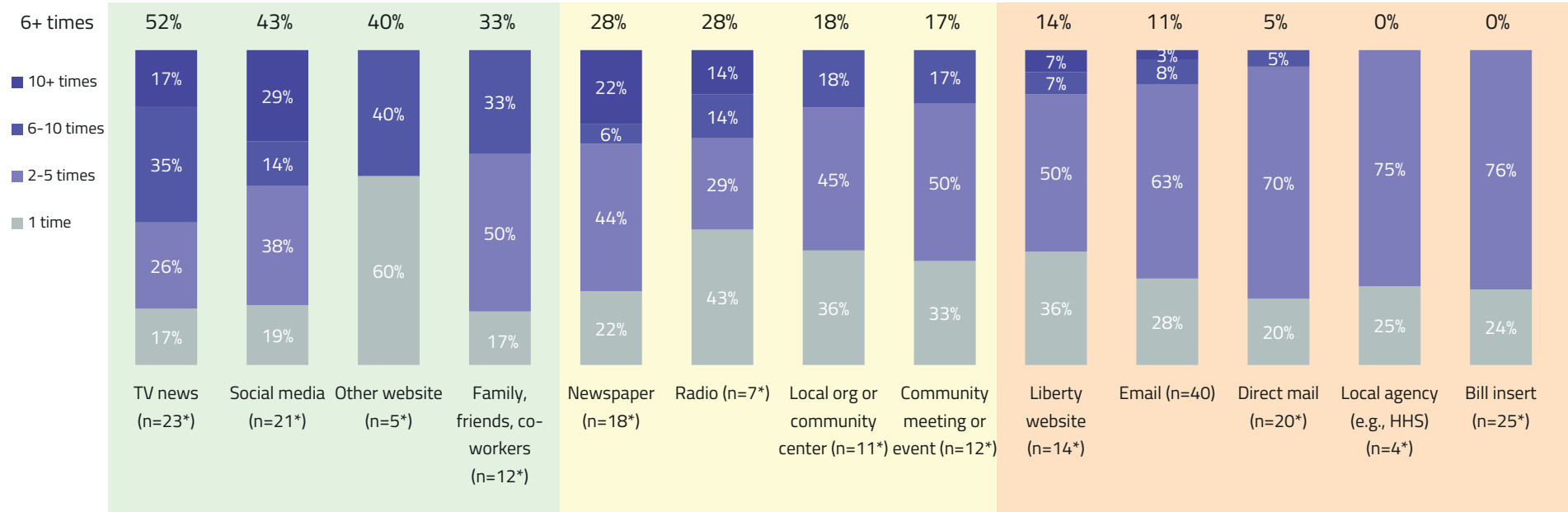
*Small sample size (n<30)



Communication Frequency

- Just over half say they have seen at least six messages about wildfire preparedness on TV news (52%), followed by social media (43%), other websites (40%), and from family, friends, and co-workers (33%)

Communication Frequency



Q5A In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? (n=104; Aware of Communication)

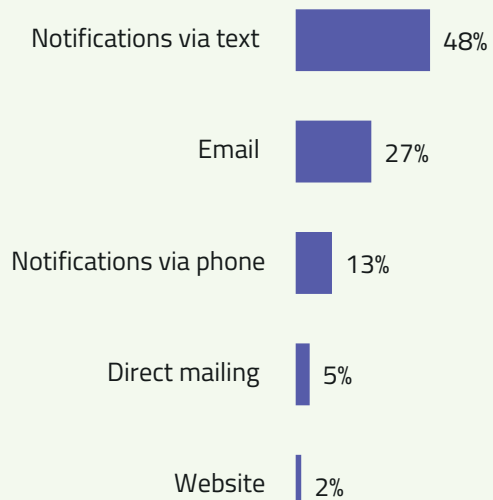
*Small sample size (n<30)



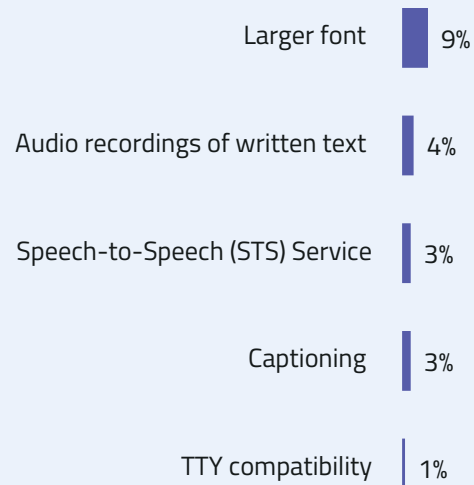
Effective and Helpful Communication

- Notifications via text are considered the most effective form of communication from Liberty (48%) followed by email (27%); larger font is the most helpful (9%) element that could be incorporated

Most Effective Communications



Helpful Elements



A6 What method of communication from Liberty do you find most effective? (n=220; Total)

A12 Regardless of how communications from Liberty are received, which, if any, of the following would be helpful for you? (n=220; Total)



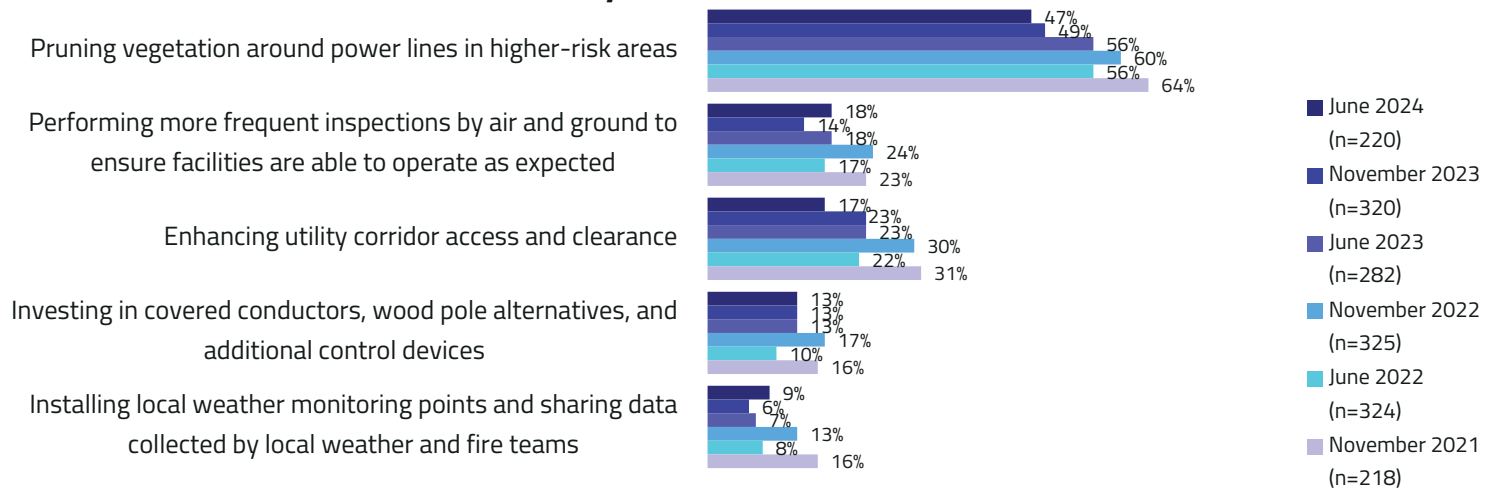
Wildfire Preparedness Actions Taken



Awareness of Liberty's Efforts

- Consistent with previous results, just under half are aware of Liberty pruning vegetation around power lines in higher-risk areas (47%)
- Awareness of all efforts remains consistent with previous wave
- **Recallers** remain significantly more likely to mention the majority of Liberty's efforts

Awareness of Liberty's Efforts to Reduce Wildfire Risk



Q7 What efforts by Liberty are you aware of to reduce the risk of wildfire? (n=220; Total)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



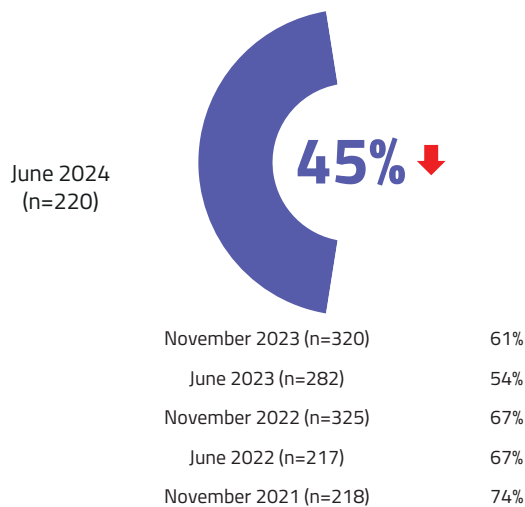
Awareness of Public Safety Power Shutoff



PSPS Awareness

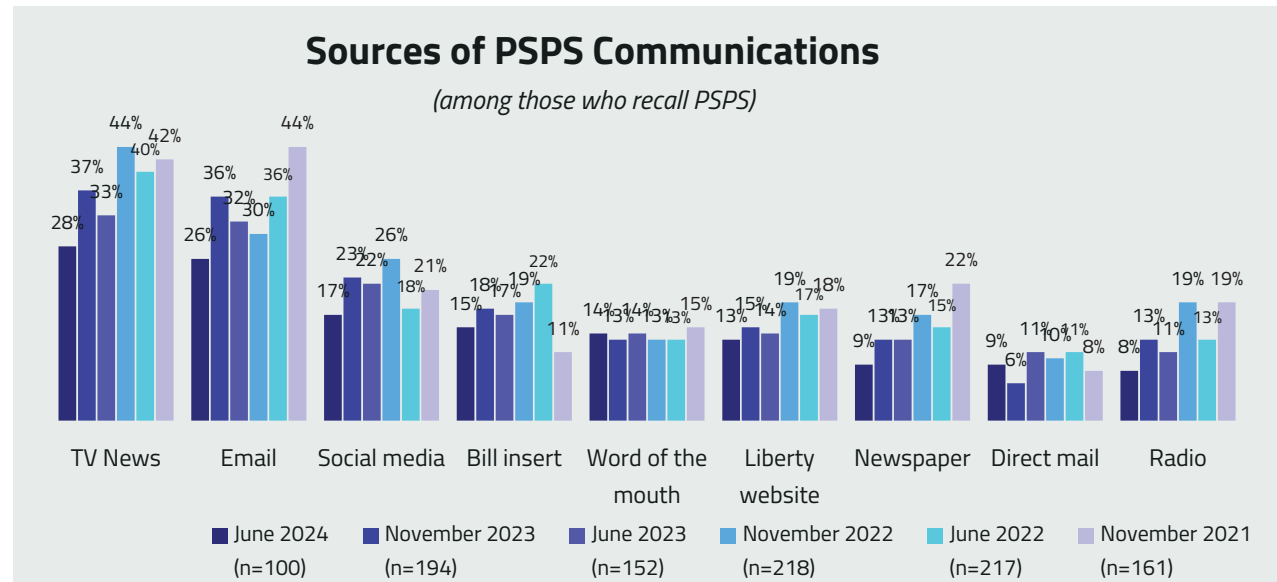
- Just under half (45%) say they recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS,” down significantly since last wave; **Recallers** remain significantly more likely than Non-Recallers to be aware of PSPS (**64%** vs 28%)
- TV news remains the leading source of PSPS communications (28%), followed by email (26%); **Recallers** are significantly more likely than Non-Recallers to mention email (33% vs 12%)

PSPS Recall



Sources of PSPS Communications

(among those who recall PSPS)



Q8 In the past year, do you recall seeing, hearing or reading the phrase ‘Public Safety Power Shutoff or PSPS?’ (n=220; Total)
 Q8A Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=100; Recall PSPS Communications)

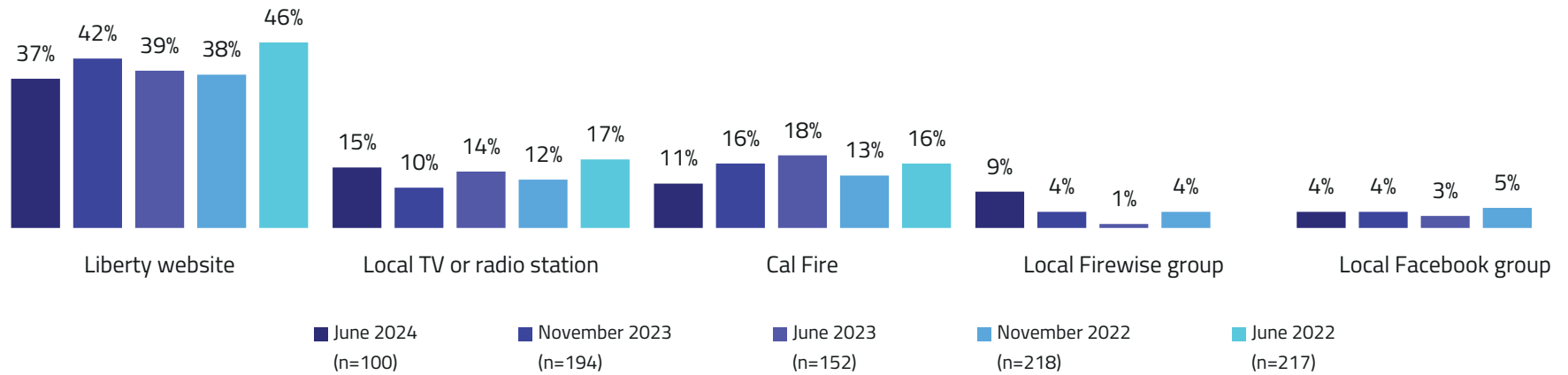
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



PSPS Information

- The Liberty website remains the most mentioned source for information about PSPS, followed by local TV or radio stations

Top 5 Sources of PSPS Information



Q9 Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n=100; Recall PSPS)

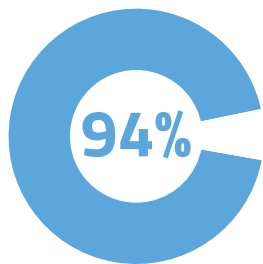
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



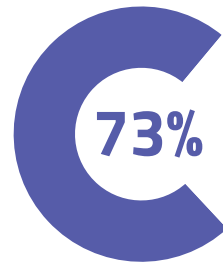
Understanding PSPS

- Over nine in ten (94%) of those who recall the term PSPS are aware Liberty could proactively shut off power to prevent the ignition of a catastrophic wildfire
- Roughly three quarters understand PSPS is a last resort (73%) and that the likelihood of PSPS is reduced when Liberty takes steps to harden its infrastructure (77%)

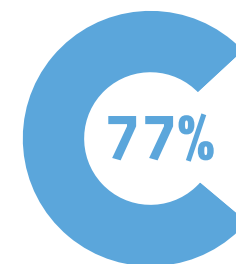
Awareness of Potential Proactive Shutoff



Awareness PSPS is Measure of Last Resort



Awareness PSPS Risk Reduced by Infrastructure Hardening



QP10A Are you aware that the utility could proactively shut off power to prevent the ignition of a catastrophic wildfire? (n=100; Recall PSPS)
QP10B Are you aware that a proactive PSPS is a measure of last resort? (n=100; Recall PSPS)
QP10C Are you aware that the likelihood of a PSPS is reduced when the utility takes steps to harden its infrastructure? (n=100; Recall PSPS)

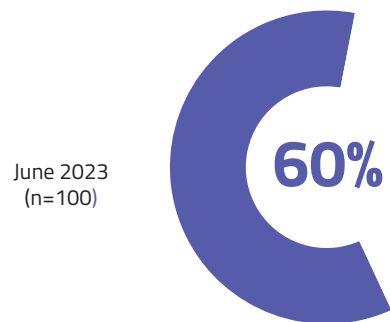
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



PSPS Preparedness

- Six in ten (60%) have taken actions to prevent or prepare their home or business in the event of a PSPS
- Generator purchases are the most common action taken, mentioned by 43% of respondents who have taken action; trimming vegetation is the second most common action taken, mentioned by 18% of respondents

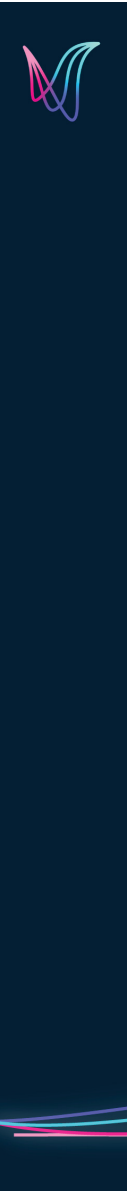
Took Actions to Prevent or Prepare for a PSPS



Actions Taken <i>(among those taking action)</i>	June 2023 (n=60)
Generator (prep/purchase)	43%
Trimmed vegetation	18%
Created defensible space	12%
Prepared an emergency kit	7%
Food & water storage	3%
Prepared an emergency readiness plan and contact information	2%

QP6. In the past year, have you taken any actions to prevent or prepare your home or business in the event of a Public Safety Power Shutoff? (n=100; Recall PSPS)
 QP6A. What actions have you taken in your home or business to prevent or prepare in the event of a Public Safety Power Shutoff? (n=60; Took actions)

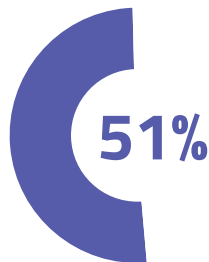
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



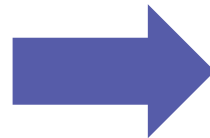
Contact Information for PSPS

- Just over half (51%) are aware they can update their contact information with Liberty; awareness among Recallers is significantly higher than among Non-Recallers (63% vs 41%)
- Over two thirds (69%) of those aware they can update their information have done so

Awareness of Ability to Update Contact Information for PSPS

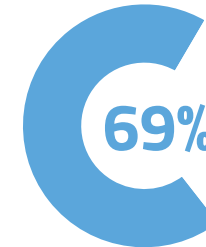


November 2023 (n=320)	59%
June 2023 (n=282)	57%
November 2022 (n=325)	60%
June 2022 (n=324)	63%
November 2021 (n=218)	64%



Have Updated Contact Information

(among those aware they can update contact info)



November 2023 (n=189)	77%
June 2023 (n=162)	73%
November 2022 (n=194)	75%
June 2022 (n=204)	75%
November 2021 (n=140)	68%

Q11 Are you aware you can update your contact information with Liberty to receive proactive notification prior to a Public Safety Power Shutoff? (n=220; Total)
 Q11A Have you updated your contact information with Liberty to receive notifications prior to a Public Safety Power Shutoff? (n=112; Aware of Information Update)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Concerns about Extended Outage

- The largest concerns and perceived challenges in the event of an extended power outage include food replacement (56%), heating/cooling (54%), and communication (45%)
- Mentions of heating/cooling decreased significantly from last wave (70% vs 54%)

Concerns or Challenges of an Extended Power Outage		Nov 2023 (n=320)	June 2023 (n=282)	Nov 2022 (n=218)
Food replacement	56%	53%	51%	54%
Heating/cooling	54% ↓	70%	56%	62%
Communication	45%	40%	45%	39%
Shelter	13%	12%	17%	14%
Powering medical equipment	11%	12%	12%	11%
Transportation	10%	12%	12%	11%
Utility pumps (well water)	8%	12%	6%	13%
Cold storage of medication	8%	7%	9%	8%
Mobility equipment	3%	2%	3%	2%
Food storage/refrigeration	<1%	1%	-	1%

A5 In the event of an extended power outage, what are your most significant concerns or challenges? (n=220; Total)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Medical Needs and Language Preferences

Just over one in seven (15%) responded that they rely on electricity for medical needs

Among **critical customers** the percentage is significantly higher than randomly selected customers (**100% vs 13%**)

Just over one in four (26%) of those relying on electricity for medical needs are aware Liberty provides additional notices prior to a PSPS event

Just over one in seven (15%), indicate that another language other than English is primarily spoken; English remains preferred for communications for nearly all respondents (97%)

- Two percent mentioned Spanish as their preferred language

All but three respondents (99%) stated it would not be helpful for them or somebody in their household to receive communications in another language

Q14 Does anyone in your home or business rely on electricity for medical needs/equipment? (n=220; Total)

Q14A Are you aware that Liberty provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment? (n=34; Rely on electricity for medical needs)

Q15 Is your primary language other than English? (n=220; Total)

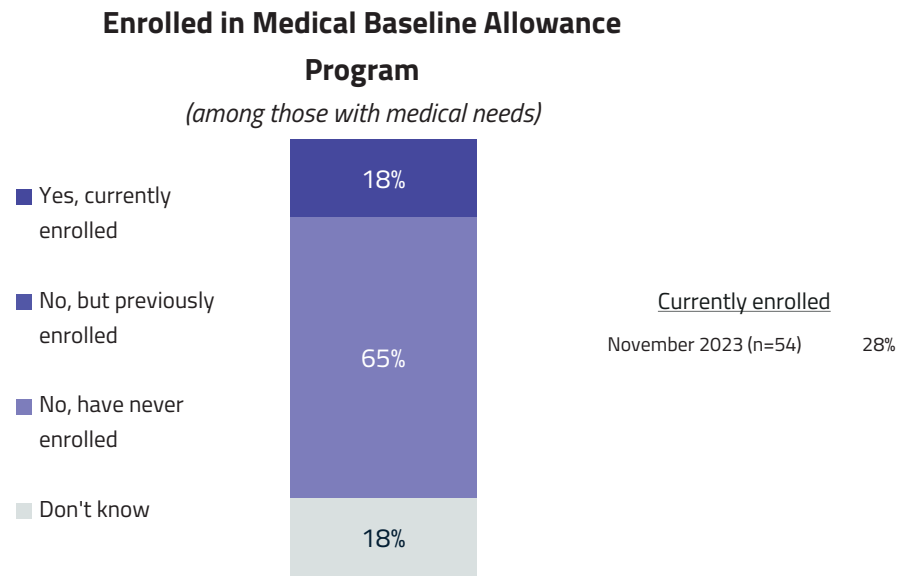
Q16 Would it be helpful for you or anyone else in your household to receive communications in another language? (n=220; Total)

Q16B What is your preferred language to receive communications? (n=220; Total)



Medical Support Certificate Usage

- Just under one in five (18%) are currently enrolled in Liberty's Medical Baseline Allowance Program, consistent with the previous wave
- **Critical** customers are significantly more likely than **Random** customers to be enrolled (**67%** vs 7%)



Q14E Are you enrolled in Liberty's Medical Baseline Allowance Program? (n=34; Rely on electricity for medical needs)

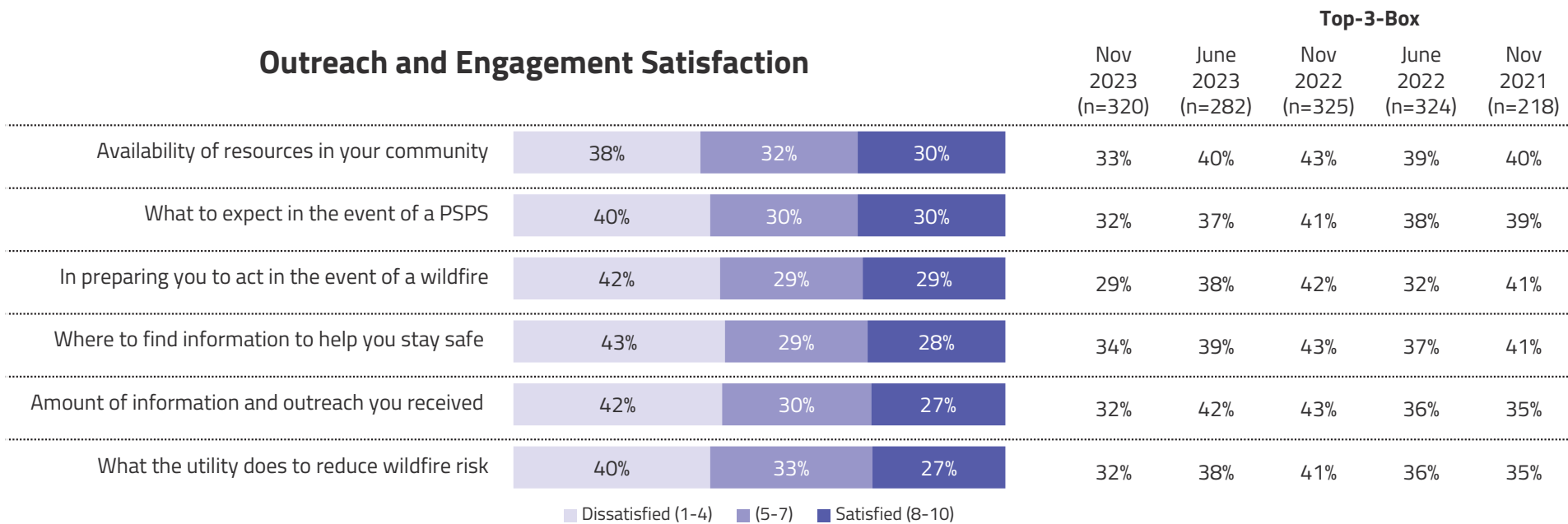


Post-PSPS



Outreach and Engagement Satisfaction

- Customers remain generally satisfied with most of the outreach and engagement they receive; satisfaction across all metrics remain consistent with November 2023
- **Recallers** are significantly more likely than Non-Recallers to be satisfied with all outreach and engagement



QSAT1 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the outreach and engagement you receive? (n=220; Total)

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↓
 Arrows signify statistical difference at the 95% confidence level compared to the previous wave



PSPS Notifications

- Almost half (47%) say that notifications should be sent if there is any possibility of a PSPS; another 42% feel that notifications should only be sent if there is a high likelihood of a PSPS

PSPS Notifications Perception	June 2024 (n=220)	Nov 2023 (n=320)	June 2023 (n=282)	Nov 2022 (n=325)	June 2022 (n=324)	Nov 2021 (n=218)
Notifications should be sent if there is any possibility of a PSPS	47%	48%	51%	44%	54%	49%
Notifications should only be sent if there is a high likelihood of a PSPS	42%	42%	37%	45%	35%	39%
Notifications should only be sent if a PSPS is certain to occur	11%	11%	12%	11%	12%	12%

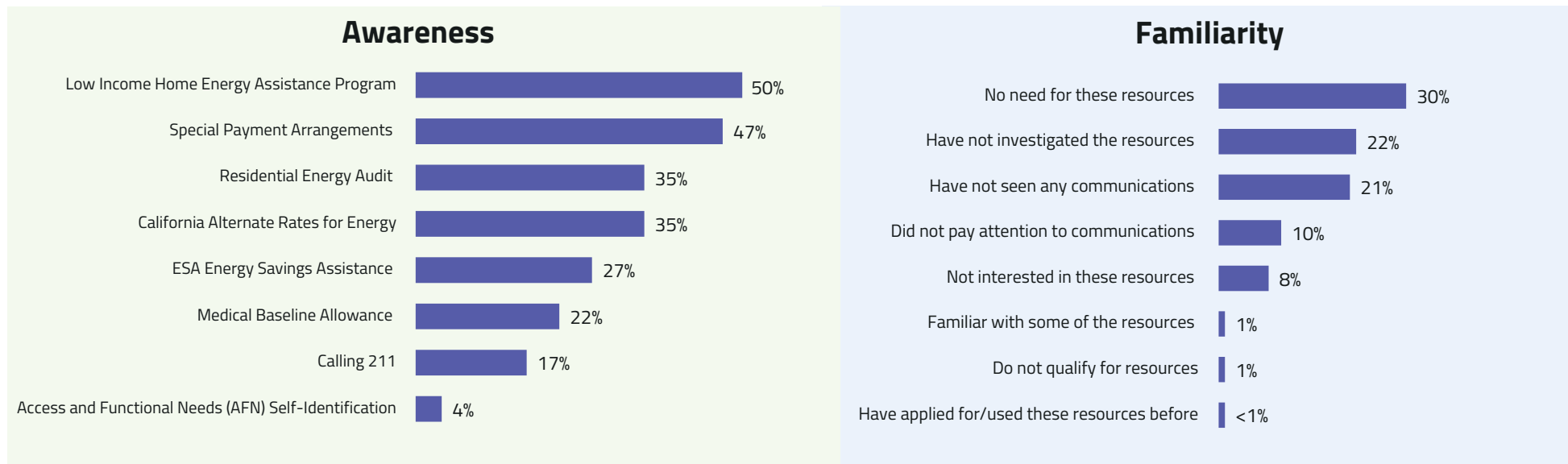
QOSAT4. Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? (n=220; Total)



Arrows signify statistical difference at the 95% confidence level compared to the previous wave

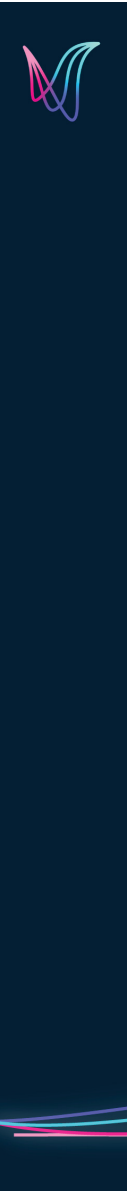
Awareness and Familiarity of Resources

- Of the resources available to the public, half indicated they were aware of the Low Income Home Energy Assistance Program (50%), followed by Special Payment Arrangements (47%), Residential Energy Audit (35%), and California Alternate Rates for Energy (35%); **Recallers** are significantly more likely than non-recallers to be aware of most resources
- Just over half report they either have no need (30%) or have not investigated the resources (22%)



A7 Liberty supports a number of resources that are available to the public. Before today, which of the following resources have you heard of? (n=220; Total)

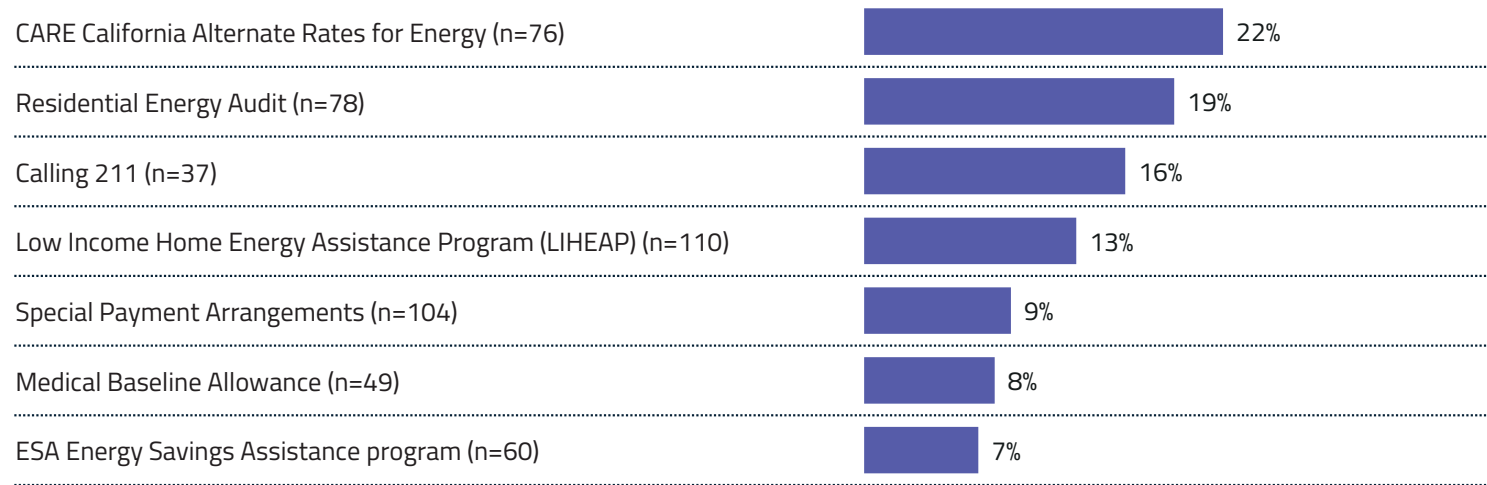
A8 What statement best describes your familiarity with the resources you just reviewed? (n=220; Total)



Resources Used

- Of those who are aware of the resources available, CARE California Alternate Rates for Energy, Residential Energy Audit, and calling 211 are the most frequently used

Resources used
(among those who are aware)



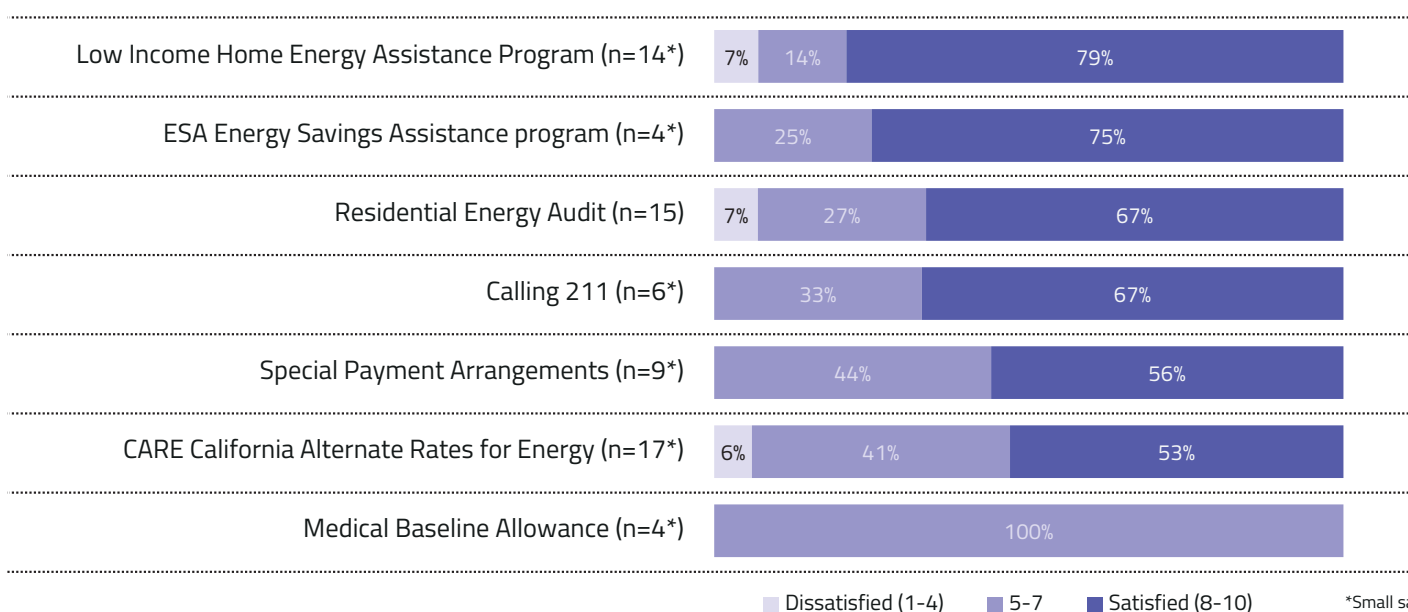
A9 Which, if any, of these resources have you used in the past? (n varies; Aware of Communication)



Satisfaction with Resources Used

- Customers using Low Income Home Energy Assistance Program are highly satisfied, followed closely by those using the ESA Energy Savings Assistance program

Resource Satisfaction



A10 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the resources you've used in the past?



Access and Functional Needs Resources

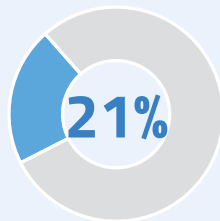
- Among customers who indicated they have access and functional needs, 21% are aware of additional notifications and communications available
- 32% of Critical or AFN customers have received communication from Liberty about programs available and 14% indicate they engage with Community Based Organizations, outside of a PSPS context

Access and Functional Needs

	June 2024 (n=220)
Adults age 62+ in household	49%
Low-income household	12%
Chronic conditions or injuries	12%
Children in household	10%
Physical, developmental, or intellectual disability	9%
Limited access to transportation in case of emergency	5%
Limited English proficiency	3%
Individual living in institutionalized setting	1%
None of these apply	32%

Awareness of Additional Notifications

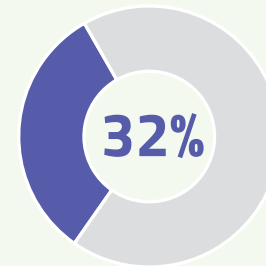
(among AFN customers)



June 2024 (n=147)

Received Information about Liberty Programs

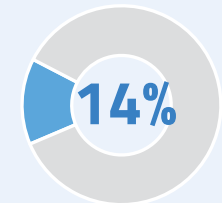
(among AFN/Critical customers)



June 2024 (n=147)

Engage with Community Based Organizations

(among AFN/Critical customers)



June 2024 (n=147)

QA11 Do any of the following apply to you or anyone in your household? (n=220; Total)

QL2 Are you aware that Liberty looks to identify households with access and functional needs that Liberty looks to provide targeted communication and earlier notification of PSPS? (n=147; A11=Yes)

QL3 Do you recall receiving direct communication regarding available Liberty customer programs and/or preparedness? (n=147; A11=Yes / Critical Customer / Rely on electricity for medical needs)

QL4 Do you or members of your household engage with Community Based Organizations or local Health and Human Services agencies within your community outside of the "during PSPS" context covered earlier in the survey? (n=147; A11=Yes / Critical Customer / Rely on electricity for medical needs)



Critical Customers Summary



Key Metrics: AFN vs. Non-AFN

	AFN Customer (n=177)	Non-AFN Customer (n=43)
Aware of Wildfire Safety Communications	47%	49%
Aware of Communications from Liberty (among those aware)	29%	14%
Recall PSPS	46%	42%
Would Turn to Liberty Website for PSPS Info	38%	33%
Aware of Ability to Update Contact Info for PSPS	51%	49%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	30%	28%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	26%	--
Aware of AFN Self-Identification	5%	--

*Caution small sample size

Bold denotes statistically significant difference between AFN and non-AFN Customers



Demographic Profiles: AFN vs. Non-AFN

	AFN Customer (n=177)	Non-AFN Customer (n=44)
Gender	Male – 52% Female – 39%	Male – 37% Female – 47%
Age	18-54 – 20% 55-64 – 19% 65+ – 54%	18-54 – 53% 55-64 – 26% 65+ – --
Median Income	\$98K	\$116K
Home Ownership	Own – 84% Rent – 9%	Own – 65% Rent – 21%
Reside in Liberty Service Territory	Year round – 64% Under 6 months – 29% 6 to 11 months – 7%	Year round – 60% Under 6 months – 30% 6 to 11 months – 9%
Primary Language is not English	19%	--
Responded they Rely on Electricity for Medical Needs	19%	--

Bold denotes statistically significant difference between AFN and non-AFN Customers



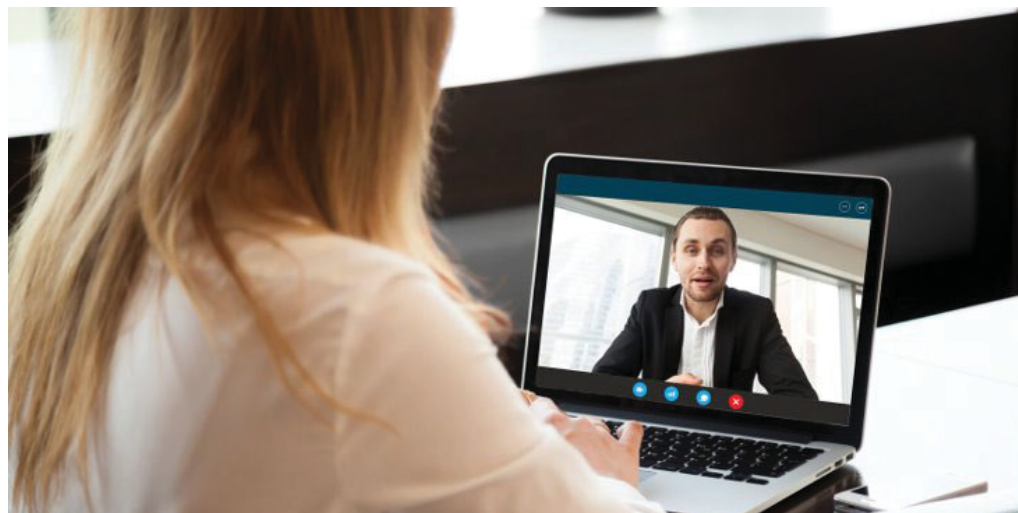
CBO Interviews



CBO Interviews

Four in-depth interviews were conducted with community-based organizations (CBOs) in the Liberty territory in June 2024.

- Interviews lasted 30 minutes and were conducted using Microsoft Teams
- Participants were offered \$100 as a “thank you” for their time and feedback
- All interviews were recorded
- Interviews were scheduled using a “warm handoff” from Liberty





CBO Interviews

Current Communications

- CBOs report limited communication from Liberty in general, and specifically about the response to recent winter outages; frustrations about price increases and long periods without power during the winter were raised unaided
- One agency did have personal contact with a Liberty rep and discussed billing support resources and wildfire risk and PSPS, and another recalls information about evacuation planning
- Personal contacts with Liberty are preferred in addition to email; CBOs see themselves as partners in the community and want more engagement directly with Liberty to help reach the more vulnerable members of the community they serve (e.g., homeless, food insecure, elderly, medical needs)
- Although not all are familiar with PSPS terminology, all are aware of the potential for proactive power outages to prevent wildfires
- The perceived lack of communications about the winter outages appears to have eroded the goodwill from seeing Liberty in the field maintaining and upgrading equipment, and there appears to be a loss of trust that Liberty is taking the steps necessary to prevent the need for PSPS outages
- Social media, printed handouts/flyers, emails, and in-person community events or meetings are the primary methods of communication between CBOs and the community

Spreading the Word

- CBOs are willing to help spread the word about wildfire preparedness, safety, and PSPS events, if provided the necessary resources
 - They are willing to help by inviting Liberty to events, handing out flyers, pointing clients to online resources, sharing information via social media, or handing out printed materials
 - Having printed materials on-hand, or links they can share, would make it easier for organizations to provide information to the community, and be able to answer questions as they arise (as opposed to a dedicated campaign)
- Multiple methods of communication are important; social media is common and local Facebook groups are widespread (particularly in areas with little or no traditional media), printed handouts will be important to reach those not online; newspaper and radio are cited as other ways to increase awareness
- Mailings are also cited as a good way to provide educational content and drive people to the website for more information, but it is important to ensure the mailers are differentiated from bills
- In-person presentations are encouraged; multiple agencies mentioned that Liberty attending or speaking at one of their events, or partnering with schools to talk to parents, would be helpful in reaching and educating the public
- English and Spanish are the primary languages required, with Filipino, Mandarin, and Ukrainian mentioned as secondary language needs



CBO Interviews

Useful Information/Resources

- The most effective ways Liberty can support CBOs in preparing the community include:
 - Sharing/creating content that can be shared on social media, either by linking to Liberty or providing content for CBOs to post
 - Educating the public about PSPS, including why PSPS events may be called, the conditions creating PSPS scenarios, and the efforts Liberty is taking to minimize the chances of an event
 - Providing educational resources about how to prepare for a wildfire/outage, including preventing food spoilage, supplies to have on hand such as food and water, etc., evacuation plans, and prepping a “go” bag; frame this information as useful tips for outages at any time of the year, including winter storms
 - Identifying those with medical needs and providing them information to ensure they are able to adequately prepare for a PSPS event or evacuation
 - Providing generator support resources, including help purchasing, education about how to properly use a generator, and safety information
 - Generators are especially important for those with medical needs, and current programs are only available for those with very low incomes; many who are in need of a generator do not qualify for support and cannot afford to buy one
 - Support local organizations with donations or supplies such as generators, so they are able to continue serving the community in the event of a fire or PSPS
- Educational communications and resources are most useful during spring and fall, between the higher risk summer and winter seasons

PSPS Events

- CBOs prefer communications about potential PSPS events as early as possible, to give them enough time to prepare and continue serving the community; one week notice is ideal if possible
 - Agencies are dependent on having electricity to operate, and need to plan in advance to function without power
 - Timely information is especially important for seniors and those with medical needs, who may require additional time to evacuate (if necessary) or make arrangements to go somewhere with a generator or resources
- Providing regular updates is critical; the community understands the weather is constantly changing and that an advance warning is subject to change, and updates about timing, outage duration, and fire danger are highly important
- Specific information about how to prepare for an outage/PSPS event is most useful/relevant
 - Details on how to prepare, including having access to water (especially for those on wells), emergency supplies, where to go in the event of an outage, how to take care of medical needs, charge phones, etc.
 - Information for emergency situations, including evacuation plans and how to evacuate without personal transportation
 - Special attention should be paid to those with medical needs, mobility issues, and those requiring access to a generator
- For communications specifically about PSPS, social media, email, phone calls, text alerts, and radio are the best ways to quickly inform the public; those most vulnerable may require in-person notification



Demographic Profiles



Respondent Profiles

Gender	Total (n=220)	Recallers (n=104)	Non-Recallers (n=116)
Male	49%	53%	46%
Female	40%	37%	44%
Age			
18 to 24	<1%	--	1%
25 to 34	2%	2%	3%
35 to 44	10%	5%	16%
45 to 54	14%	14%	13%
55 to 64	20%	21%	20%
65 or over	43%	48%	39%
Prefer not to say	10%	10%	9%

Renter/Homeowner	Total (n=220)	Recallers (n=104)	Non-Recallers (n=116)
Own	80%	82%	79%
Rent	11%	11%	12%
Prefer not to say	8%	7%	9%
Reside in Liberty Service Territory			
Year round	63%	60%	66%
Under 6 months	29%	31%	28%
6 to 11 months	8%	10%	6%
Household Income			
Less than \$20,000	5%	6%	5%
\$20,000 to \$39,999	9%	9%	9%
\$40,000 to \$59,999	6%	9%	3%
\$60,000 to \$89,999	10%	9%	11%
\$90,000 to \$129,999	9%	7%	11%
\$130,000 to \$199,999	10%	13%	9%
\$200,000 or more	17%	21%	13%
Prefer not to say	34%	28%	39%

Q17 What is your gender? (n=220; Total)

Q18 What is your age category? (n=220; Total)

Q19 Do you own or rent your home? (n=220; Total)

Q20 Which of the following best describes your annual household income? (n=220; Total)

Bold denotes statistically significant difference between Recallers and Non-Recallers



Respondent Profiles – AFN Criteria

	Total (n=220)	Recallers (n=104)	Non-Recallers (n=116)
AFN (NET)	80%	80%	81%
Age 65+	43%	48%	39%
<\$40K income	14%	14%	14%
Chronic conditions or injuries	12%	13%	10%
Limited access to transportation	5%	3%	8%
Physical, developmental, or intellectual disability	9%	10%	8%
Non-English language needs	15%	14%	16%
Medical need	15%	16%	15%

Bold denotes statistically significant difference between Recallers and Non-Recallers

Attachment 2

Liberty Survey Results, December 2024



Wildfire Messaging Awareness

Prepared by

MDC Research

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Objectives & Methodology

The **overall objective** of this research was to measure the public's awareness of messaging related to wildfire preparedness and safety. Specific research objectives include:

- Measure awareness of Liberty Utilities (Liberty) messages related to wildfire preparedness
- Identify recall of specific message topics
- Identify recall of message channels
- Measure recall and understanding of Public Safety Power Shutoff or PSPS
- Evaluate sources customers are most likely to turn to for information about PSPS
- Explore actions taken by customers to prepare for wildfire season
- Measure awareness of Liberty's efforts to reduce the risk of wildfires
- Evaluate PSPS notifications perception

Target Audience

- Liberty residential and business customers in California
- Liberty critical customers

Methodology

- Customers were surveyed at random from Liberty customer records, targeted for either phone or web administration
- Surveys available to customers in English and Spanish
- A total of 460 surveys were completed between December 5 and December 22
 - 📞 Phone: 80 completed surveys from 13,510 records
 - 💻 Web: 380 completed surveys from 28,367 records



Key Findings

Communications

- **62% are aware of wildfire safety communications**, up significantly since June 2024 (47%).
- **Liberty** remains the primary source for wildfire preparedness information and saw a significant increase from June 2024 (40% vs 26%). **Public Safety Power Shutoff, Vegetation management** and **personal preparedness** are the most common messages recalled.
- **Email** remains the most cited channel for wildfire preparedness communication, consistent with June 2024; bill inserts, social media, direct mail, and TV news make up the next most common tier.
- **Bill inserts, local organizations, community meetings, direct mail, and the Liberty website** are considered the clearest; **other websites, community meetings, and the Liberty website** are seen as the most useful resources for information about wildfire preparedness.
- **73%** recall seeing, hearing or reading the phrase **"Public Safety Power Shutoff or PSPS,"** up significantly from last wave (45%). **Email (47%), TV news (27%), and social media (23%)** remain the most common sources of PSPS communication with mentions of email rising significantly since last wave (47% vs 26%).
- Among those recalling the phrase "PSPS" from the past year, **99% are aware of its possible implementation to prevent wildfire**, significantly higher than last wave (94%); just under three quarters **understand PSPS is a last resort (72%)** and the likelihood of **implementation becomes reduced when Liberty takes steps to harden its infrastructure (83%)**.
- **45%** say they would first turn to the **Liberty website** for information about a PSPS event, consistent with last wave (37%).
- Notifications via text and email are considered most effective forms of communication from Liberty. Larger font is considered the most helpful element of communications that could be incorporated.

Actions Taken

- **69% have taken some form of action to prevent wildfires or to prepare their home or business** for the event of a PSPS. Having a **generator** and **trimming vegetation around properties** are the most common actions taken.
- **56% are aware of Liberty's efforts to prune vegetation** around power lines in higher-risk areas, up significantly from June 2024 (47%). **Recallers** are significantly more likely than Non-Recallers to be aware of the majority of Liberty's efforts. **62%** are aware they can **update their contact information with Liberty**, significantly higher than in June 2024 (51%); 76% of those aware have done so, consistent with last wave.

AFN and Critical Customers

- **89% of customers can be considered AFN.**
- Of the resources available to the public, customers are most likely to be aware of **LIHEAP, special payment arrangements, and CARE California Alternate Rates for Energy**; 32% have not investigated any of the resources and 28% report no need.
- Only 6% of AFN customers have heard of AFN Self-Identification.
- Among those reporting that they rely on electricity for medical needs, 42% are aware of additional notices from Liberty, 18% are currently enrolled in the Medical Baseline Allowance program.
- 97% of respondents indicated it would not be helpful to receive communications in a language other than English; only 2% indicate Spanish as their preferred language.

PSPS Experience

- 42% of customers experienced a PSPS this year; of those, 58% said they received adequate notification and information to prepare, though 19% say the number one improvement to be made is additional timing to prepare. 24% say no PSPS notification improvements are necessary.



Recommendations

Ahead of the 2025 fire season, continue outreach efforts to educate the public on wildfire safety and knowledge of PSPS.

- The significant improvement in communication awareness in December 2024, and highest awareness indicated since November 2022, indicates outreach efforts may be paying off after a steady decline over recent years. However, this was likely boosted by PSPS notifications and events immediately before the survey was conducted.
- Similarly, recall of PSPS has steadily decreased since June 2021 (74%) to June 2024 (45%). The significant increase in December 2024 (73%) reinforces the notion that recent efforts may have been successful.
- Among those hearing or seeing communication about wildfire preparedness over the past year, 40% mention Liberty as the source of this information, up significantly from the 26% mentioning Liberty in June 2024. A number of wildfire preparedness messages saw significant increases when compared with June 2024, including messages around PSPS, personal preparedness, notifications and updating customer information, local emergency services – resources, medical needs, enhanced wildfire safety settings, and community resource centers available for information and support.

Continue to pursue opportunities to educate the public of actions taken by Liberty to mitigate the risk of wildfires and PSPS.

- Almost all (99%) customers who encountered the term PSPS over the past year are aware of a possible PSPS by Liberty, up significantly from 94% in June 2024. Significant improvements were also seen in the awareness of Liberty's efforts to reduce wildfire risk, including pruning vegetation (56%), enhancing utility corridor access and clearance (26%), and investing in covered conductors, wood pole alternatives, and additional control devices (19%).

Leverage email, TV news, social media, and bill inserts to drive customers to the Liberty website. Consider website improvements.

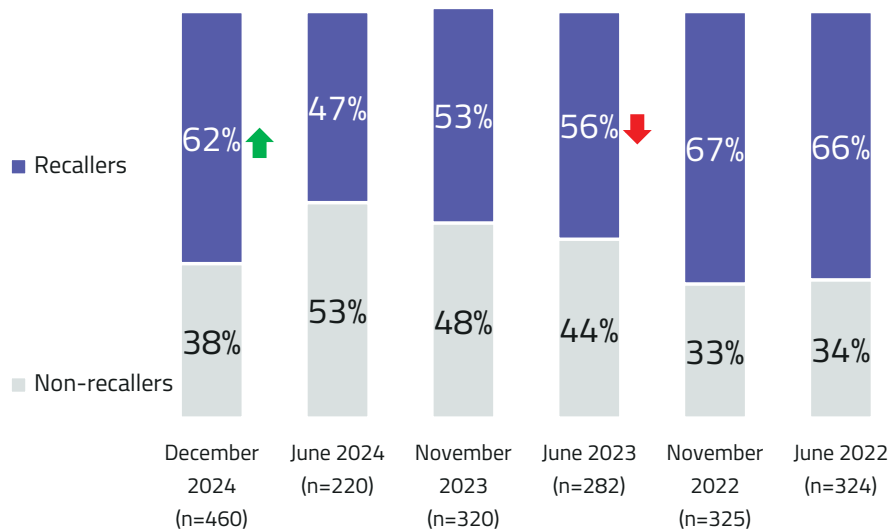
- More people indicate they would turn to the Liberty website than any other source for information about PSPS, though bill inserts, local organizations or community centers, community meetings or events, and direct mail are all seen having clearer information than the Liberty website.
- 73% say it the Liberty website is useful, though less useful than non-Liberty websites (83%) and community meeting or events (80%).
- Almost half (47%) of those who recall PSPS say email was the main source of communication, up significantly from 26% in June 2024. TV news, social media, the Liberty website, and bill inserts are mentioned as additional sources.
- Notifications via text is considered the most effective method of communication from Liberty (55%), followed by email (27%), although caution should be used if text is primarily reserved for emergency communications.



Wildfire Safety Communications Awareness

- Just over six in ten (62%) have seen or heard communications about wildfire safety in the past year, up significantly when compared with June 2024 (47%)

Communication Awareness



Q2 Have you seen or heard any communications about wildfire safety in the past year? (n=460; Total)

	Recallers (n=287)	Non-Recallers (n=107)
Gender	Male – 53% Female – 40%	Male – 49% Female – 47%
Age	18-54 – 19% 55-64 – 16% 65+ – 58%	18-54 – 30% 55-64 – 17% 65+ – 50%
Median Income	\$118K	\$101K
Home Ownership	Own – 84% Rent – 10%	Own – 79% Rent – 17%
Primary Language is not English	11%	17%
Responded they Rely on Electricity for Medical Needs	15%	18%

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Bold denotes statistically significant difference between Recallers and Non-Recallers



Communication Recall

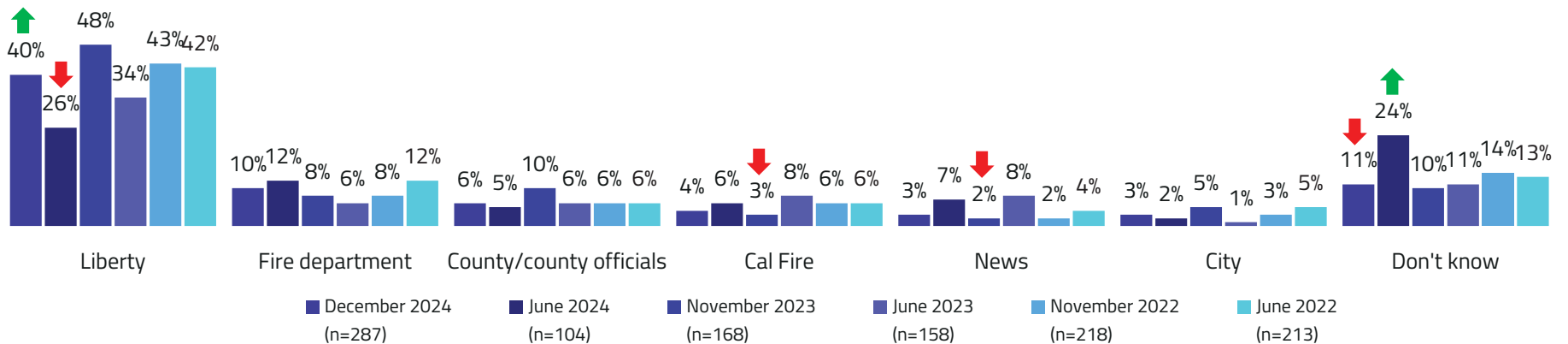
(among those aware of communications)



Sources of Wildfire Preparedness Communications

- Of those aware of communications, four in ten (40%) mention Liberty as the source of wildfire preparedness communication, up significantly from June 2024 (26%)
- Just over one in ten (11%) are not aware of the source of communication, down significantly from the previous wave (24%)

Wildfire Preparedness Communications Sources
(among those who recall communication)



Q5 Who was the information about wildfire preparedness from? (n=287; Aware of Communication)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

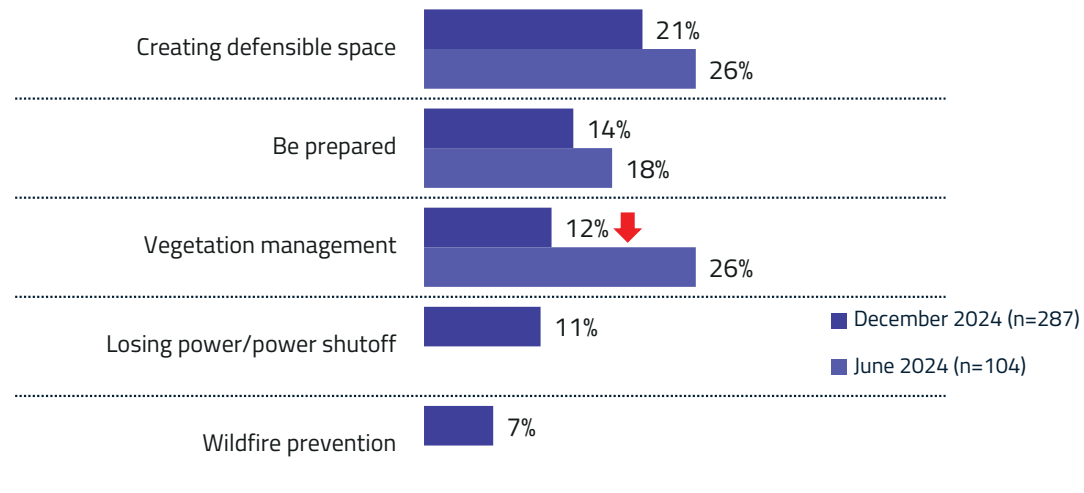


Unaided Message Recall

- Of those who recall communications, just over one in five cited creating a defensible space (21%) as the main takeaway from communications about wildfire safety over the past year, consistent with last wave
- Roughly one in nine (12%) recall the message of vegetation management, down significantly from June 2024 (26%)

Communications Main Takeaway

(among those who recall communication)



QB1 What was your main takeaway from the communications? (n=287; Aware of Communication)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Wildfire Preparedness Communications Messages

- Of those who recall communications, just under six in ten recall messages about PSPS (57%), followed by vegetation management (56%) and personal preparedness (56%)
- Compared to the previous wave, mentions of PSPS, personal preparedness, notifications & updating customer information, local emergency services – resources, medical needs, enhanced wildfire safety settings, and community resource centers available for information and support have increased significantly

Communications Messages Recalled <i>(among those who recall communication)</i>		June 2024 (n=104)	Nov 2023 (n=168)	June 2023 (n=158)	Nov 2022 (n=218)	June 2022 (n=213)
Public Safety Power Shutoff	57% ↑	19% ↓	32%	27% ↓	41%	37%
Vegetation Management	56%	57%	58%	56%	59%	56%
Personal Preparedness	56% ↑	43%	55%	61%	56%	55%
Liberty's Wildfire Mitigation Plan	28%	29%	38%	31%	40%	33%
Notifications & Updating Customer Information	28% ↑	10% ↓	23%	23%	28%	31%
Infrastructure Hardening	27%	21%	18% ↑	9% ↓	20%	10%
Local Emergency Services – Resources	26% ↑	13% ↓	26%	20%	24%	30%
Medical Needs	20% ↑	12% ↓	22%	20%	17%	18%
Local Emergency Services – Support Tools	19%	13%	20%	15%	21%	18%
Enhanced Wildfire Safety Settings	18% ↑	10%	16%	12%	17%	Added Nov '22
Community Resource Centers available for information and support	18% ↑	8%	14%	15%	19%	15%
California Public Utility Commission designation of high wildfire threat areas	17%	12%	20%	15%	21%	16%
Weather Stations	7%	5%	7%	9%	9%	6%

Q3 What were the messages of the information you saw or heard about wildfire preparedness from Liberty? (n=287; Aware of Communication)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

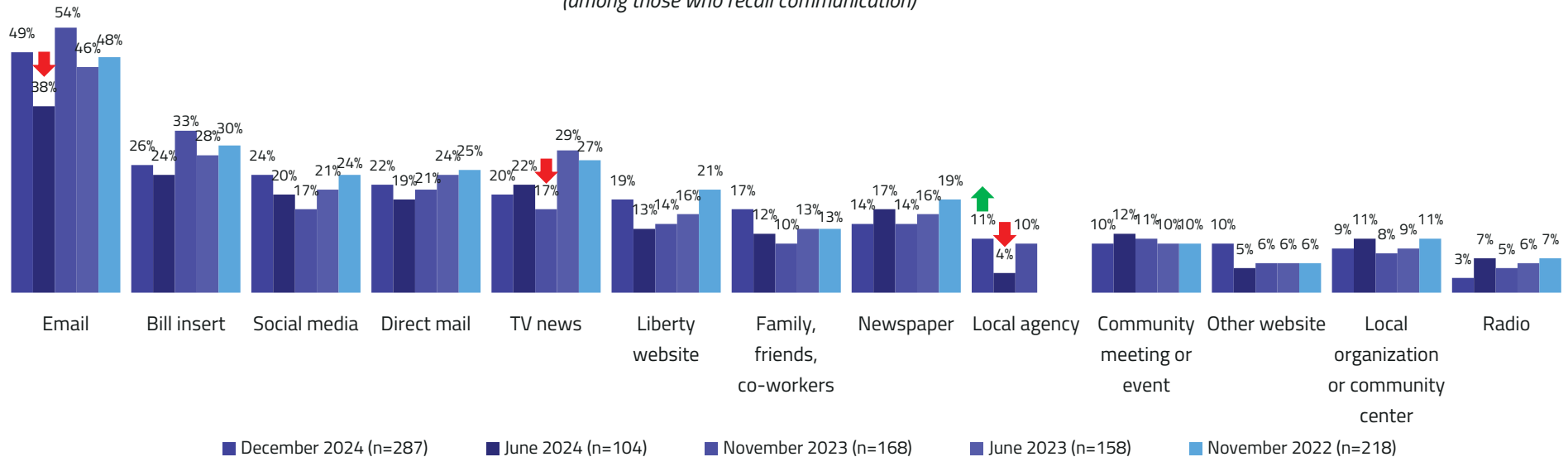


Information Channels for Wildfire Communications

- Email remains the most common channel for wildfire preparedness communication with just under half (49%) mentioning it, followed by bill inserts (26%), social media (24%), and direct mail (22%)

Information Channels for Wildfire Preparedness Communications

(among those who recall communication)



Q4 Where did you see or hear the communications about wildfire preparedness? (n=287; Aware of Communication)

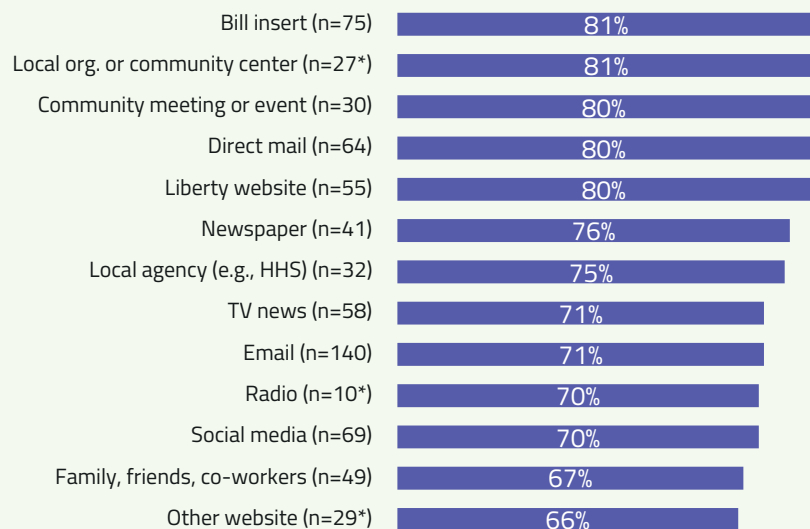
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



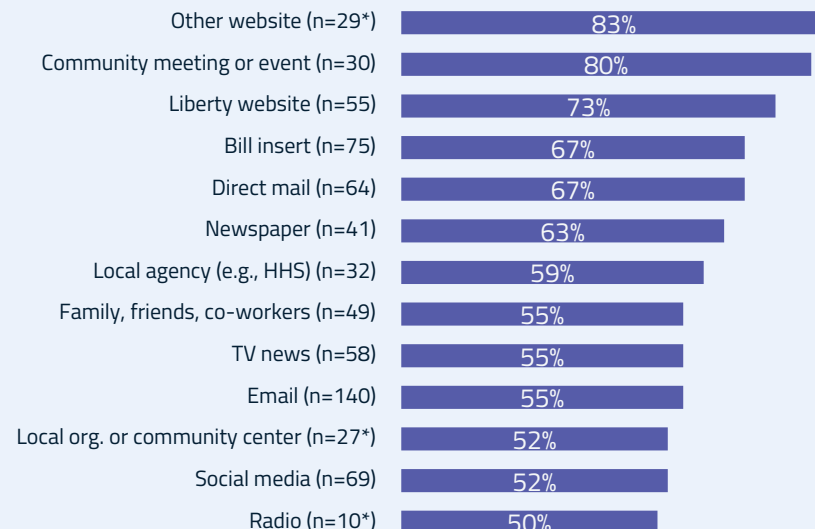
Information Usefulness and Clarity

- In terms of clarity, bill inserts (81%) and local organizations or community centers (81%) are rated the highest, along with other community meeting or events (80%), direct mail (80%), and the Liberty website (80%)
- In terms of usefulness, non-Liberty websites are rated highest (83%), followed by community meetings or events (80%)

Clarity



Usefulness



Q4A How useful was the information about wildfire preparedness from each of these sources? (n=287; Aware of Communication)

Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n=287; Aware of Communication)

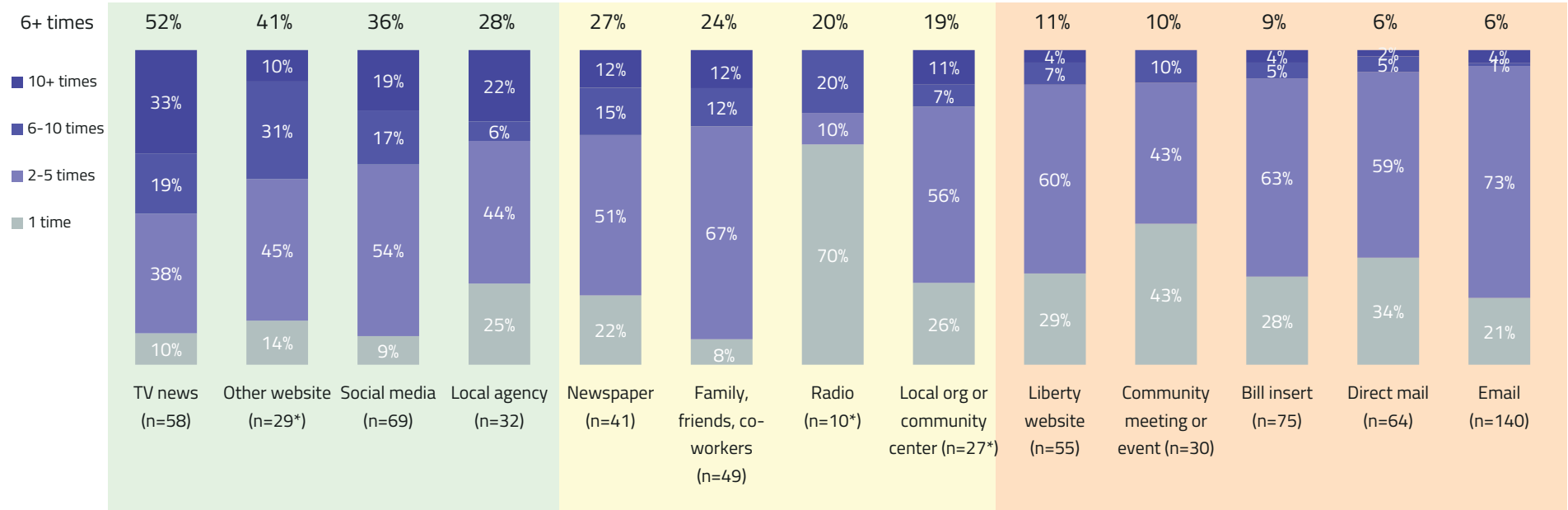
*Small sample size (n<30)



Communication Frequency

- Just over half say they have seen at least six messages about wildfire preparedness on TV news (52%), followed by other websites (41%), social media (36%), and from local agencies (28%)

Communication Frequency



Q5A In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? (n=287; Aware of Communication)

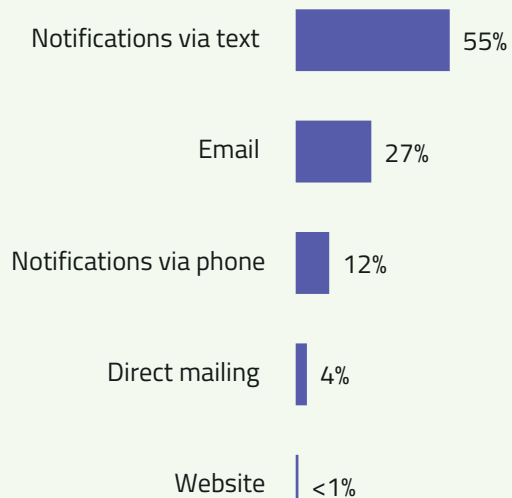
*Small sample size (n<30)



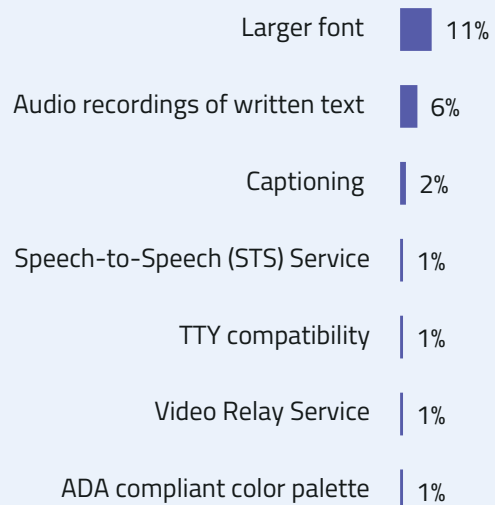
Effective and Helpful Communication

- Notifications via text remain the most effective form of communication from Liberty (55%) followed by email (27%); larger font is the most helpful (11%) element that could be incorporated

Most Effective Communications



Helpful Elements



A6 What method of communication from Liberty do you find most effective? (n=460; Total)

A12 Regardless of how communications from Liberty are received, which, if any, of the following would be helpful for you? (n=460; Total)



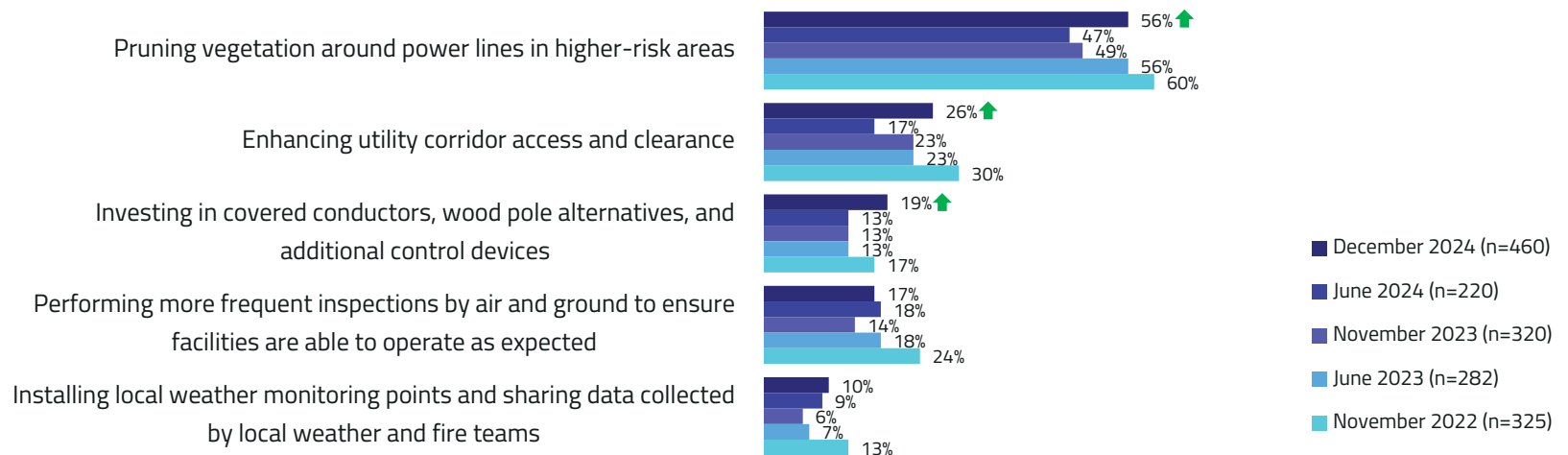
Wildfire Preparedness Actions Taken



Awareness of Liberty's Efforts

- Consistent with previous results, pruning vegetation around power lines in higher-risk areas remains at the top of the list of efforts by Liberty to reduce the risk of wildfire (56%), up significantly from June 2024 (47%)
- Enhancing utility corridor access and clearance and investing in covered conductors, wood pole alternatives, and additional control devices also saw significant increases when compared with the previous wave
- Recallers remain significantly more likely to mention the majority of Liberty's efforts

Awareness of Liberty's Efforts to Reduce Wildfire Risk



Q7 What efforts by Liberty are you aware of to reduce the risk of wildfire? (n=460; Total)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



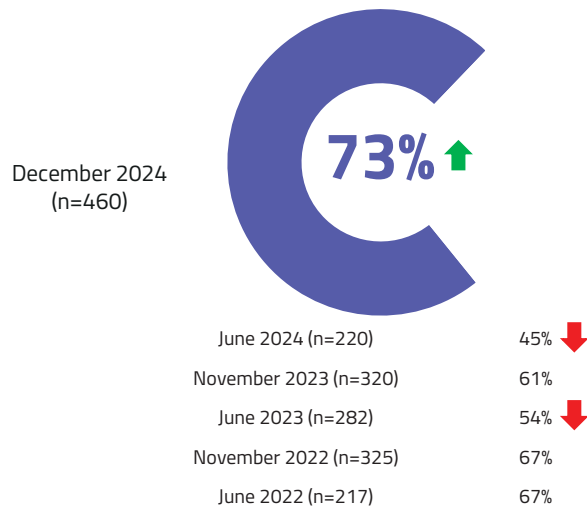
Awareness of Public Safety Power Shutoff



PSPS Awareness

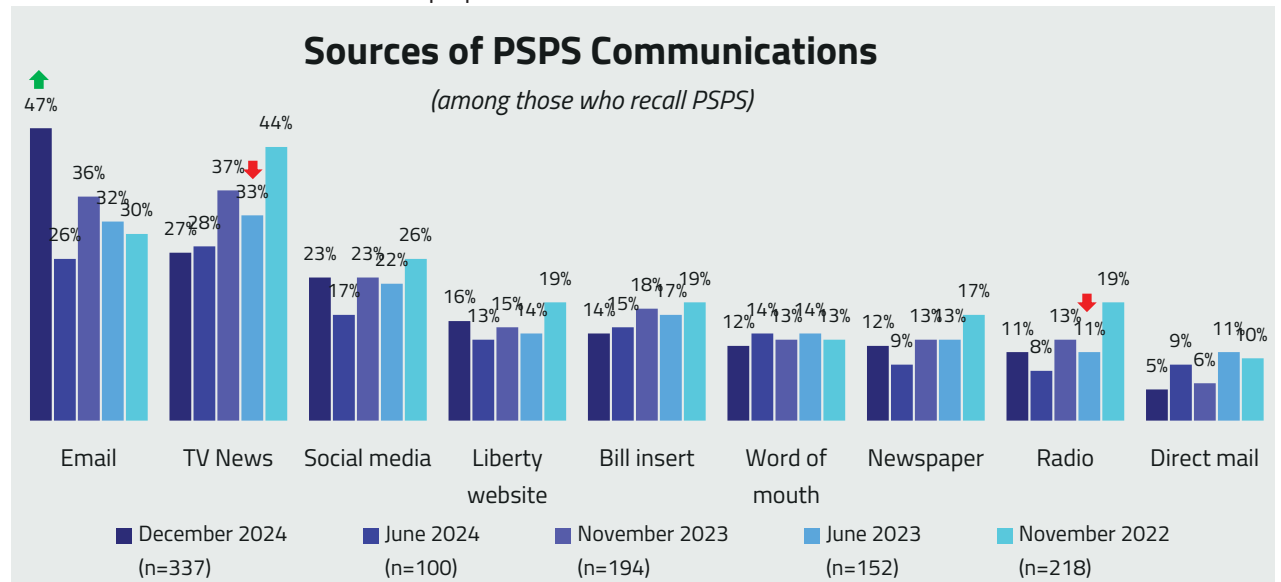
- Just under three in four (73%) say they recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS,” up significantly since last wave; **Recallers** remain significantly more likely than Non-Recallers to be aware of PSPS (**85%** vs 50%)
- Email is the leading source of PSPS communications (47%), up significantly from last wave (26%), followed by TV news (27%) and social media (23%); **Recallers** are significantly more likely than Non-Recallers to mention email (52% vs 25%), TV news (30% vs 17%), the Liberty website (18% vs 8%), bill inserts (16% vs 8%), newspapers (14% vs 4%), and radio (13% vs 4%)

PSPS Recall



Sources of PSPS Communications

(among those who recall PSPS)



Q8 In the past year, do you recall seeing, hearing or reading the phrase 'Public Safety Power Shutoff or PSPS?' (n=460; Total)
 Q8A Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=337; Recall PSPS Communications)

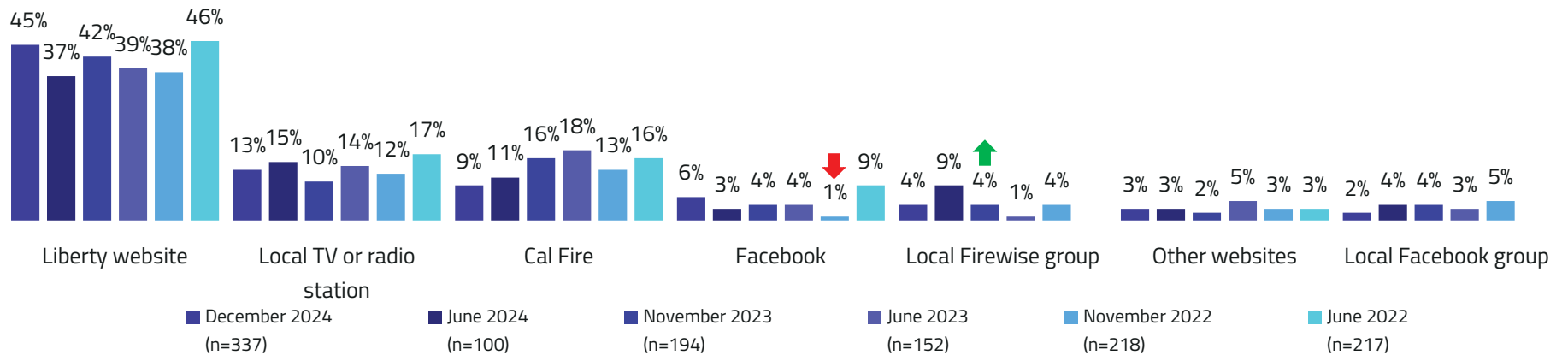
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



PSPS Information

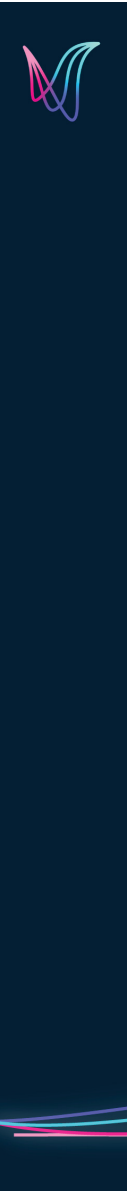
- The Liberty website remains the most mentioned source for information about PSPS, followed by local TV or radio stations

Top 5 Sources of PSPS Information



Q9 Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n=337; Recall PSPS)

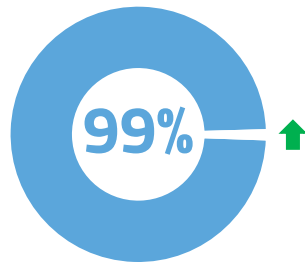
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Understanding PSPS

- Almost all (99%) of those who recall the term PSPS are aware Liberty could proactively shut off power to prevent the ignition of a catastrophic wildfire, up significantly from June 2024 (94%)
- Just over seven in ten understand PSPS is a last resort (72%) and just over eight in ten understand that the likelihood of PSPS is reduced when Liberty takes steps to harden its infrastructure (83%)

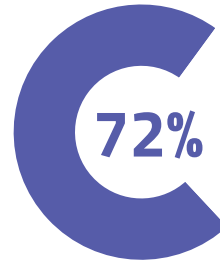
Awareness of Potential Proactive Shutoff



June 2024 (n=100)

94%

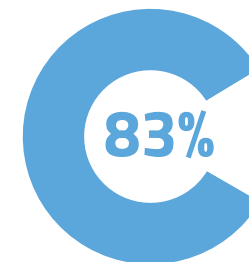
Awareness PSPS is Measure of Last Resort



June 2024 (n=100)

73%

Awareness PSPS Risk Reduced by Infrastructure Hardening



June 2024 (n=100)

77%

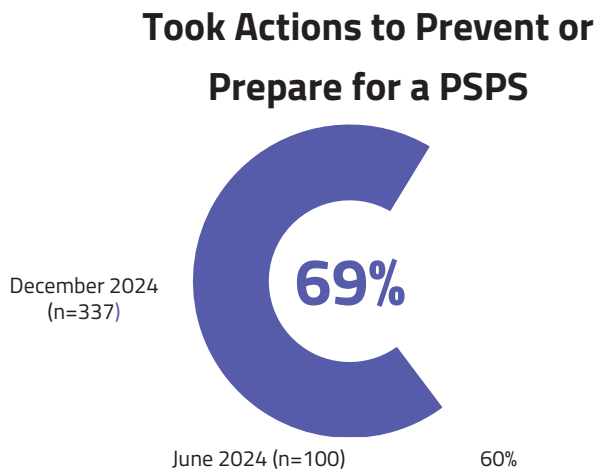
QP10A Are you aware that the utility could proactively shut off power to prevent the ignition of a catastrophic wildfire? (n=337; Recall PSPS)
QP10B Are you aware that a proactive PSPS is a measure of last resort? (n=337; Recall PSPS)
QP10C Are you aware that the likelihood of a PSPS is reduced when the utility takes steps to harden its infrastructure? (n=337; Recall PSPS)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave





PSPS Preparedness

- Just under seven in ten (69%) have taken actions to prevent or prepare their home or business in the event of a PSPS
- Generator purchases remain the most common action taken, mentioned by 35% of respondents who have taken action; trimming vegetation is the second most common action taken, mentioned by 24% of respondents



Actions Taken <i>(among those taking action)</i>	December 2024 (n=232)	June 2024 (n=60)
Generator (prep/purchase)	35%	43%
Trimmed vegetation	24%	18%
Prepared lanterns/flashlights	17%	--
Backup battery	11%	--
Switched to alternative energy source	7%	--
Created defensible space	6%	12%
Food & water storage	5%	3%
Prepared an emergency kit	3%	7%
Prepared an emergency readiness plan and contact information	1%	2%

QP6. In the past year, have you taken any actions to prevent or prepare your home or business in the event of a Public Safety Power Shutoff? (n=337; Recall PSPS)
 QP6A. What actions have you taken in your home or business to prevent or prepare in the event of a Public Safety Power Shutoff? (n=232; Took actions)

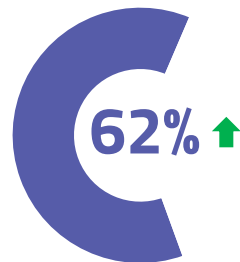
  Arrows signify statistical difference at the 95% confidence level compared to the previous wave



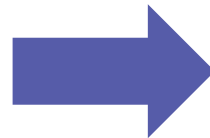
Contact Information for PSPS

- Just over six in ten (62%) are aware they can update their contact information with Liberty, up significantly from June 2024 (51%); awareness among **Recallers** remains significantly higher than among Non-Recallers (71% vs 47%)
- Just over three quarters (76%) of those aware they can update their information have done so; **Recallers** are significantly more likely than Non-Recallers to have done so (80% vs 66%)

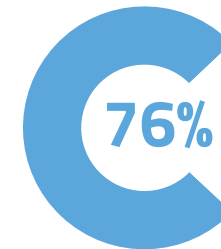
Awareness of Ability to Update Contact Information for PSPS



June 2024 (n=220)	51%
November 2023 (n=320)	59%
June 2023 (n=282)	57%
November 2022 (n=325)	60%
June 2022 (n=324)	63%





Have Updated Contact Information *(among those aware they can update contact info)*



June 2024 (n=112)	69%
November 2023 (n=189)	77%
June 2023 (n=162)	73%
November 2022 (n=194)	75%
June 2022 (n=204)	75%

Q11 Are you aware you can update your contact information with Liberty to receive proactive notification prior to a Public Safety Power Shutoff? (n=460; Total)
 Q11A Have you updated your contact information with Liberty to receive notifications prior to a Public Safety Power Shutoff? (n=285; Aware of Information Update)

  Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Concerns about Extended Outage

- The largest concerns and perceived challenges in the event of an extended power outage include heating/cooling (66%), food replacement (52%), and communication (37%)
- Mentions of heating/cooling increased significantly from last wave (66% vs 54%), while mentions of communication decreased significantly (37% vs 45%)

Concerns or Challenges of an Extended Power Outage		June 2024 (n=220)	Nov 2023 (n=320)	June 2023 (n=282)	Nov 2022 (n=218)
Heating/cooling	66% ↑	54% ↓	70% ↑	56%	62%
Food replacement	52%	56%	53%	51%	54%
Communication	37% ↓	45%	40%	45%	39%
Transportation	13%	10%	12%	12%	11%
Shelter	12%	13%	12%	17%	14%
Utility pumps (well water)	10%	8%	12% ↑	6% ↓	13%
Cold storage of medication	10%	8%	7%	9%	8%
Powering medical equipment	9%	11%	12%	12%	11%

A5 In the event of an extended power outage, what are your most significant concerns or challenges? (n=460; Total)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Medical Needs and Language Preferences

Just over one in seven (15%) responded that they rely on electricity for medical needs

Just over four in ten (42%) of those relying on electricity for medical needs are aware Liberty provides additional notices prior to a PSPS event

One in seven (14%), indicate that another language other than English is primarily spoken; English remains preferred for communications for nearly all respondents (97%)

- Two percent mentioned Spanish as their preferred language

The majority of respondents (97%) stated it would not be helpful for them or somebody in their household to receive communications in another language

Q14 Does anyone in your home or business rely on electricity for medical needs/equipment? (n=460; Total)

Q14A Are you aware that Liberty provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment? (n=34; Rely on electricity for medical needs)

Q15 Is your primary language other than English? (n=460; Total)

Q16 Would it be helpful for you or anyone else in your household to receive communications in another language? (n=460; Total)

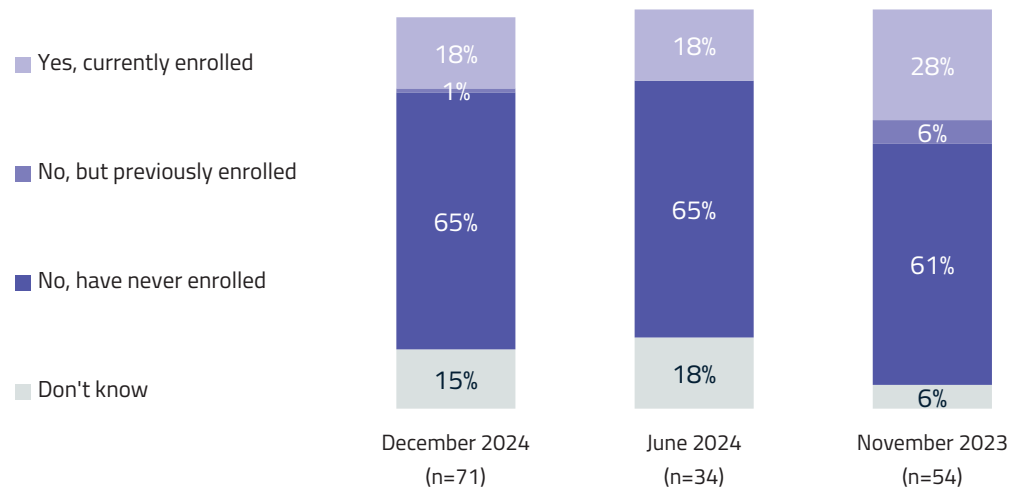
Q16B What is your preferred language to receive communications? (n=460; Total)



Medical Baseline Enrollment

- Just under one in five (18%) are currently enrolled in Liberty's Medical Baseline Allowance Program, consistent with the previous wave

Enrolled in Medical Baseline Allowance Program
(among those with medical needs)



Q14E Are you enrolled in Liberty's Medical Baseline Allowance Program? (n=34; Rely on electricity for medical needs)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



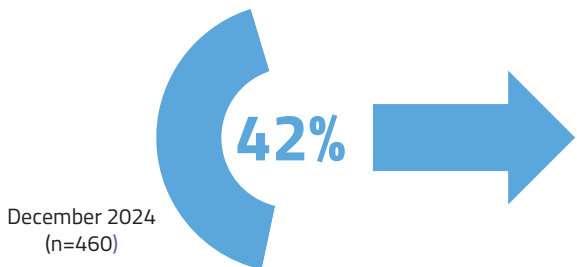
PSPS Experience



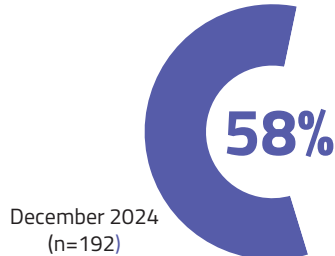
Experiencing PSPS

- Just over four in ten (42%) experienced a Public Safety Power Shutoff in 2024
- Among those who experienced a PSPS, just under six in ten (58%) said they received adequate notification and information to prepare and just over four in ten (42%) said they were aware of community resource centers set up during the PSPS

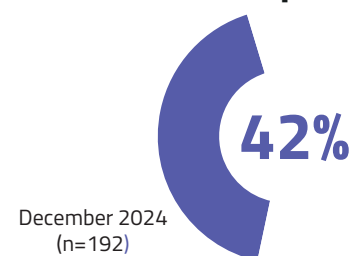
Experienced PSPS



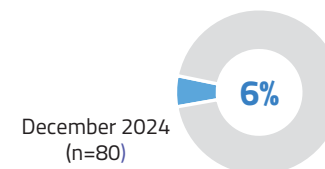
Received Adequate Notification and Info to Prepare



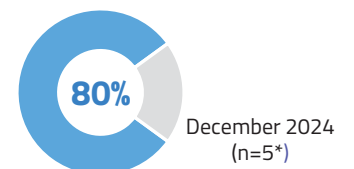
Aware of Community Resource Centers Set Up During PSPS



Visited CRC

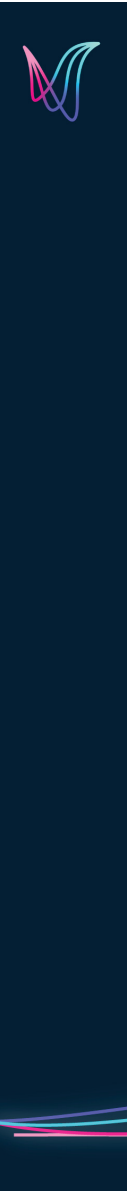


CRC Met Needs



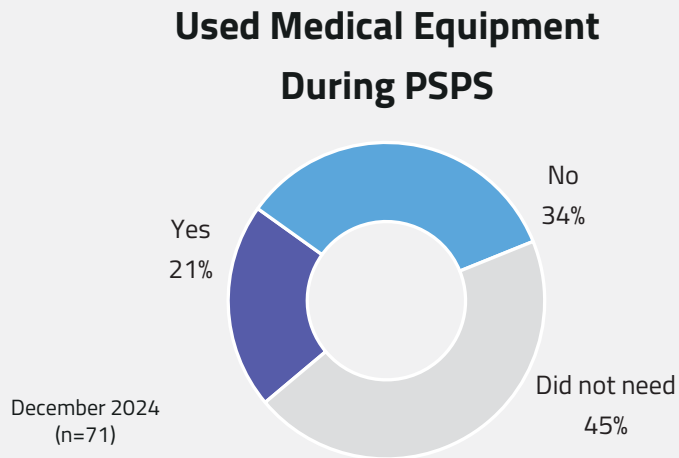
QPS1 Did you experience a Public Safety Power Shutoff (PSPS) this year? (n=460; Total)
 QPS1A Did you receive adequate notification and information to prepare for the Public Safety Power Shutoff? (n=192; Experienced PSPS)
 QPS1C Are you aware of Community Resource Centers set up during the Public Safety Power Shutoff? (n=192; Experienced PSPS)
 QPS1D Did you visit a Community Resource Center? (n=80; Aware of Community Resource Centers)
 QPS1E Did the Community Resource Center meet your needs with sufficient capacity and other functional requirements? (n=5; Visited a Community Resource Center)

*Small sample size (n<30)



Medical Equipment Use And CBO Engagement

Among those **experiencing PSPS**, one in five (21%) said they were able to use the necessary medical equipment during the outage, while one third (34%) indicated they were not able. Just under half (45%) said they did not need to use any medical equipment during the outage



Almost all (99%) who experienced a PSPS said they did not engage with any community-based organizations or resource networks to address food replacement, transportation, translation services, etc. Two people surveyed (1%) indicated they did engage with CBOs but, when asked to specify, simply said "none"

QA13 Were you able to use necessary medical equipment during the PSPS outage? (n=71; Experienced PSPS & Rely on electricity for medical needs)

QA1 During the power outage, did you engage with any community-based organizations (CBOs) or resource networks to assist in meeting your needs with food replacement, transportation, translation services, etc.? (n=192; Experienced PSPS)

QA2 What local Community Based Organizations (CBOs) or resource networks did you engage with? (n=2; Engaged with CBO)

QA3 How did you engage with the CBO or resource networks you mentioned? (n=2; Engaged with CBO)

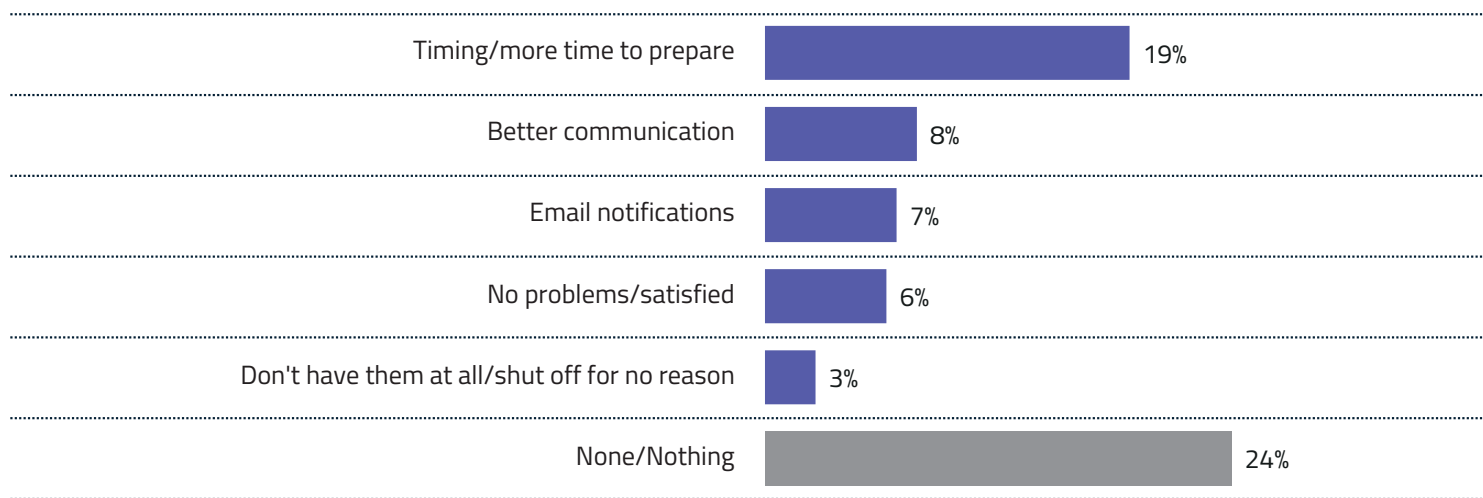
QA4 At what point during the outage did you engage the CBOs or resource networks? (n=2; Engaged with CBO)



PSPS Notification Improvements

- Roughly one in five (19%) of those who experienced a PSPS say the number one notification improvement is timing/more time to prepare
- Three in ten (30%) are satisfied or have no recommendations for improvement

PSPS Notification Improvements



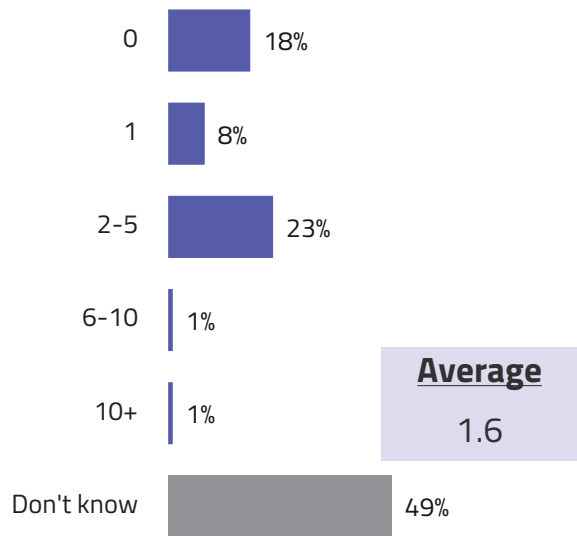
QPS1B What about the Public Safety Power Shutoff (PSPS) notification and information could have been improved? (n=192; Experienced PSPS)



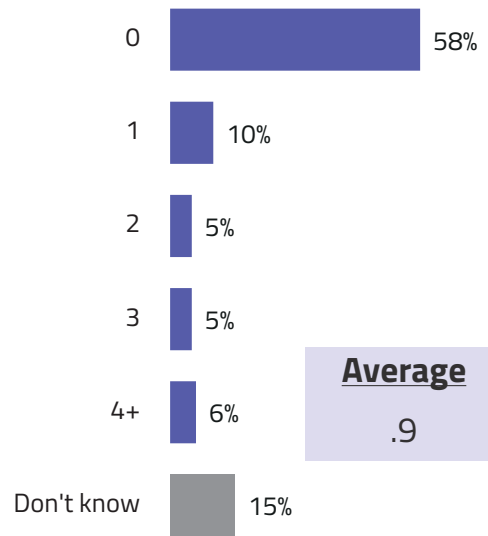
PSPS Notifications

- Half (51%) of customers received a PSPS notification while just under six in ten (58%) said they did not experience any PSPS events over the past year

Number of PSPS Notifications Received in Past Year



Number of PSPS Events Experienced in Past Year



Impact of PSPS "False Alarm"

Not specific to my area/location	8%
Nuisance	5%
Allowed for preparation	4%
Anxiety	2%
Other	20%
Don't know	6%
No effect	55%

QOSAT2 How many Public Safety Power Shutoff (PSPS) notifications have you received in the past year? (n=460; Total)

QOSAT3 How many Public Safety Power Shutoffs have you experienced in the past year? (n=460; Total)

QOSAT5 In what ways did 'false alarm' Public Safety Power Shutoff (PSPS) notifications, where you received a notification but did not have a PSPS, affect you, personally? (n=85; Received more notifications than PSPS events experienced)



Post-PSPS



Outreach and Engagement Satisfaction

- Customers remain generally satisfied with most of the outreach and engagement they receive
- Satisfaction with what the utility does to reduce wildfire risk and the amount of information and outreach received saw significant increases compared to June 2024 (36% vs 27% and 35% vs 27%, respectively)

Outreach and Engagement Satisfaction

				Top-3-Box						
	June 2024 (n=220)	Nov 2023 (n=320)	June 2023 (n=282)	Nov 2022 (n=325)	June 2022 (n=324)	June 2024 (n=220)	Nov 2023 (n=320)	June 2023 (n=282)		
What to expect in the event of a PSPS	30%	33%	37%	30%	32%	37%	41%	38%		
What the utility does to reduce wildfire risk	30%	34%	36%	↑	27%	32%	38%	41%	36%	
Amount of information and outreach you received	29%	36%	35%	↑	27%	32%	↓	42%	43%	36%
Availability of resources in your community	30%	38%	33%		30%	33%	40%	43%	39%	
Where to find information to help you stay safe	30%	38%	31%		28%	34%	39%	43%	37%	
In preparing you to act in the event of a wildfire	31%	37%	31%		29%	29%	↓	38%	42%	32%

■ Dissatisfied (1-4) ■ 5-7 ■ Satisfied (8-10)

QSAT1 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the outreach and engagement you receive? (n=460; Total)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



PSPS Notifications

- Almost half (45%) say that notifications should be sent if there is any possibility of a PSPS; another 41% feel that notifications should only be sent if there is a high likelihood of a PSPS

PSPS Notifications Perception	Dec 2024 (n=460)	June 2024 (n=220)	Nov 2023 (n=320)	June 2023 (n=282)	Nov 2022 (n=325)	June 2022 (n=324)
Notifications should be sent if there is any possibility of a PSPS	45%	47%	48%	51%	44% ↓	54%
Notifications should only be sent if there is a high likelihood of a PSPS	41%	42%	42%	37% ↓	45%	35%
Notifications should only be sent if a PSPS is certain to occur	14%	11%	11%	12%	11%	12%

QOSAT4. Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? (n=460; Total)



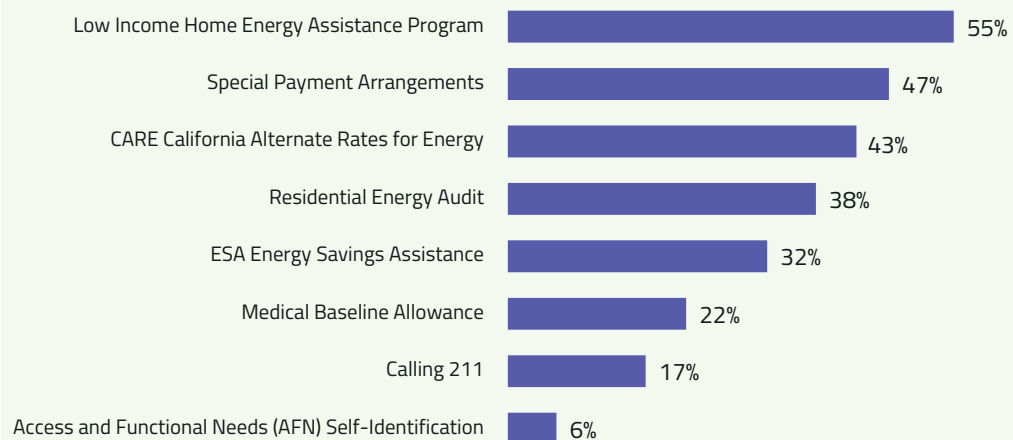
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Awareness and Familiarity of Resources

- Of the resources available to the public, just over half (55%) indicated they were aware of the Low-Income Home Energy Assistance Program, followed by Special Payment Arrangements (47%), and California Alternate Rates for Energy (43%)
- Roughly three in ten report they have not investigated the resources (32%) or have no need of the resources (28%)

Awareness



Familiarity



A7 Liberty supports a number of resources that are available to the public. Before today, which of the following resources have you heard of? (n=460; Total)

A8 What statement best describes your familiarity with the resources you just reviewed? (n=460; Total)

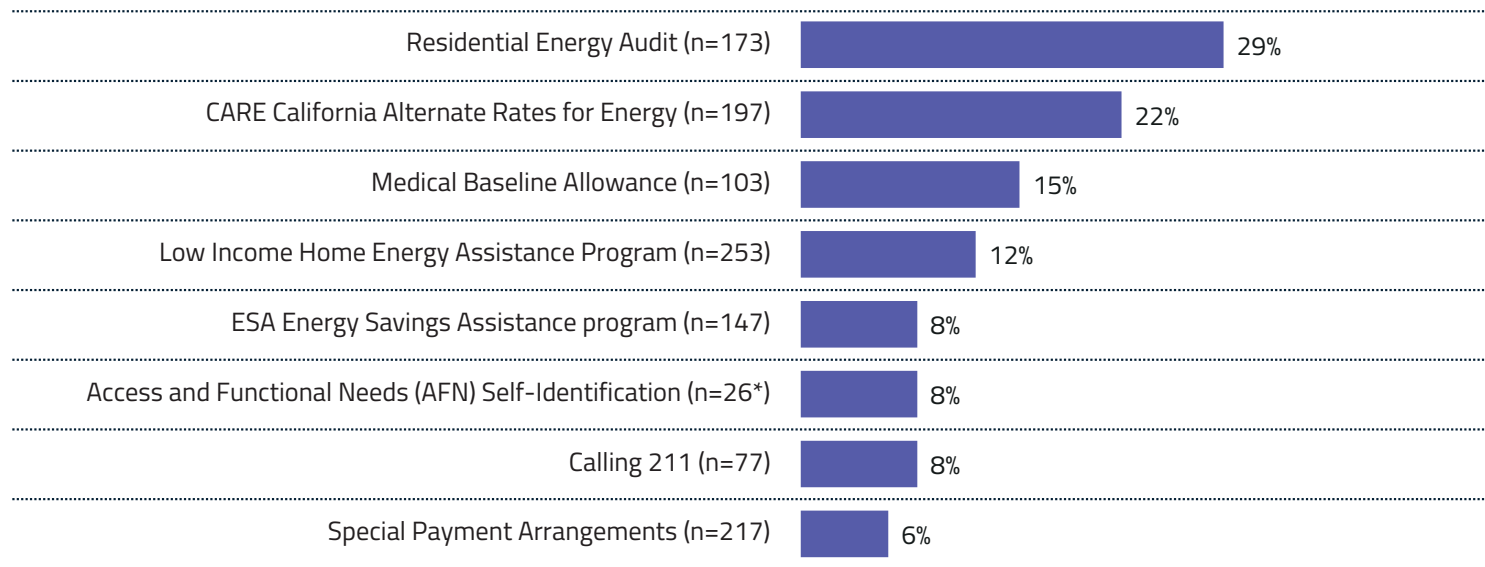


Resources Used

- Of those who are aware of the resources available, Residential Energy Audit, CARE California Alternate Rates for Energy, and Medical Baseline Allowance are the most frequently used

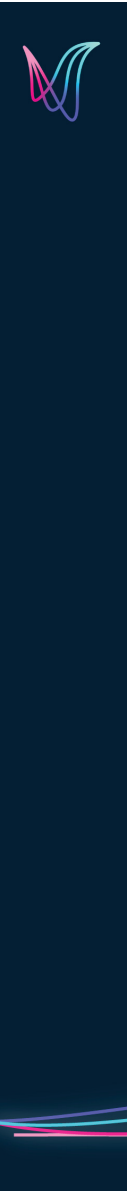
Resources used

(among those who are aware)



A9 Which, if any, of these resources have you used in the past? (n varies; Aware of Resource)

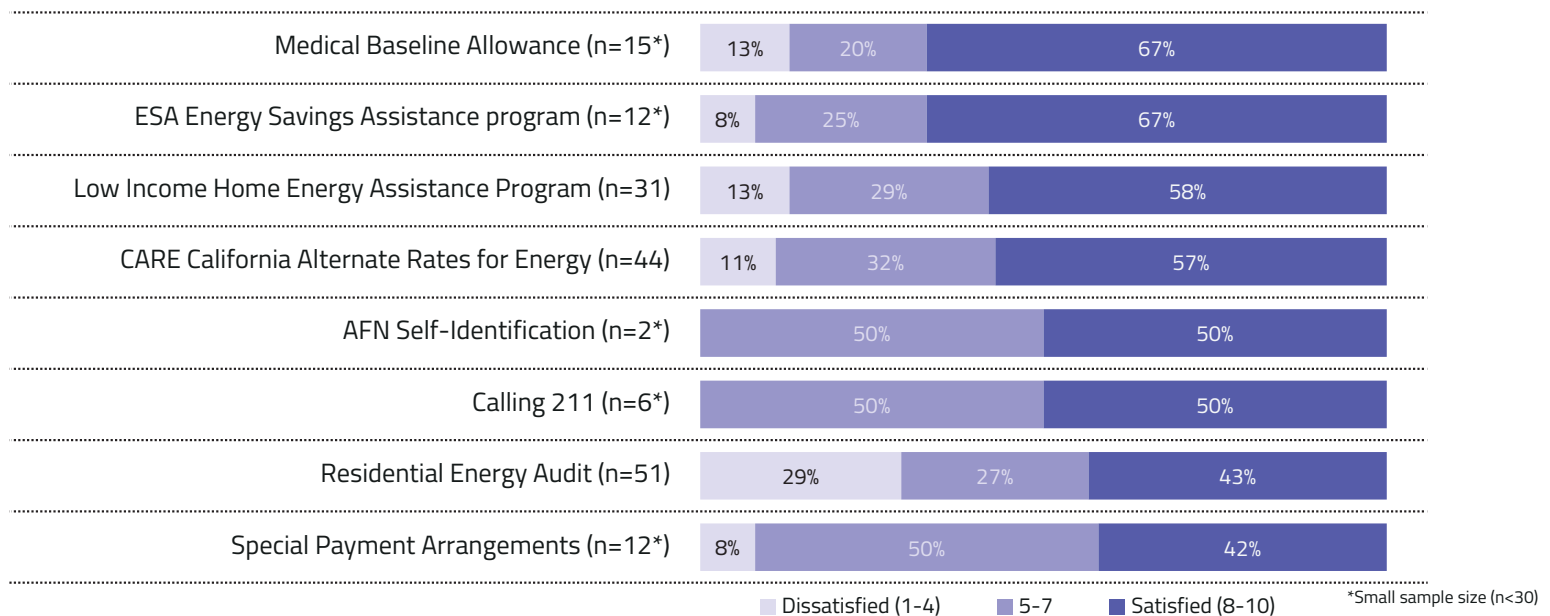
*Small sample size (n<30)



Satisfaction with Resources Used

- Satisfaction is highest with Medical Baseline Allowance (67%) and the ESA Energy Savings Assistance program (67%), and LIHEAP (58%)

Resource Satisfaction



A10 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the resources you've used in the past?



Access and Functional Needs Resources

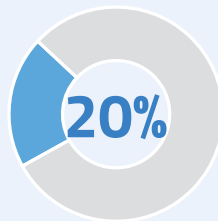
- Among the 79% of customers who indicated they have access and functional needs, 20% are aware of additional notifications and communications available
- 37% of Critical or AFN customers have received communication from Liberty about programs available and 11% indicate they engage with Community Based Organizations, outside of a PSPS context

Access and Functional Needs

	Dec 2024 (n=460)
Adults age 62+ in household	60%
Children in household	15%
Chronic conditions or injuries	13%
Low-income household	12%
Physical, developmental, or intellectual disability	9%
Limited access to transportation in the case of an emergency	3%
Pregnant	1%
Limited English proficiency	1%
None of these apply	21%

Awareness of Additional Notifications

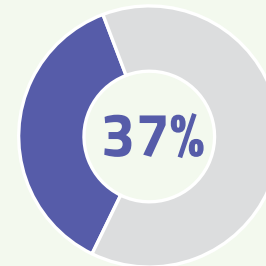
(among AFN customers)



December 2024 (n=362)

Received Information about Liberty Programs

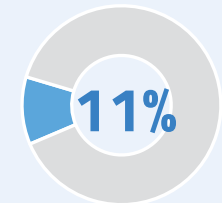
(among AFN/Critical customers)



December 2024 (n=375)

Engage with Community Based Organizations

(among AFN/Critical customers)



December 2024 (n=375)

QA11 Do any of the following apply to you or anyone in your household? (n=460; Total)

QL2 Are you aware that Liberty looks to identify households with access and functional needs that require targeted communication and earlier notification of PSPS? (n=362; A11=Yes)

QL3 Do you recall receiving direct communication regarding available Liberty customer programs and/or preparedness? (n=375; A11=Yes / Critical Customer / Rely on electricity for medical needs)

QL4 Do you or members of your household engage with Community Based Organizations or local Health and Human Services agencies within your community outside of the "during PSPS" context covered earlier in the survey? (n=375; A11=Yes / Critical Customer / Rely on electricity for medical needs)



AFN Summary



Key Metrics: AFN vs. Non-AFN

	AFN Customer (n=410)	Non-AFN Customer (n=50)
Aware of Wildfire Safety Communications	64%	46%
Aware of Communications from Liberty (among those aware)	40%	43%
Recall PSPS	74%	68%
Would Turn to Liberty Website for PSPS Info	44%	56%
Aware of Ability to Update Contact Info for PSPS	62%	62%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	34%	26%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	42%	--
Aware of AFN Self-Identification	6%	4%

Bold denotes statistically significant difference between AFN and non-AFN Customers



Demographic Profiles: AFN vs. Non-AFN

	AFN Customer (n=410)	Non-AFN Customer (n=50)
Gender	Male – 52% Female – 41%	Male – 40% Female – 44%
Age	18-54 – 21% 55-64 – 14% 65+ – 60%	18-54 – 50% 55-64 – 34% 65+ – --
Median Income	\$107K	\$180K
Home Ownership	Own – 83% Rent – 12%	Own – 78% Rent – 10%
Reside in Liberty Service Territory	Year round – 63% 6 to 11 months – 11% Under 6 months – 20%	Year round – 64% 6 to 11 months – 16% Under 6 months – 20%
Primary Language is not English	15%	--
Responded they Rely on Electricity for Medical Needs	17%	--

Bold denotes statistically significant difference between AFN and non-AFN Customers



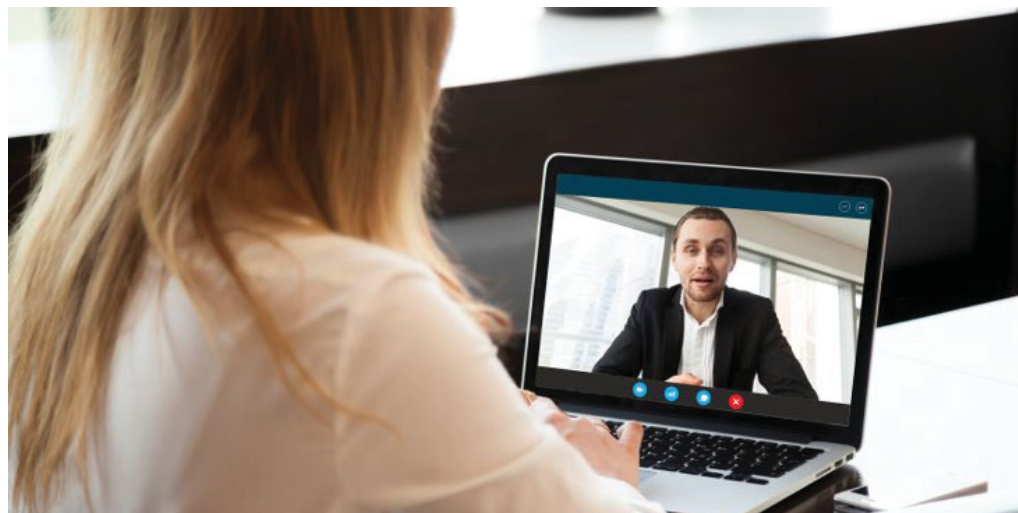
CBO Interviews



CBO Interviews

Four in-depth interviews were conducted with community-based organizations (CBOs) in the Liberty territory in December 2024.

- Interviews lasted 30 minutes and were conducted using Microsoft Teams
- Participants were offered \$100 as a “thank you” for their time and feedback
- All interviews were recorded
- Interviews were scheduled using a “warm handoff” from Liberty





CBO Interviews

PSPS Awareness and Messaging

- Participants are aware of PSPS and recall messages from Liberty, but the experience varies by county
 - The participant from Mono County reported strong communications and information from Liberty, with personal interactions with their rep
 - While those in Sierra and Nevada Counties do report communications and resources from Liberty, the frequency of communication and level of resources could be improved; however, they acknowledge that the engagement is complicated by other electric utilities throughout the counties either serving customers or providing power supply
- All CBOs and agencies interviewed work to help prepare the public about PSPS, either directly or through partnership with local organizations
 - They are typically involved in providing information to those they work with through their public health, supportive services, or disability services work
 - They are able to provide PSPS-related resources or point clients to resources provided by the utilities
- Community-facing education from Liberty about PSPS is important, including an explanation of PSPS, why events are called (including the specific criteria), how to prepare, and what Liberty is doing to mitigate the potential for PSPS
 - Social media, flyers/handouts, email communications, radio/print, community events, and text alerts/calls for emergencies are recommended
 - English and Spanish are the languages required to reach the community
 - Late spring or early summer is the ideal time for messaging

PSPS Awareness and Messaging (cont.)

- Several resources are mentioned that would help the community
 - Information about how to prepare (having food/water, gas in car, batteries charged, radio available, go bags, knowing evacuation routes, etc.)
 - Support with generators or backup power, either direct to public (particularly for those with medical needs) or supporting facilities such as senior centers, hospitals, CRCs, etc.
- Participants would welcome Liberty's participation in meetings (either agency or public-facing), community events, or events at their sites
 - Agencies very much view their relationship with Liberty as a partnership, and want to ensure they coordinate information and resources with Liberty, other utilities, and public safety organizations
 - Information from Liberty that can be shared through social media (e.g., reposts), or send via email that can be copy/pasted into public-facing messaging is helpful
- Advanced notice for PSPS events is important, particularly for public health and emergency preparedness organizations
 - Providing at least 24 hours notice is important for agencies to communicate with their teams, coordinate public outreach (or being prepared to answer questions), and making plans to operate without power
 - For the public, it is also important to give as much notice as possible, especially for those with medical needs or AFN customers that need extra time to prepare
 - Regular updates are appreciated as conditions change; this allows agencies to adjust their plans and answer questions from community members



CBO Interviews

CRC Awareness and Messaging

- Awareness of CRCs in the community is mixed, potentially based on where PSPS events were called prior to this research
 - In Mono County, CRCs are well known and established, and the public was notified through social media, the Ready Mono webpage, and text/phone alerts were sent to people with energy dependency
 - In Placer County, the CRCs are known and considered a great resource, but there is a need to increase awareness and partner with Tahoe Donner PUD to ensure the entire community is supported
 - In other counties, participants are less familiar with CRCs; while they are aware of the concept, they don't have the details and are vaguely aware of what other utilities have set up
- All agree that it is important to educate the public about CRCs, so they know where they are located, when they will be operational, and the resources provided
 - Similar messaging to PSPS is recommended, including social media outreach, radio/print, distributed flyers or mailers, and text/phone notification leading up to PSPS events
 - This is especially important for the elderly population, AFN, and those with medical needs
 - Consistent and frequent messaging is important, starting in late spring and early summer
- Support with resources, such as generators, transportation, and supplies is an area where participants feel Liberty could contribute

AFN Awareness and Messaging

- All participants are very familiar with AFN and actively work to support this community
 - Most participants maintain a list of AFN community members, and provide alerts and notifications related to PSPS and other emergencies
 - Outreach efforts to enroll potential AFN customers are done through health clinics (e.g., flu shots), meal delivery, senior and home supportive services, and word of mouth through trusted partners in the community (CBOs, schools, etc.)
 - Social media is also used to spread the word about signing up for additional notifications through AFN programs, particularly in areas with large local Facebook communities
- County public health agencies are interested in potentially sharing AFN data with Liberty (and vice versa), but privacy must be taken into account; while the information is generally not covered by HIPPA, it is important to collaborate in a manner that respects consumer privacy and confirms with government and regulatory requirements
- It is important to educate the public about the additional notifications and resources they can get through AFN self-identification, as well as providing information about how to prepare to be self sufficient during an outage
- One participant mentioned the importance of proactive preparations for this audience, as it reduces the likelihood of AFN customers turning to hospitals during emergencies and overwhelming the hospital systems



CBO Interviews

Additional Resources

- Participants are aware of support resources provided by Liberty, although with varying experience and knowledge of program details
 - CARE and other income support are recalled, and organizations commonly help connect community members to these resources
 - Public health agencies are well aware of Medical Baseline and actively refer clients to Liberty's program and help them enroll
 - 211 Resources was cited as way to provide information to clients about emergency resources
 - Liberty's support for Meals on Wheels was also mentioned, and the program is noted as a good opportunity to provide additional information and resources to the senior community
- Liberty has been helpful in disseminating information to those in need of resources
 - Flyers, attendance at events, meeting with staff, and funding for Meals and Wheels are all cited as ways in which Liberty has been helpful
 - Liberty's attendance at internal, partner-facing, and community-facing events is valued
- Messaging via social media, attending community events, partnering with senior centers/CBOs, direct mailings, and bill inserts are all recommended to reach community members who could benefit from these programs



Demographic Profiles



Respondent Profiles

Gender	Total (n=460)	Recallers (n=287)	Non-Recallers (n=107)
Male	51%	53%	49%
Female	42%	40%	47%
Age			
18 to 24	--	--	--
25 to 34	2%	1%	3%
35 to 44	10%	8%	13%
45 to 54	12%	10%	14%
55 to 64	17%	16%	17%
65 or over	53%	58%	50%
Prefer not to say	6%	7%	4%

Renter/Homeowner	Total (n=460)	Recallers (n=287)	Non-Recallers (n=107)
Own	82%	84%	79%
Rent	12%	10%	17%
Prefer not to say	5%	5%	4%
Reside in Liberty Service Territory			
Year round	63%	60%	71%
6 to 11 months	12%	13%	7%
Under 6 months	25%	27%	21%
Household Income			
Less than \$20,000	3%	3%	6%
\$20,000 to \$39,999	6%	6%	6%
\$40,000 to \$59,999	8%	8%	6%
\$60,000 to \$89,999	10%	7%	15%
\$90,000 to \$129,999	12%	13%	12%
\$130,000 to \$199,999	13%	14%	12%
\$200,000 or more	16%	16%	14%
Prefer not to say	33%	34%	30%

Q17 What is your gender? (n=460; Total)
 Q18 What is your age category? (n=460; Total)
 Q19 Do you own or rent your home? (n=460; Total)
 Q20 Which of the following best describes your annual household income? (n=460; Total)

Bold denotes statistically significant difference between Recallers and Non-Recallers



Respondent Profiles – AFN Criteria

	Total (n=460)	Recallers (n=287)	Non-Recallers (n=107)
AFN (NET)	79%	83%	69%
Age 65+	53%	58%	50%
<\$40K income	10%	9%	11%
Chronic conditions or injuries	13%	12%	12%
Limited access to transportation	3%	4%	3%
Physical, developmental, or intellectual disability	9%	9%	11%
Non-English language needs	3%	3%	5%
Medical need	15%	15%	18%

Bold denotes statistically significant difference between Recallers and Non-Recallers

Attachment 3
POSTR1 Section IV.5

LIBERTY UTILITIES DE-ENERGIZATION IMPROVEMENT ITEMS

Observation	Corrective Action	Observed Consequences
The Medical Baseline (MBL) customer list needs to be updated. There were some members on the list that had recently passed away.	Review and update the Medical Baseline Customer list to accurately reflect current Medical Baseline customers.	Increased efficiency in notification of Medical Baseline customers.
The count of customers impacted is needed from Dispatch as soon as possible to ensure accurate and complete planning and Regulatory Reporting	Add categories to the tracking spreadsheet for MBL and AFN customers for Dispatch to fill out.	More accurate and thorough planning and more timely and accurate reports to regulatory agencies.
The Washoe CRC is somewhat remote. More affordable options are needed by Logistics for lunch items at the Washoe CRC. More timely transport and distribution of repair supplies to Walker/Coleville is needed by Logistics as well.	Put contracts in place with vendors for CRC lunches to avoid overpayment for food. Stage repair materials in our CONEX boxes in Walker/ Coleville.	Avoidance of overpayment for food items. More timely receipt of repair materials.
The number of Public Safety Partners (PSPs) Contacted is needed by the Regulatory Liaison in a timely manner to facilitate reporting to Regulatory Agencies.	Add boxes to the tracking spreadsheet to record the number of PSPs contacted.	More timely and efficient reporting by the Regulatory Liaison.
Community Outreach took responsibility for notification of Public Safety Partners (PSPs), Community Officials, and Key Accounts and it worked well. In the past the Public Safety Partner Liaison notified PSPs, but this resulted in a heavy burden on the PSP Liaison who has multiple duties and some overlap in notifications.	Assign PSP notification to Community Outreach.	Efficient of personnel resources for notifications and avoidance of notification overlaps.

Attachment 4
POSTSR2B

D.21-06-034 PSP5 POSTSR Census Tract Reporting Requirements - Non-Spatial

EVENTID	EVENTPERIOD	GEOID (CalEnviroScreen)	ALL IMPACTED CUSTOMERS Total number of customer accounts de-energized	ALL IMPACTED CUSTOMERS Median amount of time de-energized (minutes)	ALL IMPACTED CUSTOMERS Maximum amount of time de-energized (minutes)	NON-CARE/FERA Total number of non-CARE/FERA customer accounts de-energized	NON-CARE/FERA Median amount of time de-energized	NON-CARE/FERA Maximum amount of time de-energized	CARE/FERA Total number of CARE/FERA customer accounts de-energized	CARE/FERA Median amount of time de-energized	CARE/FERA Maximum amount of time de-energized	MEDICAL BASELINE Total number of MBL customer accounts de-energized	MEDICAL BASELINE Median amount of time de-energized	MEDICAL BASELINE Maximum amount of time de-energized	ADVANCE NOTIFICATION Total number of customers who self-identified for advance notification that were de-energized	ADVANCE NOTIFICATION Median amount of time de-energized	ADVANCE NOTIFICATION Maximum amount of time de-energized
120033240, 120033532	11/20/2024, 11/22/2024	6051000102	1198	581	581	1132	717	1045	66	1045	1045	23	818.5	1045	2	717	1045
120032672/120032697, 120033226, 120033506	11/11/2024, 11/20/2024, 11/22/2024	6003010000	2104	717	1045	1978	581	581	126	581	581	6	581	581	3	542.5	581

Attachment 5

POSTSR3

Education and Outreach Cost

For Reporting Period: From 01/01/2024 Through 12/31/2024

PSPS E&O Program Type	E&O Program Description and Method	Approximate Number of People Reached	Cost Incurred By IOU	Names of Entities (IOU, CBO, etc.)	Costs Incurred By Other Entities	Total Cost for (Prior Year)
Outreach	Places Liberty's digital and radio ads for search engine optimization and to reach target audiences.	All customers in service territory	\$20,962	Ramsey Mediaworks	\$0	\$20,962
E&O Surveys	Randomly targeted surveys conducted by web or phone to measure public awareness of messaging related to PSPS.	>400	\$44,310	Market Decisions Corporation, DBA MD	\$0	\$44,310
Print Outreach and Advertising	Distribution of bill inserts and print ads to inform customers of community events and resources.	All customers in service territory	\$15,564	ACP Publications & Marketing	\$0	\$15,564
Total			\$80,836		\$0	\$80,836

Attachment 6

POSTSR4

PSPS Complaint Tracking Data Template

Complaint Number	Complaint Received Date	Complaint Channel	Resolution	Location (City, County, Zip)	PSPS Event Date Range	Complaint Category	Complaint Category Definition	Summary of the Complaint
1	11/11/2024	Social Media Post	Resolved	Social Media / Phone Call	11/11/2024	General PSPS Dissatisfaction/Other	General PSPS Dissatisfaction/Other = Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category	Complaint regarding customer service call. Conducted follow up call with customer.
2	11/11/2024	CRC Attendee	Resolved	CRC	11/11/2024	Communications/Notifications	Communications/Notifications = Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, REST/DAM sites (as applicable)	Short notice or lack of notice for PSPS Event. Explained PSPS decision criteria to customer and updated out of date contact information.
3	11/11/2024	CRC Attendee	Resolved	CRC	11/11/2024	Communications/Notifications	Communications/Notifications = Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, REST/DAM sites (as applicable)	PSP arrived at CRC, complaint regarding short notice or lack of notice for PSPS Event. Event updates and direct contact information to Liberty Emergency Management team were provided.
4	11/11/2024	Phone Call	Resolved	Phone Call	11/11/2024	Communications/Notifications	Communications/Notifications = Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, REST/DAM sites (as applicable)	PSP phone call requesting information. Contact info was flawed in original notification but was rectified and direct contact info was provided for Liberty Emergency Management team.
5	11/11/2024	CRC Attendee	Resolved	CRC	11/11/2024	Communications/Notifications	Communications/Notifications = Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, REST/DAM sites (as applicable)	Short notice or lack of notice for PSPS Event. Discussed updated and shared resources with customer.
6	11/20/2024 - 11/22/2024	CRC Attendee	Resolved	CRC	11/20/2024 - 11/22/2024	General PSPS Dissatisfaction/Other	General PSPS Dissatisfaction/Other = Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category	Public safety partner checked in on CRC and expressed interest in a follow-up meeting to discuss planning for PSPS events.
7	11/20/2024 - 11/22/2024	CRC Attendee	Resolved	CRC	11/20/2024 - 11/22/2024	General PSPS Dissatisfaction/Other	General PSPS Dissatisfaction/Other = Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category	Public safety partners checked in on CRC and expressed interest in a follow-up meeting to discuss planning for PSPS events.
8	11/20/2024 - 11/22/2024	Phone Call	Resolved	CRC	11/20/2024 - 11/22/2024	General PSPS Dissatisfaction/Other	General PSPS Dissatisfaction/Other = Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category	Expressed that they did not understand the need for PSPS. Customer expressed concern on behalf of MBL customer. Offered use of CRC and made personal call to MBL customer.
9	11/20/2024 - 11/22/2024	Phone Call	Not applicable	Phone Call	11/20/2024 - 11/22/2024	General PSPS Dissatisfaction/Other	General PSPS Dissatisfaction/Other = Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category	Expressed that they did not understand the need for PSPS
10	11/20/2024 - 11/22/2024	Phone Call	Not applicable	Phone Call	11/20/2024 - 11/22/2024	General PSPS Dissatisfaction/Other	General PSPS Dissatisfaction/Other = Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category	Expressed that they did not understand the need for PSPS
11	11/20/2024 - 11/22/2024	Phone Call	Not applicable	Phone Call	11/20/2024 - 11/22/2024	General PSPS Dissatisfaction/Other	General PSPS Dissatisfaction/Other = Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category	Expressed that they did not understand the need for PSPS
12	11/20/2024 - 11/22/2024	Phone Call	Not applicable	Phone Call	11/20/2024 - 11/22/2024	General PSPS Dissatisfaction/Other	General PSPS Dissatisfaction/Other = Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category	Expressed that they did not understand the need for PSPS
13	11/20/2024 - 11/22/2024	Phone Call	Not applicable	Phone Call	11/20/2024 - 11/22/2024	General PSPS Dissatisfaction/Other	General PSPS Dissatisfaction/Other = Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category	Expressed that they did not understand the need for PSPS
14	11/20/2024 - 11/22/2024	Phone Call	Not applicable	Phone Call	11/20/2024 - 11/22/2024	General PSPS Dissatisfaction/Other	General PSPS Dissatisfaction/Other = Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category	Expressed that they did not understand the need for PSPS
15	11/20/2024 - 11/22/2024	Phone Call	Not applicable	Phone Call	11/20/2024 - 11/22/2024	General PSPS Dissatisfaction/Other	General PSPS Dissatisfaction/Other = Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category	Expressed that they did not understand the need for PSPS
16	11/20/2024 - 11/22/2024	Phone Call	Not applicable	Phone Call	11/20/2024 - 11/22/2024	General PSPS Dissatisfaction/Other	General PSPS Dissatisfaction/Other = Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category	Expressed that they did not understand the need for PSPS
17	11/20/2024 - 11/22/2024	Phone Call	Not applicable	Phone Call	11/20/2024 - 11/22/2024	General PSPS Dissatisfaction/Other	General PSPS Dissatisfaction/Other = Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category	Expressed that they did not understand the need for PSPS
18	11/20/2024 - 11/22/2024	Phone Call	Not applicable	Phone Call	11/20/2024 - 11/22/2024	General PSPS Dissatisfaction/Other	General PSPS Dissatisfaction/Other = Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category	Expressed that they did not understand the need for PSPS
19	11/20/2024 - 11/22/2024	Phone Call	Not applicable	Phone Call	11/20/2024 - 11/22/2024	General PSPS Dissatisfaction/Other	General PSPS Dissatisfaction/Other = Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category	Expressed that they did not understand the need for PSPS

