

**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 PRE-SEASON REPORT**

Dated: July 1, 2024

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Liberty Utilities (CalPeco Electric) LLC ("Liberty") hereby submits its Public Safety Power Shutoff ("PSPS") 2024 Pre-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

2024 PSPS Pre-Season Report



Liberty Utilities (CalPeco Electric) LLC

2024 PSPS Pre-Season Report

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Section I. Authorities

All reporting plans concurrently required to be included in the (current year) Pre-Season Report herein, must be produced in a single document submitted by each electric investor-owned utility. Specifically, these include the community resource center plan (A.1, A.3, and A.6), critical facilities plan (B.2), PSPS Exercise Reports (C.2), education and outreach-related surveys and accessibility efforts and associated costs (E.1, E.2 and E.3), and notification plan (I.3). The (current year) Pre-Season Report must also include the following items of information:

- a. Description of lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and how the electric investor-owned utility has applied such lessons to its current and future efforts in preparation for the upcoming wildfire season.*

Liberty has not executed a Public Safety Power Shutoff (PSPS) event since the program was implemented in 2019, however in recent years California has seen an increase in catastrophic wildfire activity. Liberty's PSPS program is meant to be used as a measure of last resort, and the decision to implement a PSPS is not taken lightly. Accordingly, Liberty has heavily invested into the program, developing PSPS activation thresholds, maintaining protocols and procedures, and conducting annual training and PSPS exercises in preparation for a potential event. Stakeholder PSPS awareness and preparation is also a top priority, and community outreach efforts are continuously made to inform customers about PSPS readiness and resources. Liberty regularly conducts outreach to spread information about its Community Resource Centers (CRCs) and customers assistance programs, and other resources.

There have been two potential events in which Liberty has made notifications to customers and other partners of the possibility of a PSPS where the decision was made by Liberty *not* to de-energize. These events, as well as training exercises and collaboration with stakeholders familiar with PSPS events, have led to lessons-learned in the form of post-event reports, hot washes, and cooperator feedback, including the need to:

- Streamline Incident Management Team ("IMT") meetings to make them more efficient. Have sub meetings that prepare for situational report- outs in IMT meetings.
- Improve PSPS Event communication to make all departments aware of the need for all available employees to assist in PSPS response.
- Consolidate PSPS Operations and Communications playbooks to make roles and responsibilities clear for the IMT.
- Make the following improvements to IMT activation procedure based on stakeholder recommendations:
 - Establish backups for each role or position in Liberty's PSPS Playbook.
 - Determine site leads for each of Liberty's CRC locations following the introduction of FireDawg to assist with CRC facilitation.

- Prepare for situations posed by stakeholders during exercises, such as:
 - How will Liberty know if staff live in an impacted area? How will it proceed if a large number of staff are without power?
 - How much backup fuel does Liberty have for its offices during an event?

Some of lessons learned have been directly captured in Liberty’s updated PSPS playbook. Others, such as scenarios posed by stakeholders, are first included in Liberty’s PSPS exercises as “injects” to work out solutions with all participants. The current version of Liberty’s PSPS Playbook includes process improvements and lessons learned from 2023 PSPS exercises and has been utilized in Liberty’s 2024 exercises.

- b. Identify circuits at greatest risk of de-energization during the upcoming wildfire season. Include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit.*

Based on the PSPS analysis discussed in Section VIII. Question 1 of this Report and in Section 9.2 of Liberty’s 2023 WMP, Liberty has identified the following circuits as having the greatest risk of PSPS likelihood in the upcoming wildfire season:

- MULLER 1296
- TOPAZ 1261

Refer to Section VIII below for more information regarding Liberty’s PSPS risk analyses.

Liberty has not executed a PSPS de-energization on any circuits during the prior five calendar years. Liberty’s PSPS outreach and education efforts span Liberty’s entire service territory and are not currently differentiated at the circuit level.

Protecting the health and safety of its vulnerable / access and functional needs (“AFN”) customers and communities is among Liberty’s highest priorities during an emergency, wildfire, or PSPS event. Liberty’s protocols for PSPS are intended to mitigate the public safety impacts of PSPS on AFN customers, as described in Section 9.2 of Liberty’s 2023 WMP. Liberty conducts outreach related to emergency preparedness, provides advanced notification during PSPS events, and offers additional information to AFN customers in advance of and during PSPS events. Liberty’s efforts in 2023 to support customers with AFN within its service territory included:

- Continued development of partnerships with community-based organizations (“CBOs”) to collaborate on AFN customer outreach and engagement. Participation in events with CBOs and use of their contact lists for outreach are a vital resources for sharing PSPS preparedness information with stakeholders.
 - Liberty’s CBO network allows for targeted customer program outreach, including community events and direct mailing to increase customer awareness of the

resources available to them. Liberty completed 18 collaborative outreach events across its service territory in 2023.

- Proactive marketing and communications across multiple channels, engaging with AFN customers regarding the PSPS notification process and de-energization preparedness. Beyond collaborative outreach events with CBOs, Liberty has pursued the following outreach channels to facilitate PSPS education:
 - Community meetings – where applicable, Liberty co-hosts these meetings with public safety partners (PSP) to reach a wider audience.
 - Toolkits – Liberty distributes PSPS educational pamphlets, flyers, and checklists in accessible formats. Toolkit information is available in English, Spanish, French, German, Chinese, Vietnamese, and Tagalog.
 - Website updates and social media – Liberty posts content informing customers about the PSPS notification process and event updates.
 - Bill inserts, direct mail, and Email – customers receive emails informing them about the PSPS notification process.
- Collaboration and communication with Public Safety Partners on PSPS Preparedness, including a workshop and PSPS exercises.
 - Liberty includes the Washoe tribal community as an essential Public Safety Partner, and held meetings with the Washoe Tribe’s emergency manager throughout 2023, including discussion related to the importance of electricity dependent customer awareness of the Medical Baseline Program and benefits of enrollment.

In 2024, Liberty will continue to establish partnerships with CBOs and continue to integrate these groups into PSPS operations. For example, Liberty provided PSPS preparedness information, materials, and web resource information to CBO contacts via email on June 19, 2024. Liberty utilized these contacts as an opportunity to update contact information for CBOs for notification during PSPS events. Liberty also continues to grow and expand CBO networks throughout its service territory, to the extent possible, providing materials and resource information for CBOs to share with the communities they serve. Liberty has continued to seek opportunities for customers to self-identify as AFN customers. Effort to identify AFN customers are outlined in Liberty’s 2024 AFN Plan, and include utilizing existing program enrollment data, AFN self-identification tools first developed in 2021, CBO partnerships, and collaborative outreach.

c. Annual reports, as applicable, required by Ordering Paragraphs 8, 21, 27, 30, 33, 36, 38, 41, 46, 47, 51, and 57 of D.21-06-014.

Liberty has met the annual reporting requirements in D.21-06-014.

Section II: Community Resource Center Plan

1. *Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. The IOUs should incorporate and address the following minimum topics in the CRC plan.*
 - a. *CRC objectives*
 - b. *CRC strategies, actions, and timing*
 - c. *CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS events*
 - d. *Engagement with local populations on Access and Functional Needs (AFN) needs*
 - e. *Stakeholder recommendations on AFN needs of services and supplies*
 - f. *Criteria used to determine the types of CRCs needed during each event*
 - g. *Services and supplies available at each CRC to customers and AFN populations*
 - h. *CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event*
 - i. *COVID-19 considerations*
 - j. *Prior year CRC usage metrics*
 - k. *CRC program evaluation including customer feedbacks, CRC related surveys, survey results, survey evaluation, and IOU's related challenges*
 - l. *Lessons learned protocol*

Refer to Appendix A: Liberty’s Community Resource Center Plan.

2. *The IOUs must provide a list of all CRCs available in the IOUs’ service territories in advance of wildfire season with the following minimum fields:*

Table 1 – List of Available Community Resource Centers (as of cut off date of current year)

- a. *CRC Unique ID*
- b. *Location Name*
- c. *County or Tribe*
- d. *CRC Type (e.g., fixed facility or mobile location, indoor or outdoor, tent, micro, mobile)*
- e. *Standard Operation Hours*
- f. *List of Planned Supplies**
- g. *List of Planned Services**
- h. *List of Planned AFN Services and Supplies**
- i. *Contracted (Yes or No)*

- j. Date of Contract*
- k. Location Address*
- l. Latitude (with at least five digits after decimal point)*
- m. Longitude (with at least five digits after decimal point)*

Refer to Table 1 of Attachment 1: LIB_2024_Required Tables_070124.

3. *The annual CRC plan must detail how the utility will provide the services and supplies required to serve Medical Baseline (MBL) and AFN populations as recommended by regional local government, Advisory Boards, public safety partners, representatives of people/communities with access and functional needs, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. In the annual CRC plans, the utilities must set forth the specific recommendations made by the above-noted entities, whether the utilities adopted the recommendation (or did not adopt the recommendation), the reason it was adopted (or not adopted), and the timeline for implementation. The IOUs must provide a summary table of stakeholder recommendations on AFN needs for services and supplies including, at a minimum, the following fields:*

Table 2 - Stakeholders' CRC Recommendations on AFN Needs

- a. Recommendation Description*
- b. Recommended Date*
- c. Recommending Party Type (e.g., tribal, local government, non-profit entity, Advisory Boards, public health and healthcare provider)*
- d. Adopted? (Yes or No)*
- e. Reasoning for Adoption/Denial*
- f. Initiative(s) As a Result of Recommendation*
- g. (Estimated) Initiative Planning Start Date*
- h. (Estimated) Initiative Organization Completion Date*
- i. (Estimated) Initiative Equipment Completion Date*
- j. (Estimated) Initiative Training Completion Date*
- k. (Estimated) Initiative Exercise Completion Date*

Refer to Table 2 of Attachment 1: LIB_2024_Required Tables_070124.

4. *The IOU CRC plan must include prior year CRC usage metrics including, at a minimum, the following fields:*

Table 3 – Prior Year PSPS CRC Usage Metrics

- a. Event ID*
- b. Event Name/Period*
- c. County or Tribe*

- d. Date Service Area De-energized*
- e. Time Service Area De-energized (24-hr. clock)*
- f. Date CRC Opened*
- g. Time CRC Opened*
- h. Date Service Area Re-energized*
- i. Time Service Area Re-energized (24-hr. clock)*
- j. Date CRC Closed*
- k. Time CRC Closed*
- l. Total Days Opened Total Hours Opened (Integer)*
- m. Type of CRC (Indoor, Outdoor, Mobile)*
- n. Average AQI during Operation*
- o. Was CRC powered by Backup Generation? (yes/no)*
- p. Operation Hour Compliance Indicator (Yes or No, if CRC was operable at least 8 AM-10 PM during an active de-energization event)*
- q. If Not in Compliance with Operation Hour Requirements, Provide an Explanation*
- r. Service or Supply Provided (List the name of each service or supply provided by the utility in a separate field and fill the description in the cell such as Bottle Water “Yes”, Charging Station “Yes”, Cellular Network Services “Yes”, Chairs “Yes”, PSPS Information Representatives “Yes”, Restrooms “Yes”, ADA Accessible “Yes”)*
- s. Total Number of Visitors*
- t. Location Address*
- u. Latitude (with at least five digits after decimal point)*
- v. Longitude (with at least five digits after decimal point)*

Table 3 of Attachment 1: LIB_2024_Required Tables_070124 remains blank because Liberty has not had a PSPS that would have required opening a CRC.

- 5. *The IOU CRC plan must include a prior year CRC customer feedback summary including, at a minimum, the following fields:*

Table 4 - Prior Year CRC Customer Feedback

- a. Customer Feedback Type (e.g. resource availability, operation hour, location, customer service)*
- b. Customer Feedback Description/ Open Comments on Areas in Need of Improvement*
- c. Feedback Submission Count (for this feedback type)*
- d. Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback*

if any. If there is none, please explain.

e. Initiative Implementation Start Date

f. Initiative Estimated Completion Date

g. Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)

Table 4 of Attachment 1: LIB_2024_Required Tables_070124 remains blank because Liberty has not had a PSPS event that would have required opening a CRC.

6. *The IOU CRC plan must include prior year CRC challenges faced when setting up and operating CRCs. The challenge summary includes, at a minimum, the following fields:*

Table 5 - Prior Year IOU CRC Challenges

a. Challenge Type

b. Description of Challenge

c. Initial Month and Year Challenge Discovered

d. Initiative(s)/Responsive Action(s) – List the responsive initiatives to address the challenge if any. If there is none, please explain.

e. Implementation Start Date

f. Estimated Completion Date

g. Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)

Liberty has experienced challenges with CRC staffing plans. Establishing appropriate in-house staffing presented the following challenges:

- Identifying available in-house personnel to staff CRCs
- Determining compensation for in-house personnel
- Determining specific job responsibilities for in-house personnel
- Coordinating in-house staffing with management
- Developing the necessary training materials and training staff

Previously, in response to in-house staffing challenges, Liberty had developed a plan comprised of internal staff and volunteers. To do so, Liberty coordinated with its supervisors and human resources staff, liaised with its employee union, and completed development of job responsibilities and training plans. In order to improve the efficiency of this process, Liberty has since contracted with Fire Dawg inc. for the facilitation and staffing of its CRC locations. If CRCs are activated, a Liberty lead will be present at each location to coordinate with Fire Dawg and ensure that sites are functioning as intended.

Refer to Table 5 of Attachment 1: LIB_2024_Required Tables_070124.

Section III: Critical Facilities and Infrastructure Plan

1. *Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. The IOUs should incorporate and address the following minimum topics in the CFI plan.*
 - a. *CFI objectives*
 - b. *CFI strategies, actions, and timing*
 - c. *CFI definition and IOU CFI contact on PSPS website*
 - d. *Identification method of CFI*
 - e. *Changes in CFI since prior annual report*
 - f. *Maintenance and update process of CFI list*
 - g. *Collaboration with transmission-level customers*
 - h. *Comparison of current year CFI request total with last year*
 - i. *CFI backup power assessment efforts/actions, backup power provisions and terms*
 - j. *Engagement with local government and public safety partners on CFI identification and back-up generation need*
 - k. *Maintenance and accessibility of CFI list*
 - l. *Consultation with local and tribal governments*
 - m. *Coordination with CFI to maintain energization during PSPS events of varying lengths*
 - n. *Lessons learned protocol*

Refer to Appendix B: Liberty's Critical Facilities and Infrastructure Plan.

2. *The IOUs must include a list of critical facilities and infrastructure within the utility's service area. The list must include, at a minimum, the following fields. The list must be posted in the IOUs' PSPS web portal with restricted access to confidential information.*

Table 6 - Critical Facilities and Infrastructure List (as of last updated date)

- a. *Facility/Infrastructure Name*
- b. *CFI Type*
- c. *CFI Address*
- d. *County/Tribe*
- e. *Date Identified as CFI*
- f. *Primary Point of Contact Name*
- g. *Primary Point of Contact Title*

- h. Primary Contact Phone Number*
- i. Primary Contact Email Address*
- j. Secondary Point of Contact Name*
- k. Secondary Point of Contact Title*
- l. Secondary Contact Phone Number*
- m. Secondary Contact Email Address*
- n. Last Date of Update on Contact Information**
- o. Indicator if CFI has been contacted with backup power needs**
- p. Date of Contact**
- q. Indicator if CFI has been assessed with backup power needs (Yes or No)**
- r. Date of Assessment**
- s. Results of Assessment**
- t. Whether or not CFI provided any needed backup power generation (Yes or No)**

**These fields are applicable to PG&E, SCE, and SDG&E only.*

Refer to Table 6 of Attachment 1: LIB_2024_Required Tables_070124.

- 3. The IOUs must include, in the CFI plan, the number of requests from customers to be designated as critical facilities and infrastructure in the current year and the prior year, whether the utility accepted or denied the request, and the reasons for any denial. The list must include the following minimum fields.*

Table 7 – List of Requests to Be CFI Over Last Two Years

- a. Facility/Infrastructure Type*
- b. Facility/Infrastructure Location (The city where the CFI customer is located in.)*
- c. Date of Request*
- d. Accepted or Denied?*
- e. Reason for Denial*

Refer to Table 7 of Attachment 1: LIB_2024_Required Tables_070124.

Section IV. PSPS Exercise Reports

1. *Each investor-owned utility must prepare and file a PSPS Exercise Report as part of the [current year] Pre-Season Report. These PSPS Exercise Reports must include, at a minimum, provisions for both table-top (TTX) and functional PSPS exercises (FSE), how many PSPS exercises were held, the dates held, and what entities participated. Please provide the following tables with the minimum fields listed.*

Table 8 - PSPS Exercise Summary (January 1 through December 31 of current year)

- a. *Starting Date of Exercise*
- b. *Ending Date of Exercise*
- c. *Total Hours of Exercise*
- d. *Type of Exercise (e.g., table-top, functional, full-scale)*
- e. *Region (if applicable)*
- f. *Counties*
- g. *Number of utility personnel participating in the exercise*
- h. *Number of public safety partners actively participating as a player in the exercise*
- i. *Number of AFN community representatives participating as a player in the exercise*
- j. *Total Number of Participants*

Refer to Table 8 of Attachment 1: LIB_2024_Required Tables_070124.

Table 9 - List of Exercise Participated Entities

- a. *Name of Entity*
- b. *Exercise Date Range*

Refer to Table 9 of Attachment 1: LIB_2024_Required Tables_070124.

2. *For each exercise, please provide the items below.*

- a. *After-Action Report*

Refer to Attachment 2: LIB_Evaluation of TTX May 23 2024_070124 and Attachment 3: LIB_Evaluation of FSE June 27 2024_070124.

- b. *What written materials (e.g., slides, instructions) do you provide to telecommunication carriers and other public safety partners during and after they participate in TTXs, FSEs or other trainings/briefings?*

All participants in Liberty's tabletop (TTX) and functional (FSE) exercises, including telecommunications carriers and other Public Safety Partners, are provided with an exercise agenda and exercise feedback form. Exercise slides, which are also provided, contain the process checklists from Liberty's PSPS Playbook. In addition, for functional exercises, attendees receive a copy of the exercise plan to follow exercise injects and other items for discussion.

- c. *Please provide copies of the written materials and/or links to web-based information.*

Refer to:

- Attachment 4: LIB_PSPS Exercise Feedback Form_070124
- Attachment 5: LIB_2024 PSPS FSE ExPlan_070124
- Attachment 6: LIB_2024 PSPS TTX Agenda_070124
- Attachment 7: LIB_PSPS Exercise May 23 2024_070124
- Attachment 8: LIB_PSPS Exercise June 27 2024_070124

- d. *Indicate if this information is also posted in your public safety partner portal.*

This information is not currently posted in Liberty’s Public Safety Partner Portal.

Section V. Education and Outreach

1. *Each utility must conduct, at a minimum, two PSPS education and outreach surveys accessible to all customers each calendar year. The Commission’s Safety and Enforcement Division is authorized to direct an IOU to modify or issue more of these surveys. Please provide a survey summary table with the following minimum fields.*

Table 10 – Survey Summary

- a. *Period Survey Conducted*
- b. *Overall Objectives*
- c. *Surveyed Scope (e.g., pre-season, during-season, post-season, all)*
- d. *Methods (e.g., online, text messages, letter, telephone, in-person)*
- e. *Target Audiences (e.g., residential customer, commercial, CFI, AFN)*
- f. *Total Number of Surveys Sent*
- g. *Total Number of Survey Responses Received*
- h. *Indicate if the survey was conducted in all “prevalent” languages, as defined in D.20-03-004*
- i. *If so, please list the number of “prevalent” languages used during survey*
- j. *If not, please provide an explanation*

In 2023, Liberty partnered with MDC Research to execute two sets of surveys to measure public awareness of messaging related to wildfire preparedness and safety. Customers were surveyed at random, targeted for either phone or web administration. Between June 6, 2023 and June 22, 2023, 282 customers completed surveys. Between November 7, 2023 and December 5 19, 2023, 320 customers completed surveys.

Refer to Table 10 of Attachment 1: LIB_2024_Required Tables_070124.

2. *The IOUs must provide copies of all PSPS education and outreach surveys templates.*

Refer to Attachment 11: LIB_2023 Wildfire and PSPS Survey Template_070124.

3. *The IOUs must provide the languages the education and outreach surveys were conducted in and assess if the in-language surveys meet the “prevalent” languages requirement as defined in D.20-03-004.*

Liberty’s 2023 education and outreach surveys were available to customers in English and Spanish. Liberty has identified English and Spanish as prevalent languages in Liberty’s service territory, consistent with the requirements in D.20-03-004.

4. *Each IOU must collaborate with relevant community-based organizations and public safety partners to develop these surveys, which must include, at a minimum, metrics to evaluate whether the education and outreach is effectively helping communities and residents before, during, and after a PSPS event to plan for alternatives electricity arrangements and/or avoid the impacts of de-energization events.*

In addition to customer surveys, MDC Research conducted CBO interviews to request feedback and gather suggestions on the most effective approaches to PSPS communication within the community. The first and second waves of interviews included seven completed CBO interviews Total.

Notable CBO interview findings included:

- The importance of multiple methods of communication. While social media posts are a common method for reaching the community as a whole, seniors, individuals with housing needs, and those in isolated or rural areas are less likely to be reached online. Print handouts, radio, and in-home visits are recommended.
 - Many community members served by CBOs are unlikely to receive direct customer communications, and other means may be required, such as Liberty providing the CBOs with print materials that they can distribute.
- CBOs represent community members with transitional housing needs, and this audience is particularly vulnerable to the effects of wildfires; CBOs are willing to partner with Liberty to help take care of vulnerable communities in the event of a fire.
 - CBOs primarily use in-person / phone interactions to reach their client bases. Social media, email, and traditional media have limited reach into the homeless community and those in transitional shelter situations.
 - Organizations that represent community members with transitional housing needs and seniors are interested in partnerships with Liberty to help take care of vulnerable communities in the event of a fire.
- Regardless of the message delivery mechanism, CBOs stress the importance of keeping communications concise and clearly worded, to ensure everyone is able to fully understand preparedness information and notifications.

- CBOs are willing to help spread the word about wildfire preparedness, safety, and PSPS events, if provided the necessary resources.
5. *IOUs must include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the [current year] Pre-Season Report and the [prior year] Post-Season Report.*

Refer to Attachment 9: LIB_2023_Survey Results Wave 1_070124 and Attachment 10: LIB_2023_Survey Results Wave 2_070124.

6. *IOUs must provide an evaluation of PSPS education and outreach effectiveness and the takeaways from the survey results for PSPS protocol improvements.*

Notable survey findings from the most recent survey wave (November 2023) include:

- 53% of surveyed customers are aware of wildfire safety communications, consistent with 56% in June 2023.
- 61% of surveyed customers recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS,” consistent with the previous wave (54%). TV News (37%) and email (36%) remain the most common sources of PSPS communication.
- Customers consider notifications by text and email the most effective forms of communication from Liberty. Larger font is considered the most helpful element of communications that could be incorporated.
- Similar to the previous wave, 80% have taken action to prevent wildfires or to prepare their home or business for the event of a wildfire. Trimming vegetation around properties remains the most common action taken, followed by creating defensible space.
- Among those reporting that they rely on electricity for medical needs, 50% are aware of additional notices from Liberty, 28% are currently enrolled in the Medical Baseline Allowance program, and 35% are aware that medical certificates require annual renewal.

MDC’s survey results also included recommendations for Liberty based on the most recent survey findings. MDC suggested additional communication efforts ahead of the 2024 fire season, leveraging emails and bill inserts, the communication method customers recalled the most, to drive customers to Liberty’s website, where customers say information is the most clear and useful. MDC also recommended that Liberty emphasize to customers the importance of having an emergency readiness plan, as the vast majority of customers surveyed did not have one. Another suggestion included increased advertisement of Liberty’s Medical Baseline Allowance program and the availability of AFN self-identification. Survey results and recommendations such as these inform Liberty’s approach to its communication and outreach.

7. *Each IOU must report prior year costs for PSPS-related education and outreach in the format of the SED POSTRS3 Template 2021, or reference it if it has been provided in the prior post-season report.*

Education and outreach costs related to PSPS were \$65,525 in 2023. Refer to Attachment 4: “Liberty_POSTR3_3-1-2023” of Liberty’s 2023 PSPS Post-Season Report for additional detail.

8. *PG&E, SCE, and SDG&E are required to describe how it works, in advance of each wildfire season and during each wildfire season, with local jurisdictions, in a proactive manner, to identify and communicate with all people in a de-energized area, including visitors. This requirement is applicable to PG&E, SCE, and SDG&E only.*

N/A

9. *Each IOU must file information pertaining to, at a minimum, discussions at Working Group meetings regarding the accessibility of the utility’s education and outreach efforts, including surveys, for individuals with access and functional needs, the recommendations, if any, made by individuals with or representatives of communities with access and functional needs to enhance education and outreach pertaining to PSPS events, and whether those recommendations, if any, were incorporated into the utility’s PSPS protocols.*

Table 11 - AFN Outreach Recommendations

- a. *Recommendation Type*
- b. *Description of Recommendation*
- c. *Party Name*
- d. *Date of Recommendation*
- e. *Incorporated into PSPS Protocols? (Yes or No)*
- f. *Reason for Decision Made*
- g. *Description of PSPS Protocol Change*

Refer to Table 11 of Attachment 1: LIB_2024_Required Tables_070124.

10. *PG&E, SCE, and SDG&E must include a detailed summary to substantiate all efforts to develop and implement, in advance of wildfire season, a communications strategy to rely on during a proactive de-energization when restrictions due to the power loss exist. This detailed summary must address how the utility worked in coordination with public safety partners to develop this communication strategy.*

N/A

11. *PG&E, SCE, and SDG&E must provide all methods used to promote operational coordination with public safety partners.*

N/A

12. *PG&E, SCE, and SDG&E must provide all methods used to work with public safety*

partners to improve responses to concurrent emergencies.

N/A

Section VI. Notification Plan

1. *Each IOU must provide an updated annual PSPS notification plan as Appendix C. The IOUs should incorporate and address the following minimum topics in the notification plan.*
 - a. *Notification objectives*
 - b. *Notification strategies, actions, and timing*
 - c. *Notification process planning and improvement*
 - d. *Updated/Current Notification script and templates*
 - e. *In-language translations*
 - f. *Notification methods*
 - g. *Meeting notification timeline requirements*
 - h. *Notification accuracy and precision*
 - i. *Entity responsible for notifications*
 - j. *Consistency of PSPS notification information across all platforms*
 - k. *Coordination with stakeholders*
 - l. *Affirmative notifications to MBL populations and any self-identified vulnerable populations*
 - m. *Notification strategies on AFN population subsets*
 - n. *Public warning of PSPS events such as week-ahead forecasts*
 - o. *Notification cancellation*
 - p. *Transmission-level customers notification*
 - q. *Impacted customer information available to public safety partners from outset of PSPS*
 - r. *Secure portal for public safety partners*
 - s. *Lessons learned protocol*

Refer to Appendix C: Liberty's Notification Plan.

2. *Each electric investor-owned utility must develop a notification plan jointly with Cal OES, public safety partners, county, tribal, and local governments, independent living centers, paratransit agencies, durable medical equipment vendors, agencies that serve individuals who receive Medi-Cal home and community-based services, and other organizations representative of all subsets of people or communities with access and functional needs. Each electric investor-owned utility must specifically describe its plans for notifications according to specific access and functional needs, for instance, the needs of persons with vision impairments as distinct from the needs of persons with a developmental disability. Each electric investor-owned utility must finalize its notification plan for inclusion in its [current year] Pre-Season Report. Provide a list of the joint efforts to develop the AFN population notification plan with the aforementioned stakeholders. The table should include the following minimum fields.*

Table 12 - List of Joint Efforts on AFN Notification Plan

- a. Date of Joint Effort*
- b. Participant Type*
- c. Participant Name*
- d. AFN Subsets or Topics Discussed*
- e. Result/Proposal*

Refer to Table 12 of Attachment 1: LIB_2024_Required Tables_070124.

In addition, IOUs provide a list of AFN population subsets and notification plans including the following minimum fields.

Table 13 AFN Population Subset Notification Plan (as of cutoff date)

- a. AFN Population Type (e.g. vision impairment, developmental disability, older adult, children, limited English proficiency)*
- b. Subset Notification Plan*
- c. (Estimated) Initiative Planning Start Date*
- d. (Estimated) Initiative Organization Completion Date*
- e. (Estimated) Initiative Equipment Completion Date*
- f. (Estimated) Initiative Training Completion Date*
- g. (Estimated) Initiative Exercise Completion Date*

Refer to Table 13 of Attachment 1: LIB_2024_Required Tables_070124.

3. *PG&E, SCE, and SDG&E must include a detailed summary of efforts to develop, in advance of wildfire season, notification and communication protocols and systems to reach all customers and communicate in an understandable, accessible manner. This detailed summary must include, at a minimum, an explanation of the actions taken by the utility to ensure customers understand (1) the purpose of proactive de-energizations, (2) the process relied upon by the utility for initiating a Public Safety Power Shutoff (PSPS) event, (3) how to manage safely through a PSPS event, and (4) the impacts on customers when a proactive power shutoff is deployed by the utility. This requirement is applicable to PG&E, SCE, and SDG&E only.*

N/A

Section VII. PSPS Event Lessons Learned

1. *IOUs must provide a list of all lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and explain how the IOU has applied such lessons to its current and future PSPS activities.*

Table 14 – PSPS Event Lessons Learned Summary

- a. Type of Issue (e.g., CRC, notification)*
- b. Description of Issue*
- c. Date of Discovery/Applicable Activation*
- d. Risk Priority (high, medium, low)*
- e. Overall Resolution (Explanation of how IOU has applied lessons learned to its current and future PSPS activities)*
- f. Responsive Actions (in detail)*
- g. Implementation Starting Date*
- h. Estimated Completion Date*
- i. Status of Action (e.g., Planning, Implementing, or Complete)*
If a responding action is not completed by the reporting cutoff date, it should be carried into future annual reporting period(s) until it is fully implemented or irrelevant.

Refer to Table 14 of Attachment 1: LIB_2024_Required Tables_070124.

Section VIII. High Risk Circuits

1. IOUs should describe the methodology and criteria used to identify circuits at greatest risk of PSPS in the upcoming wildfire season.

As described in Section 9.2 of Liberty’s 2023 WMP, Liberty uses a combination of Energy Release Component (“ERC”) percentile, wind gust, and Fosberg Fire Weather Index (“FFWI”) to assess de-energization decisions. The current threshold for most PSPS zones is 40 mph wind gust and FFWI of 50, with slightly higher thresholds for windier circuits.

PSPS Likelihood

Liberty’s current PSPS risk analysis includes estimating the frequency, or likelihood of PSPS event given historic weather data gridded on overhead lines. Gridded Real Time Mesoscale Analysis (“RTMA”) data was analyzed to estimate the frequency with which Liberty’s overhead network is exposed to wind gust and spell out values close to these thresholds. The result of this analysis is shown in Table VIII-1 and Table VIII-2 for July and November, and the full year detailed months are provided in Appendix B of Liberty’s 2023 WMP. The tables provide an estimate of the annualized number of line mile hours that exceed the wind gust and FFWI thresholds by month.

Table VIII-1: Annualized Line Mile Hours Exceeding Joint FFWI/Wind Gust Criteria by Month, July

		Wind gust (mph)					
		35	40	45	50	55	60
FFWI	45	52	11	2	0	0	0
	50	46	11	2	0	0	0
	55	30	10	2	0	0	0
	60	21	9	2	0	0	0
	65	13	7	2	0	0	0
	70	2	1	1	0	0	0

Table VIII-2: Annualized Line Mile Hours Exceeding Joint FFWI/Wind Gust Criteria by Month, November

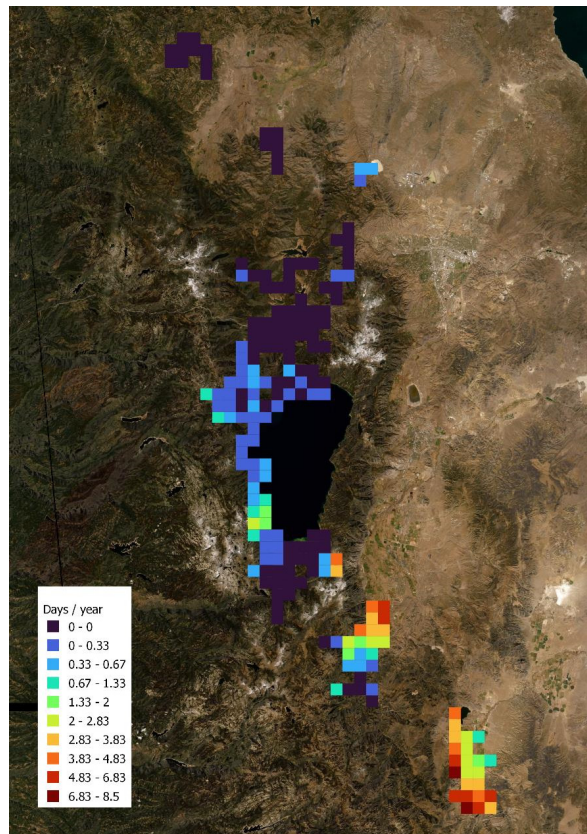
		Wind gust (mph)					
		35	40	45	50	55	60
FFWI	45	1,631	1,119	742	463	265	182
	50	1,190	894	587	407	249	178
	55	907	735	515	365	241	176
	60	701	615	452	326	227	165
	65	527	485	384	291	204	155
	70	390	366	302	242	176	139

The monthly results demonstrate that wind gust and FFWI thresholds are conducive to PSPS likelihood year-round and independent of fuel dryness. However, precipitation usually precludes fire spread in Liberty’s service territory in the December to April timeframe, and these months are not factored into PSPS as a mitigation of fire risk. PSPS is most likely to occur in May to June, during low snow fall years, and from September to November for most years. The results also show that peak PSPS frequency occurs during November, but only in years where season

ending precipitation has not occurred. Although fuel moistures may trend toward seasonal lows in July and August, these tend to be the least windy months in Liberty’s service territory because incoming weather troughs occur less frequently than later in the year, particularly October and November.

Although the analysis captures the seasonality of elevated fire weather conditions in Liberty’s service territory, it provides no information regarding spatial patterns of elevated fire weather conditions. Another analysis performed on this dataset shows the PSPS risk map of the number of hourly records where wind gust exceeds 40 mph and FFWI simultaneously exceeds 50 in RTMA pixels containing overhead lines. See Figure VIII-1 for the estimated number of days where wind gust and FFWI exceed thresholds (wind gust > 40 mph and FFWI > 50) by identifying days where 3 or more hourly records exceeded the same thresholds as the total annual hours in the same gridded plot. Since fuel dryness or presence of snow cover was not included in this analysis, Figure VIII-1 represents an upper limit on expected PSPS frequency, with actual PSPS frequency expected to be considerably lower.

Figure VIII-1: Number of days per year where 3 or more hourly records jointly exceed wind gust of 40 mph and FFWI 50



Based on this analysis, Liberty identified the following circuits as having the greatest risk of PSPS in the upcoming wildfire season:

- MULLER 1296
- TOPAZ 1261

PSPS Consequence

The purpose of the PSPS consequence model is to measure the anticipated adverse effects from a PSPS for the community at risk. PSPS consequence modeling is decoupled from PSPS likelihood modeling and can therefore be done independently. The average PSPS duration is assumed to be a constant value for every circuit and weather condition, so that the PSPS consequence is only a function of the demographics of the circuit’s customers. Therefore, for each circuit, given the average PSPS duration, the average CMI can be calculated based on the number of total customers expected to be impacted. A MAVF that considers safety equivalent facilities (“EF”), financial impacts, and reliability is used to calculate an overall dimensionless CoRE score for each circuit. The calculation of safety employs a weighted count of impacted customers that includes extra weight for the number of medical customers and critical infrastructure customers expected to be impacted by the de-energized circuit. For each circuit, the following summary data is recorded:

1. Safety: Safety is quantified in terms of EF, which is estimated by multiplying the expected number of fatalities per CMI (1.5×10^{-9} EF/CMI30) by the Weighted Customers. The number of Weighted Customers is calculated based on the equation below:

$$\text{Weighted Customers} = \text{Safety Multiplier} \times \text{Total Customers} \quad (2)$$

The safety multiplier is calculated based on the equation below:

$$\text{Safety Multiplier} = \frac{30 \times (\text{Medical Customers}) + 30 \times (\text{Critical Infrastructure Customers}) + (\text{Other Customers})}{\text{Total Customers}}$$

2. Reliability: Reliability is measured by using CMI directly.
3. Financial impacts: Financial impacts are estimated from CMI using an estimated value of \$250 per customer per 24-hour period of de-energization (or \$0.17 per CMI).

Based on this analysis, the following circuits have the highest PSPS consequence risk:

- MEYERS 3400
- TAHOE 7300
- STATELINE 3101
- MEYERS 3300
- TOPAZ 1261

Evaluating Consequences of PPS and Wildfire

To measure the PPS risk reduction, calculating both a baseline PPS risk and a post-mitigation PPS risk must be possible for comparison. Liberty can calculate baseline PPS risk because it has quantitative estimates of PPS likelihood and PPS consequence. However, the post-mitigation PPS risk associated with a wildfire mitigation would be equal to the baseline PPS risk because the PPS thresholds (i.e., wind speed, etc.) are not currently planned to be impacted by wildfire mitigation activities such as covered conductors. Thus, at present, the PPS risk reduction associated with covered conductor would be zero.

It would be possible to demonstrate a reduction in post-mitigation PPS risk if the PPS thresholds were risk-informed, that is, if PPS thresholds were based explicitly on the tradeoff between expected wildfire risk and PPS risk for a specific circuit. For example, a circuit that supplies power to many customers and has low wildfire risk should have a higher PPS threshold (and therefore lower PPS likelihood) than a circuit that supplies power to only a few customers and has high wildfire risk. If PPS thresholds were risk-informed, then PPS thresholds should increase for circuits with lower wildfire risk. Therefore, if a given circuit were to have its wildfire risk reduced due to mitigation activities, then its risk-informed PPS threshold should be increased, thus lowering the likelihood of a PPS event and therefore its PPS risk.

Updates to PPS Likelihood, Consequence, and Situational Awareness

PPS risk modeling:

Utilizing analysis and modeling expertise from Direxyon Technologies and Technosylva Inc., Liberty is creating a Risk Based Decision Making (RBDM) platform to support Long-term mitigation planning efforts. Planned work the RBDM includes creation of an overall Utility Risk score that will capture Asset Failure Risk, Fire Risk, and eventually, PPS Risk. In 2023, Direxyon and Liberty started a proof of concept (PoC) project that was limited to analyzing electrical pole initiatives only, with the goal of calculating individual asset risk and risk reduction metrics for pole replacement and repair activities. Liberty has since learned that the Direxyon tool can analyze the outputs of Technosylva's FireSight modeling, as well as Liberty attribute data.

Liberty's efforts in 2023-2024 have been concentrated on including additional asset types that are a part of its core WMP initiatives to first prove out a way to measure reductions to Asset Failure Risk and Fire Risk based on these activities. Liberty is planning the creation of an incumbent PPS model, including model components for PPS likelihood and consequence, after Fire Risk and Asset Failure Risk models have been put into production. Liberty is focusing on being able to go-live with this tool in Quarter 3 of 2024 and is improving its internal business processes and interactions so that it can fully take advantage of the capabilities provided by collaborations with Technosylva and Direxyon. Until then, Liberty will continue to utilize the PPS likelihood and consequence analyses described above and in its 2023 WMP update.¹

Situational awareness of PSPS conditions:

Liberty utilizes situational awareness support for daily monitoring and assessment of wildfire risk and for planning adjustments to work on days of elevated fire or PSPS risk. Since 2019, This support has come from subject matter expertise provided by Reax Engineering. Reax has analyzed, modeled, and assessed wildfire and PSPS risk and performed continuous weather analysis and forecasting for Liberty. In 2024, Liberty will continue to utilize this support, however it will come from CloudFire, Inc., a technology and fire protection company led by Dr. Chris Lautenberger, formerly the principal engineer of REAX.

In addition, as part of the Technosylva package, Liberty will add Technosylva's FireRisk application, also part of the Technosylva product suite, to its weather forecasting and fire potential modeling capabilities. Once introduced, FireRisk will provide daily asset-based risk forecasting to support operational needs, including all situational awareness needs, such as monitoring conditions for a potential PSPS. The addition of FireRisk to Liberty's situational awareness tools will provide near-to-live weather forecasting and help to identify locations and periods of concern in its service territory, given the PSPS thresholds that Liberty has set to identify when PSPS may be warranted.

The introduction of FireRisk into Liberty's situational awareness efforts is planned for after Liberty can put RBDM platform into production for limited facets of its business starting in Q3 2024. Liberty seeks to continuously improve its situational awareness capabilities, and the introduction of more frequent weather and fire potential observations to Liberty's operational decision-making process will enhance its ability to predict and prepare for high risk scenarios. For more information on the decision criteria Liberty currently utilizes when considering PSPS, see above or refer to Section 9.2 of Liberty's 2023 WMP.²

2. *IOUs must include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit.*

Table 15 – High Risk PSPS Circuits (as of date of last update)

- a. Circuit ID*
- b. Circuit Name*
- c. Segment ID (optional field)*
- d. Segment Name (optional filed)*
- e. Indicator for Distribution Line or Transmission Line*
- f. Number of Times De-energized (in last four calendar years)*
- g. Total MBL Customers*

¹ Liberty 2023-2025 WMP, October 6, 2023.

² Liberty 2023-2025 WMP, October 6, 2023.

- h. Total AFN Customers (including MBL)*
- i. Total CFI*
- j. Total Customers*
- k. Steps Toward Risk-reduction and PSPS Mitigation (including effect of PSPS mitigation/risk-reduction on PSPS thresholds or the change in expected de-energizations per year, specific outreach and education efforts, and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit)*
- l. Start Date of Step Implementation*
- m. Estimated Completion Date*

Refer to Table 15 of Attachment 1: LIB_2024_Required Tables_070124.

Section IX. Other

Section IX requirements are applicable to PG&E, SCE, and SDG&E only.

1. *PG&E, SCE, and SDG&E must provide, with the following minimum fields, the dates/times when the Joint Utility Public Safety Power Shutoff Working Group (JUPSPSWG) convened and the webpage links to all meeting reports filed with the Commission.*

Table 16 – JUPSPSWG Meetings

- a. Date of Meeting*
- b. Time of Meeting*
- c. Report Name*
- d. Webpage Link to Report*

N/A

2. *PG&E, SCE, and SDG&E must identify the status of the list of public safety partners, including the last date updated, on their Public Safety Power Shutoff webpages.*

N/A

3. *PG&E, SCE, and SDG&E must confirm that the utility (1) contacted its Medical Baseline customers, at least annually, to update contact information; (2) sought to obtain from Medical Baseline customers, at least annually, an alternative means of contact for Public Safety Power Shutoff (PSPS) events; (3) contacted all customers that use electricity to maintain necessary life functions, at least annually, to update contact information; and (4) sought to obtain from these customers that use electricity to maintain necessary life functions, at least annually, an alternative means of contact for PSPS events. Provide the IOU’s protocol on maintaining the Medical Baseline customer contact list and the electricity reliance customer contact list in a timely manner. The maintenance protocol should include the steps, the staffing, and the deadlines to achieve the objectives.*

N/A

Appendix

Appendix A: Community Resource Centers Plan

Appendix B: Critical Facilities and Infrastructure Plan

Appendix C: Notification Plan

Attachments

Attachment 1: LIB_2024_Required Tables_070124

Attachment 2: LIB_Evaluation of TTX May 23 2024_070124

Attachment 3: LIB_Evaluation of FSE June 27 2024_070124

Attachment 4: LIB_PSPS Exercise Feedback Form_070124

Attachment 5: LIB_2024 PSPS FSE ExPlan_070124

Attachment 6: LIB_2024 PSPS TTX Agenda_070124

Attachment 7: LIB_PSPS Exercise May 23 2024_070124

Attachment 8: LIB_PSPS Exercise June 27 2024_070124

Attachment 9: LIB_2023_Survey Results Wave 1_070124

Attachment 10: LIB_2023_Survey Results Wave 2_070124

Attachment 11: LIB_2023 Wildfire and PSPS Survey Template_070124

Attachment 12: LIB_PSPS Notification Scripts_070124

Appendix A
Community Resource Centers Plan

Liberty Pre-Season Report – Appendix A

Section II: Community Resource Center Plan

1. *Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. The IOUs should incorporate and address the following minimum topics in the CRC plan.*

a. CRC objectives

In coordination with the communities that it serves, Liberty has established a network of CRCs to assist communities during extreme weather events. CRC planning is essential to Liberty's objective of meeting unique community needs in the event of a PSPS event. Liberty CRC objectives include:

1. Use of local demographic data and company database of medical baseline customers to estimate required capacity.
2. Follow FEMA Mass Care and Emergency Assistance Planning Considerations in developing CRC plans to provide adequate space for estimated occupancy and compliance with public health protocols.
3. Select CRC locations required based on input from fire and meteorological experts, as well as those areas most prone to extreme weather, as indicated by historical data.
4. Each CRC will have back up power or will be located contiguous to an area that would not lose power in the event of a PSPS.
5. CRCs will be located in fixed facility locations known to the public.
6. CRCs will be ADA-compliant and consider the needs of people with access and functional needs, medical baseline, and other access and functional needs utility.
7. Each CRC site will meet fire codes and have at least two egress routes.
8. CRCs will be capable of providing device charging stations, chairs, and restrooms.
9. Identification of volunteer organizations to hand out bottled water and snacks to impacted CRC users.
10. Pre-identified Liberty staff will collaborate with volunteer staff at activated CRCs to communicate real time PSPS updates directly to impacted community members.

b. CRC strategies, actions, and timing

The establishment of Liberty's CRCs was informed by presentations and discussions in seven Town Hall Meetings held in different communities within Liberty's service territory. CRC location planning included consultation with regional local government, advisory boards, public safety partners, representatives of people/communities with access and functional needs, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. Liberty will open CRCs in areas affected by de-energization.

Liberty's PSPS Playbook outlines the plan, roles, and timing for CRC activation:

During the first stage of PSPS, 72 hours ahead of potential de-energization, Liberty's Emergency Services Coordinator will work with Liberty's PSPS team regarding a communications staffing plan and resources that will be made available at the CRCs, including:

- Identifying CRC locations to be activated
- Contacting CRC representatives to confirm use of the facilities
- Engaging with Liberty's CRC contractor, Fire Dawg Inc, to activate staff, equipment, and resources
- Communicating with Fire Dawg to deliver CRC-related supplies from their storage.
- Contacting Liberty leads to staff each activated CRC location, who will coordinate on site between Liberty and Fire Dawg staff.

48 hours ahead of de-energization, the Emergency Services Coordinator will finalize the location(s) and staffing plans for anticipated CRC facilities, and will confirm the necessary materials, supplies, and staffing for CRC deployment 24 hours from the start of de-energization.

At the time of de-energization, the Emergency Services Coordinator will work with the PSPS team, Fire Dawg, and CRC leads to ensure at each activated CRC to provide information and address customer concerns.

c. CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS events

Liberty has agreements with seven CRC locations throughout its service territory and is pursuing additional locations. The Hard Rock Hotel and Casino in Stateline, NV was removed as a potential CRC location due to a significant cost increase for utilizing the space. Collaborative efforts have resulted in a partnership with NV Energy, and Liberty has secured the ability to utilize neighboring CRC locations for customer support when necessary.

d. Engagement with local populations on Access and Functional Needs (AFN) needs

Liberty executes customer outreach to share PSPS awareness information with AFN customers 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, digital ads, print ads, and through call center staff.

Refer to Appendix C Section VI.1.m for more information regarding Liberty's notification strategies for AFN customers in the event of PSPS.

e. Stakeholder recommendations on AFN needs of services and supplies

Liberty has received a request to add blankets to CRC supplies in Portola and Loyalton, CA where nights can be very cool regardless of the time of year. In response, Liberty purchased a supply of blankets and added them to the supplies for these locations. In addition, a supply of self-heating meals was procured and stored in 2022. These meals can be prepared without hot water and utilized in emergency circumstances.

f. Criteria used to determine the types of CRCs needed during each event

As mentioned above, if Liberty anticipates that de-energization is imminent, it will open CRCs in the areas anticipated to be de-energized. Criteria will also include the size of the population being served and the proximity of the CRC to the population being served. No CRCs will be more than 30 miles distant from the population that they serve.

g. Services and supplies available at each CRC to customers and AFN populations

Liberty has contracted with Fire Dawg Inc. to facilitate, staff, and supply its CRC locations if they are activated. A Liberty lead will be present at each location to coordinate provision of snacks, water, device charging, Wi-Fi, ADA-accessible restrooms, resource information, portable cell phone chargers, and blankets at CRC locations. Fire Dawg will also contribute resources that Liberty was previously unable to provide on its own at CRCs, including HEPA filters and televisions. In addition, Fire Dawg is now handling the storage of Liberty CRC equipment and resources, and has expandable capacity to assist Liberty if needed, for example, if trailers are needed to transport equipment. Unique community needs have also been considered in CRC planning, including a water truck for agricultural areas and ice delivery.

h. CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event

CRC information will be included when available on the PSPS website and will be included in direct customer notifications via OnSolve when available.

i. COVID-19 considerations

FEMA Mass Care and Emergency Assistance Planning considerations were followed in developing CRC plans to provide adequate space for estimated occupancy and compliance with social distancing and public health protocols. Capacity and distancing requirements are adjusted as COVID-19 guidelines change.

j. Prior year CRC usage metrics

Liberty has not had a PSPS event since program launch and there are no usage metrics to report from Liberty CRCs.

k. CRC program evaluation including customer feedbacks, CRC related surveys, survey results, survey evaluation, and IOU's related challenges.

Liberty has not had a PSPS event since program launch and has no CRC program feedback to report based on CRC deployment. However, if CRCs are deployed, Liberty will request customer feedback. Customers signing into a CRC location are asked to provide their name and contact information and will receive a survey after each event. Survey results will be evaluated feedback on CRC program improvements.

l. Lessons learned protocol

Although Liberty has not experienced any PSPS events to date it does have a specified lessons-learned protocol for exercises and events. Events and exercises are reviewed upon completion and participants are provided with after-action input forms. In addition, a subsequent after-action meeting will be held with exercise/event participants. All participants are given an opportunity to

communicate both items that went well and items that did not go well and present recommendations for improvement. A subsequent after-action report that includes an improvement plan will be provided to Liberty Leadership for approval. Improvement items are then tracked to completion.

Appendix B
Critical Facilities and Infrastructure Plan

Liberty Pre-Season Report – Appendix B

Section III: Critical Facilities and Infrastructure Plan

1. *Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. The IOUs should incorporate and address the following minimum topics in the CFI plan.*

a. *CFI objectives*

Liberty's objective is to maintain clear lines of communication with critical facilities before, during, and after a PSPS event.

b. *CFI strategies, actions, and timing*

Liberty's PSPS Playbook outlines the plan, roles, and timing for CFI communications.

Liberty will provide notification of PSPS to critical facilities at least 72 hours in advance of a PSPS event, when possible, and will request that the critical facilities distribute the alert to their own AFN contact lists.

Liberty's Manager, Regional Communications and Key Accounts Liaison will coordinate to customize and distribute an OnSolve alert and email to CFI within and immediately adjacent to the potential de-energization zone. The alert will detail the factors that may warrant de-energization, anticipated number of impacted customers, anticipated list of impacted critical facilities, and next steps. Leading up to de-energization, Liberty will continue to update this information for CFIs through email and OnSolve alerts.

At the time of de-energization, alerts will be sent to critical facilities announcing de-energization of the grid, anticipated re-energization timeframe, CRC locations/hours, and next steps. CFI will receive ongoing de-energization outreach to keep them informed of the situation.

When the re-energization process has been initiated, CFIs will receive an email and OnSolve alert detailing damage to the grid, causes of damage, needed repairs, and updated anticipated time of power restoration. At least one hour before re-energization, CFI will receive an additional alert announcing the pending restoration of power.

c. *CFI definition and IOU CFI contact on PSPS website*

Liberty defines Critical Facilities and Infrastructure in accordance with the definition adopted in D.19-05-042 and modified in D.20-05-051:

Those facilities and infrastructure that are essential to the public safety and that require additional assistance and advance planning to ensure resiliency during de-energization events.

CFI contact information is not posted on Liberty's public website. Liberty's Public Safety Partner Portal provides customer names, addresses, account numbers, and CFI codes to Public Safety Partners that have registered with Liberty.

d. *Identification method of CFI*

Liberty maintains a list of CFI customers utilizing GIS location data and identifies service accounts that fit the definition in 1.c above. Service accounts are assigned a critical customer code based on what type of critical function applies to them.

e. *Changes in CFI since prior annual report*

Liberty's current CFI list includes 1,117 service accounts that are listed as critical customers, an increase from the 827 reported in Liberty's 2023 PSPS Pre-Season Report. Liberty has not received any customer requests to become CFI since filing its 2023 PSPS Pre-Season Report. This increase is attributable to changes made to Liberty's Customer Information System (CIS). Liberty has transitioned from its previous Customer Information System (CIS) to SAP CIS as part of a utility-wide transition to SAP utility enterprise products for its internal data tracking. As part of this effort, Liberty's Customer Care, Dispatch, and GIS teams reviewed the CFI data, and additional groups such as residential customers on life support were added.

f. *Maintenance and update process of CFI list*

Liberty has added a field to its customer database that displays CFI status at each account location. This allows Liberty to record CFI type more easily in response to requests or when new CFI services are added.

g. *Collaboration with transmission-level customers*

Liberty does not have any transmission-level customers.

h. *Comparison of current year CFI request total with last year*

Liberty has not received any requests to be listed as CFI in 2023 or 2024. Customers can request being added to Liberty's CFI list through Liberty's PSPS Portal.

i. *CFI backup power assessment efforts/actions, backup power provisions and terms*

Liberty does not have a specific backup power program or conduct backup power assessments for CFI. Liberty has two mobile diesel generators available to provide backup power to impacted locations during an event.

j. *Engagement with local government and public safety partners on CFI identification and back-up generation need*

As part of the Customer Resiliency Program application mentioned above, Liberty incorporated a stakeholder engagement process to assess customer and community interest in the program and potential barriers to participation, conducting two surveys and a community information session webinar, presenting the program to critical facilities. Liberty used the results of this outreach to analyze back-up generation needs and interest in program participation.

k. *Maintenance and accessibility of CFI list*

Liberty's GIS team and Emergency Management team maintain Liberty's CFI list and provide access as needed.

1. *Consultation with local and tribal governments*

Liberty meets with public safety partners and tribal governments on a range of topics, including CFI identification, and has 21 public safety partners that are invited to participate in PSPS exercise planning. Liberty regularly updates the public safety partner list with current contact information.

m. *Coordination with CFI to maintain energization during PSPS events of varying lengths*

Following its PSPS Playbook, Liberty will maintain communication with CFI and public safety partners before, during, and after a PSPS event of any length, sharing details on the scope and impact of the event, coordinating on response to sensitive populations (medical baseline and AFN customers) and discuss preparations for an Emergency Operations Center.

n. *Lessons learned protocol*

Liberty has included lessons learned related to its CFI Plan through its lessons-learned protocol for exercises and events and potential PSPS events. Events, exercises, and potential events are reviewed upon completion and participants are provided with after action input forms. In addition, a subsequent after-action meeting is held with exercise/event participants. All participants are given an opportunity to communicate both items that went well and items that did not go well and present recommendations for improvement. A subsequent after-action report that includes an improvement plan is written and submitted to Liberty leadership for approval. Improvement items are then tracked to completion. Liberty has captured lessons learned related to its critical facilities and infrastructure list in its updated PSPS Playbook.

Appendix C
Notification Plan

Liberty Pre-Season Report – Appendix C

Section VI: Notification Plan

1. *Each IOU must provide an updated annual PSPS notification plan as Appendix C. The IOUs should incorporate and address the following minimum topics in the notification plan.*

- a. *Notification objectives*

Liberty recognizes that any prolonged power outage such as a PSPS event is at minimum disruptive to individuals and businesses and to the more extreme side, a life-or-death event for those customers who rely on electric power for life preserving medical equipment. Therefore, it is Liberty's objective to communicate as timely as possible and provide all necessary information for customers to plan and safely respond. Considering that weather is unpredictable and difficult to forecast with accuracy, and forecasts are subject to rapid change, Liberty will make all efforts to provide timely, consistent, and accurate information.

- b. *Notification strategies, actions, and timing*

To meet this objective, Liberty utilizes a multi-channel approach to stakeholder notification. After extreme weather conditions are forecasted and the National Weather Service issues a Red Flag Warning, Liberty begins to coordinate with local government agencies, community-based organizations, and public safety partners approximately 72 hours prior to the potential PSPS event. Communications are initiated with customers via Liberty's OnSolve notification system, broadcast media and social media channels. These communications drive traffic to Liberty's social media and/or dedicated PSPS Portal for more information and real-time situation updates. As the event progresses, these notifications become more specific and targeted to customers as the situation warrants. In addition to outage updates, the channels listed above provide information related to wildfire safety, emergency preparedness, PSPS, and Community Resource Centers.

- c. *Notification process planning and improvement*

Planning and organization of Liberty's PSPS notifications is guided by Liberty's PSPS Playbook, which outlines the planned method and content of notifications at each PSPS stage determined by the CPUC and Cal OES. Internal and external feedback from PSPS exercises and potential PSPS events drive process improvements to Liberty's PSPS Playbook.

- d. *Updated/Current Notification script and templates*

Refer to Attachment 12: LIB_PSPS Notification Scripts_070124. Notification scripts are subject to customization as the circumstances of an event dictate.

- e. *In-language translations*

Liberty PPS notifications are currently transmitted in English; however, to the extent possible, Liberty includes a line to notifications in Spanish directing customers to further information in Spanish.

f. Notification methods

Liberty will send updated communications to customers through several channels. Text, email, and voice push notifications are distributed via the OnSolve notification system, and alerts are also distributed via broadcast media and social media channels.

g. Meeting notification timeline requirements

Liberty follows the notification timing requirements in CPUC D. 19-05-042. Liberty's PSPS Playbook outlines the responsibilities of its PSPS team members to create and distribute the appropriate notifications to customers at each stage of a PSPS. Following the timing and responsibilities in the PSPS Playbook will help Liberty adhere to the notification timeline requirements for PSPS.

h. Notification accuracy and precision

Through its PSPS protocols and situational awareness tools, Liberty attempts to make all PSPS notifications as accurate and precise as possible.

i. Entity responsible for notifications

Liberty's Program Manager, External Communications oversees communications and notifications to customers, media, and the public during a de-energization event.

j. Consistency of PSPS notification information across all platforms

As part of the PSPS Playbook, members of Liberty's PSPS team will coordinate to provide communications that are consistent both in their timing and content between communication types. External Communications, for example, will focus on coordinating with the Liberty's Senior Director of Operations and Senior Manager of Wildfire Prevention.

k. Coordination with stakeholders

During PSPS events Liberty coordinates and communicates with stakeholders through multiple channels:

1. OnSolve messaging: Refer to Response f, above.
2. Public Safety Partner / CFI briefings: Daily briefings leading up to and during PSPS event to provide the latest information and situational awareness, and to address questions from partners.
3. PSPS Liaisons:
 - a. Public Safety Partner Liaison: Direct contact for Public Safety Partners, first responders, and Critical Facility and Infrastructure providers.
 - b. CBO/AFN Liaison: Direct contact for AFN/Medical Baseline customers and Community Based Organizations. Also supports CRC coordination.
 - c. Regulatory Liaison: Responsible for submitting the State Warning Center Notification form to CalOES, communicating to the CPUC, coordinating the State Executive briefing, and serving as direct contact for those agencies.

- d. Key Accounts Liaison: Has oversight of communications and notifications to key customers including local government leaders, top commercial customers, school and hospital leadership and Chambers of Commerce.

Additionally, Liberty holds quarterly PSPS advisory board meetings, participates in statewide AFN Council meetings, and holds other regular meetings with stakeholders to coordinate and plan for PSPS events.

- l. Affirmative notifications to MBL populations and any self-identified vulnerable populations*

Liberty has notification protocols to communicate with MBL customers in a potentially impacted PSPS zone. The MBL notification sequence includes:

1. OnSolve notification (providing text, email, and voice push notifications, with receipt verification capability)
2. If no positive contact, phone call to customer from customer service representative.
3. If no positive contact, physical site visit to the residence.
4. If no positive contact, door hanger notification left at the residence.

To contact MBL customers on master-metered accounts, Liberty consults a list of master-metered locations to determine if these meters are in the PSPS de-energization zone. Each master meter has a database that provides behind-the-meter customer information. From this database, Liberty can identify MBL customers and their addresses. The communication steps utilized for MBL customer contact also applies to master-metered MBL customer contact.

- m. Notification strategies on AFN population subsets*

Liberty will notify AFN customers before, during, and after a PSPS through several channels. Liberty will distribute an alert through the OnSolve system notifying customers of the status of the PSPS event. AFN customers will also receive an email notifying them of PSPS status, including messaging in both English and Spanish.

For direct communication, the OnSolve system is utilized to distribute a three-part alert, which includes a text message, an email, and a phone call. Liberty will also notify CBOs such as homeless shelters, food banks, and special needs programs that serve AFN populations regarding the status of the PSPS event, and request that they distribute the alert to their contact lists. Critical Facilities and Infrastructure such as schools and police and fire Stations will also be notified of PSPS status and requested to distribute the alert to their own AFN contact lists.

Liberty will also publish an alert to its website and social media pages notifying customers of the status of the PSPS. Microsites are made available in both English and Spanish during a PSPS event. A news release and/or public service announcement will be sent to local media outlets, alerting customers of the PSPS, and Liberty customer service representatives will be provided with information and resources to answer customer questions regarding the PSPS event.

- n. Public warning of PSPS events such as week-ahead forecasts*

Liberty has not issued week-ahead forecasts of PSPS events.

o. Notification cancellation

Liberty's PSPS Playbook also includes notification and communications protocols if de-energization is cancelled. Upon confirmation of a potential PSPS being cancelled, Liberty will distribute a notification through email and OnSolve alert to public safety partners and critical facilities announcing the cancellation, including an explanation for why the PSPS is no longer necessary. A similar alert will go out to all impacted customers via OnSolve.

p. Transmission-level customers notification

Liberty does not have any transmission level customers to notify in the event of de-energization.

q. Impacted customer information available to public safety partners from outset of PSPS

Liberty will provide a notification of a PSPS event to public safety partners via an OnSolve alert and email at least 72 hours in advance of de-energization, when possible, and will request that they distribute the alert to their AFN contact lists. This communication will include factors that may warrant de-energization, anticipated number of impacted customers (with emphasis on medical baseline and AFN customers), and an anticipated list of critical facilities.

r. Secure portal for public safety partners

Liberty currently has 375 total Public Safety Partners in seven counties. When Liberty plans its PSPS exercises, it involves all Public Safety Partners that reside in the area where the exercise scenario takes place. During each exercise, Liberty provides information on Liberty's new Public Safety Partner Portal, and asks them to register for access, and reviews its critical infrastructure list for accuracy. Liberty regularly updates the Public Safety Partner list with current contact information.

s. Lessons learned protocol

Liberty has included lessons learned related to its PSPS notification plan through its lessons-learned protocol for exercises and events and potential PSPS events. Events, exercises, and potential events are reviewed upon completion and participants are provided with after action input forms. In addition, a subsequent after-action meeting is held with exercise/event participants. All participants are given an opportunity to communicate both items that went well and items that did not go well and present recommendations for improvement. A subsequent after-action report that includes an improvement plan is written and submitted to Liberty Leadership for approval. Improvement items are then tracked to completion. Liberty captures lessons learned related to its notification plan in updates to its PSPS Playbook.

Attachment 1
2024 Required Tables

Table 1 - List of Available Community Resource Centers
As of 07/01/2024

CRC Unique ID	Location Name	County/Tribe	CRC Type	Standard Operation	List of Planned Supplies	List of Planned Services	List of Planned AFN Services and Supplies	Contracted (Yes or No)	Date of Contract	Location Address	Latitude	Longitude
Walker	Walker Community Center	Mono	Fixed Site	X	MiFi, Signage, cell phone chargers, extension cords, water, snacks, PSPS informational hand outs. Applications for liberty programs, blankets, hand sanitizer	Spanish speakers, customer service reps, enrollment in Liberty low income and medical baseline programs. Information on transportation services and meal delivery programs.	ADA accessibility and restrooms, Sign up for Liberty Care and Medical Baseline programs. Referral to 211 and County Social Services.	NO	N/A	442 Mule Deer Drive, Walker, CA 93517	38.51449	-119.480511
Washoe	Woodfords Community	Alpine/Washoe	Fixed Site	X	MiFi, Signage, cell phone chargers, extension cords, water, snacks, PSPS informational hand outs. Applications for liberty programs, blankets hand sanitizer	Spanish speakers, customer service reps, enrollment in Liberty low income and medical baseline programs. Information on transportation services and meal delivery programs.	ADA accessibility and restrooms, Sign up for Liberty Care and Medical Baseline programs. Referral to 211 and County Social Services.	NO	N/A	96 Washoe Blvd, Markleeville, CA 96120	39.288364	-119774532
South Lake Tahoe	South Lake Tahoe Middle School	El Dorado	Fixed Site	X	MiFi, Signage, cell phone chargers, extension cords, water, snacks, PSPS informational hand outs. Applications for liberty programs, blankets hand sanitizer	Spanish speakers, customer service reps, enrollment in Liberty low income and medical baseline programs. Information on transportation services and meal delivery programs.	ADA accessibility and restrooms, Sign up for Liberty Care and Medical Baseline programs. Referral to 211 and County Social Services.	NO	N/A	2940 Lake Tahoe Blvd., South Lake Tahoe, CA 96150	38.956739	-119.942635
Truckee	Truckee Tahoe Airport	Nevada	Fixed Site	X	MiFi, Signage, cell phone chargers, extension cords, water, snacks, PSPS informational hand outs. Applications for liberty programs, blankets, hand sanitizer	Spanish speakers, customer service reps, enrollment in Liberty low income and medical baseline programs. Information on transportation services and meal delivery programs.	ADA accessibility and restrooms, Sign up for Liberty Care and Medical Baseline programs. Referral to 211 and County Social Services.	NO	N/A	10356 Truckee Airport Road, Truckee, CA 96161	39.318283	-120.143046
Loyalton	Loyalton Senior Center	Sierra	Fixed Site	X	MiFi, Signage, cell phone chargers, extension cords, water, snacks, PSPS informational hand outs. Applications for liberty programs, blankets, hand sanitizer	Spanish speakers, customer service reps, enrollment in Liberty low income and medical baseline programs. Information on transportation services and meal delivery programs.	ADA accessibility and restrooms, Sign up for Liberty Care and Medical Baseline programs. Referral to 211 and County Social Services.	NO	N/A	302 1st Street, Loyalton, CA 96118	39.675778	-120.241451
Portola	The Veteran's Memorial Hall	Plumas	Fixed Site	X	MiFi, Signage, cell phone chargers, extension cords, water, snacks, PSPS informational hand outs. Applications for liberty programs, blankets, hand sanitizer	Spanish speakers, customer service reps, enrollment in Liberty low income and medical baseline programs. Information on transportation services and meal delivery programs.	ADA accessibility and restrooms, Sign up for Liberty Care and Medical Baseline programs. Referral to 211 and County Social Services.	NO	N/A	449 W. Sierra Ave., Portola, CA 96122	39.816001	-120.459463
Tahoe City	Tahoe City PUD Headquarters	Placer	Fixed Site	X	MiFi, Signage, cell phone chargers, extension cords, water, snacks, PSPS informational hand outs. Applications for liberty programs, blankets, hand sanitizer	Spanish speakers, customer service reps, enrollment in Liberty low income and medical baseline programs. Information on transportation services and meal delivery programs.	ADA accessibility and restrooms, Sign up for Liberty Care and Medical Baseline programs. Referral to 211 and County Social Services.	NO	N/A	221 Fairway Dr, Tahoe City CA 96145	39.16856	-120.14844

Table 2 - Stakeholders' CRC Recommendations on AFN Need
 From 07/01/2023 through 05/01/2024

Recommendation Description	Recommended Date	Recommending Party Type	Adopted? (Yes or No)	Reasoning for Adoption/Denial	Initiative(s) As a Result of Recommendation	(Estimated) Initiative Planning Start Date	(Estimated) Initiative Organization Completion Date	(Estimated) Initiative Equipment Completion Date	(Estimated) Initiative Training Completion Date	(Estimated) Initiative Exercise Completion Date
Include blankets at CRC locations	12/10/2021	Community Based Organization	Yes	Residents could benefit from the addition of this item at CRC locations	Ordered blankets	N/A	N/A	N/A	N/A	N/A
Include emergency meals at CRC locations	2022	Community Based Organization	Yes	Including easily prepared meals at CRC locations	A supply of self-heating meals was procured and stored at CRC locations	N/A	N/A	N/A	N/A	N/A

Table 3 – Prior Year PSPS CRC Usage Metrics
 From 07/01/2023 through 05/01/2024

Event ID	Event Name/Period	County or Tribe	Radius Served by the CRC (approximate distance in miles)	Date Service Area De-energized	Time Service Area De-energized (24-hr. clock)	Date CRC Opened	Time CRC Opened	Date Service Area Re-energized	Time Service Area Re-energized (24-hr. clock)	Date CRC Closed	Time CRC Closed	Total Days Opened (fractions in tenths of 14-hr. span)	Total Hours Opened (Integer)	Type of CRC (Indoor, Outdoor, Mobile)	Average AQI during Operation	Was CRC powered by Backup Generation? (yes/no)	Operation Hour Compliance Indicator (Yes or No)	If Not in Compliance, Provide Explanation	Bottle Water	Charging Station	Cellular Network Services	Chairs	List additional fields for each of other supplies and services provided during PSPS event	Total Number of Visitors	Number of AFN Visitors	Location Address	Latitude	Longitude
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Table 4 -- Prior Year CRC Customer Feedback
 From 07/01/2023 through 05/01/2024

Customer Feedback Type	Description	Submission Count	Initiative(s)/Responsive Action(s)	Implementation Start Date	Estimated Completion Date	Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)
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Table 5 - Prior Year IOU CRC Challenges
 From 01/01/2023 through 05/01/2024

Challenge Type	Description of Challenge	Initial Month and Year Challenge Discovered	Initiative(s)/Responsive Action(s)	Implementation Start Date	Estimated Completion Date	Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)
CRC Staffing	Labor shortages made it difficult to find a contractor that could guarantee that they will be able to staff CRCs on short notice.	Jan-21	Utilize in-house staffing augmented with local volunteers where possible. Utilize Fire Dawg staff with a Liberty lead present to coordinate. (See Appendix A)	Oct-22	Aug-22	Completed

CALTRANS D03	Traffic Light Signal RRS2	SOUTH LAKE TAHOE
TAHOE EXPEDITION ACADEMY	School SCH	TRUCKEE
CALTRANS D03	Traffic Light Signal RRS2	SOUTH LAKE TAHOE
TAHOE EXPEDITION ACADEMY	School SCH	TRUCKEE
TAHOE EXPEDITION ACADEMY	School SCH	TRUCKEE
TAHOE EXPEDITION ACADEMY	School SCH	TRUCKEE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
CITY OF SOUTH LAKE TAHOE	Traffic Light Signal RRS2	SOUTH LAKE TAHOE
CALTRANS D03	Traffic Light Signal RRS2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	TRUCKEE
493600 T-MOBILE	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHRISTOPHER	Life Support LIF	KINGS BEACH
LONG VALLEY CHARTER SCHOOL	School SCH	PORTOLA
LONG VALLEY CHARTER SCHOOL	School SCH	PORTOLA
JAMES	School SCH	PORTOLA
LONG VALLEY CHARTER SCHOOL	School SCH	PORTOLA
LONG VALLEY CHARTER SCHOOL	School SCH	PORTOLA
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	PORTOLA
CALTRANS D03	Traffic Light Signal RRS2	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Traffic Light Signal RRS2	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
PLACER COUNTY SUCCESSOR AGENCY	Municipal Offices MUN	TAHOMA
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	TAHOE CITY
ANTELOPE ELEM SCHOOL	School SCH	TRUCKEE
CALTRANS D03	Municipal Offices MUN	COLEVILLE
ADMIN OFFICE OF THE COURTS	Municipal Offices MUN	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	PORTOLA
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	TAHOE CITY
ACHIEVE TAHOE	Assist Living/Retire Facility NU3	SOUTH LAKE TAHOE
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	TRUCKEE
CITY OF PORTOLA	Municipal Offices MUN	SOUTH LAKE TAHOE
493600 T-MOBILE	Cell Tower Communication CM3	PORTOLA
LAKE VALLEY FIRE DEPT	Fire/Police Headquarter FP1	KINGS BEACH
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	TAHOMA
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
SUDDENLINK	Essential Communications CM2	TRUCKEE
APRIL	Doctor Office DOC	TAHOE CITY
	493600 Essential Communications CM2	SOUTH LAKE TAHOE
SQUAW VALLEY ACADEMY	School SCH	SOUTH LAKE TAHOE
T MOBILE	Essential Communications CM2	OLYMPIC VALLEY
VERIZON WIRELESS	Essential Communications CM2	TAHOE CITY
VERIZON WIRELESS	Essential Communications CM2	TRUCKEE
STPUD	Water/Sewer/Pump non-critical WS3	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
SOUTHWEST GAS CORPORATION	Essential Utility Elec/Gas UT1	SOUTH LAKE TAHOE
ATT NEW CINGULAR	Essential Communications CM2	SOUTH LAKE TAHOE
SANDRA	Medical Customer MED	TRUCKEE
CITY OF SOUTH LAKE TAHOE	Traffic Light Signal RRS2	SOUTH LAKE TAHOE
LYNN	Medical Customer MED	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOMA
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	MEEKS BAY
MARCIA	Life Support LIF	KINGS BEACH
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
CHARTER COMMUNICATIONS	Essential Communications CM2	TAHOE CITY
CHARTER COMMUNICATIONS	Essential Communications CM2	TAHOE CITY
CHARTER COMMUNICATIONS	Essential Communications CM2	TAHOE CITY
KAREN	Life Support LIF	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	CARNELIAN BAY
NORTH TAHOE FIRE	Fire/Police Headquarter FP1	HOMEWOOD
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
ANGELA	Life Support LIF	SOUTH LAKE TAHOE
EVILO	Water/Sewer Pump <20kW WS2	COLEVILLE
CITY OF PORTOLA	Municipal Offices MUN	PORTOLA
CHARTER COMMUNICATIONS	Water/Sewer/Pump non-critical WS3	KINGS BEACH
GRANLIBAKKEN RESORT	Water/Sewer Pump <20kW WS2	TAHOE CITY
CHARTER COMMUNICATIONS	Water/Sewer Pump <20kW WS2	TAHOE VISTA
CHARTER COMMUNICATIONS	Water/Sewer Pump <20kW WS2	TAHOE VISTA
PINE TERRACE LLC	Assist Living/Retire Facility NU3	SOUTH LAKE TAHOE
PLUMAS CO MENTAL HEALTH	Municipal Offices MUN	PORTOLA
PLUMAS CO MENTAL HEALTH	Municipal Offices MUN	PORTOLA
SIERRA MOTEL	Water/Sewer Pump <20kW WS2	PORTOLA
EASTERN PLUMAS RURAL	Water/Sewer Pump <20kW WS2	PORTOLA
JOHN	Life Support LIF	SOUTH LAKE TAHOE
MICHAEL	Life Support LIF	SOUTH LAKE TAHOE
EASTERN PLUMAS RURAL	Water or Sewer Plant/Pump WS1	PORTOLA
CHARTER COMMUNICATIONS	Essential Communications CM2	TAHOE VISTA
CITY OF PORTOLA	Water/Sewer Pump <20kW WS2	PORTOLA
SQUAW VALLEY MUTUAL WATER	Water or Sewer Plant/Pump WS1	OLYMPIC VALLEY
INZONE INSURANCE SERVICES LLC	Water or Sewer Plant/Pump WS1	PORTOLA
BLAIR MORTUARY & CREMATION INC	Water/Sewer Pump <20kW WS2	PORTOLA
THOMAS	Life Support LIF	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	CARNELIAN BAY
THOMAS	Life Support LIF	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	CARNELIAN BAY
TRUCKEE DONNER PUD	Utility UT2	TRUCKEE
ELLEYNE	Life Support LIF	TAHOMA
STPUD	Water/Sewer/Pump non-critical WS3	SOUTH LAKE TAHOE

CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
NINA	Life Support LIF	TAHOMA
JOSE	Life Support LIF	SOUTH LAKE TAHOE
LESLEY	Life Support LIF	SOUTH LAKE TAHOE
LAKE VALLEY FIRE DEPT	Fire/Police Headquarter FP1	SOUTH LAKE TAHOE
SIERRA COUNTY OFFICE	Municipal Offices MUN	LOYALTON
RUBEN	Life Support LIF	KINGS BEACH
ANTELOPE VALLEY FIRE DIST	Fire/Police Headquarter FP1	COLEVILLE
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
KAREN	Medical Customer MED	SOUTH LAKE TAHOE
PLACER COUNTY	Water/Sewer Pump <20kW WS2	TAHOE CITY
CALTRANS D03	Traffic Light Signal RRS2	SOUTH LAKE TAHOE
HENRIKSON EXCAVATING	Water/Sewer Pump <20kW WS2	TAHOE CITY
PLACER COUNTY	Water/Sewer Pump <20kW WS2	TAHOE CITY
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
EL DORADO COUNTY DOT	Municipal Offices MUN	SOUTH LAKE TAHOE
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
SBC	Cell Tower Communication CM3	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
GERALD	Medical Customer MED	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOMA
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
OLYMPIC VALLEY PUBLIC SERVICE DISTRICT	Water or Sewer Plant/Pump WS1	SQUAW VALLEY
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	FLORISTON
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	HOMEWOOD
LTUSD	School SCH	SOUTH LAKE TAHOE
MICHELLE	Life Support LIF	SOUTH LAKE TAHOE
STPUD	Water/Sewer/Pump non-critical WS3	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	TAHOE CITY
DONALD	Medical Customer MED	SOUTH LAKE TAHOE
PLACER COUNTY	Municipal Offices MUN	TAHOE CITY
FLL MUTUAL WATER COMPANY	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	TAHOE CITY
CHARTER COMMUNICATIONS	Essential Communications CM2	TAHOE CITY
FRANK	Life Support LIF	TAHOE CITY
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	RUBICON PROPERTIES
CALIFORNIA HIGHWAY PATROL	Fire/Police Headquarter FP1	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	TRUCKEE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	TAHOMA
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Supprt H0X	SOUTH LAKE TAHOE
SUDDENLINK	Essential Communications CM2	TRUCKEE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
EARL	Life Support LIF	LOYALTON
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHOICES FOR CHILDREN	School SCH	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
THE CALIFORNIA TAHOE EMERGENCY	Municipal Offices MUN	SOUTH LAKE TAHOE
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	MEEKS BAY
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
LAKE TAHOE COMMUNITY COLLEGE	School SCH	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
LAKE TAHOE COMMUNITY COLLEGE	School SCH	SOUTH LAKE TAHOE
LAKE TAHOE COMMUNITY COLLEGE	School SCH	SOUTH LAKE TAHOE
STPUD	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	RUBICON PROPERTIES
LAKE TAHOE COMMUNITY COLLEGE	School SCH	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	KINGS BEACH
LAKE TAHOE COMMUNITY COLLEGE	School SCH	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	TAHOE VISTA
LAKE TAHOE COMMUNITY COLLEGE	School SCH	SOUTH LAKE TAHOE
STPUD	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	CARNELIAN BAY
CHARTER COMMUNICATIONS	Essential Communications CM2	TAHOE CITY
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOMA
THE BAHL FAMILY REVOCABLE TRUS	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
MILDRED	Life Support LIF	LOYALTON
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
STPUD	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
RANDY	Life Support LIF	PORTOLA
STACIE	Life Support LIF	PORTOLA
FLL MUTUAL WATER COMPANY	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
LAKESIDE PARK ASSOC	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
ARNOLD	Life Support LIF	MARKLEEVILLE
STPUD	Water/Sewer/Pump non-critical WS3	SOUTH LAKE TAHOE
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE

AT&T	Cell Tower Communication CM3	TRUCKEE
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
LONG VALLEY CHARTER SCHOOL	School SCH	PORTOLA
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
SQUAW VALLEY ACADEMY INC	School SCH	OLYMPIC VALLEY
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
EL DORADO COUNTY	Municipal Offices MUN	SOUTH LAKE TAHOE
EL DORADO COUNTY	Doctor Office DOC	SOUTH LAKE TAHOE
ELIZABETH	Life Support LIF	SOUTH LAKE TAHOE
ANITA	Life Support LIF	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	CARNELIAN BAY
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
EL DORADO ENVIRONMENT MGMT	Municipal Offices MUN	SOUTH LAKE TAHOE
EL DORADO COUNTY LIBRARY	Emergency Response Center EV3	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	CARNELIAN BAY
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
WILLIAM	Life Support LIF	PORTOLA
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
STPUD	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	TAHOE VISTA
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
STPUD	Water/Sewer/Pump non-critical WS3	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
SUDDENLINK	Essential Communications CM2	ALPINE MEADOWS
PHILLIP	Life Support LIF	PORTOLA
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
WILLIAM	Life Support LIF	PORTOLA
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOMA
CHARLES	Life Support LIF	VERDI
FAVIAN	Life Support LIF	PORTOLA
EL DORADO COUNTY	Municipal Offices MUN	SOUTH LAKE TAHOE
EVA	Life Support LIF	PORTOLA
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
STPUD	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
PLACER COUNTY	Municipal Offices MUN	TRUCKEE
TAHOE PARK WATER CO	Water or Sewer Plant/Pump WS1	TAHOE CITY
CHARTER COMMUNICATIONS	Essential Communications CM2	CARNELIAN BAY
STPUD	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
MARINA	Life Support LIF	SOUTH LAKE TAHOE
DIANA	Life Support LIF	SOUTH LAKE TAHOE
ROBERT	Life Support LIF	SOUTH LAKE TAHOE
TAHOE TRUCKEE UNIFIED SCHOOL	Emergency Response Center EV3	TRUCKEE
DEBORAH	Life Support LIF	SOUTH LAKE TAHOE
DIANE	Life Support LIF	PORTOLA
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
MARILOU	Life Support LIF	CARNELIAN BAY
ALPINE COUNTY OFFICE OF EDUCATION	School SCH	MARKLEEVILLE
DHARMA YOGA	School SCH	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
MC KINNEY WATER DISTRICT	Water or Sewer Plant/Pump WS1	HOMEWOOD
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
CHERYL	Life Support LIF	SOUTH LAKE TAHOE
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
AT&T WIRELESS SERVICES	Essential Communications CM2	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
MEEKS BAY FIRE PROTECTION	Fire/Police Headquarter FP1	TAHOMA
RAYMOND	Medical Customer MED	TAHOMA
NATURAL MASSAGE	Municipal Offices MUN	KINGS BEACH
ROBERT	Life Support LIF	PORTOLA
MARY	Medical Customer MED	SOUTH LAKE TAHOE
COUNTY OF PLACER	Municipal Offices MUN	KINGS BEACH
CITY OF PORTOLA	Municipal Offices MUN	PORTOLA
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
MARGARET	Life Support LIF	TAHOE CITY
TRIMONT LAND CO	School SCH	TRUCKEE
COUNTY OF PLACER	Municipal Offices MUN	KINGS BEACH
MICKEY	Life Support LIF	HOMEWOOD
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
EDWARD	Life Support LIF	LOYALTON
ALPINE SPRINGS WATER CO	Water or Sewer Plant/Pump WS1	ALPINE MEADOWS
CAVEL	Water or Sewer Plant/Pump WS1	TRUCKEE
STORQUEST EXPRESS TAHOE VISTA NATIONAL	Water/Sewer/Pump non-critical WS3	TAHOE VISTA
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Supprt HOX	SOUTH LAKE TAHOE
MAXINE	Life Support LIF	SOUTH LAKE TAHOE
PLUMAS-SIERRA TELECOMMUNICATIONS	Essential Communications CM2	PORTOLA
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE

PLUMAS-SIERRA TELECOMMUNICATIONS	Essential Communications CM2	PORTOLA
TAHOE TRUCKEE UNIFIED SCHOOL	School SCH	TAHOE CITY
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
PLUMAS-SIERRA TELECOMMUNICATIONS	Essential Communications CM2	PORTOLA
ROBERTA	Life Support LIF	PORTOLA
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
TAHOE TRUCKEE UNIFIED SCHOOL	School SCH	TAHOE CITY
MAXINE	Life Support LIF	TAHOE VISTA
MONO COUNTY SENIOR CENTER	Nursing Home Life Support NU1	WALKER
TAHOE TRUCKEE UNIFIED SCHOOL	Emergency Response Center EV3	TAHOE CITY
CLAUDIA	Medical Customer MED	SOUTH LAKE TAHOE
CITY OF PORTOLA	Municipal Offices MUN	PORTOLA
SANDRA	Life Support LIF	TAHOE CITY
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
MICHAEL	Medical Customer MED	PORTOLA
DAVID	Medical Customer MED	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
RONALD	Life Support LIF	PORTOLA
CALSTAR	Emergency Response Center EV3	SOUTH LAKE TAHOE
LINDA	Life Support LIF	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
MARK	Life Support LIF	TRUCKEE
SIERRA COUNTY	Municipal Offices MUN	LOYALTON
CITY OF PORTOLA	Municipal Offices MUN	PORTOLA
TRUCKEE TAHOE AIRPORT DISTRICT	Airport NonEssential FAA AV2	TRUCKEE
STPUD	Water/Sewer/Pump non-critical WS3	SOUTH LAKE TAHOE
493600 T MOBILE USA	Essential Communications CM2	TRUCKEE
LINDA	Medical Customer MED	PORTOLA
CITY OF PORTOLA	Municipal Offices MUN	PORTOLA
SUGAR PINE LAKESIDE H/O	Water/Sewer Pump <20kW WS2	TAHOMA
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
EASTERN PLUMAS HLTH CARE	Hospital Secondary Life Supprt HOX	PORTOLA
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
WILLIAM	Life Support LIF	CARNELIAN BAY
GATHERED AND GROWN HOME LLC	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
RICK	Life Support LIF	COLEVILLE
AT&T WIRELESS	Essential Communications CM2	TRUCKEE
PHIL	Water/Sewer/Pump non-critical WS3	KINGS BEACH
GATHERED AND GROWN HOME LLC	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
TAHOE KEYS VILLAGE INC	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
ALPINE COUNTY OFFICE OF EDUCATION	School SCH	MARKLEEVILLE
TKV,LP	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
HELEN	Life Support LIF	SOUTH LAKE TAHOE
CALFIRE	Fire/Police Headquarter FP1	SOUTH LAKE TAHOE
PAT	Life Support LIF	COLEVILLE
EASTERN PLUMAS HLTH CARE	Hospital Secondary Life Supprt HOX	PORTOLA
SUDDENLINK	Essential Communications CM2	TAHOMA
CHARTER COMMUNICATIONS	Essential Communications CM2	KINGS BEACH
PLACER COUNTY	Municipal Offices MUN	TAHOE CITY
PAUL	Life Support LIF	SOUTH LAKE TAHOE
JUANCHO	Life Support LIF	SOUTH LAKE TAHOE
STPUD	Water/Sewer/Pump non-critical WS3	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
IRA	Life Support LIF	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
RICHARD	Life Support LIF	SOUTH LAKE TAHOE
CALIFORNIA HIGHWAY PATROL	Fire/Police Headquarter FP1	PORTOLA
MONO COUNTY PARKS & FACILITIES	Municipal Offices MUN	WALKER
WASHOE TRIBE OF NV & CA	Emergency Response Center EV3	WOODFORDS
SIERRA COUNTY	Municipal Offices MUN	LOYALTON
ACHIEVE TAHOE	Assist Living/Retire Facility NU3	ALPINE MEADOWS
GRIZZLY LAKE RESORT	Water or Sewer Plant/Pump WS1	PORTOLA
CALTRANS D03	Traffic Light Signal RRS2	SOUTH LAKE TAHOE
SIERRA COUNTY	Municipal Offices MUN	LOYALTON
CITY OF LOYALTON	Municipal Offices MUN	LOYALTON
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
SIERRA COUNTY	Municipal Offices MUN	LOYALTON
MEEKS BAY FIRE PROTECTION	Fire/Police Headquarter FP1	TAHOMA
KAREN	Life Support LIF	PORTOLA
EL DORADO COUNTY DOT	Municipal Offices MUN	SOUTH LAKE TAHOE
SIERRA COUNTY SENIOR	Municipal Offices MUN	LOYALTON
SIERRA COUNTY SENIOR	Nursing Home Life Support NU1	LOYALTON
MONO COUNTY DEPT OF SOCIAL S	Municipal Offices MUN	COLEVILLE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
CHARLES	Water or Sewer Plant/Pump WS1	TAHOE CITY
CITY OF LOYALTON	Municipal Offices MUN	LOYALTON
NORTH TAHOE FIRE	Fire/Police Headquarter FP1	TAHOE CITY
BARTON HEALTHCARE SYSTEM	Hospital - Life Support HOS	SOUTH LAKE TAHOE
LOUISA	Life Support LIF	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
EL DORADO CNTY SHERIFF OES	Municipal Offices MUN	SOUTH LAKE TAHOE
EASTERN PLUMAS HLTH CARE	Hospital Secondary Life Supprt HOX	LOYALTON
EASTERN PLUMAS HLTH CARE	Hospital Secondary Life Supprt HOX	LOYALTON
GARY	Life Support LIF	MARKLEEVILLE

EASTERN PLUMAS HLTH CARE
CITY OF PORTOLA
SIERRA PLUMAS SCHOOL DIST
NORTH TAHOE FIRE
ALPINE COUNTY OFFICE OF EDUCATION
STPUD
SBC
DARREN
CITY OF PORTOLA
CITY OF SOUTH LAKE TAHOE
GUADALUPE
TAHOE CITY PUD
STPUD
UNITED METHODIST CHURCH
MELISSA
GRIZZLY LAKE RESORT
RENEE
RONALD
STPUD
CALTRANS D03
PLACER COUNTY
CHARTER COMMUNICATIONS
PLACER COUNTY
PLACER COUNTY
PLACER COUNTY
ROSEMARIE
PLACER COUNTY
CAROL
STPUD
RIECA
PORTOLA SENIOR APARTMENTS
PORTOLA SENIOR APARTMENTS
PORTOLA SENIOR APARTMENTS
PORTOLA SENIOR APARTMENTS
PORTOLA SENIOR APARTMENTS
PORTOLA SENIOR APARTMENTS
PORTOLA SENIOR APARTMENTS
LTUSD
PORTOLA SENIOR APARTMENTS
SIERRA PLUMAS SCHOOL DIST
PORTOLA SENIOR APARTMENTS
RICHARD
BRIAN
CITY OF PORTOLA
CITY OF PORTOLA
LEO
KURT
SOUTH LAKE TAHOE CHILD CARE
western inspirational broadcasters, inc
CALTRANS D03
CALTRANS D03
TAHOE CITY PUD
TAHOE TRUCKEE UNIFIED SCHOOL
CHARLES
JAMES
TINA
DEBORAH
SOUTH LAKE TAHOE CHILD CARE
JILL
AT&T WIRELESS SERVICES
SOUTH LAKE TAHOE CHILD CARE
TAHOE FOREST HOSPITAL
WILLIAM
SOUTH LAKE TAHOE CHILD CARE
CITY OF PORTOLA
TAHOE CITY PUD
CHARTER COMMUNICATIONS
SOUTH LAKE TAHOE CHILD CARE
SOUTH LAKE TAHOE CHILD CARE
BARTON HEALTHCARE SYSTEM
SUDDENLINK
SUDDENLINK
ENLIGHTICARE INC
JERAD
ROSE
SIERRA COUNTY
CATHY
NAT
TODD
EASTERN PLUMAS HLTH CARE
SIERRA COUNTY
EL DORADO COUNTY
TAHOE FOREST HOSPITAL
DAVID
STPUD
AT&T WIRELESS SERVICES
CHARTER COMMUNICATIONS
DIAMOND VALLEY SCHOOL
ALPINE SPRINGS WATER CO
LAKESIDE PARK ASSOC
SUDDENLINK

Hospital Secondary Life Supprt HOX
Municipal Offices MUN
School SCH
Fire/Police Headquarter FP1
School SCH
Water/Sewer Pump <20kW WS2
Cell Tower Communication CM3
Medical Customer MED
Municipal Offices MUN
Municipal Offices MUN
Life Support LIF
Water or Sewer Plant/Pump WS1
Water/Sewer Pump <20kW WS2
Emergency Response Center EV3
Life Support LIF
Water or Sewer Plant/Pump WS1
Life Support LIF
Life Support LIF
Water/Sewer Pump <20kW WS2
Municipal Offices MUN
Municipal Offices MUN
Essential Communications CM2
Municipal Offices MUN
Municipal Offices MUN
Municipal Offices MUN
Life Support LIF
Municipal Offices MUN
Life Support LIF
Water/Sewer Pump <20kW WS2
Life Support LIF
Assist Living/Retire Facility NU3
Assist Living/Retire Facility NU3
Assist Living/Retire Facility NU3
Assist Living/Retire Facility NU3
Assist Living/Retire Facility NU3
Assist Living/Retire Facility NU3
School SCH
Assist Living/Retire Facility NU3
School SCH
Assist Living/Retire Facility NU3
Life Support LIF
Life Support LIF
Municipal Offices MUN
Municipal Offices MUN
Life Support LIF
Life Support LIF
School SCH
Fire/Police Headquarter FP1
Municipal Offices MUN
Municipal Offices MUN
Water or Sewer Plant/Pump WS1
Emergency Response Center EV3
Essential Communications CM2
Life Support LIF
Life Support LIF
Life Support LIF
School SCH
Life Support LIF
Essential Communications CM2
School SCH
Doctor Office DOC
Life Support LIF
School SCH
Municipal Offices MUN
Water or Sewer Plant/Pump WS1
Essential Communications CM2
School SCH
School SCH
Hospital Secondary Life Supprt HOX
Essential Communications CM2
Essential Communications CM2
Doctor Office DOC
Medical Customer MED
Life Support LIF
Water or Sewer Plant/Pump WS1
Life Support LIF
Water/Sewer/Pump non-critical WS3
Life Support LIF
Hospital - Life Support HOS
Water or Sewer Plant/Pump WS1
Municipal Offices MUN
Doctor Office DOC
Life Support LIF
Water/Sewer Pump <20kW WS2
Essential Communications CM2
Essential Communications CM2
School SCH
Water or Sewer Plant/Pump WS1
Water or Sewer Plant/Pump WS1
Essential Communications CM2

LOYALTON
PORTOLA
LOYALTON
CARNELIAN BAY
MARKLEEVILLE
SOUTH LAKE TAHOE
CARNELIAN BAY
TRUCKEE
PORTOLA
SOUTH LAKE TAHOE
SOUTH LAKE TAHOE
TAHOMA
SOUTH LAKE TAHOE
KINGS BEACH
SOUTH LAKE TAHOE
BECKWOURTH
PORTOLA
SOUTH LAKE TAHOE
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SOUTH LAKE TAHOE
CARNELIAN BAY
TRUCKEE
CARNELIAN BAY
CARNELIAN BAY
CARNELIAN BAY
TAHOE CITY
CARNELIAN BAY
SOUTH LAKE TAHOE
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SOUTH LAKE TAHOE
TAHOE CITY
KINGS BEACH
PORTOLA
SOUTH LAKE TAHOE
TAHOMA
PORTOLA
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TAHOE CITY
SOUTH LAKE TAHOE
SOUTH LAKE TAHOE
PORTOLA
HOMEWOOD
TAHOE CITY
SOUTH LAKE TAHOE
SOUTH LAKE TAHOE
SOUTH LAKE TAHOE
TAHOE CITY
TAHOMA
SOUTH LAKE TAHOE
PORTOLA
SOUTH LAKE TAHOE
LOYALTON
SOUTH LAKE TAHOE
COLEVILLE
SOUTH LAKE TAHOE
PORTOLA
LOYALTON
SOUTH LAKE TAHOE
TAHOE CITY
SOUTH LAKE TAHOE
SOUTH LAKE TAHOE
KINGS BEACH
SOUTH LAKE TAHOE
MARKLEEVILLE
TAHOE CITY
SOUTH LAKE TAHOE
TAHOE PINES

CHRIS	Medical Customer MED	TRUCKEE
ALPINE SPRINGS WATER CO	Water or Sewer Plant/Pump WS1	TAHOE CITY
CITY OF PORTOLA	Municipal Offices MUN	PORTOLA
CHARTER COMMUNICATIONS	Essential Communications CM2	KINGS BEACH
LUKINS BROS WATER CO	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
ALPINE COUNTY PUBLIC WORKS	Municipal Offices MUN	MARKLEEVILLE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
AUSTIN	Life Support LIF	PORTOLA
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
DONNA	Life Support LIF	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
STPUD	Water/Sewer/Pump non-critical WS3	SOUTH LAKE TAHOE
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
STPUD	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
STPUD	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
CASCADE MUTUAL WATER CO	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
ALPINE COUNTY AUDITOR	Fire/Police Headquarter FP1	MARKLEEVILLE
493600 T MOBILE USA	Essential Communications CM2	SOUTH LAKE TAHOE
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Supprt HOX	SOUTH LAKE TAHOE
SUDDENLINK	Essential Communications CM2	TAHOE CITY
KRISTINA	Water/Sewer Pump <20kW WS2	COLEVILLE
CHARTER COMMUNICATIONS	Essential Communications CM2	TRUCKEE
WARD WELL WATER CO	Water or Sewer Plant/Pump WS1	TAHOE CITY
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
OWENS VALLEY CAREER DEVELOPMENT CENTER	School SCH	COLEVILLE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
SORENSEN SUBDIV HOMEOWNER	Water/Sewer Pump <20kW WS2	MARKLEEVILLE
WARD WELL WATER CO	Water or Sewer Plant/Pump WS1	TAHOE CITY
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
CITY OF PORTOLA	Municipal Offices MUN	PORTOLA
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
CHRISTY HILL HOMEOWNERS	Water/Sewer/Pump non-critical WS3	OLYMPIC VALLEY
SEAIRA	Life Support LIF	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	RUBICON/MEEKS BAY
MATTHEW	Medical Customer MED	TRUCKEE
ALPINE COUNTY ROAD DEPT	Municipal Offices MUN	MARKLEEVILLE
ALPINE COUNTY PUBLIC WORKS	Municipal Offices MUN	MARKLEEVILLE
JANNETTE	Life Support LIF	SOUTH LAKE TAHOE
MICHAEL	Life Support LIF	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
WILLIAM	Life Support LIF	SOUTH LAKE TAHOE
SIERRA COUNTY AUDITOR	Municipal Offices MUN	LOYALTON
DIANA	Life Support LIF	PORTOLA
LINDY	Medical Customer MED	SOUTH LAKE TAHOE
BRUENING ASSOCIATES REAL ESTATE	Water or Sewer Plant/Pump WS1	KINGS BEACH
TACO BELL	Water/Sewer Pump <20kW WS2	KINGS BEACH
QUI	Water/Sewer Pump <20kW WS2	KINGS BEACH
LADY LUCK	Water/Sewer Pump <20kW WS2	KINGS BEACH
JANIS	Life Support LIF	RUBICON/MEEKS BAY
2540 W LAKE LLC	Water/Sewer/Pump non-critical WS3	TAHOE CITY
ROBERT	Life Support LIF	SOUTH LAKE TAHOE
LADY LUCK	Water/Sewer/Pump non-critical WS3	KINGS BEACH
ROCKLIN FOURSQUARE CHURCH	Water/Sewer Pump <20kW WS2	HOMEWOOD
D'LISH TAHOE	Water/Sewer/Pump non-critical WS3	KINGS BEACH
THE ROBINS NEST	Water/Sewer Pump <20kW WS2	KINGS BEACH
STEVE	Life Support LIF	SOUTH LAKE TAHOE
PHIL	Life Support LIF	SOUTH LAKE TAHOE
HAYES MCCOLGAN LLC	Water/Sewer Pump <20kW WS2	KINGS BEACH
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
EASTERN PLUMAS HLTH CARE	Hospital - Life Support HOS	LOYALTON
COUNTY OF PLACER	Municipal Offices MUN	KINGS BEACH
CITY OF LOYALTON	Water or Sewer Plant/Pump WS1	LOYALTON
MARY	Life Support LIF	LOYALTON
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
DAVID	Life Support LIF	SOUTH LAKE TAHOE
WILLIAM	Life Support LIF	SOUTH LAKE TAHOE
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
MARILEE	Life Support LIF	SOUTH LAKE TAHOE
BHUPENDRA	Medical Customer MED	SOUTH LAKE TAHOE
ROGER	Life Support LIF	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
JULIE	Life Support LIF	LOYALTON
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
CHARLES	Life Support LIF	CARNELIAN BAY
SIERRA PLUMAS SCHOOL DIST	School SCH	LOYALTON
CHARTER COMMUNICATIONS	Essential Communications CM2	TAHOE VISTA
ROBYN	Life Support LIF	SOUTH LAKE TAHOE

MARY	Life Support LIF	ALPINE MEADOWS
ALPINE COUNTY PUBLIC WORKS	Municipal Offices MUN	MARKLEEVILLE
SUDDENLINK	Essential Communications CM2	OLYMPIC VALLEY
SEAN	Life Support LIF	LOYALTON
ALPINE COUNTY PUBLIC WORKS	Municipal Offices MUN	MARKLEEVILLE
CITY OF PORTOLA	Fire/Police Headquarter FP1	PORTOLA
NANCY	Municipal Offices MUN	TAHOE CITY
ED	Life Support LIF	SOUTH LAKE TAHOE
MONO COUNTY BUILDING	Municipal Offices MUN	COLEVILLE
JOSEPH	Life Support LIF	COLEVILLE
SUDDENLINK	Essential Communications CM2	TAHOE CITY
CHARTER COMMUNICATIONS	Essential Communications CM2	TAHOE CITY
SUDDENLINK	Essential Communications CM2	TAHOE CITY
PATRICIA	Life Support LIF	SOUTH LAKE TAHOE
ALPINE COUNTY PUBLIC WORKS	Municipal Offices MUN	MARKLEEVILLE
TRIMONT LAND CO	School SCH	TRUCKEE
CITY OF SOUTH LAKE TAHOE	Fire/Police Headquarter FP1	SOUTH LAKE TAHOE
KATHRYN	Life Support LIF	SOUTH LAKE TAHOE
APRIL	Doctor Office DOC	SOUTH LAKE TAHOE
SUSANNE	Life Support LIF	SOUTH LAKE TAHOE
PLACER COUNTY	Municipal Offices MUN	KINGS BEACH
HELEN	Life Support LIF	SOUTH LAKE TAHOE
ALPINE COUNTY	Municipal Offices MUN	MARKLEEVILLE
TAHOE CITY PUD	Emergency Response Center EV3	TAHOE CITY
COLLEEN	Medical Customer MED	COLEVILLE
SIERRA COUNTY	Municipal Offices MUN	LOYALTON
ALPINE COUNTY MUSEUM	Municipal Offices MUN	MARKLEEVILLE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
STPUD	Water/Sewer/Pump non-critical WS3	SOUTH LAKE TAHOE
ALPINE COUNTY	Municipal Offices MUN	WOODFORDS
KATHLEEN	Life Support LIF	PORTOLA
GABRIEL	Life Support LIF	SOUTH LAKE TAHOE
MICHAEL	Life Support LIF	SOUTH LAKE TAHOE
SUDDENLINK	Essential Communications CM2	HOMEWOOD
CITY OF SOUTH LAKE TAHOE	Traffic Light Signal RRS2	SOUTH LAKE TAHOE
JERRY	Medical Customer MED	TAHOMA
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TIMBERLAND
RICHARD	Life Support LIF	SOUTH LAKE TAHOE
SIERRA COUNTY CHILD ABUSE	Municipal Offices MUN	LOYALTON
ERNEST	Life Support LIF	LOYALTON
PLACER COUNTY	Municipal Offices MUN	KINGS BEACH
CHRISTIAN	Life Support LIF	OLYMPIC VALLEY
STPUD	Water/Sewer Pump <20kW WS2	MARKLEEVILLE
PAMELA	Medical Customer MED	PORTOLA
WILLIAM	Medical Customer MED	SOUTH LAKE TAHOE
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	SOUTH LAKE TAHOE
TRUCKEE DONNER PUD	Utility UT2	TRUCKEE
DALE	Life Support LIF	SOUTH LAKE TAHOE
KAREN	Life Support LIF	KINGS BEACH
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
PLUMAS CO HEALTH DEPT	Municipal Offices MUN	PORTOLA
TRIXIE	Life Support LIF	SOUTH LAKE TAHOE
SUDDENLINK	Essential Communications CM2	HOMEWOOD
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
YESSICA	Life Support LIF	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
TAHOE TRUCKEE UNIFIED SCHOOL	School SCH	TAHOE CITY
DIAMOND VALLEY SCHOOL	School SCH	MARKLEEVILLE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	HOMEWOOD
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	MARKLEEVILLE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
JOHN	Life Support LIF	TAHOE VISTA
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOMA
STEVE	Life Support LIF	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
ALPINE COUNTY PUBLIC WORKS	Municipal Offices MUN	MARKLEEVILLE
WILLIAM	Life Support LIF	SOUTH LAKE TAHOE
PLACER COUNTY	Municipal Offices MUN	TAHOE CITY
ALPINE SPRINGS WATER CO	Water or Sewer Plant/Pump WS1	ALPINE MEADOWS
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
ALPINE SPRINGS WATER CO	Water or Sewer Plant/Pump WS1	TAHOE CITY
PLACER COUNTY	Municipal Offices MUN	TAHOE CITY
ALYSSA	Doctor Office DOC	SOUTH LAKE TAHOE
ROBERT	Medical Customer MED	COLEVILLE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
PLACER COUNTY	Municipal Offices MUN	TAHOE CITY
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
PLACER COUNTY	Municipal Offices MUN	TAHOE CITY
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
ANTELOPE ELEM SCHOOL	School SCH	COLEVILLE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE PINES
CITY OF PORTOLA	Municipal Offices MUN	PORTOLA

PLACER COUNTY	Municipal Offices MUN	TAHOE CITY
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	MARKLEEVILLE
PLUMAS COUNTY SHERIFF OFC	Fire/Police Headquarter FP1	PORTOLA
CALTRANS D03	Municipal Offices MUN	SOUTH LAKE TAHOE
SQUAW VALLEY ACADEMY INC	School SCH	OLYMPIC VALLEY
PLUMAS-SIERRA TELECOMMUNICATIONS	Essential Communications CM2	PORTOLA
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
CAROL	Life Support LIF	SOUTH LAKE TAHOE
TARA	Life Support LIF	SOUTH LAKE TAHOE
CALTRANS D03	Municipal Offices MUN	SOUTH LAKE TAHOE
ALPINE COUNTY PUBLIC WORKS	Municipal Offices MUN	MARKLEEVILLE
LUKINS BROS WATER CO	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOMA
WILL	Water/Sewer Pump <20kW WS2	TRUCKEE
SUDDENLINK	Essential Communications CM2	TRUCKEE
CITY OF PORTOLA	Water/Sewer/Pump non-critical WS3	PORTOLA
SUDDENLINK	Essential Communications CM2	TRUCKEE
EL DORADO COUNTY JAIL	Municipal Offices MUN	SOUTH LAKE TAHOE
SUDDENLINK	Essential Communications CM2	TAHOE CITY
SHANNON	Medical Customer MED	TAHOE CITY
AIMEE	Life Support LIF	LOYALTON
STPUD	Water/Sewer/Pump non-critical WS3	SOUTH LAKE TAHOE
RAYMOND	Medical Customer MED	SOUTH LAKE TAHOE
STEPHEN	Life Support LIF	SOUTH LAKE TAHOE
EL DORADO COUNTY	Doctor Office DOC	SOUTH LAKE TAHOE
EL DORADO COUNTY	Doctor Office DOC	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
BELLE	Life Support LIF	LOYALTON
SUNNY	Medical Customer MED	SOUTH LAKE TAHOE
EL DORADO COUNTY	Doctor Office DOC	SOUTH LAKE TAHOE
PERENNIAL LANDSCAPE	Water/Sewer Pump <20kW WS2	TAHOE VISTA
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
DOUGLAS	Life Support LIF	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
EASTERN PLUMAS HLTH CARE	Hospital - Life Support HOS	LOYALTON
GLENN	Life Support LIF	SOUTH LAKE TAHOE
SUDDENLINK	Essential Communications CM2	TRUCKEE
SUDDENLINK	Essential Communications CM2	TRUCKEE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
TAHOE LUXURY PROPERTIES	Water/Sewer Pump <20kW WS2	TAHOE CITY
US POSTAL SERVICE	Water/Sewer Pump <20kW WS2	TAHOE VISTA
PLAY PARK HOSPITALITY LLC	Water/Sewer Pump <20kW WS2	TAHOE VISTA
TAHOE PARK WATER CO	Water/Sewer Pump <20kW WS2	TAHOE CITY
THOMAS	Medical Customer MED	PORTOLA
TAHOE COALITION FOR THE HOMELESS	Homeless Shelter HMSH	SOUTH LAKE TAHOE
COLEVILLE HIGH SCHOOL	School SCH	COLEVILLE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
STPUD	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
GERALD	Life Support LIF	SOUTH LAKE TAHOE
EDDIE	Life Support LIF	PORTOLA
493600 T MOBILE USA	Essential Communications CM2	FLORISTON
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	TAHOE CITY
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
PAM	Life Support LIF	SOUTH LAKE TAHOE
LORRAINE	Life Support LIF	SOUTH LAKE TAHOE
CAL FIRE	Fire/Police Headquarter FP1	SOUTH LAKE TAHOE
CITY OF PORTOLA	Municipal Offices MUN	PORTOLA
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
PLACER COUNTY	Municipal Offices MUN	TAHOE CITY
CITY OF SOUTH LAKE TAHOE	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	TAHOE CITY
AT&T	Essential Communications CM2	SOUTH LAKE TAHOE
AT&T WIRELESS SERVICES	Essential Communications CM2	SOUTH LAKE TAHOE
TAHOE COALITION FOR THE HOMELESS	Homeless Shelter HMSH	SOUTH LAKE TAHOE
SUDDENLINK	Essential Communications CM2	TRUCKEE
OFFICE OF EDUCATION	Municipal Offices MUN	SOUTH LAKE TAHOE
MARY	Life Support LIF	PORTOLA
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
LEIGH	Life Support LIF	TAHOE VISTA
JANNEKE	Life Support LIF	SOUTH LAKE TAHOE
EL DORADO COUNTY DOT	Municipal Offices MUN	TAHOMA
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
ANALISA	Life Support LIF	TAHOE CITY
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
PLUMAS UNIFIED SCHOOL DISTRICT	School SCH	PORTOLA
SUDDENLINK	Essential Communications CM2	ALPINE MEADOWS
THE MEADOWS	Assist Living/Retire Facility NU3	TRUCKEE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	HOMEWOOD
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
AT&T	Essential Communications CM2	SOUTH LAKE TAHOE
DAN & RAYNA	Life Support LIF	SOUTH LAKE TAHOE
MOUNTAIN METRO CHURCH	Emergency Response Center EV3	TAHOE CITY
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
EL DORADO COUNTY	Municipal Offices MUN	SOUTH LAKE TAHOE

BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
EL DORADO COUNTY DOT	Municipal Offices MUN	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
KATHLEEN	Life Support LIF	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
SQUAW VALLEY MUTUAL WATER	Water or Sewer Plant/Pump WS1	OLYMPIC VALLEY
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
FRANZ	Life Support LIF	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
DON	Life Support LIF	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Traffic Light Signal RRS2	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
STPUD	Water/Sewer/Pump non-critical WS3	SOUTH LAKE TAHOE
MONO COUNTY	Municipal Offices MUN	COLEVILLE
CITY OF SOUTH LAKE TAHOE	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	RUBICON/MEEKS BAY
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
JOHN	Life Support LIF	COLEVILLE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
OWENS VALLEY CAREER DEVELOPMENT CENTER	School SCH	COLEVILLE
OWENS VALLEY CAREER DEVELOPMENT CENTER	School SCH	COLEVILLE
BARBARA	Life Support LIF	TAHOE CITY
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
LORI	Medical Customer MED	SOUTH LAKE TAHOE
ELIZABETH	Life Support LIF	SOUTH LAKE TAHOE
493600 T MOBILE USA	Essential Communications CM2	TAHOE CITY
493600 T MOBILE USA	Essential Communications CM2	KINGS BEACH
LAKEVIEW WATER CO	Water or Sewer Plant/Pump WS1	TAHOE CITY
EL DORADO COUNTY	Doctor Office DOC	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
493600 T MOBILE USA	Essential Communications CM2	TRUCKEE
SUDDENLINK	Essential Communications CM2	TAHOE CITY
493600 T MOBILE USA	Essential Communications CM2	TAHOE CITY
MARIE	Life Support LIF	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
SHELLY	Life Support LIF	SOUTH LAKE TAHOE
DAVID	Life Support LIF	PORTOLA
FRONT PORCH	Assist Living/Retire Facility NU3	KINGS BEACH
ANNA	Medical Customer MED	PORTOLA
AT&T WIRELESS SERVICES	Essential Communications CM2	TAHOMA
PLUMAS-SIERRA TELECOMMUNICATIONS	Essential Communications CM2	PORTOLA
493600 T MOBILE USA	Essential Communications CM2	TAHOE CITY
CITY OF PORTOLA	Municipal Offices MUN	PORTOLA
STPUD	Water/Sewer/Pump non-critical WS3	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Supprt HOX	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
MONO COUNTY ROAD DEPT	Municipal Offices MUN	COLEVILLE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOMA
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
DAWN	Life Support LIF	SOUTH LAKE TAHOE
PUBLIC WORKS DEPT	Municipal Offices MUN	COLEVILLE
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
493600 T MOBILE USA	Essential Communications CM2	ALPINE MEADOWS
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	HOMEWOOD
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Supprt HOX	SOUTH LAKE TAHOE
TAHOE CITY PUD	Emergency Response Center EV3	TAHOE CITY
PLACER COUNTY	Municipal Offices MUN	TAHOE CITY
CHARTER COMMUNICATIONS	Essential Communications CM2	KINGS BEACH
VIRGINIA	Medical Customer MED	PORTOLA
GARY	Life Support LIF	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Supprt HOX	SOUTH LAKE TAHOE
ALPINE UNIFIED SCHOOL DIST	School SCH	MARKLEEVILLE
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Supprt HOX	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Supprt HOX	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Supprt HOX	SOUTH LAKE TAHOE
OVER THE RAINBOW CHILDCARE	School SCH	SOUTH LAKE TAHOE
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
SUSIE	Life Support LIF	SOUTH LAKE TAHOE
TAHOE FOREST HOSPITAL DISTRICT	Doctor Office DOC	OLYMPIC VALLEY
TABITHA	School SCH	SOUTH LAKE TAHOE
KAREN	Life Support LIF	PORTOLA
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE

CHARTER COMMUNICATIONS	Essential Communications CM2	CARNELIAN BAY
VERIZON WIRELESS	Essential Communications CM2	TRUCKEE
CHARTER COMMUNICATIONS	Essential Communications CM2	TAHOE CITY
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
CA INTERNET L.P. DBA GEOLINKS	Cell Tower Communication CM3	TRUCKEE
CHARTER COMMUNICATIONS	Essential Communications CM2	TAHOE CITY
AT&T WIRELESS SERVICES	Essential Communications CM2	TRUCKEE
CHARTER COMMUNICATIONS	Essential Communications CM2	TAHOE CITY
CHARTER COMMUNICATIONS	Essential Communications CM2	KINGS BEACH
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
CHARTER COMMUNICATIONS	Essential Communications CM2	KINGS BEACH
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
CHARTER COMMUNICATIONS	Essential Communications CM2	KINGS BEACH
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
CHARTER COMMUNICATIONS	Essential Communications CM2	PORTOLA
RANDALL	Life Support LIF	SOUTH LAKE TAHOE
STPUD	Water/Sewer/Pump non-critical WS3	SOUTH LAKE TAHOE
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	PORTOLA
PLUMAS SIERRA RURAL ELEC	Utility UT2	SOUTH LAKE TAHOE
LAKE VALLEY FIRE DEPT	Fire/Police Headquarter FP1	TRUCKEE
PLACER COUNTY	Municipal Offices MUN	TAHOE CITY
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	OLYMPIC VALLEY
NEW CINGULAR WIRELESS AT&T	Essential Communications CM2	TAHOE CITY
AT&T WIRELESS SERVICES	Essential Communications CM2	TAHOE CITY
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	TRUCKEE
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	PORTOLA
BUCK	Life Support LIF	TRUCKEE
TRUCKEE FIRE PROTECTION	Fire/Police Headquarter FP1	TRUCKEE
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	TRUCKEE
SUDDENLINK	Essential Communications CM2	TRUCKEE
MC KINNEY WATER DISTRICT	Water or Sewer Plant/Pump WS1	HOMEWOOD
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
PROBATION DEPARTMENT	Municipal Offices MUN	SOUTH LAKE TAHOE
BLISS EXPERIENCES	School SCH	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
SPRING COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
LINDA	Medical Customer MED	SOUTH LAKE TAHOE
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	TRUCKEE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
PLACER COUNTY DPW	Municipal Offices MUN	KINGS BEACH
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
CITY OF LOYALTON	Municipal Offices MUN	LOYALTON
HOMEWOOD HIGH AND DRY MARINA	EV Chargers - Level III EVC3	HOMEWOOD
STPUD	Water/Sewer/Pump non-critical WS3	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
CITY OF LOYALTON	Municipal Offices MUN	LOYALTON
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
DAN	Medical Customer MED	TOPAZ
TESLA MOTORS INC	EV Chargers - Level III EVC3	TAHOE CITY
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
T-MOBILE	Essential Communications CM2	SOUTH LAKE TAHOE
AT&T WIRELESS SERVICES	Essential Communications CM2	SOUTH LAKE TAHOE
T-MOBILE	Essential Communications CM2	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOMA
PLACER COUNTY PUBLIC WORKS	Municipal Offices MUN	KINGS BEACH
T-MOBILE	Essential Communications CM2	TRUCKEE
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Suppr HOX	SOUTH LAKE TAHOE
JANIS	Life Support LIF	TAHOMA
NORTH TAHOE FIRE	Fire/Police Headquarter FP1	TAHOE CITY
OLYMPIC VALLEY PUBLIC SERVICE DISTRICT	Water or Sewer Plant/Pump WS1	OLYMPIC VILLAGE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
KEVIN	Life Support LIF	TRUCKEE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
PLACER COUNTY DPW	Municipal Offices MUN	KINGS BEACH
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	TRUCKEE
SUDDENLINK	Essential Communications CM2	TRUCKEE
SUDDENLINK	Essential Communications CM2	TRUCKEE
MATT	Water or Sewer Plant/Pump WS1	TRUCKEE
PLACER COUNTY DPW	Emergency Response Center EV3	TRUCKEE
COUNTY OF PLACER	Municipal Offices MUN	TAHOE CITY
CHARTER COMMUNICATIONS	Essential Communications CM2	TAHOE CITY
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	TRUCKEE
NEW CINGULAR WIRELESS	Essential Communications CM2	TRUCKEE
TAHOE PARK WATER CO	Water or Sewer Plant/Pump WS1	HOMEWOOD
TAHOE EXPEDITION ACADEMY	School SCH	TRUCKEE
TAHOE EXPEDITION ACADEMY	School SCH	TRUCKEE
TAHOE EXPEDITION ACADEMY	School SCH	TRUCKEE
TAHOE EXPEDITION ACADEMY	School SCH	TRUCKEE
TAHOE EXPEDITION ACADEMY	School SCH	TRUCKEE
TAHOE EXPEDITION ACADEMY	School SCH	TRUCKEE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	TAHOE CITY
PLACER COUNTY PUBLIC WORKS	Municipal Offices MUN	TAHOE CITY

CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
SUDDENLINK	Essential Communications CM2	TRUCKEE
STPUD	Water/Sewer Pump <20kW WS2	SOUTH LAKE TAHOE
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	TRUCKEE
SUDDENLINK	Essential Communications CM2	ALPINE MEADOWS
ANTELOPE ELEM SCHOOL	School SCH	COLEVILLE
STPUD	Water/Sewer/Pump non-critical WS3	SOUTH LAKE TAHOE
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	TRUCKEE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	TRUCKEE
AT&T	Essential Communications CM2	VERDI
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	TRUCKEE
PLACER COUNTY PUBLIC WORKS	Municipal Offices MUN	KINGS BEACH
OLYMPIC VALLEY PUBLIC SERVICE DISTRICT	Water or Sewer Plant/Pump WS1	OLYMPIC VALLEY
WOODVISTA HOME OWNERS ASSOC	EV Chargers - Level II EVC2	TAHOE VISTA
PLACER COUNTY PUBLIC WORKS	Municipal Offices MUN	KINGS BEACH
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
WARD WELL WATER CO	Water or Sewer Plant/Pump WS1	HOMEWOOD
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	SOUTH LAKE TAHOE
STPUD	Water/Sewer Pump <20kW WS2	MARKLEEVILLE
STPUD	Water/Sewer/Pump non-critical WS3	MARKLEEVILLE
STPUD	Water/Sewer/Pump non-critical WS3	MARKLEEVILLE
SIERRA COUNTY	Municipal Offices MUN	LOYALTON
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
FLL MUTUAL WATER COMPANY	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	TRUCKEE
TRUCKEE DONNER PUD	Utility UT2	TRUCKEE
VERIZON WIRELESS	Essential Communications CM2	TAHOE CITY
VERIZON WIRELESS	Essential Communications CM2	ALPINE MEADOWS
TAHOE TRUCKEE UNIFIED SCHOOL	Emergency Response Center EV3	TAHOE CITY
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
LUKINS BROS WATER CO	Water or Sewer Plant/Pump WS1	SOUTH LAKE TAHOE
EV RANGE, INC.	EV Chargers - Level III EVC3	TRUCKEE
TRUCKEE DONNER PUD	Utility UT2	TRUCKEE
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	SOUTH LAKE TAHOE
ANTELOPE ELEM SCHOOL	School SCH	COLEVILLE
ANTELOPE ELEM SCHOOL	School SCH	COLEVILLE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
PLACER COUNTY PUBLIC WORKS	Municipal Offices MUN	KINGS BEACH
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	TRUCKEE
PLACER COUNTY PUBLIC WORKS	Municipal Offices MUN	KINGS BEACH
493600 T MOBILE USA	Essential Communications CM2	TRUCKEE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
JOSEPH	Life Support LIF	TRUCKEE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	TRUCKEE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
EASTERN PLUMAS HLTH CARE	Hospital Secondary Life Supprt HX	PORTOLA
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	TRUCKEE
CHARTER COMMUNICATIONS	Essential Communications CM2	TRUCKEE
CAMP PENDLETON QUANTICO HOUSING LLC	US Gov: FEMA/Emergency Service US1	COLEVILLE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	TRUCKEE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
LILO	Life Support LIF	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
KAREN	Life Support LIF	TRUCKEE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
THOMAS	Medical Customer MED	TRUCKEE
VERIZON WIRELESS	Essential Communications CM2	TRUCKEE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
CHARTER COMMUNICATIONS	Essential Communications CM2	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE
VERIZON WIRELESS	Essential Communications CM2	SOUTH LAKE TAHOE

Table 7 – List of Requests to Be CFIs Over Last Two Years
From 07/01/2023 through 05/01/2024

Facility/Infrastructure Name	Facility/Infrastructure Location	Request Date	Accepted or Denied?	Reason for Denial
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Table 8 - PSPS Exercise Summary
 1/1/2024 through cutoff date of current year

Starting Date of Exercise	Ending Date of Exercise	Total Hours of Exercise	Type of Exercise	Region	Counties	Number of utility personnel participating in the exercises	Number of PSP actively participating as a player	Number of AFN community members participating as a player	Total Number of Participants
5/23/2024	5/23/2024	3	Table-Top	Placer & Nevada Counties		42	15	2	59
6/27/2024	6/27/2024	4	Full Scale	Placer & Nevada Counties		46	15	4	65

Table 9 - List of Exercise Participated Entities
 For Exercise Dates Listed Below

Name of Entity	exercise Date Range
Liberty Utilities (California)	5/23/2024, 6/27/2024
CISA	5/23/2024, 6/27/2024
Cal OES	5/23/2024, 6/27/2024
CAL FIRE	5/23/2024, 6/27/2024
CPUC	5/23/2024, 6/27/2024
OEIS	5/23/2024, 6/27/2024
Placer County OES	5/23/2024, 6/27/2024
Truckee Fire	5/23/2024, 6/27/2024
Connecting Point	5/23/2024, 6/27/2024
Town of Truckee	5/23/2024, 6/27/2024
Tahoe Forest Hospital	5/23/2024
Northstar California Resort	5/23/2024
Frontier	6/27/2024
NV Energy	6/27/2024
Pacific Power	6/27/2024
Tahoe Donner Public Utility District	6/28/2024
FREED Center for Independent Living	6/29/2024
Fire Dawg	

Table 10 – Survey Summary
2023

Period of Survey Conducted	Overall Objectives	Surveyed Scope	Methods	Target Audiences	Total Number of Surveys Sent	Total Number of Survey Responses Received	Was survey conducted in all “prevalent” languages, as defined in D.20-03-004?	If so, please list the number of “prevalent” languages used during survey	If not, please provide an explanation
6/6/2023 - 6/22/2023	Measure public awareness of messaging related to wildfire preparedness and safety.	All	Telephone, Web	California residential and commercial customers, critical customers	15,767 emails sent, 24,710 phone calls made	282	Yes	English, Spanish	N/A
11/7/2023- 12/5/2023	Measure public awareness of messaging related to wildfire preparedness and safety.	All	Telephone, Web	California residential and commercial customers, critical customers	11,413 emails sent, 27,037 phone calls made	320	Yes	English, Spanish	N/A

Table 11 - AFN Outreach Recommendations
 From 07/01/2022 through 05/01/2023

Recommendation Type	Description of Recommendation	Party Name	Date of Recommendation	Incorporated into PSPS Protocols? (Yes or No)	Reason for Decision Made	Description of PSPS Protocol Change
Mono County Emergency Preparedness Manager	Recommended establishing efficient plan to share AFN data on medical customers in need during an event to allow for efficient support to be provided by local agencies	Mono County Emergency Preparedness Manager	4/4/2023	Yes	Valid suggestion	Liberty will obtain customer permission to share basic contact information during this circumstance allowing local agencies to contact customer to administer appropriate support
Shelf Stable Meals	Communication via collaboration with senior center in Liberty's service territory.	Stakeholder in senior services	2022	Yes	Valid suggestion	Initially began with monetary amount for orgs, in 2023 improved by providing shelf stable meals directly, included in boxes with informational materials and water.

Table 12 - List of Joint Efforts on AFN notification Plan
From 07/01/2022 through 05/01/2024

Date of Joint Effort	Participant Type	Participant Name	AFN Subsets or Topics Discussed	Result/Proposal
7/22/2022	CBO	Sierra Seniors	Older Adults, all AFN	In-person presentation; Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared in regard to preparedness and customer assistance program enrollment and availability.
8/20/2022	Mobile Home Park	Tahoe Verde	Low-income, all AFN	In-person presentation; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
9/7/2022	Tribal Management	Washoe Tribe	all AFN	In-person presentation; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
9/8/2022	CBO	Sierra Community House	Limited English Proficiency, all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
10/7/2022	CBO	Community Hub / First 5	all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
10/12/2022	CBO	Sierra Community House	Limited English Proficiency, all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
10/20/2022	Healthcare Provider	Barton Hospital	all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
10/21/2022	Tribal Management	Washoe Tribe	all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability; specific focus on medical baseline program and AFN self-ID.
11/18/2022	Health and Human Services	Coleville Senior Center	Older Adults, all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
12/3/2022	CBO	Suicide Prevention Network	all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
12/14/2022	Healthcare Provider	Barton Hospital	all AFN	Met to discuss collaboration opportunities on accessing vulnerable communities in terms of customer assistance program awareness and increase awareness of PSPS notification system and AFN community notification; led to collaboration on comparing de-identified AFN total data for the South Lake Tahoe area and the provision of Liberty customer assistance program materials and applications in South Lake Tahoe hospital location.
12/29/2022	Healthcare Provider	Eastern Plumas Healthcare	all AFN	Met to discuss collaboration opportunities on accessing vulnerable communities in terms of customer assistance program awareness and increase awareness of PSPS notification system and AFN community notification; provided customer assistance program materials and information to share with patients. Resulted in medical baseline allowance applications being supplied directly to providers to simplify application process for patients.
3/30/2023	CBO, Health and Human Services	all CBOs and Health and Human Services contacts currently established throughout service territory	all AFN	Virtual meeting hosted by Liberty; increased awareness of notification system and AFN community notification, information shared in regard to customer assistance program enrollment and availability; focus on CARE capitation opportunity and AFN self-ID. Led to two CBOs enrolling in the CARE capitation program as community partners.
4/4/2023	CBO	211	all AFN	Increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
5/31/2023	Health and Human Services	Behavioral Health El Dorado County	all AFN	Increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
5/25/2023	County	Placer County Protect Senior Resource Fair	Older Adults, all AFN	In-person presentation; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.

6/15/2023	CBO	FREED Independent Living Center	Individuals with disabilities, all AFN	Virtual meeting; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability. Led to provision of applications and materials to be shared with eligible clients served by FREED.
6/20/2023	CBO, Health and Human Services	all CBOs and Health and Human Services contacts currently established throughout service territory	all AFN	Virtual meeting hosted by Liberty; increased awareness of notification system and AFN community notification, information shared in regard to customer assistance program enrollment and availability; focus on PSPS preparedness, wildfire mitigation and contact information update including AFN self-ID.
6/23/2023	CBO	Community Hub / First 5	all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
6/24/2023	CBO	N/A	all AFN	Increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
6/26/2023	Joint IOUs	N/A	all AFN	Collaborative Council Meeting
6/27/2023	Community College	Lake Tahoe CC Equity and Student Wellness	all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
7/26/2023	CBO	El Dorado County	all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
8/17/2023	Elected Official	Placer County Supervisor	all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
8/21/2023	CBO	Bread & Broth	all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
8/23/2023	Public Safety Partner	Mono County	all AFN	Virtual Event; discussed outreach collaboration.
8/26/2023	Healthcare Provider	Eastern Plumas Healthcare	all AFN	Met to discuss collaboration opportunities on accessing vulnerable communities in terms of customer assistance program awareness and increase awareness of PSPS notification system and AFN community notification; provided customer assistance program materials and information to share with patients. Resulted in medical baseline allowance applications being supplied directly to providers to simplify application process for patients.
9/6/2023	CBO	Junta Regional de Programas a la Comunidad Latina Tahoe Truckee	all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
9/8/2023	Joint IOUs	N/A	all AFN	Collaborative Council Meeting
9/27/2023	CBO	Sierra Community House	Limited English Proficiency, all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
9/27/2023	CBO	El Dorado County	all AFN	Virtual Event; discussed outreach collaboration.
9/27/2023	CBO / AFN Working Group	Mono County	all AFN	Virtual Event; discussed outreach collaboration.
10/3/2023	CBO	CCTT	all AFN	Virtual Event; discussed outreach collaboration.
10/9/2023	CBO	SLT Community Collaborative	all AFN	Virtual Event; discussed outreach collaboration.
10/20/2023	Tribal Management	Washoe Tribe	all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
10/25/2023	Public Safety Partner	El Dorado City	all AFN	Community Action Council. In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
2/15/2024	N/A	SLT Library	Low-income, all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
2/28/2024	CBO	Sierra Community House	all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.

3/19/2024	Tribal Management	Washoe Tribe	all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
3/27/2024	CBO	Catalyst SLT	all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
3/27/2024	CBO	EDCOE	all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
4/1/2024	N/A	Lake Valley Properties	Low-income, all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
4/5/2024	CBO	Lake Tahoe Coalition for the Homeless	all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
4/8/2024	CBO	Access Tahoe	all AFN	Virtual Event; discussed outreach collaboration.
4/22/2024	CBO	Access Tahoe	all AFN	Virtual Event; discussed outreach collaboration.
5/1/2024	CBO	Portola Wellness Center	all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.
5/1/2024	CBO	Portola Crisis Intervention Resource Center	all AFN	In-person event; increased awareness of PSPS notification system and AFN community notification, information shared in regard to preparedness and customer assistance program enrollment and availability.

Table 13 - AFN Population Subset Notification Plan
As of 07/01/2024

AFN Population Type	Subset Notification Plan	(Estimated) Initiative Planning Start Date	(Estimated) Initiative Organization Completion Date	(Estimated) Initiative Equipment Completion Date	(Estimated) Initiative Training Completion Date	(Estimated) Initiative Exercise Completion Date
Low Income	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	N/A	N/A	N/A	N/A	N/A
Physical or Developmental / Intellectual Disabilities	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	N/A	N/A	N/A	N/A	N/A
Chronic Condition or Injury	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	N/A	N/A	N/A	N/A	N/A
Limited English Proficiency	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	N/A	N/A	N/A	N/A	N/A
Older Adults / Children	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	N/A	N/A	N/A	N/A	N/A
Homeless / Transportation Disadvantaged	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	N/A	N/A	N/A	N/A	N/A
Life Support Specific	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	N/A	N/A	N/A	N/A	N/A
Miscellaneous	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	N/A	N/A	N/A	N/A	N/A
Medical Baseline	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS. If confirmed contact is not made, door knocks and phonecalls to confirm.	N/A	N/A	N/A	N/A	N/A

Table 14 – PSPS Event Lessons Learned Summary
From 07/01/2023 through 05/01/2024

Type of Issue	Description of Issue	Date of Discovery	Risk Priority	Overall Resolution	Responsive Actions	Implementation Starting Date	Estimated Completion Date	Status of Action (e.g., Planning, Implementing, or Complete)
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Table 15 – High Risk PSPS Circuits
As of May 31 of 2024

Circuit ID	Circuit Name	Segment ID	Segment Name	Indicator for Distribution Line or Transmission Line	Number of Times De-energized (in last four calendar years)	Total MBL Customers	Total AFN Customers	Total CFI	Total Customers	Steps Toward Risk-reduction and PSPS Mitigation	Start Date of Step Implementation	Estimated Completion Date
TPZ1261	Topaz 1261	N/A	N/A	Distribution	0	13	203	23	781	Refer to Section 8 of Liberty's 2023 WMP		
MULLER1296	Muller 1296	N/A	N/A	Distribution	0	2	191	26	680	Refer to Section 8 of Liberty's 2023 WMP		

Table 16 – JUPSPSWG Meetings

N/A

Date of Meeting	Time of Meeting	Report Name	Webpage Link to Report
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Attachment 2
After-Action Report Improvement Plan May 23, 2024



Liberty TTX May 23, 2024

05/23/2024

After-Action Report/Improvement Plan

EXERCISE OVERVIEW

Exercise Name	Liberty PSPS TTX 2024
Exercise Dates	05/23/2024
Scope	This exercise is a Table-Top exercise scheduled to be conducted virtually on May 23, 2024, between 8:30 AM and 11:30 AM.
Core Capabilities	<u>Capabilities</u> <ul style="list-style-type: none">• Emergency Public Information and Warning• Emergency Operations Coordination• Response and Recovery Coordination
Objectives	<p>Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.</p> <p>Objective 2: Test Liberty Utilities notification of CalOES via online portal and set up State Executive meeting.</p> <p>Objective 3: Test the Liberty Public Safety Partners Portal.</p> <p>Objective 4: Simulate activation of CRCs in the operational area.</p> <p>Objective 5: Test OnSolve notification of Public Safety Partners in “exercise” mode.</p> <p>Objective 6: Test Liberty’s ability to coordinate with AFN populations.</p> <p>Objective 7: Test Communications and Coordination with 211.</p> <p>Objective 8: Test operational response time.</p> <p>Objective 9: Test cyber and physical security.</p>

Threat or Hazard	Public Safety Power Shutoff (PSPS).
Scenario	This PSPS TTX is designed around the realistic scenario of a Public Safety Power Shutoff that impacts Nevada and Placer Counties along the north and west shore regions of Lake Tahoe. This event will require significant effort and actions by Liberty Utilities, California and its public safety partners.
Sponsor	Liberty CalPeco
Participating Organizations	Liberty Utilities (California) CISA Cal OES CAL FIRE CPUC OEIS Placer County OES Truckee Fire Connecting Point Town of Truckee Tahoe Forest Hospital Northstar California Resort
Point of Contact	Lee Kiolbasa Leonard.Kiolbasa@libertyutilities.com Peter Stoltman Peter.Stoltman@libertyutilities.com

ANALYSIS OF PROGRAM PRIORITIES

Aligning exercise objectives and Program Priorities provides a consistent taxonomy for evaluation that transcends individual exercises to support preparedness reporting and trend analysis. Table 1 includes the exercise objectives, aligned Program Priorities, and performance ratings for each Program Priority as observed during the exercise and determined by the evaluation team.

Objective	Performed without Challenges (P)	Performed with Some Challenges (S)	Performed with Major Challenges (M)	Unable to be Performed (U)
Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.	X			
Objective 2: Test Liberty Utilities notification of CalOES via online portal and set up State Executive meeting.	X			
Objective 3: Test the Liberty Public Safety Partners Portal.	X			
Objective 4: Simulate activation of CRCs in the operational area.	X			
Objective 5: Test OnSolve notification of Public Safety Partners in "exercise" mode.		X		

1. Capability Elements are: Planning (P), Organization (O), Equipment (E), Training (T), or Exercise (E).

Objective	Performed without Challenges (P)	Performed with Some Challenges (S)	Performed with Major Challenges (M)	Unable to be Performed (U)
Objective 6: Test Liberty's ability to coordinate with AFN populations.	X			
Objective 7: Test Communications and Coordination with 211.	X			
Objective 8: Test Operational Response Time		X		
Objective 9: Test cyber and physical security.	X			
<p>Ratings Definitions:</p> <ul style="list-style-type: none"> • Performed without Challenges (P): The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. • Performed with Some Challenges (S): The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. However, opportunities to enhance effectiveness and/or efficiency were identified. • Performed with Major Challenges (M): The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s), but some or all of the following were observed: demonstrated performance had a negative impact on the performance of other activities; contributed to additional health and/or safety risks for the public or for emergency workers; and/or was not conducted in accordance with applicable plans, policies, procedures, regulations, and laws. • Unable to be Performed (U): The targets and critical tasks associated with the core capability were not performed in a manner that achieved the objective(s). 				

1. Capability Elements are: Planning (P), Organization (O), Equipment (E), Training (T), or Exercise (E).

APPENDIX A: IMPROVEMENT PLAN

This IP has been developed specifically for Liberty CalPeco following the 2023 PSPS TTX conducted on 05/25/2023.

Exercise Objective	Observation	Corrective Action	Capability Element ¹	Primary Responsible Organization	Organization POC	Completion Date
Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.	A question came up on emergency power at the Liberty offices. Although there is emergency power, we did not have an estimate of how long the generators could operate, or if additional fuel sources were available	Add information to the Emergency Management Plan to specify that emergency power is available at both offices, the amount of time the generators can operate, and fuel sources. Test this in the 6/27/2024 exercise.	P/O/E	Emergency Management	Lindsay Maruncic Lee Kiolbasa	6/28/2024
Objective 4: Simulate activation of CRCs in the operational area.	The Playbook indicates that the CRCs are the responsibility of the AFN Liaison and the Emergency Manager, however, the Emergency Manager has complete responsibility for the CRCs.	Update the PSPS Playbook to indicate that coordination of CRC setup falls to the Emergency Manager and not the AFN Liaison	P/O/T	Emergency Management	Lee Kiolbasa	6/24/24

1. Capability Elements are: Planning (P), Organization (O), Equipment (E), Training (T), or Exercise (E).

<p>Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.</p>	<p>The Director of Government Affairs is listed in the playbook as responsible for contacting government officials, but it is the responsibility of the Key Accounts Liaison</p>	<p>Update the PSPS Playbook to remove the Director of Government Affairs and assign responsibility for contacting government officials to the Key Accounts Liaison</p>	<p>P/O</p>	<p>Emergency Management</p>	<p>Lee Kiolbasa</p>	<p>6/24/24</p>
<p>Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.</p>	<p>The CBO Liaison and AFN Liaison titles do not accurately reflect their responsibilities. The AFN Liaison has CBO responsibilities, and the CBO Liaison is responsible for Key Accounts.</p>	<p>Update the PSPS Playbook to change the CBO Liaison title to Key Accounts Liaison and the AFN Liaison to CBO/AFN Liaison.</p>	<p>P/O</p>	<p>Emergency Management</p>	<p>Lee Kiolbasa</p>	<p>6/24/24</p>
<p>Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.</p>	<p>Questions on Customer Service procedures came up as follows: How will we handle employees that work from home who lose power? Do we know what employees live in the area and will lose power? Will work at home staff be directed to come</p>	<p>Answer questions on PSPS Customer Service procedures in the PSPS Playbook and test it in the 6/27/24 exercise</p>	<p>P/O/E</p>	<p>Emergency Management Customer Service</p>	<p>Lee Kioblasa Elsa Chavez</p>	<p>6/28/24</p>

	into work at the offices?					
¹ Capability Elements are: Planning, Organization, Equipment, Training, or Exercise.						

Attachment 3
After-Action Report Improvement Plan June 27, 2024



Liberty PSPS Exercise June 27, 2024

06/27/2024
After-Action Report/Improvement Plan

EXERCISE OVERVIEW

Exercise Name	Liberty PSPS FSE 2024
Exercise Dates	06/27/2024
Scope	This was a functional PSPS exercise conducted by Liberty Utilities in person at the North Tahoe Event Center with various remote VTC sites. The exercise took place on June 27, 2024, between 9:00 AM and 1:00 PM.
Core Capabilities	<u>Capabilities</u> <ul style="list-style-type: none">• Emergency Public Information and Warning• Emergency Operations Coordination• Response and Recovery Coordination
Objectives	Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS. Objective 2: Test Liberty Utilities notification of CalOES via online portal and set up State Executive meeting. Objective 3: Test the Liberty Public Safety Partners Portal. Objective 4: Simulate activation of CRCs in the operational area. Objective 5: Test OnSolve notification of Public Safety Partners in “exercise” mode. Objective 6: Test Liberty’s ability to coordinate with AFN populations. Objective 7: Test Communications and Coordination with 211.

	<p>Objective 8: Test operational response time.</p> <p>Objective 9: Test cyber and physical security in conjunction with CISA.</p>
Threat or Hazard	<p>Public Safety Power Shutoff (PSPS).</p>
Scenario	<p>This PSPS Functional Exercise is designed around the realistic scenario of a Public Safety Power Shutoff that impacts Nevada and Placer along the north and west shore regions of Lake Tahoe. This event will require significant effort and actions by Liberty Utilities, California, and its public safety partners.</p>
Sponsor	<p>Liberty CalPeco</p>
Participating Organizations	<p>Liberty Utilities (California) CISA Cal OES CAL FIRE CPUC OEIS Frontier NV Energy Pacific Power Placer County OES Truckee Fire Connecting Point Town of Truckee Tahoe Donner Public Utility District FREED Center for Independent Living Fire Dawg</p>
Point of Contact	<p>Lee Kiolbasa Leonard.Kiolbasa@libertyutilities.com</p> <p>Peter Stoltman Peter.Stoltman@libertyutilities.com</p>

ANALYSIS OF PROGRAM PRIORITIES

Aligning exercise objectives and Program Priorities provides a consistent taxonomy for evaluation that transcends individual exercises to support preparedness reporting and trend analysis. Table 1 includes the exercise objectives, aligned Program Priorities, and performance ratings for each Program Priority as observed during the exercise and determined by the evaluation team.

Objective	Performed without Challenges (P)	Performed with Some Challenges (S)	Performed with Major Challenges (M)	Unable to be Performed (U)
Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.	X			
Objective 2: Test Liberty Utilities notification of CalOES via online portal and set up State Executive meeting.	X			
Objective 3: Test the Liberty Public Safety Partners Portal.	X			
Objective 4: Simulate activation of CRCs in the operational area.	X			
Objective 5: Test OnSolve notification of Public Safety Partners in "exercise" mode.		X		

1. Capability Elements are: Planning (P), Organization (O), Equipment (E), Training (T), or Exercise (E).

Objective	Performed without Challenges (P)	Performed with Some Challenges (S)	Performed with Major Challenges (M)	Unable to be Performed (U)
Objective 6: Test Liberty's ability to coordinate with AFN populations.	X			
Objective 7: Test Communications and Coordination with 211.	X			
Objective 8: Test operational response time.		X		
Objective 9: Test cyber and physical security in conjunction with CISA.	X			
<p>Ratings Definitions:</p> <ul style="list-style-type: none"> Performed without Challenges (P): The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. Performed with Some Challenges (S): The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. However, opportunities to enhance effectiveness and/or efficiency were identified. Performed with Major Challenges (M): The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s), but some or all of the following were observed: demonstrated performance had a negative impact on the performance of other activities; contributed to additional health and/or safety risks for the public or for emergency workers; and/or was not conducted in accordance with applicable plans, policies, procedures, regulations, and laws. Unable to be Performed (U): The targets and critical tasks associated with the core capability were not performed in a manner that achieved the objective(s). 				

1. Capability Elements are: Planning (P), Organization (O), Equipment (E), Training (T), or Exercise (E).

APPENDIX A: IMPROVEMENT PLAN

This IP has been developed specifically for Liberty CalPeco following the 2024 PSPS Exercise conducted on 06/27/2024.

Exercise Objective	Observation	Corrective Action	Capability Element ¹	Primary Responsible Organization	Organization POC	Completion Date
Objective 2: Test Liberty Utilities notification of CalOES via online portal and set up State Executive meeting.	It was observed that an additional report should have been submitted to Cal OES by Regulatory for the PSOM.	Update the PSOM section of the PSPS Playbook to indicate that an additional report should be submitted to Cal OES in the event that a PSOM changes the scope of the outage.	P/O/T	Emergency Management Regulatory Affairs	Lee Kiolbasa Jordan Parrillo	8/1/24
Objective 8: Test Operational response time.	Better time estimates and areas for improvement could be obtained with a real time simulation that includes operational staff at the actual sites testing communications.	Add additional Field Operations play to future PSPS Exercises to gain better response time estimates and real time testing of communications.	P/O/E	Emergency Management Operations	Lee Kiolbasa Steve Moore	5/1/25

1. Capability Elements are: Planning (P), Organization (O), Equipment (E), Training (T), or Exercise (E).

<p>Objective 5: Test OnSolve notification of Public Safety Partners in “exercise” mode.</p>	<p>It was observed that the OnSolve message got cut off. Although the message indicated that it was a communications test one Public Safety Partner called in to ask if there was a PSPS.</p>	<p>Review the OnSolve message system to see if the message field can be extended or truncate the message so it is not cut off. Add “Exercise, Exercise” to the Public Safety Partner message.</p>	<p>E/T</p>	<p>Emergency Management Communications</p>	<p>Lee Kiolbasa Kurt Althof</p>	<p>9/1/24</p>
<p>Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.</p>	<p>Although three new Incident Management Team (IMT) Members were trained at this event we could use additional trained backups for IMT positions in the event of extended ops, illness, vacation, etc.</p>	<p>Include a backup for each ICS position in future exercises.</p>	<p>P/T/E</p>	<p>Emergency Management</p>	<p>Lee Kiolbasa</p>	<p>5/1/24</p>
<p>Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.</p>	<p>Staff members attending virtually experienced some audio issues.</p>	<p>Adjust audio procedures for the virtual EOC to ensure clear communication.</p>	<p>E/T</p>	<p>IT</p>	<p>Jessy Arellano</p>	<p>6/28/2024</p>
<p>¹ Capability Elements are Planning, Organization, Equipment, Training, or Exercise.</p>						

Attachment 4
PSPS Exercise Feedback Form



EXERCISE PARTICIPANT AND OBSERVER FEEDBACK FORM

1. Full Name

2. Organization

3. Email Address

4.

5. What classification best describes your organization?

- Private Sector
- Federal Government
- State/Local Government
- Tribal
- Other

6. What was your role in the exercise?

- Player
- Observer
- Planning Team
- Other

8. Rate the following statements:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Very disagree	Somewhat agree
The Facilitators were well prepared and knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The exercise materials (presentations, handouts, surveys/polls, added to the value of the exercise.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. What was most valuable about this exercise and why?

10. What was least valuable about this exercise and why?

11. List one (or more) strengths you identified through this exercise?

12. List one (or more) opportunities for improvement you identified through this exercise?

13. Please provide any additional comments or feedback about this exercise.

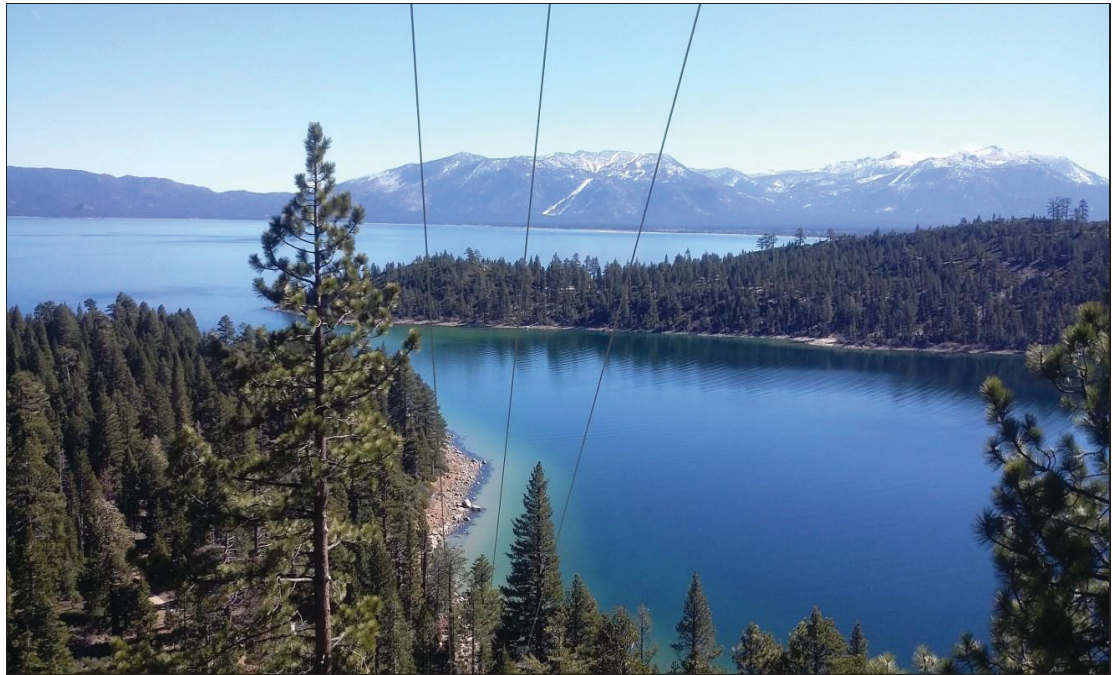
14. Question

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

 Microsoft Forms

Attachment 5
2024 Exercise Plan

EXERCISE PLAN



PSPS

EXERCISE 2024

6/27/2024

EXERCISE PLAN

EXERCISE OVERVIEW

Exercise Name	Public Safety Power Shutoff Functional Exercise
Exercise Date(s)	June 27, 2024
Scope	This will be a functional exercise, planned for four hours. It will be hosted by Liberty Utilities and conducted at the North Tahoe Event Center with various remote VTC sites.
Core Capabilities	<p><u>Capabilities</u></p> <ul style="list-style-type: none"> • Emergency Public Information and Warning • Emergency Operations Coordination • Response and Recovery Coordination
Objectives	<p>Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.</p> <p>Objective 2: Test Liberty Utilities notification of CalOES via online portal and set up State Executive meeting.</p> <p>Objective 3: Test the Liberty Public Safety Partners Portal.</p> <p>Objective 4: Simulate activation of CRCs in the operational area.</p> <p>Objective 5: Test OnSolve notification of Public Safety Partners in “exercise” mode.</p> <p>Objective 6: Test Liberty’s ability to coordinate with AFN populations.</p> <p>Objective 7: Test Communications and Coordination with 211.</p> <p>Objective 8: Test operational response time.</p> <p>Objective 9: Test cyber and physical security in conjunction with CISA.</p>
Threat or Hazard	Public Safety Power Shutoff (PSPS).
Scenario	This PSPS FSE is designed around the realistic scenario of a Public Safety Power Shutoff that impacts Nevada and Placer Counties along the north and west shore regions of Lake Tahoe. This event will require significant effort and actions by Liberty Utilities, California, and its public safety partners.
Sponsor	Liberty CalPeco

**Participating
Organizations**

Liberty Utilities (California)
CISA
Cal OES
CAL FIRE
CPUC
OEIS
Frontier
NV Energy
Pacific Power
Placer County OES
Truckee Fire
Connecting Point
Town of Truckee
Tahoe Donner Public Utility District
FREED Center for Independent Living
Fire Dawg

**Point of
Contact**

Lee Kiolbasa
Leonard.Kiolbasa@libertyutilities.com
530-414-63307
Peter Stoltman
Peter.Stoltman@libertyutilities.com
530-721-5418

Participant Roles and Responsibilities

The term *participant* encompasses many groups of people, not just those playing in the exercise. Groups of participants involved in the exercise, and their respective roles and responsibilities, are as follows:

- **Players.** Players are personnel who have an active role in discussing or performing their assigned roles and responsibilities during the exercise. Players discuss or initiate actions in response to the simulated emergency.
- **Controllers.** Controllers plan and manage exercise play, set up and operate the exercise site, and act in the roles of organizations or individuals that are not playing in the exercise. Controllers direct the pace of the exercise, provide key data to players, and may prompt or initiate certain player actions to ensure exercise continuity. In addition, they issue exercise material to players as required, monitor the exercise timeline, and supervise the safety of all exercise participants.
- **Evaluators.** Evaluators evaluate and provide feedback on a designated functional area of the exercise. Evaluators observe and document performance against established capability targets and critical tasks, in accordance with the Exercise Evaluation Guides (EEGs).
- **Observers.** Observers visit or view selected segments of the exercise. Observers do not play in the exercise, nor do they perform any control or evaluation functions. Observers view the exercise from a designated observation area and must remain within the observation area during the exercise.
- **Support Staff.** The exercise support staff includes individuals who perform administrative and logistical support tasks during the exercise (e.g., registration, catering).

Exercise Assumptions and Artificialities

In any exercise, assumptions and artificialities may be necessary to complete play in the time allotted and/or account for logistical limitations. Exercise participants should accept that assumptions and artificialities are inherent in any exercise and should not allow these considerations to negatively impact their participation.

Assumptions

Assumptions constitute the implied factual foundation for the exercise and, as such, are assumed to be present before the exercise starts. The following assumptions apply to the exercise:

- The exercise is conducted in a no-fault learning environment wherein capabilities, plans, systems, and processes will be evaluated.
- The exercise scenario is plausible, and events occur as they are presented.
- Exercise simulation contains sufficient detail to allow players to react to information and situations as they are presented as if the simulated incident were real.

- Participants may need to balance exercise play with real-world emergencies. Real-world emergencies take priority.

Artificialities

During this exercise, the following artificialities apply:

- Exercise communication and coordination is limited to participating Liberty Utilities employees. Methods listed in the Communications Directory are available for players to use during the exercise.

POST-EXERCISE AND EVALUATION ACTIVITIES

Debriefings

Post-exercise debriefings aim to collect sufficient relevant data to support effective evaluation and improvement planning.

Hot Wash

At the conclusion of exercise play, controllers facilitate a Hot Wash to allow players to discuss strengths and areas for improvement, and evaluators to seek clarification regarding player actions and decision-making processes. All participants may attend; however, observers are not encouraged to attend the meeting. The Hot Wash should not exceed 30 minutes.

Participant Feedback Forms

Participant Feedback Forms provide players with the opportunity to comment candidly on exercise activities and exercise design. Participant Feedback Forms should be collected at the conclusion of the Hot Wash.

Evaluation

After-Action Report

The AAR summarizes key information related to evaluation. The AAR primarily focuses on the analysis of core capabilities, including capability performance, strengths, and areas for improvement. AARs also include basic exercise information, including the exercise name, type of exercise, dates, location, participating organizations, mission area(s), specific threat or hazard, a brief scenario description, and the name of the exercise sponsor and POC.

Improvement Planning

Improvement planning is the process by which the observations recorded in the AAR are resolved through development of concrete corrective actions, which are prioritized and tracked as a part of a continuous corrective action program.

After-Action Meeting

The After-Action Meeting (AAM) is a meeting held among decision- and policy makers from the exercising organizations, as well as the Lead Evaluator and members of the Exercise Planning Team, to debrief the exercise and to review and refine the draft AAR and Improvement Plan (IP). The AAM should be an interactive session, providing attendees the opportunity to discuss and validate the observations and corrective actions in the draft AAR/IP.

Improvement Plan (IP)

The IP identifies specific corrective actions, assigns them to responsible parties, and establishes target dates for their completion. It is created by elected and appointed officials from the organizations participating in the exercise and discussed and validated during the AAM.

PARTICIPANT INFORMATION AND GUIDANCE

Exercise Rules

The following general rules govern exercise play:

- Real-world emergency actions take priority over exercise actions.
- Exercise players will comply with real-world emergency procedures, unless otherwise directed by the control staff.
- All communications (including written, radio, telephone, and e-mail) during the exercise will begin and end with the statement “**This is an exercise.**”

Players Instructions

Players should follow certain guidelines before, during, and after the exercise to ensure a safe and effective exercise.

Before the Exercise

- Review appropriate organizational plans, procedures, and exercise support documents.

During the Exercise

- Respond to exercise events and information as if the emergency were real, unless otherwise directed by an exercise controller.
- Controllers will give you only information they are specifically directed to disseminate. You are expected to obtain other necessary information through existing emergency information channels.
- Do not engage in personal conversations with controllers, evaluators, observers, or media personnel. If you are asked an exercise-related question, give a short, concise answer. If you are busy and cannot immediately respond, indicate that, but report back with an answer as soon as possible.
- If you do not understand the scope of the exercise, or if you are uncertain about an organization’s participation in an exercise, ask a controller.
- Parts of the scenario may seem implausible. Recognize that the exercise has objectives to satisfy and may require incorporation of unrealistic aspects. Every effort has been made by the exercise’s trusted agents to balance realism with safety and to create an effective learning and evaluation environment.
- All exercise communications will begin and end with the statement “**This is an exercise.**” This precaution is taken so that anyone who overhears the conversation will not mistake exercise play for a real-world emergency.
- Speak when you take an action. This procedure will ensure that evaluators are aware of critical actions as they occur.

- Maintain a log of your activities. Many times, this log may include documentation of activities that were missed by a controller or evaluator.

After the Exercise

- Participate in the Hot Wash at your venue with controllers and evaluators.
- Complete the Participant Feedback Form. This form allows you to comment candidly on emergency response activities and exercise effectiveness. Provide the completed form to a controller or evaluator.
- Provide any notes or materials generated from the exercise to your controller or evaluator for review and inclusion in the AAR.

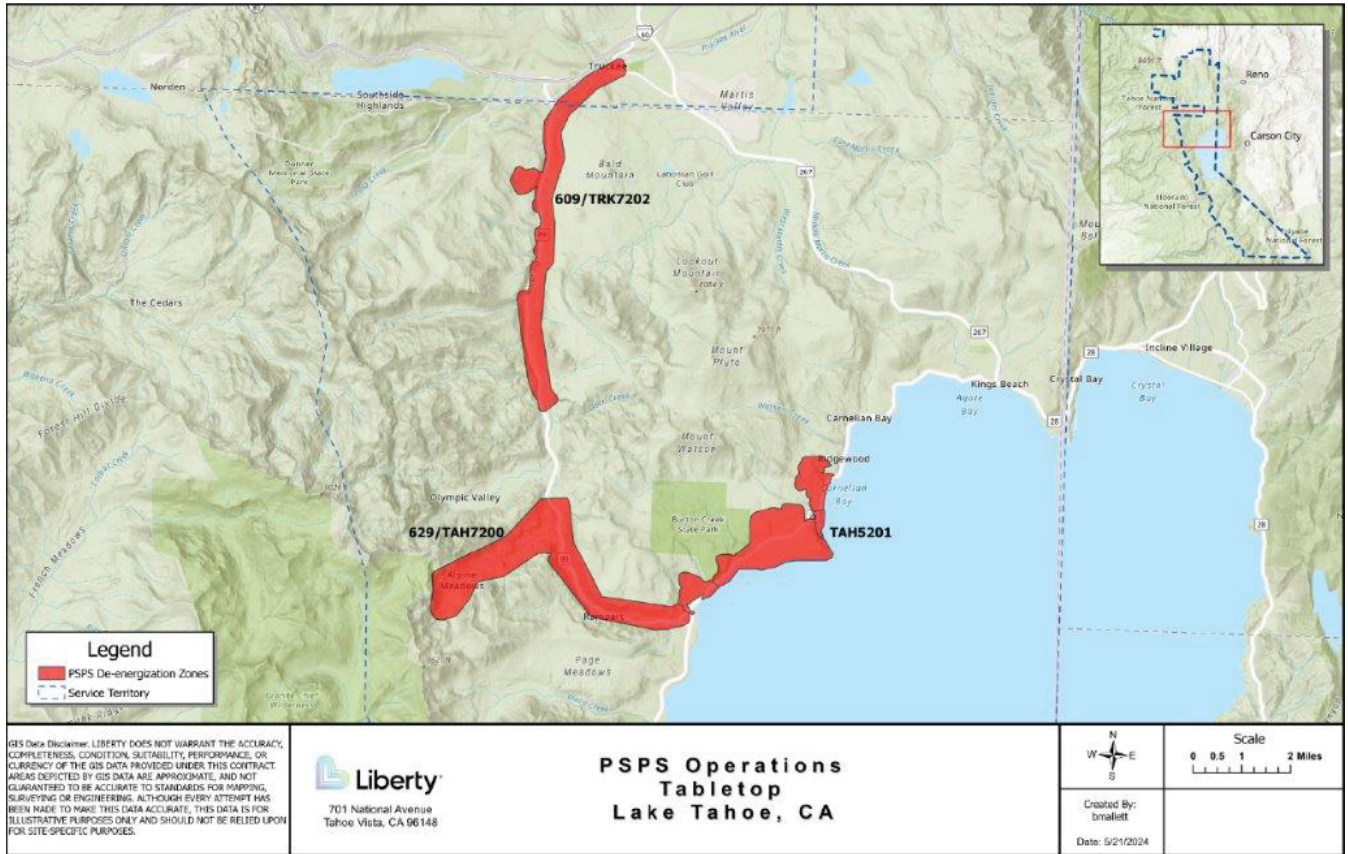
Simulation Guidelines

Because the exercise is of limited duration and scope, certain details will be simulated. The physical description of what would fully occur at the incident sites and surrounding areas will be relayed to players by controllers.

APPENDIX A: COMMUNICATIONS PLAN

Communications will be conducted according to the Corporate Emergency Management Plan (CEMP) and the Liberty Utilities Communications Play Book.

APPENDIX B: EXERCISE SITE MAPS



EXERCISE SITE MAP

Appendix C: ACRONYMS

Acronym	Term
AFN	Access and Functional Needs
C/E	Controller/Evaluator
CPUC	California Public Utilities Commission
Cal OES	California Governor’s Officer of Emergency Services
CEMP	Corporate Emergency Response Plan
CISA	Critical Infrastructure Security Agency
CSWC	California State Warning Center
EOC	Emergency Operations Center
EMS	Emergency Medical Services
EndEx	End of Exercise
ERC	Energy Release Component
ExPlan	Exercise Plan
FE	Functional Exercise
FFWI	Fosberg Fire Weather Index
FSE	Full-Scale Exercise
GIS	Geographic Information System
HSEEP	Homeland Security Exercise and Evaluation Program
IC	Incident Commander
ICS	Incident Command System
IMT	Incident Management Team
MBL	Medical Baseline Customer
MSEL	Master Scenario Events List
NIMS	National Incident Management System

PauseEx	Pause Exercise
PSPS	Public Safety Power Shutoff

Attachment 6
PSPS Table-Top Exercise Agenda, June 22, 2023



**PSPS Table-Top Exercise
Agenda, June 22, 2023**

TIME	AGENDA ITEM	PRESENTER
0815	Exercise Participant Check In	Liberty Staff
0830	Opening Remarks	Lindsay Maruncic
0835	Incident Management Team Assignments, Exercise Overview, and Guidelines	Lee Kiolbasa
0840	DRILL #1—Stage 1, Potential PSPS (72 Hours)	IC/IMT
0905	DRILL #2A—Stage 2A Imminent PSPS (48 hours)	IC/IMT
0925	BREAK	
0935	DRILL #2B—Stage 2B, Imminent PSPS (24 hours)	IC/IMT
1000	DRILL #3—Stage 3, Implemented PSPS	IC/IMT
1025	DRILL #4—Stage 4, Restoration Initiated	IC/IMT
1040	DRILL #5—Stage 5, Event Concluded	IC/IMT
1055	BREAK	
1105	Hot Wash/After Action Comments	Lee Kiolbasa
1125	Closing Comments	Lindsay Maruncic
1130	ENDEX	

EXERCISE PARTICIPANT AND
OBSERVER FEEDBACK FORM



Please use the above QR code to provide your feedback on the exercise.

Attachment 7
PSPS Table-Top Exercise Agenda, May 23, 2024



PSPS TABLE-TOP EXERCISE, 2024

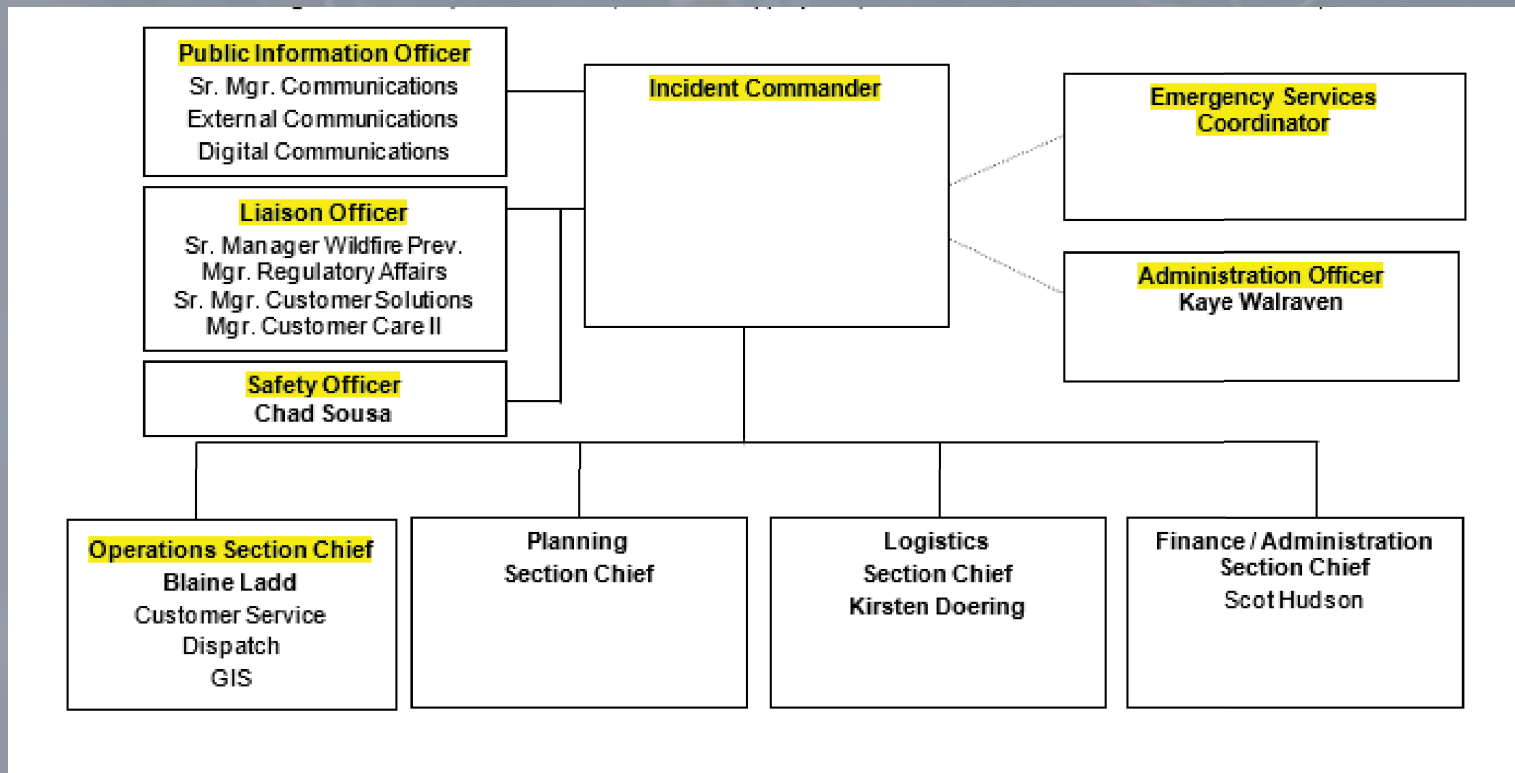
May 23, 2024

AGENDA

- ✓ Opening Remarks—Ed Jackson/Lindsay Maruncic
- ✓ Exercise IMT Assignments/Guidelines/Scenario
- ✓ Exercise Play
- ✓ After Action Review

EXERCISE TEAM

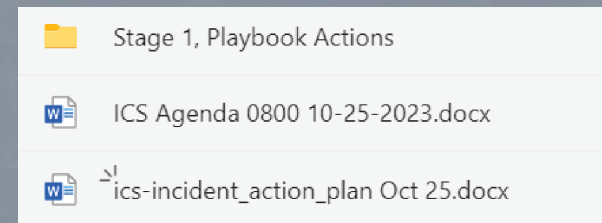
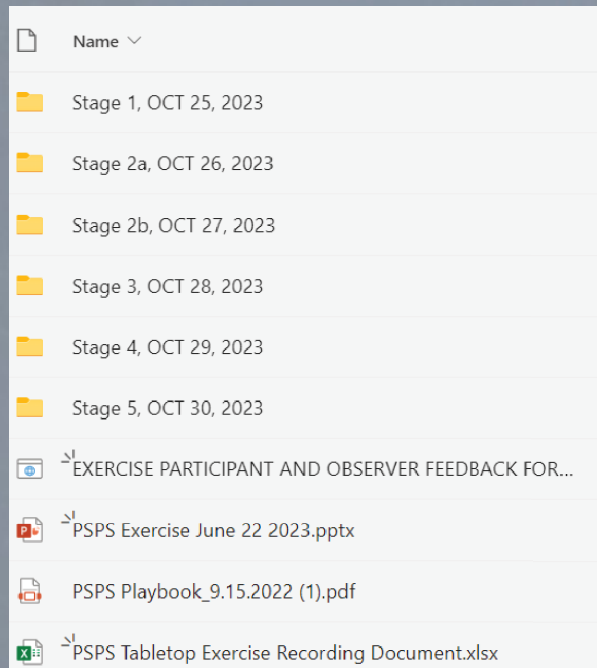
Introductions



EXERCISE

Liberty PSPS Playbook

- Liberty PSPS Playbook and exercise files are available on Teams
- West Region Communications – Tahoe Electric > PSPS Process and Procedures > 2023 Exercises



EXERCISE

Exercise Guidelines

- This is an open, low-stress, no-fault environment and varying viewpoints are expected.
- Use the current plans/capabilities in our playbook.
- Artificial time lapses have been used to achieve the objectives. Assume all events occur as they are presented.
- Issue identification will be valuable along with recommended actions and improvements

EXERCISE

EXERCISE OVERVIEW AND OBJECTIVES

- The exercise focus is on PSPS implementation and Incident Management Team roles.
 - The exercise is limited to four hours and is discussion based.
 - We will review each stage of the PSPS process and Incident Management Team responsibilities as outlined the Liberty PPS Playbook
 - Review implementation of ICS in response to a PPS scenario.
 - Review procedures for de-energization and re-energization in response to PPS conditions.

An Initial scenario and updates for each PPS Stage will be provided.



EXERCISE—Strong Winds 5 Days Out

- Fire risk in the Tahoe Basin is high because Placer and Nevada Counties did not receive any precipitation in the recent storm
- Recent fuel moisture sampling shows 1000-hr fuels at 5% moisture, live fuels around 80%, and corresponding ERC values ~95th percentile in Alpine and Mono Counties
- A strong cold front is forecast to drop down from the Gulf of Alaska this coming weekend
- Peak wind gusts of 70 mph with FFWI values of 100 for 6+ hours are possible in wind-prone locations
- NWS Reno Area Forecast Discussion mentions the possibility of damaging winds in Placer County and along Highway 89

UPDATE

Mon Oct 21
0800



EXERCISE—Strong Winds 4 Days Out

- Long range models agree that peak winds will occur mid-day on Saturday Oct 26
- Forecast dashboard shows wind gusts of 65+ mph and FFWI > 90 across the 609, 7202 and 5201 lines. With ERC at ~95th percentile this meets our de-energization criteria.
- Currently targeting these zones or a subset of these zones for PSPS on Saturday

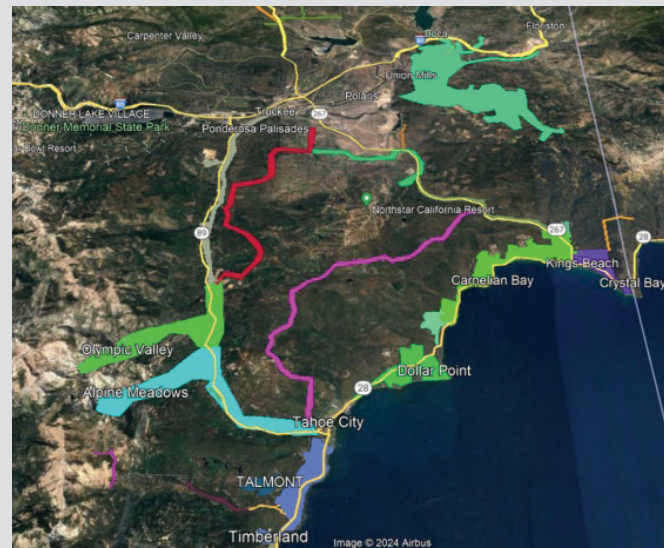
UPDATE

Tues Oct 22
0800



EXERCISE—PSPS Stage 1, Potential PSPS—72 Hours Out

- NWS has issued a High Wind Warning for 10 AM – 10 PM on Saturday in Placer and Nevada Counties.
- PSPS zones shown along Hwy 89 and the Tahoe City 5201 line are targeted for de-energization

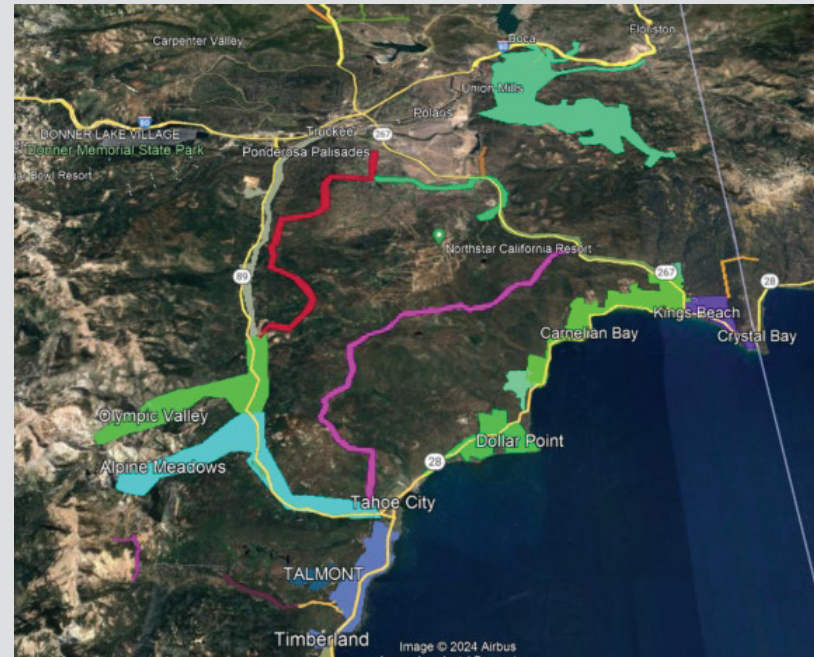


UPDATE
Wednesday
Oct 23
8 AM

EXERCISE—PSPS Stage 1, Potential PSPS-72 Hours Out

Oct 23rd—0630

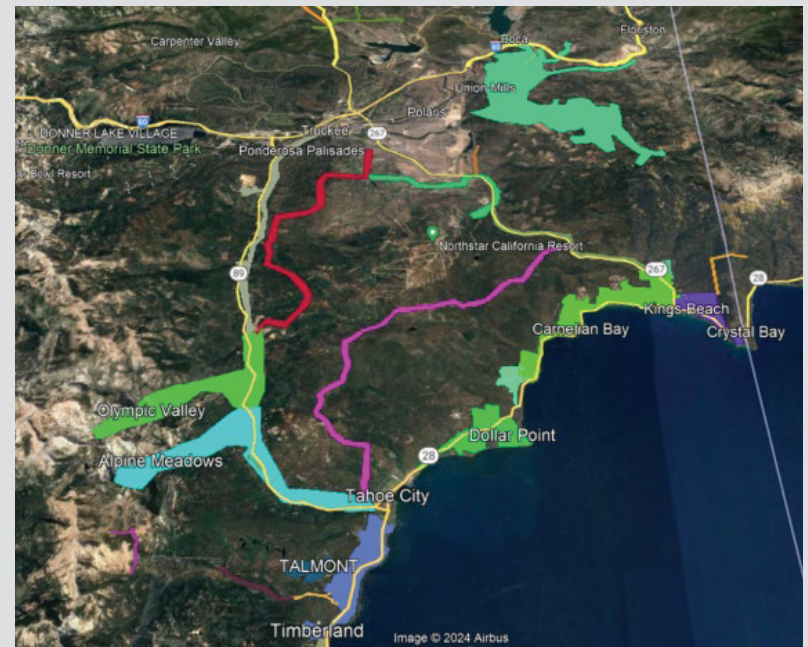
- Weather Briefing
- Steering Committee
- Operations
 - Dispatch/Control
 - GIS
- Public Information
 - Sr Manager Communications
- Admin Officer
- Incident Commander



EXERCISE—PSPS Stage 1, Potential PSPS—72 Hours Out

Oct 23th--0800 Meeting

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Sr Mgr. Wildfire Prevention
 - Mgr. Regulatory Affairs
 - Manager, WMP Business and Community Dev
 - Sr Manager Customer Solutions
- Public Information--Sr Manager
 - Sr Manager Communications
 - External Coms/Digital Coms
- Admin Officer



EXERCISE—PSPS Stage 1, Potential PSPS—72 Hours Out

SENIOR DIRECTOR OF OPERATIONS

- Schedule reoccurring PSPS Steering Committee and Reax Engineering/Operations/Control and Dispatch meeting
- Alert PSPS Team
- Email to the PSPS Steering Committee
- Email to HR, Customer Service, Dispatch and Operations

REGULATORY AFFAIRS

- Email to CPUC
- Host a PSPS State Executive Briefing
- Submit PSPS Notification form

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

MANAGER, REGIONAL COMMUNICATIONS

- AM –Everbridge alert to public safety partners and critical facilities
- PM –Everbridge alert to public safety partners and critical facilities

SENIOR MANAGER, MARKETING AND COMMUNICATIONS

- AM - Distribute employee email
- Distribute talking points to the CSRs
- PM - Distribute employee email

DIGITAL COMMUNICATIONS LEAD

- Web alert
- Alert IT to launch microsite

ADMINISTRATIVE OFFICER

- Schedule reoccurring meeting at 8 a.m. and 5 p.m. for EOC Team **in Teams**
- Distribute the sequence of events tracker
- Complete the IC Action plan for the 6:30 am meeting
- Email the IC Action Plan to the 8:00 am EOC group
- Back up sequence of events tracker

GIS MANAGER

- Launch password-protected GIS portal

MANAGER CUSTOMER CARE

- Call Medical Baseline and AFN Customers who do not respond to an Everbridge alert
- Coordinate distribution of door hangers to customers who are unreachable by phone

SENIOR MANAGER, CUSTOMER SOLUTIONS AND MANAGER III – ELECTRIC, BUSINESS AND COMMUNITY DEVELOPMENT

- Distribute email and/or personally call key customers including commercial accounts, cities, counties, towns, schools, and chambers

MANAGER II - WMP, BUSINESS AND COMMUNITY DEVELOPMENT

- Customize and distribute email to CBOs

DIRECTOR, GOVERNMENT AFFAIRS

- Distribute email to elected officials AM and PM

EMERGENCY MANAGER

- Identify CRC location(s)
- Contact representative(s) of identified CRC location(s)
- Activate delivery of CRC supplies
- Identify and contact two Liberty representative to staff each CRC location



EXERCISE—PSPS Stage 1, Potential PSPS—72 Hours Out

Inject Discussion questions:

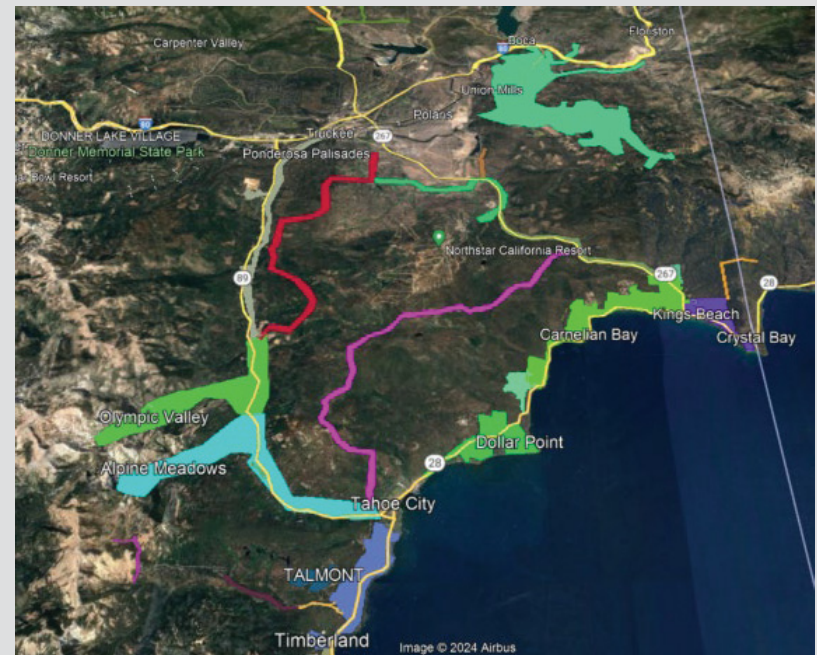
- **Regulatory Liaison**: Have you notified Cal OES via the Cal OES Notification Portal (at 1500) and called the California State Warning Center (CSWC)?
- **Regulatory Liaison**: Have you prepared a PSPS State Executive Briefing?
- **GIS**: Have you provided a GIS portal to provide Critical Infrastructure information to Public Safety Partners?
- **External Communications**: Have you sent an Everbridge alert to Public Safety Partners and Critical facilities within and immediately adjacent to the de-energization zone?
- **AFN Liaison/Emergency Management**: Have you identified the location(s) of the CRC(s) to be activated? Contacted the appropriate representative for the identified CRC(s) to confirm the use of the facility? Have you activated the delivery of CRC supply storage units? Have you identified two staff members for each CRC Location?



EXERCISE—PSPS Stage 1, Potential PSPS—72 Hours Out

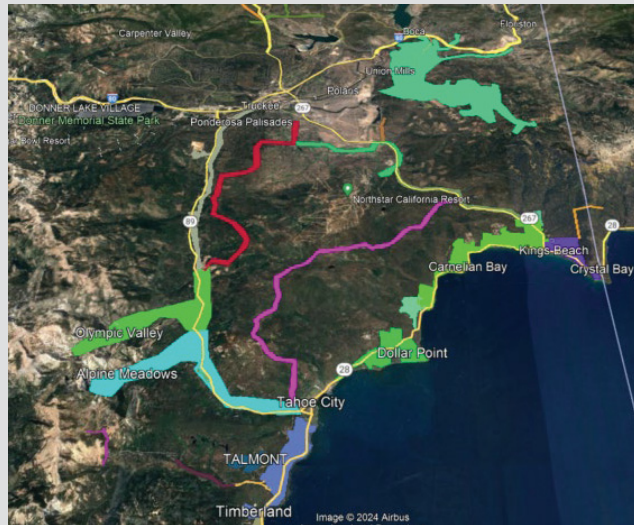
Oct 23rd--1700 Meeting

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Sr Mgr. Wildfire Prevention
 - Mgr. Regulatory Affairs
 - Manager, WMP Business and Community Dev
 - Sr Manager Customer Solutions
- Public Information--Sr Manager
 - Sr Manager Communications
 - External Coms/Digital Coms



EXERCISE—PSPS Stage 2a, Imminent PSPS-48 Hours Out

- NWS has upgraded its fire weather watch in addition to a high wind warning for Saturday
- High resolution weather model now in range – forecasting that de-energization criteria will be exceeded
- The West Shore, Glenshire, and Northstar will be placed in “fast trip” mode due to lower wind speeds there

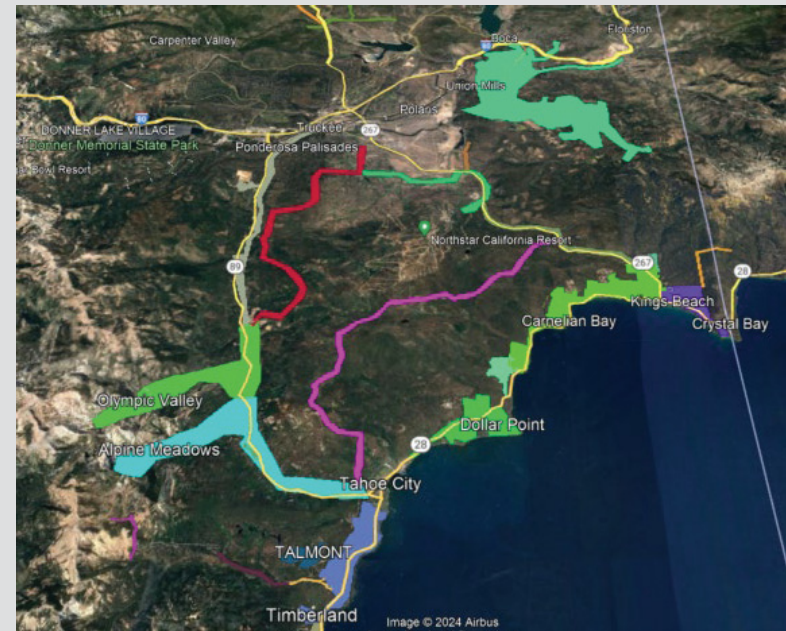


UPDATE
Thurs Oct 24
8 AM

EXERCISE—PSPS Stage 2a, Imminent PSPS-48 Hours Out

Oct 24th—0630

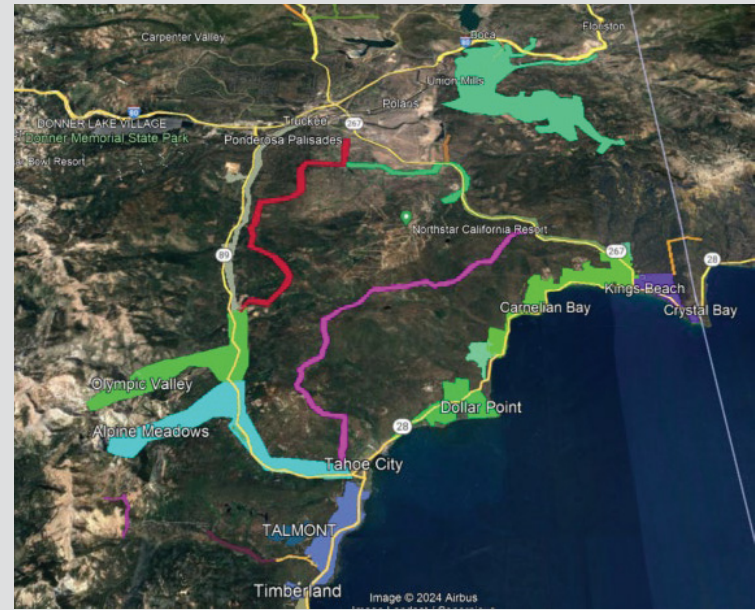
- Weather Briefing
- Steering Committee
- Operations
 - Dispatch/Control
 - GIS
- Public Information
 - Sr Manager Communications
- Admin Officer
- Incident Commander



EXERCISE—PSPS Stage 2a, Imminent PSPS-48 Hours Out

Oct 24th--0800

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Sr Mgr. Wildfire Prevention
 - Mgr. Regulatory Affairs
 - Manager WMP, Business and Community Dev
 - Sr Manager Customer Solutions
- Public Information--Sr Manager
 - Sr Manager Communications
 - External Coms/Digital Coms
- Admin Officer



EXERCISE—PSPS Stage 2a, Imminent PSPS-48 Hours Out

SENIOR DIRECTOR OF OPERATIONS

- Participate in PSPS Steering Committee and Reax Engineering/Operations/Control and Dispatch meeting
- Alert PSPS Team
- Email to HR, Customer Service, Dispatch and Operations

REGULATORY AFFAIRS

- Email to CPUC
- Host a PSPS State Executive Briefing (1600/4 PM)
- Submit PSPS Notification form [0700 and 1500 hours]

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

MANAGER, REGIONAL COMMUNICATIONS

- Everbridge alert to public safety partners and critical facilities
- Alert to all potentially impacted customers
- Press release
- Distribute radio PSA (Public Service Announcement)
- Distribute Changeable Message Sign (CMS)

SENIOR MANAGER, WILDFIRE PREVENTION

- Host informational call with public safety partners and critical facilities

SENIOR MANAGER, MARKETING AND COMMUNICATIONS

- Distribute employee email
- Distribute talking points to the CSRs

DIGITAL COMMUNICATIONS LEAD

- Web alert
- Update microsite
- Facebook alert
- Twitter alert

ADMINISTRATIVE OFFICER

- Distribute the sequence of events tracker Complete the IC Action plan for the 6:30 am meeting
- Email the IC Action Plan to the 8:00 am EOC group
- Back up sequence of events tracker

SENIOR MANAGER, CUSTOMER SOLUTIONS AND MANAGER III - ELECTRIC, BUSINESS AND COMMUNITY DEVELOPMENT

- Distribute alert to key customers

MANAGER II – WMP - BUSINESS AND COMMUNITY DEVELOPMENT

- Distribute email and messaging material to CBOs

DIRECTOR, GOVERNMENT AFFAIRS

- Distribute email to elected officials

EMERGENCY MANAGER

- Finalize CRC location(s) and staffing plan

GIS MANAGER

- Update password-protected GIS portal



EXERCISE—PSPS Stage 2a, Imminent PSPS—48 Hours Out

Inject Discussion questions:

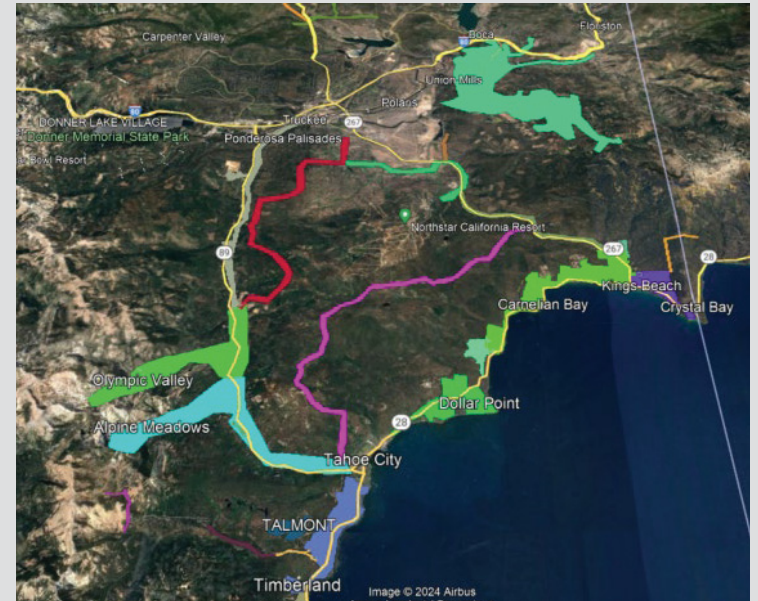
- **Liberty Customer Service/Alpine County HHS/Alpine County Sheriff's Office:** Liberty employees have attempted to call 2 Medical Baseline customers in a village near Markleeville, but have not been able to reach them. Liberty employees entering the community to contact them in person are met by an armed resident who requests that they leave.
- **CISA/IT: A phishing email has been received at Liberty which has resulted in a possible compromise to the IT system.**
 1. Describe your network access and authentication controls for users.
 2. What cybersecurity controls would you implement to mitigate the risk of users becoming victims of phishing attempts?
 3. How do you monitor your network traffic for malicious activity?
 4. What automated monitoring mechanisms do you have to differentiate between baseline and abnormal activity?
- **AFN Coordinator/Mono County:** The EOC is notified by Customer Service that a Walker, CA resident who is dependent on medical equipment needs transportation to their relative's home in Minden where they will have power available. How will you respond?



EXERCISE—PSPS Stage 2a, Imminent PSPS-48 Hours Out

Oct 24th--1700

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Sr Mgr. Wildfire Prevention
 - Mgr. Regulatory Affairs
 - Manager WMP, Business and Community Dev
 - Sr Manager Customer Solutions
- Public Information--Sr Manager
 - Sr Manager Communications
 - External Coms/Digital Coms
- Admin Officer

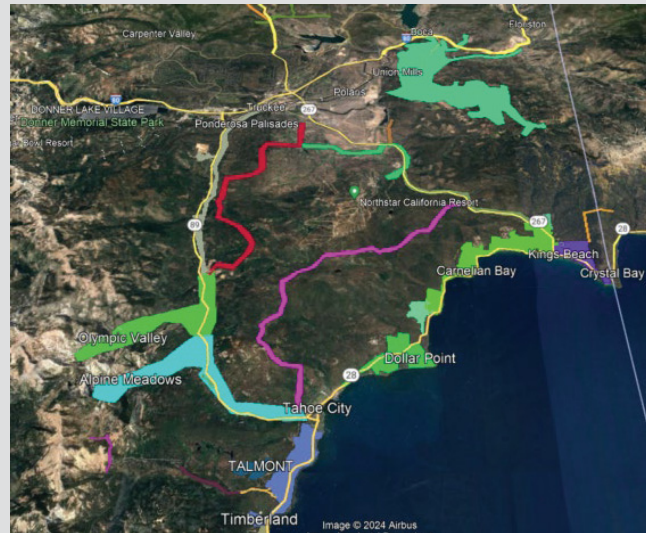


Break –
10 minutes



EXERCISE—PSPS Stage 2b, Imminent PSPS-24 Hours Out

- High resolution Weather models (HRRR & NAM) still showing de-energization criteria to be exceeded in red zones to right
- NWS RFW and HWW remain in place
- PSPS tomorrow is probable

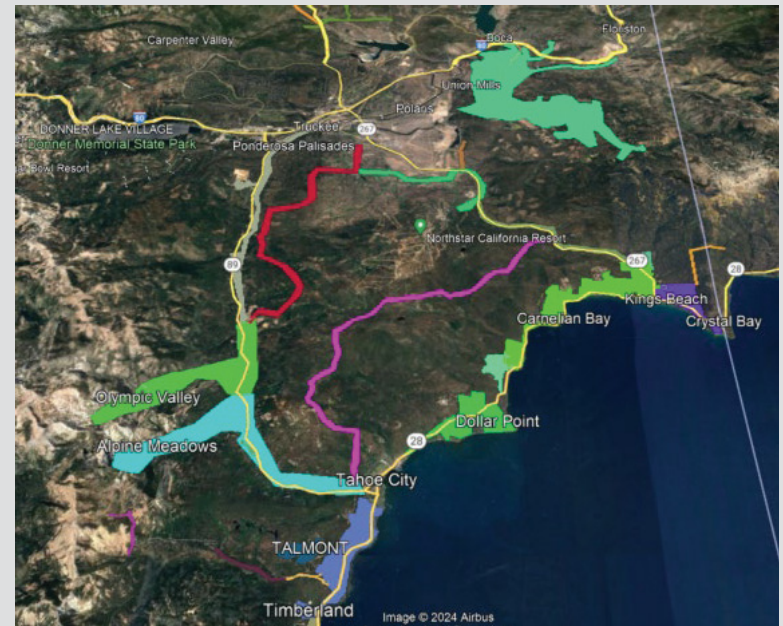


UPDATE
Fri Oct 25
8 AM

EXERCISE—PSPS Stage 2b, Imminent PSPS-24 Hours Out

Oct 25th—0630

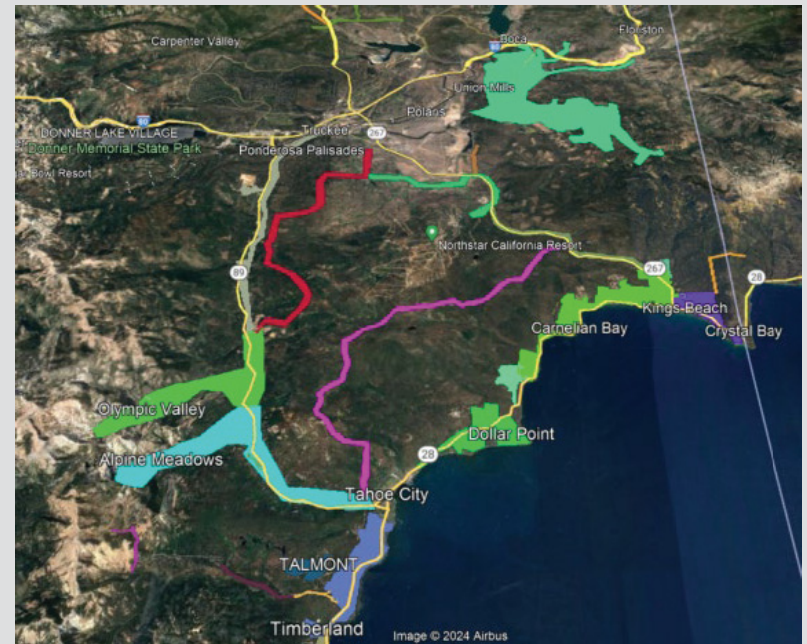
- Weather Briefing
- Steering Committee
- Operations
 - Dispatch/Control
 - GIS
- Public Information
 - Sr Manager Communications
- Admin Officer
- Incident Commander



EXERCISE—PSPS Stage 2b, Imminent PSPS-24 Hours Out

Oct 25th—0800

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Sr Mgr. Wildfire Prevention
 - Mgr. Regulatory Affairs
 - Manager WMP, Business and Community Dev
 - Sr Manager Customer Solutions
- Public Information--Sr Manager
 - Sr Manager Communications
 - External Coms/Digital Coms
- Admin Officer



EXERCISE—PSPS Stage 2b, Imminent PSPS-24 Hours Out

SENIOR DIRECTOR OF OPERATIONS

- Participate in PSPS Steering Committee and Reax Engineering/Operations/Control and Dispatch meeting
- Customize and distribute an email to Human Resources, Customer Service, Control and Dispatch and Operations to confirm staffing for the PSPS even
- Alert PSPS Team

REGULATORY AFFAIRS

- AM - Email to CPUC
- Host a PSPS State Executive Briefing (1600/4 PM)
- PM - Email to CPUC
- Submit PSPS Notification form [0700 and 1500 hours]

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

MANAGER, REGIONAL COMMUNICATIONS

- Everbridge alert to public safety partners and critical facilities
- Everbridge alert to all potentially impacted customers
- Press release
- Distribute radio PSA
- Distribute Changeable Message Sign (CMS)

SENIOR MANAGER, WILDFIRE PREVENTION

- Customize and distribute an Everbridge alert to public safety partners and critical facilities
- [1 p.m.] Host an informational call with public safety partners and critical facilities


SENIOR MANAGER, MARKETING AND COMMUNICATIONS

- Distribute employee email
- Distribute talking points to the CSRs

DIGITAL COMMUNICATIONS LEAD

- Update microsite
- Facebook alert
- Twitter alert

ADMINISTRATIVE OFFICER

- Distribute the sequence of events tracker 
- Schedule a reoccurring meeting at 1:00 pm for Public Safety Partners and Critical Facilities via Teams
- Schedule a reoccurring meeting at 2:00 pm for CBOs and Customers via Go-To-Meeting
- Complete the IC Action plan for the 6:30 am meeting
- Email the IC Action Plan to the 8:00 am EOC group
- Back up sequence of events tracker

SENIOR MANAGER, CUSTOMER SOLUTIONS AND MANAGER III – ELECTRIC BUSINESS AND COMMUNITY DEVELOPMENT

- Distribute alert to key commercial customers
- [2 p.m.] Host an informational call with CBOs and Customers

MANAGER II - WMP, BUSINESS AND COMMUNITY DEVELOPMENT

- Distribute email to CBOs

DIRECTOR, GOVERNMENT AFFAIRS

- Distribute email to elected officials

MANAGER, CUSTOMER CARE

- Calls to Medical Baseline customers that do not respond to Everbridge
- Coordinate door hangers for Medical Baseline customers not responding to calls

EMERGENCY MANAGER

- Open designated CRC locations



EXERCISE—PSPS Stage 2b, Imminent PSPS—24 Hours Out

Inject Discussion questions:

- **IC/PIO/Regulatory Liaison/GIS/Sr Mgr. Wildfire**: NV Energy notifies Liberty Utilities that due to rapidly changing and worsening weather conditions NV Energy will be conducting a PSOM that will impact the line feeding Truckee and North Lake Tahoe. The emergency nature of the situation indicates that the power feed will be lost int 24 hours. How will you respond?
- IC/Director of Operations
- Regulatory Liaison/Regulatory Affairs
- PIO/Senior Manager Marketing and Communications
- External Communications
- Digital Communications
- Senior Manger of Customer Solutions
- TDPUD/City of Truckee



EXERCISE—PSPS Stage 2b, Imminent PSPS—24 Hours Out

Inject Discussion questions:

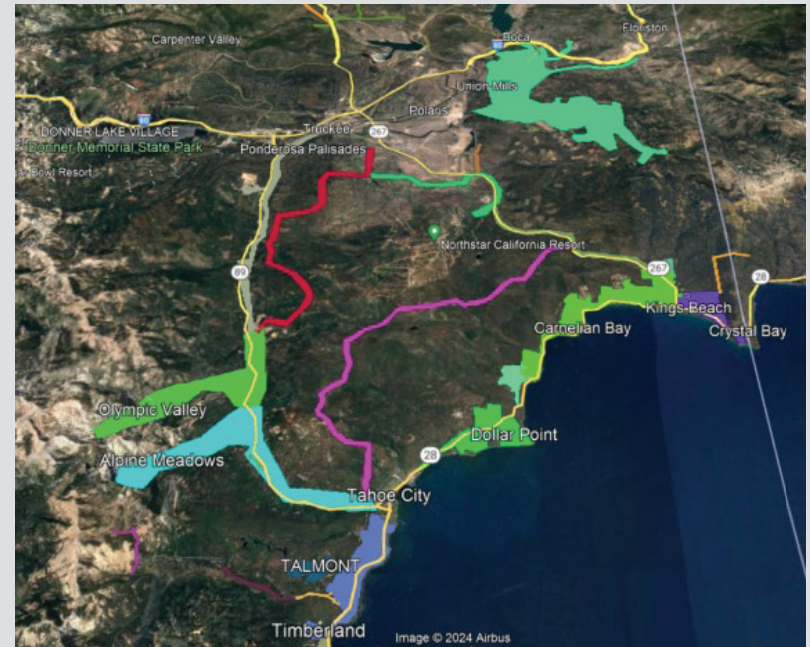
- **PIO/AFN Liaison**: Our area Spanish speaking population is requesting information on the location of CRC(s) and CRC services. Address the availability of communication in Spanish. Address CRC capabilities to provide services in Spanish.
- **AFN Liaison/Coleville Military Housing**: CRC support is requested to support Coleville Military Housing.
- **AFN Liaison/Mono County Social Work**: Notification is received that a Hospice patient dependent on Oxygen in Coleville neighborhood is in the PSPS power loss area. Patient has given permission to provide contact info. Coordinate with Mono County HHS.



EXERCISE—PSPS Stage 2b, Imminent PSPS-24 Hours Out

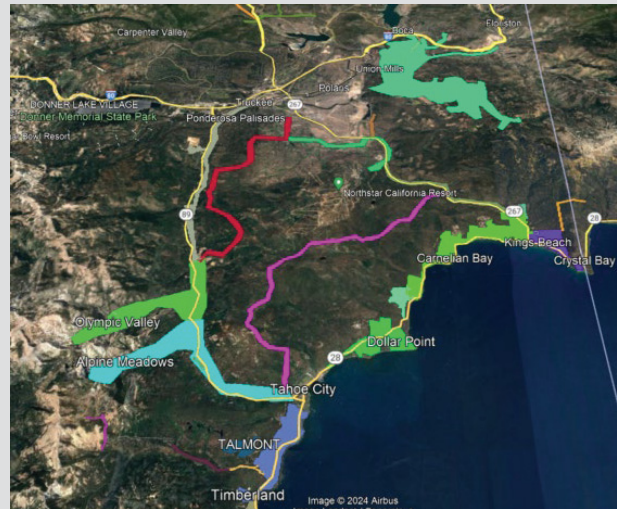
Oct 25th—1700

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Sr Mgr. Wildfire Prevention
 - Mgr. Regulatory Affairs
 - Manager WMP, Business and Community Dev
 - Sr Manager Customer Solutions
- Public Information--Sr Manager
 - Sr Manager Communications
 - External Coms/Digital Coms
- Admin Officer



EXERCISE—PSPS Stage 3, Implemented PSPS

- PSPS initiated for red zones shown to the right at ~9 AM today
- Winds forecast to remain elevated until after dusk so patrols & inspections will commence at dawn tomorrow

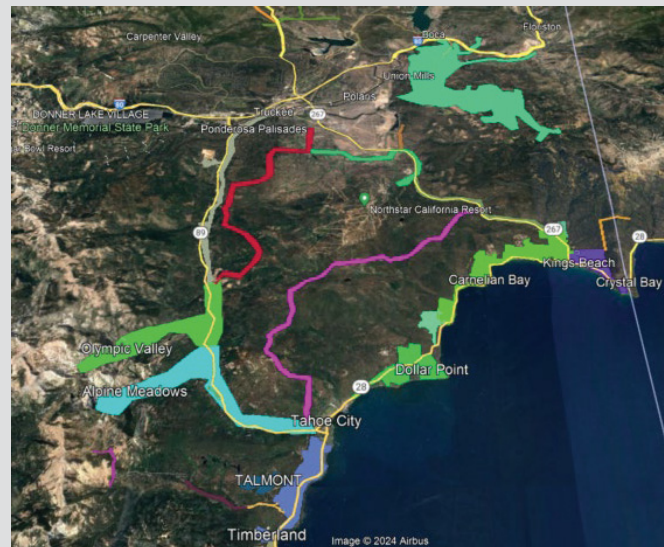


UPDATE
Sat Oct 26
6:30 AM

EXERCISE—PSPS Stage 3, Implemented PSPS

Oct 26th 0630

- Weather Briefing
- Operations
 - Dispatch
 - GIS
- Public Information
 - Sr Manager
 - External Coms
 - Digital Coms
- Incident Commander
- Admin Officer

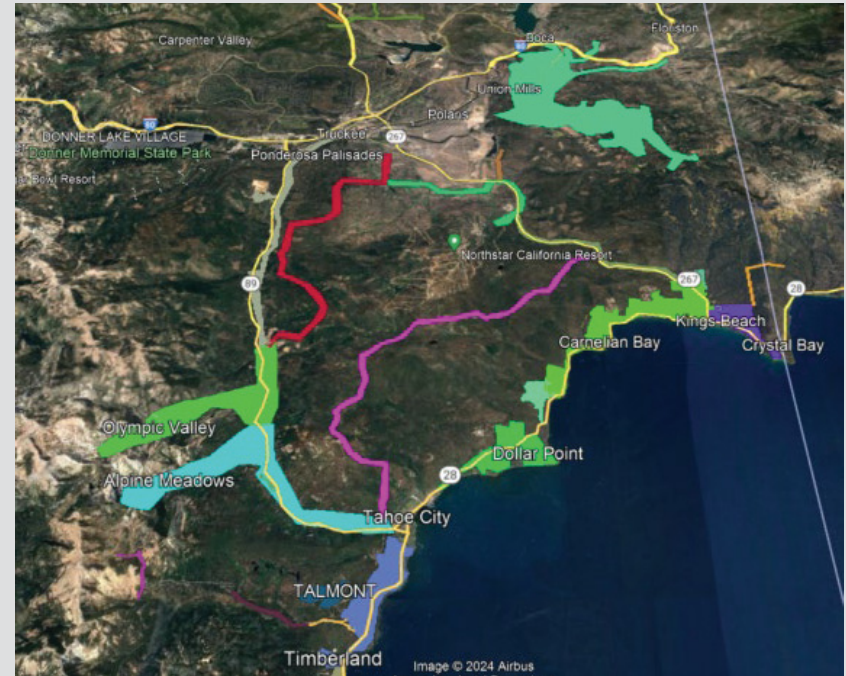


UPDATE
Sat Oct 26
6:30 AM

EXERCISE—PSPS Stage 3, Implemented PSPS

Oct 26th 0800

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Sr Mgr. Wildfire Prevention
 - Mgr. Regulatory Affairs
 - Manager WMP, Business and Community Dev
 - Sr Manager Customer Solutions
- Public Information--Sr Manager
 - Sr Manager Communications
 - External Coms/Digital Coms
- Admin Officer



EXERCISE—PSPS Stage 3, Implemented PSPS

SENIOR DIRECTOR OF OPERATIONS

- Participate in PSPS Steering Committee and Reax Engineering/Operations/Control and Dispatch meeting
- Alert PSPS Team
- Email HR, Customer Service, Control and Dispatch and Operations to prepare staff needs

REGULATORY AFFAIRS

- Email to CPUC
- Host a PSPS State Executive Briefing (1600/4 PM)
- Submit PSPS Notification form [0700 and 1500 hours, or whenever there is a major change in the event]

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

MANAGER, REGIONAL COMMUNICATIONS

- Email and Everbridge alert to public safety partners and critical facilities
- Everbridge alert to all impacted customers
- Press release
- Distribute radio PSA
- Distribute Changeable Message Sign (CMS)
- Host press conference detailing active PSPS

SENIOR MANAGER, WILDFIRE PREVENTION

- Customize and distribute an Everbridge alert to PSPs and critical facilities
- Host informational call with public safety partners and critical facilities
- Host informational call with customers

SENIOR MANAGER, MARKETING AND COMMUNICATIONS

- Distribute employee email
- Distribute talking points to the CSRs

MANAGER, REGIONAL COMMUNICATIONS

- Customize and distribute an alert to impacted customers via the Everbridge alert system

DIGITAL COMMUNICATIONS LEAD

- Update microsite
- Facebook alert am
- Twitter alert am
- Update microsite
- Facebook alert pm
- Twitter alert pm

ADMINISTRATIVE OFFICER

- Distribute the sequence of events tracker
- Complete the IC Action plan for the 6:30 am meeting
- Email the IC Action Plan to the 8:00 am EOC group
- Back up sequence of events tracker

SENIOR MANAGER, CUSTOMER SOLUTIONS AND MANAGER III - ELECTRIC, BUSINESS AND COMMUNITY DEVELOPMENT

- Distribute alert to key customers

MANAGER II - WMP, BUSINESS AND COMMUNITY DEVELOPMENT

- Distribute email to CBOs

DIRECTOR, GOVERNMENT AFFAIRS

- Distribute email to elected officials

EMERGENCY Manager

- Update CRC staff on conditions
- Track customer interactions at CRC



EXERCISE—PSPS Stage 3, Implemented PSPS

Inject Discussion questions:

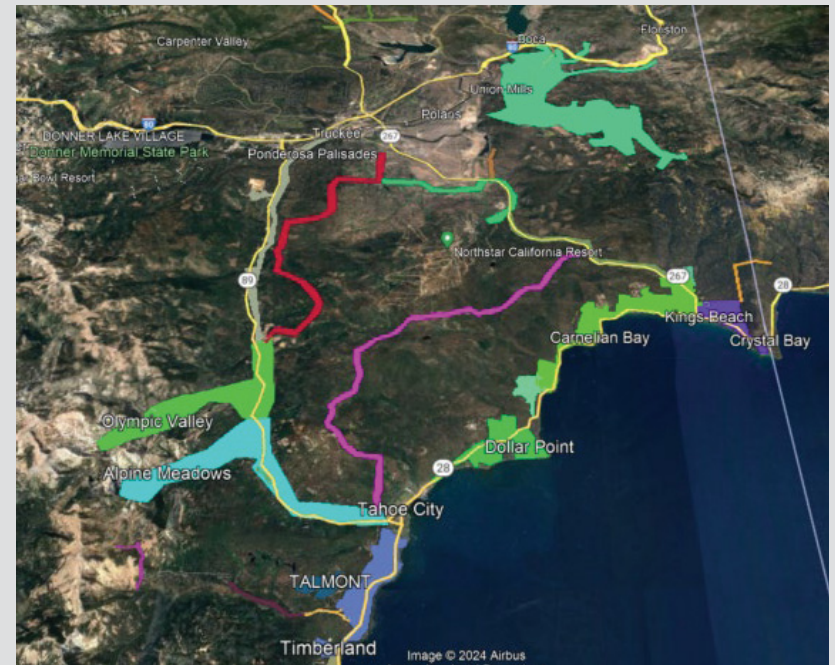
- **AFN Liaison**: A Spanish speaking family at the Walker CRC requires assistance with communication.
- **Alpine County Sheriff/Markleeville**: There is a traffic jam at the intersections of Highways 88 and 89 from residents trying to drive to Minden/Gardnerville. How can this issue be addressed?
- **Alpine County Fire**: Area residents are leaving their homes. Anticipating a fire they are leaving sprinklers running. Water pressure is dropping. How can this issue be addressed?
- **Check in with Tele-com partners**: Does the Tele-com company provide service in the impacted area? Is back up power available? How long is back up power available? Are there any unforeseen issues?
- **AFN Liaison/Customer Care**: A family at the CRC in Coleville is in need of funds for the purchase of gas to travel to the home of relatives who live in a safe location. What can you do to assist?



EXERCISE—PSPS Stage 3, Implemented PSPS

Oct 26th 1700

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Sr Mgr. Wildfire Prevention
 - Mgr. Regulatory Affairs
 - Manager WMP, Business and Community Dev
 - Sr Manager Customer Solutions
- Public Information--Sr Manager
 - Sr Manager Communications
 - External Coms/Digital Coms
- Admin Officer



Lunch –
45 minutes



EXERCISE—PSPS Stage 4, Restoration Initiated

Oct 27th 0630—Inspections Commence

- Weather Briefing
- Steering Committee
- Operations
 - Dispatch/Control
 - GIS
- Public Information
 - Sr Manager Communications
- Admin Officer
- Incident Commander

UPDATE

Oct 27
0630

EXERCISE—PSPS Stage 4, Restoration Initiated

Oct 27th 0800

Incident Commander—Objectives

- Operations
 - Dispatch
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Critical Infrastructure
 - Regulatory
 - AFN
 - CBO
- Public Information--Sr Manager
 - External Coms/Digital Coms
- Admin Officer

UPDATE

Oct 27

0800



EXERCISE—PSPS Stage 4, Restoration Initiated

SENIOR DIRECTOR OF OPERATIONS

- Participate in PSPS Steering Committee and Reax Engineering/Operations/Control and Dispatch meeting
- Alert PSPS Team
- Email HR, Customer Service, Control and Dispatch and Operations to prepare staff needs

DIRECTOR, GOVERNMENT AFFAIRS

- Customize and distribute an email to elected officials within and immediately adjacent to the de-energization zone detailing the inspection process and estimated power restoration time

REGULATORY AFFAIRS

- Email to CPUC
- Submit PSPS Notification form [0700 and 1500 hours, or whenever there is a major change in the event
- Submit repairs needed notification if applicable

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

MANAGER, REGIONAL COMMUNICATIONS

- Email and Everbridge alert to public safety partners and critical facilities
- Press release
- Distribute radio PSA
Repairs Needed
- Everbridge alert to public safety partners and critical facilities

SENIOR MANAGER, MARKETING AND COMMUNICATIONS

- Distribute employee email
- Distribute talking points to the CSRs

DIGITAL COMMUNICATIONS LEAD

- Update microsite
- Facebook alert
- Twitter alert

ADMINISTRATIVE OFFICER

- Distribute the sequence of events tracker
- Complete the IC Action plan for the 6:30 am meeting
- Email the IC Action Plan to the 8:00 am EOC group
- Back up sequence of events tracker

SENIOR MANAGER, CUSTOMER SOLUTIONS AND MANAGER III - ELECTRIC, BUSINESS AND COMMUNITY DEVELOPMENT

- Distribute alert to key commercial customers

MANAGER II - WMP, BUSINESS AND COMMUNITY DEVELOPMENT

- Distribute email to CBOs

UPDATE

Oct 27



EXERCISE—PSPS Stage 4, Restoration Initiated

Inject Discussion Question

- An observer has captured images of a suspect and suspicious package near the entrance to the Liberty Stateline substation. Law enforcement has been contacted, but they cannot respond immediately due to other priorities. As reports of suspicious packages become known to the public, rumors are circulating on social media that are heightening concerns and fears.



EXERCISE—PSPS Stage 4, Restoration Initiated

Inject Discussion questions:

- **Liaison/Emergency Manager**: Ranchers in the Coleville/Walker area are complaining that they can't pump water for their cattle. How can this issue be addressed?



EXERCISE—PSPS Stage 4, Restoration Initiated

Oct 27th 1700

Incident Commander—Objectives

- Operations
 - Dispatch
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Critical Infrastructure
 - Regulatory
 - AFN
 - CBO
- Public Information--Sr Manager
 - External Coms/Digital Coms
- Admin Officer

UPDATE

Oct 27
1700



Break –
10 minutes



EXERCISE—PSPS Stage 5, Event Concluded

Oct 28th —Incident Command alerted that safety inspections are completed, and power has been restored.

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Sr Mgr. Wildfire Prevention
 - Mgr. Regulatory Affairs
 - Manager WMP, Business and Community Dev
 - Sr Manager Customer Solutions
- Public Information
 - Sr Manager Communications
 - External Coms/Digital Coms
- Admin Officer

UPDATE

Oct 28

0630

Incident Command is alerted that safety inspections/repairs have been completed.



EXERCISE—PSPS Stage 5, Event Concluded

Oct 30th 0800

Incident Commander—Objectives

- Operations
 - Dispatch
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Critical Infrastructure
 - Regulatory
 - AFN
 - CBO
- Public Information--Sr Manager
 - External Coms/Digital Coms
- Admin Officer

UPDATE

Oct 28

0800



EXERCISE—PSPS Stage 5, Event Concluded

SENIOR DIRECTOR OF OPERATIONS

- Participate in PSPS Steering Committee and Reax Engineering/Operations/Control and Dispatch meeting
- Alert PSPS Team

DIRECTOR, GOVERNMENT AFFAIRS

- Customize and distribute an email to elected officials within and immediately adjacent to the de-energization zone announcing the restoration of power

REGULATORY AFFAIRS

- Email to CPUC
- Submit PSPS Notification form [0700 and 1500 hours, or whenever there is a major change in the event]
- Host a PSPS State Executive Briefing at 1600 (4 p.m.)

MANAGER, REGIONAL COMMUNICATIONS

- Email and Everbridge alert to public safety partners and critical facilities
- Email to all impacted customers
- Press release
- Distribute radio PSA
- Distribute Changeable Message Sign (CMS) – Concluded
- Provide a recap of the de-energization event including instances of damaged infrastructure that would have sparked a wildfire if a PSPS had not been implemented.

SENIOR MANAGER, MARKETING AND COMMUNICATIONS

- Distribute employee email
- Distribute talking points to the CSRs

DIGITAL COMMUNICATIONS LEAD

- Alert IT to begin removing microsite
- Customize and post a web alert to the appropriate community pages on the website announcing the restoration of power
- Facebook alert
- Twitter alert

DIGITAL COMMUNICATIONS LEAD

- Alert IT to begin removing microsite
- Customize and post a web alert to the appropriate community pages on the website announcing the restoration of power
- Facebook alert
- Twitter alert

ADMINISTRATIVE OFFICER

- Distribute the sequence of events tracker
- Back up sequence of events tracker

SENIOR MANAGER, CUSTOMER SOLUTIONS AND MANAGER III - ELECTRIC, BUSINESS AND COMMUNITY DEVELOPMENT

- Distribute alert to key customers

MANAGER II - WMP, BUSINESS AND COMMUNITY DEVELOPMENT

- Distribute Email to CBOs



EXERCISE—PSPS Stage 5, Event Concluded

Inject Discussion questions:

- **Customer Care/Claims**: Several residents are complaining that they lost appliances when the power was turned back on.



EXERCISE—PSPS Stage 5, Event Concluded

Oct 28th 1700

Incident Commander—Objectives

- Operations
 - Dispatch
 - GIS
 - Customer Care
- Safety
- Liaisons
 - Critical Infrastructure
 - Regulatory
 - AFN
 - CBO
- Public Information--Sr Manager
 - External Coms/Digital Coms
- Admin Officer

UPDATE

Oct 28
1700



AFTER ACTION REVIEW

1. Incident Commander
2. Incident Management Team
3. Lindsay Maruncic—Closing Remarks

Thank you

EXERCISE PARTICIPANT AND
OBSERVER FEEDBACK FORM



Attachment 8
PSPS Table-Top Exercise Agenda, June 27, 2024



PSPS TABLE-TOP EXERCISE, 2024

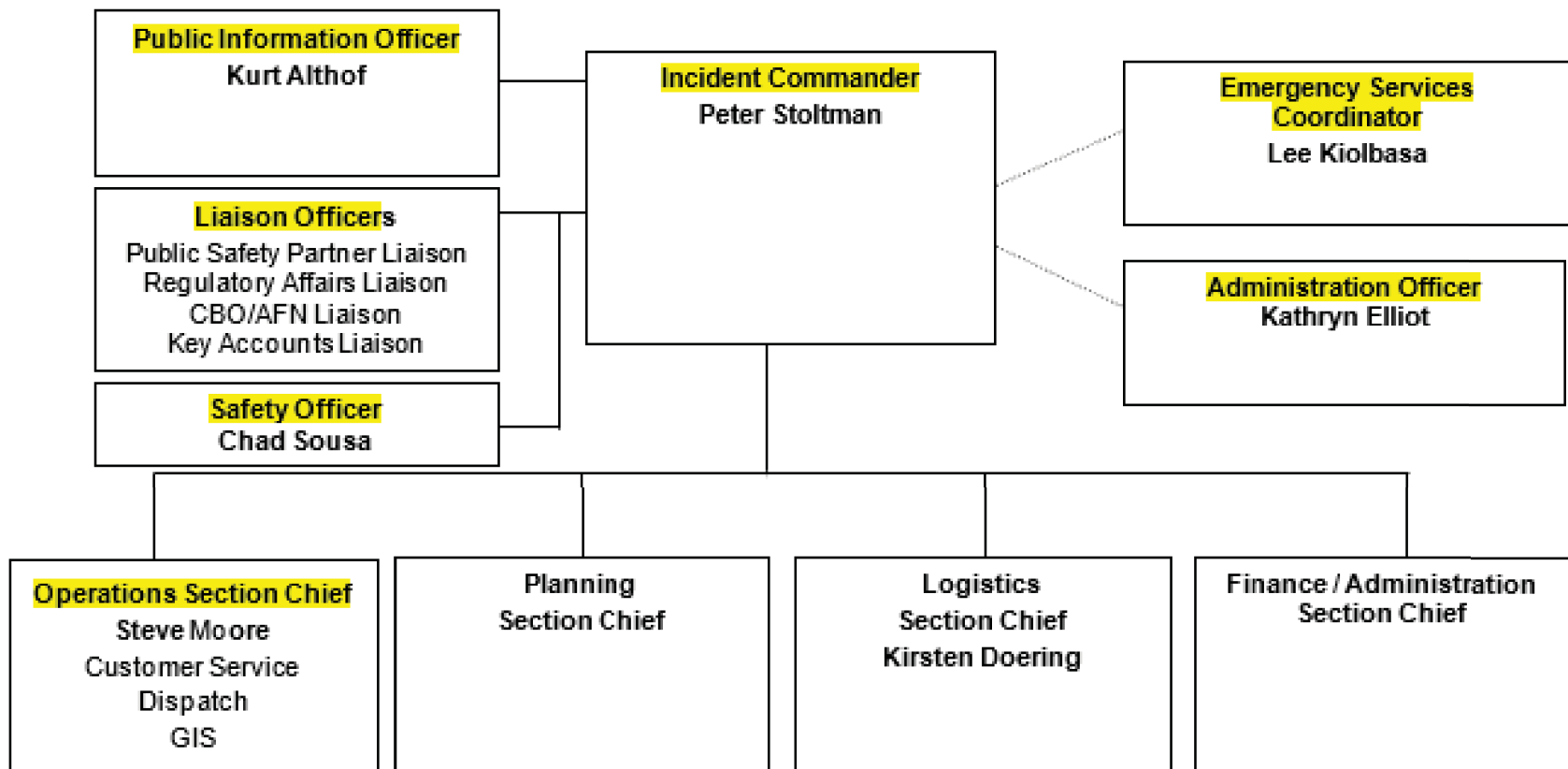
June 27, 2024

AGENDA

- ✓ Opening Comments—Lindsay Maruncic
- ✓ Exercise IMT Assignments/Guidelines/Scenario
- ✓ Exercise Play
- ✓ After Action Review

EXERCISE TEAM

Introductions



EXERCISE

Liberty PSPS Playbook

- Liberty PSPS Playbook and exercise files are available on Teams
- West Region Communications – Tahoe Electric > PSPS Process and Procedures > 2024 Exercises

Name	Modified	Modified By
Stage 1, Oct 23, 2024	May 2	Lee Kiolbasa
Stage 2a, Oct 24, 2024	May 2	Lee Kiolbasa
Stage 2b, Oct 25, 2024	May 2	Lee Kiolbasa
Stage 3, Oct 26, 2024	May 2	Lee Kiolbasa
Stage 4, Oct 27, 2024	May 2	Lee Kiolbasa
Stage 5, Oct 28, 2024	May 2	Lee Kiolbasa
EXERCISE PARTICIPANT AND OBSERVER FEE...	June 19, 2023	Lee Kiolbasa
PSPS Playbook_5.9.2024.pdf	About an hour ago	Lee Kiolbasa
PSPS Table Top Exercise May 23, 2024.pptx	A few seconds ago	Lee Kiolbasa

Stage 1, Playbook Actions
ICS Agenda 0800 10-25-2024.docx
ics-incident_action_plan Oct 25.docx



EXERCISE

EXERCISE OVERVIEW AND OBJECTIVES

- The exercise focus is on PSPS implementation and Incident Management Team roles.
 - The exercise is limited to three hours and is discussion based.
 - We will review each stage of the PSPS process and Incident Management Team responsibilities as outlined the Liberty PPS Playbook.
 - Review implementation of ICS in response to a PPS scenario.
 - Review procedures for de-energization and re-energization in response to PPS conditions.

An Initial scenario and updates for each PPS Stage will be provided.



EXERCISE

Exercise Guidelines

- This is an open, low-stress, no-fault environment and varying viewpoints are expected.
- Use the current plans/capabilities in our playbook.
- Artificial time lapses have been used to achieve the objectives. Assume all events occur as they are presented.
- Issue identification will be valuable along with recommended actions and improvements.

EXERCISE—Strong Winds 5 Days Out

- Fire risk in the Tahoe Basin is high because Placer and Nevada Counties did not receive any precipitation in the recent storm
- Recent fuel moisture sampling shows 1000-hr fuels at 5% moisture, live fuels around 80%, and corresponding ERC values ~95th percentile in Placer and Nevada Counties
- A strong cold front is forecast to drop down from the Gulf of Alaska this coming weekend
- Peak wind gusts of 70 mph with FFWI values of 100 for 6+ hours are possible in wind-prone locations
- NWS Reno Area Forecast Discussion mentions the possibility of damaging winds in Placer County and along Highway 89

UPDATE

Mon Oct 21
0800



EXERCISE—Strong Winds 4 Days Out

- Long range models agree that peak winds will occur mid-day on Saturday Oct 26
- Forecast dashboard shows wind gusts of 65+ mph and FFWDI > 90 across the 609/629, TAH 7200, TRK 7202 and TC 5201 lines. With ERC at ~95th percentile this meets our de-energization criteria.
- Currently targeting these zones or a subset of these zones for PSPS on Saturday

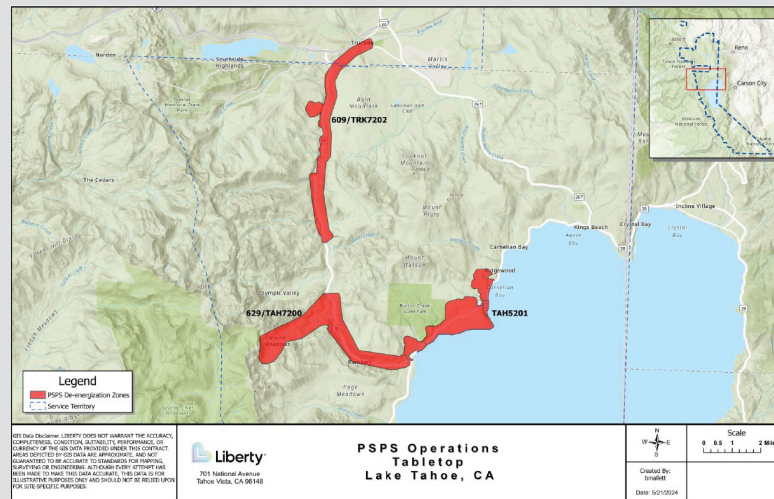
UPDATE

Tues Oct 22
0800



EXERCISE—PSPS Stage 1, Potential PSPS—72 Hours Out

- NWS has issued a High Wind Warning for 10 AM – 10 PM on Saturday in Placer and Nevada Counties.
- PSPS zones shown along Hwy 89 (609/629, TAH 7200, TRK 7202) and the Tahoe City 5201 line are targeted for de-energization



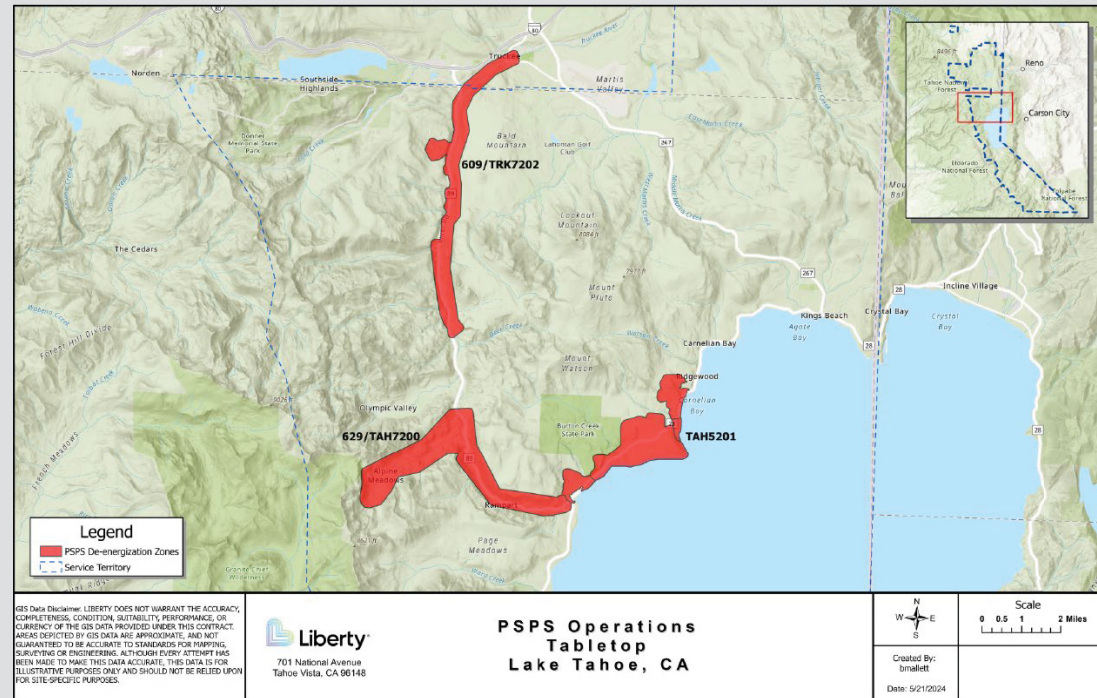
UPDATE
Wednesday
Oct 23
8 AM



EXERCISE—PSPS Stage 1, Potential PSPS-72 Hours Out

Oct 23rd-0630

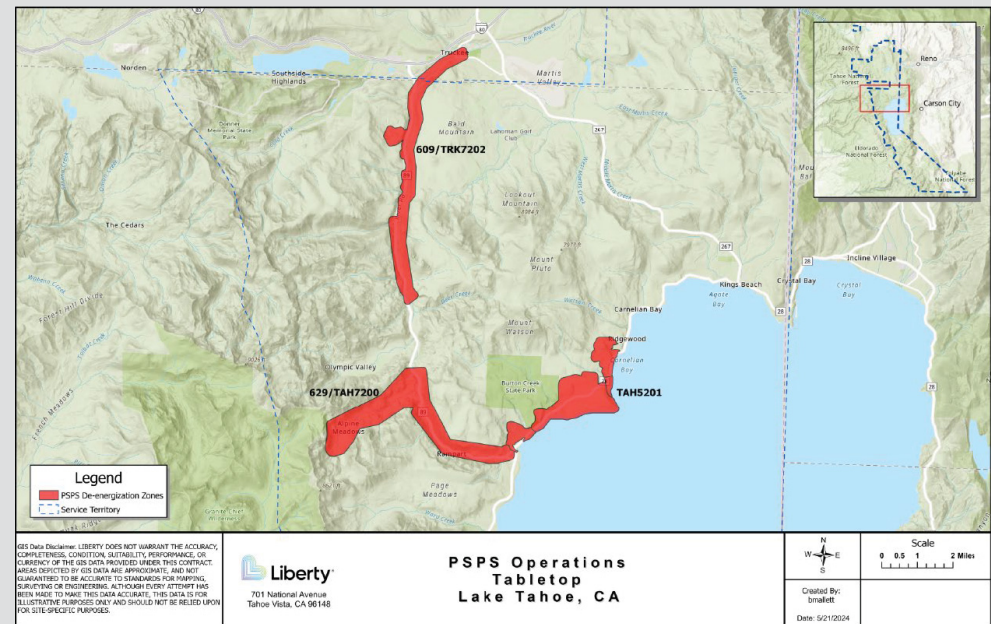
- Weather Briefing
- Steering Committee
- Operations
 - Dispatch/Control
 - GIS
- Public Information
 - Sr Manager Communications
- Admin Officer
- Incident Commander



EXERCISE—PSPS Stage 1, Potential PSPS—72 Hours Out

Oct 23rd--0800 Meeting

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - CBO/AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
 - Regional Communications
 - External Coms/Digital Coms
- Admin Officer



EXERCISE—PSPS Stage 1, Potential PSPS—72 Hours Out

Inject Discussion questions:

- **Regulatory Liaison**: Have you notified Cal OES via the Cal OES Notification Portal (at 1500) and called the California State Warning Center (CSWC)?
- **Regulatory Liaison**: Have you prepared a PSPS State Executive Briefing?
- **GIS**: Have you provided a GIS portal to provide Critical Infrastructure information to Public Safety Partners?
- **External Communications**: Have you drafted an OnSolve alert to Public Safety Partners and Critical facilities within and immediately adjacent to the de-energization zone?



EXERCISE—PSPS Stage 1, Potential PSPS—72 Hours Out

Inject Discussion questions:

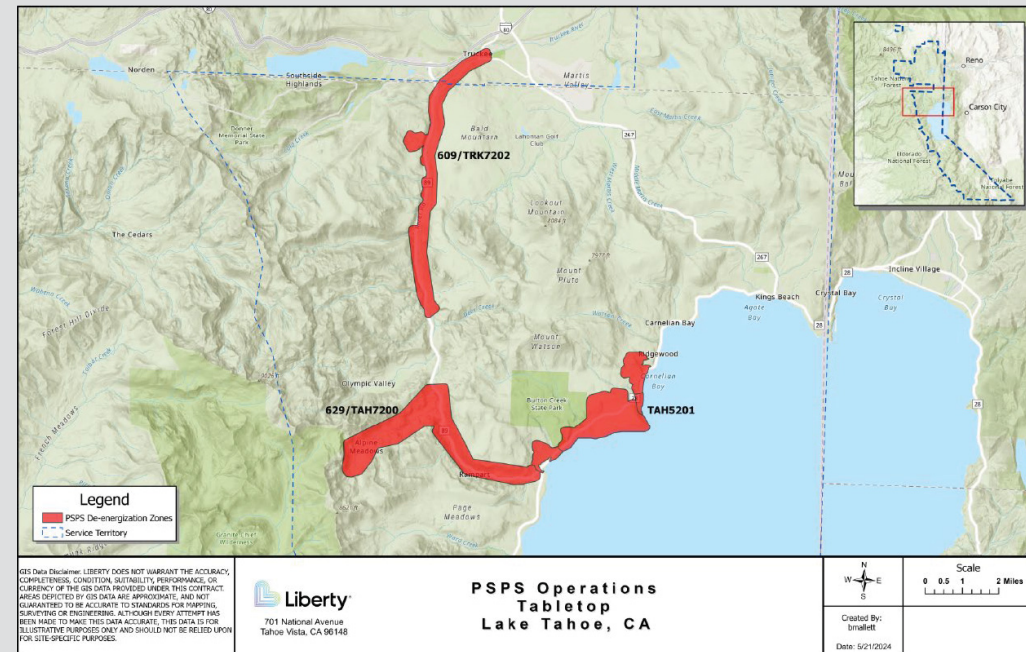
- **Manager Regional Communications**: Did you draft a message for Medical Baseline Customers?
- **Dispatch**: Was a message sent via OnSolve to MBL Customers? How many did not respond and had to be contacted via phone?
- **Customer Service**: Did you receive a list of non-responding MBL customers? Have non-responding MBL Customers been Called? How many did not respond and need door hangers? Have you coordinated with Field Services for staff to knock on doors and leave door hangers?
- **Field Services**: Do you have staff that can support in person visits to non-responding MBL customers?
- **Emergency Management**: Have you identified the location(s) of the CRC(s) to be activated? Contacted the appropriate representative for the identified CRC(s) to confirm the use of the facility? Have you coordinated with Fire Dawg, the CRC Contractor? Have you identified one Liberty Lead for each CRC Location?



EXERCISE—PSPS Stage 1, Potential PSPS—72 Hours Out

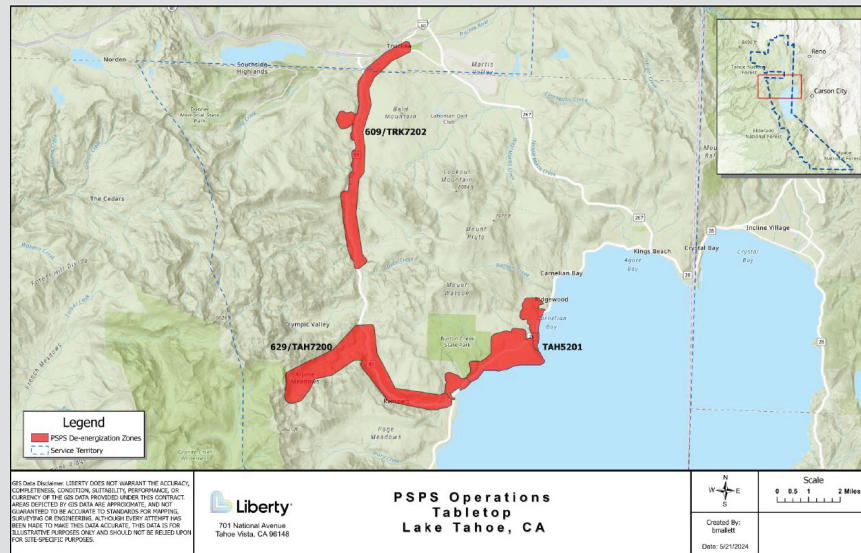
Oct 23rd-1700 Meeting

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - CBO/AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
 - Regional Communications
 - External Coms/Digital Coms
- Admin Officer



EXERCISE—PSPS Stage 2a, Imminent PSPS-48 Hours Out

- NWS has upgraded its fire weather watch in addition to a high wind warning for Saturday
- High resolution weather model now in range – forecasting that de-energization criteria will be exceeded
- The West Shore, Glenshire, and Northstar will be placed in “fast trip” mode due to lower wind speeds there

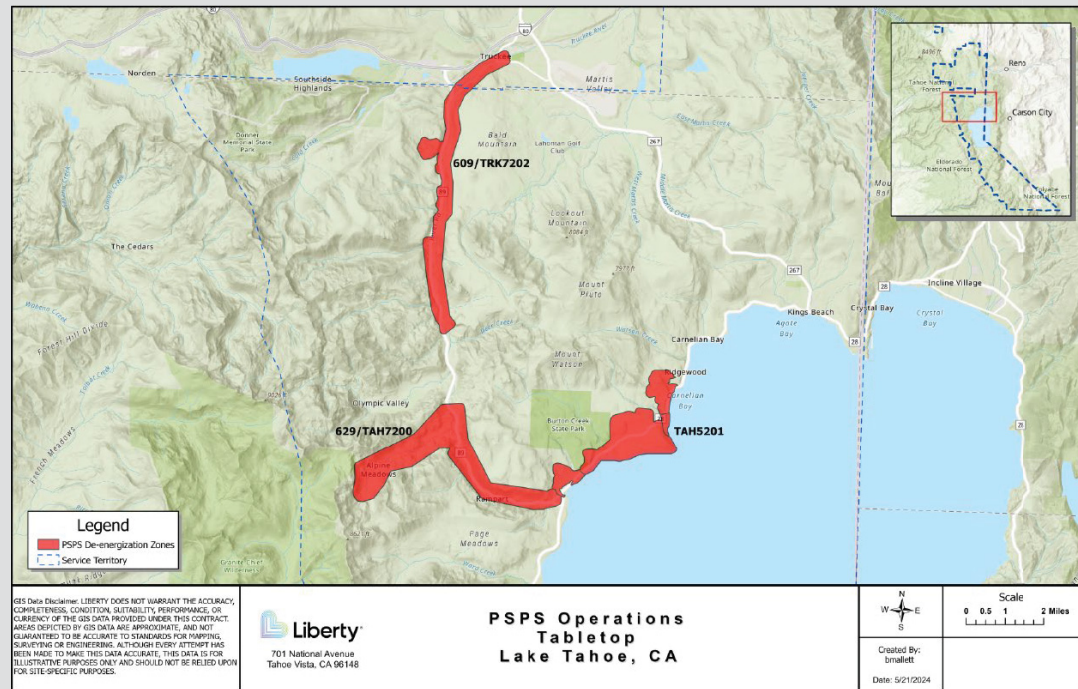


UPDATE
**Thurs Oct
24
8 AM**

EXERCISE—PSPS Stage 2a, Imminent PSPS-48 Hours Out

Oct 24th—0630

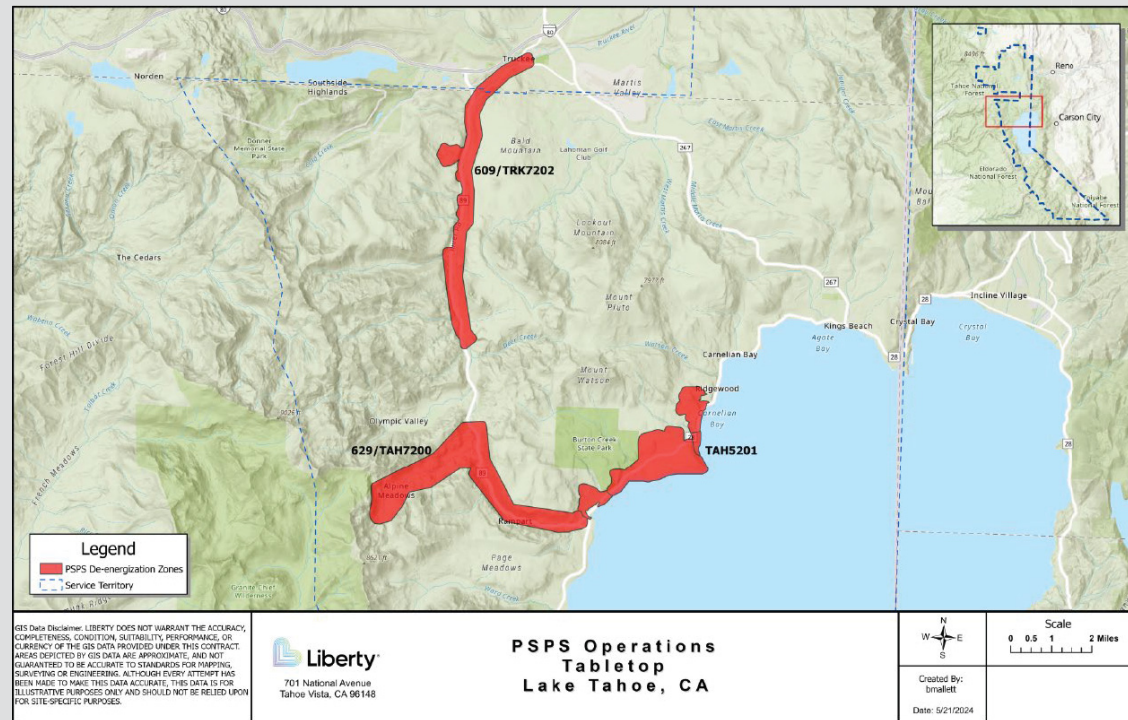
- Weather Briefing
- Steering Committee
- Operations
 - Dispatch/Control
 - GIS
- Public Information
 - Sr Manager Communications
- Admin Officer
- Incident Commander



EXERCISE—PSPS Stage 2a, Imminent PSPS-48 Hours Out

Oct 24th--0800

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - CBO/AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
 - Regional Communications
 - External Coms/Digital Coms
- Admin Officer



EXERCISE—PSPS Stage 2a, Imminent PSPS-48 Hours Out

INCIDENT COMMANDER

- Participate in PSPS Steering Committee and Reax Engineering/Operations/Control and Dispatch meeting
- Alert PSPS Team
- Email to HR, Customer Service, Dispatch and Operations

REGULATORY LIAISON

- Email to CPUC
- Host a PSPS State Executive Briefing (1600/4 PM)
- Submit PSPS Notification form [0700 and [1500 hours](#)]

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

MANAGER, REGIONAL COMMUNICATIONS

- OnSolve alert via Dispatch to public safety partners and critical facilities
- Alert to all potentially impacted customers
- Press release
- Distribute radio PSA (Public Service Announcement)
- Distribute Changeable Message Sign (CMS)

PUBLIC SAFETY PARTNER LIAISON

- Host informational call with public safety partners and critical facilities

PUBLIC INFORMATION OFFICER

- Distribute employee email
- Distribute talking points to the CSRs

DIGITAL COMMUNICATIONS LEAD

- Web alert
- Update microsite
- Facebook alert
- Twitter alert

ADMINISTRATIVE OFFICER

- Distribute the sequence of events tracker
- Complete the IC Action plan for the 6:30 am meeting
- Email the IC Action Plan to the 8:00 am EOC group
- Back up sequence of events tracker

KEY ACCOUNTS LIAISON

- Distribute alert to key customers
- Distribute email to elected officials

CBO/AFN LIAISON

- Distribute email and messaging material to CBOs

EMERGENCY MANAGER

- Finalize CRC location(s) and staffing plan

GIS MANAGER

- Update password-protected GIS portal



EXERCISE—PSPS Stage 2a, Imminent PSPS—48 Hours Out

Cyber Inject Discussion questions:

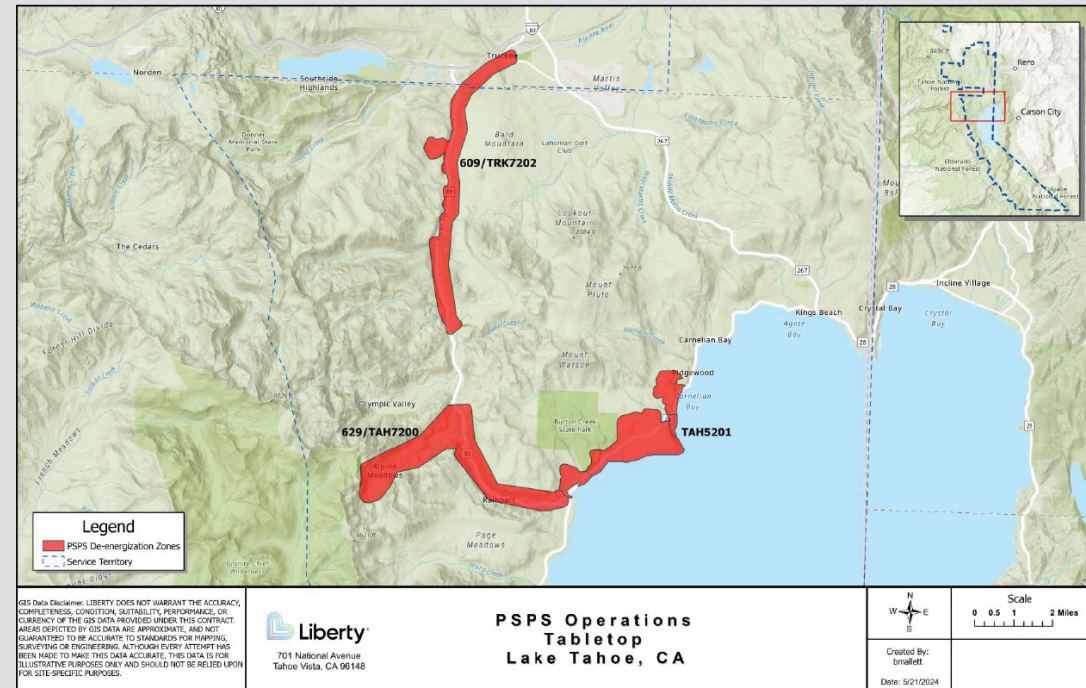
- **AFN Coordinator/Placer County**: The EOC is notified by Customer Service that a Tahoe City, CA MBL resident who is dependent on medical equipment needs transportation to their relative's home in Truckee where they will have power available. How will you respond?
- **CISA/Liberty IT**: Ransomware Attack on Enterprise Network
 - Employees from the main office arrive at work on a Monday morning to discover that their computers are inaccessible, and a message is on the screen demanding payment to decrypt their files
 - The initial amount requested is paid (verify potential for payment w/ leadership) and access to the systems is granted.
 - Subsequently, the entire system is encrypted again, and the ransom demand is tenfold more than the original amount.
 - How do you respond?
- **CISA/Liberty IT**: Customer PII Stolen During Data Breach
 - A server and firewall activity log analysis indicates that a data breach may have occurred
 - The files extracted are believed to contain customer PII.
 - How do you respond?



EXERCISE—PSPS Stage 2a, Imminent PSPS-48 Hours Out

Oct 24th--1700

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - CBO/AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
 - Regional Communications
 - External Coms/Digital Coms
- Admin Officer

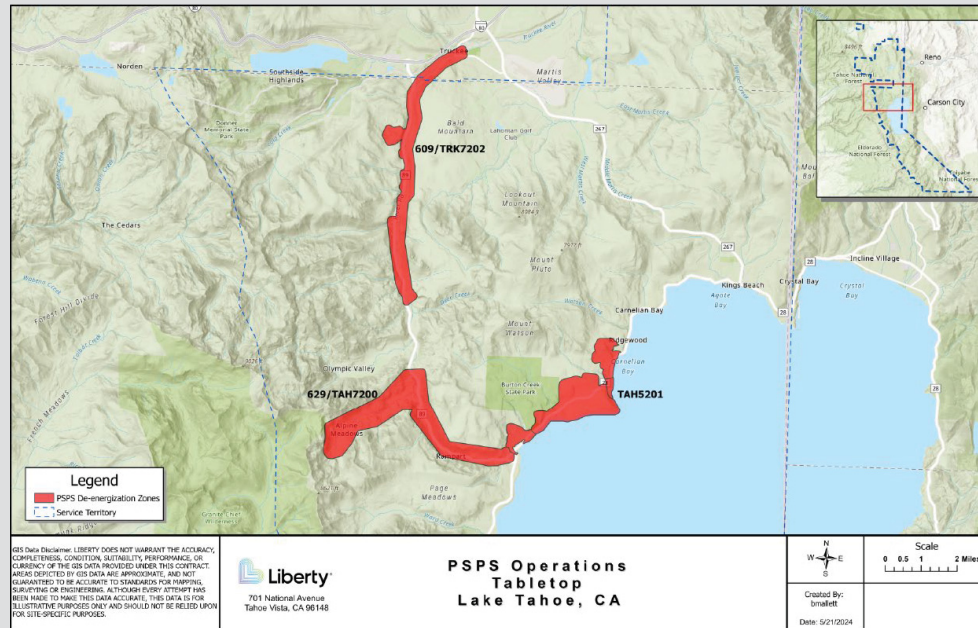


Break –
10 minutes



EXERCISE—PSPS Stage 2b, Imminent PSPS-24 Hours Out

- High resolution Weather models (HRRR & NAM) still showing de-energization criteria to be exceeded in red zones to right
- NWS RFW and HWW remain in place
- PSPS tomorrow is probable

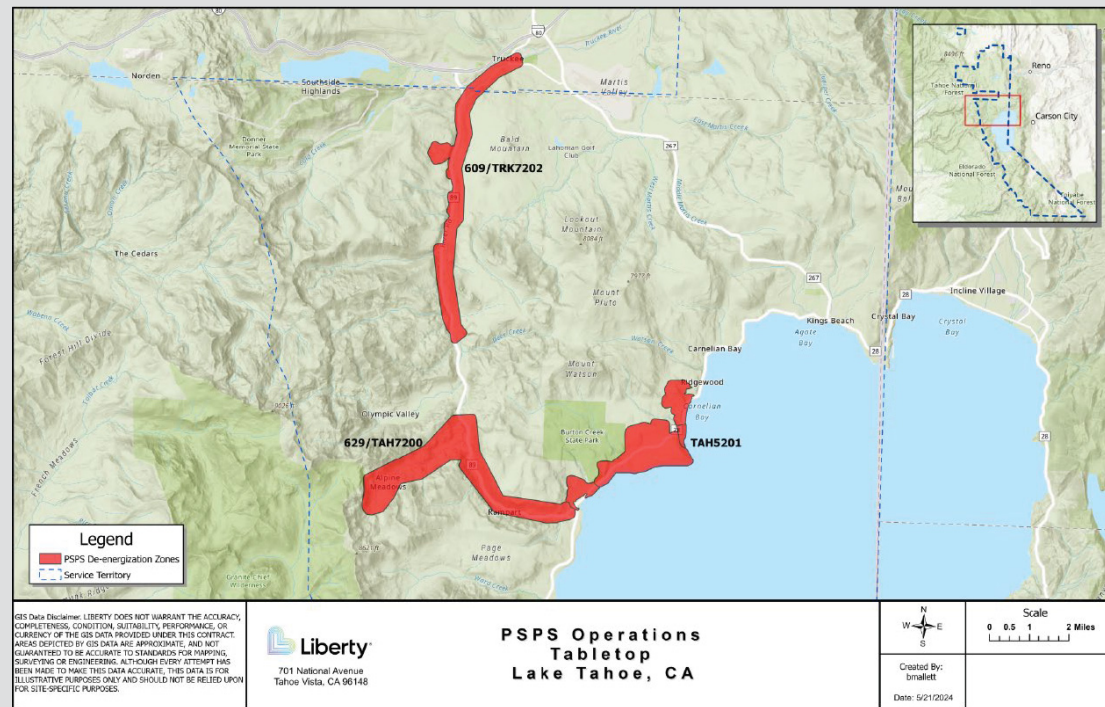


UPDATE
Fri Oct 25
8 AM

EXERCISE—PSPS Stage 2b, Imminent PSPS-24 Hours Out

Oct 25th—0630

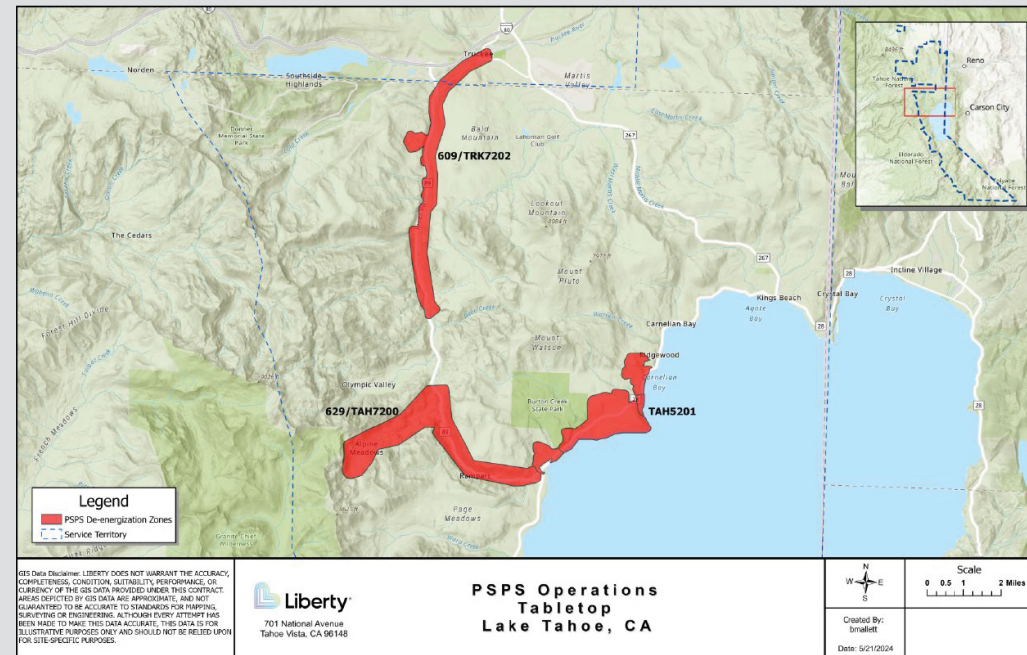
- Weather Briefing
- Steering Committee
- Operations
 - Dispatch/Control
 - GIS
- Public Information
 - Sr Manager Communications
- Admin Officer
- Incident Commander



EXERCISE—PSPS Stage 2b, Imminent PSPS-24 Hours Out

Oct 25th—0800

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - CBO/AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
 - Regional Communications
 - External Coms/Digital Coms
- Admin Officer



EXERCISE—PSPS Stage 2b, Imminent PSPS-24 Hours Out

INCIDENT COMMANDER

- Participate in PSPS Steering Committee and Reax Engineering/Operations/Control and Dispatch meeting
- Customize and distribute an email to Human Resources, Customer Service, Control and Dispatch and Operations_to confirm staffing for the PSPS even.
- Alert PSPS Team

REGULATORY LIAISON

- AM - Email to CPUC
- Host a PSPS State Executive Briefing (1600/4 PM)
- PM - Email to CPUC
- Submit PSPS Notification form [0700 and 1500 hours]

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

MANAGER, REGIONAL COMMUNICATIONS

- OnSolve alert via Dispatch to public safety partners and critical facilities
- OnSolve alert via Dispatch to all potentially impacted customers
- Press release.
- Distribute radio PSA.
- Distribute Changeable Message Sign (CMS)

PUBLIC SAFETY PARTNER LIAISON

- Customize and distribute an OnSolve alert via Dispatch to public safety partners and critical facilities
- [1 p.m.] Host an informational call with public safety partners and critical facilities

PUBLIC INFORMATION OFFICER

- Distribute employee email.
- Distribute talking points to the CSRs.

DIGITAL COMMUNICATIONS LEAD

- Update microsite
- Facebook alert
- Twitter alert

ADMINISTRATIVE OFFICER

- Distribute the sequence of events tracker
- Schedule a reoccurring meeting at 1:00 pm for Public Safety Partners and Critical Facilities via Teams
- Schedule a reoccurring meeting at 2:00 pm for CBOs and Customers via Go-To-Meeting
- Complete the IC Action plan for the 6:30 am meeting
- Email the IC Action Plan to the 8:00 am EOC group
- Back up sequence of events tracker

KEY ACCOUNTS LIAISON

- Distribute alert to key commercial customers
- [2 p.m.] Host an informational call with CBOs and Customers
- Distribute email to elected officials

CBO/AFN LIAISON

- Distribute email to CBOs

MANAGER, CUSTOMER CARE

- Calls to Medical Baseline customers that do not respond to OnSolve sent via Dispatch
- Coordinate door hangers for Medical Baseline customers not responding to calls

EMERGENCY MANAGER

- Open designated CRC locations



EXERCISE—PSPS Stage 2b, Imminent PSPS—24 Hours Out

Inject Discussion questions:

- **IC/PIO/Regulatory Liaison/GIS/PSP Liaison**: NV Energy notifies Liberty Utilities that due to rapidly changing and worsening weather conditions NV Energy will be conducting a PSOM that will impact the line feeding Truckee and North Lake Tahoe. The emergency nature of the situation indicates that the power feed will be lost in 24 hours. How will you respond?
- IC/Director of Operations
- Regulatory Liaison/Regulatory Affairs
- PIO/Senior Manager Marketing and Communications
- External Communications
- Digital Communications
- Senior Manager of Customer Solutions
- TDPUD/Town of Truckee
- NV Energy



EXERCISE—PSPS Stage 2b, Imminent PSPS—24 Hours Out

Inject Discussion questions:

- **Customer Service/PIO/AFN Liaison/211**: Customer Service receives a call to notify Liberty that our area Spanish speaking population is requesting information on the location of CRC(s) and CRC services. Address the availability of communication in Spanish. Address CRC capabilities to provide services in Spanish.
- **Emergency Manager/Glenshire and Northstar Customers**: CRC support is requested by Glenshire and Northstar. Identify an additional CRC in the vicinity of these neighborhoods.
- **AFN Liaison/Placer County Social Work**: Notification is received that a Hospice patient dependent on Oxygen in Tahoe City is in the PSPS power loss area. Patient has given permission to provide contact info. Coordinate with Placer/Nevada County COAD.



EXERCISE—PSPS Stage 2b, Imminent PSPS—24 Hours Out

Inject Discussion questions:

Customer Service:

- Do we know if staff who work from home live in the impacted area?
- How will we continue if ½ of our staff do not have power or internet?
- Are we telling staff to come into the north or south offices to work?

Logistics:

- Do we have backup power at the offices and how much fuel do we have? Can we get additional fuel?

Field Services:

- Will we continue to read meters?

Customer Service:

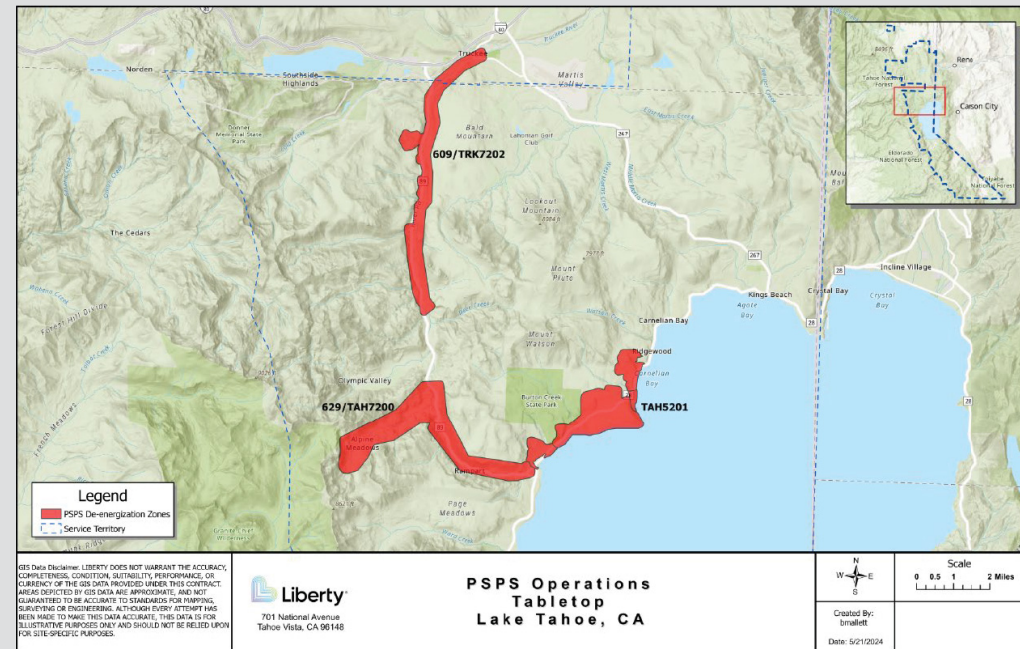
- Do we have an IVR message set?



EXERCISE—PSPS Stage 2b, Imminent PSPS-24 Hours Out

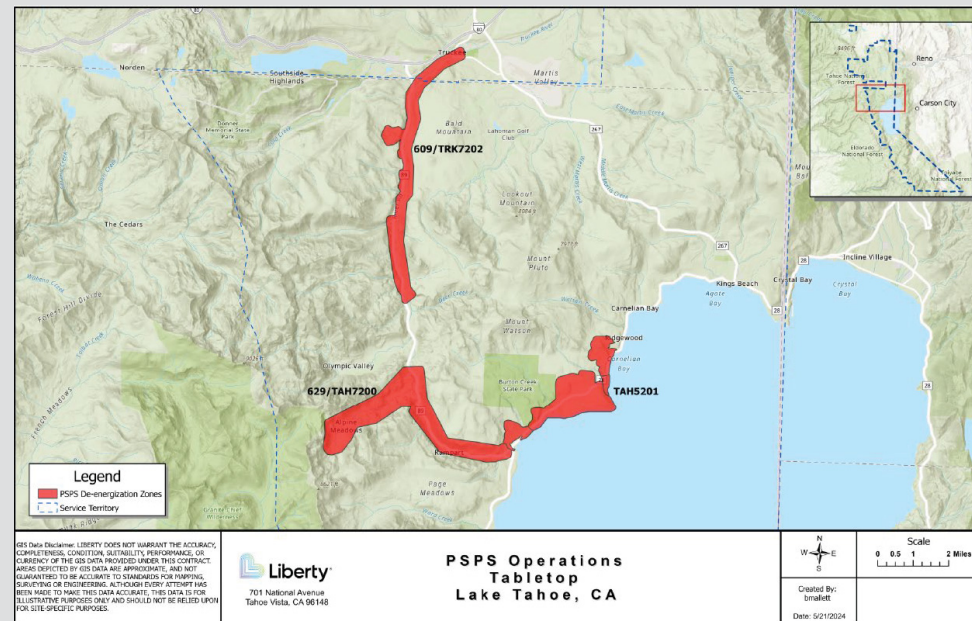
Oct 25th—1700

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - CBO/AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
 - Regional Communications
 - External Coms/Digital Coms
- Admin Officer



EXERCISE—PSPS Stage 3, Implemented PSPS

- PSPS initiated for red zones shown to the right at ~9 AM today
- Winds forecast to remain elevated until after dusk so patrols & inspections will commence at dawn tomorrow

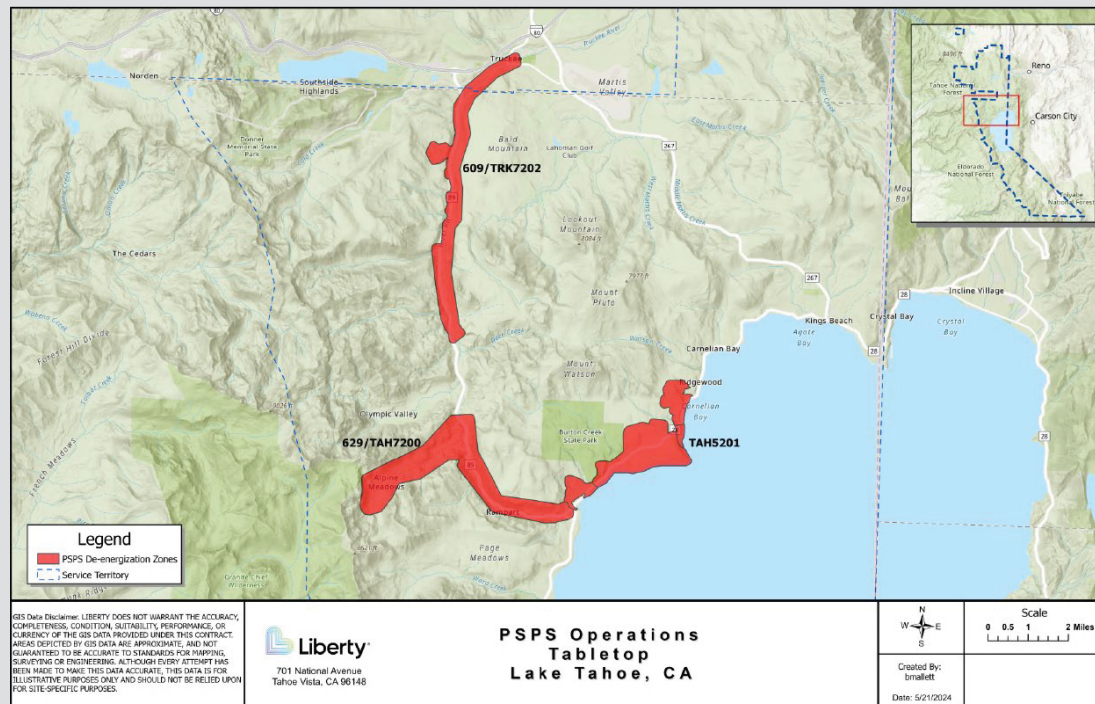


UPDATE
Sat Oct 26
6:30 AM

EXERCISE—PSPS Stage 3, Implemented PSPS

Oct 26th 0630

- Weather Briefing
 - Dispatch
 - GIS
- Operations
 - Sr Manager
 - External Coms
 - Digital Coms
- Incident Commander
- Admin Officer



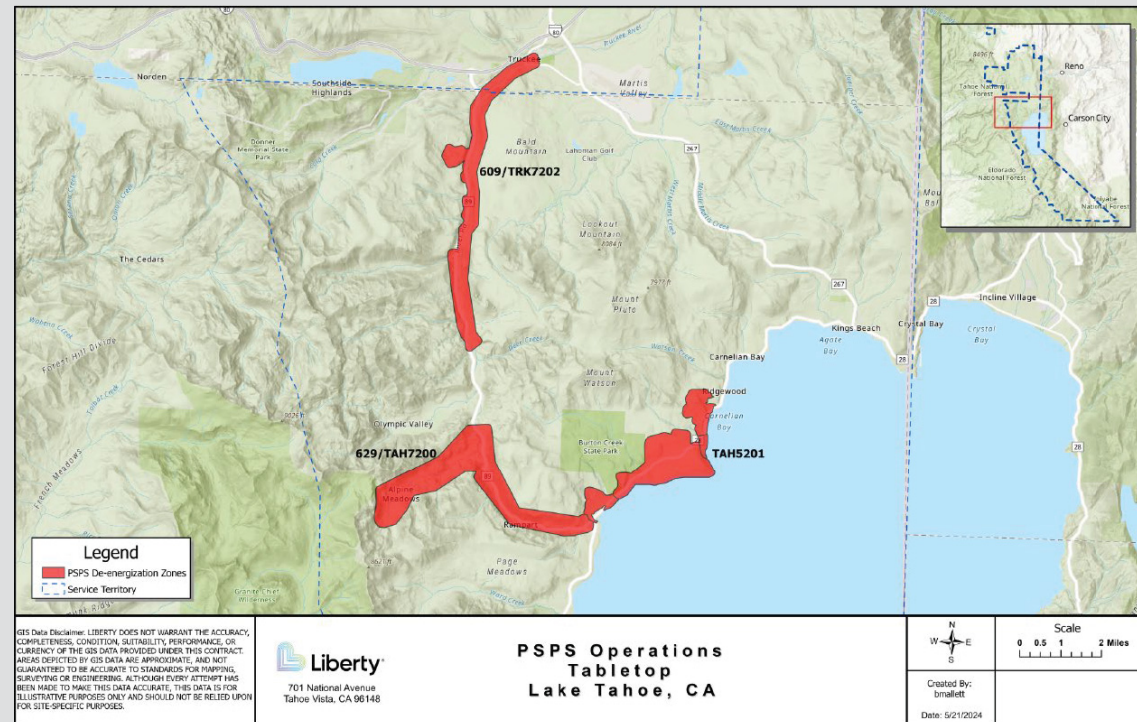
UPDATE
Sat Oct 26
6:30 AM



EXERCISE—PSPS Stage 3, Implemented PSPS

Oct 26th 0800

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - CBO/AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
 - Regional Communications
 - External Coms/Digital Coms
- Admin Officer



EXERCISE—PSPS Stage 3, Implemented PSPS

INCIDENT COMMANDER

- Participate in PSPS Steering Committee and Reax Engineering/Operations/Control and Dispatch meeting.
- Alert PSPS Team
- Email HR, Customer Service, Control and Dispatch and Operations to prepare staff needs.

REGULATORY LIAISON

- Email to CPUC
- Host a PSPS State Executive Briefing (1600/4 PM)
- Submit PSPS Notification form [0700 and 1500 hours, or whenever there is a major change in the event]

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

MANAGER, REGIONAL COMMUNICATIONS

- OnSolve alert (via Dispatch) to public safety partners and critical facilities
- OnSolve alert (via Dispatch) to all impacted customers
- Press release.
- Distribute radio PSA.
- Distribute Changeable Message Sign (CMS)
- Host press conference detailing active PSPS

PUBLIC SAFETY PARTNER LIAISON

- Customize and distribute an OnSolve alert (via Dispatch) to PSPs and critical facilities
- Host informational call with public safety partners and critical facilities.
- Host informational call with customers.

PUBLIC INFORMATION OFFICER

- Distribute employee email.
- Distribute talking points to the CSRs.

DIGITAL COMMUNICATIONS LEAD

- Update microsite
- Facebook alert am.
- Twitter alert am.
- Update microsite
- Facebook alert pm
- Twitter alert pm

ADMINISTRATIVE OFFICER

- Distribute the sequence of events tracker.
- Complete the IC Action plan for the 6:30 am meeting.
- Email the IC Action Plan to the 8:00 am EOC group.
- Back up sequence of events tracker

KEY ACCOUNTS LIAISON

- Distribute alert to key customers.
- Distribute email to elected officials.
- Host a public safety partner and critical facilities webinar detailing the active PSPS event.

CBO/AFN LIAISON

- Distribute email to CBOs

EMERGENCY MANAGER

- Update CRC staff on conditions
- Track customer interactions at CRC



EXERCISE—PSPS Stage 3, Implemented PSPS

Inject Discussion questions:

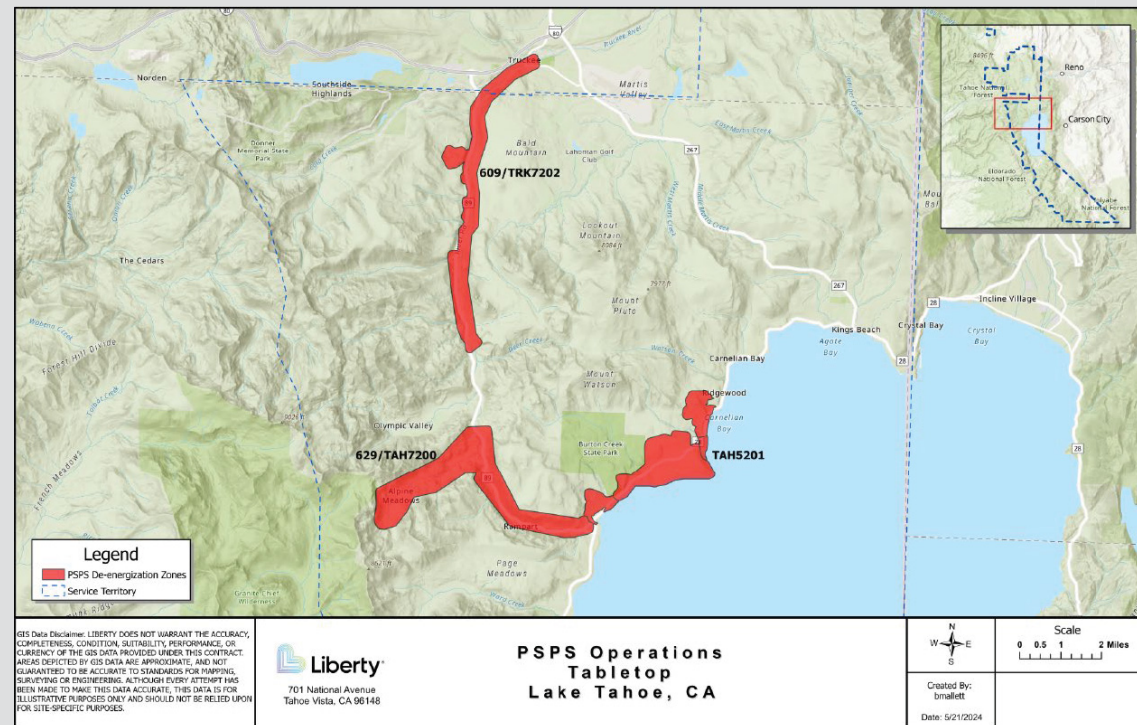
- **AFN Liaison**: A Spanish speaking family at the Tahoe City CRC requires assistance with communication.
- **Nevada County Sheriff/CHP**: There is a traffic jam at the intersections of Highways 89 and I80 from residents trying to leave the area. How can this traffic control issue be addressed?
- **North Tahoe Fire/Truckee Fire**: Area residents are leaving their homes. Anticipating a fire they are leaving sprinklers running. Water pressure is dropping. How can this issue be addressed?
- **Check in with Tele-com partners**: Does the Tele-com company provide service in the impacted area? Is back up power available? How long is back up power available? Are there any unforeseen issues?
- **AFN Liaison/Customer Care**: A family at the Tahoe City CRC is in need of funds for the purchase of gas to travel to the home of relatives who live in a safe location. What can you do to assist?



EXERCISE—PSPS Stage 3, Implemented PSPS

Oct 26th 1700

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - CBO/AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
 - Regional Communications
 - External Coms/Digital Coms
- Admin Officer



Lunch –
45 minutes



EXERCISE—PSPS Stage 4, Restoration Initiated

Oct 27th 0630—Inspections Commence

- Weather Briefing
- Steering Committee
- Operations
 - Dispatch/Control
 - GIS
- Public Information
 - Sr Manager Communications
- Admin Officer
- Incident Commander

UPDATE

Oct 27
0630

EXERCISE—PSPS Stage 4, Restoration Initiated

Oct 27th 0800

Incident Commander—Objectives

- Operations
 - Dispatch
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - CBO/AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
 - External Coms/Digital Coms
- Admin Officer

UPDATE

Oct 27

0800



EXERCISE—PSPS Stage 4, Restoration Initiated

INCIDENT COMMANDER

- Participate in PSPS Steering Committee and Reax Engineering/Operations/Control and Dispatch meeting
- Alert PSPS Team
- Email HR, Customer Service, Control and Dispatch and Operations to prepare staff needs
- Coordinate with Field Services for trained staff to guard downed line areas.

REGULATORY LIAISON

- Email to CPUC
- Submit PSPS Notification form [0700 and 1500 hours, or whenever there is a major change in the event
- Submit repairs needed notification if applicable

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

MANAGER, REGIONAL COMMUNICATIONS

- OnSolve alert (via Dispatch) to public safety partners and critical facilities
- Press release
- Distribute radio PSA

Repairs Needed

- OnSolve alert (via Dispatch) to all affected customers

PUBLIC INFORMATION OFFICER

- Distribute employee email
- Distribute talking points to the CSRs

DIGITAL COMMUNICATIONS LEAD

- Update microsite
- Facebook alert
- Twitter alert

ADMINISTRATIVE OFFICER

- Distribute the sequence of events tracker
- Complete the IC Action plan for the 6:30 am meeting
- Email the IC Action Plan to the 8:00 am EOC group
- Back up sequence of events tracker

KEY ACCOUNTS LIAISON

- Distribute alert to key commercial customers
- Customize and distribute an email to elected officials within and immediately adjacent to the de-energization zone detailing the inspection process and estimated power restoration time

CBO/AFN LIAISON

- Distribute email to CBOs

UPDATE

Oct 27



EXERCISE—PSPS Stage 4, Restoration Initiated

Inject Discussion Physical Security Questions

- Peaceful Protest Activity @ Liberty South Lake Tahoe Office.
 - Local Tahoe environmental activists from the Trees Matter organization call for a peaceful protest at the main office building due to Liberty policies regarding tree removal.
 - The activity begins but suspected “agitators” not associated with the coordinators arrive and begin to commit acts of vandalism and attempt to enter the facility.
- A disgruntled recently terminated employee makes threats against company leadership.
 - A recently terminated employee makes threats about harming his former manager and HR staff via email and social media platforms.
 - The employee has been seen driving by the main office several times, and he has warned former colleagues that something big is going to happen in the next few weeks



EXERCISE—PSPS Stage 4, Restoration Initiated

Inject Discussion questions:

- **Liberty Operations:** Please provide your best estimate of how long it will take to patrol the lines that have been de-energized (609/629, TAH 7200, TRK 7202 and TC 5201) ? Will you need assistance from Field Services staff to secure downed lines?
- **Liberty Field Services and Safety:** Does Field Services have staff available to assist the line patrollers? Have the staff members received previous training to secure lines, and/or can they be given “just-in-time training to secure downed lines?
- **Tahoe Forest Hospital/COAD/PSP Liaison:** Tahoe Forest Hospital reports loss of power at its Urgent Care Facility on the North Shore. Two injured patients, one ambulatory and one non-ambulatory have presented at the clinic for care. How can the patients be triaged/treated/transported?
- **PSP and AFN Liaisons/Tahoe Truckee COAD:** Two North Shore residents who have been at the Tahoe City CRC do not have a place to stay for the night. The CRC closes at 10:00 PM. Both have indicated that they are over the age of 18 and do not have family members with them. Can shelter be coordinated?



EXERCISE—PSPS Stage 4, Restoration Initiated

Oct 27th 1700

Incident Commander—Objectives

- Operations
 - Dispatch
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - CBO/AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
 - External Coms/Digital Coms
- Admin Officer

UPDATE

Oct 27
1700



Break –
10 minutes



EXERCISE—PSPS Stage 5, Event Concluded

Oct 28th —Incident Command alerted that safety inspections are completed, and power has been restored.

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - CBO/AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
 - Regional Communications
 - External Coms/Digital Coms
- Admin Officer

UPDATE

Oct 28

0630

Incident Command is alerted that safety inspections/repairs have been completed.



EXERCISE—PSPS Stage 5, Event Concluded

Oct 30th 0800

Incident Commander—Objectives

- Operations
 - Dispatch
 - GIS
 - Customer Service
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - CBO/AFN Liaison
 - Key Accounts Liaison
- Public Information--Sr Manager
 - External Coms/Digital Coms
- Admin Officer

UPDATE

Oct 28

0800



EXERCISE—PSPS Stage 5, Event Concluded

INCIDENT COMMANDER

- Participate in PSPS Steering Committee and Reax Engineering/Operations/Control and Dispatch meeting
- Alert PSPS Team

REGULATORY LIAISON

- Email to CPUC
- Submit PSPS Notification form [0700 and 1500, or whenever there is a major change in the event]
- Host a PSPS State Executive Briefing at 1600 (4 p.m.)

MANAGER, REGIONAL COMMUNICATIONS

- Email and **OnSolve** alert **[via Dispatch]** to public safety partners and critical facilities
- Email to all impacted customers
- Press release
- Distribute radio PSA
- Distribute Changeable Message Sign (CMS) – Concluded
- Provide a recap of the de-energization event including instances of damaged infrastructure that would have sparked a wildfire if a PSPS had not been implemented.

PUBLIC INFORMATION OFFICER

- Distribute employee email
- Distribute talking points to the CSRs

DIGITAL COMMUNICATIONS LEAD

- Alert IT to begin removing microsite
- Customize and post a web alert to the appropriate community pages on the website announcing the restoration of power
- Facebook alert
- Twitter alert

ADMINISTRATIVE OFFICER

- Distribute the sequence of events tracker
- Back up sequence of events tracker

KEY ACCOUNTS LIAISON

- Distribute alert to key customers
- Customize and distribute an email to elected officials within and immediately adjacent to the de-energization zone announcing the restoration of power

CBO/AFN LIAISON

- Distribute Email to CBOs



EXERCISE—PSPS Stage 5, Event Concluded

Inject Discussion questions:

- **Customer Care/Claims**: Several residents are complaining that they have spoiled food in their refrigerators. A business is complaining that their computer was damaged when the power was turned back on.



EXERCISE—PSPS Stage 5, Event Concluded

Oct 28th 1700

Incident Commander—Objectives

- Operations
 - Dispatch
 - GIS
 - Customer Care
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - CBO/AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
 - External Coms/Digital Coms
- Admin Officer

UPDATE

Oct 28
1700



AFTER ACTION REVIEW

1. Incident Commander
2. Incident Management Team
3. Lindsay Maruncic—Closing Remarks

Thank you

EXERCISE PARTICIPANT AND
OBSERVER FEEDBACK FORM



Attachment 9
2023 Survey Results Wave 1



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 282 surveys, including 29 from critical customers, were completed between June 6 and June 22
 - 📞 Phone: 80 completed surveys
 - 💻 Web: 202 completed surveys



Key Findings

Communications

- **56% are aware of wildfire safety communications**, significantly lower than 67% in November 2022.
- **Liberty** remains the primary source for wildfire preparedness information, and **personal preparedness** and **vegetation management** are the most common messages recalled.
- **Email** remains the most cited channel for wildfire preparedness communication; TV news, bill inserts, direct mail, and social media make up the next most common tier.
- **Community meetings or events, bill inserts, and the Liberty website are considered the clearest and highly useful resources** for information about wildfire preparedness.
- **54%** recall seeing, hearing or reading the phrase **"Public Safety Power Shutoff or PSPS,"** significantly lower than last wave (67%). **TV News (33%) and email (32%)** remain the most common sources of PSPS communication, though mentions of **TV news and radio decreased significantly** from 44% in November to 33% in June and 19% in November and 11% in June, respectively.
- **39%** say they would first turn to the **Liberty website** for information about a PSPS event. And **77%** understand the following statement about PSPS: **"for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather,"** a significant decrease from last wave (87%).
- 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

- **Similar to November 2022, 84% have taken action to prevent wildfires or to prepare their home or business** for the event of a wildfire. **Trimming vegetation around properties** remains the most common action taken, followed by creating defensible space.
- **56% 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 Liberty's efforts to enhance utility corridor access and clearance and installing local weather monitoring points have decreased since November.
- **57%** are aware they can **update their contact information with Liberty**, and 73% of those have done so, in line with November 2022 findings.

AFN and Critical Customers

- **73% of customers can be considered AFN.**
- Of the resources available to the public, customers are most likely to be aware of **special payment arrangements, LIHEAP, and CARE**; 34% have not investigated any of the resources and 24% report no need.
- Only 1% of AFN customers have heard of AFN Self-Identification.
- Among those reporting that they rely on electricity for medical needs, 41% are aware of additional notices from Liberty.
- 98% of respondents indicated it would not be helpful to receive communications in a language other than English.



Recommendations

Consider additional communication efforts to ensure wildfire safety remains top of mind, despite the cold/wet winter.

- Communication awareness dropped from 67% in November 2022 to 56% in June 2023.
- Awareness has dropped to levels last seen in August 2021.

Continue efforts to promote actions taken by Liberty to mitigate the risk of wildfires and PSPS.

- Recall of messages around Public Safety Power Shutoff and system hardening, have decreased since November 2022, and is lower than in all previous waves.
- Messaging around Liberty's efforts will help show that proactive steps are being taken, and PSPS is a last resort, and only used for the most dangerous conditions.

Leverage emails and bill inserts to drive customers to the Liberty website. Community meetings or events, bill inserts, and the Liberty website are considered clear and useful, and email and bill inserts remain among the most recalled communication channels. Email and bill inserts can serve to direct customers to the website for additional detailed information.

Remind customers of the importance of having an emergency readiness plan and emergency kit. Only 6% of customers have prepared an emergency kit, and the percentage who prepared an emergency readiness plan declined from 2% in November to 1% in June.

Take extra steps to promote PSPS preparedness. Recall has decreased compared to the pre and post 2022 waves, and there is risk that customers could become complacent due to the cold/wet winter. TV news and email remain the primary sources of information about PSPS yet recall of TV news and radio have decreased significantly since November 2022.

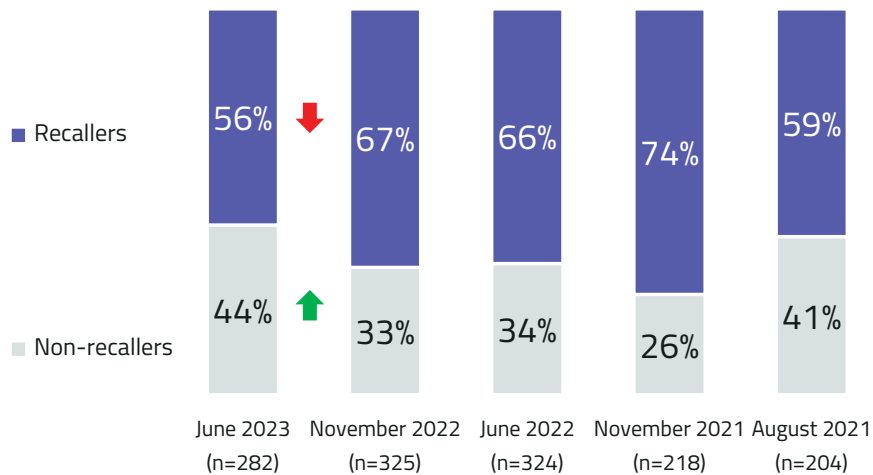
Be proactive with PSPS notifications. More than half agree that notifications should be sent if there is any possibility of a PSPS. As conditions change, keep customers informed leading up to the predicted event.



Wildfire Safety Communications Awareness

- Just over half (56%) have seen or heard communications about wildfire safety in the past year, significantly lower than in November 2022 (67%)

Communication Awareness

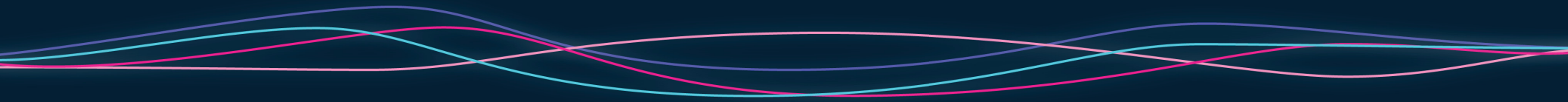


	Recallers (n=158)	Non-Recallers (n=124)
Gender	Male – 49% Female – 44%	Male – 53% Female – 38%
Age	18-54 – 20% 55-64 – 24% 65+ – 48%	18-54 – 35% 55-64 – 20% 65+ – 37%
Median Income	\$112K	\$126K
Home Ownership	Rent – 8% Own – 87%	Rent – 10% Own – 84%
Primary Language is not English	9%	15%
Responded they Rely on Electricity for Medical Needs	23%	18%

Q2 Have you seen or heard any communications about wildfire safety in the past year? (n=282; Total)

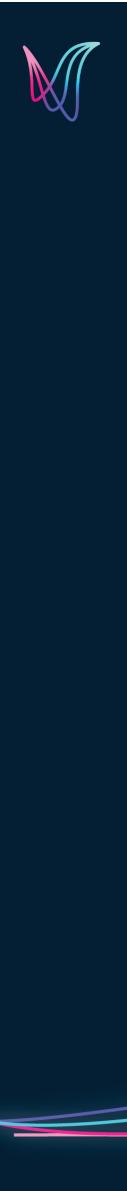
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Bold denotes statistically significant difference between Recallers and Non-Recallers



Communication Recall

(among those aware of communications)

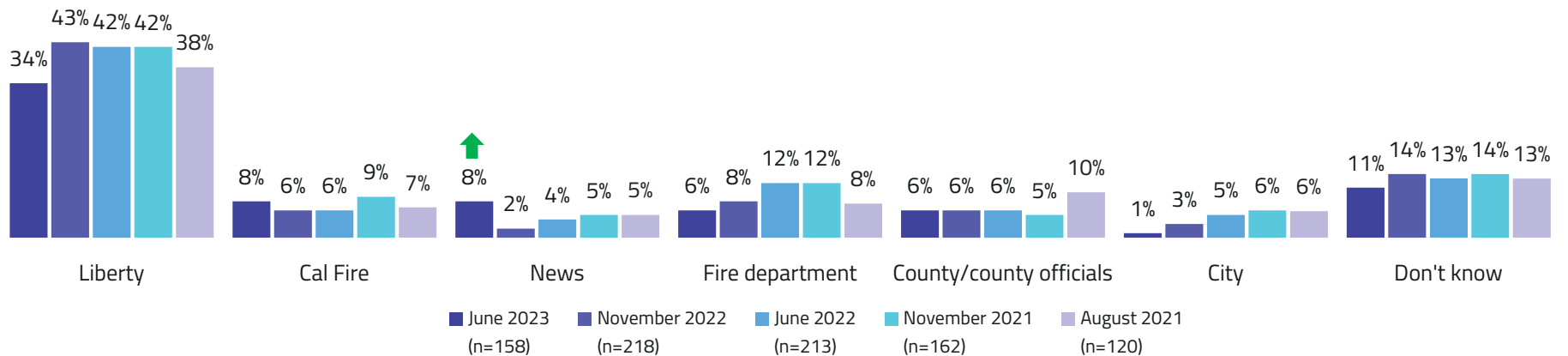


Sources of Wildfire Preparedness Communications

- Of those aware of communications, three in ten (34%) mention Liberty as the source of wildfire preparedness communication, in line with previous waves of the study
- One in ten (11%) are not aware of the source of communication, consistent with November 2022 (14%)

Wildfire Preparedness Communications Sources

(among those who recall communication)



Q5 Who was the communication about wildfire preparedness from? (n=158; 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, three in five recall messages about personal preparedness (61%), followed by vegetation management (56%)
- Compared to the previous wave, mentions of Public Safety Power Shutoff and system hardening have decreased significantly (27% vs 41% and 9% vs 20%, respectively)

Communications Messages Recalled

(among those who recall communication)

		Nov 2022 (n=218)	June 2022 (n=213)	Nov 2021 (n=162)	Aug 2021 (n=120)
Personal Preparedness	61%	56%	55%	56%	59%
Vegetation Management	56%	59%	56%	52%	48%
Liberty's Wildfire Mitigation Plan	31%	40%	33%	31%	33%
Public Safety Power Shutoff	27% ↓	41%	37%	48%	38%
Notifications & Updating Customer Information	23%	28%	31%	28%	31%
Local Emergency Services – Resources	20%	24%	30%	30%	18%
Medical Needs	20%	17%	18%	20%	18%
Local Emergency Services – Support Tools	15%	21%	18%	24%	14%
Community Resource Centers available for information and support	15%	19%	15%	18%	13%
California Public Utility Commission designation of high wildfire threat areas	15%	21%	16%	23%	13%
Enhanced Wildfire Safety Settings	12%	17%	Added November 2022		
System Hardening	9% ↓	20%	10%	15%	12%
Weather Stations	9%	9%	6%	18%	11%

Q3 What were the messages of the communications you saw or heard about wildfire preparedness? (n=158; Aware of Communication)

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

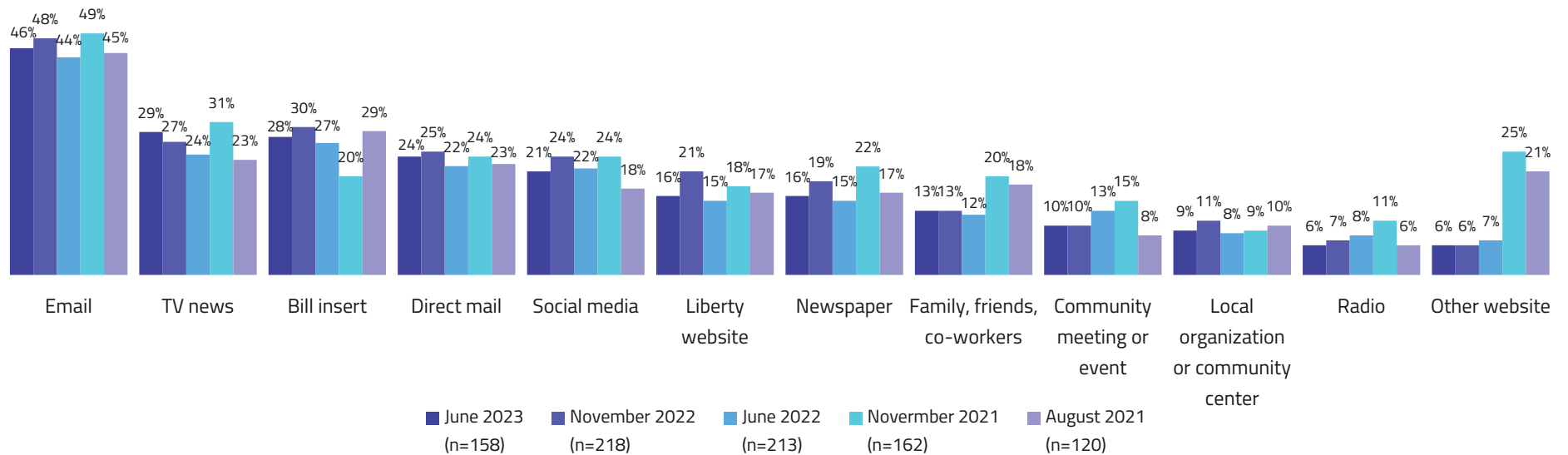


Information Channels for Wildfire Communications

- Email remains the most common channel for wildfire preparedness communication with just under half mentioning it (46%), followed by TV news (29%), and bill inserts (28%); mentions of all communication channels remain statistically consistent with November 2022

Information Channels for Wildfire Preparedness Communications

(among those who recall communication)



Q4 Where did you see or hear the communications about wildfire preparedness? (n=158; Aware of Communication)

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



Information Channels for Wildfire Communications (cont.)

- A handful of “other websites” were mentioned by respondents

Other websites include:

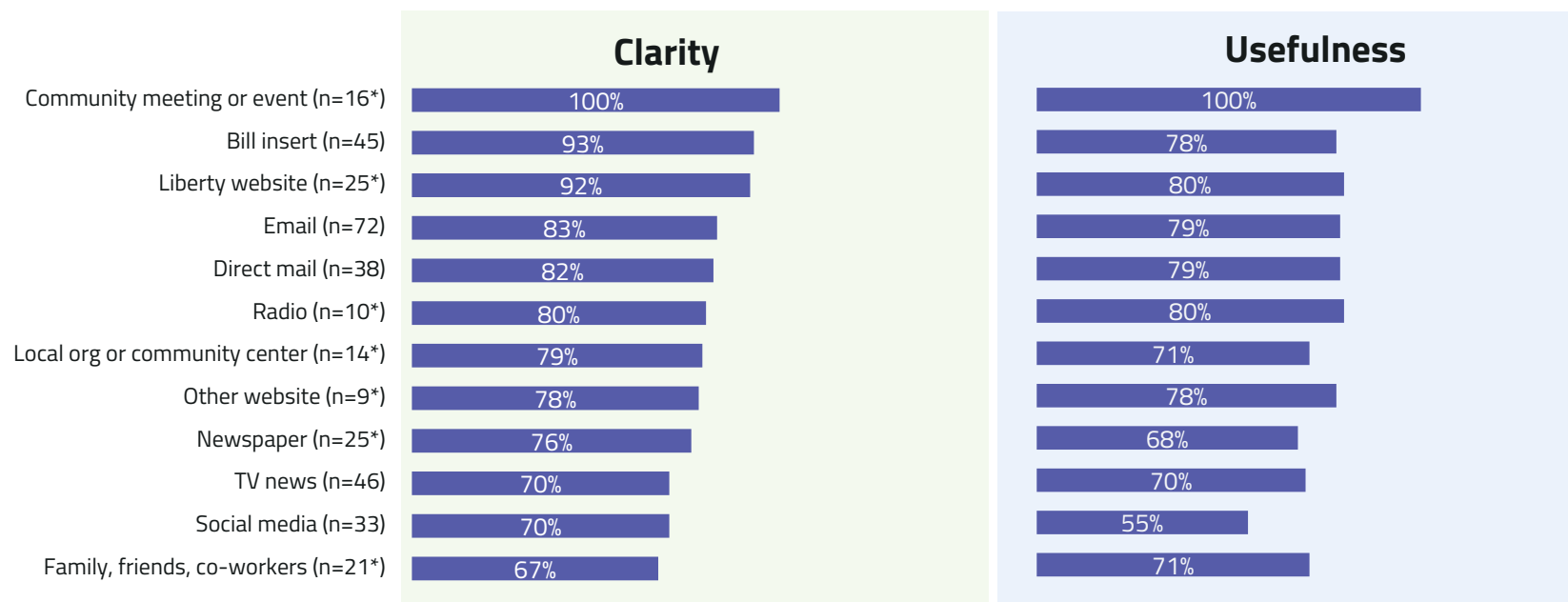
- North Tahoe Fire District
- Weather websites
- Firewise
- Tahoe Fire and Fuels Team
- Lake Tahoe Basin Management Unit

Q4 Where did you see or hear the communications about wildfire preparedness? (n=158; Aware of Communication)



Information Usefulness and Clarity

- In terms of clarity, community meetings or events are rated the highest, along with bill inserts and the Liberty website
- In terms of usefulness, community meetings or events are rated highest, followed by the Liberty website



Q4A How useful was the information about wildfire preparedness from each of these sources? (n=158; Aware of Communication)

Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n=158; Aware of Communication)

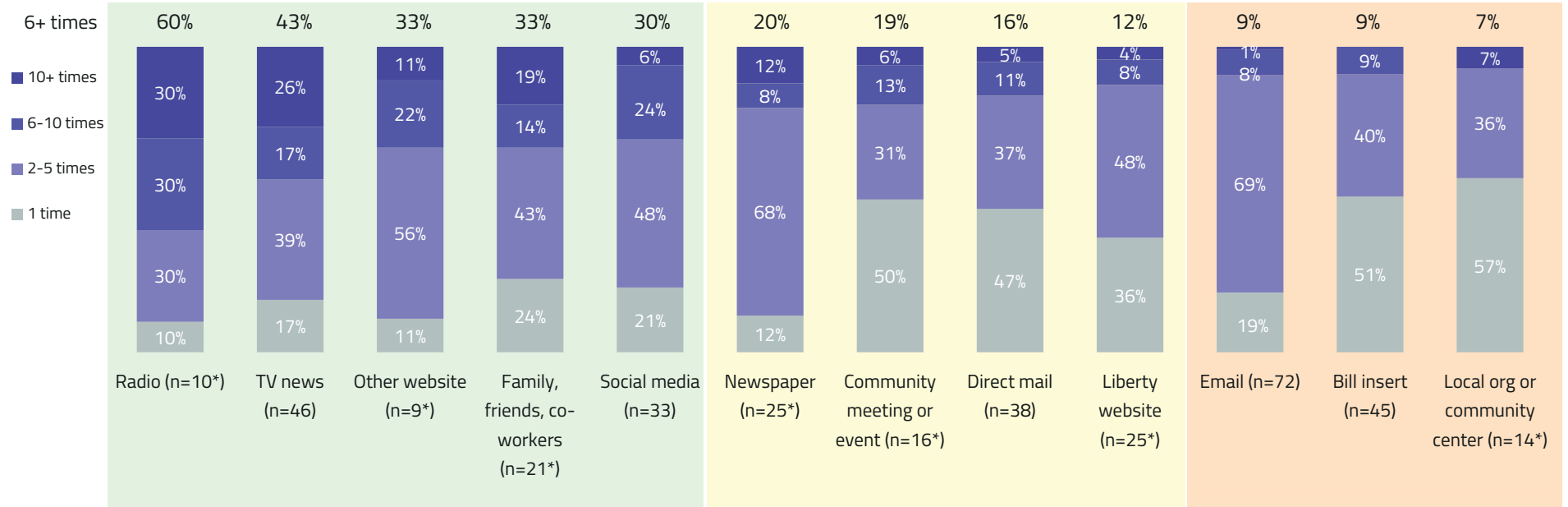
*Small sample size (n<30)



Communication Frequency

- Three in five say they have seen at least six messages about wildfire preparedness on the radio (60%), followed by TV news (43%), other websites (33%), family, friends, co-workers (33%), and social media (30%)

Communication Frequency



Q5A In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? (n=158; Aware of Communication)

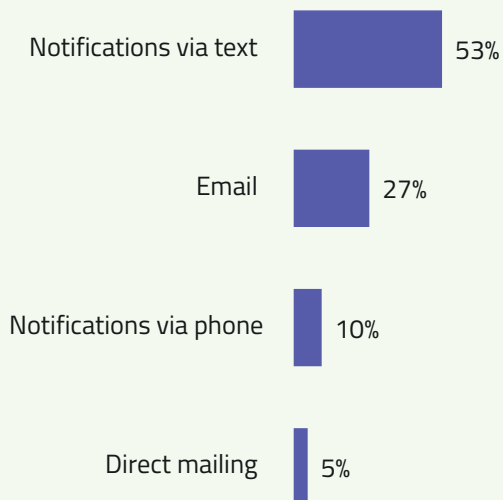
*Small sample size (n<30)



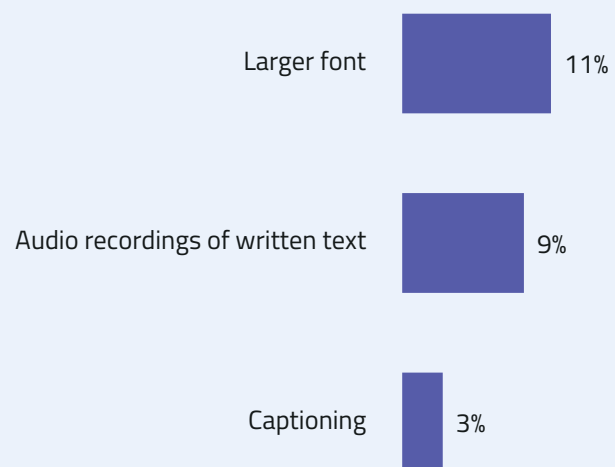
Effective and Helpful Communication

- Notifications via text are considered the most effective form of communication from Liberty (53%) 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=282)

A12 Regardless of how communications from Liberty are received, which, if any, of the following would be helpful for you? (n=282)



Wildfire Preparedness Actions Taken

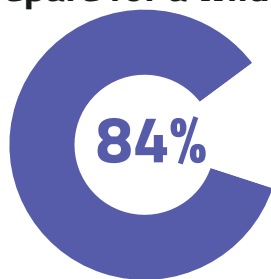


Wildfire Preparedness

- Over eight in ten (84%) have taken actions to prevent or prepare their home or business in the event of a wildfire, consistent with previous results (88%)
- Trimming vegetation around their home or property remains the most common action taken, mentioned by 69% of respondents
- The percentage of respondents who performed each task remains consistent with previous wave

Took Actions to Prevent or Prepare for a wildfire



June 2023
(n=282)



November 2022 (n=325)	88%
June 2022 (n=280)	86%
November 2021 (n=218)	89%
August 2021 (n=204)	88%

Q6 In the past year, have you taken any actions to prevent or prepare your home or business in the event of a wildfire? (n=325; Total)
 Q6A What actions have you taken in your home or business to prevent or prepare in the event of a wildfire? (n=238; Took actions)

Actions Taken <i>(among those taking action)</i>	June 2023 (n=238)	November 2022 (n=286)	June 2022 (n=280)	November 2021 (n=194)	August 2021 (n=180)
Trimmed vegetation around home or property	69%	68%	68%	67%	71%
Created defensible space	35%	43%	39%	38%	31%
Prepared an emergency kit	6%	10%	8%	12%	6%
Clearing roof/gutter	4%	4%	4%	1%	--
Prepared an emergency readiness plan and contact information	1%	2%	11%	5%	4%

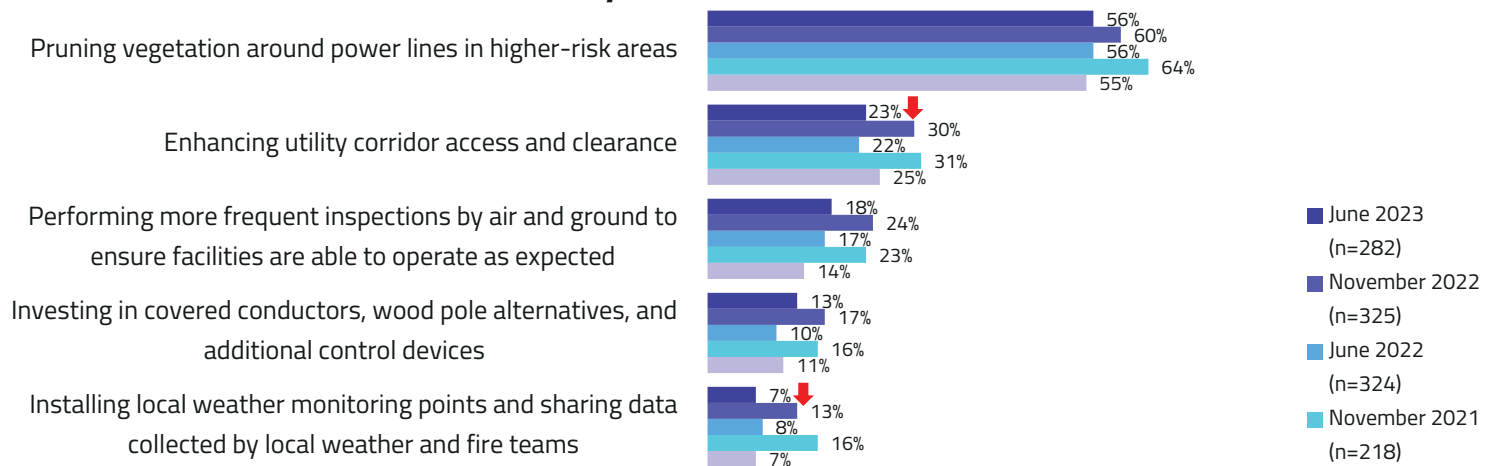
  Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Awareness of Liberty's Efforts

- Consistent with previous results, more than half are aware of Liberty pruning vegetation around power lines in higher-risk areas (56%)
- Significant decreases in awareness were noted with enhancing utility corridor access (23% vs 30%), and Installing local weather monitoring points (7% vs 13%)
- **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=282; Total)

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



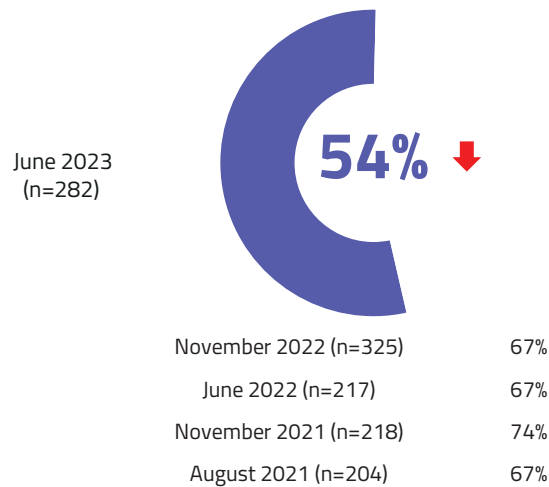
Awareness of Public Safety Power Shutoff



PSPS Awareness

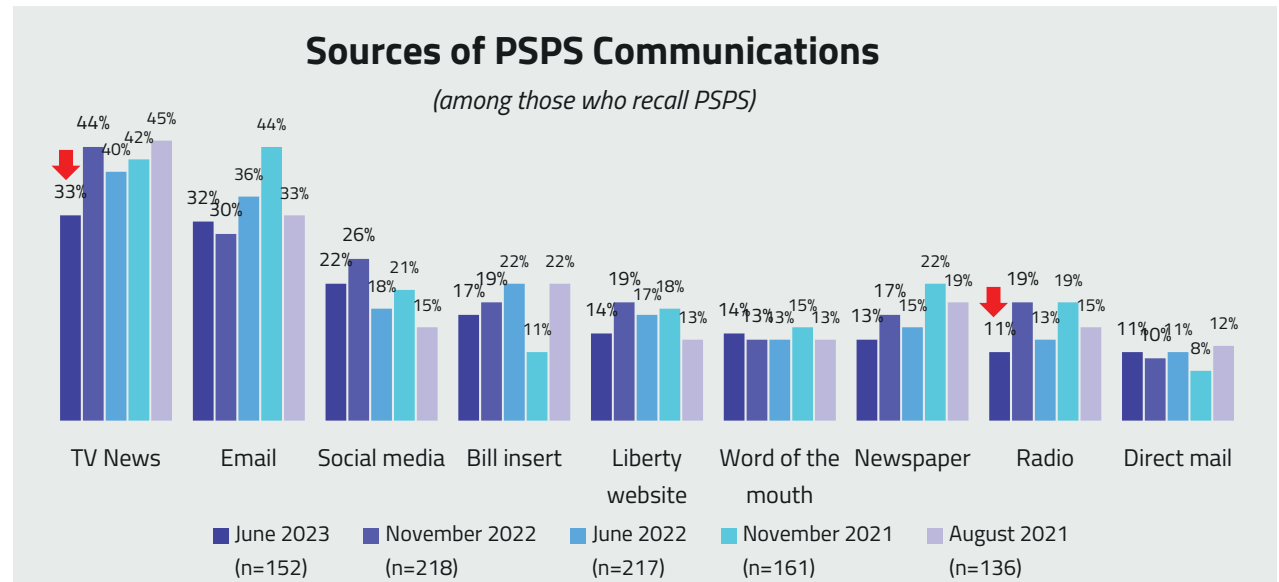
- Over half (54%) say they recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS,” down significantly from last wave; **Recallers** remain significantly more likely than Non-Recallers to be aware of PSPS (65% vs 40%)
- TV news is the leading source of PSPS communications (33%), followed by email (32%); mentions of TV news and radio decreased significantly since last wave (33% vs 44% and 11% vs 19%, respectively)

PSPS Recall



Sources of PSPS Communications

(among those who recall PSPS)



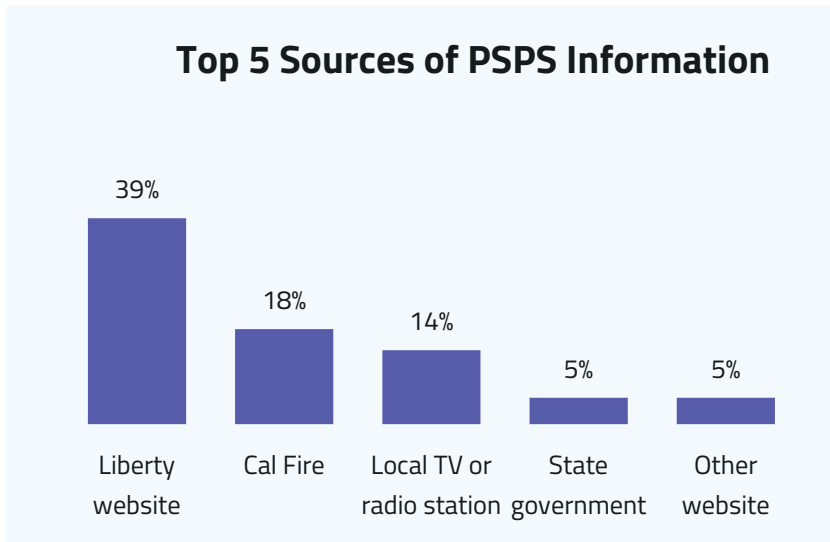
Q8 In the past year, do you recall seeing, hearing or reading the phrase 'Public Safety Power Shutoff or PSPS?' (n=282; Total)
 Q8A Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=152; Recall PSPS Communications)

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



PSPS Information & Understanding

- The Liberty website remains the most mentioned source for information about PSPS
- Almost eight in ten (77%) understand that a PSPS means “for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather,” significantly lower than last wave (87%)



PSPS Understanding

	June 2023 (n=152)	Nov 2022 (n=218)	June 2022 (n=217)	Nov 2021 (n=161)	August 2021 (n=136)
For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.	77%	87%	82%	82%	79%
Before considering a Public Safety Power Shutoff the utility assesses several factors: dry trees and other fuel, winds, extremely low humidity, weather conditions, population density, real-time on-the-ground observations and input from local public safety and health agencies.	59%	66%	63%	65%	71%
A Public Safety Power Shutoff is a last resort by the utility in an effort to prevent a fast-moving, hard to fight wildfire to help ensure customer and community safety.	48%	49%	42%	52%	58%
The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.	47%	45%	43%	43%	46%
Taking steps to enhance situational awareness by tracking satellite information and monitoring weather conditions can reduce the likelihood of a Public Safety Power Shutoff.	34%	38%	Added November 2022		

Q9 Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n=152; Recall PSPS)
 Q10 What is your understanding of a Public Safety Power Shutoff? (n=152; Recall PSPS)

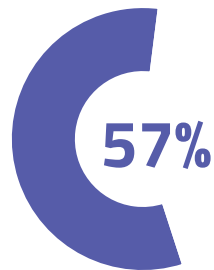
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



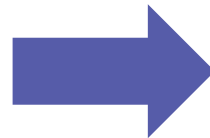
Contact Information for PSPS

- Just under three in five (57%) are aware they can update their contact information with Liberty; awareness among Recallers is significantly higher than among Non-Recallers (65% vs 48%)
- Almost three quarters (73%) of those aware they can update their information have done so

Awareness of Ability to Update Contact Information for PSPS

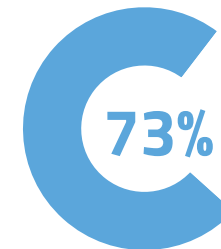


November 2022 (n=325)	60%
June 2022 (n=324)	63%
November 2021 (n=218)	64%
August 2021 (n=204)	53%



Have Updated Contact Information

(among those aware they can update contact info)



November 2022 (n=194)	75%
June 2022 (n=204)	75%
November 2021 (n=140)	68%
August 2021 (n=109)	64%

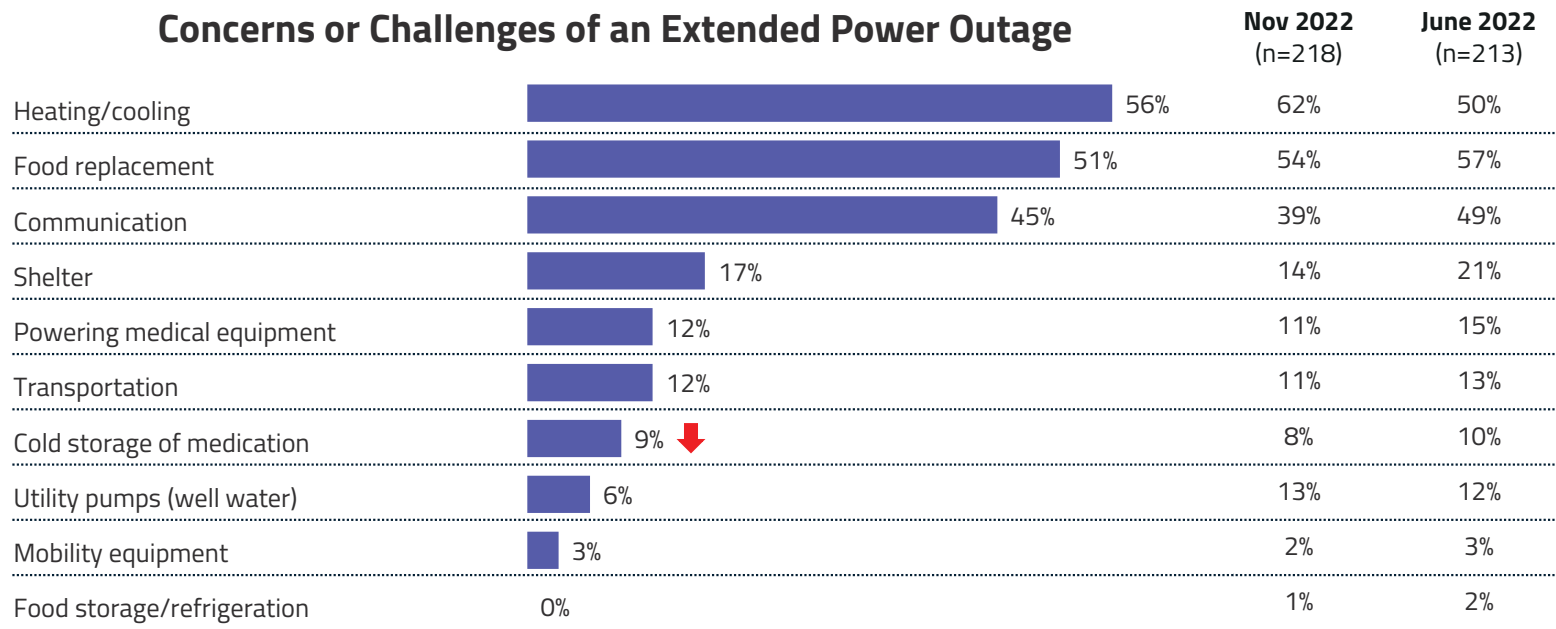
Q11 Are you aware you can update your contact information with Liberty to receive proactive notification prior to a Public Safety Power Shutoff? (n=282; Total)
 Q11A Have you updated your contact information with Liberty to receive notifications prior to a Public Safety Power Shutoff? (n=162; Aware of 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 (56%), food replacement (51%), and communication (45%)



A5 In the event of an extended power outage, what are your most significant concerns or challenges? (n=282)

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



Medical Needs and Language Preferences

One in five (21%) responded that they rely on electricity for medical needs

Among **critical customers** the percentage is significantly higher than randomly selected customers (**83%** vs 13%)

Two in five (41%) of those relying on electricity for medical needs are aware Liberty provides additional notices prior to a PSPS event

Over one in ten (12%), indicate that another language other than English is primarily spoken; English remains preferred for communications for nearly all respondents (98%)

- Two percent mentioned Spanish as their preferred language

All but five respondents (98%) 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=282; 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=58; Rely on electricity for medical needs)

Q15 Is your primary language other than English? (n=282; Total)

Q16 Would it be helpful for you or anyone else in your household to receive communications in another language? (n=282; Total)

Q16B What is your preferred language to receive communications? (n=282, Total)

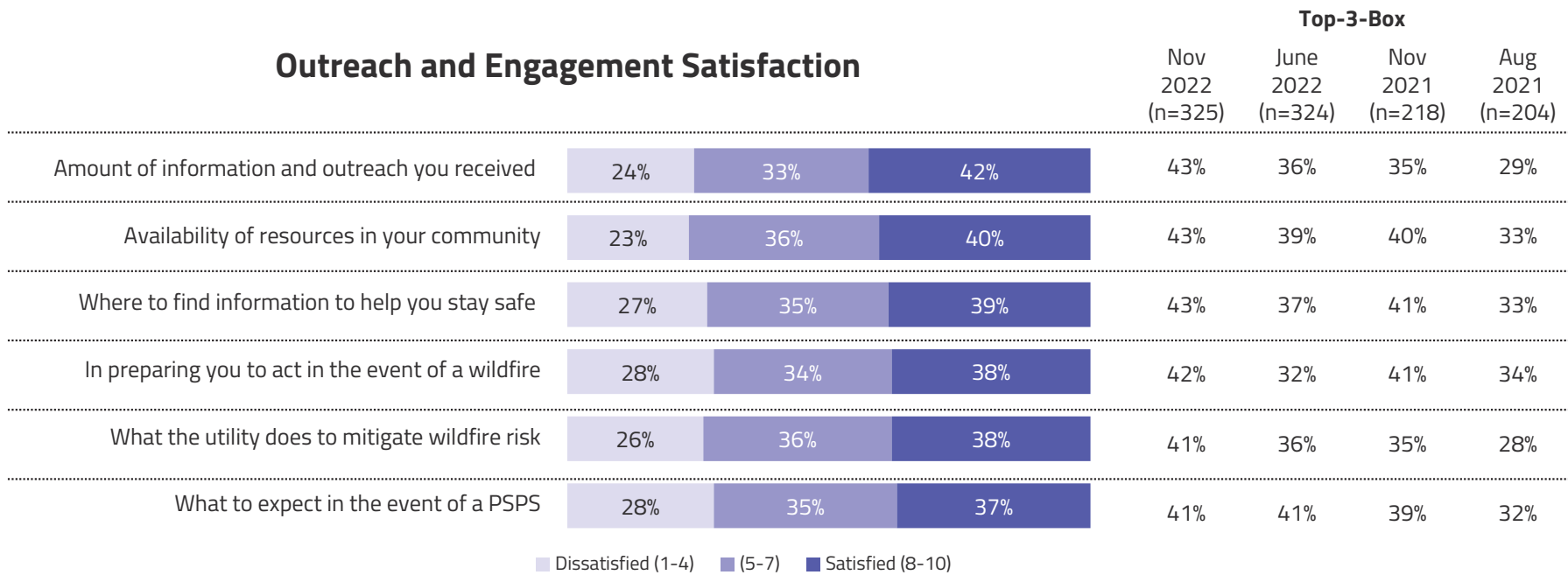


Post-PSPS



Outreach and Engagement Satisfaction

- Customers remain generally satisfied with the outreach and engagement they receive



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=282; Total)

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



PSPS Notifications

- More than half (51%) say that notifications should be sent if there is any possibility of a PSPS; another 37% feel that notifications should only be sent if there is a high likelihood of a PSPS

PSPS Notifications Perception	June 2023 (n=282)	Nov 2022 (n=325)	June 2022 (n=324)	Nov 2021 (n=218)	Aug 2021 (n=204)
Notifications should be sent if there is any possibility of a PSPS	51%	45%	54%	49%	47%
Notifications should only be sent if there is a high likelihood of a PSPS	37%	44%	35%	39%	41%
Notifications should only be sent if a PSPS is certain to occur	12%	11%	12%	12%	12%

QOSAT4. Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? (n=282; Total)



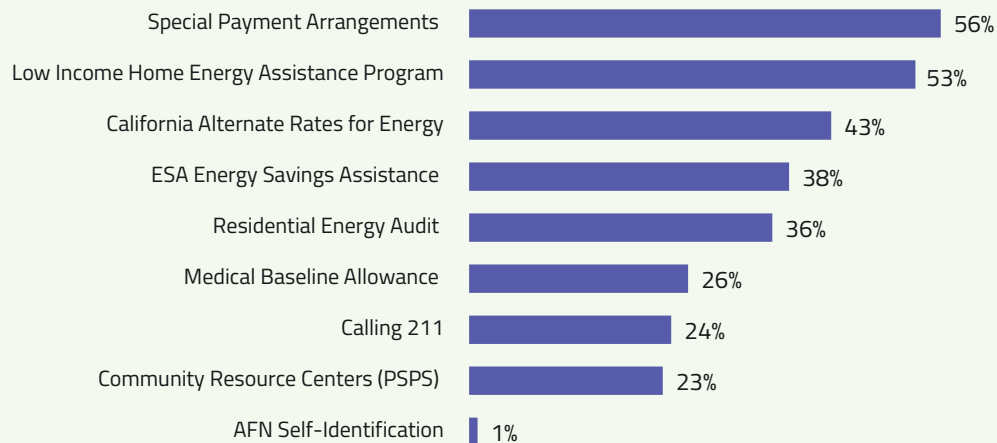
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Awareness and Familiarity of Resources

- Of the resources available to the public, more than half indicated they were aware of Special Payment Arrangements (56%), followed by the Low-Income Home Energy Assistance Program (53%), and California Alternative Rates (43%)
- Just below six in ten report they either have not investigated the resources or have no need

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=282)

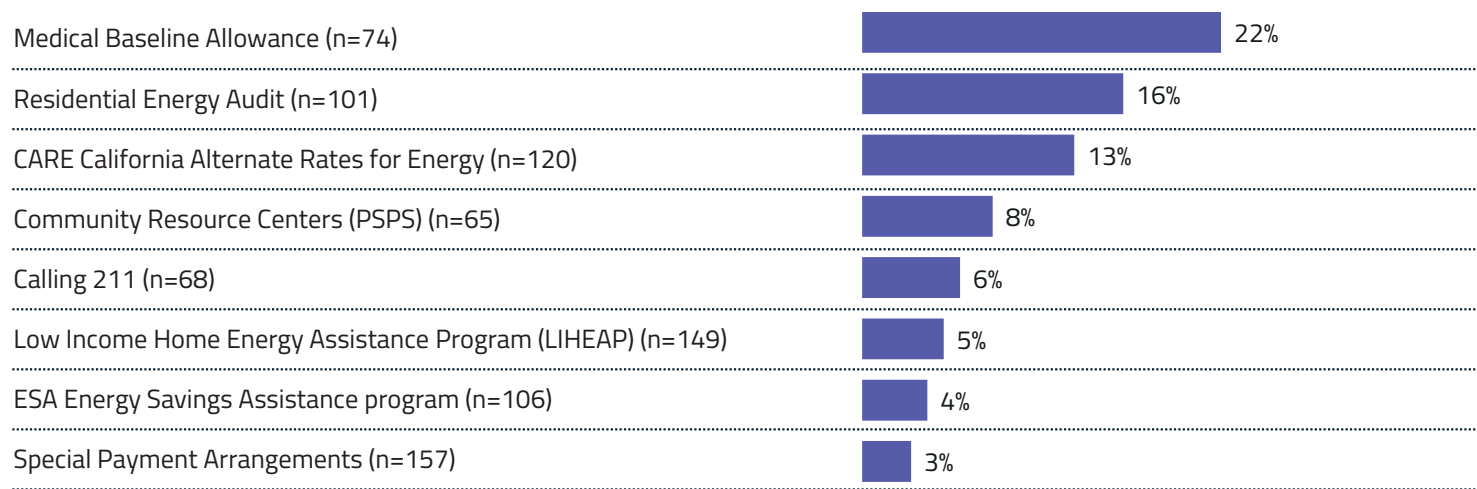
A8 What statement best describes your familiarity with the resources you just reviewed? (n=282)



Resources Used

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

Resources used
(among those who are aware)



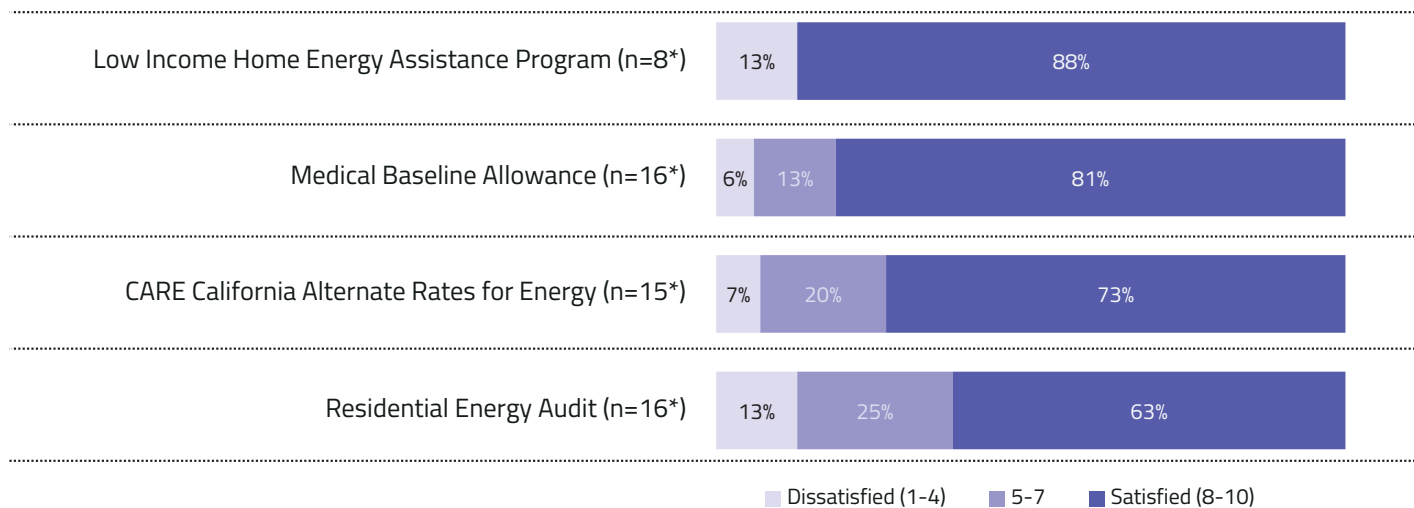
A9 Which, if any, of these resources have you used in the past? (n varies; Aware of Communication)



Satisfaction with Resources Used

- Customers using Low Income Home Energy Assistance Program and are highly satisfied

Resource Satisfaction



*Small sample size (n<30)

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?



Critical Customers Summary

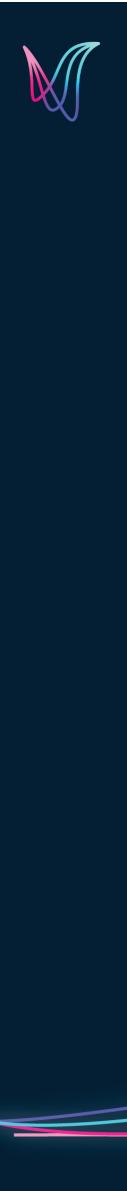


Key Metrics: Random vs Critical Customers

	Random Customer (n=253)	Critical Customer (n=29*)
Aware of Wildfire Safety Communications	55%	69%
Aware of Communications from Liberty (among those aware)	36%	20%
Took Action to Prevent or Prepare for a Wildfire	85%	79%
Recall PSPS	53%	66%
Would Turn to Liberty Website for PSPS Info	38%	53%
Aware of Ability to Update Contact Info for PSPS	55%	76%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	38%	62%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	26%	63%
Aware of AFN Self-Identification	2%	--

*Caution small sample size

Bold denotes statistically significant difference between Random and Critical Customers



Demographic Profiles: Random vs Critical Customers

	Random Customer (n=253)	Critical Customer (n=29*)
Gender	Male – 52% Female – 40%	Male – 45% Female – 55%
Age	18-54 – 28% 55-64 – 23% 65+ – 42%	18-54 – 17% 55-64 – 21% 65+ – 59%
Median Income	\$127K	\$44K
Home Ownership	Rent – 9% Own – 86%	Rent – 3% Own – 83%
Primary Language is not English	12%	10%
Responded they Rely on Electricity for Medical Needs	13%	83%

*Caution small sample size

Bold denotes statistically significant difference between Random and Critical Customers



Key Metrics: AFN vs. Non-AFN

	AFN Customer (n=207)	Non-AFN Customer (n=75)
Aware of Wildfire Safety Communications	58%	49%
Aware of Communications from Liberty (among those aware)	34%	35%
Took Action to Prevent or Prepare for a Wildfire	83%	89%
Recall PSPS	49%	67%
Would Turn to Liberty Website for PSPS Info	42%	34%
Aware of Ability to Update Contact Info for PSPS	57%	57%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	44%	31%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	41%	--
Aware of AFN Self-Identification	1%	3%

*Caution small sample size

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



Demographic Profiles: AFN vs. Non-AFN

	AFN Customer (n=207)	Non-AFN Customer (n=75)
Gender	Male – 53% Female – 41%	Male – 45% Female – 43%
Age	18-54 – 14% 55-64 – 21% 65+ – 59%	18-54 – 64% 55-64 – 25% 65+ – 0%
Median Income	\$106K	\$158K
Home Ownership	Rent – 8% Own – 87%	Rent – 12% Own – 83%
Primary Language is not English	16%	--
Responded they Rely on Electricity for Medical Needs	28%	--

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



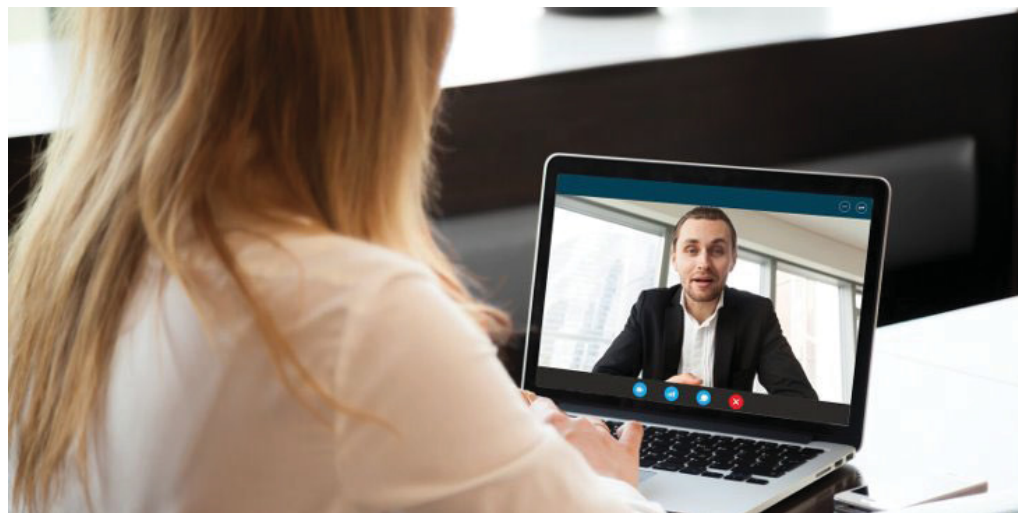
CBO Interviews



CBO Interviews

Three in-depth interviews were conducted with community-based organizations (CBOs) in the Liberty territory in June 2023.

- Interviews lasted 30 minutes and were conducted using Microsoft Teams
- Participants were paid \$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 interviewed this wave do not recall wildfire safety communications from Liberty, but they do recall some communications from other entities, including fire or local public safety agencies
- While all have some awareness of PSPS, recall of specific communications is limited, with some remembering content from local news or public safety agencies
- Some CBOs report engagement with Liberty for support with financial assistance as part of their charter to support the community
- All CBOs represent community members with transitional housing needs, and this audience is particularly vulnerable to the effects of wildfires; CBOs are willing to partner with Liberty to help take care of vulnerable communities in the event of a fire
- CBOs primarily use in-person/phone interactions to reach their client bases; social media, email, and traditional media have limited reach into the homeless community and those in transitional shelter situations
- Local Facebook groups (e.g., Truckee Tahoe People) were cited as a way to reach the broader community due to limited media resources in the area

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 participating in or holding events, handing out flyers, pointing clients to online resources, sharing information via social media, or handing out printed materials
 - Most serve communities particularly vulnerable to PSPS events (such as homeless, and victims of domestic violence), and they are willing to help share information and resources during typical interactions with the community
- CBOs stress multiple communication channels in order to reach a broad audience
- Most of the communities served by the CBOs interviewed this wave are unlikely to receive customer-facing communications, so other means are likely required; this could involve providing print materials to CBOs that can be distributed on location or from in-person outreach at shelters or homeless encampments
- While social media is the not primary channel for CBOs to communicate with their clients, the idea of reposting content from Liberty was cited as a way they could help get the word out for the broader community
- English and Spanish are the primary languages required in the region, with limited numbers speaking Tagalog and Indian languages



CBO Interviews

Useful Information/Resources

- CBOs stress the need for early and frequent communications about fire safety and PSPS, as it requires additional planning for evacuations or power outage for those in shelter or unsheltered environments
 - It is important to provide an early warning and then frequent updates as conditions change
 - Transportation is a particular concern, and it is necessary to allow time for those without personal transportation to take action
- 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
 - Sharing accurate information about PSPS events, and providing timely updates as circumstances change
 - Identifying those with medical needs and providing them information to ensure they are able to adequately prepare for a PSPS event or evacuation
 - Providing educational resources about how to prepare for a fire/outage, including evacuation plans (e.g., where to go), prepping a “go” bag, and information about shelters
 - Providing generators and battery backup supplies for temporary shelters (e.g., senior centers) that are in need of additional resources

PSPS Events

- One of the primary pain points around PPS events is the constantly changing nature of the situation
 - Provide as much early notice as possible; this will allow people to make plans to stay with family, etc., arrange transportation, pick up last-minute supplies, charge batteries, etc.
 - CBOs state that they would prefer to receive as much communication as possible during the fire season, and if there is any possibility of an event; during the off-season, communication frequency should be monthly or quarterly, with a focus on late spring as fire season nears
- 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, 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
- It is important to work with shelters to ensure those staying there have resources to manage a power outage (e.g., generators for oxygen/medication, water, etc.), and the ability to evacuate if necessary



Demographic Profiles



Respondent Profiles

Gender	Total (n=282)	Recallers (n=158)	Non-Recallers (n=124)
Male	51%	49%	53%
Female	41%	44%	38%
Age			
18 to 24	1%	1%	1%
25 to 34	5%	4%	6%
35 to 44	10%	6%	15%
45 to 54	11%	9%	14%
55 to 64	22%	24%	20%
65 or over	43%	48%	37%
Prefer not to say	7%	8%	7%

Renter/Homeowner	Total (n=282)	Recallers (n=158)	Non-Recallers (n=124)
Own	86%	87%	84%
Rent	9%	8%	10%
Prefer not to say	5%	4%	6%
Household Income			
Less than \$20,000	4%	4%	5%
\$20,000 to \$39,999	5%	8%	2%
\$40,000 to \$59,999	6%	7%	6%
\$60,000 to \$89,999	9%	9%	9%
\$90,000 to \$129,999	15%	16%	15%
\$130,000 to \$199,999	13%	13%	14%
\$200,000 or more	17%	16%	19%
Prefer not to say	29%	28%	31%

Q17 What is your gender? (n=282; Total)

Q18 What is your age category? (n=282; Total)

Q19 Do you own or rent your home? (n=282; Total)

Q20 Which of the following best describes your annual household income? (n=282; Total)

Bold denotes statistically significant difference between Recallers and Non-Recallers



Respondent Profiles – AFN Criteria

	Total (n=282)	Recallers (n=158)	Non-Recallers (n=124)
AFN (NET)	73%	77%	69%
Age 65+	43%	48%	37%
<\$40K income	10%	11%	7%
Chronic conditions or injuries	9%	12%	6%
Limited access to transportation	5%	4%	6%
Physical, developmental, or intellectual disability	10%	11%	9%
Non-English language needs	12%	9%	15%
Medical need	21%	23%	18%

Bold denotes statistically significant difference between Recallers and Non-Recallers

Attachment 10
2023 Survey Results Wave 1



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 320 surveys, including 19 from critical customers, were completed between November 7 and December 5
 - 📞 Phone: 87 completed surveys from 27,037 records
 - 💻 Web: 233 completed surveys from 11,413 records



Key Findings

Communications

- **53% are aware of wildfire safety communications**, consistent with 56% in June 2023.
- **Liberty** remains the primary source for wildfire preparedness information, and **vegetation management** and **personal preparedness** are the most common messages recalled.
- **Email** remains the most cited channel for wildfire preparedness communication; bill inserts, direct mail and TV news make up the next most common tier, though mentions of TV news have decreased since June 2023.
- **Newspapers, community meetings or events, radio, local agencies, and the Liberty website** are considered the clearest and highly useful resources for information about wildfire preparedness.
- **61%** recall seeing, hearing or reading the phrase **"Public Safety Power Shutoff or PSPS,"** consistent with the last wave (54%). **TV News (37%) and email (36%)** remain the most common sources of PSPS communication.
- **42%** say they would first turn to the **Liberty website** for information about a PSPS event. And **81%** understand the following statement about PSPS: **"for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather,"** consistent with last wave (77%).
- 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

- **Similar to June 2023, 80% have taken action to prevent wildfires or to prepare their home or business** for the event of a wildfire. **Trimming vegetation around properties** remains the most common action taken, followed by creating defensible space.
- **49% 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 June 2023.
- **59%** are aware they can **update their contact information with Liberty**, and 77% of those have done so, in line with June 2023 findings.

AFN and Critical Customers

- **74% 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**; 28% have not investigated any of the resources and 23% report no need.
- Only 3% of AFN customers have heard of AFN Self-Identification.
- Among those reporting that they rely on electricity for medical needs, 50% are aware of additional notices from Liberty, 28% are currently enrolled in the Medical Baseline Allowance program, and 35% are aware that medical certificates require annual renewal
- 98% of respondents indicated it would not be helpful to receive communications in a language other than English.



Recommendations

Ahead of the 2024 fire season, consider additional communication efforts to ensure wildfire safety and PSPS remains top of mind.

- Communication awareness dropped from 67% in November 2022 to 56% in June 2023 and now to 53% in November 2023.
- Awareness levels in November 2023 are the lowest levels seen thus far.
- Recall of PSPS has increased slightly from June 2023, but remains below levels seen prior to 2023. There is risk that customers could become complacent due to lower risk levels in 2023.

Continue efforts to promote actions taken by Liberty to mitigate the risk of wildfires and PSPS.

- Although recall of messages around system hardening has increased since June 2023, less than half are aware of any one of Liberty's efforts.
- Messaging around Liberty's efforts will help show that Liberty is being proactive and reserves PSPS as a last resort for only the most dangerous conditions.

Leverage emails and bill inserts to drive customers to the Liberty website.

- Community meetings or events, newspapers, and the Liberty website are considered clear and useful, and email and bill inserts remain among the most recalled communication channels. Email and bill inserts can serve to direct customers to the website for additional detailed information.
- Engage with local agencies to provide information where appropriate. Usage of this resource is currently limited, but information is considered both clear and useful for those contacting local agencies.

Remind customers of the importance of having an emergency readiness plan and emergency kit. Only 5% of customers have prepared an emergency kit, and 2% have prepared an emergency readiness plan.

Ensure customers are aware of the Medical Baseline Allowance Program, and that certificates require annual renewal. Currently only 28% with medical needs are enrolled in Medical Baseline, and 35% are aware they need to renew their certificate annually.

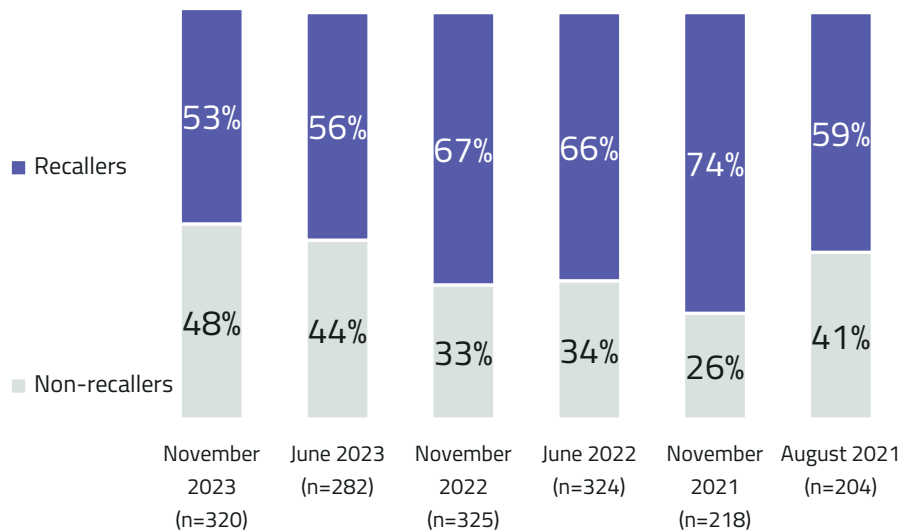
Educate customers about AFN self identification and the associated notifications. Currently only 3% of AFN customers are aware of self-identification, and 17% are aware Liberty provides additional notification to AFN customers.



Wildfire Safety Communications Awareness

- Just over half (53%) have seen or heard communications about wildfire safety in the past year, consistent with June 2023 (56%), but down from November 2022 (67%)

Communication Awareness



Q2 Have you seen or heard any communications about wildfire safety in the past year? (n=320; Total)

	Recallers (n=168)	Non-Recallers (n=152)
Gender	Male – 45% Female – 48%	Male – 59% Female – 39%
Age	18-54 – 24% 55-64 – 23% 65+ – 46%	18-54 – 41% 55-64 – 22% 65+ – 33%
Median Income	\$124K	\$143K
Home Ownership	Rent – 5% Own – 89%	Rent – 12% Own – 82%
Primary Language is not English	12%	14%
Responded they Rely on Electricity for Medical Needs	19%	14%

↑ ↓ 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)

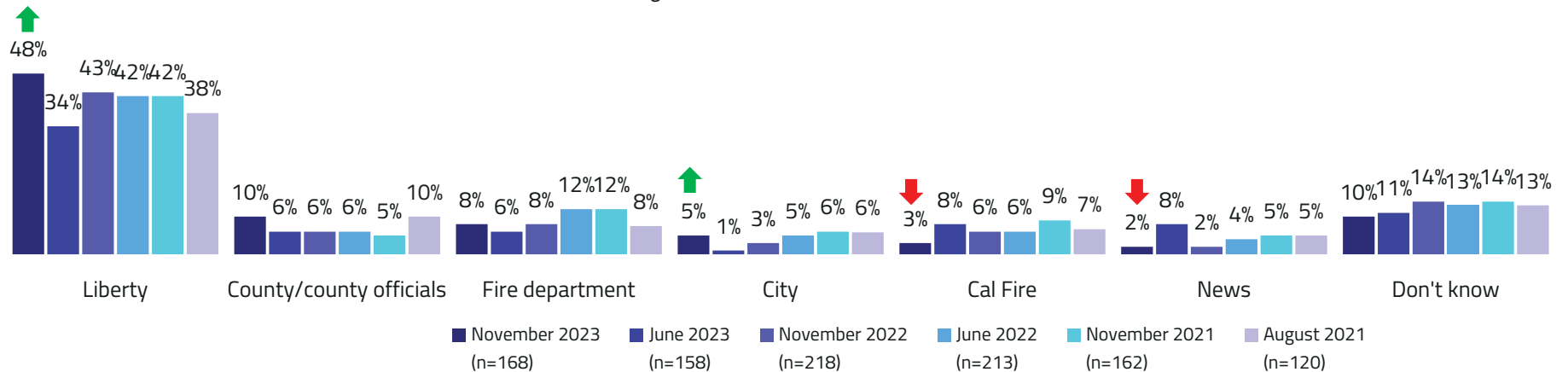


Sources of Wildfire Preparedness Communications

- Of those aware of communications, almost half (48%) mention Liberty as the source of wildfire preparedness communication, up significantly from the previous wave
- One in ten (10%) are not aware of the source of communication, consistent with June 2023 (11%)

Wildfire Preparedness Communications Sources

(among those who recall communication)



Q5 Who was the communication about wildfire preparedness from? (n=168; 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, three in five recall messages about vegetation management (58%), followed by personal preparedness (55%)
- Compared to the previous wave, mentions system hardening have increased significantly (18% vs 9%)

Communications Messages Recalled *(among those who recall communication)*

		June 2023 (n=158)	Nov 2022 (n=218)	June 2022 (n=213)	Nov 2021 (n=162)	Aug 2021 (n=120)
Vegetation Management	58%	56%	59%	56%	52%	48%
Personal Preparedness	55%	61%	56%	55%	56%	59%
Liberty's Wildfire Mitigation Plan	38%	31%	40%	33%	31%	33%
Public Safety Power Shutoff	32%	27%	41%	37%	48%	38%
Local Emergency Services – Resources	26%	20%	24%	30%	30%	18%
Notifications & Updating Customer Information	23%	23%	28%	31%	28%	31%
Medical Needs	22%	20%	17%	18%	20%	18%
Local Emergency Services – Support Tools	20%	15%	21%	18%	24%	14%
California Public Utility Commission designation of high wildfire threat areas	20%	15%	21%	16%	23%	13%
System Hardening	18% ↑	9%	20%	10%	15%	12%
Enhanced Wildfire Safety Settings	16%	12%	17%	Added November 2022		
Community Resource Centers available for information and support	14%	15%	19%	15%	18%	13%
Weather Stations	7%	9%	9%	6%	18%	11%

Q3 What were the messages of the communications you saw or heard about wildfire preparedness? (n=168; Aware of Communication)

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

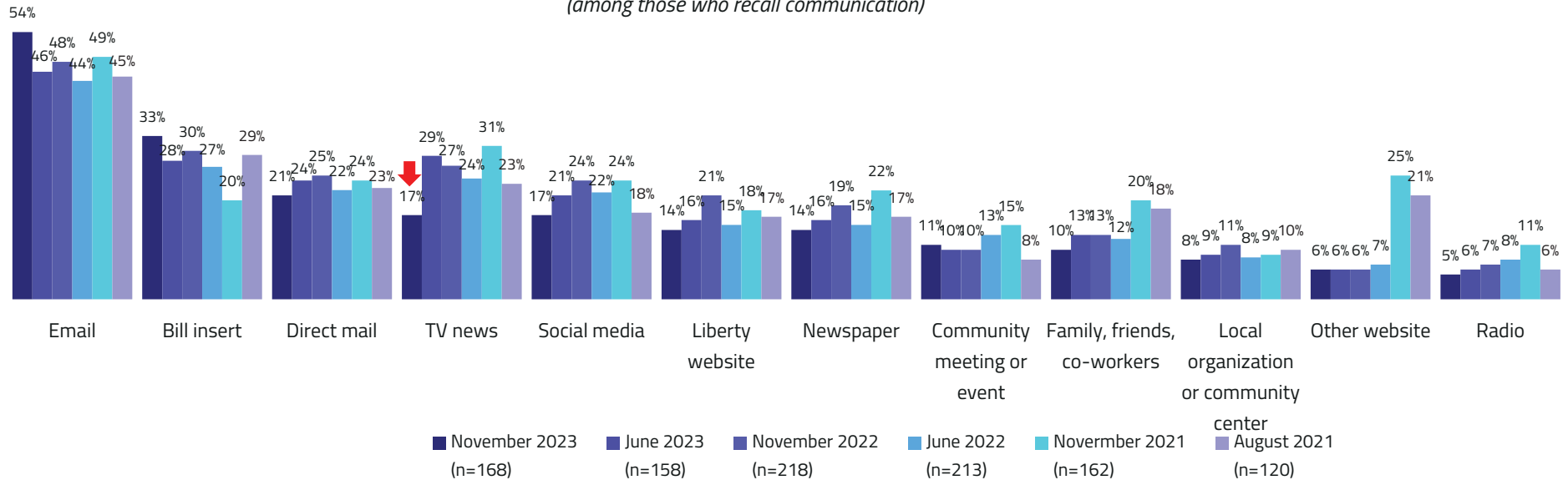


Information Channels for Wildfire Communications

- Email remains the most common channel for wildfire preparedness communication with just over half mentioning it (54%), followed by bill inserts (33%), and direct mail (21%); mentions of TV news as a communication channel decreased significantly since June 2023 (17% vs 29%)

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 Channels for Wildfire Communications (cont.)

- A handful of “other websites” were mentioned by respondents

Other websites include:

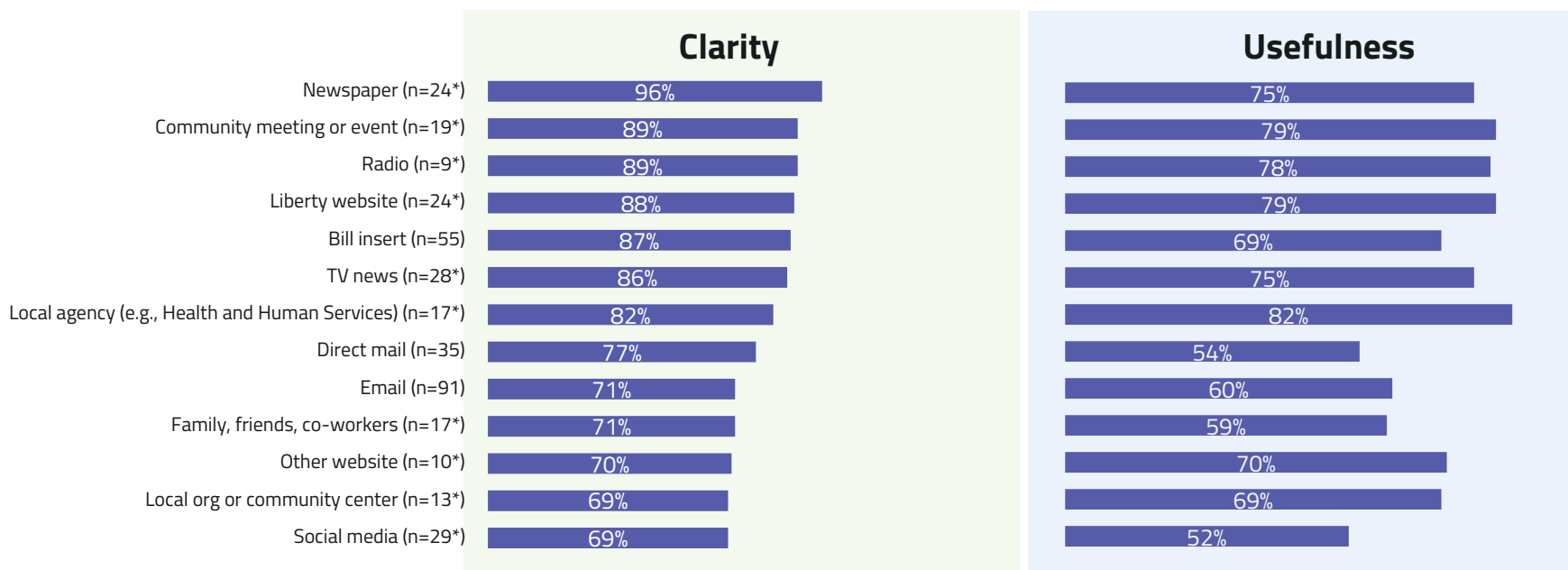
- The Lookout
- Nextdoor
- SoCal Mountains
- Insurance Institute for Business & Home Safety
- Prepare Del Norte

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



Information Usefulness and Clarity

- In terms of clarity, newspapers are rated the highest, along with community meetings or events and radio
- In terms of usefulness, local agencies are rated highest, followed by the Liberty website and community meetings or events



Q4A How useful was the information about wildfire preparedness from each of these sources? (n=168; Aware of Communication)

Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n=168; Aware of Communication)

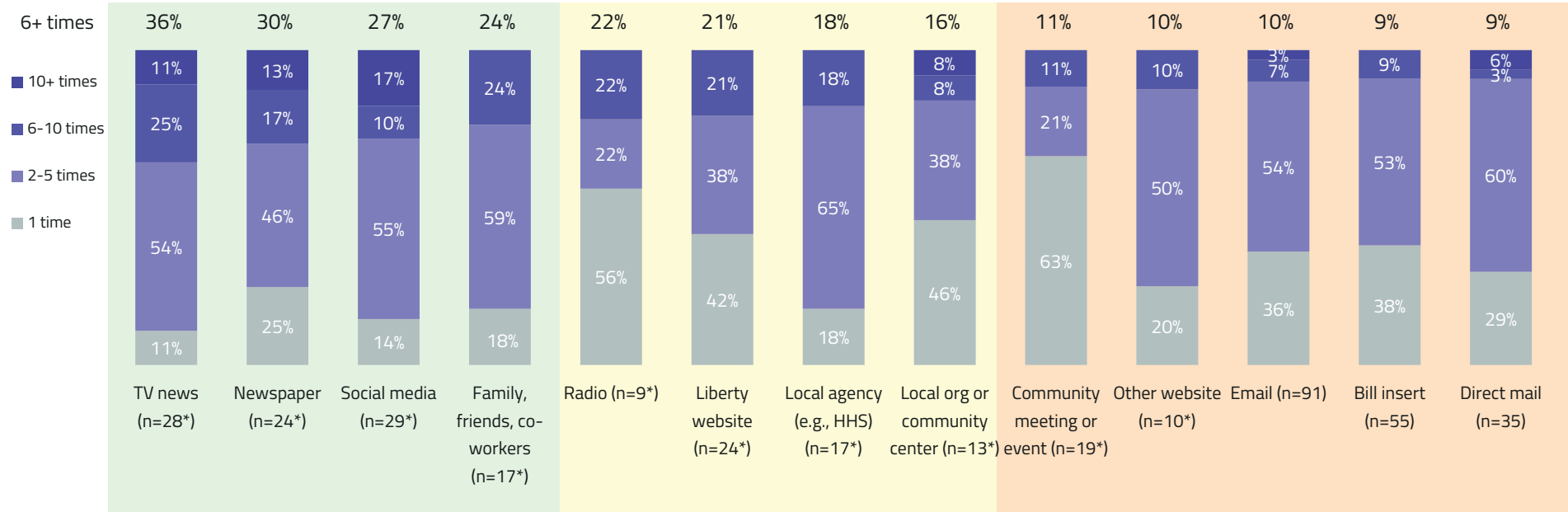
*Small sample size (n<30)



Communication Frequency

- One third say they have seen at least six messages about wildfire preparedness on TV news (36%), followed by newspaper (30%), social media (27%), and word of mouth (24%)

Communication Frequency



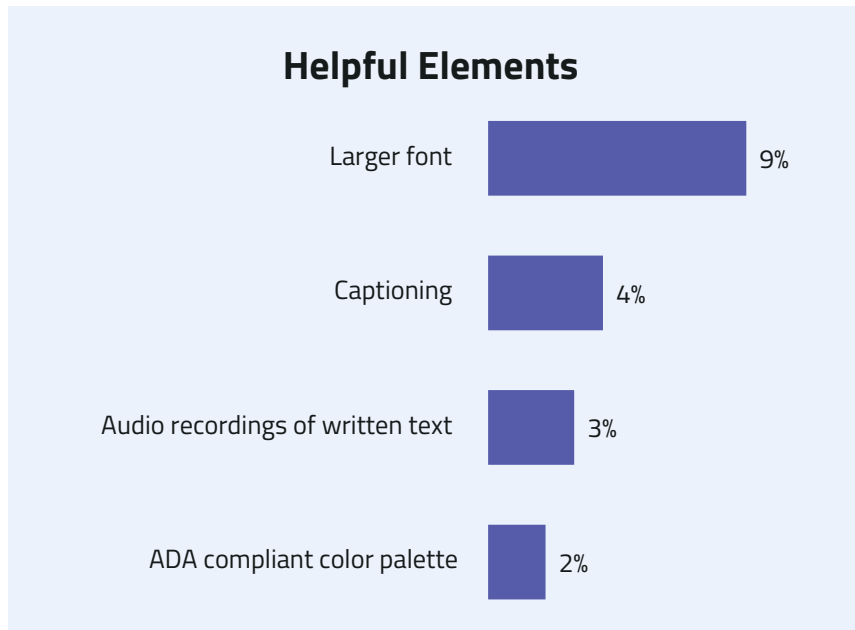
Q5A In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? (n=168; Aware of Communication)

*Small sample size (n<30)



Effective and Helpful Communication

- Notifications via text are considered the most effective form of communication from Liberty (52%) followed by email (26%); larger font is the most helpful (9%) element that could be incorporated



A6 What method of communication from Liberty do you find most effective? (n=320)

A12 Regardless of how communications from Liberty are received, which, if any, of the following would be helpful for you? (n=320)



Wildfire Preparedness Actions Taken

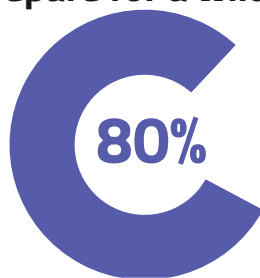


Wildfire Preparedness

- Eight in ten (80%) have taken actions to prevent or prepare their home or business in the event of a wildfire, consistent with previous results (84%)
- Trimming vegetation around their home or property remains the most common action taken, mentioned by 69% of respondents
- The percentage of respondents who performed each task remains consistent with previous waves

Took Actions to Prevent or Prepare for a wildfire

November 2023 (n=320)



June 2023 (n=282)	84%
November 2022 (n=325)	88%
June 2022 (n=280)	86%
November 2021 (n=218)	89%
August 2021 (n=204)	88%

Actions Taken <i>(among those taking action)</i>	November 2023 (n=255)	June 2023 (n=238)	November 2022 (n=286)	June 2022 (n=280)	November 2021 (n=194)	August 2021 (n=180)
Trimmed vegetation around home or property	69%	69%	68%	68%	67%	71%
Created defensible space	36%	35%	43%	39%	38%	31%
Prepared an emergency kit	5%	6%	10%	8%	12%	6%
Clearing roof/gutter	4%	4%	4%	4%	1%	--
Prepared an emergency readiness plan and contact information	2%	1%	2%	11%	5%	4%

Q6 In the past year, have you taken any actions to prevent or prepare your home or business in the event of a wildfire? (n=320; Total)
 Q6A What actions have you taken in your home or business to prevent or prepare in the event of a wildfire? (n=255; Took actions)

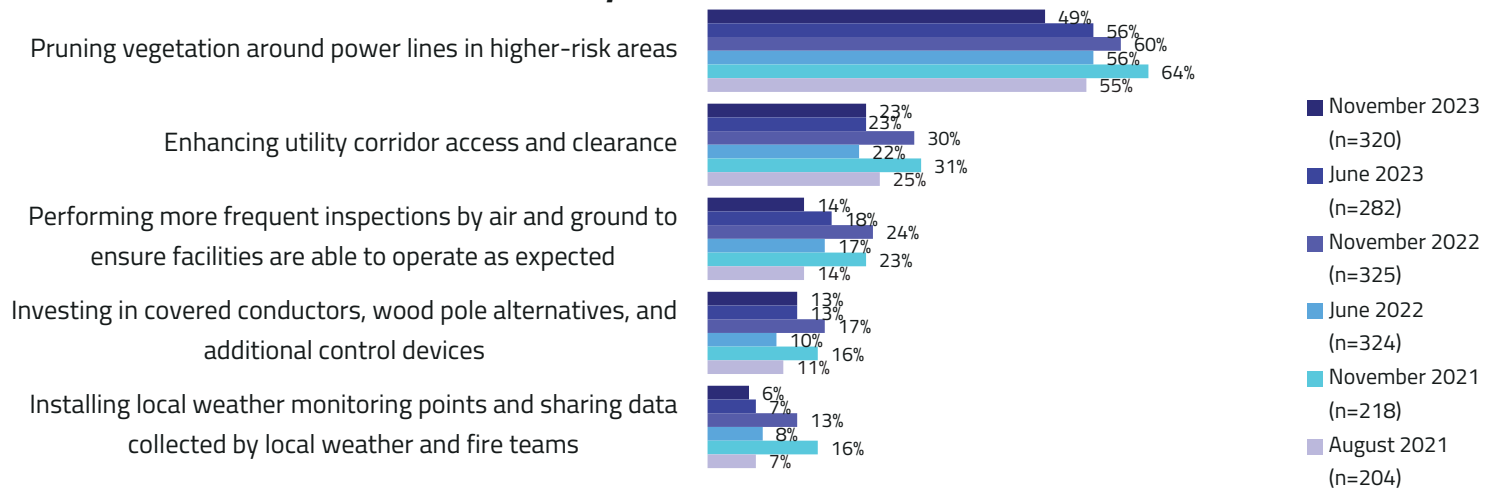
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Awareness of Liberty's Efforts

- Consistent with previous results, half are aware of Liberty pruning vegetation around power lines in higher-risk areas (49%)
- 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=320; Total)

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



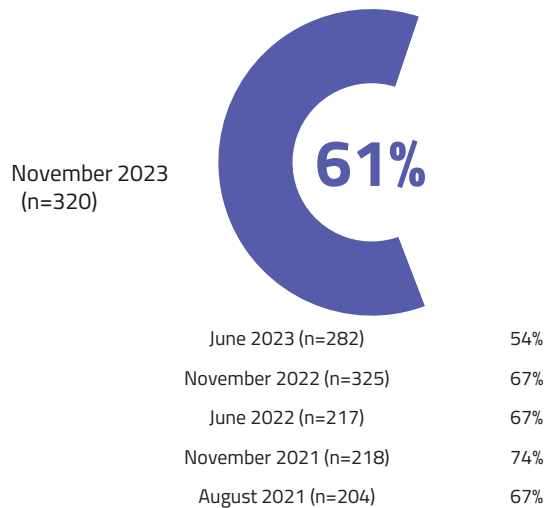
Awareness of Public Safety Power Shutoff



PSPS Awareness

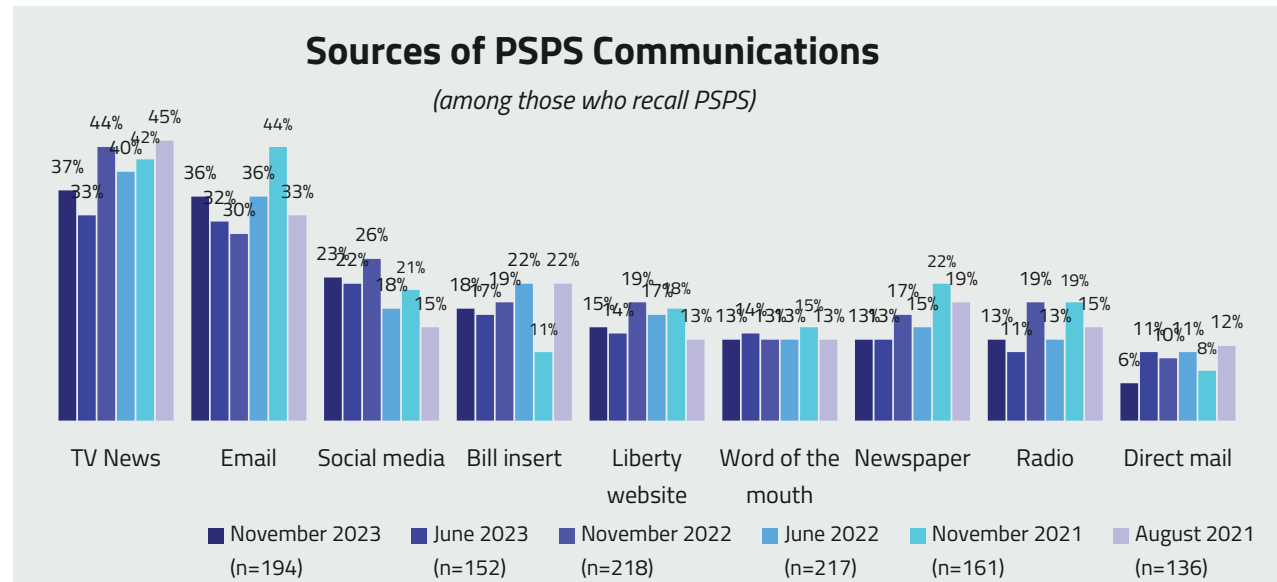
- Six in ten (61%) say they recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS,” consistent with last wave; **Recallers** remain significantly more likely than Non-Recallers to be aware of PSPS (76% vs 44%)
- TV news is the leading source of PSPS communications (37%), followed by email (36%); **Recallers** are significantly more likely than Non-Recallers to mention email (45% vs 19%) and bill insert (23% vs 9%)

PSPS Recall



Sources of PSPS Communications

(among those who recall PSPS)



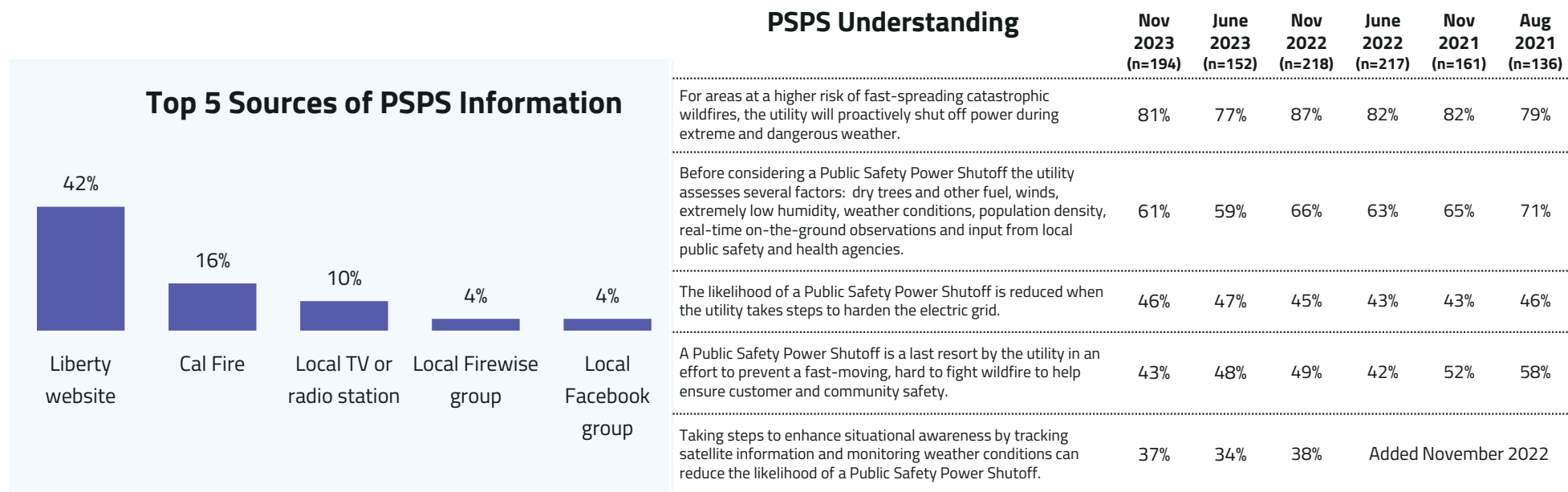
Q8 In the past year, do you recall seeing, hearing or reading the phrase ‘Public Safety Power Shutoff or PSPS?’ (n=320; Total)
 Q8A Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=194; Recall PSPS Communications)

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



PSPS Information & Understanding

- The Liberty website remains the most mentioned source for information about PSPS
- Over eight in ten (81%) understand that a PSPS means “for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather,” consistent with last wave



Q9 Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n=194; Recall PSPS)
 Q10 What is your understanding of a Public Safety Power Shutoff? (n=194; Recall PSPS)

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



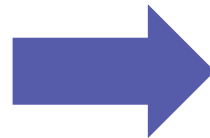
Contact Information for PSPS

- Just under three in five (59%) are aware they can update their contact information with Liberty; awareness among **Recallers** is significantly higher than among Non-Recallers (69% vs 48%)
- Over three quarters (77%) of those aware they can update their information have done so; **Recallers** are significantly more likely than Non-Recallers to have updated their contact information (84% vs 67%)

Awareness of Ability to Update Contact Information for PSPS

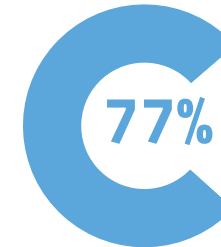


June 2023 (n=282)	57%
November 2022 (n=325)	60%
June 2022 (n=324)	63%
November 2021 (n=218)	64%
August 2021 (n=204)	53%





Have Updated Contact Information

(among those aware they can update contact info)



June 2023 (n=162)	73%
November 2022 (n=194)	75%
June 2022 (n=204)	75%
November 2021 (n=140)	68%
August 2021 (n=109)	64%

Q11 Are you aware you can update your contact information with Liberty to receive proactive notification prior to a Public Safety Power Shutoff? (n=320; Total)
 Q11A Have you updated your contact information with Liberty to receive notifications prior to a Public Safety Power Shutoff? (n=189; 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 (70%), food replacement (53%), and communication (40%)
- Mentions of heating/cooling and utility pumps are up significantly from last wave (70% vs 56% and 12% vs 6%, respectively)

Concerns or Challenges of an Extended Power Outage		June 2023 (n=282)	Nov 2022 (n=218)	June 2022 (n=213)
Heating/cooling	70% ↑	56%	62%	50%
Food replacement	53%	51%	54%	57%
Communication	40%	45%	39%	49%
Shelter	12%	17%	14%	21%
Powering medical equipment	12%	12%	11%	15%
Transportation	12%	12%	11%	13%
Utility pumps (well water)	12% ↑	6%	13%	12%
Cold storage of medication	7%	9%	8%	10%
Mobility equipment	2%	3%	2%	3%
Food storage/refrigeration	1%	0%	1%	2%

A5 In the event of an extended power outage, what are your most significant concerns or challenges? (n=320)

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



Medical Needs and Language Preferences

Just under one in five (17%) responded that they rely on electricity for medical needs

Among **critical customers** the percentage is significantly higher than randomly selected customers (**89%** vs 12%)

Half (50%) of those relying on electricity for medical needs are aware Liberty provides additional notices prior to a PSPS event

Over one in ten (13%), indicate that another language other than English is primarily spoken; English remains preferred for communications for nearly all respondents (98%)

- One percent mentioned Spanish as their preferred language

All but eight respondents (98%) 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=320; 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=54; Rely on electricity for medical needs)

Q15 Is your primary language other than English? (n=320; Total)

Q16 Would it be helpful for you or anyone else in your household to receive communications in another language? (n=320; Total)

Q16B What is your preferred language to receive communications? (n=320, Total)

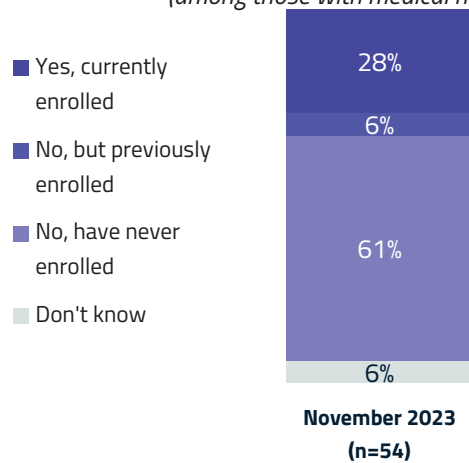


Medical Support Certificate Usage

- Just under three in ten (28%) are currently enrolled in Liberty's Medical Baseline Allowance Program; **Critical** customers are significantly more likely than Random customers to be enrolled (**82% vs 3%**)
- 35% of customers who rely on electricity for medical needs are aware that medical certificates require annual renewal; **Critical** customers are significantly more likely than Random customers to be aware of annual renewal (**76% vs 16%**)

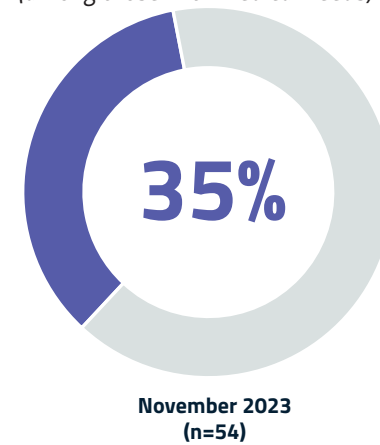
Enrolled in Medical Baseline Allowance Program

(among those with medical needs)



Aware Certificates Require Annual Renewal

(among those with medical needs)



Q14E Are you enrolled in Liberty's Medical Baseline Allowance Program? (n=54; Rely on electricity for medical needs)
Q14C Are you aware that medical certificates require annual renewal? (n=54; Rely on electricity for medical needs)

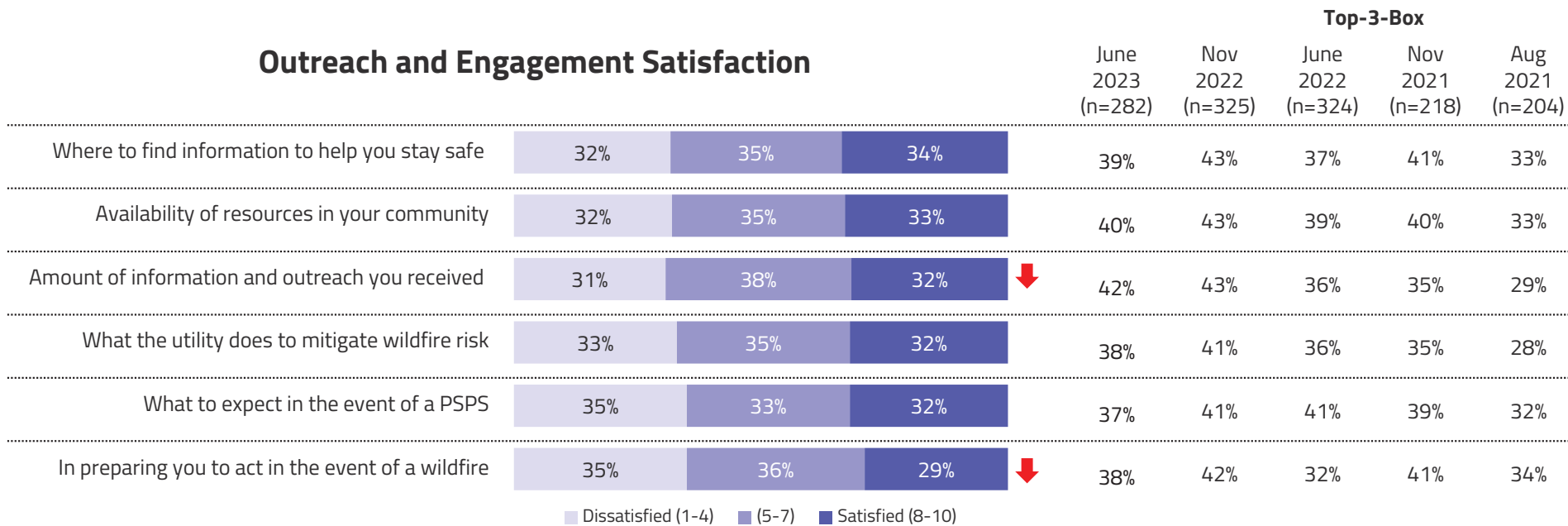


Post-PSPS



Outreach and Engagement Satisfaction

- Customers remain generally satisfied with most of the outreach and engagement they receive; the percentages of customers who are satisfied with the amount of information and outreach they receive, and Liberty preparing them to act in the event of a wildfire, are significantly lower than in June 2023 (32% vs 42% and 29% vs 38%, respectively)
- 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=320; Total)

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



PSPS Notifications

- Almost half (48%) 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	Nov 2023 (n=320)	June 2023 (n=282)	Nov 2022 (n=325)	June 2022 (n=324)	Nov 2021 (n=218)	Aug 2021 (n=204)
Notifications should be sent if there is any possibility of a PSPS	48%	51%	45%	54%	49%	47%
Notifications should only be sent if there is a high likelihood of a PSPS	42%	37%	44%	35%	39%	41%
Notifications should only be sent if a PSPS is certain to occur	11%	12%	11%	12%	12%	12%

QOSAT4. Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? (n=320; Total)

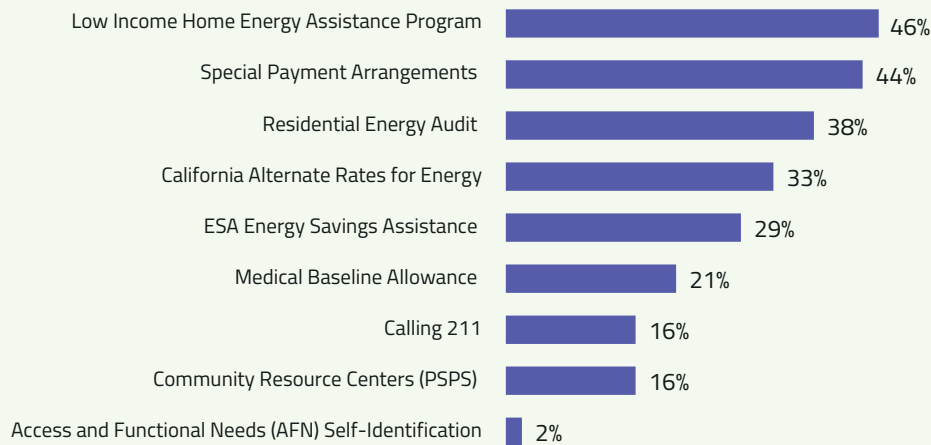


Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Awareness and Familiarity of Resources

- Of the resources available to the public, almost half indicated they were aware of the Low Income Home Energy Assistance Program (46%), followed by Special Payment Arrangements (44%), and Residential Energy Audit (38%)
- Just below three in ten report they either have not investigated the resources or have no need

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=320)

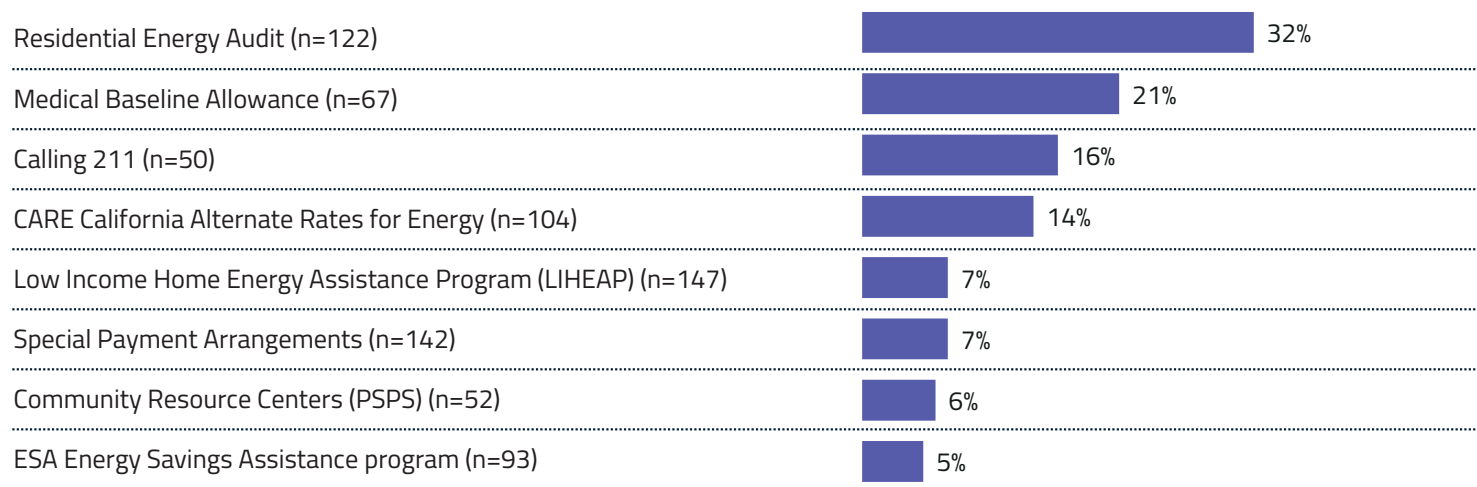
A8 What statement best describes your familiarity with the resources you just reviewed? (n=320)



Resources Used

- Of those who are aware of the resources available, Residential Energy Audit, Medical Baseline Allowance, and calling 211 are the most frequently used

Resources used
(among those who are aware)



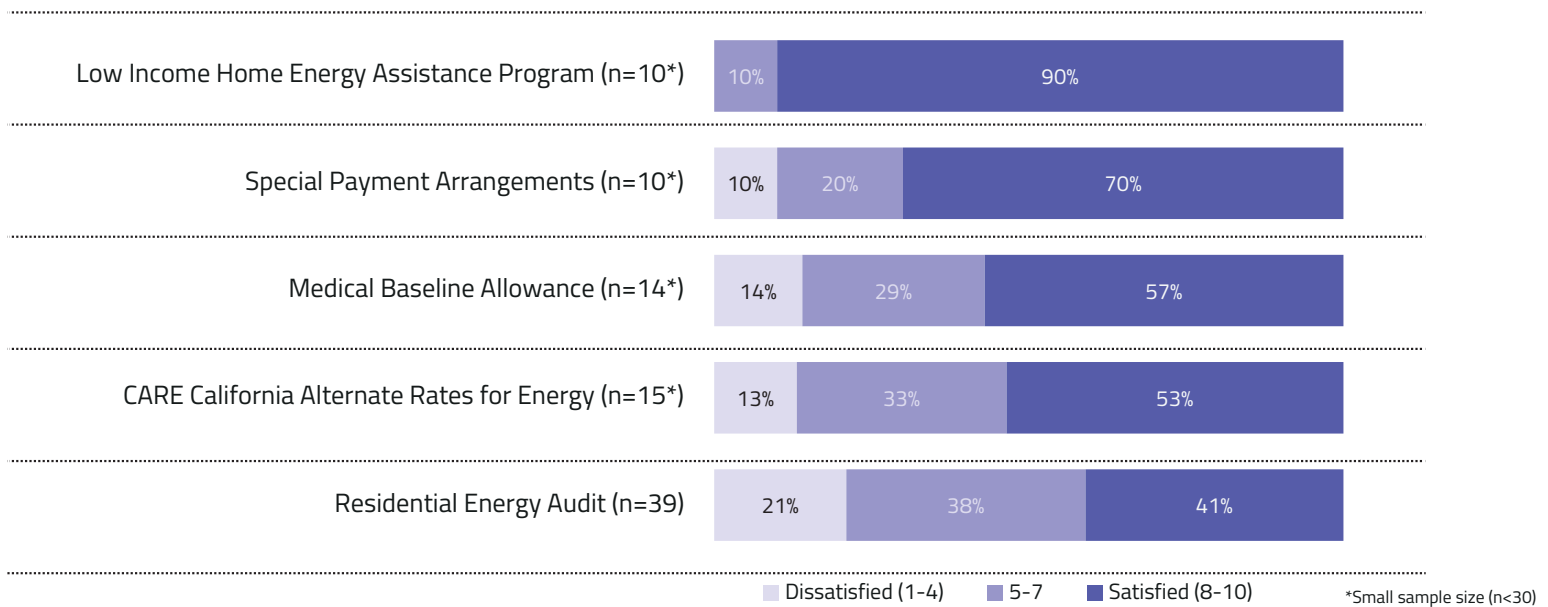
A9 Which, if any, of these resources have you used in the past? (n varies; Aware of Communication)



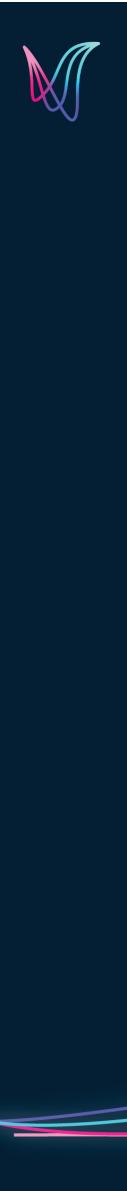
Satisfaction with Resources Used

- Customers using Low Income Home Energy Assistance Program are highly satisfied

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?

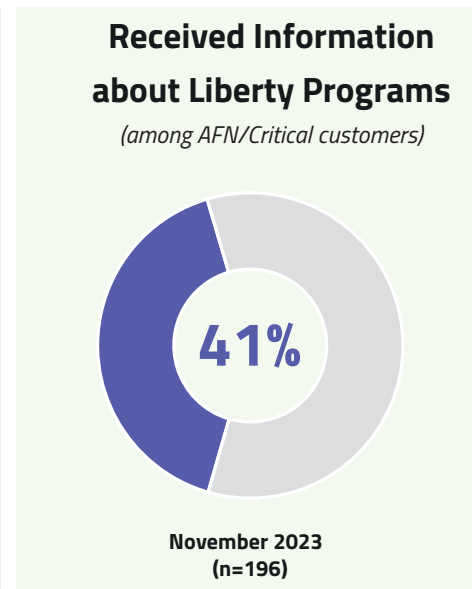
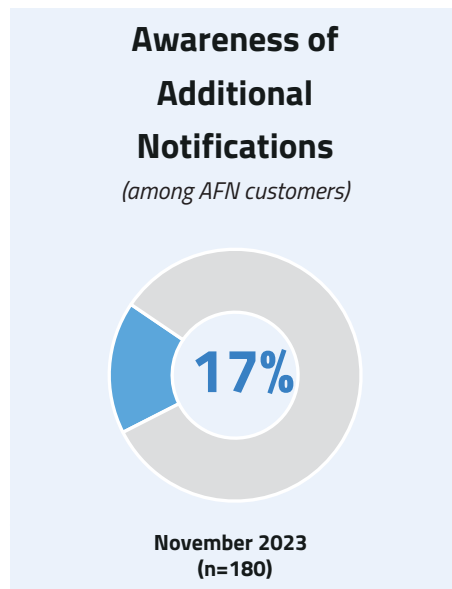


Access and Functional Needs Resources

- Among customers who indicated they have access and functional needs, 17% are aware of additional notifications and communications available
- 41% of Critical or AFN customers have received information from Liberty about programs available and 13% indicate they engage with Community Based Organizations, outside of a PSPS context

Access and Functional Needs

	November 2023 (n=320)
Adults age 62+ in household	47%
Chronic conditions or injuries	16%
Physical, developmental, or intellectual disability	11%
Limited access to transportation in case of emergency	7%
Limited English proficiency	1%
None of these apply	42%



QA11 Do any of the following apply to you or anyone in your household? (n=320; Total)

QL2 Are you aware that Liberty looks to identify households with access and functional needs to provide targeted communication and earlier notification of PSPS? (n=180; A11=Yes)

QL3 Do you recall receiving direct communication regarding available Liberty customer programs and/or preparedness? (n=196; 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=196; A11=Yes / Critical Customer / Rely on electricity for medical needs)



Critical Customers Summary



Key Metrics: Random vs Critical Customers

	Random Customer (n=301)	Critical Customer (n=19*)
Aware of Wildfire Safety Communications	51%	68%
Aware of Communications from Liberty (among those aware)	50%	23%
Took Action to Prevent or Prepare for a Wildfire	80%	79%
Recall PSPS	59%	79%
Would Turn to Liberty Website for PSPS Info	42%	40%
Aware of Ability to Update Contact Info for PSPS	57%	84%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	32%	47%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	32%	88%
Aware of AFN Self-Identification	2%	11%

*Caution small sample size

Bold denotes statistically significant difference between Random and Critical Customers



Demographic Profiles: Random vs Critical Customers

	Random Customer (n=301)	Critical Customer (n=19*)
Gender	Male – 51% Female – 44%	Male – 53% Female – 47%
Age	18-54 – 33% 55-64 – 24% 65+ – 38%	18-54 – 16% 55-64 – 11% 65+ – 63%
Median Income	\$138K	\$57K
Home Ownership	Rent – 9% Own – 86%	Rent – 5% Own – 79%
Primary Language is not English	13%	16%
Responded they Rely on Electricity for Medical Needs	12%	89%

*Caution small sample size

Bold denotes statistically significant difference between Random and Critical Customers



Key Metrics: AFN vs. Non-AFN

	AFN Customer (n=236)	Non-AFN Customer (n=84)
Aware of Wildfire Safety Communications	56%	44%
Aware of Communications from Liberty (among those aware)	48%	46%
Took Action to Prevent or Prepare for a Wildfire	81%	75%
Recall PSPS	61%	60%
Would Turn to Liberty Website for PSPS Info	44%	38%
Aware of Ability to Update Contact Info for PSPS	62%	51%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	36%	24%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	50%	--
Aware of AFN Self-Identification	3%	1%

*Caution small sample size

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



Demographic Profiles: AFN vs. Non-AFN

	AFN Customer (n=236)	Non-AFN Customer (n=84)
Gender	Male – 51% Female – 44%	Male – 51% Female – 43%
Age	18-54 – 20% 55-64 – 21% 65+ – 54%	18-54 – 64% 55-64 – 27% 65+ – --
Median Income	\$117K	\$190K
Home Ownership	Rent – 8% Own – 86%	Rent – 8% Own – 83%
Primary Language is not English	18%	--
Responded they Rely on Electricity for Medical Needs	23%	--

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 November 2023.

- Interviews lasted 30 minutes and were conducted using Microsoft Teams
- Participants were paid \$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 have received limited information from Liberty about wildfire safety and preparation, but do recall communications related to financial support for customers, Medical Baseline, and general outage preparation
- All have general awareness of the PSPS concept, they typically do not know details about PSPS and do not recall communications specifically about PSPS preparation
- CBOs do recall general wildfire preparation messages from other entities, and are aware of steps to be prepared including evacuation readiness, defensible space/vegetation management, and the need for food and water in the event of an outage
- Additionally, they are aware of Liberty's efforts to prevent fires through burying power lines and trimming trees and brush
- Organizations that represent community members with transitional housing needs and seniors are aware of the special needs for their client base and that they are particularly vulnerable to the effects of wildfires; CBOs are interested in partnerships with Liberty to help take care of vulnerable communities in the event of a fire
- Social media, printed handouts/flyers, emails, bill inserts, and in-person community events or meetings are they 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 participating in or holding events, handing out flyers, pointing clients to online resources, sharing information via social media, or handing out printed materials
 - Organizations supporting seniors are critical to reaching this audience, as they are less likely to be on social media and have access to technology or internet connectivity
- Multiple methods of communication are important; social media is common and local Facebook groups are widespread, but seniors, homeless, and those in isolated rural areas are less likely to be reached online; print handouts, radio, and in-home visits (similar to home energy audits) are recommended
- In-person presentations are welcome, at community events, at senior centers, or youth programs; events are currently happening, and Liberty could be a guest speaker to help educate and prepare people for PSPS events
- Regardless of the delivery mechanism, CBOs stress the importance of keeping messages concise and clearly worded, to ensure everyone is able to fully understand the calls to action
- English and Spanish are the primary languages required in the region



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 to the public about how to prepare for a wildfire/outage, including evacuation plans, prepping a “go” bag, and information about shelters
 - Identifying those with medical needs and providing them information to ensure they are able to adequately prepare for a PSPS event or evacuation
 - Offer an emergency checklist for people, so they can ensure everything required is in their “go” bag
 - Sharing early and accurate information about PSPS events, and providing timely updates as circumstances change
 - Providing resources or support for generators and battery backup supplies for vulnerable populations (e.g., seniors or those with medical needs)
 - Support shelters/centers for heating/cooling, charging devices, access to food/water, and beds for emergency use
 - Help ensure those with mobility issues or without transportation access have a means to evacuate or reach a shelter when needed
- Educational communications and resources are most useful in April/May, after the winter weather and before the fire season

PSPS Events

- CBOs stress the need for early and frequent communications about fire safety and PPS, as it requires additional planning for evacuations or a power outage
 - Transportation is a particular concern, and it is necessary to allow time for those without personal transportation to take action
 - Timely information is especially important for seniors, those who are unhoused, or for youth services due to coordination with schools and parents (who may need to leave work or make alternative arrangements for their children)
- Due to the constantly changing nature of weather, it is important to provide frequent updates as conditions change
- 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, 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 PPS, social media, email, and text alerts work best for most, but alternative methods (flyers, signage, in-person) are required for those without access to technology



Demographic Profiles



Respondent Profiles

Gender	Total (n=320)	Recallers (n=168)	Non-Recallers (n=152)
Male	51%	45%	59%
Female	44%	48%	39%
Age			
18 to 24	<1%	--	1%
25 to 34	3%	2%	5%
35 to 44	15%	11%	18%
45 to 54	13%	10%	17%
55 to 64	23%	23%	22%
65 or over	40%	46%	33%
Prefer not to say	6%	7%	4%

Renter/Homeowner	Total (n=320)	Recallers (n=168)	Non-Recallers (n=152)
Own	86%	89%	82%
Rent	8%	5%	12%
Prefer not to say	5%	5%	5%
Household Income			
Less than \$20,000	2%	1%	3%
\$20,000 to \$39,999	5%	5%	4%
\$40,000 to \$59,999	8%	9%	7%
\$60,000 to \$89,999	8%	9%	7%
\$90,000 to \$129,999	11%	11%	11%
\$130,000 to \$199,999	12%	13%	11%
\$200,000 or more	22%	19%	24%
Prefer not to say	33%	32%	34%

Q17 What is your gender? (n=320; Total)

Q18 What is your age category? (n=320; Total)

Q19 Do you own or rent your home? (n=320; Total)

Q20 Which of the following best describes your annual household income? (n=320; Total)

Bold denotes statistically significant difference between Recallers and Non-Recallers



Respondent Profiles – AFN Criteria

	Total (n=320)	Recallers (n=168)	Non-Recallers (n=152)
AFN (NET)	74%	78%	69%
Age 65+	40%	46%	33%
<\$40K income	7%	7%	7%
Chronic conditions or injuries	16%	18%	14%
Limited access to transportation	7%	8%	5%
Physical, developmental, or intellectual disability	11%	10%	13%
Non-English language needs	14%	13%	16%
Medical need	17%	19%	14%

Bold denotes statistically significant difference between Recallers and Non-Recallers

Attachment 11
2023 Wildfire and PSPS Survey Template

Pacific Power/Liberty/Bear Valley Electric Service
2023 Wildfire Outreach Web Questionnaire – Wave 2

Date: October 31, 2023
Universe: General public, Pacific Power, Liberty and Bear Valley service areas in California
Sample size: 580 California residential and/or business customers (up to 500 web surveys, 50 random phone surveys, and 30 critical customer phone surveys)
 Screener: Head of household or business, most likely to contact utility company
Objective: Measure the public’s awareness and affinity for wildfire mitigation awareness

LANDING PAGE

MDC Research is conducting a survey on behalf of [Pacific Power/Liberty/Bear Valley Electric Service] regarding their services and outreach.

This survey usually takes a few minutes. We are only interested in your opinions. We are not selling anything.

We thank you in advance for taking the time to help us serve you better.

To begin the survey, please click '>>>' below.

Q1 **[Screeners 1]** Is [Pacific Power/Liberty/Bear Valley Electric Service] your electricity provider?

- 1 Yes
- 2 No → **THANK & TERMINATE**
- 3 Prefer not to say → **THANK & TERMINATE**

Q2 Have you seen or heard any communications about wildfire safety in the past year?

- 1 Yes
- 2 No → **SKIP TO Q6**
- 7 Don't know → **SKIP TO Q6**

Q5 Who was the communication about wildfire preparedness from?

Q3 What were the messages of the communications you saw or heard about wildfire preparedness?

RANDOMIZE

Select all that apply.

- 11 [Pacific Power/Liberty/Bear Valley Electric Service]’s Wildfire Mitigation Plan
- 12 Public Safety Power Shutoff – De-Energization of Power, Maps
- 13 Weather Stations
- 14 Vegetation Management
- 15 System Hardening
- 16 Personal Preparedness – What to do when power is out, how to prepare emergency kits, defensible space, etc.
- 17 Local Emergency Services – Support Tools
- 18 Local Emergency Services – Resources
- 19 Notifications & Updating Customer Information
- 20 Medical Needs – Plan for any medical needs (e.g., meds needing to be refrigerated, devices requiring power)
- 21 Community Resource Centers available for information and support
- 22 California Public Utility Commission designation of high wildfire threat areas
- 25 **[SHOW IF PACIFIC POWER]** Offering a Generator Rebate Program
- 26 Enhanced Wildfire Safety Settings
- 27 **[SHOW IF PACIFIC POWER]** Offering a Free Portable Battery Program
- 99 Other: _____

Q4 Where did you see or hear the communications about wildfire preparedness? **RANDOMIZE**

Select all that apply.

- 11 Billboard
- 12 Bill insert
- 13 Community meeting or event
- 14 Direct mail
- 15 Family, friends, co-workers
- 16 Local organization or community center (senior citizen center, food bank, church, etc.)
- 17 Magazine
- 18 Newspaper
- 19 Radio
- 20 Social media (e.g., blogs, Facebook, X/Twitter)
- 21 TV news
- 22 Trade publication
- 23 Website [Pacific Power/Liberty/Bear Valley Electric Service])
- 24 Website (other than [Pacific Power/Liberty/Bear Valley Electric Service]) - SPECIFY
- 25 Email
- 34 Local agency (e.g., Health and Human Services)
- 99 Other: _____

Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? Please use a scale of 1-5, where 1 is “not at all clear” and 5 is “extremely clear.”

	RECALL Q4 MENTIONS; RANDOMIZE AND SYNC ORDER WITH Q4	Not at all clear 1	2	3	4	Extremely clear 5
A	Billboard	1	2	3	4	5
B	Bill insert	1	2	3	4	5
C	Community meeting or event	1	2	3	4	5
D	Direct mail	1	2	3	4	5
E	Family, friends, co-workers	1	2	3	4	5
F	Local organization or community center (senior citizen center, food bank, church, etc.)	1	2	3	4	5
G	Magazine	1	2	3	4	5
H	Newspaper	1	2	3	4	5
I	Radio	1	2	3	4	5
J	Social media (e.g., blogs, Facebook, X/Twitter)	1	2	3	4	5
K	TV news	1	2	3	4	5
L	Trade publication	1	2	3	4	5
M	Website ([Pacific Power/ Liberty/Bear Valley Electric Service])	1	2	3	4	5
N	Website (other than [Pacific Power/Liberty/Bear Valley Electric Service])	1	2	3	4	5
O	Email	1	2	3	4	5
Q	Local agency (e.g., Health and Human Services)	1	2	3	4	5
P	Other (RECALL Q4=99)	1	2	3	4	5

Q4A How useful was the information about wildfire preparedness from each of these sources? Please use a scale of 1-5, where 1 is “not at all useful” and 5 is “extremely useful.”

	RECALL Q4 MENTIONS; RANDOMIZE AND SYNC ORDER WITH Q4	Not at all useful 1	2	3	4	Extremely useful 5
A	Billboard	1	2	3	4	5
B	Bill insert	1	2	3	4	5
C	Community meeting or event	1	2	3	4	5
D	Direct mail	1	2	3	4	5
E	Family, friends, co-workers	1	2	3	4	5

F	Local organization or community center (senior citizen center, food bank, church, etc.)	1	2	3	4	5
G	Magazine	1	2	3	4	5
H	Newspaper	1	2	3	4	5
I	Radio	1	2	3	4	5
J	Social media (e.g., blogs, Facebook, X/Twitter)	1	2	3	4	5
K	TV news	1	2	3	4	5
L	Trade publication	1	2	3	4	5
M	Website ([Pacific Power/Liberty/Bear Valley Electric Service])	1	2	3	4	5
N	Website (other than [Pacific Power/Liberty/Bear Valley Electric Service])	1	2	3	4	5
O	Email	1	2	3	4	5
Q	Local agency (e.g., Health and Human Services)	1	2	3	4	5
P	Other (RECALL Q4=99)	1	2	3	4	5

Q5 In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? For each source, please indicate the number of times you recall seeing, hearing, or seeking information about wildfire preparedness. Your best guess is fine.

	RECALL Q4 MENTIONS; RANDOMIZE AND SYNC ORDER WITH Q4	Record Number of Times Recalled SHOW DROPDOWN: 1 time, 2-5 times, 6-10 times, 10+ times
A	Billboard	
B	Bill insert	
C	Community meeting or event	
D	Direct mail	
E	Family, friends, co-workers	
F	Local organization or community center (senior citizen center, food bank, church, etc.)	
G	Magazine	
H	Newspaper	
I	Radio	
J	Social media (e.g., blogs, Facebook, X/Twitter)	
K	TV news	
L	Trade publication	
M	Website ([Pacific Power/Liberty/Bear Valley Electric Service])	

N	Website (other than [Pacific Power/ Liberty/Bear Valley Electric Service])	
O	Email	
Q	Local agency (e.g., Health and Human Services)	
P	Other (RECALL Q4=99)	

Q6 In the past year, have you taken any actions to prevent or prepare your home or business in the event of a wildfire?

- 1 Yes
- 2 No → **SKIP TO Q7**
- 3 Prefer not to say → **SKIP TO Q7**

Q6A What actions have you taken in your home or business to prevent or prepare in the event of a wildfire?

99 RECORD: _____

DO NOT DISPLAY; FOR CODING USE ONLY

- 11 Trimmed vegetation around home or property
- 12 Prepared an emergency kit
- 13 Prepared an emergency readiness plan and contact information
- 14 Scanned key documents to the Cloud
- 15 Stored valuables in a safe or safety deposit box
- 16 Learned how to override my electric garage door opener
- 17 Updated contact information and/or signed up for notifications from [Pacific Power/Liberty/Bear Valley Electric Service]
- 25 **[IF PACIFIC POWER]** Participated in generator rebate program
- 99 Other: _____
- 97 Don't know

- Q7 What efforts by [Pacific Power/Liberty/Bear Valley Electric Service] are you aware of to reduce the risk or impact of wildfire? **RANDOMIZE**
Select all that apply.
- 11 Pruning vegetation around power lines in higher-risk areas
 - 12 Enhancing utility corridor access and clearance
 - 13 Performing more frequent inspections by air and ground to ensure facilities are able to operate as expected
 - 14 Investing in covered conductors, wood pole alternatives, and additional control devices
 - 15 Installing local weather monitoring points and sharing data collected by local weather and fire teams
 - 18 **[SHOW IF PACIFIC POWER]** Offering Generator Rebate Program
 - 99 Other: _____
 - 97 I don't know
 - 88 I am not aware of any efforts

Ask QN1-QN4 if PACIFIC POWER

QN1 Are you aware that you can call Pacific Power to get information about wildfire safety and preparedness?

- 1 Yes
- 2 No → **SKIP TO Q8**

QN2 In the past year, have you called Pacific Power to get information about wildfire safety and preparedness?

- 1 Yes
- 2 No → **SKIP TO Q8**

QN3 What specific topics about wildfire safety and preparedness did you call to ask about?
RANDOMIZE; MULTIPLE MENTIONS
Select all that apply.

- 11 Public Safety Power Shutoff – De-Energization of Power, Maps
- 12 Weather Stations
- 13 Vegetation Management
- 14 System Hardening
- 15 Personal Preparedness – What to do when power is out, how to prepare emergency kits, defensible space, etc.
- 16 Local Emergency Services – Support Tools
- 17 Local Emergency Services – Resources
- 18 Notifications & Updating Customer Information
- 19 Medical Needs – Plan for any medical needs (e.g., meds needing to be refrigerated, devices requiring power)
- 20 Community Resource Centers available for information and support
- 21 Fire High Consequence Areas

- 22 Elevated Fire Risk (EFR) settings
- 23 Pacific Power's Wildfire Protection Plan
- 24 Generator Rebate Program
- 25 Free Portable Battery Program

99 Other: _____

QN4 When you called Pacific Power about wildfire safety and preparedness, did you feel you got the information that you needed?

- 1 Yes
- 2 No

Q8 In the past year, do you recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS?"

- 1 Yes
- 2 No → **SKIP TO Q11**

Q8A Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? **RANDOMIZE**
Select all that apply.

- 11 Billboard
- 12 Bill insert
- 13 Community meeting or event
- 14 Direct mail
- 15 Family, friends, co-workers
- 16 Local organization or community center (senior citizen center, food bank, church, etc.)
- 17 Magazine
- 18 Newspaper
- 19 Radio
- 20 Social media (e.g., blogs, Facebook, X/Twitter)
- 21 TV News
- 22 Trade publication
- 23 Website ([Pacific Power/Liberty/Bear Valley Electric Service])
- 24 Website (other than [Pacific Power/Liberty/Bear Valley Electric Service]) - SPECIFY
- 25 Email
- 99 Other: _____

Q9 Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? **RANDOMIZE; SINGLE MENTION**

- 11 Website ([Pacific Power/Liberty/Bear Valley Electric Service])
- 12 Website (other than [Pacific Power/Liberty/Bear Valley Electric Service]) - SPECIFY
- 13 Facebook
- 14 Local TV or radio station
- 15 State government
- 16 Federal government
- 17 Cal Fire
- 27 Local Firewise Group
- 28 Local Facebook Group
- 29 X (formerly Twitter)
- 99 Other: _____
- 97 Don't know

Q10 What is your understanding of a Public Safety Power Shutoff? Please select all of the statements that are true about a Public Safety Power Shutoff. **ROTATE**
Select all that apply.

- 11 For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.
- 12 A Public Safety Power Shutoff is a last resort by the utility in an effort to prevent a fast-moving, hard to fight wildfire to help ensure customer and community safety.
- 13 Before considering a Public Safety Power Shutoff the utility assesses several factors: dry trees and other fuel, winds, extremely low humidity, weather conditions, population density, real-time on-the-ground observations and input from local public safety and health agencies.
- 14 The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.
- 16 Taking steps to enhance situational awareness by tracking satellite information and monitoring weather conditions can reduce the likelihood of a Public Safety Power Shutoff.
- 99 Other: _____
- 97 I don't know

Q11. Are you aware you can update your contact information with [Pacific Power/Liberty/Bear Valley Electric Service] to receive proactive notification prior to a Public Safety Power Shutoff?

- 1 Yes
- 2 No → **SKIP TO Q12**
- 7 I don't know → **SKIP TO Q12**

Q11A Have you updated your contact information with [Pacific Power/Liberty/Bear Valley Electric Service] to receive notifications prior to a Public Safety Power Shutoff?

- 1 Yes
- 2 No
- 7 I don't know

ASK Q12 IF BVES

Q12 Do you know whether your address is located in a Public Safety Power Shutoff area?

- 1 Yes
- 2 No

ASK Q13 IF BVES

Q13 Are you aware of a map on Bear Valley Electric Service's website where you can locate Public Safety Power Shutoff areas?

- 1 Yes
- 2 No
- 7 I don't know

ASK Q13A IF PACIFIC POWER

Q13A Are you aware of Pacific Power's website where you can find and locate information about a PSPS event?

- 1 Yes
- 2 No
- 7 I don't know

Q14. Does anyone in your home or business rely on electricity for medical needs/equipment?

- 1 Yes
- 2 No → **SKIP TO QPS1**

Q14a. Are you aware that [Pacific Power/Liberty/Bear Valley Electric Service] provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment?

- 1 Yes
- 2 No

ASK Q14B IF PACIFIC POWER OR BVES

Q14b. Do you currently have an active Medical or Life Support Equipment Certificate?

- 1 Yes, I have an active certificate
- 2 No, I have an expired certificate
- 3 No, I have never had a certificate
- 7 I don't know

ASK Q14E IF LIBERTY

Q14e. Are you enrolled in Liberty's Medical Baseline Allowance Program?

- 1 Yes, currently enrolled
- 2 No, but previously enrolled
- 3 No, have never enrolled
- 7 I don't know

Q14c. A Medical or Life Support Equipment Certificate must be completed by a qualified medical professional certifying that a member of the household is using medical equipment on a regular basis required to maintain life or has a medical condition that would be adversely affected if electric service is disconnected. Are you aware that medical certificates require annual renewal?

- 1 Yes
- 2 No

ASK Q14D IF PACIFIC POWER

Q14d. Are you aware that customers with an active medical certificate and are enrolled in the California Alternate Rates for Energy (CARE) program are eligible to participate in the Pacific Power's Free Portable Battery program?

- 1 Yes
- 2 No

IF PACIFIC POWER, BVES OR LIBERTY SKIP TO OSAT1

QPS1. Did you experience a Public Safety Power Shutoff (PSPS) this year?

- 1 Yes
- 2 No – **SKIP OSAT1**

QPS1a. Did you receive adequate notification and information to prepare for the Public Safety Power Shutoff?

- 1 Yes
- 2 No

QPS1c. Are you aware of Community Resource Centers set up during the Public Safety Power Shutoff?

- 1 Yes
- 2 No – **SKIP TO A1**

QPS1d. Did you visit a Community Resource Center?

- 1 Yes
- 2 No – **SKIP TO A1**

QPS1e. Did the Community Resource Center meet your needs with sufficient capacity and other functional requirements?

- 1 Yes
- 2 No

A1 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.?

- 1 Yes
- 2 No → **SKIP TO PS1B**

A2 What local Community Based Organizations (CBOs) or resource networks did you engage with?

99 RECORD: _____

A3 How did you engage with the CBO or resource networks you mentioned?

- 11 Phone
- 12 Email
- 13 In person (at facility)
- 14 In person (home visit)
- 99 Other (specify)

A4 At what point during the outage did you engage the CBOs or resource networks?

- 1 0-1 days
- 2 1-2 days
- 3 2-3 days
- 4 3+ days

QPS1b. What about the Public Safety Power Shutoff (PSPS) notification and information could have been improved?

99 RECORD: _____

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 received from [Pacific Power/Liberty/Bear Valley Electric Service] regarding:

	RANDOMIZE	Not at all satisfied 1	2	3	4	5	6	7	8	9	Very satisfied 10
A	Where to find information to help you stay safe and prepare before a wildfire	1	2	3	4	5	6	7	8	9	10
B	What the utility does to reduce wildfire risk	1	2	3	4	5	6	7	8	9	10
C	Availability of resources in your community for wildfire safety information	1	2	3	4	5	6	7	8	9	10
D	What to expect in the event of a Public Safety Power Shutoff	1	2	3	4	5	6	7	8	9	10
E	In preparing you to act in the event of a wildfire	1	2	3	4	5	6	7	8	9	10
F	Amount of information and outreach you received about wildfire safety	1	2	3	4	5	6	7	8	9	10

A5 In the event of an extended power outage, what are your most significant concerns or challenges?

MULTIPLE MENTIONS

- 11 Transportation
- 12 Powering medical equipment
- 13 Cold storage of medication
- 14 Heating/cooling
- 15 Food replacement
- 16 Mobility equipment
- 17 Shelter
- 18 Communication
- 19 Utility pumps (well water)
- 99 Other (SPECIFY)

IF PACIFIC POWER, BVES OR LIBERTY SKIP TO OSAT4

OSAT2 How many Public Safety Power Shutoff (PSPS) notifications have you received in the past year?

RECORD # NOTIFICATIONS

- 97 Don't know

ASK OSAT3 IF QPS1=1

OSAT3 How many Public Safety Power Shutoffs have you experienced in the past year? **AUTOPUNCH 0 IF QPS1=2**

RECORD # OUTAGES

97 Don't know

OSAT4 Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications?

- 1 Notifications should be sent if there is any possibility of a PSPS
- 2 Notifications should only be sent if there is a high likelihood of a PSPS
- 3 Notifications should only be sent if a PSPS is certain to occur

ASK OSAT5 IF OSAT2>OSAT3; DO NOT ASK FOR BVES OR LIBERTY

OSAT5 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?

Please be specific.

Q15. Is a language other than English primarily spoken in your household?

- 1 Yes
- 2 No

Q16. Would it be helpful for you or anyone else in your household to receive communications in another language?

- 1 Yes
- 2 No

Q16b. What is your preferred language to receive communications? **SINGLE MENTION**

- 11 English
- 12 Spanish
- 13 Traditional Chinese
- 14 Simplified Chinese
- 16 Tagalog
- 17 Vietnamese
- 18 Mixteco
- 19 Zapoteco
- 20 Hmong
- 21 German
- 22 Korean
- 23 Japanese

- 24 Russian
- 99 Other (specify)

A6 What method of communication from [Pacific Power/Liberty/Bear Valley Electric Service] do you find most effective? **SINGLE MENTION, RANDOMIZE**

- 11 Website
- 12 Notifications via text
- 13 Notifications via phone
- 14 Email
- 15 Direct mailing
- 16 Community-based organization (CBO) / resource networks
- 17 Community meetings: in person
- 18 Community meetings: virtual
- 99 Other (specify)

A12 Regardless of how communications from [Pacific Power/Liberty/Bear Valley Electric Service] are received, which, if any, of the following would be helpful for you? **MULTIPLE MENTION; RANDOMIZE**

- 11 American Sign Language (ASL)
- 12 Larger font
- 13 Braille
- 14 Audio recordings of written text
- 15 TTY compatibility
- 16 Speech-to-Speech (STS) Service
- 17 Video Relay Service (VRS)
- 18 Captioning
- 19 Capability with screen reader
- 20 ADA compliant color palette
- 99 Other (specify) **[ANCHOR]**
- 88 None of these would be helpful **[ANCHOR; EXCLUSIVE]**

- A7 [Pacific Power/Liberty/Bear Valley Electric Service] supports a number of resources that are available to the public. Before today, which of the following resources have you heard of?

RANDOMIZE

		Yes	No	Not Sure
A	CARE California Alternate Rates for Energy	1	2	8
B	Medical Baseline Allowance	1	2	8
C	ESA Energy Savings Assistance program	1	2	8
D	Residential Energy Audit	1	2	8
E	Access and Functional Needs (AFN) Self-Identification	1	2	8
F	Special Payment Arrangements	1	2	8
G	Community Resource Centers (PSPS)	1	2	8
I	Calling 211	1	2	8
J	Low Income Home Energy Assistance Program (LIHEAP)	1	2	8
K	[PACIFIC POWER OR BVES] Electrical and Wildfire Safety Information	1	2	8
L	[PACIFIC POWER ONLY] Offering a Generator Rebate Program	1	2	8
M	[PACIFIC POWER ONLY] Offering a Free Portable Battery Program	1	2	8

- A8 What statement best describes your familiarity with the resources you just reviewed?

RANDOMIZE; SINGLE MENTION

- 11 Have not investigated the resources
- 12 Did not pay attention to communications from [Pacific Power/Liberty/Bear Valley Electric Service]
- 13 Have not seen any communications from [Pacific Power/Liberty/Bear Valley Electric Service]
- 14 No need for these resources
- 15 Impairment or disability makes it difficult to learn about these resources
- 16 Not interested in these resources
- 99 Other (SPECIFY)

ASK IF PACIFIC POWER AND IF A7L=1

- G1 Where did you hear about Pacific Power's Generator Rebate Program? **RANDOMIZE**

Select all that apply.

- 11 Pacific Power website
- 12 Email
- 13 Direct mailing
- 14 Bill insert
- 15 Community meetings: in person
- 16 Community meetings: virtual
- 17 Social media (e.g., blogs, Facebook, X/Twitter)
- 18 Friends, family, or co-workers
- 99 Other (specify)

ASK IF PACIFIC POWER

G2 Thinking specifically about Pacific Power's Generator Rebate Program, how would you prefer to receive information from Pacific Power about the program? **RANDOMIZE**

Select all that apply.

- 11 Pacific Power website
- 12 Email
- 13 Direct mailing
- 14 Bill insert
- 15 Community meetings: in person
- 16 Community meetings: virtual
- 17 Social media (e.g., blogs, Facebook, X/Twitter)
- 99 Other (specify)
- 88 I would not want to receive information about the Generator Rebate Program

ASK IF PACIFIC POWER

G3 What information about Pacific Power's Generator Rebate Program would be important for you to know? **RANDOMIZE**

Select all that apply.

- 11 How to apply for a rebate
- 12 The rebate amount
- 13 Specific generators that qualify
- 14 Retailers that sell qualifying generators
- 15 Other types of financial assistance programs available
- 16 Whether I qualify for a rebate
- 99 Other (specify)
- 88 I would not want any information about the Generator Rebate Program

A9 Which, if any, of these resources have you used in the past? **SYNC ORDER WITH A7; SHOW RESOURCES AWARE IN A7**

		Yes	No	Not Sure
A	CARE California Alternate Rates for Energy	1	2	8
B	Medical Baseline Allowance	1	2	8
C	ESA Energy Savings Assistance program	1	2	8
D	Residential Energy Audit	1	2	8
E	Access and Functional Needs (AFN) Self-Identification	1	2	8
F	Special Payment Arrangements	1	2	8
G	[PACIFIC POWER OR BVES] Community Resource Centers (PSPS)	1	2	8
I	Calling 211	1	2	8
J	Low Income Home Energy Assistance Program (LIHEAP)	1	2	8

K	[PACIFIC POWER OR BVES] Electrical and Wildfire Safety Information	1	2	8
L	[PACIFIC POWER ONLY] Offering a Generator Rebate Program	1	2	8
M	[PACIFIC POWER ONLY] Offering a Free Portable Battery Program	1	2	8

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? **SYNC ORDER WITH A9; SHOW RESOURCES USED IN A9**

	RANDOMIZE	Not at all satisfied 1	2	3	4	5	6	7	8	9	Very satisfied 10
A	CARE California Alternate Rates for Energy	1	2	3	4	5	6	7	8	9	10
B	Medical Baseline Allowance	1	2	3	4	5	6	7	8	9	10
C	ESA Energy Savings Assistance program	1	2	3	4	5	6	7	8	9	10
D	Residential Energy Audit	1	2	3	4	5	6	7	8	9	10
E	Access and Functional Needs (AFN) Self-Identification	1	2	3	4	5	6	7	8	9	10
F	Special Payment Arrangements	1	2	3	4	5	6	7	8	9	10
G	[PACIFIC POWER OR BVES] Community Resource Centers (PSPS)	1	2	3	4	5	6	7	8	9	10
I	Calling 211	1	2	3	4	5	6	7	8	9	10
J	Low Income Home Energy Assistance Program (LIHEAP)	1	2	3	4	5	6	7	8	9	10
K	[PACIFIC POWER OR BVES] Electrical and Wildfire Safety Information	1	2	3	4	5	6	7	8	9	10
L	[PACIFIC POWER ONLY] Offering a Generator Rebate Program	1	2	3	4	5	6	7	8	9	10
M	[PACIFIC POWER ONLY] Offering a Free Portable Battery Program	1	2	3	4	5	6	7	8	9	10

We are about done. We have some additional questions to help us categorize and reconcile your responses so we can better communicate to your needs.

A11 Do any of the following apply to you or anyone in your household? **MULTIPLE MENTIONS**

- 11 Physical, developmental, or intellectual disability
- 12 Chronic conditions or injuries
- 13 Limited English proficiency
- 14 Adults age 62+ in the household
- 15 Limited access to transportation in the case of an emergency
- 99 Other (specify)
- 88 None of these apply

IF A11=11-15, FLAG AS AFN

ASK L2=L4 IF LIBERTY

ASK L2 IF AFN

L2 Are you aware that Liberty looks to identify households with access and functional needs to provide targeted communication and earlier notification of PSPS?

- 1 Yes
- 2 No

ASK L3 IF AFN OR A9A=1 OR Q14=1 OR LIST=CRITICAL

L3 Do you recall receiving direct communication regarding available Liberty customer programs and/or preparedness?

- 1 Yes
- 2 No

ASK L3 IF AFN OR A9A=1 OR Q14=1 OR LIST=CRITICAL

L4 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?

- 1 Yes
- 2 No

Q17 What is your gender?

- 1 Male
- 2 Female
- 3 Non-binary or third gender
- 7 Prefer not to say

Q18 What is your age category?

- 1 18 to 24
- 2 25 to 34
- 3 35 to 44
- 4 45 to 54
- 5 55 to 64
- 6 65 or over
- 7 Prefer not to say

Q19 Do you own or rent your home?

- 1 Rent
- 2 Own/ buying
- 3 Other
- 7 Prefer not to say

Q20 Which of the following best describes your annual household income?

- 11 Less than \$20,000
- 12 \$20,000 to \$39,999
- 13 \$40,000 to \$59,999
- 14 \$60,000 to \$89,999
- 15 \$90,000 to \$129,999
- 16 \$130,000 to \$199,999
- 17 \$200,000 or more
- 97 Prefer not to say

EXIT (IF Q14=2)

Thank you very much for your help with this important research! We appreciate you taking the time to provide us with your feedback.

For questions about the survey or data collection, please email [pacificpower@mdcinvoke.com / liberty@mdcinvoke.com / bves@mdcinvoke.com].

To submit your survey responses, please click the >>> button below.

EXIT2 (IF Q14=1 AND PACIFIC POWER)

Thank you very much for your help with this important research! We appreciate you taking the time to provide us with your feedback.

During the survey, you mentioned that you have a medical device. To learn more about Pacific Power's medical baseline program and to apply for reduced rates and other programs, please call Pacific Power at 1-888-221-7070.

For questions about the survey or data collection, please email pacificpower@mdcinvoke.com.

To submit your survey responses, please click the >>> button below.

EXIT2 ([IF Q14=1 OR IF AFN] AND LIBERTY)

Thank you very much for your help with this important research! We appreciate you taking the time to provide us with your feedback.

IF Q14=1:

During the survey, you mentioned that you have a medical device. To learn more about Liberty's medical baseline program and to apply for reduced rates and other programs, please call Liberty at 1-800-782-2506.

IF AFN:

During the survey, you mentioned that you identified with an access and functional need. To self-identify, visit: <https://california.libertyutilities.com/south-lake-tahoe/forms/afn-customer-application.html>

For questions about the survey or data collection, please email liberty@mdcinvite.com.

To submit your survey responses, please click the >>> button below.

EXIT2 (IF Q14=1 AND BVES)

Thank you very much for your help with this important research! We appreciate you taking the time to provide us with your feedback.

During the survey, you mentioned that you have a medical device. To learn more about Bear Valley Electric Service's medical baseline program and to apply for reduced rates and other programs, please call Bear Valley Electric Service at 1-800-808-2837.

For questions about the survey or data collection, please email bves@mdcinvite.com.

To submit your survey responses, please click the >>> button below.

DP NOTE: DIRECT RESPONDENTS TO

Pacific Power: <https://www.pacificpower.net/outages-safety/wildfire-safety.html>

Liberty Utilities: <https://california.libertyutilities.com/south-lake-tahoe/residential/safety/electrical/wildfire-mitigation.html>

BVES: <https://www.bvesinc.com/safety/wildfire-mitigation-plan/>

Attachment 12
PSPS Notification Scripts

Attachment 12 – PSPS Notification Scripts

Customer OnSolve Alert Templates

Stage 2.a – Imminent PSPS

Customer OnSolve message:

- This is an important alert from your electric provider, Liberty. Please listen to this message in its entirety. Due to extreme fire conditions, a Public Safety Power Shutoff will be implemented for your area within the next <<insert>> hours. The power shutoff could last at least 24 hours. Customers who require power to operate life-essential medical equipment are strongly encouraged to call 9-1-1 if they are unable to secure necessary alternative power. Community Resource Centers will be open to impacted customers effective <<insert date/time>>. For additional updates, please follow us on Facebook (@LibertyUtilitiesLT) and Twitter (LibertyUtil_CA).

Stage 2.b – Imminent PSPS

Customer OnSolve message:

- This is an important alert from your electric provider, Liberty. Please listen to this message in its entirety. Due to extreme fire conditions, a Public Safety Power Shutoff will be implemented for your area beginning <<insert day/time>>. The power shutoff could last at least <<insert duration>>. Customers who require power to operate life-essential medical equipment are strongly encouraged to call 9-1-1 if they are unable to secure necessary alternative power. Community Resource Centers will be open to impacted customers effective <<insert date/time>> and located at <<insert locations>>. For additional updates, please follow us on Facebook (@LibertyUtilitiesLT) and Twitter (LibertyUtil_CA).

Implemented PSPS

PRE-DE-ENERGIZATION NOTIFICATION

Customer OnSolve message:

This is an important alert from your electric provider, Liberty. Please listen to this message in its entirety. Due to extreme fire conditions, a Public Safety Power Shutoff will be implemented for your area on <<insert day>> at <<insert time>>. The power shutoff could last at least <<insert duration>>. Power will be restored only after conditions have improved and safety inspections have been completed. The locations of local Community Resource Centers can be found on our website: <<insert site URL>>. For additional updates, please follow us on Facebook (@LibertyUtilitiesLT) and Twitter (LibertyUtil_CA).

DE-ENERGIZATION NOTIFICATION

Customer OnSolve message:

- This is an important alert from your electric provider, Liberty. Please listen to this message in its entirety. Due to extreme fire conditions, a Public Safety Power Shutoff will be implemented for your area as of <<insert day/time>>. Customers are encouraged to plan for the possibility that the shutoff could last at least 24 hours. Power will be restored only after conditions have improved and safety inspections have been completed. Community Resource Centers are open to customers and located at <<insert locations>>. For additional updates, please follow us on Facebook (@LibertyUtilitiesLT) and Twitter (LibertyUtil_CA).

Power Restored

Customer OnSolve message:

- This is an important alert from your electric provider, Liberty. Please listen to this message in its entirety. We have fully restored power following extreme weather conditions that triggered a Public Safety Power Shutoff (PSPS). liberty crews conducted safety inspections on the affected power lines and confirmed the grid could be safely re-energized. Power was restored to all customers at <<insert time>>. We appreciate your understanding as we took immediate action to keep the community safe. Please follow us on Facebook (@libertyUtilitiesLT) and Twitter (LibertyUtil_CA) for additional updates.

Canceled PSPS:

Customer OnSolve message:

- This is an important alert from your electric provider, liberty. Please listen to the message in its entirety. Due to improved fire conditions, liberty has canceled the Public Safety Power Shutoff planned for <insert areas>>. Thank you for your patience. Please follow us on Facebook (@libertyUtilitiesLT) and Twitter (LibertyUtil_CA) for additional updates.

OnSolve Messages – Impacted Customers

Email

This is an important alert from your electric provider, Liberty. The Public Safety Power Shutoff (PSPS) considered for your area will not occur considering improved fire weather conditions.

Liberty will continue to monitor the situation. Protecting the safety of our customers and the community is our top priority, and we appreciate your patience and cooperation.

If you are experiencing non-PSPS outage issues, please contact Liberty so crews can be dispatched to investigate and safely restore service.

Please follow us on Facebook (@libertyUtilitiesLT) and Twitter (LibertyUtil_CA) for additional updates, or visit our website at libertyutilities.com

Phone / Text

This is an important alert from your electric provider, Liberty. The Public Safety Power Shutoff {PSPS} considered for your area will not occur considering improved fire weather conditions.

Liberty will continue to monitor or the situation. Protecting the safety of our customers and the community is our top priority, and we appreciate your patience and cooperation.

If you are experiencing non-PSPS outage issues, please contact Liberty so crews can be dispatched to investigate and safely restore service.

OnSolve Messages – Public Safety Partners and Critical Facilities

Email

This is an important alert from your electric provider, Liberty. The Public Safety Power Shutoff {PSPS} considered for your area will not occur considering improved fire weather conditions.

Liberty will continue to monitor the situation. Protecting the safety of our customers and the community is our top priority, and we appreciate your patience and cooperation.

If you are experiencing non-PSPS outage issues, please contact Liberty so crews can be dispatched to investigate and safely restore service.

Please follow us on Facebook (@libertyUtilitiesLT) and Twitter (LibertyUtil_CA) for additional updates, or visit our website at libertyutilities.com

Phone / Text

This is an important alert from your electric provider, Liberty. The Public Safety Power Shutoff {PSPS} considered for your area will not occur considering improved fire weather conditions.

Liberty will continue to monitor or the situation. Protecting the safety of our customers and the community is our top priority, and we appreciate your patience and cooperation.

If you are experiencing non-PSPS outage issues, please contact Liberty so crews can be dispatched to investigate and safely restore service.

OnSolve Messages – Community Based Organizations (CBOs)

Email

This is an important alert from your electric provider, Liberty. The Public Safety Power Shutoff {PSPS} considered for your area will not occur considering improved fire weather conditions.

Liberty will continue to monitor the situation. Protecting the safety of our customers and the community is our top priority, and we appreciate your patience and cooperation.

If you are experiencing non-PSPS outage issues, please contact Liberty so crews can be dispatched to investigate and safely restore service.

Please follow us on Facebook (@libertyUtilitiesLT) and Twitter (LibertyUtil_CA) for additional updates, or visit our website at libertyutilities.com

PSA

Liberty has canceled the warning of a Public Safety Power Shutoff, or PSPS, due to improved fire conditions. At this time, we do not anticipate the need to proactively shut off power to customers.

Liberty will continue to monitor the situation. On behalf of Liberty and our public safety partners, we would like to thank you for your patience and cooperation as we all work together to keep our community safe.

Social Media

In light of improved fire weather conditions, there will be no Public Safety Power Shutoff (PSPS) for Liberty customers.

Liberty will continue to monitor the situation. Protecting the safety of our customers and the community is our top priority, and we appreciate your patience and cooperation.

Any customers experiencing non-PSPS outage issues are asked to contact liberty so crews can be dispatched to investigate and safely restore service.

Medical Baseline Customer Call Script



MEMORANDUM

TO: Liberty Tahoe (Calpeco) Staff

FROM: Kurt Althof, Program Manager, Communications and Community Relations

RE: Medical Baseline Customer Alert Call Script | Public Safety Power Shutoff

- Good afternoon, my name is <<insert>> and I'm calling from Liberty with an important update regarding the possibility of an extended power shutdown this weekend.
- Our records indicate that you or a member of your household is a medical baseline customer or may have special medical needs that require electric service. Can you confirm that information?
- Liberty is alerting our medical baseline customers of the possibility that we may implement a Public Safety Power Shutoff as early as XXX, for some portions of our service area, including your neighborhood.
- Are you familiar with what a Public Safety Power Shutoff is?
- A Public Safety Power Shutdown is a proactive measure that electric providers like Liberty Utilities have been instructed to implement during periods when wildfire risk is increased because of local conditions and weather forecasts. The Public Safety Power Shutoff is being considered to keep the community and customers safe from the danger associated with a catastrophic wildfire.
- If the Public Safety Power Shutoff does occur, power may be temporarily interrupted for at least 24 hours (or longer), so we are asking our medical baseline customers to plan accordingly in case you need to secure alternative power or relocate for medical needs.
- At this point, it has not yet been determined whether a Public Safety Power Shutoff will occur. However, since it is a possibility, we wanted to give you advanced notice due to your medical needs.
- Our goal is to determine in the next XX hours whether a Public Safety Power Shutoff will be necessary.
- We will keep you updated with a followup call, either via a personal phone call or an automated call. If a Public Safety Power Shutoff is eminent, we will also post that information to our website at www.LibertyUtilities.com.
- I'd like to personally thank you for being a Liberty customer. We appreciate your understanding as we work to keep the community safe.
- <<Close Call>>

All Languages Email Template

Due to extreme fire conditions, a Public Safety Power Shutoff (PSPS) may be implemented for THESE AREAS <<insert link to map>> on or about <<insert date/ time>> but could last more than 24 hours. Customers who require power to operate life-essential medical equipment are strongly encouraged to call 9-1-1 if they are unable to secure necessary alternative power.

A Public Safety Power Shutoff (PSPS) is a safety procedure utilized by electric utilities to proactively turn off power when and where conditions present an increased wildfire risk. The practice of de-energization is supported by the California Public Utilities Commission (CPUC) as a safety best practice.

How to Prepare for a PSPS

Below are resources in multiple languages to help you understand, prepare for, and endure a PSPS event.

Debido a las condiciones extremas de incendio, se puede implementar un corte de energía de seguridad pública (PSPS) para <ESTAS ÁREAS> en o alrededor <del domingo 19 de septiembre, de 1 a.m. a 4 p.m.>, pero podría durar más de 24 horas. Se recomienda encarecidamente a los clientes que requieren energía para operar equipos médicos esenciales para la vida que llamen al 9-1-1 si no pueden obtener la energía alternativa necesaria.

Un corte de energía de seguridad pública (PSPS) es un procedimiento de seguridad utilizado por las empresas eléctricas para apagar proactivamente la energía cuando y donde las condiciones presentan un mayor riesgo de incendios forestales. La práctica de la desenergización es apoyada por la Comisión de Servicios Públicos de California (CPUC) como una mejor práctica de seguridad.

Cómo prepararse para un PSPS

A continuación se presentan recursos en varios idiomas para ayudarlo a comprender, prepararse y soportar un evento PSPS.

Digital Messaging – All Stages

Web Alerts for All Phases

PSPS UPDATE: Stay informed about the <<potential/imminent/current>> Public Safety Power Shutoff (PSPS) in <<insert areas>>. <<add content once the format of the microsite is determined>>.

Stage 1 – Potential PSPS

GENERAL ALERTS AND EDUCATION

Twitter Thread: *numbers identify position in the thread

- Liberty may implement a Public Safety Power Shutoff (PSPS) for the «insert areas», due to extreme fire conditions.

- A #PSPS is not imminent currently; however, customers are encouraged to plan for the possibility of an extended shutoff that could begin <<insert day/time>> and last at least 24 hours.
- Customers who require power to operate life-essential medical equipment are strongly encouraged to call 9-1-1 if they are unable to secure necessary alternative power.

Facebook Post:

Liberty may implement a Public Safety Power Shutoff (PSPS) for the <<insert areas>> due to extreme fire conditions. A #PSPS is not imminent currently; however, customers are encouraged to plan for the possibility of an extended shutoff that could begin <<insert day/time>> and last at least 24 hours. Customers who require power to operate life-essential medical equipment are strongly encouraged to call 9-1-1 if they are unable to secure necessary alternative power.

Stage 2. – Imminent PSPS

Twitter Posts:

- Liberty will implement a #PSPS for the <<insert areas>> within the next <<insert>> hours, due to extreme fire conditions. The power shutoff could last at least 24 hours.
- Customers who require power to operate life-essential medical equipment are strongly encouraged to call 9-1-1 if they are unable to secure necessary alternative power.
- Community Resource Centers will be open to impacted customers effective <<insert date/time>> and will provide bottled water, restrooms and charging stations for electronic and medical devices. *below information included on graphic*

Community Resource Center Information:

Open <<insert hours>>
<<insert address>>

Facebook Posts:

- Liberty will implement a #PSPS for the <<insert areas>> within the next <<insert>> hours, due to extreme fire conditions. The power shutoff could last at least 24 hours. Customers who require power to operate life-essential medical equipment are strongly encouraged to call 9-1-1 if they are unable to secure necessary alternative power.
- Community Resource Centers will be open to impacted customers effective <<insert date/time>> and will provide bottled water, restrooms and charging stations for electronic and medical devices. *below information included on graphic*

Community Resource Center Information:

Open <<insert hours>>
<<insert address>>

Stage 2.b – Imminent PSPS Update Notification

Twitter Thread:

- Liberty will implement a #PSPS for the <<insert areas>> on <<insert day>> at <<insert time>>, due to extreme fire conditions. The power shutoff could last at least <<insert duration>>.
- Customers who require power to operate life-essential medical equipment are strongly encouraged to call 9-1-1 if they are unable to secure necessary alternative power.
- Community Resource Centers will be open to impacted customers effective <<insert date/time>> and will provide bottled water, restrooms, and charging stations for electronic and medical devices. *Include graphic with information*
Community Resource Center Information:
Open <<include hours>>
<<include address>>
- All customers are advised to take the following proactive measures. * Bullets to be included in graphic*
 - Create an emergency kit including, but not limited to, flashlights, first aid supplies and local maps. Consult Ready.gov for additional emergency kit necessities.
 - Plan for medical needs that may be impacted by a power shutoff, including medications that need refrigeration or devices that require power. Be sure to register an energy-related medical needs at 1-800-782-2506.
 - Store nonperishable foods and water to support your family for a minimum of 48 hours.
 - Call 1-800-782-2506 to confirm your contact information is up-to-date and ensure you receive future alerts.

Facebook Post:

- Liberty will implement a #PSPS for the <<insert areas>> on <<insert day>> at <<insert time>>, due to extreme fire conditions. The power shutoff could last at least <<insert duration>>.
- Customers who require power to operate life-essential medical equipment are strongly encouraged to call 9-1-1 if they are unable to secure necessary alternative power.
- Community Resource Centers will be open to impacted customers effective <<insert date/time>> and will provide bottled water, restrooms, and charging stations for electronic and medical devices. *Include graphic with information below*
Community Resource Center Information:
Open <<include hours>>
<<include address>>
- All customers are advised to take the following proactive measures. * Bullets to be included in graphic*
 - Create an emergency kit including, but not limited to, flashlights, first aid supplies and local maps. Consult Ready.gov for additional emergency kit necessities.
 - Plan for medical needs that may be impacted by a power shutoff, including medications that need refrigeration or devices that require power. Be sure to register an energy-related medical needs at 1-800-782-2506.
 - Store nonperishable foods and water to support your family for a minimum of 48 hours.

- Call 1-800-782-2506 to confirm your contact information is up-to-date and ensure you receive future alerts.

Stage 3 – Implemented PSPS

Twitter Posts:

- Liberty has implemented a #PSPS in <<insert areas>> as of <<insert date/time>> due to extreme fire conditions. The power shutoff could last at least 24 hours. An approximate restoration time has not yet been established.
- Community Resource Centers are open to customers impacted by the #PSPS and provide bottled water, restrooms and charging stations for electronic and medical devices.

Below information included on graphic

Community Resource Center Information

Open <<insert hours>>

<<insert address>>

- Liberty encourages customers to follow the below guidelines to ensure your and the community's safety during the current #PSPS event. *Below tips included on graphic*

- Keep freezers and refrigerators closed.
- Only use generators outdoors and away from windows.
- Do not use a gas stove to heat your home.
- Disconnect appliances and electronics to avoid damage from electrical surges.
- Have alternate plans for refrigerating medicines or using power-dependent medical devices.

Facebook Posts:

Liberty has implemented a #PSPS in <<insert areas>> as of <<insert date/time>> due to extreme fire conditions. An approximate restoration time has not yet been established. Please plan for the possibility that the shutoff could last at least 24 hours. All customers are encouraged to follow the below guidelines to ensure your and the community's safety during the current #PSPS event. *below tips included on graphic*

- Keep freezers and refrigerators closed.
- Only use generators outdoors and away from windows.
- Do not use a gas stove to heat your home.
- Disconnect appliances and electronics to avoid damage from electrical surges.
- Have alternate plans for refrigerating medicines or using power-dependent medical devices.

- Community Resource Centers are open to customers impacted by the #PSPS and provide bottled water, restrooms and charging stations for electronic and medical devices.

*Below information included on graphic•

Community Resource Center Information:

Open <<insert hours>>

<<include address>>

POST DE-ENERGIZATION NOTIFICATION

Twitter Posts:

- Liberty implemented a #PSPS in <<insert areas>> as of <<insert date/time, due to extreme fire conditions. An approximate restoration time has not yet been established. The power shutoff could last at least 24 hours.

- Community Resource Centers are open to customers impacted by the #PSPS and provide bottled water, restrooms and charging stations for electronic and medical devices.

Below information included on graphic

Community Resource Center Information:

Open <<insert hours>>

<<include address>>

- Liberty encourages customers to follow the below guidelines to ensure your and the community's safety during the current #PSPS event. *Below tips included on graphic*

- o Keep freezers and refrigerators closed.
- o Only use generators outdoors and away from windows.
- o Do not use a gas stove to heat your home.
- o Disconnect appliances and electronics to avoid damage from electrical surges.
- o Have alternate plans for refrigerating medicines or using power-dependent medical devices.

Facebook Posts:

- Liberty implemented a #PSPS in <<insert areas>> as of <<insert sate/time>>. due to extreme fire conditions. An approximate restoration time has not yet been established. Please plan for the possibility that the shutoff could last at least 24 hours. Community Resource Centers are open to impacted customers and provide bottled water, restrooms and charging stations for electronic and medical devices. *Below information included on graphic*

Community Resource Center Information:

Open <<insert hours>>

<<include address>>

- Liberty encourages customers to follow the below guidelines to ensure your and the community's safety during the current #PSPS event. *Below tips included on graphic*

- o Keep freezers and refrigerators closed.
- o Only use generators outdoors and away from windows.
- o Do not use a gas stove to heat your home.
- o Disconnect appliances and electronics to avoid damage from electrical surges.
- o Have alternate plans for refrigerating medicines or using power-dependent medical devices.

Stage 4 – Restoration Initiated

Twitter Thread:

- Liberty crews are in the process of conducting safety inspections on power lines and electric infrastructure throughout the community following the current #PSPS event. We expect to begin restoring power at approximately <<insert timeframe>>.

Facebook Post:

- Liberty crews are in the process of conducting safety inspections on power lines and electric infrastructure throughout the community, an essential action that must be completed prior to lifting the current #PSPS and restoring power to impacted customers. We expect to begin restoring power at approximately <<insert timeframe>>. Thank you for your patience, we will provide additional updates as they become available.

IF REPAIRS ARE NEEDED:

Twitter Thread:

- Liberty crews are addressing <<insert damage description>> caused by <<insert cause>> during the current #PSPS event. We are working to make the needed repairs and expect to begin restoring power at approximately <<insert timeframe>>.

Facebook Post:

- While conducting safety inspections, liberty crews identified <<insert damages>> caused by <<insert cause>> during the current #PSPS event. We are working to make the needed repairs to ensure we can safely re-energize the grid. We expect to begin restoring power at approximately <<insert timeframe>> Thank you for your patience, we will provide additional updates as they become available.

Stage 5 – Event Concluded

Twitter Thread:

- Liberty has fully restored power to customers in <<insert areas>> following a #PSPS. Liberty crews conducted safety inspections on the affected lines to confirm the grid could be safely reenergized. Power was restored at <<insert time>>.

Facebook Post:

- Liberty has fully restored power to approximately <<insert number>> customers in <<insert areas>> following extreme weather conditions that triggered a #PSPS. Liberty crews conducted safety inspections on the affected power lines and confirmed the grid could be safely reenergized. Power was restored to all customers at <<insert time>>. We appreciate your understanding as we took immediate action to keep the community safe.

PSPS Canceled

Twitter Thread:

- Due to improved fire conditions, Liberty has canceled the #PSPS planned for <<insert areas>>. Thank you for your patience, we will provide additional updates as they become available.

Facebook Post:

- Due to improved fire conditions, Liberty has canceled the #PSPS planned for <<insert areas>>. Thank you for your patience, we will provide additional updates as they become available.

Digital Messaging – All Stages



Radio PSA: 48-hour PSPS

Duration – 30 seconds

Liberty Utilities is notifying customers of a potential Public Safety Power Shutoff, or PSPS, that may be required in the next 48 hours to reduce wildfire risk during extreme weather conditions. Please prepare now for the possibility of an extended power outage.

For additional information and real-time updates, please visit <<insert microsite URL>> or follow Liberty Utilities on Facebook and Twitter.

On behalf of Liberty Utilities and our public safety partners, we would like to thank you for your patience and cooperation as we all work together to keep the community safe.

Radio PSA: 24-hour PSPS

Duration – 30 seconds

Liberty Utilities is notifying customers of a potential Public Safety Power Shutoff, or PSPS, that may be required in the next 24 hours to reduce wildfire risk during extreme weather conditions. Please prepare now for the possibility of an extended power outage.

For additional information and real-time updates, please visit <<insert microsite URL>> or follow Liberty Utilities on Facebook and Twitter.

On behalf of Liberty Utilities and our public safety partners, we would like to thank you for your patience and cooperation as we all work together to keep the community safe.

Radio PSA: Canceled PSPS

Duration – 30 seconds

Liberty Utilities has canceled the warning of a Public Safety Power Shutoff, or PSPS, due to improved fire conditions. At this time, we do not anticipate the need to proactively shutoff power service to customers.

For additional information and real-time updates, please visit <<insert microsite URL>> or follow Liberty Utilities on Facebook and Twitter.

On behalf of Liberty Utilities and our public safety partners, we would like to thank you for your patience and cooperation as we all work together to keep the community safe.

Radio PSA: Implemented PSPS
Duration – 30 seconds

Liberty Utilities has implemented a Public Safety Power Shutoff, or PSPS, to reduce wildfire risk during these extreme weather conditions. Community Resource Centers have been activated to support impacted customers.

For additional information and real-time updates, please visit <<insert microsite URL>> or follow Liberty Utilities on Facebook and Twitter.

On behalf of Liberty Utilities and our public safety partners, we would like to thank you for your patience and cooperation as we all work together to keep the community safe.

Radio PSA: Restored PSPS
Duration – 30 seconds

Liberty Utilities has fully restored power to all customers following a Public Safety Power Shutoff, or PSPS, that was implemented to reduce wildfire risk during extreme weather conditions.

For additional information and real-time updates, please visit <<insert microsite URL>> or follow Liberty Utilities on Facebook and Twitter.

On behalf of Liberty Utilities and our public safety partners, we would like to thank you for your patience and cooperation as we all work together to keep the community safe.

WAE and CMS Alerts – All Stages



RE: WAE Alerts

Before De-energization:

PUBLIC SAFETY POWER SHUTOFF in your area starting <WEEK DAY ABBREVIATION> XX AM/PM. Prepare now. - Liberty

At De-energization:

POWER SHUTOFF in effect in your area. Check local media for info. -Liberty

Power Restoration:

POWER RESTORED to your area as of XX AM/PM. Visit LibertyUtilities.com for info. - Liberty

RE: CMS Alerts

Before De-energization:

Permanent CMS Models 500 AND 510 (3 lines of text, 18 characters per line)

WILDFIRE DANGER
POWER SHUTOFF
STARTS <WEEK DAY ABBREVIATION> XX AM/PM

Permanent CMS Models 520 (3 lines of text, 8 characters per line)

POWER
SHUTOFF
<WEEK DAY ABBREVIATION> XX AM/PM

OR

PSPS
BEGINS
<WEEK DAY ABBREVIATION> XX AM/PM

At De-energization:

Permanent CMS Models 500 AND 510 (3 lines of text, 18 characters per line)

WILDFIRE DANGER
POWER SHUTOFF
IN EFFECT

Permanent CMS Models 520 (3 lines of text, 8 characters per line)

UNDER
POWER
SHUTOFF

OR

PSPS
IN
EFFECT

Power Restoration:

Permanent CMS Models 500 AND 510 (3 lines of text, 18 characters per line)

POWER RESTORED
<WEEK DAY ABBREVIATION> XX AM/PM
STAY SAFE

Permanent CMS Models 520 (3 lines of text, 8 characters per line)

ATTN:
POWER
RESTORED

Public Safety Partner Email Templates

Good <<morning/afternoon/evening>>,

Liberty Utilities (Liberty) is notifying our public safety partners that we may implement a Public Safety Power Shutoff (PSPS) in <<insert areas>> within the next <<insert number>> hours to reduce wildfire risk and ensure the safety of the community during the anticipated extreme weather conditions. If a PSPS is implemented, it could last at least 24 hours before power is safely restored.

Customers who require power to operate life-essential medical equipment will be contacted and strongly encouraged to make special accommodations should a PSPS be implemented or dial 9-1-1 if they are unable to secure necessary alternative power. We ask that you please refer to the list you have on file of our customers who are part of the access and functional needs (AFN) community. These customers may require additional assistance from our public safety partners if a PSPS is implemented.

Here's what you need to know:

- <<List conditions that may warrant a PSPS>> are forecasted for the aforementioned areas starting <<insert date>> at <<insert time>>.
- <<Identify circuits>> are the circuits at risk for de-energization should conditions persist.
- Approximately <<insert number>> customers, including <<insert number>> Medical Baseline and <<insert number>> AFN customers, could be impacted.
- Approximately <<insert number>> critical facilities could be impacted. Please refer to the attached list for details.
 - If a PSPS is implemented, liberty will activate <<insert number>>. Community Resource Centers (CRC) at <<insert locations>>. The CRCs will remain open dairy between the hours of <<insert hours>> during the PSPS event to provide customers with essential resources and an opportunity to speak directly with customer care representatives. CRC locations can be found HERE. *add link*
- Details of the PSPS can be found HERE and will be updated as necessary.
- For additional information and real-time updates, please visit <<insert microsite URL>> or follow us on Facebook (@LibertyUtilitiesLT) and Twitter (@LibertyUtil_CA).

The state of California grants authority to liberty to implement a PSPS in high-risk areas when extreme weather conditions present a dear danger to public safety. We will continue to monitor weather conditions as they evolve and keep you apprised of any significant updates.

Thank you for your support and cooperation as we work to keep our communities safe.

Sincerely,

<<signature>>

PSP OnSolve:

- This is an important alert from Liberty Utilities. Due to extreme fire conditions, we may implement a Public Safety Power Shutoff (PSPS) in <<insert areas>> on <<insert day/time>>. Approximately <<insert number>> customers, including <<insert number>> Medical Baseline and <<insert number>> Access and Functional Needs (AFN) customers, could be impacted. Please check your email for additional details. Thank you for your support and cooperation as we work to keep our communities safe.



RE: UPDATE | Potential Public Safety Power Shutoff by Liberty Utilities

Good <<morning/afternoon/evening>>.

Liberty Utilities (Liberty) is providing an update to our public safety partners regarding the potential Public Safety Power Shutoff (PSPS) in <<insert areas>> within the next <<insert number>> hours.

Here's what you need to know:

- <<List conditions that may warrant a PSPS>> are forecasted for the aforementioned areas starting <<insert date>> at <<insert time>>.
- <<Identify circuit(s)>> are the circuits at risk for de-energization should conditions persist.
- Approximately <<insert number>> customers, including <<insert number>> Medical Baseline and <<insert number>> access and functional needs (AFN) customers, could be impacted.
- Approximately <<insert number>> critical facilities could be impacted. Please refer to the attached list for details.
- Customers who require power to operate life-essential medical equipment have been strongly encouraged to make special accommodations should a PSPS be implemented or dial 9-1-1 if they are unable to secure necessary alternative power.
- If a PSPS is implemented, Liberty will activate <<insert number>> Community Resource Centers (CRC) at <<insert locations>>. The CRCs will remain open daily between the hours of <<insert hours>> during the PSPS event to provide customers with essential resources and an opportunity to speak directly with customer care representatives.
- **For additional information and real-time updates**, please visit <<insert microsite URL>> or follow us on Facebook (@LibertyUtilitiesLT) and Twitter (@LibertyUtil_CA).

We ask that you please refer to the list you have on file of our customers who are part of the AFN community. These customers may require additional assistance from our public safety partners in the event that a PSPS is implemented.

The state of California grants authority to Liberty to implement a PSPS in high-risk areas when extreme weather conditions present a clear danger to public safety. We will continue to monitor weather conditions as they evolve and keep you apprised of any significant updates.

Thank you for your support and cooperation as we work to keep our communities safe.

Sincerely,

<<include signature>>



RE: Imminent Public Safety Power Shutoff by Liberty

Good <<morning/afternoon/evening>>.

Liberty is notifying our public safety partners that we will implement a Public Safety Power Shutoff (PSPS) in <<insert areas>> to reduce wildfire risk and ensure the safety of the community during the forecasted extreme weather conditions. The PSPS is expected to begin on <<insert date>> at <<insert time>> and could last at least 24 hours before power is safely restored.

We are in the process of reaching out to all potentially impacted customers to allow them as much time as possible to prepare. Customers who require power to operate life-essential medical equipment have been contacted and strongly encouraged to make special accommodations or dial 9-1-1 if they are unable to secure necessary alternative power. We ask that you please refer to the list you have on file of our customers in the access and functional needs (AFN) community who may require additional assistance during this event.

Here's what you need to know.

- <<Identify circuit(s)>> will be de-energized starting <<insert date>> at <<insert time>>.
- <<List conditions that warrant a PSPS>> are forecasted for the aforementioned areas.
- Approximately <<insert number>> customers, including <<insert number>> Medical Baseline and <<insert number>> AFN customers, will be impacted.
- Approximately <<insert number>> critical facilities will be impacted. Please refer to the attached list for details.
- <<Insert number>> Community Resource Centers (CRC) are being activated at <<insert locations>>. The CRCs will remain open daily between the hours of <<insert hours>> during the PSPS event to provide customers with essential resources and an opportunity to speak directly with customer care representatives.
- **For additional information and real-time updates**, please visit <<insert microsite URL>> or follow us on Facebook (@LibertyUtilitiesLT) and Twitter (@LibertyUtil_CA).

The state of California grants authority to Liberty to implement a PSPS in high-risk areas when extreme weather conditions present a clear danger to public safety.

Thank you for your support and cooperation as we work to keep our communities safe. We will continue to monitor weather conditions as they evolve and keep you apprised of any significant updates.

Sincerely,

<<include signature>>

PSP OnSolve:

- This is an important alert from Liberty. Due to extreme fire conditions, we will implement a Public Safety Power Shutoff (PSPS) in <<insert areas>> to reduce wildfire risk. The PSPS is expected to begin on <<insert date>> at <<insert time>> and could last at least 24 hours before power is safely restored. Approximately <<insert number>> customers, including <<insert number>> Medical Baseline and <<insert number>> Access and Functional Needs (AFN) customers, and <<insert number>> critical facilities will be impacted. We will be activating local Community Resource Centers effective <<insert date/time>. Please check your email for further details.



RE: UPDATE | Imminent Public Safety Power Shutoff by Liberty Utilities

Good <<morning/afternoon/evening>>,

Liberty Utilities (Liberty) is providing an update to our public safety partners regarding the imminent Public Safety Power Shutoff (PSPS) that will be implemented in <<insert areas>> within the next <<insert number>> hours to reduce wildfire risk and ensure the safety of the community.

Here's what you need to know:

- <<Identify circuit(s)>> will be de-energized starting <<insert date>> at <<insert time>>.
- At this time, the PSPS is expected to last <<insert timeframe>>.
- Approximately <<insert number>> customers, including <<insert number>> Medical Baseline and <<insert number>> access and functional needs (AFN) customers, will be impacted.
- Approximately <<insert number>> critical facilities will be impacted. Please refer to the attached list for details.
- All customers have been notified of the imminent PSPS.
- Customers who require power to operate life-essential medical equipment have been strongly encouraged to make special accommodations or dial 9-1-1 if they are unable to secure necessary alternative power.
- <<Insert number>> Community Resource Centers (CRC) are being activated at <<insert locations>>. The CRCs will remain open daily between the hours of <<insert hours>> during the PSPS event to provide customers with essential resources and an opportunity to speak directly with customer care representatives.
- **For additional information and real-time updates**, please visit <<insert microsite URL>> or follow us on Facebook (@LibertyUtilitiesLT) and Twitter (@LibertyUtil_CA).

The state of California grants authority to Liberty to implement a PSPS in high-risk areas when extreme weather conditions present a clear danger to public safety.

Thank you for your support and cooperation as we work to keep our communities safe. We will continue to monitor weather conditions as they evolve and keep you apprised of any significant updates.

Sincerely,

<<include signature>>



RE: Implemented Public Safety Power Shutoff by Liberty Utilities

Good <<morning/afternoon/evening>>,

Liberty Utilities (Liberty) has implemented a Public Safety Power Shutoff (PSPS) in <<insert areas>> to reduce the risk of a catastrophic wildfire and protect public safety during the current extreme weather conditions in the area. The proactive power shutoff began at <<insert time>> on <<insert date>> and could last at least 24 hours.

We are in the process of notifying all impacted customers of the implementation of the PSPS. Customers who require power to operate life-essential medical equipment have been strongly encouraged to make special accommodations or dial 9-1-1 if they are unable to secure necessary alternative power. We ask that you please refer to the list you have on file of our customers in the access and functional needs (AFN) community who may require additional assistance during this event.

Here's what you need to know.

- <<Identify circuit(s)>> were de-energized as of <<insert time>>.
- Approximately <<insert number>> customers, including <<insert number>> Medical Baseline and <<insert number>> AFN customers, are impacted.
- Approximately <<insert number>> critical facilities are impacted. Please refer to the attached list for details.
- An approximate restoration time has not yet been established, due to evolving weather conditions. Once weather conditions improve, Liberty crews will inspect all power lines before determining if it is safe to re-energize the grid.
- <<Insert number>> Community Resource Centers (CRC) have been activated at <<insert locations>>. The CRCs will remain open daily between the hours of <<insert hours>> during the duration of the de-energization event to provide customers with essential resources and an opportunity to speak directly with customer care representatives. [CRC locations can be found HERE.](#)
- [Details of the PSPS can be found HERE and will be updated as necessary.](#)
- **For additional information and real-time updates**, please visit <<insert microsite URL>> or follow us on Facebook (@LibertyUtilitiesLT) and Twitter (@LibertyUtil_CA).

The state of California grants authority to Liberty to implement a PSPS in high-risk areas when extreme weather conditions present a clear danger to public safety.

Thank you for your support and cooperation as we work to keep our communities safe. We will continue to keep you apprised of any significant updates.

Sincerely,

<<include signature>>



RE: Liberty Utilities Restores Power Following Public Safety Power Shutoff

Good <<morning/afternoon/evening>>,

Liberty Utilities (Liberty) is restoring power to approximately <<insert number>> customers in <<insert areas>> following extreme weather conditions that triggered a Public Safety Power Shutoff. Liberty crews conducted safety inspections on the affected power lines and confirmed the grid can be safely re-energized. We expect to have power restored to all customers by <<insert time>>.

We appreciate your coordination throughout this public safety event. If you have any questions or would like additional information, please don't hesitate to reach out.

Sincerely,

<<include signature>>

###

PSP OnSolve:

PSP Everbridge:

- This is an important alert from Liberty Utilities. We have fully restored power to approx. <<insert number>> customers in <<insert areas>> following extreme weather conditions that triggered a Public Safety Power Shutoff. Liberty crews conducted safety inspections on the affected power lines and confirmed the grid could be safely re-energized. Power was restored to all customers at <<insert time>>. We appreciate your coordination throughout this public safety event|



RE: Liberty Utilities Conducts Grid Safety Inspection

Good <<morning/afternoon/evening>>,

Liberty Utilities (Liberty) crews are in the process of conducting safety inspections on power lines and electric infrastructure throughout the community, an essential action that must be completed prior to lifting the current Public Safety Power Shutoff (PSPS) and restoring power to impacted customers. Liberty expects to begin restoring power at approximately <<insert timeframe>>.

Here's what you need to know.

- Liberty crews are conducting safety inspections on <<identify circuit(s)>>.
- Once inspections are complete and the grid is found to be undamaged, power will be restored to customers.
- We expect to begin restoring power at approximately <<insert timeframe>>.
- **For additional information and real-time updates**, please visit <<insert microsite URL>> or follow us on Facebook (@LibertyUtilitiesLT) and Twitter (@LibertyUtil_CA).

Thank you for your support and cooperation as we work to keep our communities safe. We will continue to keep you apprised of any significant updates.

Sincerely,

<<include signature>>

###

PSP OnSolve:

- This is an important alert from Liberty Utilities. Liberty crews are in the process of conducting safety inspections on power lines and electric infrastructure throughout the community, an essential action that must be completed prior to lifting the current Public Safety Power Shutoff (PSPS) and restoring power to impacted customers. We expect to begin restoring power at approximately <<insert timeframe>>. Thank you for your cooperation. We will keep you apprised of additional updates as they become available.



RE: Liberty Utilities Conducts Grid Safety Inspection

Good <<morning/afternoon/evening>>,

While conducting safety inspections, Liberty Utilities (Liberty) crews identified <<insert damages>> caused by <<insert cause>> during the current Public Safety Power Shutoff (PSPS) event. We are working to make the needed repairs to ensure we can safely re-energize the grid.

Here's what you need to know.

- <<insert cause>> during the recent PSPS event caused <<insert damages>> to the <<insert circuit>>.
- Liberty crews are working to <<insert repairs>>.
- We expect to begin restoring power at approximately <<insert timeframe>>.
- **For additional information and real-time updates**, please visit <<insert microsite URL>> or follow us on Facebook (@LibertyUtilitiesLT) and Twitter (@LibertyUtil_CA).

Thank you for your support and cooperation as we work to keep our communities safe. We will continue to keep you apprised of any significant updates.

Sincerely,

<<include signature>>

###

PSP OnSolve:

- This is an important alert from Liberty Utilities. While conducting safety inspections, Liberty crews identified <<insert damages>> caused by <<insert cause>> during the current Public Safety Power Shutoff event. We are working to make the needed repairs to ensure we can safely re-energize the grid. We expect to begin restoring power at approximately <<insert timeframe>>. Thank you for your cooperation. We will keep you apprised of additional updates as they become available.



RE: UPDATE | Canceled Public Safety Power Shutoff by Liberty Utilities

Good <<morning/afternoon/evening>>,

Liberty is providing an update that the Public Safety Power Shutoff (PSPS) has been canceled in <<insert areas>>. Due to improved forecasted weather conditions, the need to de-energize the electric grid has been averted.

Pertinent details:

- <<List conditions that warranted a PSPS>> are no longer forecasted for the aforementioned areas.
- Approximately <<insert number>> customers, including <<insert number>> Medical Baseline and <<insert number>> access and functional needs (AFN) customers, were alerted to the potential PSPS and have received notice of the cancellation.

Thank you for your support and cooperation as we work to keep our communities safe.

Sincerely,

<<include signature>>

###

PSP OnSolve:

- This is an important alert from Liberty Utilities. Due to improved fire conditions, Liberty has canceled the Public Safety Power Shutoff planned for <<insert areas>>. Thank you for your support and cooperation as we work to keep our communities safe.