

**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 2023 PRE-SEASON REPORT**

Dated: June 30, 2023

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Liberty Utilities (CalPeco Electric) LLC ("Liberty") hereby submits its Public Safety Power Shutoff ("PSPS") 2023 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

2023 PSPS Pre-Season Report



Liberty Utilities (CalPeco Electric) LLC

2023 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 PSPS event since the program was implemented in 2019, but in recent years California has seen an increase in catastrophic wildfire activity. Liberty's PSPS program is meant to be used as a last resort and the decision to implement a PSPS is not taken lightly, which is why Liberty has heavily invested in the program. Developing thresholds, protocols and procedures, weather monitoring tools, community outreach efforts, CRC's, and training personnel are all part of the investments into the program. As the program has progressed from 2019, Liberty has improved the level of preparedness needed to execute a PSPS and minimize the impacts to customers and remains dedicated to continued improvement.

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

- Improve Public Safety Partner portal to provide more information regarding specific PSPS events to stakeholders.
- Streamline Incident Management Team ("IMT") meetings to make them more efficient. Have sub meetings that prepare for situational report- outs in IMT meetings.
- Improve critical facility mapping so that it is incorporated in GIS and the customer information system ("CIS").
- 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.

Many of these lessons learned have been captured in Liberty's updated PSPS playbook. The updated version includes process improvements and lessons learned from 2022 PSPS exercises and has been utilized in Liberty's 2023 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

Liberty has not executed a PSPS de-energization on any circuits during the prior four 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, intended to mitigate the public safety impacts of PSPS on AFN customers, are described in detail in Liberty's 2023 AFN Plan. Liberty conducts outreach related to emergency preparedness, provides advanced notification during PSPS events, and offers additional services and resources to AFN customers in advance of and during PSPS events. Liberty's efforts in 2022 to enhance support for customers with AFN within its service territory include:

- Continuing development of partnerships with community-based organizations ("CBOs") to facilitate AFN-specific outreach and inclusion in Liberty preparedness efforts;
- Establishing the ability to track more granular categories of AFN customers in its CIS;
- Improving the ability to map AFN customers in its geographic information system ("GIS") and outage management system ("OMS") to better locate AFN customers in its service territory and categorize their needs;
- Updating the Liberty website to share more PSPS preparedness, awareness, and status information;
- and developing additional materials related to AFN self-identification and available resources.

In 2023, 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 May 31, 2022. 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, providing materials and resource information for CBOs to share with the communities they serve. Liberty is also working to expand opportunities for customers to self-identify as AFN customers. Identification of AFN customers is outlined in Liberty's 2023

AFN Plan, and includes 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_2023_Required Tables_070123.

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_2023_Required Tables_070123.

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_2023_Required Tables_070123 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_2023_Required Tables_070123 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, and determined that it could best offer a positive customer experience with in-house staffing, augmented with some local volunteers where possible. 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

In response to in-house staffing challenges, Liberty has coordinated with its supervisors and human resources staff, liaised with its employee union, and completed development of job responsibilities and training plans.

Refer to Table 5 of Attachment 1: LIB_2023_Required Tables_070123 for further details.

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_2023_Required Tables_070123.

- 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*

Table 7 of Attachment 1: LIB_2023_Required Tables_070123 remains blank because Liberty has not received any requests to be designated as CFI over the last two years.

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_2023_Required Tables_070123.

Table 9 - List of Exercise Participated Entities

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

Refer to Table 9 of Attachment 1: LIB_2023_Required Tables_070123.

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

- a. *After-Action Report*

Refer to Attachment 2: LIB_Evaluation of TTX May 25 2023_070123 and Attachment 3: LIB_Evaluation of FSE June 22 2023_070123

- 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?*

During and after participation in the PSPS TTX and PSPS FSE, telecommunication carriers and Public Safety Partners are provided the Exercise agenda and Exercise feedback form. In addition, an Exercise plan was provided for the FSE. The PSPS Playbook checklists were provided via the exercise slides presented.

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

Refer to:

- Attachment 4: LIB_PSPS Exercise Feedback Form_070123
- Attachment 5: LIB_2023 PSPS FSE ExPlan_070123
- Attachment 6: LIB_2023 PSPS Table Top Exercise Agenda_070123
- Attachment 7: LIB_PSPS Exercise May 25 2023_070123
- Attachment 8: LIB_PSPS Exercise June 22 2023_070123

- 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 2022, 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 13, 2022 and June 29, 2022, 324 customers completed surveys. Between November 3, 2022 and November 19, 2022, 325 customers completed surveys.

Refer to Table 10 of Attachment 1: LIB_2023_Required Tables_070123.

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

Refer to Attachment 11: LIB_2022 Wildfire and PSPS Survey Template_070123.

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 2022 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 four completed CBO interviews each.

Notable CBO interview findings included:

- CBOs do engage with Liberty for support with financial assistance, and general community engagement, but not as much in terms of wildfire awareness and preparation.
- Many CBOs reported that wildfire safety, preparedness, and PSPS communications are outside the scope of their charter; they would be willing to help spread the word, but typically do not have the available resources to do so without further support.
- Outreach through public school systems is a significant way that CBOs engage with the community, and they suggest that it could be beneficial for Liberty to take advantage of that resource.
- CBOs are willing to help spread the word about wildfire preparedness, safety, and PSPS events, if provided the necessary resources.
- Social media was commonly mentioned by CBOs as an effective way to reach communities in Liberty’s service territory.
- English and Spanish are the primary languages required for effective communication in the communities Liberty serves.

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_2022_Survey Results Wave 1_070123 and Attachment 10: LIB_2022_Survey Results Wave 2_070123.

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 include:

- 67% of customers recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS,” similar to the last wave. TV News (44%) and email (30%) remain the most common sources of PSPS communication, and mention of social media increased significantly from 18% in June to 26% in November.
- E-mail remains the most cited channel for wildfire preparedness communication; bill inserts, TV news, direct mail, and social media make up the next most common tier.
- Liberty remains the primary source for wildfire preparedness information, and vegetation management and personal preparedness are the most common messages recalled.
- 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.

MDC’s survey results also included recommendations for Liberty based on the most recent survey findings. MDC suggested 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. 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 \$83,637 in 2022. Refer to Attachment 4: PSPS Education and Outreach Cost of Liberty’s 2022 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_2023_Required Tables_070123.

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_2023_Required Tables_070123.

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_2023_Required Tables_070123.

- 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_2023_Required Tables_070123.

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

Recent PSPS risk analysis includes estimating the frequency, or likelihood of PSPS event given historic weather data gridded on Liberty’s 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

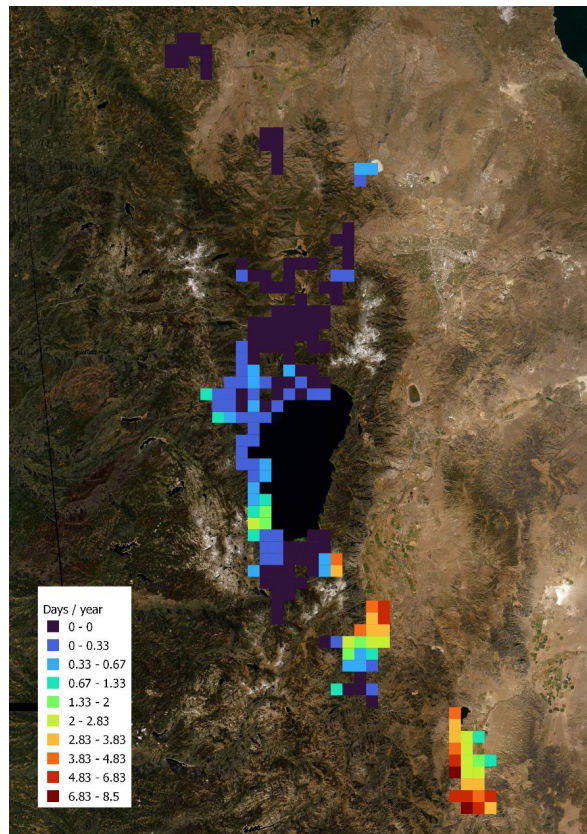
Table VIII-2: Annualized Line Mile Hours Exceeding Joint FFWI/Wind Gust Criteria by Month, November

		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:

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

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: 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 PSPS and Wildfire

To measure the PSPS risk reduction, calculating both a baseline PSPS risk and a post-mitigation PSPS risk must be possible for comparison. Liberty can calculate baseline PSPS risk because it has quantitative estimates of PSPS likelihood and PSPS consequence. However, the post-mitigation PSPS risk associated with a wildfire mitigation would be equal to the baseline PSPS risk because the PSPS 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 PSPS risk reduction associated with covered conductor would be zero.

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

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
- 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_2023_Required Tables_070123.

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_2023_Required Tables_070123

Attachment 2: LIB_Evaluation of TTX May 25 2023_070123

Attachment 3: LIB_Evaluation of FSE June 22 2023_070123

Attachment 4: LIB_PSPS Exercise Feedback Form_070123

Attachment 5: LIB_2023 PSPS FSE ExPlan_070123

Attachment 6: LIB_2023 PSPS Table Top Exercise Agenda_070123

Attachment 7: LIB_PSPS Exercise May 25 2023_070123

Attachment 8: LIB_PSPS Exercise June 22 2023_070123

Attachment 9: LIB_2022_Survey Results Wave 1_070123

Attachment 10: LIB_2022_Survey Results Wave 2_070123

Attachment 11: LIB_2022 Wildfire and PSPS Survey Template_070123

Attachment 12: LIB_PSPS Notification Scripts_070123

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 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
- Activating the delivery of CRC-related supplies from storage
- Identifying and contacting two Liberty representatives to staff each CRC location

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 to provide at least two customer communications liaisons 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 eight CRC locations throughout its service territory and is actively pursuing additional locations. 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 (multicultural media), 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 plans to provide snacks, water, device charging, Wi-Fi, ADA-accessible restrooms, resource information, Liberty customer service staff (including bilingual representation when possible), portable cell phone chargers, and blankets at CRC locations. 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 Everbridge 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 Program Manager, External Communications will customize and distribute an Everbridge 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 Everbridge 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 Everbridge 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 they serve.

e. *Changes in CFI since prior annual report*

The current CFI list includes 827 unique service accounts that potentially represent CFI locations, a substantial increase from the previous CFI list utilized in 2021. This increase is largely because the current list includes a separate location for each meter owned by a critical customer, whereas the older list includes a single line item per organization. This change better reflects the electrical connectivity in the system and allows for more precise tracking of impacts to CFI. Liberty's GIS team continues to maintain the CFI list in this manner and makes any necessary updates to CFI data.

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 2022 or 2023. Customers can request being added to Liberty's CFI list through Liberty's PSPS Portal. In 2022, Liberty asked its CFI partners to review their account information in the Public Safety Partner Portal and note whether any listed facilities had been mis-identified as critical. So far, 12 service accounts have been updated to reflect their status as non-critical thanks to user input.

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

In February 2022, Liberty filed an application at the CPUC for a Customer Resiliency Program to enable Liberty to provide backup power to critical facilities during de-energization.¹ The program includes the purchase of two mobile diesel generators for emergency use.

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

¹ See, A.22-02-008, *In the Matter of the Application of Liberty Utilities (CalPeco Electric) LLC (U993E) for Commission Approval of the Customer Resiliency Program*, filed February 11, 2022.

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.

l. *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*

In February 2022, Liberty filed an application at the CPUC for a Customer Resiliency Program to enable Liberty to provide backup power to critical facilities during de-energization.² The program includes the purchase of two mobile diesel generators for emergency use.

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.

² Ibid.

Appendix C
Notification Plan

Liberty Utilities Pre-Season Report – Appendix C

Notification Plan

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 rapidly 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 for situational awareness. After extreme weather conditions are forecast 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 Everbridge 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_070123. Notification scripts are subject to customization as the circumstances of an event dictate.

e. In-language translations

Liberty PSPS 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 Everbridge 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, 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 general 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. Everbridge 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 and Critical Facility and Infrastructure providers.
 - b. AFN Liaison: Direct contact for AFN/Medical Baseline customers.
 - 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. Government Affairs/CBO's Liaison: Direct contact for local and state government officials and Community Based Organizations.

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. Everbridge 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 Everbridge 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 Everbridge 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 Everbridge 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 Everbridge

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 Everbridge 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 21 Public Safety Partners participating in PSPS exercise planning and has provided information on Liberty's new Public Safety Partner Portal, and has asked them to register for access, review critical infrastructure listed for accuracy, and to identify any additional critical infrastructure. 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 has captured lessons learned related to its notification plan in its updated PSPS Playbook.

Attachment 1
2023 Required Tables

Table 1 - List of Available Community Resource Centers
As of 07/01/2023

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
Hard Rock	Hard Rock Hotel and Casino, Stateline, NV	Douglas	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	50 US 50, Stateline NV 89449	38.963067	-119.939946
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 07/01/2022 through 05/01/2023

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 PPS CRC Usage Metrics
 From 07/01/2022 through 05/01/2023

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 PPS 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 07/01/2022 through 05/01/2023

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 01/01/2022 through 05/01/2023

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	Oct-22	Aug-22	Completed

Sierra County	Government Facilities	UNIT B 500 MAIN ST	LOYALTON	5305436240	5303182305
Charter Communications	Communications	984 BAL BIJOU RD	SOUTH LAKE TAHOE	5309936734	5309936730
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT C 2209 SOUTH AVE	SOUTH LAKE TAHOE	3145432282	7025444882
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	FLL MAIN 0 FALLEN LEAF LAK	SOUTH LAKE TAHOE	5305435515	5305435560
Verizon Wireless	Communications	NLTO20 227-A PINO GRANDE AVE	TAHOE VISTA	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT SMSPS 0 VENICE DR	SOUTH LAKE TAHOE	9166465053	8663224547
Lake Tahoe Unified School District	Government Facilities	3501 SPRUCE AV	SOUTH LAKE TAHOE	5305436240	5303182305
Placer County	Water and Wastewater Systems	UNIT WELL 8801 RIVER RD	TRUCKEE RVR AREA	5053314502	5305450521
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT VENICE 0 VENICE DR	SOUTH LAKE TAHOE	5305461970	5308864982
Alpine County	Government Facilities	UNIT HWY 89 0 DIAMOND VALLEY RD	MARKLEEVILLE	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT ALMA 0 BEECHER AV	SOUTH LAKE TAHOE	5306942140	0
Placer County	Government Facilities	HSEMT 245 NORTH LAKE BL	TAHOE CITY	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	2566 FOUNTAIN AV	SOUTH LAKE TAHOE	5305461970	5308864982
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	BOOSTER 1 2550 PIONEER TR	SOUTH LAKE TAHOE	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	0 BLACK BART CT	SOUTH LAKE TAHOE	5305436240	5303182305
City of South Lake Tahoe	Government Facilities	UNIT GOLF 0 FAIRWAY AV	SOUTH LAKE TAHOE	5305436240	5303182305
Charter Communications	Communications	2560 LAKE FOREST RD	TAHOE CITY	5305426000	5303071888
City of Portola	Government Facilities	LGHTS 158 COMMERCIAL ST	PORTOLA	3145435799	0
Charter Communications	Communications	0 BLITZEN RD	SOUTH LAKE TAHOE	5309278018	5302494530
Placer County	Government Facilities	BLDG MAINT 910 CABIN CREEK RD	TRUCKEE	5305770362	0
Placer County	Government Facilities	HOUSE MTR 775 NORTH LAKE BL	TAHOE CITY	5305461970	5308864982
Sierra County	Government Facilities	111 BECKWITH ST	LOYALTON	5305461970	5308864982
Placer County	Government Facilities	245 NORTH LAKE BL	TAHOE CITY		
Charter Communications	Communications	CATV A 1642 OGLALA ST	SOUTH LAKE TAHOE	5305461970	5308864982
Charter Communications	Communications	1420 WEST LAKE BL	TAHOE CITY	4703442331	3145432556
Tahoe City PUD	Water and Wastewater Systems	FRIEL STLTE 275 NORTH LAKE BL	TAHOE CITY	3145435799	0
Tahoe City PUD	Water and Wastewater Systems	CBLST ST LTE 475 NORTH LAKE BL	TAHOE CITY	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	270 NORTH LAKE BL	TAHOE CITY	5305833796	5304145753
City of Portola	Transportation Systems	0 ST LIGHTS BC 97	PORTOLA	5305833796	5304145753
City of Portola	Transportation Systems	0 ST LIGHTS BC 36	PORTOLA	5309278018	5302494530
Tahoe City PUD	Water and Wastewater Systems	BGTRE ST LTE 531 NORTH LAKE BL	TAHOE CITY	5309278018	5302494530
Tahoe City PUD	Water and Wastewater Systems	WATSN ST LTE 560 NORTH LAKE BL	TAHOE CITY	5305833796	5304145753
El Dorado County	Government Facilities	1360 JOHNSON BL	SOUTH LAKE TAHOE	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	UNIT PMP 725 GRANLIBAKKEN RD	TAHOE CITY	5306215573	0
Charter Communications	Communications	CATVA 1863 HIGH MEADOWS TRL	SOUTH LAKE TAHOE	5305833796	5304145753
Charter Communications	Communications	CATVA 2201 MARSHALL TRL	SOUTH LAKE TAHOE	3145435803	0
Charter Communications	Communications	CATVA 2431 MARSHALL TRL	SOUTH LAKE TAHOE	3145435803	0
Eastern Plumas District Hospital Portola	Healthcare and Public Health	39 1ST AV	PORTOLA	3145435803	0
Eastern Plumas District Hospital Portola	Healthcare and Public Health	UNIT E 115 1ST ST	LOYALTON	5308326579	5308326500
El Dorado County Lake Valley Fire District	Emergency Services	1286 GOLDEN BEAR TR	SOUTH LAKE TAHOE	5308326579	5308326500
Charter Communications	Communications	8606 CUTTHROAT AV	KINGS BEACH	5305773737	0
Alpine Co. School District	Government Facilities	UNIT MOBILE 43 HAWKSID - TECH TRL DR	MARKLEEVILLE	3145435799	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT CVTANK 0 SNOWFLAKE DR	SOUTH LAKE TAHOE	5306942238	9166942230
Tahoe City PUD	Water and Wastewater Systems	VERNO ST LTE 589 NORTH LAKE BL	TAHOE CITY	5305436240	5303182305
Charter Communications	Communications	UNIT FBR OPS 310 GROVE ST	TAHOE CITY	5305833796	5304145753
Verizon Wireless	Communications	CELL SITE 1400 KINGS VISTA CT	KINGS BEACH	3145435799	0
Plumas County	Emergency Services	324 S GULLING	PORTOLA	6148394506	8663224547
Tahoe City PUD	Water and Wastewater Systems	0 BROOK DR	RUBICON PROPERTIES	5302836375	5308324242
Tahoe City PUD	Water and Wastewater Systems	MCKINNEY WELL #	HOMEWOOD	5305833796	5304145753
City of South Lake Tahoe	Government Facilities	PUMP 765 MONTEZUMA CT	SOUTH LAKE TAHOE	5305833796	5304145753
City of South Lake Tahoe	Government Facilities	0 TATA LN	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Government Facilities	UNIT PKS/REC 1180 RUFUS ALLEN BL	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Government Facilities	UNIT 28 LTS 0 PIONEER TRAIL	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Government Facilities	2254-1 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	5305426000	5303071888
Placer County	Government Facilities	UNIT FLWMTR 900 CABIN CREEK RD	TRUCKEE	5305426000	5303071888
Eastern Plumas District Hospital Portola	Healthcare and Public Health	480 1ST AV	PORTOLA	5305461970	5308864982
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	2158 JEAN AV	SOUTH LAKE TAHOE	5308326579	5308326500
Charter Communications	Communications	UNIT G2 3149 FRESNO AV	SOUTH LAKE TAHOE	5305435515	5305435560
T-MOBILE	Communications	#1 2223 KEETAK ST	SOUTH LAKE TAHOE	3145435803	0
Charter Communications	Communications	UNIT BLITZEN 0 WASABE DR	SOUTH LAKE TAHOE	5303120957	5308637342
Alpine County	Government Facilities	799 HOT SPRINGS RD	MARKLEEVILLE	5305770362	0
Tahoe City PUD	Water and Wastewater Systems	7242 CHINKAPIN RD	TAHOMA	5306942140	0
Tahoe City PUD	Water and Wastewater Systems	8821 RUBICON DR	TAHOMA	5305833796	5304145753
City of South Lake Tahoe	<Various>	UNIT CMPGRND 1160 RUFUS ALLEN BL	SOUTH LAKE TAHOE	5305833796	5304145753
Sierra Plumas Joint Unified School District	Government Facilities	UNIT IRR PMP 735 RAILROAD AV	LOYALTON	5305426000	5303071888
Charter Communications	Communications	CATV A 649 SENECA DR	SOUTH LAKE TAHOE	5309934991	5309931660
Placer County	Government Facilities	UNIT 204 UP 245 NORTH LAKE BL	TAHOE CITY	4703442331	3145432556
City of South Lake Tahoe	Government Facilities	UNIT A 3833 PIONEER TRAIL	SOUTH LAKE TAHOE	5305461970	5308864982
City of South Lake Tahoe	<Various>	CMPGR A 1150 RUFUS ALLEN BL	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	<Various>	CAMP GROUND 1150 RUFUS ALLEN BL	SOUTH LAKE TAHOE	5305426000	5303071888
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	1115 EMERALD BAY RD	SOUTH LAKE TAHOE	5305426000	5303071888
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	1139 THIRD ST	SOUTH LAKE TAHOE	5305435515	5305435560
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT A 2201 SOUTH AV	SOUTH LAKE TAHOE	5305435515	5305435560
Eastern Sierra USD	Government Facilities	BLDG WATER 111591 S US HWY 395 #MOBILE	COLEVILLE	5305435515	5305435560
LUKINS BROS	Water and Wastewater Systems	UNIT 1+OLS 2031 WEST WY	SOUTH LAKE TAHOE	7609327443	7753096533
Eastern Sierra USD	Government Facilities	UNIT MOBILE 111591 S US HWY 395	COLEVILLE	5303181993	5303070885
Placer County	Government Facilities	PKING LOT 250 JACKPINE ST	TAHOE CITY	7609327443	7753096533
Sierra County	Government Facilities	706 MILL ST	LOYALTON	5308864623	5307457563
Charter Communications	Communications	UNIT FBR OPS 326 NATIONAL AV	TAHOE VISTA	5309936734	5309936730
Sierra Plumas Joint Unified School District	Government Facilities	111 BECKWITH ST	LOYALTON	3145432282	5305468555
Charter Communications	Communications	CATV A 1602 MEADOW VALE DR	SOUTH LAKE TAHOE	5309931660	
City of South Lake Tahoe	Government Facilities	1678 SHOP ST	SOUTH LAKE TAHOE	4703442331	3145432556
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT PUMP DAVID LN	SOUTH LAKE TAHOE	5305426000	5303071888
Sierra Plumas Joint Unified School District	Government Facilities	111 BECKWITH ST	LOYALTON	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	1140 KELLER RD	SOUTH LAKE TAHOE	5309931660	
Charter Communications	Communications	CATVA 1954 MANDAN ST	SOUTH LAKE TAHOE	5305436240	5303182305
Verizon Wireless	Communications	LOT CELL SITE 5146 NORTH LAKE BLVD	CARNELIAN BAY	5305770362	0
Tahoe City PUD	Water and Wastewater Systems	2500 LAKE FOREST RD	TAHOE CITY	8668624404	
Verizon Wireless	Communications	590 LAKE RIDGE RD	TAHOMA	5305833796	5304145753
City of South Lake Tahoe	Government Facilities	1209 BONANZA AV	SOUTH LAKE TAHOE	8668624404	
Verizon Wireless	Communications	SLTO17 3500A NEEDLE PEAK RD	SOUTH LAKE TAHOE	5305426000	5303071888

Verizon Wireless	Communications	NLT007 570-A VILLAGE RD	TAHOE CITY	9166465053	8663224547
Verizon Wireless	Communications	NLT008 230-A OLD COUNTY RD	CARNELIAN BAY	9166465053	8663224547
Charter Communications	Communications	CATVA 1458 APACHE AVE	SOUTH LAKE TAHOE	9166465053	8663224547
Charter Communications	Communications	UNIT CATV 1848 HIGH MEADOWS TR	SOUTH LAKE TAHOE	5305770362	0
Placer County	Government Facilities	UNIT 204 5225 NORTH LAKE BL	CARNELIAN BAY	5305770362	0
Placer County	Government Facilities	UNIT U205 5225 NORTH LAKE BL	CARNELIAN BAY	5307453128	0
Placer County	Government Facilities	UNIT U101 5225 NORTH LAKE BL	CARNELIAN BAY	5307453128	0
Placer County	Government Facilities	UNIT U102 5225 NORTH LAKE BL	CARNELIAN BAY	5307453128	0
Charter Communications	Communications	3081 EGRET WY	SOUTH LAKE TAHOE	5308861862	8004884308
Placer County	Government Facilities	UNIT U103 5225 NORTH LAKE BL	CARNELIAN BAY	5305770362	0
Charter Communications	Communications	0 KELLER RD	SOUTH LAKE TAHOE	9168897699	9168897750
Charter Communications	Communications	0 LODI AV	SOUTH LAKE TAHOE	3145435803	0
Charter Communications	Communications	UNIT B1 0 10TH ST	SOUTH LAKE TAHOE	3145435803	0
Charter Communications	Communications	UNIT J26534 734 TAHOE KEYS BL	SOUTH LAKE TAHOE	3145435803	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT ES-6 694 FALLEN LEAF LAK RD	SOUTH LAKE TAHOE	3145435803	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT ES-1,2, 0 STANFORD CAMP	SOUTH LAKE TAHOE	5305436240	5303182305
El Dorado County	Government Facilities	3368 LAKE TAHOE BL	SOUTH LAKE TAHOE	5305436240	5303182305
Charter Communications	Communications	421 CAPRI DR	SOUTH LAKE TAHOE	5306215573	0
Charter Communications	Communications	UNIT P#81723 3970 FOREST RD	CARNELIAN BAY	3145435803	0
SPRING COMMUNICATIONS	Communications	BLD B 158 4000 LAKE TAHOE BL	SOUTH LAKE TAHOE	3145435799	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT WELL 0 SUNSET DR	SOUTH LAKE TAHOE	8012777777	8663224547
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	L4 2 OLS 0 SANTA FE RD	SOUTH LAKE TAHOE	5305436240	5303182305
Charter Communications	Communications	1310 COMMONWEALTH DR	KINGS BEACH	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT BOOSTER 1922 APACHE AVE	SOUTH LAKE TAHOE	3145435799	0
Truckee Fire Protection District	Emergency Services	UNIT FIRE SV 10900 MANCHESTER DR	TRUCKEE	5305436240	5303182305
City of South Lake Tahoe	Government Facilities	0 REGAN BEACH	SOUTH LAKE TAHOE	5305827850	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT PUMP 0 SKI RUN BL	SOUTH LAKE TAHOE	5305426000	5303071888
Tahoe City PUD	Water and Wastewater Systems	UNIT SEW MP1 3240 EDGEWATER	TAHOE CITY	5305436240	5303182305
Charter Communications	Communications	CATVA 1701 NADOWA ST	SOUTH LAKE TAHOE	5305833796	5304145753
Charter Communications	Communications	UNIT 014 PS 1148 SAN DIEGO	SOUTH LAKE TAHOE	5305770362	0
Charter Communications	Communications	CATV A 650 SHOSHONE ST	SOUTH LAKE TAHOE	5305770362	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	0 FOREST MOUNTAIN DR	SOUTH LAKE TAHOE	4703442331	3145432556
Charter Communications	Communications	1120 MELBA DR	SOUTH LAKE TAHOE	5305436240	5303182305
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	0 3RD ST	SOUTH LAKE TAHOE	3145435803	0
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT OLS 0 SOUTH AV	SOUTH LAKE TAHOE	5305435515	5305435560
Eastern Sierra USD	Government Facilities	FIELD HOUSE 111591 HWY 395	COLEVILLE	5305435515	5305435560
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	2527 CHRIS AV	SOUTH LAKE TAHOE	7609327443	7753096533
Alpine County	Government Facilities	UNIT HWY 89 3 WEBSTER	MARKLEEVILLE	5305436240	5303182305
Placer County	Government Facilities	300 NORTH LAKE BL	TAHOE CITY	5306942475	5306942475
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	MED CLINIC 3860 SADDLE RD	SOUTH LAKE TAHOE	5305461970	5308864982
Placer County	Government Facilities	CTHSE & OLS 2501 NORTH LAKE BL	TAHOE CITY	5305435515	5305435560
Eastern Sierra USD	Government Facilities	ELEM 111591 HWY 395	COLEVILLE	5305461970	5308864982
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT IMG STORAGE BLD 2170 SOUTH ST	SOUTH LAKE TAHOE	7609327443	7753096533
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT B 1119 EMERALD BAY RD	SOUTH LAKE TAHOE	5305435515	5305435560
Charter Communications	Communications	0 TALLAC AV	SOUTH LAKE TAHOE	5305435515	5305435560
Eastern Sierra USD	Government Facilities	H5 111591 HWY 395	COLEVILLE	3145435803	0
Charter Communications	Communications	UNIT CATV 2386 DUNDEE CR	SOUTH LAKE TAHOE	5305426000	5303071888
Charter Communications	Communications	UNIT 16 1458 APACHE AV	SOUTH LAKE TAHOE	5305770362	0
Sierra County	Government Facilities	133 SMITHNECK RD	LOYALTON	5305770362	0
Tahoe City PUD	Water and Wastewater Systems	UNIT A 401 WEST LAKE BL	TAHOE CITY	5302893201	0
Charter Communications	Communications	0 GLENWOOD WY	SOUTH LAKE TAHOE	5305833796	5304145753
Verizon Wireless	Communications	975 CARNELIAN BAY AVE	CARNELIAN BAY	3145435803	0
Verizon Wireless	Communications	CELL SITE 2235 ALPINE CIR	ALPINE MEADOWS	6148394506	8663224547
Eastern Plumas District Hospital Portola	Healthcare and Public Health	UNIT E 115 1ST ST	LOYALTON	6148394506	8663224547
Charter Communications	Communications	980 TAHOE ISLAND DR	SOUTH LAKE TAHOE	5308326579	5308326500
City of Loyalton	Government Facilities	795 BECKWITH	LOYALTON	3145435803	0
Tahoe City PUD	Water and Wastewater Systems	2500 LAKE FOREST RD	TAHOE CITY	5309936750	0
City of Portola	Government Facilities	UNIT BLDG 120 MAIN ST	PORTOLA	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	C HSE TC GOLF 251 NORTH LAKE BL	TAHOE CITY	5309278018	5302494530
Tahoe City PUD	Water and Wastewater Systems	UNIT OFFICE 221 FAIRWAY DR	TAHOE CITY	5305833796	5304145753
Verizon Wireless	Communications	STE E-8B 589 TAHOE KEYS BLVD	SOUTH LAKE TAHOE	5305833796	5304145753
Sierra Plumas Joint Unified School District	Government Facilities	UNIT FOOTBAL 657 BECKWITH	LOYALTON	9252796000	9252796298
City of Portola	Government Facilities	424 E SIERRA	PORTOLA	5309934991	5309931660
Eastern Plumas District Hospital Portola	Healthcare and Public Health	700 3RD ST	LOYALTON	5309278018	5302494530
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT PUMP 3755 GRASS LAKE RD	SOUTH LAKE TAHOE	5308326579	5308326500
Safeway stores	Food and Agriculture	UNIT GAS 3376 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	5305436240	5303182305
Tahoe Forest Hospital	Healthcare and Public Health	UNIT #208 925 NORTH LAKE BL	TAHOE CITY	8663224547	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT L4 1834 SANTA FE RD	SOUTH LAKE TAHOE	5305826434	5305823492
City of Portola	Government Facilities	80 VIRGILIA	PORTOLA	5309278018	5302494530
City of Portola	Government Facilities	1000 SECTION HOUSE RD	PORTOLA	5309278018	5302494530
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT B 2170 SOUTH AVE	SOUTH LAKE TAHOE	5309278018	5302494530
Eastern Plumas District Hospital Portola	Healthcare and Public Health	UNIT E4 115 1ST ST	LOYALTON	5305435515	5305435560
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT SBO70/30 1111 EMERALD BAY RD	SOUTH LAKE TAHOE	5308326579	5308326500
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT A 1119 EMERALD BAY RD	SOUTH LAKE TAHOE	5305435515	5305435560
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	1090 THIRD ST	SOUTH LAKE TAHOE	5305435515	5305435560
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT SNO MLT 2170 SOUTH AV	SOUTH LAKE TAHOE	5305435515	5305435560
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	PANEL I-S 2155 SOUTH AV	SOUTH LAKE TAHOE	5305435515	5305435560
Charter Communications	Communications	CATVA 2439 DEL NORTE ST	SOUTH LAKE TAHOE	5305435515	5305435560
Charter Communications	Communications	UNIT 10 2417 MARSHALL TR	SOUTH LAKE TAHOE	3145435803	0
Alpine County	Government Facilities	OLS 6801 DIAMOND VALLEY RD	MARKLEEVILLE	5305770362	0
El Dorado County Lake Valley Fire District	Emergency Services	UNIT +OLS 2211 KEETA ST	SOUTH LAKE TAHOE	5306942140	0
Charter Communications	Communications	CATVA 1987 JICARILLA DR	SOUTH LAKE TAHOE	5305773737	0
City of South Lake Tahoe	Government Facilities	PARK 1004 LAKEVIEW AVE	SOUTH LAKE TAHOE	5305770362	0
Tahoe City PUD	Water and Wastewater Systems	UNIT B 401 WEST LAKE BL	TAHOE CITY	5305426000	5303071888
Charter Communications	Communications	UNIT FBR OPS 5769 DODOWAH	CARNELIAN BAY	5305833796	5304145753
Mono County	Government Facilities	0 MULE DEER RD	WALKER	3145435799	0
Verizon Wireless	Communications	SLT028 780A MERCED AVE	SOUTH LAKE TAHOE	6199325231	6199325231
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	BOOSTER 2 2550 PIONEER TR	SOUTH LAKE TAHOE	9166465053	8663224547
Verizon Wireless	Communications	2200 BARTON AVE SLT022 AVE	SOUTH LAKE TAHOE	5305436240	5303182305
City of South Lake Tahoe	Government Facilities	+8 OLS 1901 LISA MALOFF WY	SOUTH LAKE TAHOE	9166465053	8663224547
City of South Lake Tahoe	Government Facilities	BECON ANGORA 1901 LISA MALOFF WY	SOUTH LAKE TAHOE	5305426000	5303071888

Charter Communications	Communications	UNIT J3 0 GLENWOOD WY	SOUTH LAKE TAHOE	5305426000	5303071888
Mono County	Government Facilities	466 MULE DEER RD	COLEVILLE	3145435803	0
AT&T WIRELESS	Communications	8197 SPECKLED AV	KINGS BEACH	5304952112	7609325440
AT&T / NEW CINGULAR WIRELESS	Communications	CELL #1925 2235 ALPINE CIR	OLYMPIC VALLEY	8663224547	0
City of Portola	Government Facilities	UNIT PK LGHT 800 S GULLING	PORTOLA	8663224547	9258588654
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT VVS#3 0 FALLEN LEAF RD	SOUTH LAKE TAHOE	5309278018	5302494530
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT ATSPS 0 LINK RD	SOUTH LAKE TAHOE	5305436240	5303182305
Verizon Wireless	Communications	CELL SITE 112775 HWY 395	COLEVILLE	5305436240	5303182305
Mono County	Government Facilities	107655 S US HWY 395	COLEVILLE	9252796298	5109142540
Charter Communications	Communications	5419 NORTH LAKE BL	TAHOE VISTA	7609241746	0
City of South Lake Tahoe	Government Facilities	BECON 4 1901 LISA MALOFF WY	SOUTH LAKE TAHOE	3145435799	0
City of South Lake Tahoe	Government Facilities	BECON 2 1901 LISA MALOFF WY	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Government Facilities	HANGAR G 1901 LISA MALOFF WY	SOUTH LAKE TAHOE	5305426000	5303071888
Verizon Wireless	Communications	NLTO03 5983-A OPHIR ST	CARNELIAN BAY	5305426000	5303071888
Charter Communications	Communications	3190 FABIAN WAY	TAHOE CITY	9166465053	8663224547
Charter Communications	Communications	0 DOT	SOUTH LAKE TAHOE	3145432282	5305468555
Charter Communications	Communications	UNIT 28 801 LAKE TAHOE BL	SOUTH LAKE TAHOE	3145435803	0
City of South Lake Tahoe	Government Facilities	BECON 3 1901 LISA MALOFF WY	SOUTH LAKE TAHOE	5305770362	0
City of South Lake Tahoe	Government Facilities	EMERALD BAY RD 1901 LISA MALOFF WY	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Government Facilities	3170 HARRISON AVE	SOUTH LAKE TAHOE	5305426000	5303071888
Charter Communications	Communications	UNIT FBR OPS 715 WEST LAKE BL	TAHOE CITY	5305426000	5303071888
Charter Communications	Communications	1334 INDIAN HILLS	TRUCKEE	3145435799	0
Charter Communications	Communications	6527 NORTH LAKE BL	TAHOE VISTA	3145435799	0
Charter Communications	Communications	0 CARSON AV	SOUTH LAKE TAHOE	3145435799	0
PLUMAS-SIERRA TELECOMMUNICATIONS	Communications	501 GULLING STREET	PORTOLA	3145435803	0
Verizon Wireless	Communications	SLT065 2015 JICARILLA DR	SOUTH LAKE TAHOE	5308324126	5308326015
City of Portola	Government Facilities	16 COMMERCIAL	PORTOLA	9166465053	8663224547
MCI TELECOMMUNICATIONS	Communications	0 FLORISTON	FLORISTON	5309278018	5302494530
Placer County	Government Facilities	PKING LITES 8846 MINNOW AVE	KINGS BEACH	6014603190	9165371770
Tahoe City PUD	Water and Wastewater Systems	ICE RINK 251 NORTH LAKE BLVD	TAHOE CITY	5305816231	5309934071
City of South Lake Tahoe	Government Facilities	2560-A BERTHA AVE	SOUTH LAKE TAHOE	5305833796	5304145753
City of South Lake Tahoe	Government Facilities	0 LA SALLE	SOUTH LAKE TAHOE	5305426000	5303071888
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	0 KIVA BEACH	SOUTH LAKE TAHOE	5305426000	5303071888
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT PMP 0 BALDWIN BEACH	SOUTH LAKE TAHOE	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT WTR CO 0 GARDNER	SOUTH LAKE TAHOE	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT CONTROL 0 ELK POINT DR	SOUTH LAKE TAHOE	5305436240	5303182305
City of South Lake Tahoe	Government Facilities	UNIT HWY 50 0 0 MALLEY AV	SOUTH LAKE TAHOE	5305436240	5303182305
Charter Communications	Communications	CATVA 2637 HENDERSON ST	SOUTH LAKE TAHOE	5305426000	5303071888
Tahoe City PUD	Water and Wastewater Systems	END/R D PUMP 0 CEDARWOOD DR	TAHOE CITY	5305770362	0
Mono County	Government Facilities	442 MULE DEER RD	COLEVILLE	5305833796	5304145753
Alpine County	Government Facilities	BHVR HLTH CTR 75-C DIAMOND VALLEY DR	MARKLEVILLE	7609325415	0
Placer County	Government Facilities	7717 NORTH LAKE BL	KINGS BEACH	5306942140	0
Verizon Wireless	Communications	1020 WILDWOOD PSL #434876 AVE	SOUTH LAKE TAHOE	5305461970	5308864982
Charter Communications	Communications	UNIT FBR OPS 7921 LINCOLN GREEN DR	KINGS BEACH	9166465053	8663224547
Charter Communications	Communications	UNIT FBR OPS 1130 WHITEHALL AV	KINGS BEACH	3145435799	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT WELL 3 910 CLEMENT	SOUTH LAKE TAHOE	3145435799	0
Placer County	Government Facilities	UNIT GASPLNT 900 CABIN CREEK RD	TAHOE CITY	5305436240	5303182305
Charter Communications	Communications	665 WEST LAKE BL	TAHOE CITY	5305461970	5308864982
T-MOBILE	Communications	UNIT SA47701 900 CABIN CREEK RD	TAHOE CITY	3145435799	0
Charter Communications	Communications	4405 NORTH LAKE BL	CARNELIAN BAY	7753387083	4253833764
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT STPUD 0 TAYLOR CREEK	SOUTH LAKE TAHOE	3145435799	0
City of South Lake Tahoe	Government Facilities	UNIT SIGN 1455 KELLER RD	SOUTH LAKE TAHOE	5305436240	5303182305
City of Portola	Government Facilities	UNIT GAZEBO 411 S GULLING	PORTOLA	5305426000	5303071888
El Dorado County	Government Facilities	UNIT L4 7100 WILSON AV	TAHOMA	5309278018	5302494530
Placer County	Government Facilities	8200 RAINBOW AVE	KINGS BEACH	5305733180	5306215946
Charter Communications	Communications	UNIT XTAYHOYA 0 NORTH LAKE BL	KINGS BEACH	5305816231	5309934071
Mono County	Government Facilities	UNIT HACKNEY SHOP RD	WALKER	3145435799	0
Verizon Wireless	Communications	VERIZON 100 NORTH LAKE BLVD	TAHOE CITY	5304952323	6199325231
Verizon Wireless	Communications	471233 2611-A COPPER WAY	SOUTH LAKE TAHOE	8668624404	0
City of South Lake Tahoe	Government Facilities	MSG SIGN 1140 KELLER RD	SOUTH LAKE TAHOE	9166465053	8663224547
Tahoe Forest Hospital	Healthcare and Public Health	UNIT 101 925 NORTH LAKE BL	TAHOE CITY	5305426000	5303071888
NEW CINGULAR WIRELESS	Communications	CELL SITE 5146 NORTH LAKE BLVD	CARNELIAN BAY	5305826434	5305823492
Tahoe City PUD	Water and Wastewater Systems	0 MEEKS BAY AV	TAHOMA	8663224547	0
Charter Communications	Communications	UNIT FBR OPS 5593 SAHARA DR	CARNELIAN BAY	5305833796	5304145753
Charter Communications	Communications	UNIT FBR OPS 136 EDGEWOOD DR	TAHOE CITY	3145435799	0
Charter Communications	Communications	UNIT FBR OPS 3795 NORTH LAKE BL	CARNELIAN BAY	3145435799	0
Charter Communications	Communications	UNIT FBR OPS 4495 NORTH LAKE BL	CARNELIAN BAY	3145435799	0
Charter Communications	Communications	CATV A 697 W SAN BERNARDINO AVE	SOUTH LAKE TAHOE	3145435799	0
Charter Communications	Communications	CATV A 1148 MODOC WAY	SOUTH LAKE TAHOE	3145435799	0
Charter Communications	Communications	UNIT FBR OPS 920 RUMAR WY	CARNELIAN BAY	3145435799	0
Charter Communications	Communications	UNIT FBR OPS 174 MARLETTE DR	TAHOE CITY	3145435799	0
Tahoe City PUD	Water and Wastewater Systems	IRRIG TRL 1B 64 WEST LAKE BL	TAHOE CITY	3145435799	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	2427 PONDEROSA AV	SOUTH LAKE TAHOE	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	GOLD COAST 3 RING RD	TAHOMA	5305436240	5303182305
Tahoe City PUD	Water and Wastewater Systems	8263 MEEKS BAY AVE	MEEKS BAY	5305833796	5304145753
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT ES-5 580 FALLEN LEAF LAK RD	SOUTH LAKE TAHOE	5305833796	5304145753
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	2136 CHIAPA DR	SOUTH LAKE TAHOE	5305436240	5303182305
AT&T WIRELESS	Communications	CELL SITE 2419 VENICE DR	SOUTH LAKE TAHOE	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT ES-9 1141 FALLEN LEAF LAK RD	SOUTH LAKE TAHOE	8663224547	9253567304
Tahoe City PUD	Water and Wastewater Systems	0 BALD EAGLE DR	HOMEWOOD	5305436240	5303182305
Tahoe City PUD	Water and Wastewater Systems	UNIT PMP 5115 SILVER	HOMEWOOD	5305833796	5304145753
Charter Communications	Communications	UNIT G3 814 SONOMA AV	SOUTH LAKE TAHOE	5305833796	5304145753
North Tahoe Fire Protection District	Emergency Services	159 OBSERVATION DR	TAHOE CITY	5305426000	5303071888
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT ATW2 0 TALLAC AV	SOUTH LAKE TAHOE	5305836911	5305836913
Charter Communications	Communications	CATVA 1680 BLACK BART CT	SOUTH LAKE TAHOE	5305436240	5303182305
T-MOBILE	Communications	UNIT SA47402 2403 ALPINE CR	ALPINE MEADOWS	3145435803	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT PLANT 1275 MEADOWCREST DR	SOUTH LAKE TAHOE	7753387083	4253833764
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	970 LODI AV	SOUTH LAKE TAHOE	5305436240	5303182305
Charter Communications	Communications	UNIT FBR OPS 2300 NORTH LAKE BL	TAHOE CITY	5305435515	5305435560
Charter Communications	Communications	UNIT 5 1010 MUSKWAKI DR	SOUTH LAKE TAHOE	3145435799	0
T-MOBILE	Communications	UNIT SA-379 22258 JUNIPER ST	FLORISTON	5305770362	0

Charter Communications	Communications	UNIT PS 16 0 VIEW CR	SOUTH LAKE TAHOE	7753387083	4253833764
Charter Communications	Communications	UNIT B4 1804 13TH ST	SOUTH LAKE TAHOE	5305770362	0
Alpine County	Government Facilities	UNIT MUSEUM 0 MUSEUM RD	MARKLEEVILLE	3145435803	0
T-MOBILE	Communications	UNIT SA46602 1122 CLEARVIEW CT	TAHOE CITY	5306942284	0
T-MOBILE	Communications	UNIT SA55501 1400 KINGS VISTA CT	KINGS BEACH	7753387083	4253833764
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT +OLS 1113 EMERALD BAY RD	SOUTH LAKE TAHOE	7753387083	4253833764
City of Loyalton	Government Facilities	0 ST LIGHTS BC 37	LOYALTON	5305435515	5305435560
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT 7 2092 LAKE TAHOE BL	SOUTH LAKE TAHOE	5309936750	0
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT 2 2092 LAKE TAHOE BL	SOUTH LAKE TAHOE	5305435515	5305435560
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT A 2133 SOUTH AV	SOUTH LAKE TAHOE	5305435515	5305435560
Placer County	Government Facilities	870 CABIN CREEK RD	TRUCKEE	5305435515	5305435560
City of Portola	Government Facilities	12 COMMERCIAL	PORTOLA	5305461970	5308864982
City of South Lake Tahoe	Transportation Systems	SKI RUN LIG 1122 SKI RUN BL	SOUTH LAKE TAHOE	5309278018	5302494530
Tahoe City PUD	Water and Wastewater Systems	SWR PUMP 8649 NORTH LN	TAHOMA	5305426000	5303071888
Charter Communications	Communications	UNIT PS 15 0 COCHISE CR	SOUTH LAKE TAHOE	5305833796	5304145753
City of Portola	Government Facilities	CUST POLE 441 S GULLING ST	PORTOLA	5305770362	0
Charter Communications	Communications	UNIT PS2 0 SAN BERNARDINO AV	SOUTH LAKE TAHOE	5309278018	5302494530
Tahoe City PUD	Water and Wastewater Systems	0 GROVE ST	TAHOE CITY	5305770362	0
Tahoe City PUD	Water and Wastewater Systems	UNIT LL LITE 0 GROVE ST	TAHOE CITY	5305833796	5304145753
Charter Communications	Communications	1177 SAN BERNARDINO AV	SOUTH LAKE TAHOE	5305833796	5304145753
T-MOBILE	Communications	UNIT CELSITE 16774 HINTON RD	TRUCKEE	5305770362	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	PUMP 544 FALLEN LEAF ROAD	SOUTH LAKE THAOE	7753387083	4253833764
City of Loyalton	Government Facilities	MUSEUM 605 SCHOOL ST	LOYALTON	5305436240	5303182305
Tahoe City PUD	Water and Wastewater Systems	UNIT WTR PMP 350 LAKEVIEW DR	MEEKS BAY	5309936750	0
Charter Communications	Communications	0 SITKA CR	SOUTH LAKE TAHOE	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	UNIT & NLAKE 0 BURTON CREEK DR	LAKE FOREST	5305770362	0
Tahoe City PUD	Water and Wastewater Systems	0 POLARIS RD	TAHOE CITY	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	COMN AREA 280 NORTH LAKE BL	TAHOE CITY	5305833796	5304145753
Charter Communications	Communications	UNIT 29 813 BOULDER MTN DR	SOUTH LAKE TAHOE	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	UNIT LAKE TR 90 ASPEN ST	TAHOE CITY	5305770362	0
Tahoe City PUD	Water and Wastewater Systems	UNIT PUMP 8901 BROOK DR	RUBICON PROPERTIES	5305833796	5304145753
City of Loyalton	Water and Wastewater Systems	UNIT PMP/N 701 3RD ST	LOYALTON	5305833796	5304145753
Eastern Plumas District Hospital Portola	Healthcare and Public Health	500 1ST AV	PORTOLA	5309936750	0
Tahoe City PUD	Water and Wastewater Systems	UNIT WELL1 0 BUNKER RD	TAHOE CITY	5308326579	5308326500
Charter Communications	Communications	0 ECHO VIEW DR	SOUTH LAKE TAHOE	5305833796	5304145753
El Dorado County	Government Facilities	UNIT LIGHTS 0 BLACK BART AV	SOUTH LAKE TAHOE	5305770362	0
Charter Communications	Communications	UNIT FLTRATE 0 S UPPER TRUCKEE RD	SOUTH LAKE TAHOE	9165215948	9165733000
Mono County	Government Facilities	107384 S US HWY 395	COLEVILLE	5305770362	0
City of South Lake Tahoe	Government Facilities	2101 LAKE TAHOE BL	SOUTH LAKE TAHOE	7609325610	7609343411
City of South Lake Tahoe	Government Facilities	2102 JAMES AV	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Government Facilities	935 BAL BIJOU RD	SOUTH LAKE TAHOE	5305426000	5303071888
Charter Communications	Communications	UNIT 12 1701 BLACK BART CT	SOUTH LAKE TAHOE	5305426000	5303071888
Charter Communications	Communications	1087 VENICE DR	SOUTH LAKE TAHOE	5305770362	0
Charter Communications	Communications	207 ALA WAI BL	SOUTH LAKE TAHOE	3145435803	0
Charter Communications	Communications	UNIT 14 0 N UPPER TRUCKEE RD	SOUTH LAKE TAHOE	3145435803	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	LIFT STATN 589 GARDNER	SOUTH LAKE TAHOE	5305770362	0
Charter Communications	Communications	0 TULARE AV	SOUTH LAKE TAHOE	5305436240	5303182305
Charter Communications	Communications	0 PIONEER TRAIL	SOUTH LAKE TAHOE	3145435803	0
Tahoe City PUD	Water and Wastewater Systems	BUNKER RD	TAHOE CITY	3145435803	0
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT 3 2092 LAKE TAHOE BL	SOUTH LAKE TAHOE	5305833796	5304145753
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT 4 2092 LAKE TAHOE BL	SOUTH LAKE TAHOE	5305435515	5305435560
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT B 2133 SOUTH AV	SOUTH LAKE TAHOE	5305435515	5305435560
Charter Communications	Communications	UNIT J23796 0 SILVER DOLLAR AV	SOUTH LAKE TAHOE	5305435515	5305435560
Charter Communications	Communications	0 PIONEER TRAIL	SOUTH LAKE TAHOE	3145435803	0
Mono County	Government Facilities	UNIT PARK HACKNEY DR	COLEVILLE	3145435803	0
Charter Communications	Communications	UNIT PS 13 0 DEL NORTE	SOUTH LAKE TAHOE	0	6199325231
Tahoe City PUD	Water and Wastewater Systems	860 SUGAR PINE DR	TIMBERLAND	5305770362	0
Tahoe City PUD	Water and Wastewater Systems	UNIT PMP 500 ELM ST	TAHOMA	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	UNIT HWY 89 KILNER PARK	TAHOE CITY	5305833796	5304145753
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT TANK 0 PINEWOOD DR	SOUTH LAKE TAHOE	5305833796	5304145753
El Dorado County	Government Facilities	0 HWY 50	SOUTH LAKE TAHOE	5305436240	5303182305
Verizon Wireless	Communications	SLT009 968A MERCED AVE	SOUTH LAKE TAHOE	0	9166215846
City of South Lake Tahoe	Government Facilities	1700 D ST	SOUTH LAKE TAHOE	9166465053	8663224547
Tahoe City PUD	Water and Wastewater Systems	UNIT END ZERMATT	TAHOE CITY	5305426000	5303071888
Verizon Wireless	Communications	UNIT NX CITE 1857 HEKPA DR	SOUTH LAKE TAHOE	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	401 WEST LAKE BL	TAHOE CITY	5309190551	0
Charter Communications	Communications	0 VENICE DR	SOUTH LAKE TAHOE	5305833796	5304145753
Charter Communications	Communications	CATVA 1175 WASHOAN BLVD	SOUTH LAKE TAHOE	3145435803	0
Charter Communications	Communications	UNIT G1 0 FRESNO AV	SOUTH LAKE TAHOE	5305770362	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	0 TATA LN	SOUTH LAKE TAHOE	3145435803	0
Charter Communications	Communications	CATVA 1466 ORMSBY DR	SOUTH LAKE TAHOE	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT PUMP 1575 LAKE TAHOE BL	SOUTH LAKE TAHOE	3145435803	0
North Tahoe Fire Protection District	Emergency Services	288 NORTH SHORE BL	KINGS BEACH	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	1361 APACHE AV	SOUTH LAKE TAHOE	5305836911	0
Tahoe City PUD	Water and Wastewater Systems	400 HWY 89	TAHOE CITY	5305436240	5303182305
AT&T WIRELESS	Communications	CELL SITE 7101 WILSON AV	TAHOMA	5305833796	5304145753
Charter Communications	Communications	UNIT K-4 1410 SKI RUN BL	SOUTH LAKE TAHOE	8663224547	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	GRDNR PUMP 0 EMERALD BAY RD	SOUTH LAKE TAHOE	3145435803	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	1961 ARROWHEAD AV	SOUTH LAKE TAHOE	5305436240	5303182305
Charter Communications	Communications	UNIT J1 3421 JANET DR	SOUTH LAKE TAHOE	5305436240	5303182305
City of South Lake Tahoe	Government Facilities	BECON 1 1901 LISA MALOFF WY	SOUTH LAKE TAHOE	3145435803	0
Charter Communications	Communications	420 AGATE RD	TAHOE VISTA	5305426000	5303071888
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT KLR TNK 0 SHERMAN WY	SOUTH LAKE TAHOE	3145435799	0
Charter Communications	Communications	CATVA 2552 BERNICE LN	SOUTH LAKE TAHOE	5305436240	5303182305
El Dorado County	Government Facilities	1170 RUFUS ALLEN BL	SOUTH LAKE TAHOE	3145435803	0
Charter Communications	Communications	POWER 1930 GREYWOLF	TRUCKEE	5305733197	5305733452
City of Portola	Government Facilities	999 LAKE DAVIS RD	PORTOLA	4703442331	3145432556
Charter Communications	Communications	UNIT FBR OPS 520 VILLAGE RD	TAHOE CITY	5309278018	5302494530
Charter Communications	Communications	UNIT FBR OPS 498 GROVE ST	TAHOE CITY	3145435799	0
Charter Communications	Communications	UNIT FBR OPS 8604 LOCH LEVON AV	KINGS BEACH	3145435799	0
Charter Communications	Communications	CATV A 1902 NEZ PERCE DR	SOUTH LAKE TAHOE	3145435799	0

City of South Lake Tahoe	Government Facilities	0 LAKE TAHOE BL	SOUTH LAKE TAHOE	3145435799	0
City of South Lake Tahoe	Government Facilities	SPRIN KLERS 0 REGAN BEACH	SOUTH LAKE TAHOE	5305426000	5303071888
Alpine County	Government Facilities	75 DIAMOND VALLEY RD	WOODFORDS	5305426000	5303071888
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT STPUD 0 POPE BEACH RD	SOUTH LAKE TAHOE	5306942235	5306942140
Tahoe City PUD	Water and Wastewater Systems	TC GOLF COURSE	TAHOE CITY	5305436240	5303182305
Charter Communications	Communications	UNIT L-2 0 BOWERS AV	SOUTH LAKE TAHOE	5305833796	5304145753
City of South Lake Tahoe	Government Facilities	3066 LAKE TAHOE BL	SOUTH LAKE TAHOE	3145435803	0
El Dorado County	Government Facilities	1000 RUFUS ALLEN BL	SOUTH LAKE TAHOE	5305426000	5303071888
North Tahoe Fire Protection District	Emergency Services	240 CARNELIAN BAY RD	CARNELIAN BAY	5305733185	9166215846
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT B 2209 SOUTH AVE	SOUTH LAKE TAHOE	5305836911	0
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT D 2209 SOUTH AVE	SOUTH LAKE TAHOE	5305435515	5305435560
Alpine County	Government Facilities	260 LARAMIE	MARKLEEVILLE	5305435515	5305435560
Charter Communications	Communications	UNIT H1 1135 JOHNSON BL	SOUTH LAKE TAHOE	5306942140	0
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT HOUSE 2209 SOUTH AVE	SOUTH LAKE TAHOE	3145435803	0
Alpine County	Government Facilities	UNIT LIBRARY 260 LARAMIE	MARKLEEVILLE	5305435515	5305435560
Verizon Wireless	Communications	8101-A RAINBOW AVE	KINGS BEACH	5306942140	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT DAM 0 INDIAN CREEK RESVR	MARKLEEVILLE	9166465053	8663224547
City of South Lake Tahoe	Government Facilities	3050 LAKE TAHOE BL	SOUTH LAKE TAHOE	5305436240	5303182305
T-MOBILE	Communications	UNIT SA59402 19900 MARTIS PEAK RD	TRUCKEE	5305426000	5303071888
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	803 LOOKOUT POINT CR	SOUTH LAKE TAHOE	7753387083	4253833764
City of South Lake Tahoe	Government Facilities	PRICE FLSHR 0 PIONEER TRAIL	SOUTH LAKE TAHOE	5305436240	5303182305
Tahoe City PUD	Water and Wastewater Systems	UNIT MDN CRK 5000 WEST LAKE BL	HOMEWOOD	5305426000	5303071888
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT A 2209 SOUTH AVE	SOUTH LAKE TAHOE	5305833796	5304145753
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	1120 THIRD ST	SOUTH LAKE TAHOE	5305435515	5305435560
City of South Lake Tahoe	Government Facilities	1008 FERN RD	SOUTH LAKE TAHOE	5305435515	5305435560
Charter Communications	Communications	CATVA 1744 APACHE AVE	SOUTH LAKE TAHOE	5305426000	5303071888
Charter Communications	Communications	9590 NORTH LAKE BL	KINGS BEACH	5305770362	0
Charter Communications	Communications	CATVA 2387 CHIAPA DR	SOUTH LAKE TAHOE	3145435799	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	701 SAN FRANCISCO AVE	SOUTH LAKE TAHOE	5305770362	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT KEYS 0 TAHOE KEYS BL	SOUTH LAKE TAHOE	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT A PUMP 1112 FAIRWAY	SOUTH LAKE TAHOE	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT TOP WILDWOOD AV	SOUTH LAKE TAHOE	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT ES-8 1000 FALLEN LEAF LAK RD	SOUTH LAKE TAHOE	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT ES7 767 FALLEN LEAF LAK RD	SOUTH LAKE TAHOE	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT SWR PMP 0 CAMP RICHARDSON	SOUTH LAKE TAHOE	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	1484 GLENWOOD WY	SOUTH LAKE TAHOE	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT PVSPS 0 FRIANT DR	SOUTH LAKE TAHOE	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	0 BELLEVUE AV	SOUTH LAKE TAHOE	5305436240	5303182305
Verizon Wireless	Communications	CELL SITE 7101 WILSON AVE	TAHOMA	5305436240	5303182305
City of South Lake Tahoe	Government Facilities	UNIT CNTR 3062 LAKE TAHOE BL	SOUTH LAKE TAHOE	9163572552	9162012020
City of South Lake Tahoe	Government Facilities	0 SKI RUN BL	SOUTH LAKE TAHOE	5305426000	5303071888
Placer County	Government Facilities	UNIT CNR NLB 191 OBSERVATION DR	TAHOE CITY	5305426000	5303071888
Charter Communications	Communications	UNIT TCI CBL 5777 DODOWAH RD	CARNELIAN BAY	5305501212	5308897434
Sierra County	Government Facilities	509 MAIN ST	LOYALTON	3145435799	0
Charter Communications	Communications	UNIT PL#926 1600 NORTH LAKE BL	TAHOE CITY	5302893273	5302893201
Verizon Wireless	Communications	218-A OLD MILL RD	TAHOE CITY	3145435799	0
City of Portola	Government Facilities	35 3RD AV	PORTOLA	9166465053	8663224547
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT OLS 910 CLEMENT	SOUTH LAKE TAHOE	5309278018	5302494530
Tahoe City PUD	Water and Wastewater Systems	HIGHLAND DR	RUBICON PROPERTIES	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	TALLC PMP 0 HWY 89	SOUTH LAKE TAHOE	5305833796	5304145753
Alpine County	Transportation Systems	0 ST LIGHTS BC 33	MARKLEEVILLE	5305436240	5303182305
Tahoe City PUD	Water and Wastewater Systems	3338 EDGEWATER DR	TAHOE CITY	5306942140	0
Tahoe City PUD	Water and Wastewater Systems	925 COUNTRY CLUB DR	TAHOE CITY	5305833796	5304145753
Verizon Wireless	Communications	1961 SQUAW VILLAGE LOOP	OLYMPIC VALLEY	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	0 ST LIGHTS BC 40	TAHOE CITY	9252796298	8663224547
Tahoe City PUD	Water and Wastewater Systems	1877 NORTH LAKE BL	TAHOE CITY	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	205 OLD MILL RD	TAHOE CITY	5305833796	5304145753
Sierra County	Government Facilities	202 FRONT ST	LOYALTON	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	WELL 440 UPPER RD	TAHOE CITY	5309936734	5309936730
Tahoe City PUD	Water and Wastewater Systems	USBNK ST LTE 705 NORTH LAKE BL	TAHOE CITY	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	PMP S TATION 700 NORTH LAKE BL	TAHOE CITY	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	TRAFF ICLITE 1308 WEST LAKE BL	TAHOE CITY	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	2945 POLARIS RD	TAHOE CITY	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	PUMP 331 WOODVIEW CT	TAHOE CITY	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	UNIT PUMP 1780 SEQUOIA AV	TAHOE CITY	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	180 SIERRA TERRACE RD	TAHOE CITY	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	622 GROVE ST	TAHOE CITY	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	TCINN ST LTE 790 NORTH LAKE BL	TAHOE CITY	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	UNIT STLTE 755 NORTH LAKE BL	TAHOE CITY	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	TRAL LTNG 1100 NORTH LAKE BLVD	TAHOE CITY	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	UNIT WELL3 336 CEDAR RIDGE DR	RUBICON/MEEKS BAY	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	ONEAL ST LTE 660 NORTH LAKE BL	TAHOE CITY	5305833796	5304145753
Tahoe City PUD	Water and Wastewater Systems	TRAFF ICLITE 1325 WEST LAKE BL	TAHOE CITY	5305833796	5304145753
Alpine County	Transportation Systems	0 ST LIGHTS BC 32	MARKLEEVILLE	5305833796	5304145753
Lake Tahoe Community College	Government Facilities	UNIT COLLEGE 1200 AL TAHOE BL	SOUTH LAKE TAHOE	5306942140	0
OMNIPPOINT COMMUNICATIONS / T-MOBILE	Communications	SITE SC14146 1857 HEKPA DR	SOUTH LAKE TAHOE	5.30541E+13	5305414660
AT&T WIRELESS	Communications	CELL SITE 1857 HEKPA DR	SOUTH LAKE TAHOE	7016676772	8885264612
Tahoe City PUD	Water and Wastewater Systems	UNIT TPOLE 330 KIMBERLY DR	TAHOE CITY	8663224547	9253567304
Charter Communications	Communications	UNIT K-3 0 WILDWOOD AV	SOUTH LAKE TAHOE	5305833796	5304145753
Sierra Plumas Joint Unified School District	Government Facilities	700 4TH ST	LOYALTON	3145435803	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT HELEN W 0 TRUCKEE DR	SOUTH LAKE TAHOE	5309931660	5303182305
Charter Communications	Communications	CATV A 1654 APACHE AVE	SOUTH LAKE TAHOE	5305436240	3145432556
Alpine County	Government Facilities	14777 HWY 89	MARKLEEVILLE	4703442331	0
Mono County	Government Facilities	0 ST LIGHTS BC 35	COLEVILLE	5306942140	0
City of South Lake Tahoe	Government Facilities	MESG SIGN 1262 SKI RUN BL	SOUTH LAKE TAHOE	0	0
Charter Communications	Communications	CATVA 1520 CHIPPEWA ST	SOUTH LAKE TAHOE	5305426000	5303071888
Alpine Co. School District	Government Facilities	UNIT DIA VLY 35 HAWKSIDE - DVES DR	MARKLEEVILLE	5305770362	0
Mono County	Government Facilities	0 ST LIGHTS BC 34	COLEVILLE	5306942238	9166942230
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	1067 4TH ST	SOUTH LAKE TAHOE	7609325456	0
Charter Communications	Communications	0 CEDAR AV	SOUTH LAKE TAHOE	5305435515	5305435560
Charter Communications	Communications	UNIT E4 2480 WILLIAM AV	SOUTH LAKE TAHOE	3145435803	0

STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT PUMP 1825 BAKERSFIELD ST	SOUTH LAKE TAHOE	3145435803	0
Charter Communications	Communications	UNIT P53 0 APACHE AV	SOUTH LAKE TAHOE	5305436240	5303182305
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT 1 2092 LAKE TAHOE BL	SOUTH LAKE TAHOE	5305770362	0
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT HSE 2155 SOUTH AV	SOUTH LAKE TAHOE	5305435515	5305435560
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT 24 2155 SOUTH AV	SOUTH LAKE TAHOE	5305435515	5305435560
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT 25 2155 SOUTH AV	SOUTH LAKE TAHOE	5305435515	5305435560
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT 21 2155 SOUTH AV	SOUTH LAKE TAHOE	5305435515	5305435560
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT 5 2092 LAKE TAHOE BL	SOUTH LAKE TAHOE	5305435515	5305435560
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT 6 +20LS 2092 LAKE TAHOE BL	SOUTH LAKE TAHOE	5305435515	5305435560
Tahoe City PUD	Water and Wastewater Systems	SPRIN KLERS 30 WEST LAKE BL	TAHOE CITY	5305435515	5305435560
Charter Communications	Communications	700 TAHOE KEYS BLVD	SOUTH LAKE TAHOE	5305833796	5304145753
AT&T WIRELESS	Communications	CELL A 2082 ELOISE AV	SOUTH LAKE TAHOE	3145432285	3608286696
City of South Lake Tahoe	Government Facilities	1195 RUFUS ALLEN BL	SOUTH LAKE TAHOE	8663224547	4685626119
City of South Lake Tahoe	Government Facilities	1201 AL TAHOE BL	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Government Facilities	0 AL TAHOE BL	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Government Facilities	1195 RUFUS ALLEN BL	SOUTH LAKE TAHOE	5305426000	5303071888
Charter Communications	Communications	89 OBSERVATION DR	TAHOE CITY	5305426000	5303071888
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT WELL A 672 GARDNER ST	TAHOE CITY	3145435799	0
City of Portola	Government Facilities	565 W HWY 70	PORTOLA	5305436240	5303182305
City of South Lake Tahoe	Government Facilities	2951 HARRISON AV	SOUTH LAKE TAHOE	5309278018	5302494530
Placer County	Government Facilities	UNIT U9 2929 LAKE FOREST RD	TAHOE CITY	5305426000	5303071888
Tahoe City PUD	Water and Wastewater Systems	HIGHLANDS DR	TAHOE CITY	5305461970	5308864982
Sierra County	Government Facilities	302 FIRST ST	LOYALTON	5305833796	5304145753
Sierra County	Government Facilities	207 FRONT ST	LOYALTON	5309934770	0
City of Loyalton	Government Facilities	206 FRONT	LOYALTON	5309936734	5309936730
City of Loyalton	Government Facilities	PARK WELL 105 BECKWITH	LOYALTON	5309936750	5309936750
Charter Communications	Communications	UNIT A 1825 ARROWHEAD DR	SOUTH LAKE TAHOE	0	5309936750
Charter Communications	Communications	UNIT FBR OPS 8827 NORTH LAKE BL	KINGS BEACH	3145435803	0
Tahoe City PUD	Water and Wastewater Systems	RIVER PARK 0 MACKINAW RD	TAHOE CITY	3145435799	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	826 PALOMA AV	SOUTH LAKE TAHOE	5305833796	5304145753
El Dorado County Lake Valley Fire District	Emergency Services	0 FALLEN LEAF LAK	SOUTH LAKE TAHOE	5305436240	5303182305
AT&T WIRELESS	Communications	AT&T PED 10136 HIRSCHDALE RD	TRUCKEE	5305773737	0
Placer County	Government Facilities	165 WEST LAKE BL	TAHOE CITY	8663224547	6148394500
Tahoe City PUD	Water and Wastewater Systems	UNIT TC SUB 0 WEST LAKE BL	TAHOE CITY	5307457552	9168894000
Tahoe City PUD	Water and Wastewater Systems	SEWER LIFT 215 OBSERVATION DR	TAHOE CITY	5305833796	5304145753
Tahoe Forest Hospital	Healthcare and Public Health	UNIT TKT BLD SQUAW VALLEY	OLYMPIC VALLEY	5305833796	5304145753
Placer County	Government Facilities	UNIT #C 8645 NORTH LAKE BL	KINGS BEACH	5305826434	0
City of South Lake Tahoe	Government Facilities	1374 JOHNSON BL	SOUTH LAKE TAHOE	5305461970	5308864982
City of South Lake Tahoe	Government Facilities	1300 AL TAHOE BL	SOUTH LAKE TAHOE	5305426000	5303071888
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT B 2226 ELOISE AV	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Government Facilities	BLACK WOOD 0 PIONEER TRAIL	SOUTH LAKE TAHOE	5305435515	5305435560
City of South Lake Tahoe	Government Facilities	GOLF WELL 0 HERBERT AV	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Government Facilities	0 STATELINE AV	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Government Facilities	UNIT HWY 50 0 PARK AV	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Government Facilities	PRKG GAR 1 BELLAMY CT	SOUTH LAKE TAHOE	5305426000	5303071888
Verizon Wireless	Communications	GTE MOBILNET 0 BECKWOURTH PEAK	PORTOLA	5305426000	5303071888
Verizon Wireless	Communications	UNIT #C 645 NORTH LAKE BL	TAHOE CITY	9252796013	0
Charter Communications	Communications	0 D ST	SOUTH LAKE TAHOE	9166465053	8663224547
Plumas County	Government Facilities	171 NEVADA	PORTOLA	3145435803	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT UTSPS 0 LODI AV	SOUTH LAKE TAHOE	5302836337	0
Charter Communications	Communications	UNIT FBR OPS 1460 PINE AV	TAHOE CITY	5305436240	5303182305
T-MOBILE	Communications	UNIT 3 2025 PIONEER TRL	SOUTH LAKE TAHOE	3145435799	0
AT&T WIRELESS	Communications	AT&T CSITE 645 NORTH LAKE BL	TAHOE CITY	0	0
AT&T WIRELESS	Communications	UNIT 1 2025 PIONEER TRAIL	SOUTH LAKE TAHOE	8663224547	4685626119
AT&T WIRELESS	Communications	CELL SITE 2501 NORTH LAKE BL	TAHOE CITY	8663224547	4685626119
Charter Communications	Communications	UNIT P77476 310 GROVE ST	TAHOE CITY	8663224547	4685626119
Charter Communications	Communications	UNIT FBR OPS 173 OBSERVATION DR	TAHOE CITY	3145435799	0
Verizon Wireless	Communications	8575 RIVER RD	TAHOE CITY	3145435799	0
Charter Communications	Communications	UNIT FBR OPS 3080 NORTH LAKE BL	TAHOE CITY	9252796298	8663224547
City of Portola	Government Facilities	UNIT PUMP 120 MAIN ST	PORTOLA	3145435799	0
City of Portola	Government Facilities	OLS 441 S GULLING	PORTOLA	5309278018	5302494530
Sierra County	Water and Wastewater Systems	UNIT PMP #1 0 ANTELOPE VALLEY RD	LOYALTON	5309278018	5302494530
BARTON MEMORIAL HOSPITAL	Healthcare and Public Health	UNIT 4C 940 JULIE LN	SOUTH LAKE TAHOE	5302893201	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT SPS 1000 JOHNSON BL	SOUTH LAKE TAHOE	5305435515	5305435560
Charter Communications	Communications	CATV A 717 KIWUA DR	SOUTH LAKE TAHOE	5305436240	5303182305
Charter Communications	Communications	CATV B 2152 MEWUK DR	SOUTH LAKE TAHOE	4703442331	3145432556
Charter Communications	Communications	UNIT K-2 0 SADDLE RD	SOUTH LAKE TAHOE	4703442331	3145432556
Charter Communications	Communications	UNIT L-6 1173 KELLER RD	SOUTH LAKE TAHOE	3145435803	0
Alpine County	Government Facilities	20811 HWY 89	MARKLEEVILLE	3145435803	0
Alpine County	Government Facilities	99 WATER	MARKLEEVILLE	0	5306942140
Charter Communications	Communications	UNIT L-3 0 TAMARACK AV	SOUTH LAKE TAHOE	5306942140	0
Charter Communications	Communications	0 TAHOE KEYS BL	SOUTH LAKE TAHOE	3145435803	0
Charter Communications	Communications	UNIT L8 1028 SONORA AV	SOUTH LAKE TAHOE	3145435803	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT STORAGE 2595 DIAMOND VALLEY RD	MARKLEEVILLE	3145435803	0
City of Portola	Government Facilities	800 WESTERN PACIFIC RD	PORTOLA	5305436240	5303182305
Tahoe City PUD	Water and Wastewater Systems	350 SILVERTIP CT	RUBICON/MEEKS BAY	5309278018	5302494530
Sierra County	Water and Wastewater Systems	UNIT PMP #2 0 ANTELOPE VALLEY RD	LOYALTON	5305833796	5304145753
City of Portola	Government Facilities	SIGN 0 E SIERRA	PORTOLA	5302893201	0
City of South Lake Tahoe	Government Facilities	UNIT PWRPED 4061 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	5309278018	5302494530
Tahoe City PUD	Water and Wastewater Systems	TEMP 7701 EMERALD BAY RD	TAHOMA	5305426000	5303071888
City of Loyalton	Government Facilities	105 BECKWITH RD	LOYALTON	5305833796	5304145753
City of Loyalton	Government Facilities	UNIT S BRN 70 RAILROAD AV	LOYALTON	0	5309936750
Charter Communications	Communications	4082 PINE ST	SOUTH LAKE TAHOE	5309936750	0
Verizon Wireless	Communications	PSLI 434895 2265A IDAHO AVE	SOUTH LAKE TAHOE	3145435803	0
City of South Lake Tahoe	Government Facilities	4048 PINE BL	SOUTH LAKE TAHOE	9166465053	8663224547
El Dorado County	Government Facilities	UNIT JAIL 1051 AL TAHOE BL	SOUTH LAKE TAHOE	5305426000	5303071888
Lake Tahoe Unified School District	Government Facilities	BABE RUTH 1 0 LYONS AV	SOUTH LAKE TAHOE	5309573023	5305733030
Lake Tahoe Unified School District	Government Facilities	BABE RUTH 2 0 LYONS AV	SOUTH LAKE TAHOE	5053314502	5307211214
City of South Lake Tahoe	Government Facilities	3725 LAKE TAHOE BL	SOUTH LAKE TAHOE	5053314502	5307211214
City of South Lake Tahoe	Government Facilities	0 WILDWOOD AV	SOUTH LAKE TAHOE	5305426000	5303071888
Lake Tahoe Unified School District	Government Facilities	UNIT ADMIN 1021 AL TAHOE BL	SOUTH LAKE TAHOE	5305426000	5303071888

Lake Tahoe Unified School District	Government Facilities	LYONS AV	SOUTH LAKE TAHOE	5053314502	5307211214
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT E PMP 0 CHINQUAPIN CT	SOUTH LAKE TAHOE	5053314502	5307211214
Lake Tahoe Unified School District	Government Facilities	0 AL TAHOE BL	SOUTH LAKE TAHOE	5305436240	5303182305
Lake Tahoe Unified School District	Government Facilities	UNIT BUS GAR 1021 AL TAHOE BL	SOUTH LAKE TAHOE	5053314502	5307211214
City of South Lake Tahoe	Government Facilities	MET SITE 1901 AIRPORT RD	SOUTH LAKE TAHOE	5053314502	5307211214
City of South Lake Tahoe	Government Facilities	UNIT MBL RAN 1901 AIRPORT RD	SOUTH LAKE TAHOE	5305426000	5303071888
Lake Tahoe Unified School District	Government Facilities	0 LYONS AV	SOUTH LAKE TAHOE	5305426000	5303071888
Lake Tahoe Unified School District	Government Facilities	0 LYONS AV	SOUTH LAKE TAHOE	5053314502	5307211214
Lake Tahoe Unified School District	Government Facilities	0 LYONS AV	SOUTH LAKE TAHOE	5053314502	5307211214
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	1200 JOHNSON-COLL. BL	SOUTH LAKE TAHOE	5053314502	5307211214
Lake Tahoe Unified School District	Government Facilities	0 LYONS AV	SOUTH LAKE TAHOE	5305436240	5303182305
Lake Tahoe Unified School District	Government Facilities	UNIT EL SCH 1100 LYONS AV	SOUTH LAKE TAHOE	5053314502	5307211214
City of South Lake Tahoe	Government Facilities	AIR COND 1052 TATA LN	SOUTH LAKE TAHOE	5053314502	5307211214
El Dorado County	Government Facilities	1360 JOHNSON BL	SOUTH LAKE TAHOE	5305426000	5303071888
El Dorado County	Government Facilities	1041 AL TAHOE AV	SOUTH LAKE TAHOE	5306215573	0
City of South Lake Tahoe	Government Facilities	1052 TATA LN	SOUTH LAKE TAHOE	5306215625	5306215625
AT&T WIRELESS	Communications	SITE 9590020 2940 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	5305426000	5303071888
Verizon Wireless	Communications	1352 JOHNSON BLVD	SOUTH LAKE TAHOE	8663224547	0
Charter Communications	Communications	CATVA 1077 GOLDEN BEAR TRL	SOUTH LAKE TAHOE	9252796000	9252796298
Charter Communications	Communications	CATVA 1273 GOLDEN BEAR TRL	SOUTH LAKE TAHOE	3145435803	0
Verizon Wireless	Communications	PSL #434886 1027A HERBERT AVE	SOUTH LAKE TAHOE	3145435803	0
City of South Lake Tahoe	Government Facilities	UNIT U 1052 TATA LN	SOUTH LAKE TAHOE	9166465053	8663224547
City of South Lake Tahoe	Government Facilities	1201 SKI RUN BLVD	SOUTH LAKE TAHOE	5305426000	5303071888
Charter Communications	Communications	UNIT I2 0 HERBERT AV	SOUTH LAKE TAHOE	5305426000	5303071888
Charter Communications	Communications	UNIT J5 0 HERBERT AV	SOUTH LAKE TAHOE	3145435803	0
City of South Lake Tahoe	Government Facilities	3659 FOREST AVE	SOUTH LAKE TAHOE	3145435803	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	PIVOT A & B 1585 DIAMOND VALLEY RD	MARKLEVILLE	5305426000	5303071888
City of South Lake Tahoe	Government Facilities	3929 LAKE TAHOE BL	SOUTH LAKE TAHOE	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	821 WEST SAN BERNARDINO AV	SOUTH LAKE TAHOE	5305426000	5303071888
Verizon Wireless	Communications	1000-A ASPENWALD RD	SOUTH LAKE TAHOE	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	0 IROQUOIS CR	SOUTH LAKE TAHOE	9166465053	8663224547
Verizon Wireless	Communications	PSL 471219 515-A EMERALD BAY ROAD	SOUTH LAKE TAHOE	5305436240	5303182305
City of Portola	Government Facilities	681 N BECKWITH ST	PORTOLA	9166465053	8663224547
City of Portola	Government Facilities	681 N BECKWITH ST	PORTOLA	5309278018	5302494530
Tahoe City PUD	Water and Wastewater Systems	3774 EAGLE ROCK RD	TAHOE PINES	5309278018	5302494530
Verizon Wireless	Communications	10675 CARSON RANGE RD	TRUCKEE	5305833796	5304145753
Charter Communications	Communications	UNIT B1 0 ELOISE AV	SOUTH LAKE TAHOE	9252796298	8663224547
Charter Communications	Communications	UNIT B7 0 TAHOE ISLAND DR	SOUTH LAKE TAHOE	3145435803	0
T-MOBILE	Communications	UNIT B 961 EMERALD BAY RD	SOUTH LAKE TAHOE	3145435803	0
Placer County	Government Facilities	PEDESTAL 8680 NORTH LAKE BL	KINGS BEACH	5053314502	5307211214
Placer County	Government Facilities	UNIT L320 139 MARLETTE DR	TAHOE CITY	5305816328	5307457596
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT WELL#3 3140 EGRET WY	SOUTH LAKE TAHOE	5305816328	5307457596
Charter Communications	Communications	CATVA 3241 UPPER TRUCKEE RD	SOUTH LAKE TAHOE	5305436240	5303182305
Charter Communications	Communications	CATVA 3649 UPPER TRUCKEE RD	SOUTH LAKE TAHOE	5305770362	0
Charter Communications	Communications	CATV 901 POMO ST	SOUTH LAKE TAHOE	5305770362	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	PARK AV	SOUTH LAKE TAHOE	3145435799	0
Verizon Wireless	Communications	SLT063 8A PIONEER TR	SOUTH LAKE TAHOE	5305436240	5303182305
City of South Lake Tahoe	Government Facilities	UNIT TRANSIT 4114 LAKE TAHOE BL	SOUTH LAKE TAHOE	9166465053	8663224547
City of South Lake Tahoe	Transportation Systems	LIGHTS CITY LIGHTING 3420 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Transportation Systems	TRFLGHT 3372 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Transportation Systems	TRFLGT 3464 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	5305426000	5303071888
Safeway stores	Food and Agriculture	SFWY 1824 1020 JOHNSON BL	SOUTH LAKE TAHOE	5305426000	5303071888
Safeway stores	Food and Agriculture	1020 JOHNSON BL	SOUTH LAKE TAHOE	8663224547	6025886384
LUKINS BROS	Water and Wastewater Systems	WELL2 2133 12TH ST	SOUTH LAKE TAHOE	8663224547	6025886384
El Dorado County	Government Facilities	1286 KYBURZ AV	SOUTH LAKE TAHOE	5303181993	5303070885
Verizon Wireless	Communications	CELL 1054 EMERALD BAY RD	SOUTH LAKE TAHOE	5302952222	5306227130
El Dorado County	Government Facilities	1297 EMERALD BAY RD	SOUTH LAKE TAHOE	6148394506	8663224547
City of South Lake Tahoe	Transportation Systems	TRFLGHT 3110 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	5305733182	9166215846
City of South Lake Tahoe	Transportation Systems	LIGHTS 3112 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	5305426000	5303071888
Verizon Wireless	Communications	SLT024 1001A O'MALLEY DR	SOUTH LAKE TAHOE	5305426000	5303071888
Verizon Wireless	Communications	SLT 039 1207A GOLDEN BEAR TR	SOUTH LAKE TAHOE	9166465053	8663224547
Sierra County	Government Facilities	1 GARBAGE PIT RD	LOYALTON	9166465053	8663224547
City of South Lake Tahoe	Transportation Systems	PARKING LIGHTS 1901 LISA MALOFF WY	SOUTH LAKE TAHOE	5302893273	5302893273
Tahoe Truckee Unified School District	Government Facilities	UNIT T LAKE 0 GROVE ST	TAHOE CITY	5305426000	5303071888
Tahoe Truckee Unified School District	Government Facilities	UNIT T LAKE 375 GROVE ST	TAHOE CITY	5302104114	5304140463
AKA WIRELESS, INC	Communications	BLDG A 200 3640 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	5302104114	5304140463
Verizon Wireless	Communications	15172 STATE ROUTE 89	MARKLEVILLE	9199487500	8663224547
Lake Tahoe Unified School District	Government Facilities	0 GARDNER	SOUTH LAKE TAHOE	9166465053	8663224547
Lake Tahoe Unified School District	Government Facilities	0 SKI HUT REAR	SOUTH LAKE TAHOE	5053314502	5307211214
Lake Tahoe Unified School District	Government Facilities	UNIT SFTBL F 0 SPRUCE AV	SOUTH LAKE TAHOE	5053314502	5307211214
Lake Tahoe Unified School District	Government Facilities	UNIT +19 OLS 0 HIGH SCHOOL	SOUTH LAKE TAHOE	5053314502	5307211214
Lake Tahoe Unified School District	Government Facilities	0 HIGH MEADOWS TR	SOUTH LAKE TAHOE	5053314502	5307211214
Lake Tahoe Unified School District	Government Facilities	2950 LAKE TAHOE BL	SOUTH LAKE TAHOE	5053314502	5307211214
Lake Tahoe Unified School District	Government Facilities	+30LS 3501 SPRUCE AV	SOUTH LAKE TAHOE	5053314502	5307211214
Lake Tahoe Unified School District	Government Facilities	UNIT +2 OLS 1095 E SAN BERNARDINO AV	SOUTH LAKE TAHOE	5053314502	5307211214
Lake Tahoe Unified School District	Government Facilities	UNIT VIKING 0 ST LIGHTS BC 91	SOUTH LAKE TAHOE	5053314502	5307211214
Lake Tahoe Unified School District	Government Facilities	UNIT MT TALL 1735 LAKE TAHOE BL	SOUTH LAKE TAHOE	5053314502	5307211214
Tahoe Truckee Unified School District	Government Facilities	ACTVY CNTR 8125 STEELHEAD AV	KINGS BEACH	5053314502	5307211214
Tahoe Truckee Unified School District	Government Facilities	UNIT NEW 2945 POLARIS RD	TAHOE CITY	5302104114	5304140463
City of South Lake Tahoe	Transportation Systems	UNIT TFL 0 SIERRA BL	SOUTH LAKE TAHOE	5302104114	5304140463
City of South Lake Tahoe	Transportation Systems	CITY OF SLT 0 ST LIGHTS	SOUTH LAKE TAHOE	5305426000	5303071888
Charter Communications	Communications	PARK AV	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Transportation Systems	@LTB SGNL 0 3RD ST	SOUTH LAKE TAHOE	3145435803	0
City of South Lake Tahoe	Transportation Systems	UNIT SIGNAL 0 AL TAHOE BL	SOUTH LAKE TAHOE	5305426000	5303071888
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT SEWER 0 STATELINE AV	SOUTH LAKE TAHOE	5305426000	5303071888
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	4010 BLACKROCK RD	SOUTH LAKE TAHOE	5305436240	5303182305
City of South Lake Tahoe	Transportation Systems	TRFLGT 3180 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	5305436240	5303182305
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT BIJOU 0 LAKE TAHOE BL	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Transportation Systems	TRFLGT 3280 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	5305436240	5303182305
Safeway stores	Food and Agriculture	UNIT SAFEWAY 840 NORTH LAKE BL	TAHOE CITY	5305426000	5303071888
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	PIVOT C 1585 DIAMOND VALLEY RD	MARKLEVILLE	5103400012	6025886384

Charter Communications	Communications	231 RACCOON ST	KINGS BEACH	5305436240	5303182305
Verizon Wireless	Communications	PSL 481972 1751 A HIGH MEADOWS TR	SOUTH LAKE TAHOE	3145435799	0
Placer County	Government Facilities	PKLOT LIGHTS 8445 BROOK AV	KINGS BEACH	9166465053	8663224547
Charter Communications	Communications	2359 A INCLINE RD	SOUTH LAKE TAHOE	5305816231	5309934071
Verizon Wireless	Communications	SLT056 2000A JEWELL RD	SOUTH LAKE TAHOE	3145435803	0
Verizon Wireless	Communications	SLT055 1771A SAWMILL RD	SOUTH LAKE TAHOE	9166465053	8663224547
Tahoe City PUD	Water and Wastewater Systems	PUMP 6900 WEST LAKE BLVD	TAHOMA	9166465053	8663224547
Tahoe Truckee Unified School District	Government Facilities	UNIT GES 10990 DORCHESTER DR	TRUCKEE	5305833796	5304145753
Tahoe Truckee Unified School District	Government Facilities	UNIT KB SCHL O WOLF ST	KINGS BEACH	5302104114	5304140463
Tahoe Truckee Unified School District	Government Facilities	UNIT SPRNKL R 375 GROVE ST	TAHOE CITY	5302104114	5304140463
Charter Communications	Communications	0 PIONEER TRAIL	SOUTH LAKE TAHOE	5302104114	5304140463
Verizon Wireless	Communications	3551-A RALPH DR	SOUTH LAKE TAHOE	3145435803	0
Verizon Wireless	Communications	SLT021 1202A WILDWOOD AVE	SOUTH LAKE TAHOE	9166465053	8663224547
Verizon Wireless	Communications	SLT058 3472A SADDLE RD	SOUTH LAKE TAHOE	9166465053	8663224547
AT&T WIRELESS	Communications	AT&T 16774 HINTON RD	TRUCKEE	9166465053	8663224547
LUKINS BROS	Water and Wastewater Systems	A 551 ELOISE AVE	SOUTH LAKE TAHOE	8663224547	4685626119
Lake Tahoe Unified School District	Government Facilities	943 TAHOE ISLAND DR	SOUTH LAKE TAHOE	5303181993	5303070885
Lake Tahoe Unified School District	Government Facilities	UNIT TV SCHL 943 TAHOE ISLAND DR	SOUTH LAKE TAHOE	5053314502	5307211214
Lake Tahoe Unified School District	Government Facilities	1095 SAN BERNARDINO AV	SOUTH LAKE TAHOE	5053314502	5305450521
Sierra County	Government Facilities	105 BECKWITH ST	LOYALTON	5053314502	5307211214
Sierra County	Government Facilities	UNIT VERDI 0 ST LIGHTS BC 41	LOYALTON	5302893273	5302893273
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	0 AIRPORT RD	SOUTH LAKE TAHOE	5302893273	5302893273
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	UNIT AIRPTWL 0 KYBURZ AV	SOUTH LAKE TAHOE	5305436240	5303182305
City of South Lake Tahoe	Transportation Systems	LIGHTS CITY LIGHTING 3282 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	5305436240	5303182305
City of South Lake Tahoe	Transportation Systems	LIGHTS 3580 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	5305426000	5303071888
Charter Communications	Communications	CATV A 1254 ECHO VIEW DR	SOUTH LAKE TAHOE	5305426000	5303071888
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	CONST A 1045 LAMOR CT	SOUTH LAKE TAHOE	4703442331	3145432556
Alpine Co. School District	Government Facilities	UNIT CHURCH 100 FOOTHILL RD	MARKLEEVILLE	5305436240	5303182305
Alpine Co. School District	Government Facilities	100 FOOTHILL- MULTI PURP RD	MARKLEEVILLE	5306942230	5306942210
Alpine County	Government Facilities	104 PONY EXPRESS RD	MARKLEEVILLE	5306942230	5306942210
Verizon Wireless	Communications	SLT 049 1983 H ST	SOUTH LAKE TAHOE	5306942140	0
Verizon Wireless	Communications	1718-A TIONONTATI STREET SLT 062	SOUTH LAKE TAHOE	9166465053	8663224547
Alpine Co. School District	Government Facilities	100 FOOTHILL PARSONAGE RD	MARKLEEVILLE	9166465053	8663224547
Verizon Wireless	Communications	SLT010 1030A PENTAGON RD	SOUTH LAKE TAHOE	5306942230	5306942210
Charter Communications	Communications	CATVA 1537 PIONEER TRAIL	SOUTH LAKE TAHOE	9166465053	8663224547
Charter Communications	Communications	CATVA 845 ONNONTIOGA ST	SOUTH LAKE TAHOE	5305770362	0
Placer County	Government Facilities	8706 NORTH LAKE BLVD LIGHT PEDESTAL	KINGS BEACH	5305770362	0
Placer County	Government Facilities	8287 NORTH LAKE BLVD LIGHT PEDESTAL	KINGS BEACH	5305816328	5307457596
Placer County	Government Facilities	8072 NORTH LAKE BLVD LIGHT PEDESTAL	KINGS BEACH	5305816328	5307457596
Placer County	Government Facilities	8671 SALMON AVE	KINGS BEACH	5305816328	5307457596
City of Portola	Government Facilities	420 N GULLING	PORTOLA	5305816328	5307457596
Charter Communications	Communications	UNIT E5 1069 SIERRA BL	SOUTH LAKE TAHOE	5309278018	5302494530
Charter Communications	Communications	UNIT F1 0 WILLIAM AV	SOUTH LAKE TAHOE	3145435803	0
Placer County	Government Facilities	PEDESTAL 8575 NORTH LAKE BLVD	KINGS BEACH	3145435803	0
Tahoe City PUD	Water and Wastewater Systems	UNIT PUMP 6400 WEST LAKE BL	HOMEWOOD	5305816328	5307457596
Safeway stores	Food and Agriculture	UNIT SAFEWAY 7815 NORTH LAKE BLVD	KINGS BEACH	5305833796	5304145753
Placer County	Government Facilities	8334 RAINBOW AVE	KINGS BEACH	8663224547	5103400012
Verizon Wireless	Communications	SLT 047 1970A 10th ST	SOUTH LAKE TAHOE	5305816328	5307457596
City of South Lake Tahoe	Transportation Systems	SIGNL 936 EMERALD BAY RD	SOUTH LAKE TAHOE	9166465053	8663224547
City of South Lake Tahoe	Transportation Systems	SIGNL 936 EMERALD BAY RD	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Transportation Systems	STREET LIGHTS 1360 JOHNSON BLVD	SOUTH LAKE TAHOE	5305426000	5303071888
Lake Tahoe Community College	Government Facilities	UNIT HSE MTR 3681 ASPEN AV	SOUTH LAKE TAHOE	5305426000	5303071888
Lake Tahoe Community College	Government Facilities	UNIT 3 3681 ASPEN AV	SOUTH LAKE TAHOE	5.30541E+13	5305414660
Lake Tahoe Community College	Government Facilities	UNIT 1 3681 ASPEN AV	SOUTH LAKE TAHOE	5.30541E+13	5305414660
Lake Tahoe Community College	Government Facilities	UNIT 4 3681 ASPEN AV	SOUTH LAKE TAHOE	5.30541E+13	5305414660
Lake Tahoe Community College	Government Facilities	UNIT 2 3681 ASPEN AV	SOUTH LAKE TAHOE	5.30541E+13	5305414660
Lake Tahoe Community College	Government Facilities	UNIT 5 3681 ASPEN AV	SOUTH LAKE TAHOE	5.30541E+13	5305414660
City of South Lake Tahoe	Transportation Systems	UNIT FLASHER 1705 LAKE TAHOE BL	SOUTH LAKE TAHOE	5.30541E+13	5305414660
City of South Lake Tahoe	Transportation Systems	UNIT SIGNAL 3961 LAKE TAHOE BL	SOUTH LAKE TAHOE	5305426000	5303071888
Charter Communications	Communications	CATV A 1581 ARAPAHOE ST	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Transportation Systems	TRFLGT 2990 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	4703442331	3145432556
AT&T WIRELESS	Communications	1308 AL TAHOE BLVD	SOUTH LAKE TAHOE	5305426000	5303071888
Charter Communications	Communications	0 D ST	SOUTH LAKE TAHOE	8663224547	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	1132 TATA LN	SOUTH LAKE TAHOE	3145435803	0
Verizon Wireless	Communications	3439-A WOODBINE RD	SOUTH LAKE TAHOE	5305436240	5303182305
Placer County	Government Facilities	LIGHT PEDESTAL 8794 NORTH LAKE BLVD	KINGS BEACH	9166465053	8663224547
Lake Tahoe Unified School District	Government Facilities	1066 LYONS AVE	SOUTH LAKE TAHOE	5305816328	5307457596
Charter Communications	Communications	BLDG B 200 3640 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	5053314502	5307211214
Tahoe Truckee Unified School District	Government Facilities	740 TIMBERLAND DR	TAHOE CITY	4703442331	3145432556
Tahoe Truckee Unified School District	Government Facilities	0 ST LIGHTS BC 63	TAHOE CITY	5302104114	5304140463
Lake Tahoe Unified School District	Government Facilities	3501 SPRUCE AV	SOUTH LAKE TAHOE	5302104114	5304140463
T-MOBILE	Communications	2100 NORTH VILLAGE LN	TRUCKEE	5053314502	5307211214
Verizon Wireless	Communications	PHONE TOWER 55 TRIMONT LN	TRUCKEE	7753387083	4253833764
Charter Communications	Communications	400 900 RD	TRUCKEE	6148394506	8663224547
T-MOBILE	Communications	6110 NORTHSTAR DR	TRUCKEE	3145435799	0
Charter Communications	Communications	14053 TRAILSIDE LOOP	TRUCKEE	5303120957	5308637342
Charter Communications	Communications	POWER 7401 LARKSPUR LN	TRUCKEE	3145435799	0
AT&T WIRELESS	Communications	TRMNL 55 TRIMONT LN	TRUCKEE	3145435799	0
Verizon Wireless	Communications	TWR 3 7995 HIGHLANDS VIEW DR	TRUCKEE	8663224547	4685626119
Verizon Wireless	Communications	SLT026 3086A OAKLAND AVE	SOUTH LAKE TAHOE	6148394487	9165082020
Placer County	Government Facilities	3230 NORTH LAKE BLVD	TAHOE CITY	9166465053	8663224547
Verizon Wireless	Communications	1301 AL TAHOE BLVD	SOUTH LAKE TAHOE	5305816328	5307457596
Verizon Wireless	Communications	361 3054A FRESNO PSL 434887 AVE	SOUTH LAKE TAHOE	9166465053	8663224547
Charter Communications	Communications	UNIT L-4 1197 SONORA AV	SOUTH LAKE TAHOE	9166465053	8663224547
Charter Communications	Communications	UNIT L-5 0 LARCH AV	SOUTH LAKE TAHOE	3145435803	0
Charter Communications	Communications	3843 A BEACH RD	SOUTH LAKE TAHOE	3145435803	0
Verizon Wireless	Communications	1630A SHOP STREET PSL 071	SOUTH LAKE TAHOE	3145435803	0
City of South Lake Tahoe	Transportation Systems	LIGHTS CITY LTNG 2992 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	9166465053	8663224547
City of South Lake Tahoe	Transportation Systems	CITY LIGHTING 2882 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Transportation Systems	TRFLGT 2880 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	5305426000	5303071888
City of South Lake Tahoe	Water and Wastewater Systems	UNIT PUMP 3773 OSGOOD AV	SOUTH LAKE TAHOE	5305426000	5303071888

City of South Lake Tahoe	Water and Wastewater Systems	WATER TRTMNT 3988 PINE BL	SOUTH LAKE TAHOE	5305426000	5303071888
Charter Communications	Communications	UNIT 3 1802 ELKS CLUB DR	SOUTH LAKE TAHOE	5305426000	5303071888
T-MOBILE	Communications	UNIT SA-453 1705 SKYLINE DR	SOUTH LAKE TAHOE	5305770362	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	1530 BEL AIRE CR	SOUTH LAKE TAHOE	7753387083	4253833764
Tahoe City PUD	Water and Wastewater Systems	UNIT MCKINEY 6393 CHAMBERS LANDING	HOMEWOOD	5305436240	5303182305
Verizon Wireless	Communications	1267-A GOLDEN BEAR TR	SOUTH LAKE TAHOE	5305833796	5304145753
Verizon Wireless	Communications	CELL SITE 400-A SQUAW VALLEY RD	OLYMPIC VALLEY	9166465053	8663224547
Charter Communications	Communications	CATVA 1504 APPLE VALLEY DR	SOUTH LAKE TAHOE	9166465053	8663224547
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	SUITE B 1705 SKYLINE DR	SOUTH LAKE TAHOE	5305770362	0
STPUD (South Tahoe Public Utility District)	Water and Wastewater Systems	1009 BOULDER MTN CT	SOUTH LAKE TAHOE	5305436240	5303182305
Lake Tahoe Unified School District	Government Facilities	0 SNACK SHACK	SOUTH LAKE TAHOE	5305436240	5303182305
Lake Tahoe Unified School District	Government Facilities	0 SCOREBOARD	SOUTH LAKE TAHOE	5053314502	5307211214
El Dorado County Lake Valley Fire District	Emergency Services	UNIT L757 1009 BOULDER MTN CT	SOUTH LAKE TAHOE	5053314502	5307211214
Charter Communications	Communications	UNIT BROADBA 1735 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	5305773737	0
Charter Communications	Communications	CATV 1500 MT RAINIER DR	SOUTH LAKE TAHOE	4703442331	3145432556
Lake Tahoe Unified School District	Government Facilities	HSCHL CTE BLD 1735 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	4703442331	3145432556
Sierra Plumas Joint Unified School District	Government Facilities	GYM 605 SCHOOL ST	LOYALTON	5053314502	5307211214
				5309931660	

Table 7 – List of Requests to Be CFIs Over Last Two Years
From 07/01/2022 through 05/01/2023

Facility/Infrastructure Name	Facility/Infrastructure Location	Request Date	Accepted or Denied?	Reason for Denial
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Table 8 - PSPS Exercise Summary
 1/1/2023 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
5/25/2023	5/25/2023	4	Table-Top	Alpine & Mono Counties		18	12	3	33

6/22/2023	6/22/2023	5	Full Scale	Alpine & Mono Counties		25	15	3	43

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

Name of Entity	exercise Date Range
Liberty Utilities (California)	5/25/2023, 6/22/2023
California Public Utilities Commission	5/25/2023, 6/22/2023
Cal OES	5/25/2023, 6/22/2023
Cal OEIS	5/25/2023, 6/22/2023
CAL FIRE	5/25/2023, 6/22/2023
AT&T	5/25/2023, 6/22/2023
T-Mobile	5/25/2023, 6/22/2023
Verizon	5/25/2023, 6/22/2023
Cyber ISA	5/25/2023, 6/22/2023
Frontier	5/25/2023, 6/22/2023
Mono County Sheriff's Office	5/25/2023, 6/22/2023
Mono County Fire	5/25/2023, 6/22/2023
Alpine County Fire	5/25/2023, 6/22/2023
Mono County Social Services	5/25/2023, 6/22/2023
Alpine County Health and Human Services	5/25/2023, 6/22/2023

Table 10 – Survey Summary
2022

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
6/13/2022 - 6/29/2022	Measure public awareness of messaging related to wildfire preparedness and safety.	All	Telephone, Web	California residential and commercial customers, critical customers	17,093 emails sent, 22,304 phone calls made	324	Yes	English, Spanish	N/A
11/3/2022- 11/19/2022	Measure public awareness of messaging related to wildfire preparedness and safety.	All	Telephone, Web	California residential and commercial customers, critical customers	18,082 emails sent, 21,936 phone calls made	325	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

Table 12 - List of Joint Efforts on AFN notification Plan
From 07/01/2022 through 05/01/2023

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.

Table 13 - AFN Population Subset Notification Plan
As of 07/01/2023

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 07/01/2022 through 05/01/2023

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 2023

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	11	149	13	693	Refer to Section 8 of Liberty's 2023 WMP		
MULLER1296	Muller 1296	N/A	N/A	Distribution	0	3	131	27	604	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 25, 2023



Liberty TTX May 25, 2023

05/25/2023

After-Action Report/Improvement Plan

EXERCISE OVERVIEW

Exercise Name	Liberty PSPS TTX 2023
Exercise Dates	05/25/2023
Scope	This exercise is a Table-Top exercise scheduled to be conducted virtually on May 25, 2023 between 9:00 AM and 3:00 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 Liberty’s ability to coordinate with AFN populations. Objective 6: Test Communications and Coordination with 211. Objective 7: Test cyber and physical security.
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 Alpine and Mono Counties and includes the

	Woodfords and Sorensen’s “Tap”. 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 AT&T T-Mobile Verizon Frontier Mono County Sheriff’s Office Mono County Fire Alpine county Fire Mono County Social Services Alpine County HHS Connecting Point
Point of Contact	Eliot Jones Eliot.Jones@libertyutilities.com Lee Kiolbasa Leonard.Kiolbasa@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 Liberty's ability to coordinate with AFN populations.		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 Communications and Coordination with 211.		X		
Objective 7: 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). 				

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.	We need Dispatch represented in the EOC planning meeting to make the best decisions on which customers will be impacted. It would help comms if local Incident Management Team members attended in person.	Require a Dispatch to provide representation as part of the Incident Management Team.	O/E	Emergency Management	Lindsay Maruncic Lee Kiolbasa	6/22/2023
Objective 4: Simulate activation of CRCs in the operational area.	CRC activation is a critical component of PSPS. Include more CRC play in future exercises.	Add more CRC play to future exercises.	O/E	Emergency Management	Lee Kiolbasa	6/22/23

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

Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.	Delineate when weather subsides and when patrols can start. Lines on roads can be patrolled with lights.	Provide more definition in the exercise regarding when PSPS weather subsides and when patrols start keeping in mind that in some cases (patrols on roads with lights) can take place at night.	P/T/E	Emergency Management	Lee Kiolbasa	6/22/23
Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.	Include more the functional element line patrolling in future exercises. This will provide exercise play with more realism.	Include Operations in future exercise planning. Exercise elements of hands-on line patrolling and coordination with the IMT.	P/T/E	Emergency Management	Lee Kiolbasa	5//2024
¹ Capability Elements are: Planning, Organization, Equipment, Training, or Exercise.						

Attachment 3
After-Action Report Improvement Plan, June 22, 2023



Liberty PSPS FSE June 22, 2023

05/25/2023

After-Action Report/Improvement Plan

EXERCISE OVERVIEW

Exercise Name	Liberty PSPS FSE 2023
Exercise Dates	06/22/2023
Scope	This exercise is a PSPS FSE scheduled to be conducted virtually and in person, on June 22, 2023, between 9:00 AM and 3:00 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	<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 Liberty’s ability to coordinate with AFN populations.</p> <p>Objective 6: Test Communications and Coordination with 211.</p> <p>Objective 7: 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 Alpine and Mono Counties and includes the Woodfords and Sorensen’s “Tap”. 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 AT&T T-Mobile Verizon Frontier Mono County Sheriff’s Office Mono County Fire Alpine county Fire Mono County Social Services Alpine County HHS Connecting Point
Point of Contact	Eliot Jones Eliot.Jones@libertyutilities.com Lee Kiolbasa Leonard.Kiolbasa@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 Liberty's ability to coordinate with AFN populations.		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 Communications and Coordination with 211.		X		
Objective 7: 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). 				

APPENDIX A: IMPROVEMENT PLAN

This IP has been developed specifically for Liberty CalPeco following the 2023 PSPS FSE conducted on 06/22/2023.

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 the State Executive Meeting list that Liberty has includes some contacts that are not current.	Coordinate with Cal OES to obtain an up to date Executive Meeting list.	P/O	Emergency Management Regulatory Affairs	Lee Kiolbasa Jordan Parrillo	8/1/23
Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.	It would be advantageous to include more real time involvement with Field Ops	Add additional Field Operations play to future PSPS Exercises to gain additional perspective on communications, and times to accomplish tasks.	P/O	Emergency Management	Lee Kiolbasa	2/1/24

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

Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.	A PSPS could impact power at Liberty employee homes. We may need to relocate them if it impacts their ability to work from home.	Include impacts to employees in the future exercise scenarios. Add injects /exercise play to test. Include HR in exercise play.	P/E	Emergency Management	Lee Kiolbasa	2/1/24
. Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.	We are relying on meter readers for cases where MBL customers need to be notified in person. We are also relying on them for patrolling lines.	Coordinate with Field Services to ensure that we have enough staff in Field Services to perform both functions.	P/O	Emergency Management	Lee Kiolbasa	9/1/23
¹ Capability Elements are: Planning, Organization, Equipment, Training, or Exercise.						

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
2023 PSPS Exercise

EXERCISE PLAN



PSPS

EXERCISE 2023

6/22/2023

EXERCISE PLAN

EXERCISE OVERVIEW

Exercise Name	Public Safety Power Shutoff Functional Exercise
Exercise Date(s)	June 22, 2023
Scope	This is a discussion based exercise, planned for six hours hosted by Liberty Utilities and conducted 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 Liberty’s ability to coordinate with AFN populations.</p> <p>Objective 6: Test Communications and Coordination with 211.</p> <p>Objective 7: Test cyber and physical security.</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 Alpine and Mono Counties and includes the Woodfords and Sorensen’s “Tap”. This event will require significant effort and actions by Liberty Utilities, California and its public safety partners.
Sponsor	Liberty CalPeco
Participating Organizations	<p>Liberty Utilities (California)</p> <p>CISA</p> <p>Cal OES</p> <p>CAL FIRE</p>

CPUC
OEIS
AT&T
T-Mobile
Verizon
Frontier
Mono County Sheriff's Office
Mono County Fire
Alpine County Fire
Mono County Social Services
Alpine County HHS
Connecting Point

Point of Contact

Lee Kiolbasa
Leonard.kiolbasa@libertyutilities.com
530-414-6330

Eliot Jones
Eliot.jones@libertyutilities.com
530-546-1741

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.

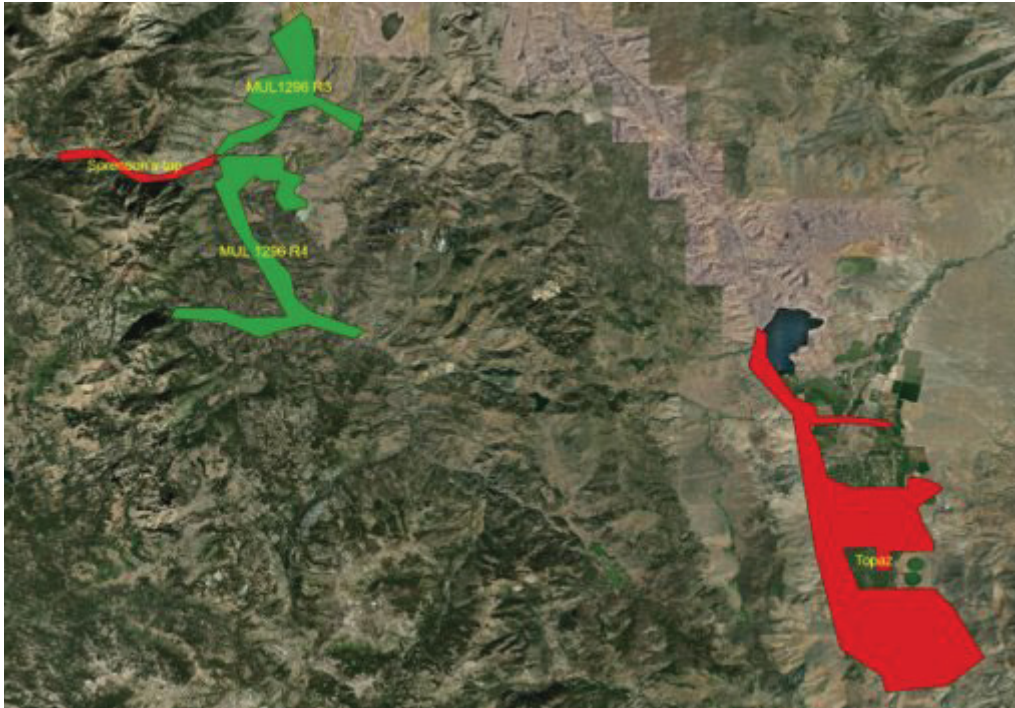
Simulation Guidelines

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	Pubic Safety Power Shutoff

Attachment 6
PSPS Table-Top Exercise Agenda, May 25, 2023



**PSPS Table-Top Exercise
Agenda, May 25, 2023**

TIME	AGENDA ITEM	PRESENTER
0845	Exercise Participant Check In	Liberty Staff
0900	Opening Remarks	Lindsay Maruncic
0905	Incident Management Team Assignments, Exercise Overview, and Guidelines	Lee Kiolbasa
0910	DRILL #1—Stage 1, Potential PSPS (72 Hours)	IC/IMT
0955	DRILL #2A—Stage 2A Imminent PSPS (48 hours)	IC/IMT
1040	BREAK	
1050	DRILL #2B—Stage 2B, Imminent PSPS (24 hours)	IC/IMT
1135	DRILL #3—Stage 3, Implemented PSPS	IC/IMT
1215	LUNCH BREAK	
1300	DRILL #4—Stage 4, Restoration Initiated	IC/IMT
1345	DRILL #5—Stage 5, Event Concluded	IC/IMT
1430	BREAK	
1440	Hot Wash/After Action Comments	Lee Kiolbasa
1445	Closing Comments	Lindsay Maruncic
1500	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, May 25, 2023



PSPS TABLE-TOP EXERCISE, 2023

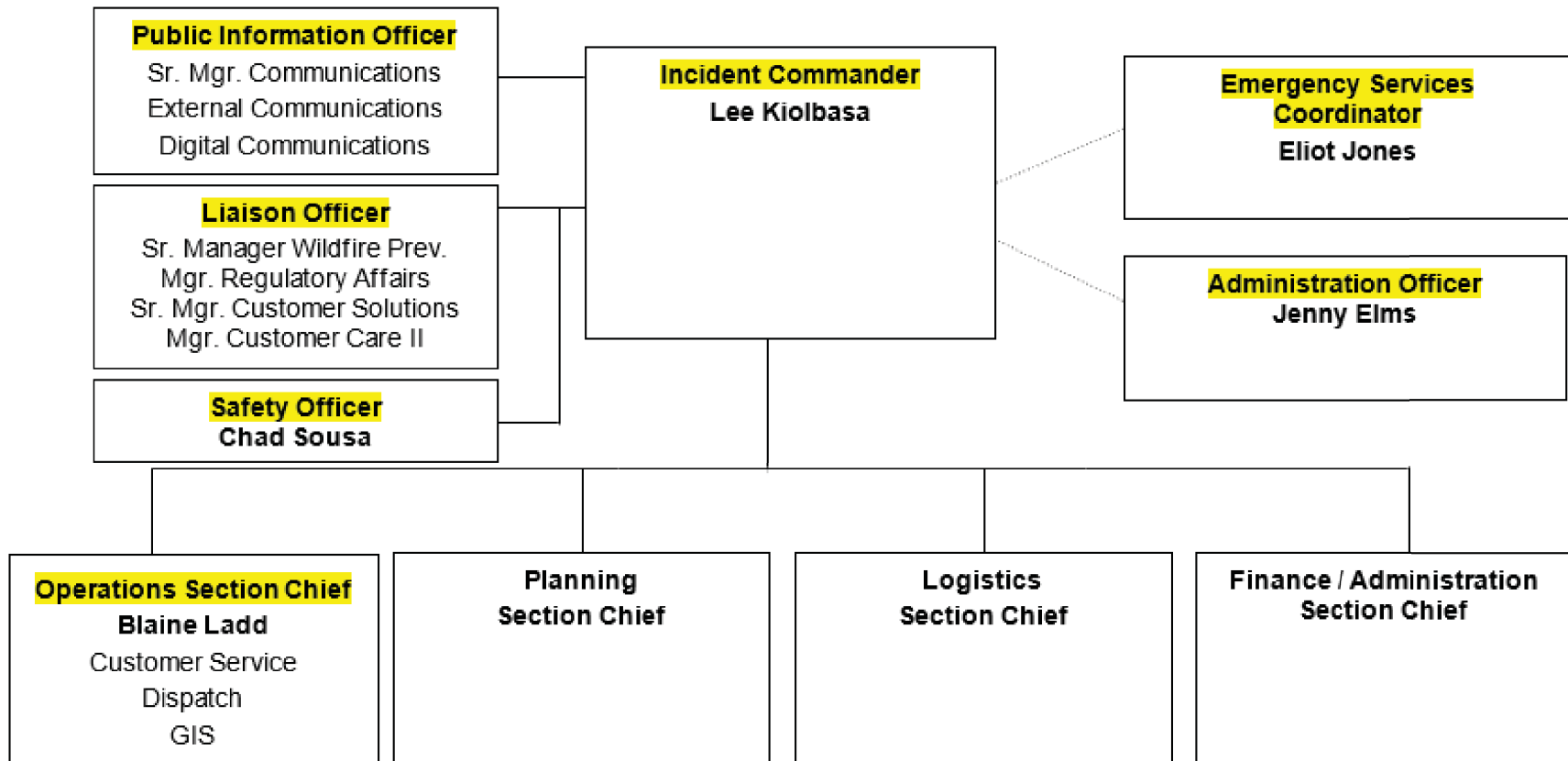
May 25, 2023

AGENDA

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

EXERCISE TEAM

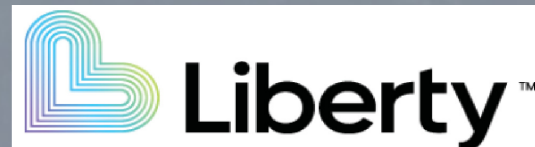
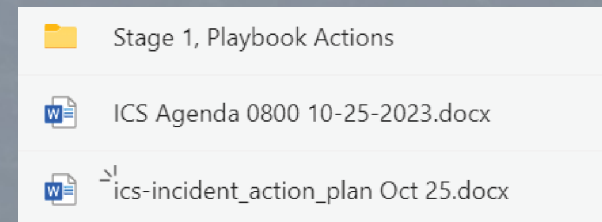
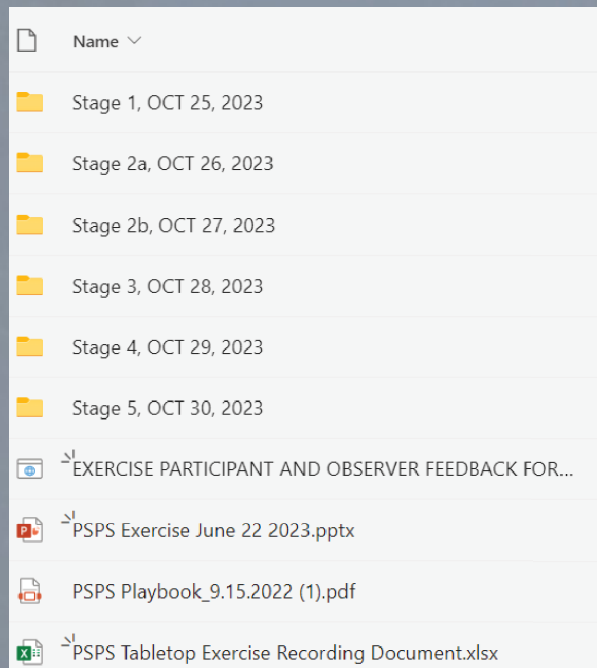
Introductions



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 six 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, Truckee, and Portola areas is low due to recent snow, but Alpine and Mono 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 Mono County and along Highway 395

UPDATE

Mon Oct 23
0800



EXERCISE—Strong Winds 4 Days Out

- Long range models agree that peak winds will occur mid-day on Saturday Oct 28
- Forecast dashboard shows wind gusts of 65+ mph and FFWI > 90 across the Topaz and Muller PSPS zones. 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

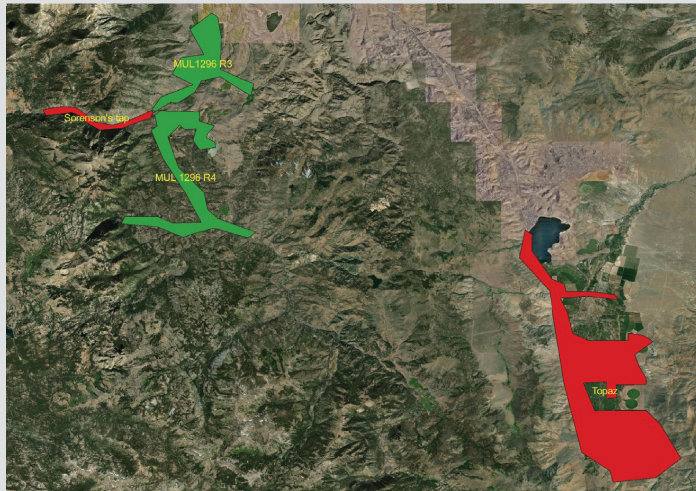
UPDATE

Tues Oct 24
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 Alpine and Mono County.
- Red zones shown to the right are planned for de-energization
- MUL 1296 R4 is not planned for de-energization due to limited fuel regrowth in the Tamarack Fire burn scar

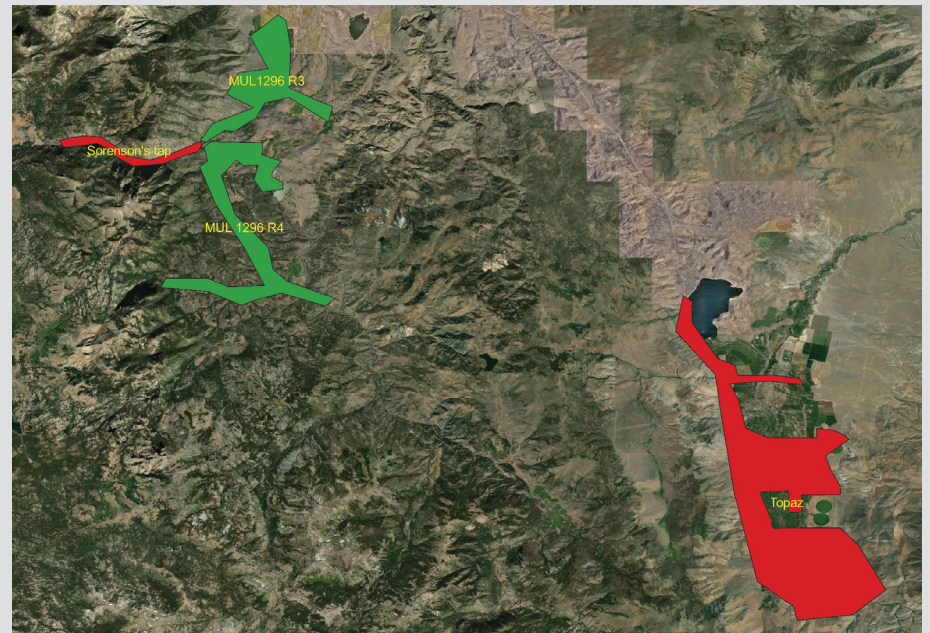


UPDATE
Wednesday
Oct 25
8 AM

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

Oct 25th—0630

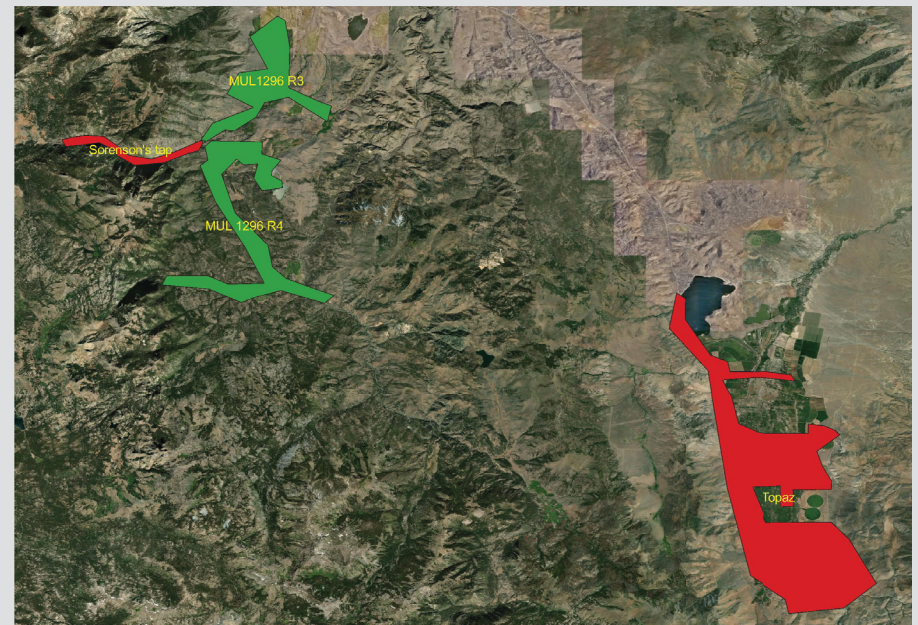
- Weather Briefing
- Steering Committee
- Operations
 - Dispatch/Control
 - GIS
- Public Information
 - Sr Manager Communications
- Admin Officer
- Incident Commander



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

Oct 25th--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:

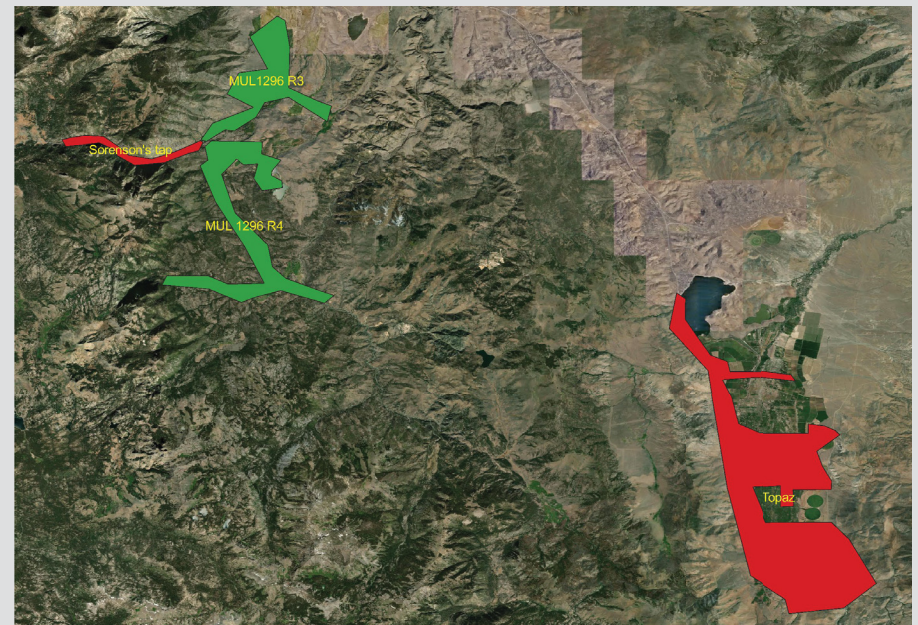
- **Regulatory Liaison**: Have you notified Cal OES via the Cal OES Notification Portal (at 1500) and called the California State Warning Center (CSWC)?
- **Regulatory Liaison**: Have you prepared a PSPS State Executive Briefing?
- **GIS**: Have you provided a GIS portal to provide Critical Infrastructure 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

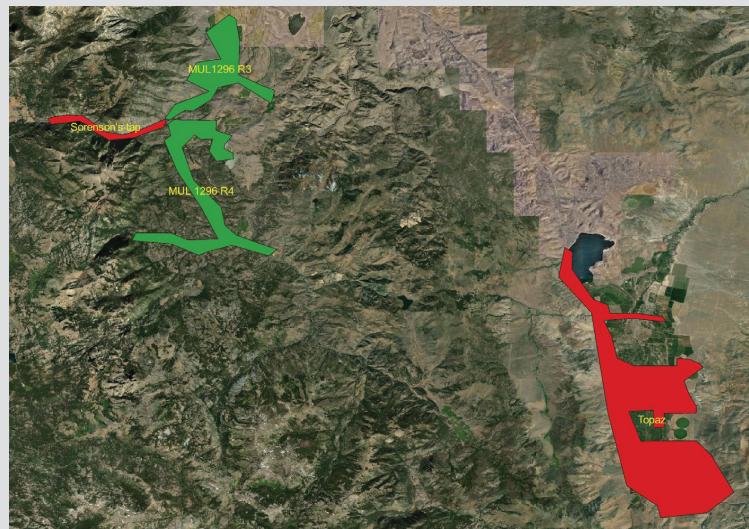
Oct 25th--1700 Meeting

- 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 issued a 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
- Mul 1296 R3 will be placed in “fast trip” mode due to lower wind speeds there

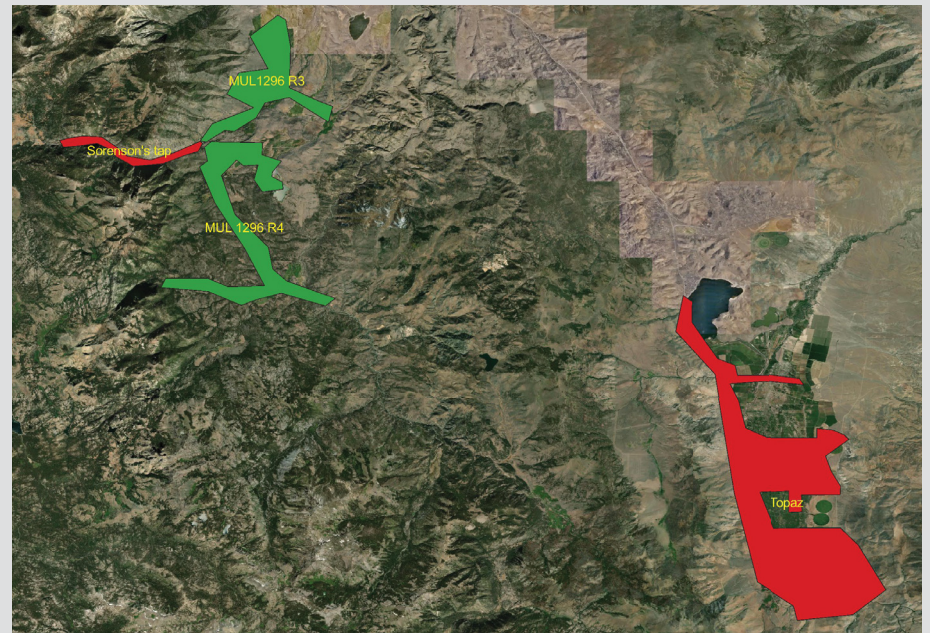


UPDATE
Thurs Oct 26
8 AM

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

Oct 26th—0630

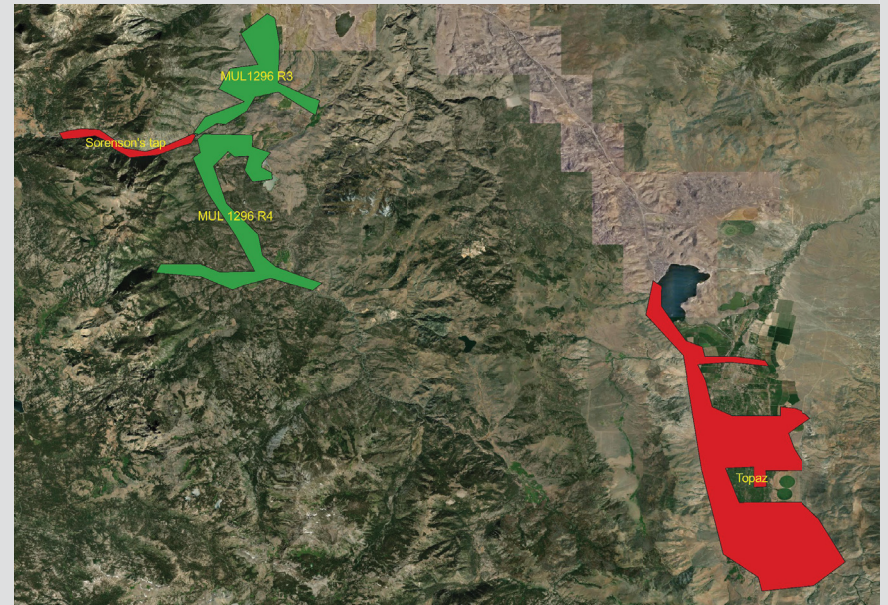
- Weather Briefing
- Steering Committee
- Operations
 - Dispatch/Control
 - GIS
- Public Information
 - Sr Manager Communications
- Admin Officer
- Incident Commander



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

Oct 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 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:

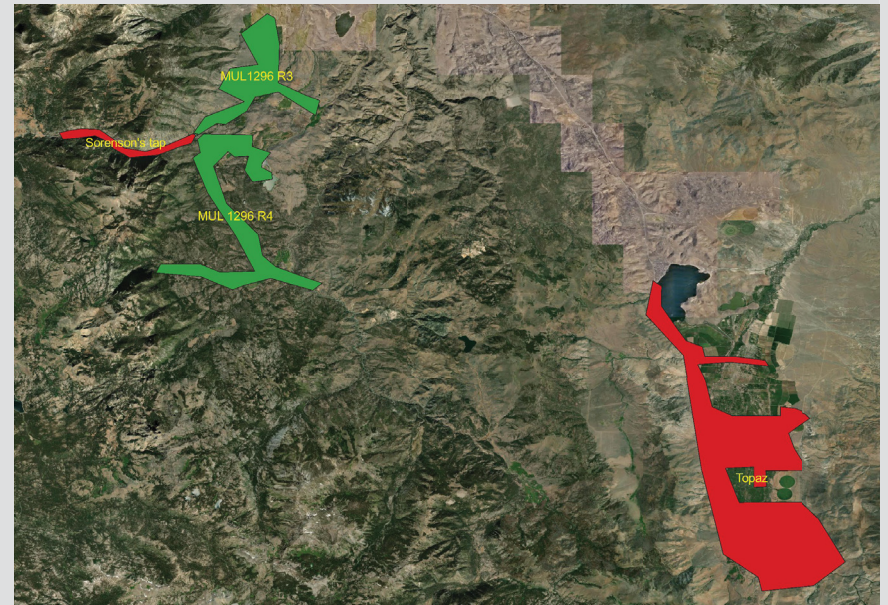
- **Liberty Customer Service/Alpine County HHS/Alpine County Sheriff's Office:** Liberty employees have attempted to call 2 Medical Baseline customers in a village near Markleeville, but have not been able to reach them. Liberty employees entering the community to contact them in person are met by an 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 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

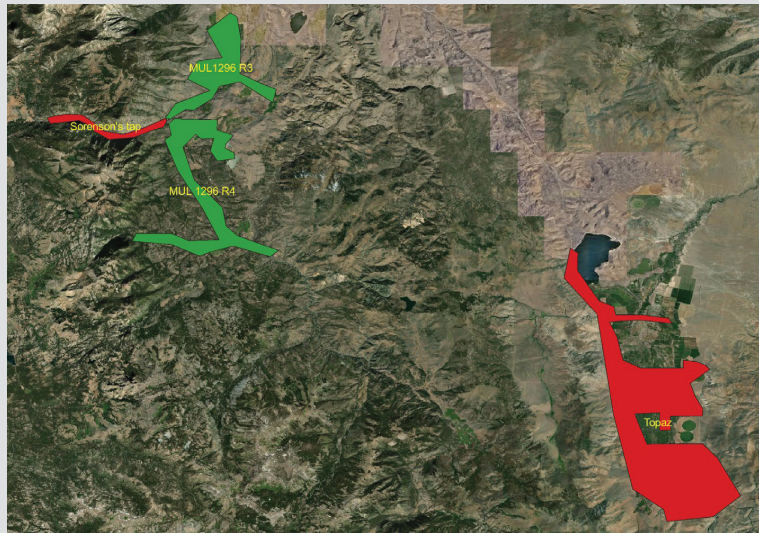


BREAK



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

- High resolution Wx 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

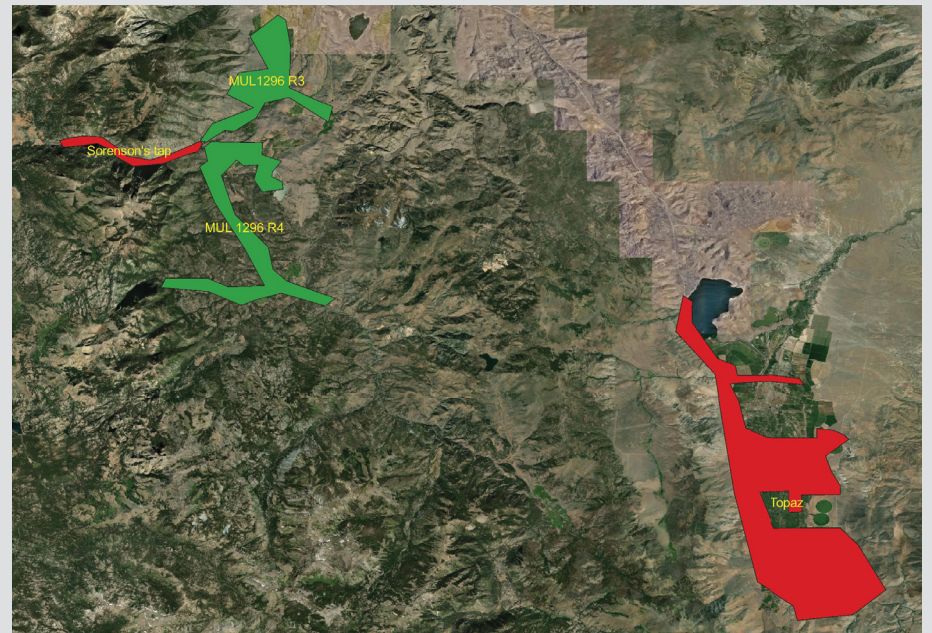


UPDATE
Fri Oct 27
8 AM

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

Oct 27th—0630

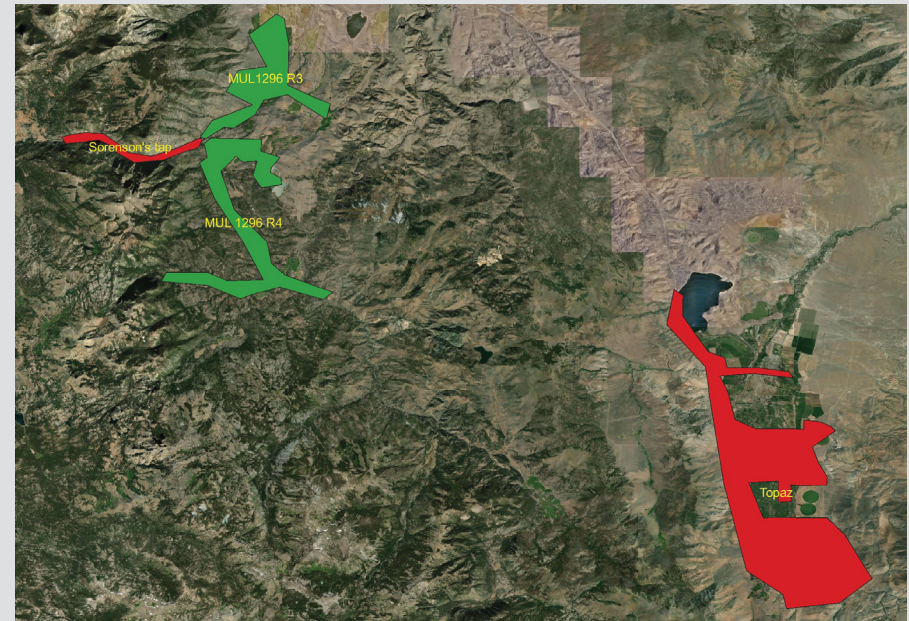
- Weather Briefing
- Steering Committee
- Operations
 - Dispatch/Control
 - GIS
- Public Information
 - Sr Manager Communications
- Admin Officer
- Incident Commander



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

Oct 27th—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 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/City of Truckee



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

Inject Discussion questions:

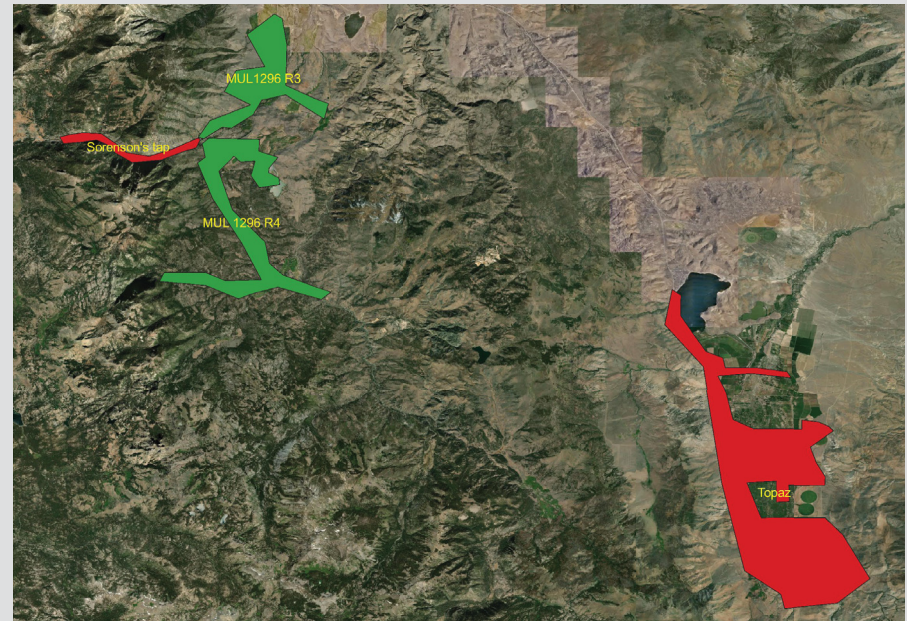
- **PIO/AFN Liaison**: Our area Spanish speaking population is requesting information on the location of CRC(s) and CRC services. Address the availability of communication in Spanish. Address CRC capabilities to provide services in Spanish.
- **AFN Liaison/Coleville Military Housing**: CRC support is 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

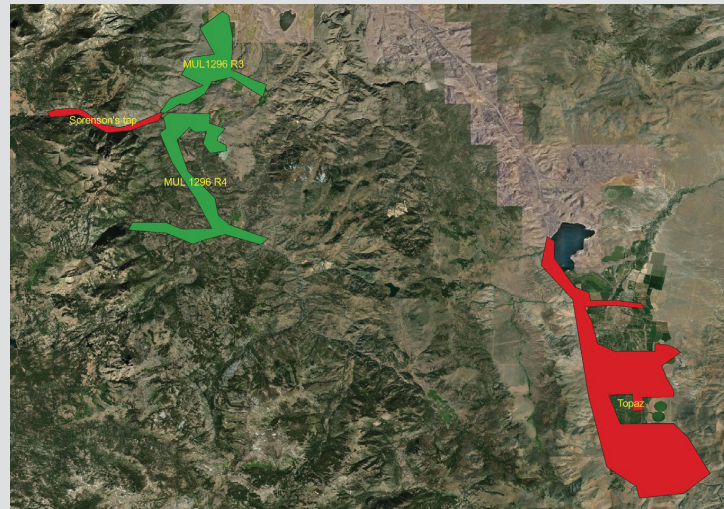
Oct 27th—1700

- 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

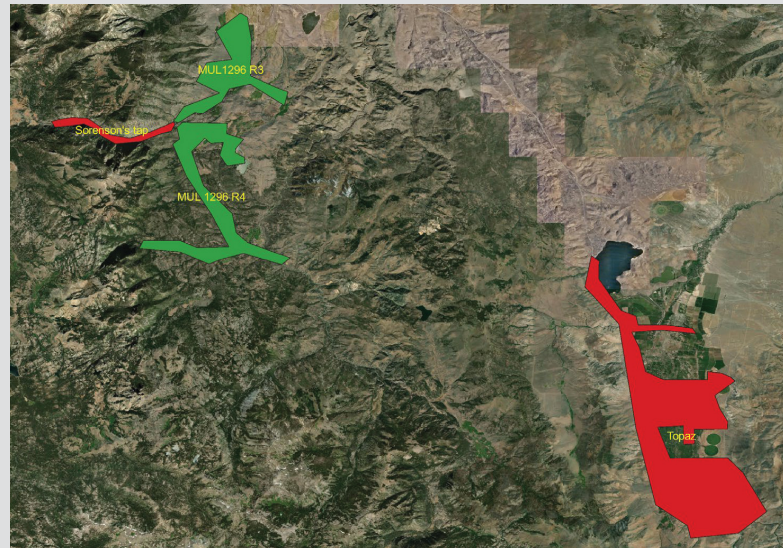


UPDATE
Sat Oct 28
6:30 AM

EXERCISE—PSPS Stage 3, Implemented PSPS

Oct 28th 0630

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

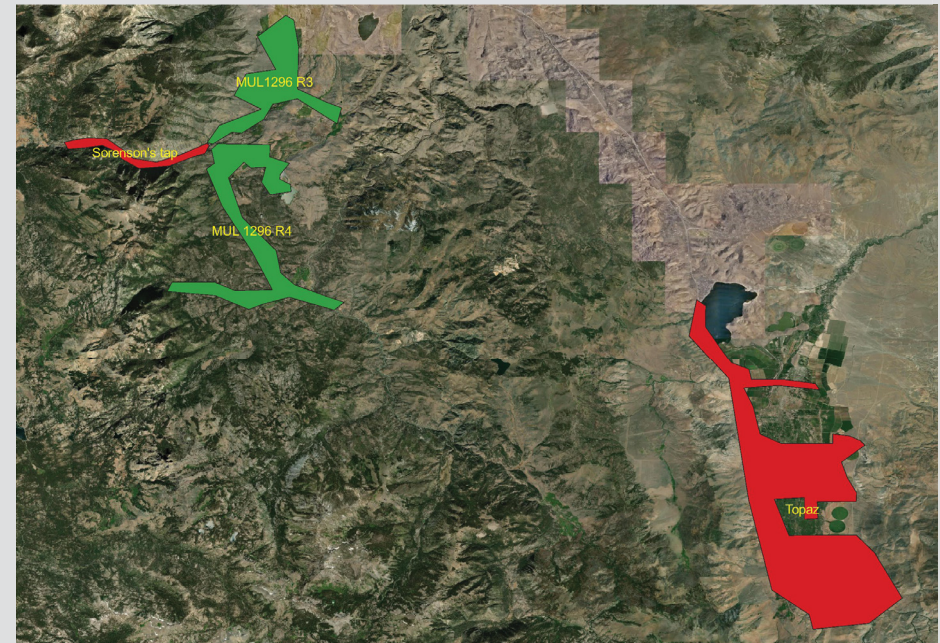


UPDATE
Sat Oct 28
6:30 AM

EXERCISE—PSPS Stage 3, Implemented PSPS

Oct 28th 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:

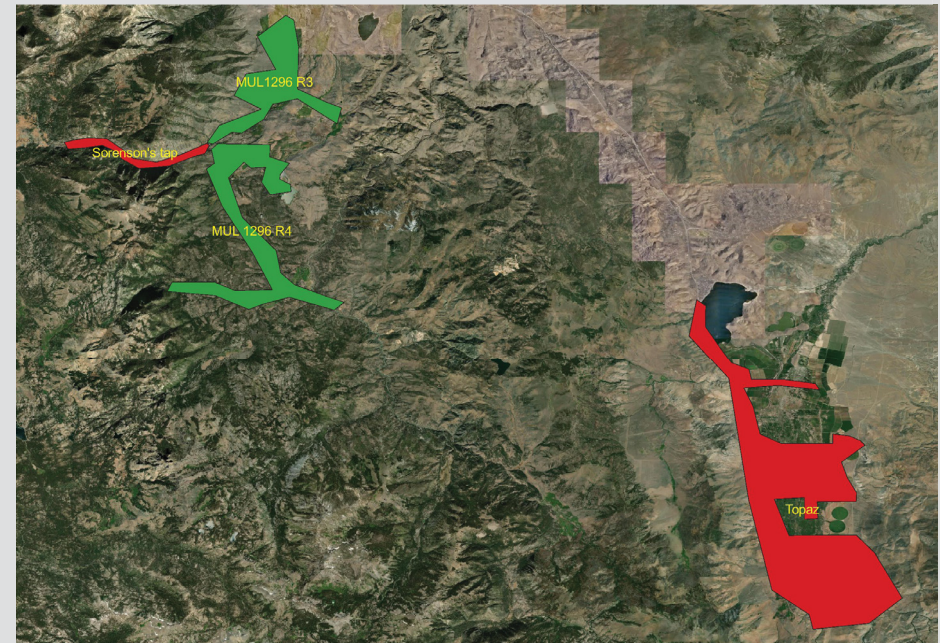
- **AFN Liaison**: A Spanish speaking family at the Walker CRC requires assistance with communication.
- **Alpine County Sheriff/Markleeville**: There is a traffic jam at the intersections of Highways 88 and 89 from residents trying to drive to Minden/Gardnerville. How can this issue be addressed?
- **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 28th 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 BREAK



EXERCISE—PSPS Stage 4, Restoration Initiated

Oct 29th 0630—Inspections Commence

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

UPDATE

Oct 29
0630

EXERCISE—PSPS Stage 4, Restoration Initiated

Oct 29th 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 29

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 29



EXERCISE—PSPS Stage 4, Restoration Initiated

Inject Discussion questions:

- **CISA/Safety/Security**: Physical Security Scenario. Liberty South Lake Tahoe Security Gate lost power and is now stuck in the open position causing a security Concern.
 1. Is there an automatic notification if the security gate does not close after a certain amount of time?
 2. Who responds to the notification of the security gate not closing and what are the initial steps to rectify the situation?
 3. With the gate stuck in the open position, what is the time threshold before mitigation measures are activated? What secondary security measures are put into action? (Hire guards, MOA with police department, facility staff pull guard, etc.)
 4. Do those mitigation measure require additional funding? (i.e., purchase order for contract guards, purchase order for emergency repair)? What is the timeline for approval and is there an expedited process? (Open purchase order for the year to be used for emergencies)
- **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 29th 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 29
1700



BREAK



EXERCISE—PSPS Stage 5, Event Concluded

Oct 30th —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 30

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 30

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



EXERCISE—PSPS Stage 5, Event Concluded

Oct 30th 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 30

1700



Thank you



EXERCISE PARTICIPANT AND
OBSERVER FEEDBACK FORM



AFTER ACTION REVIEW

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

Attachment 8
PSPS Table-Top Exercise, June 22, 2023



PSPS TABLE-TOP EXERCISE, 2023

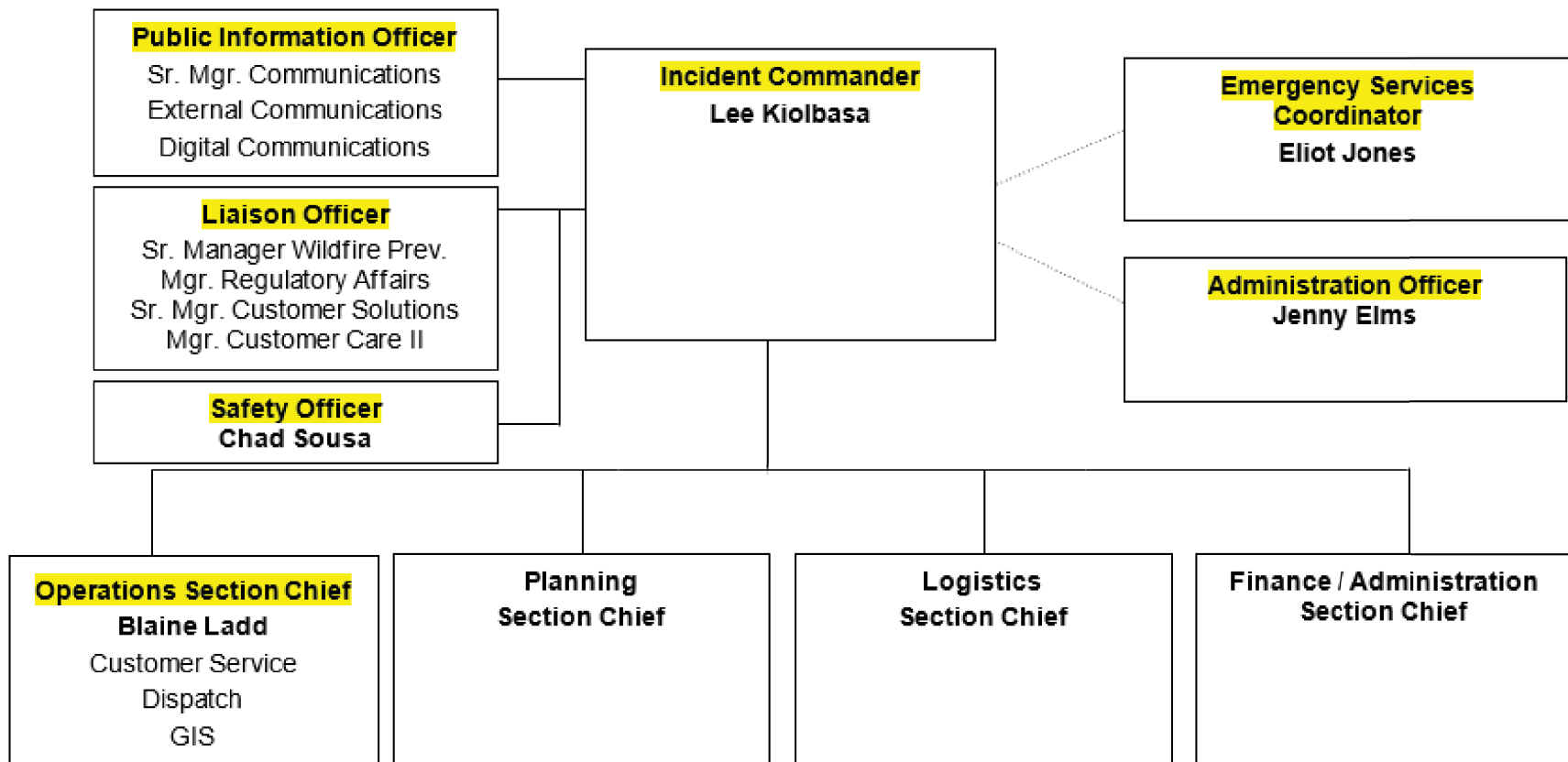
June 22, 2023

AGENDA

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

EXERCISE TEAM

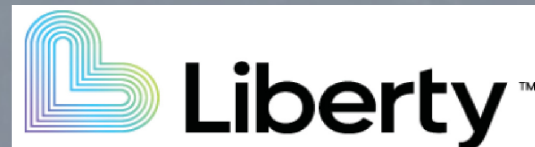
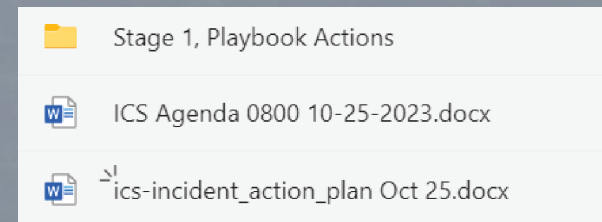
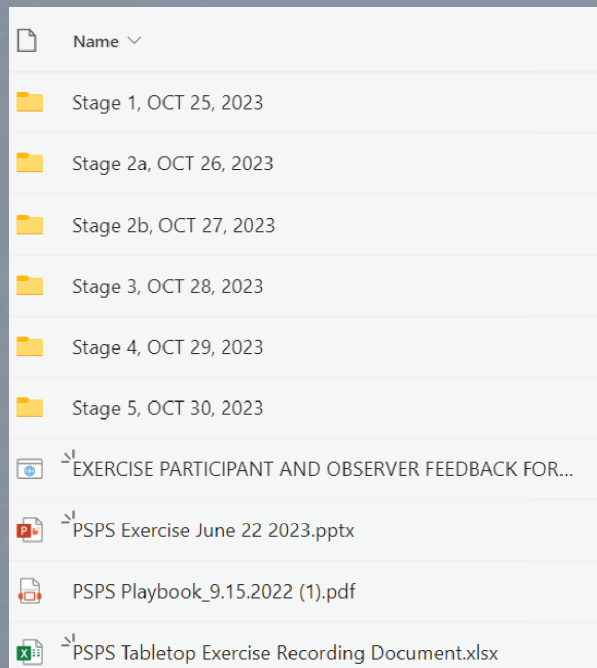
Introductions



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 six 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, Truckee, and Portola areas is low due to recent snow, but Alpine and Mono 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 Mono County and along Highway 395

UPDATE

Mon Oct 23
0800



EXERCISE—Strong Winds 4 Days Out

- Long range models agree that peak winds will occur mid-day on Saturday Oct 28
- Forecast dashboard shows wind gusts of 65+ mph and FFWI > 90 across the Topaz and Muller PSPS zones. 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

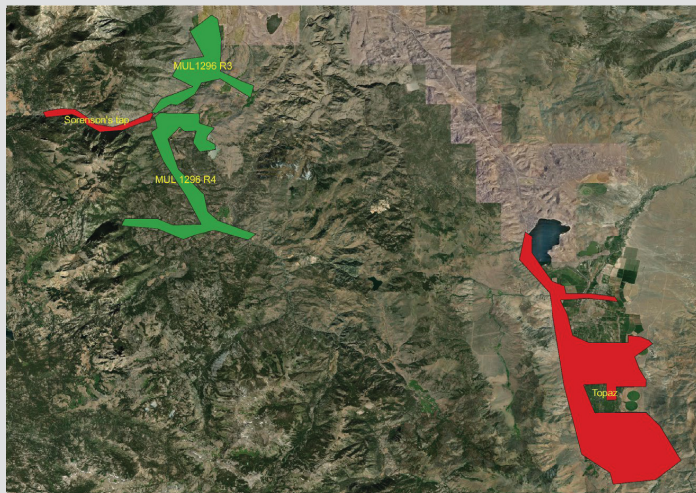
UPDATE

Tues Oct 24
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 Alpine and Mono County.
- Red zones shown to the right are planned for de-energization
- MUL 1296 R4 is not planned for de-energization due to limited fuel regrowth in the Tamarack Fire burn scar

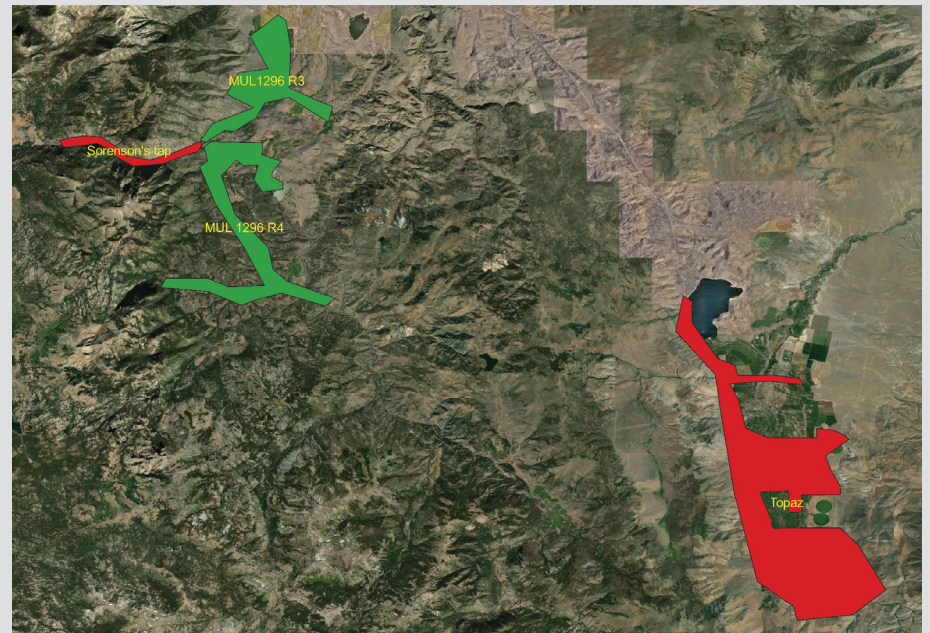


UPDATE
Wednesday
Oct 25
8 AM

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

Oct 25th—0630

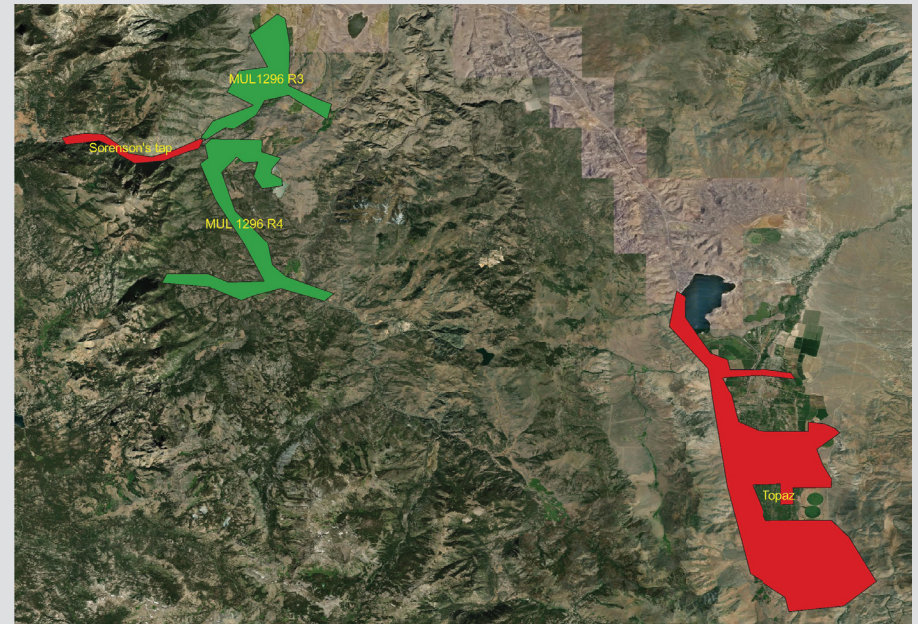
- Weather Briefing
- Steering Committee
- Operations
 - Dispatch/Control
 - GIS
- Public Information
 - Sr Manager Communications
- Admin Officer
- Incident Commander



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

Oct 25th--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:

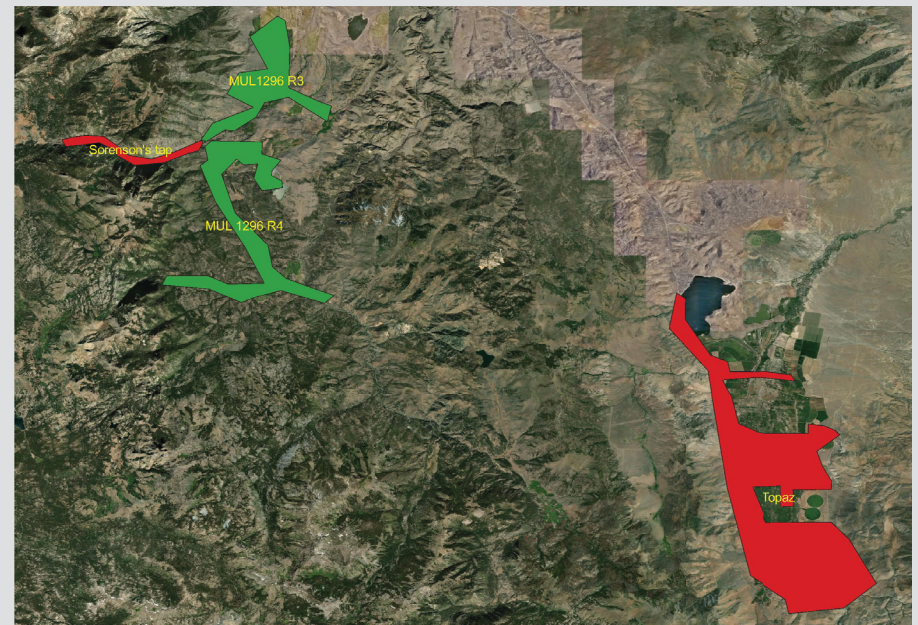
- **Regulatory Liaison**: Have you notified Cal OES via the Cal OES Notification Portal (at 1500) and called the California State Warning Center (CSWC)?
- **Regulatory Liaison**: Have you prepared a PSPS State Executive Briefing?
- **GIS**: Have you provided a GIS portal to provide Critical Infrastructure 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

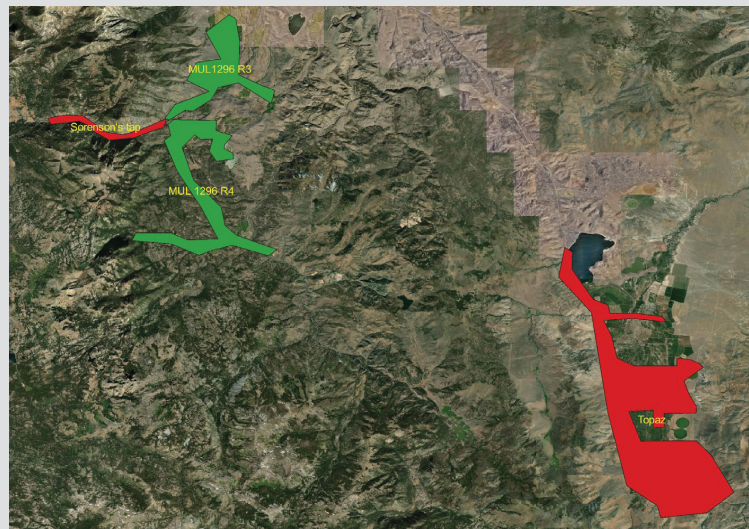
Oct 25th--1700 Meeting

- 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 issued a 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
- Mul 1296 R3 will be placed in “fast trip” mode due to lower wind speeds there

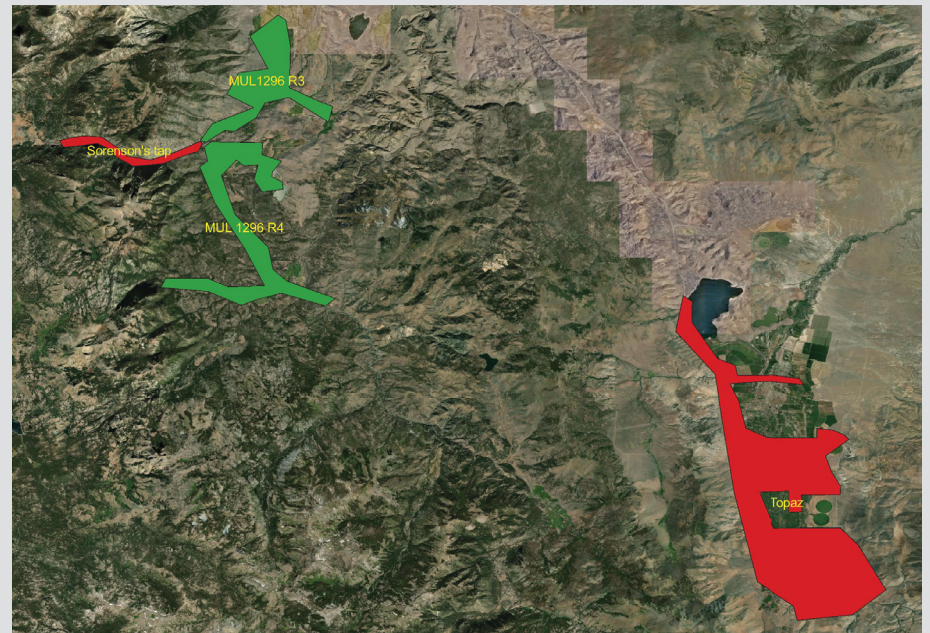


UPDATE
Thurs Oct 26
8 AM

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

Oct 26th—0630

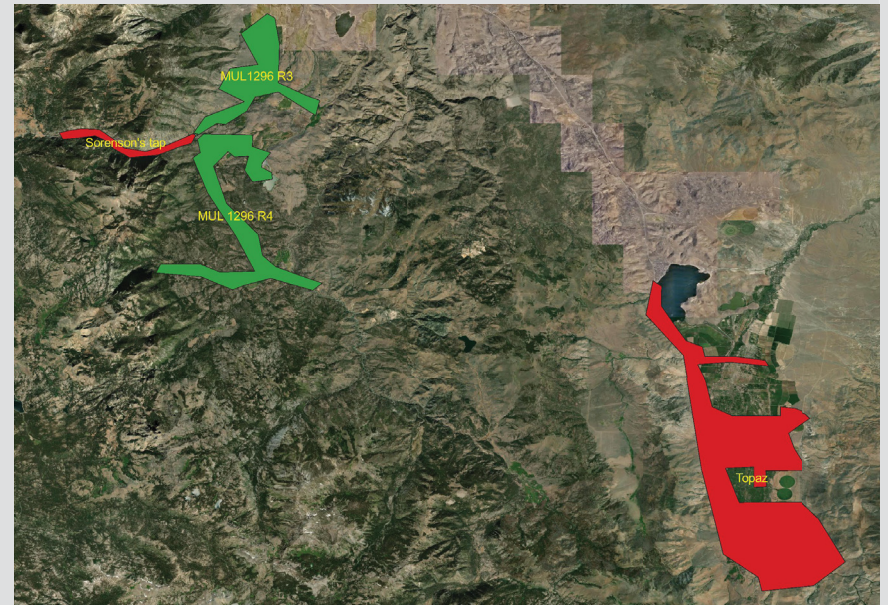
- Weather Briefing
- Steering Committee
- Operations
 - Dispatch/Control
 - GIS
- Public Information
 - Sr Manager Communications
- Admin Officer
- Incident Commander



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

Oct 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 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:

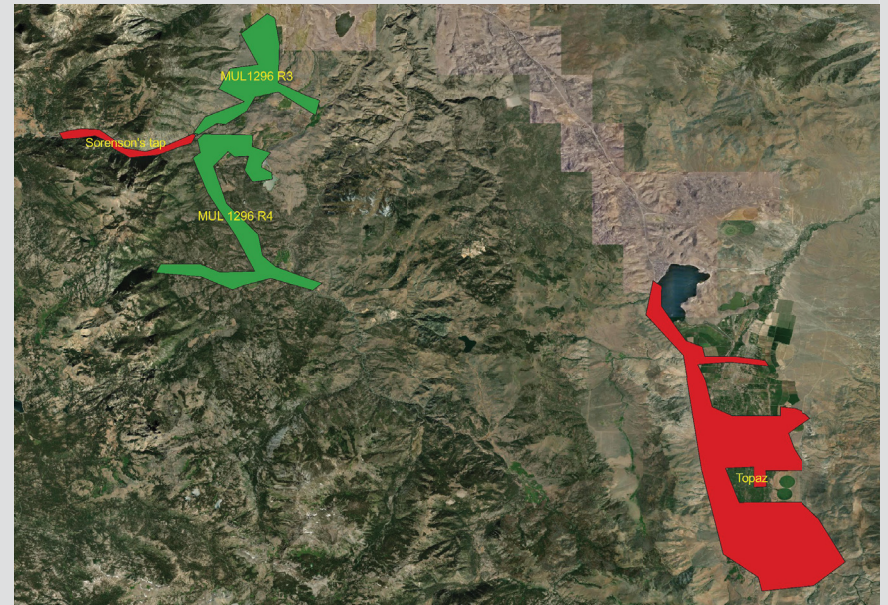
- **Liberty Customer Service/Alpine County HHS/Alpine County Sheriff's Office:** Liberty employees have attempted to call 2 Medical Baseline customers in a village near Markleeville, but have not been able to reach them. Liberty employees entering the community to contact them in person are met by an 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 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

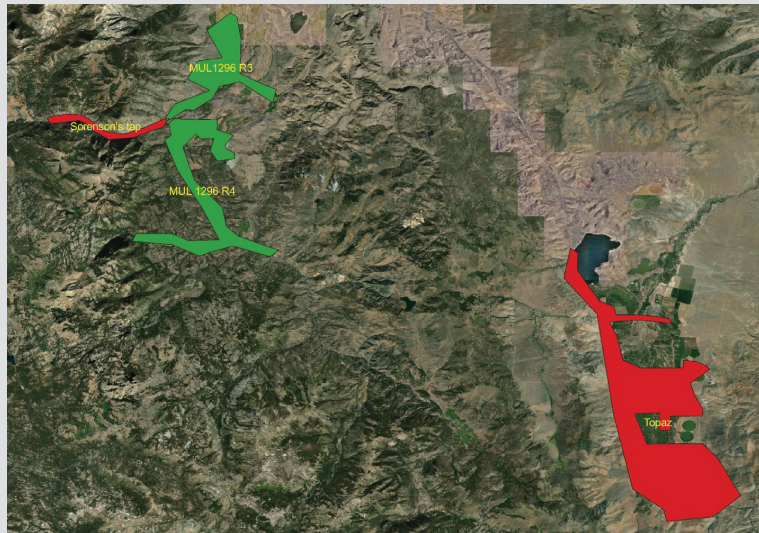


Break –
10 minutes



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

- High resolution Wx 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

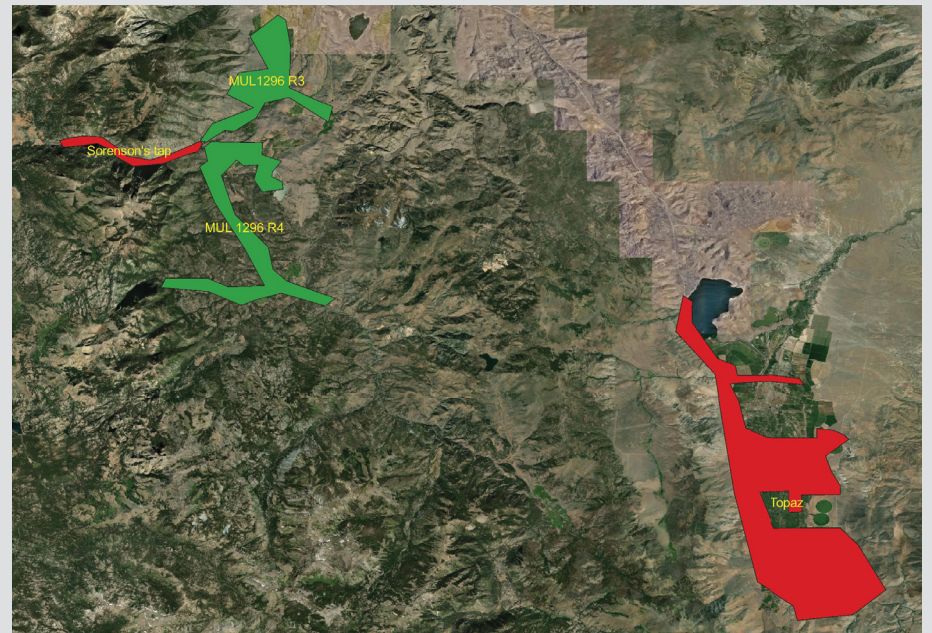


UPDATE
Fri Oct 27
8 AM

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

Oct 27th—0630

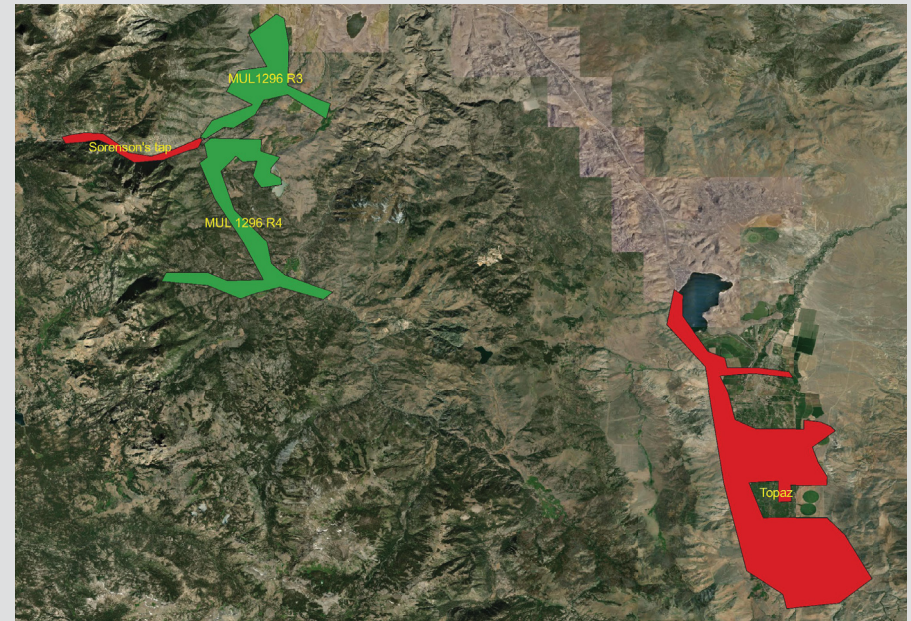
- Weather Briefing
- Steering Committee
- Operations
 - Dispatch/Control
 - GIS
- Public Information
 - Sr Manager Communications
- Admin Officer
- Incident Commander



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

Oct 27th—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 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/City of Truckee



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

Inject Discussion questions:

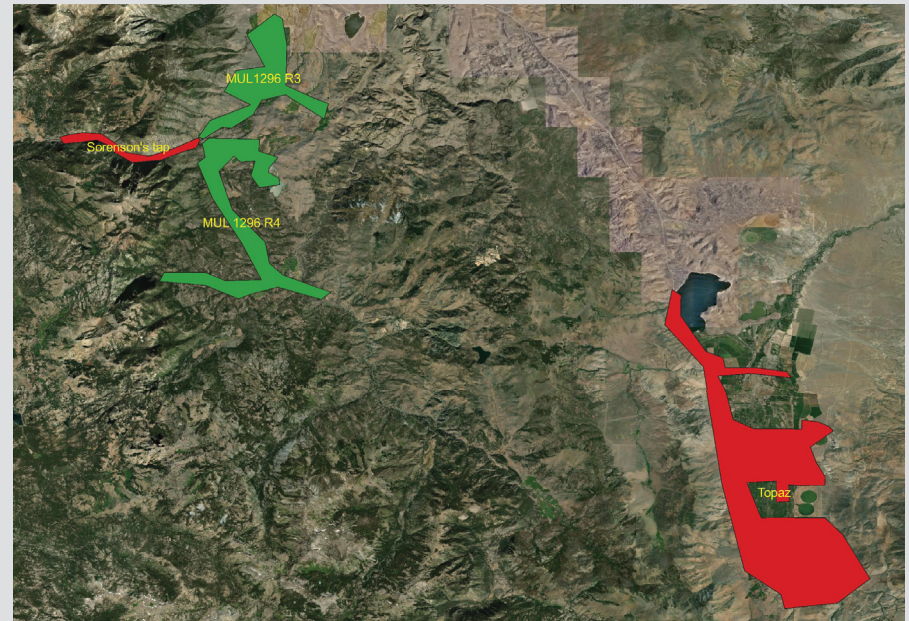
- **PIO/AFN Liaison**: Our area Spanish speaking population is requesting information on the location of CRC(s) and CRC services. Address the availability of communication in Spanish. Address CRC capabilities to provide services in Spanish.
- **AFN Liaison/Coleville Military Housing**: CRC support is 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

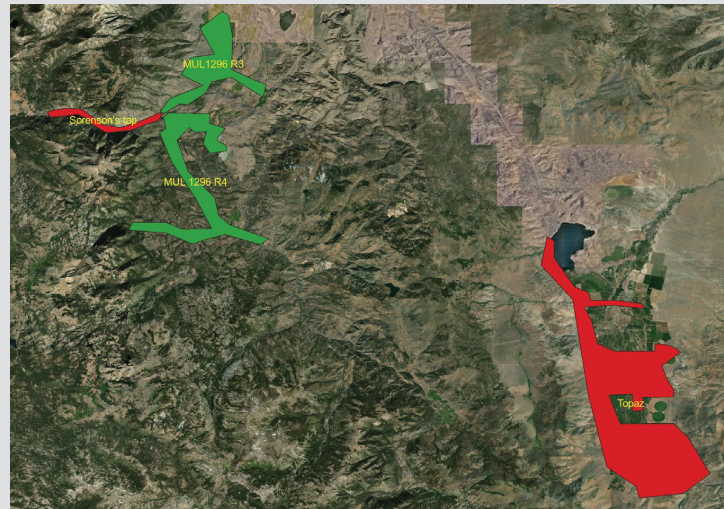
Oct 27th—1700

- 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

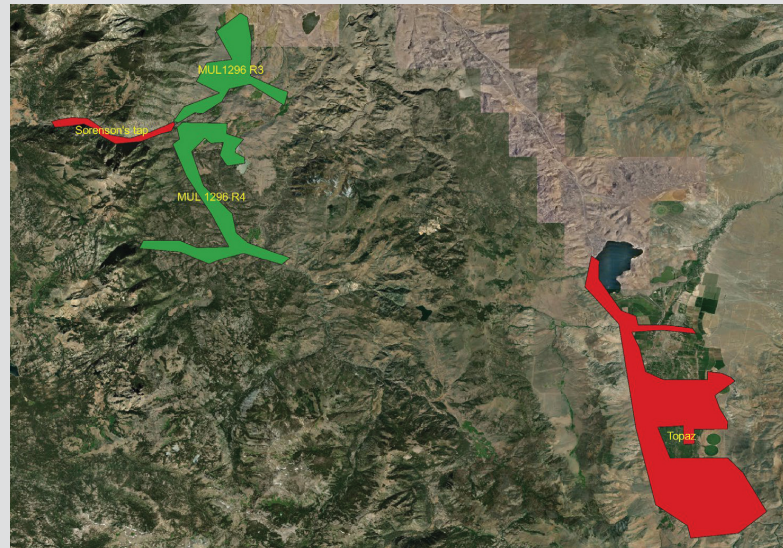


UPDATE
Sat Oct 28
6:30 AM

EXERCISE—PSPS Stage 3, Implemented PSPS

Oct 28th 0630

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

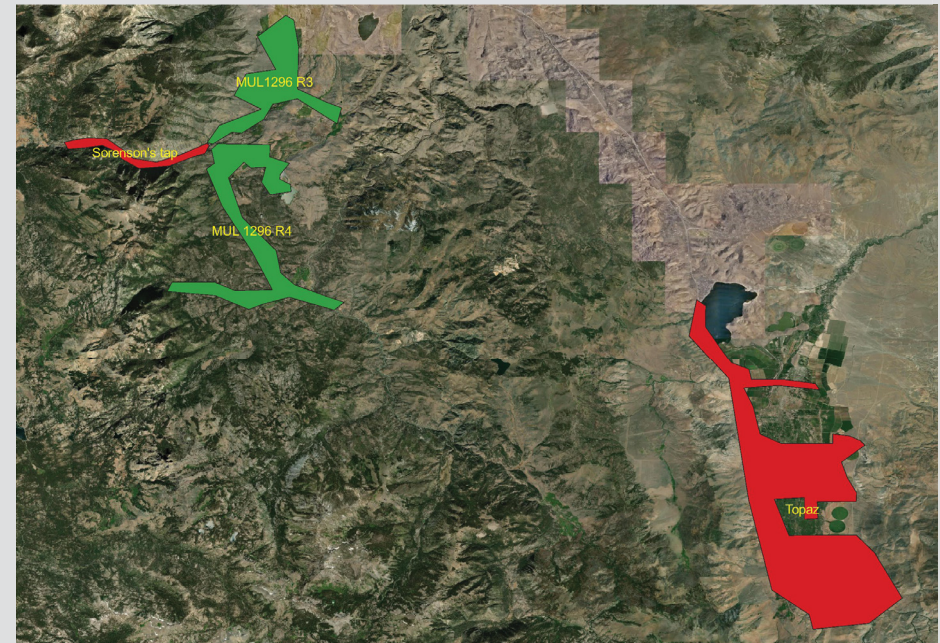


UPDATE
Sat Oct 28
6:30 AM

EXERCISE—PSPS Stage 3, Implemented PSPS

Oct 28th 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:

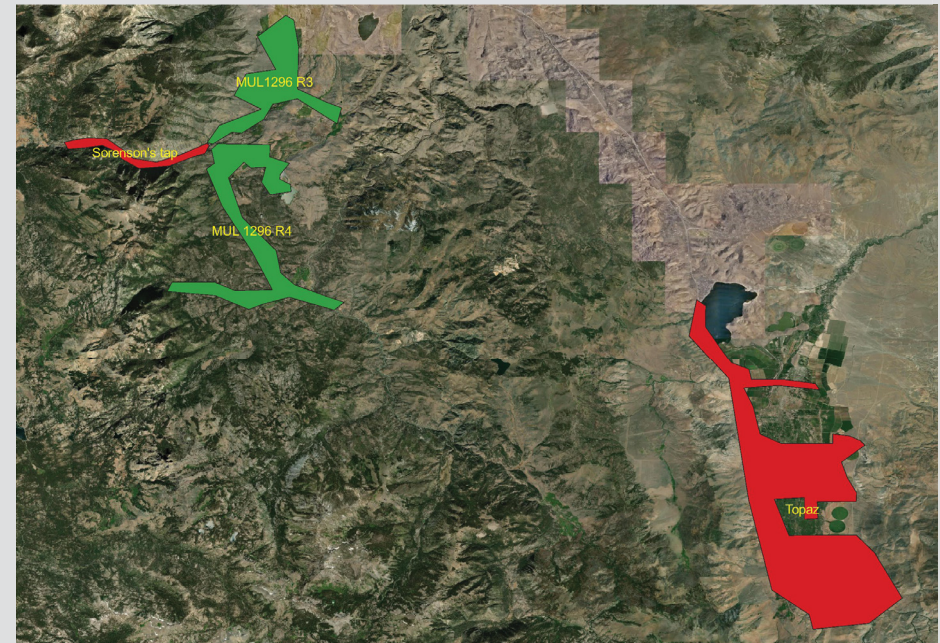
- **AFN Liaison**: A Spanish speaking family at the Walker CRC requires assistance with communication.
- **Alpine County Sheriff/Markleeville**: There is a traffic jam at the intersections of Highways 88 and 89 from residents trying to drive to Minden/Gardnerville. How can this issue be addressed?
- **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 28th 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 29th 0630—Inspections Commence

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

UPDATE

Oct 29
0630

EXERCISE—PSPS Stage 4, Restoration Initiated

Oct 29th 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 29

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 29



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 29th 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 29
1700



Break –
10 minutes



EXERCISE—PSPS Stage 5, Event Concluded

Oct 30th —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 30

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 30

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 30th 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 30
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
2022 Survey Results Wave 1



Wildfire Messaging Awareness

Prepared by

Jakob Lahmers - Jakob.Lahmers@mdcresearch.com

MDC Research



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 PPS
- Explore actions taken by customers to prepare for wildfire season
- Measure awareness of Liberty's efforts to reduce the risk of wildfires
- Evaluate PPS 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 324 surveys, including 30 from critical customers, were completed between June 13 and June 29, 2022
 - Phone: 80 completed surveys
 - Web: 244 completed surveys



Key Findings

Communications

- **66% are aware of wildfire safety communications**, down from 74% in November 2021.
- **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, TV news, direct mail, and social networking make up the next most common tier.
- **67%** recall seeing, hearing or reading the phrase “**Public Safety Power Shutoff or PSPS,**” similar to the last wave. **TV News (40%) and email (36%)** remain the most common sources of PSPS communication.
- **46%** say they would first turn to the **Liberty website** for information about a PSPS event. And **82%** 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.**”
- 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 last year, 86% 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 all of Liberty's efforts.
- **63%** are aware they can **update their contact information with Liberty**, and three quarters of those have done so, in line with last year's findings.
- Similar to November 2021, **40%** say they know **whether their address is in PSPS area**, and **26%** are aware of a **PSPS map on Liberty's website**.

AFN and Critical Customers

- **79% of customers can be considered AFN.**
- Of the resources available to the public, customers are most likely to be aware of **LIHEAP, special payment arrangements, and CARE**; 36% have not investigated any of the resources and 23% report no need.
- Only 4% of AFN customers have heard of AFN Self-Identification.
- Among those reporting that they rely on electricity for medical needs, 45% are aware of additional notices from Liberty.
- 97% of respondents indicated it would not be helpful to receive communications in a language other than English.



Recommendations

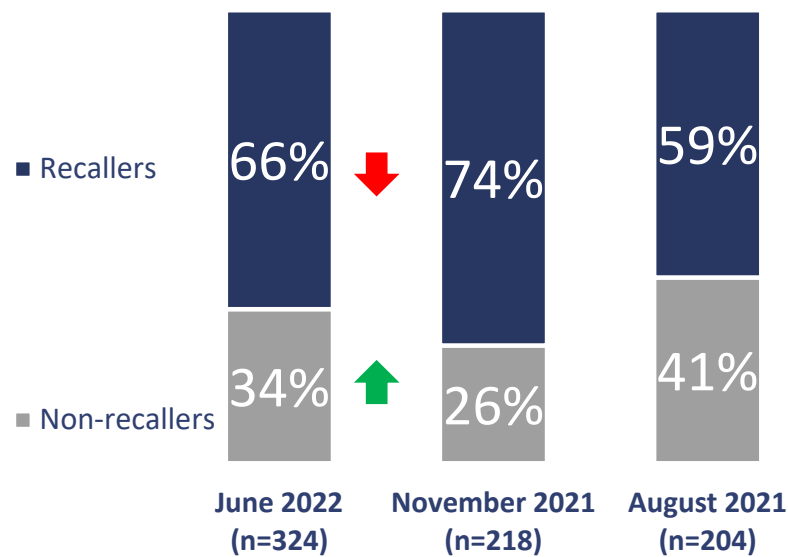
- Evaluate the communication strategy. While awareness of wildfire communications remains high, there has been a decline between November 2021 and June 2022.
- Continue the use of email and bill inserts for information about wildfire safety and preparation. Text messages are the most preferred method for communications; however, consider caution about using this channel for anything other than emergencies, otherwise the urgency of messages could be lost over time.
- Consider focusing messages around preparing an emergency readiness plan and emergency kit. Trimming vegetation and creating defensible space are the most common actions taken, and only one in ten have created a readiness plan or emergency kit.
- Evaluate methods of driving customers to the Liberty website. The website is in the second tier of information sources but is perceived to be clear and useful among users. Driving customers to the website should be the first priority, followed by continuing to provide clear and useful information.
- Continue leveraging email and bill inserts, and consider TV news, to educate consumers about PSPS.
 - Evaluate the strategy used to educate those with medical conditions requiring electricity, as over half are not aware of additional notices prior to a PSPS event.
 - Also consider additional effort to educate customers about self-reporting their AFN status and any additional resources available to them.
- Be proactive with PSPS notifications. More than half agree that notifications should be sent if there is any possibility of a PSPS. Few are concerned about false alarms, and most appreciate the extra warning and reminder about preparation.



Wildfire Safety Communications Awareness

- Two thirds have seen or heard communications about wildfire safety in the past year; awareness declined from three quarters in November 2021

Communication Awareness



	Recallers (n=213)	Non-Recallers (n=111)
Gender	Male – 48% Female – 48%	Male – 38% Female – 53%
Age	18-54 – 19% 55-64 – 19% 65+ – 58%	18-54 – 34% 55-64 – 23% 65+ – 31%
Median Income	\$108K	\$99K
Home Ownership	Rent – 9% Own – 88%	Rent – 15% Own – 73%
Primary Language is not English	11%	13%
Responded they Rely on Electricity for Medical Needs	20%	20%

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

Bold denotes statistically significant difference between Recallers and Non-Recallers

Q2 Have you seen or heard any communications about wildfire safety in the past year? (n=324; Total)



Communication Recall

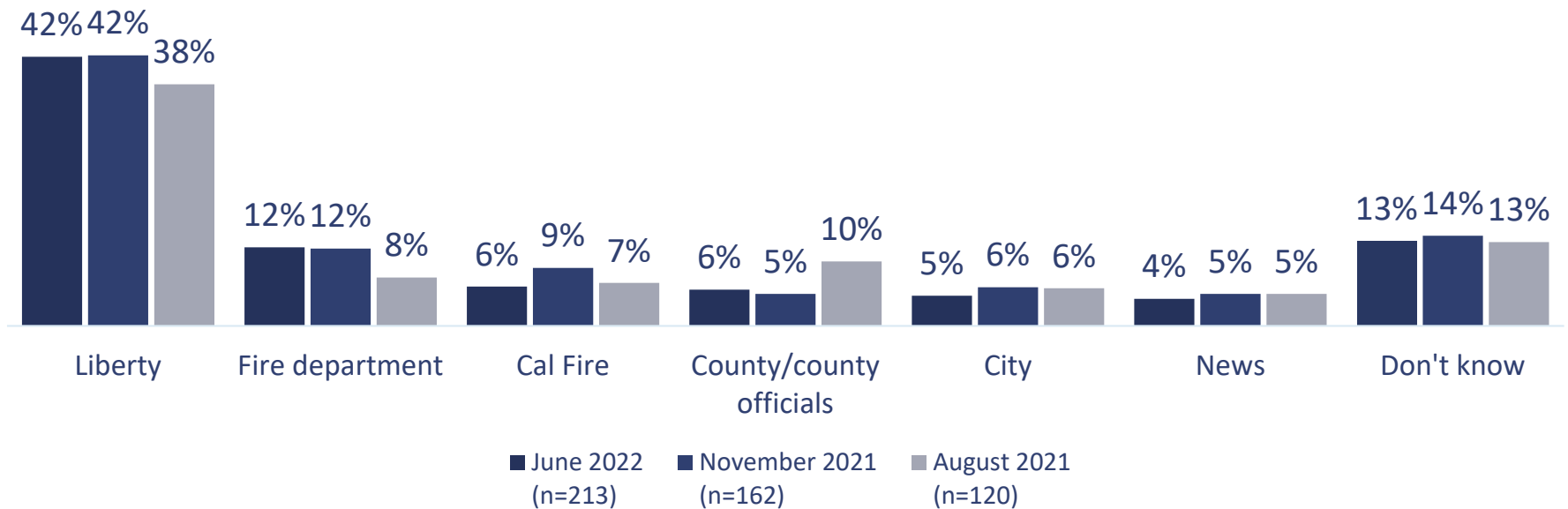
(among those aware of communications)

Sources of Wildfire Preparedness Communications

- Of those aware of communications, four in ten mention Liberty as the source of wildfire preparedness communication, in line with previous waves of the study
- About one in seven (13%) are not aware of the source of communication, consistent with November 2021 (14%)

Wildfire Preparedness Communications Sources

(among those who recall communication)



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



Wildfire Preparedness Communications Messages

- Of those who recall communications, over half recall messages about vegetation management (56%), followed by personal preparedness (55%)
- Compared to the previous wave, mentions of weather stations have decreased significantly, from 18% to 6%

Communications Messages Recalled (among those who recall communication)

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

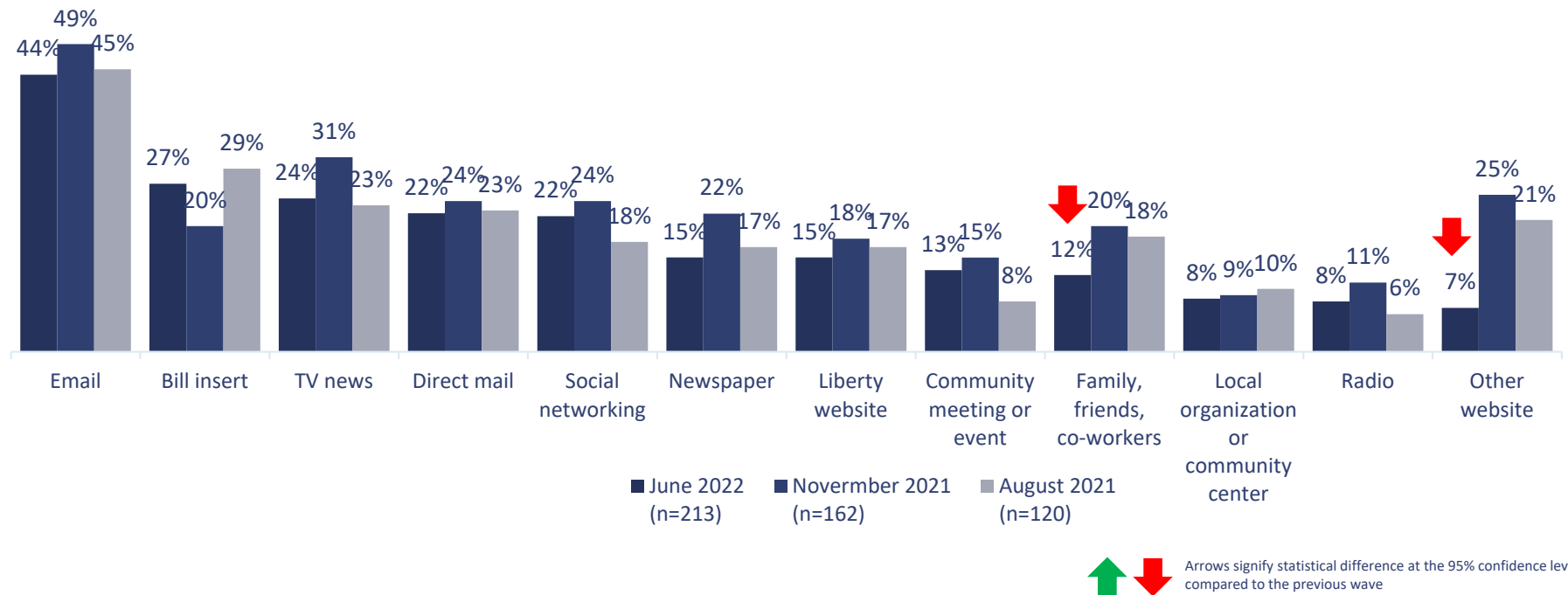


Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Information Channels for Wildfire Communications

- Email remains the most common channel for wildfire preparedness communication with just under half mentioning it (44%), followed by bill insert (27%), and TV news (24%); significantly fewer mention family, friends co-workers compared to November 2021 (12% vs. 20%)

Information Channels for Wildfire Preparedness Communications
(among those who recall communication)



Q4 Where did you see or hear the communications about wildfire preparedness? (n=213; Aware of Communication)



Information Channels for Wildfire Communications (cont.)

- A handful of “other websites” were mentioned by respondents; CalFire was the most common, mentioned by 3 customers

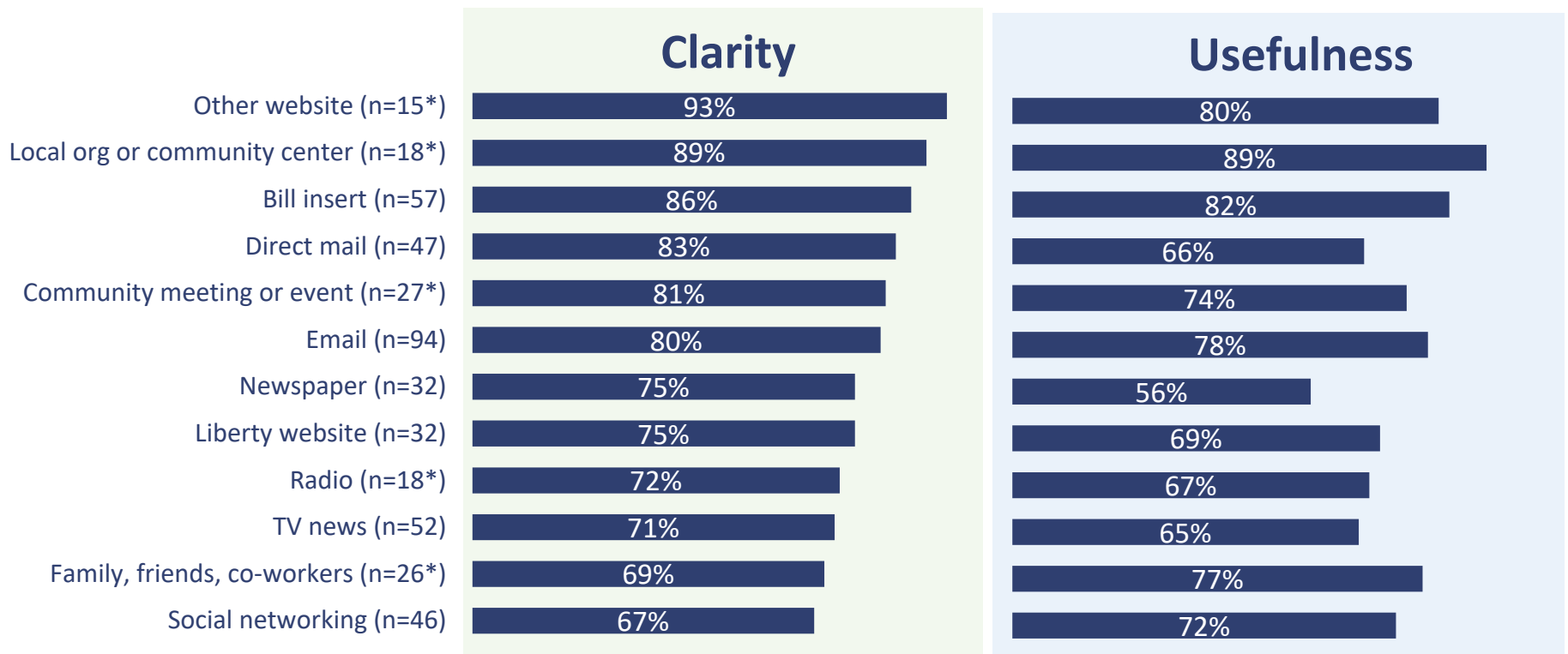
Other websites include:

- Alpine Country
- CalFire (3 mentions)
- Dollar Point Association
- El Dorado County
- National Forest Service
- Nextdoor
- North Tahoe Fire District
- PG&E
- South Lake Tahoe City
- Tahoe Daily Tribune
- Tahoe Truckee Community Foundation
- Town of Truckee
- Truckee Meadows Fire Protection District
- Washoe Tribe



Information Usefulness and Clarity

- In terms of clarity, other websites are rated the highest; however, in terms of usefulness, local organizations or community centers (89%), bill inserts (82%), and other websites (80%) are rated highest



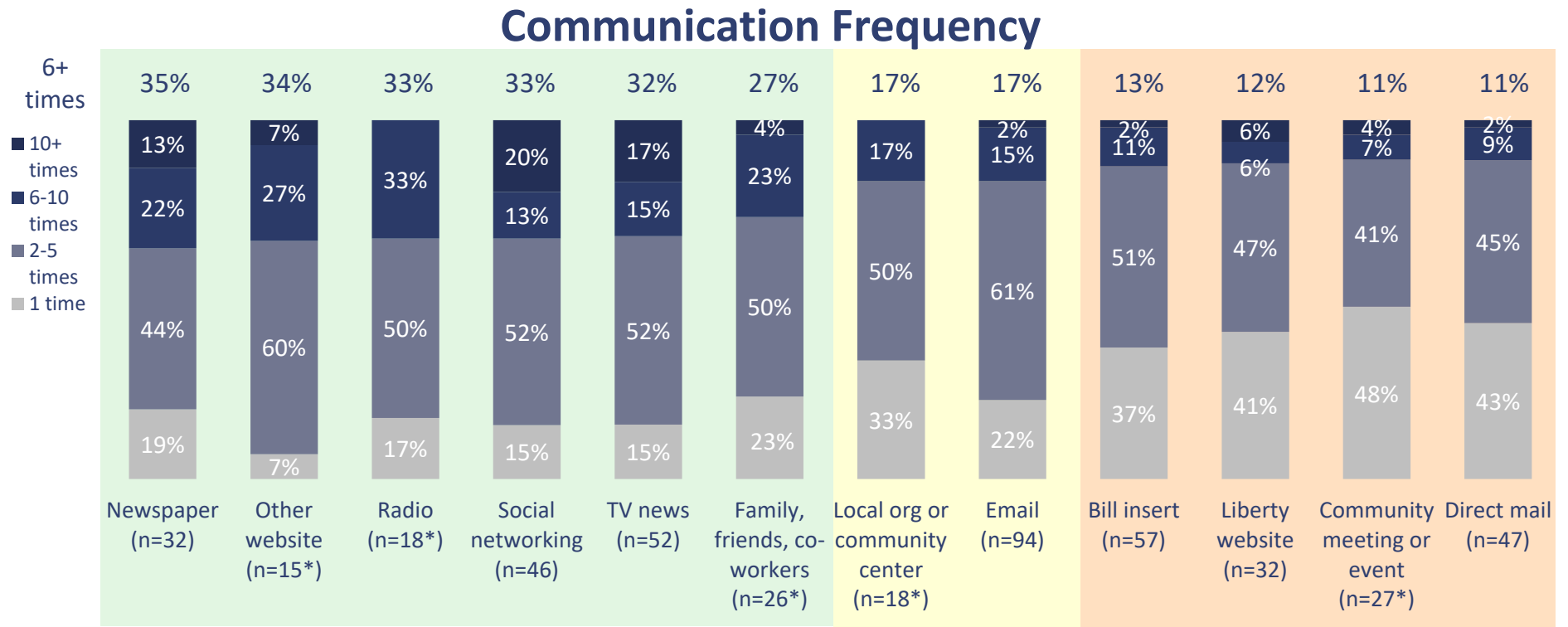
*Small sample size (n<30)

Q4A How useful was the information about wildfire preparedness from each of these sources? (n=213; Aware of Communication)
 Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n=213; Aware of Communication)



Communication Frequency

- Just over one third say they have seen at least six messages about wildfire preparedness in the newspaper (35%), followed by other websites (34%), radio (33%), social networking (33%), and TV news (32%)



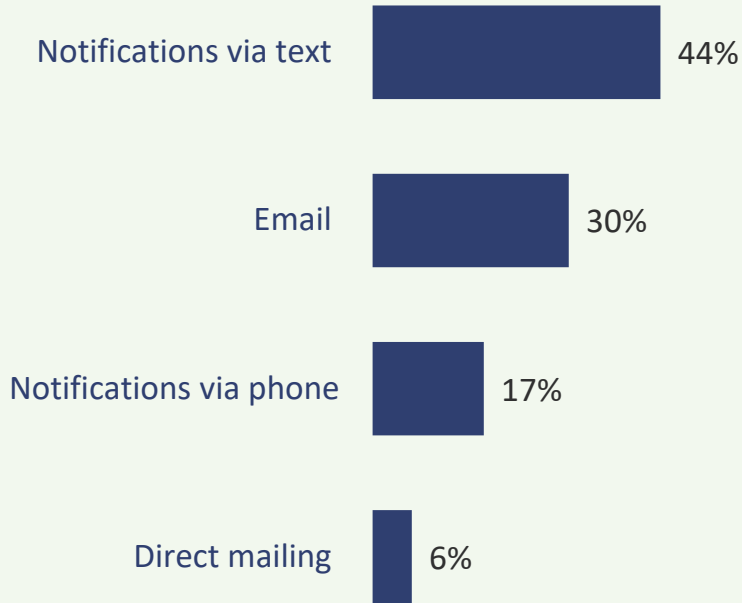
*Small sample size (n<30)



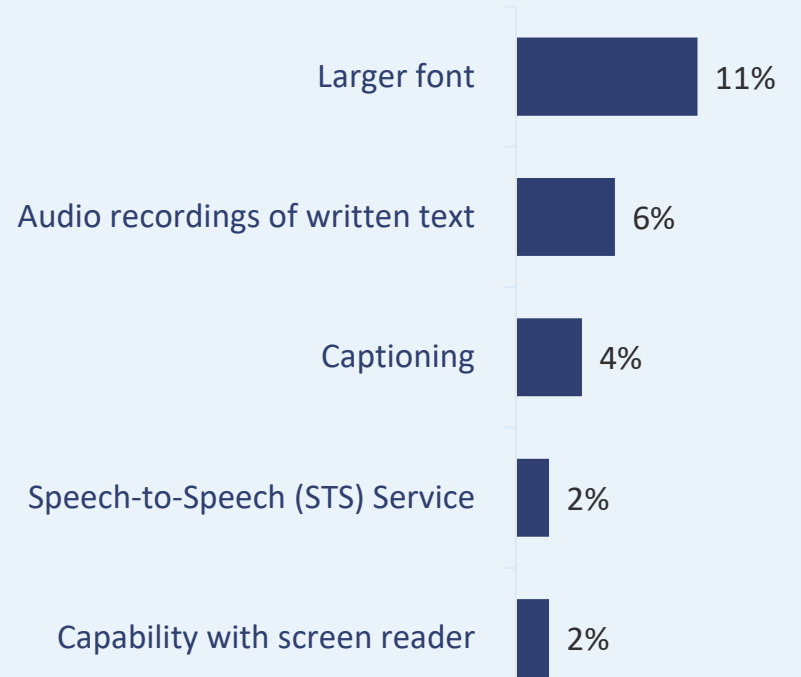
Effective and Helpful Communication

- Notifications via text are considered the most effective form of communication from Liberty (44%) followed by email (30%); larger font was considered the most helpful (11%) element that could be incorporated

Most Effective Communications



Helpful Elements



*Small sample size (n<30)



A6
A12

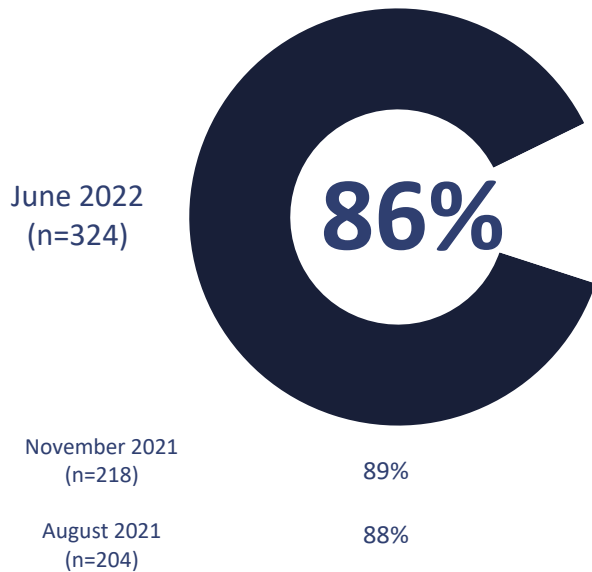
What method of communication from Liberty do you find most effective? (n=324)
Regardless of how communications from Liberty are received, which, if any, of the following would be helpful for you? (n=324)

Wildfire Preparedness Actions Taken

Wildfire Preparedness

- Nearly nine in ten (86%) have taken actions to prevent or prepare their home or business in the event of a wildfire, consistent with previous results (89%)
- Trimming vegetation around their home or property remains the most common action taken, mentioned by 68% of respondents
- The percentage who prepared an emergency readiness plan increased compared with November 2021 (11% vs 5%)

Took Actions to Prevent or Prepare for a wildfire



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

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

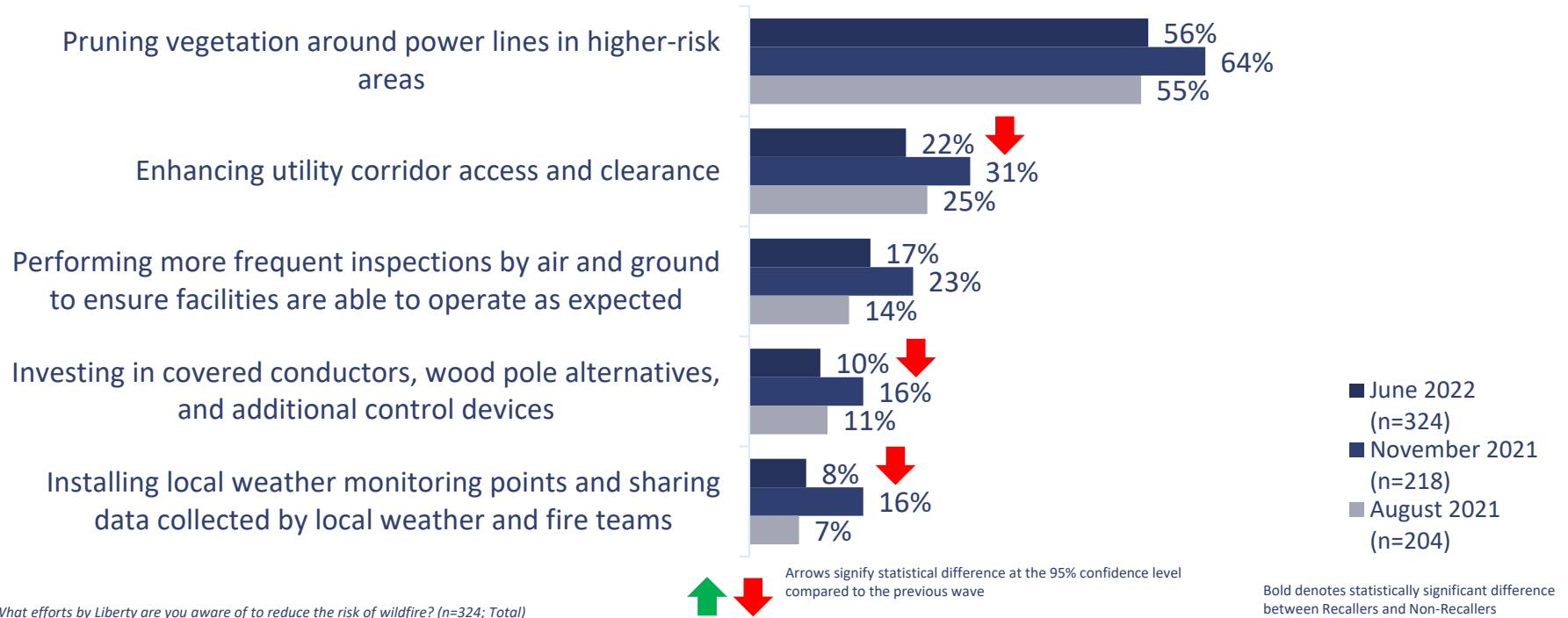
Q6 *In the past year, have you taken any actions to prevent or prepare your home or business in the event of a wildfire? (n=324; Total)*
 Q6A *What actions have you taken in your home or business to prevent or prepare in the event of a wildfire? (n=280; Took actions)*



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 (22% vs 31%), Investing in covered conductors (10% vs 16%), and Installing local weather monitoring points (8% vs 16%)
- **Recallers** remain significantly more likely to mention all 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=324; Total)



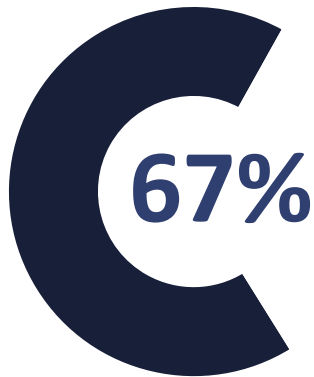
Awareness of Public Safety Power Shutoff

PSPS Awareness

- Two thirds (67%) say they recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS,” in line with previous waves; **Recallers** remain significantly more likely than Non-Recallers to be aware of PSPS (**73% vs 55%**)
- TV news is the leading source of PSPS communications (40%), followed by email (36%); mentions of bill inserts increased significantly since last wave (22% vs 11%)

PSPS Recall

June 2022
(n=324)



November 2021 (n=218)	74%
August 2021 (n=204)	67%

Sources of PSPS Communications

(among those who recall PSPS)



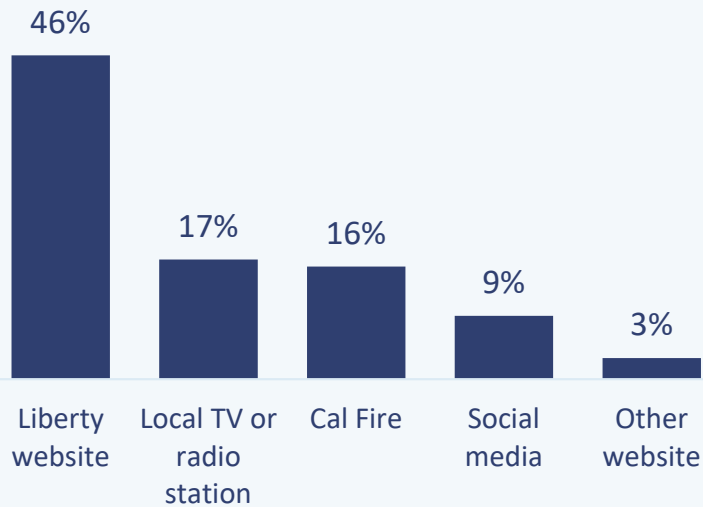
Q8 In the past year, do you recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS?" (n=324; Total)
Q8A Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=217; Recall PSPS Communications)

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

PSPS Awareness & Understanding

- The Liberty website remains the most mentioned source for information about PSPS
- Awareness and understanding remains consistent with the previous wave; eight in ten 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” (82%)

Top 5 Sources of PSPS Information



PSPS Understanding

	June 2022 (n=217)	November 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.	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.	63%	65%	71%
The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.	43%	43%	46%
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.	42%	52%	58%

Q9 Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n=217; Recall PSPS)
 Q10 What is your understanding of a Public Safety Power Shutoff? (n=217; Recall PSPS)



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



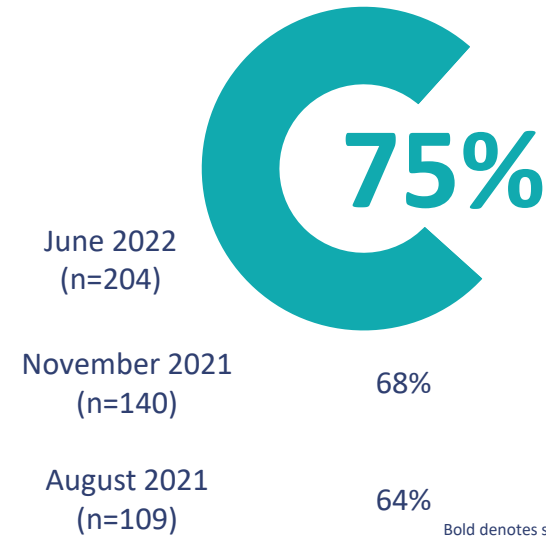
Contact Information for PSPS

- Just under two thirds (63%) are aware they can update their contact information with Liberty; awareness among **Recallers** is significantly higher than among Non-Recallers (**70%** vs 49%)
- Three quarters (75%) of those aware they can update their information have done so

Awareness of Ability to Update Contact Information for PSPS



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



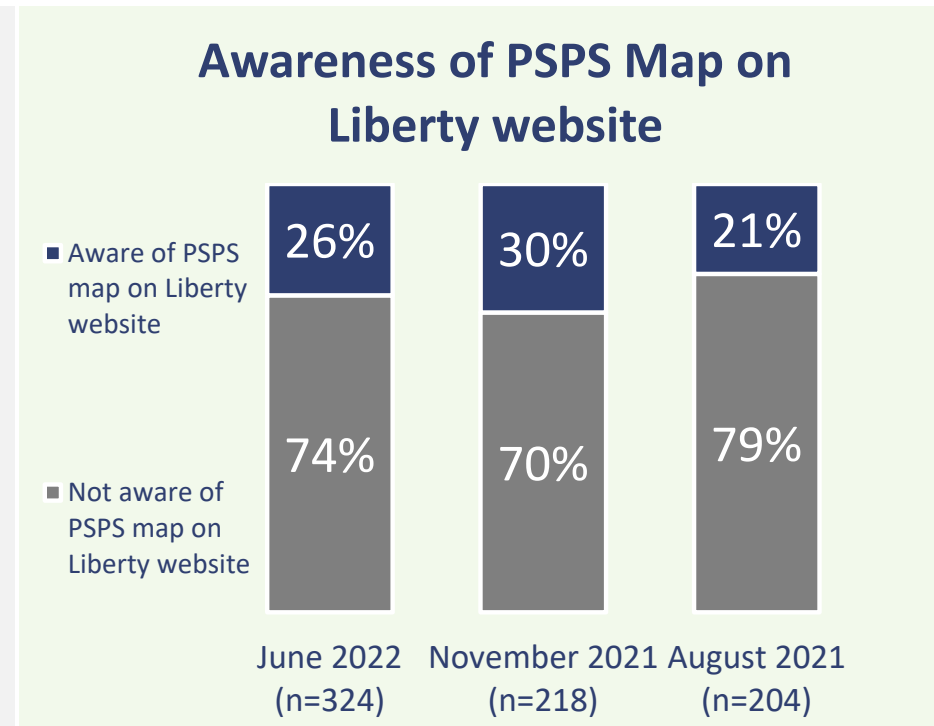
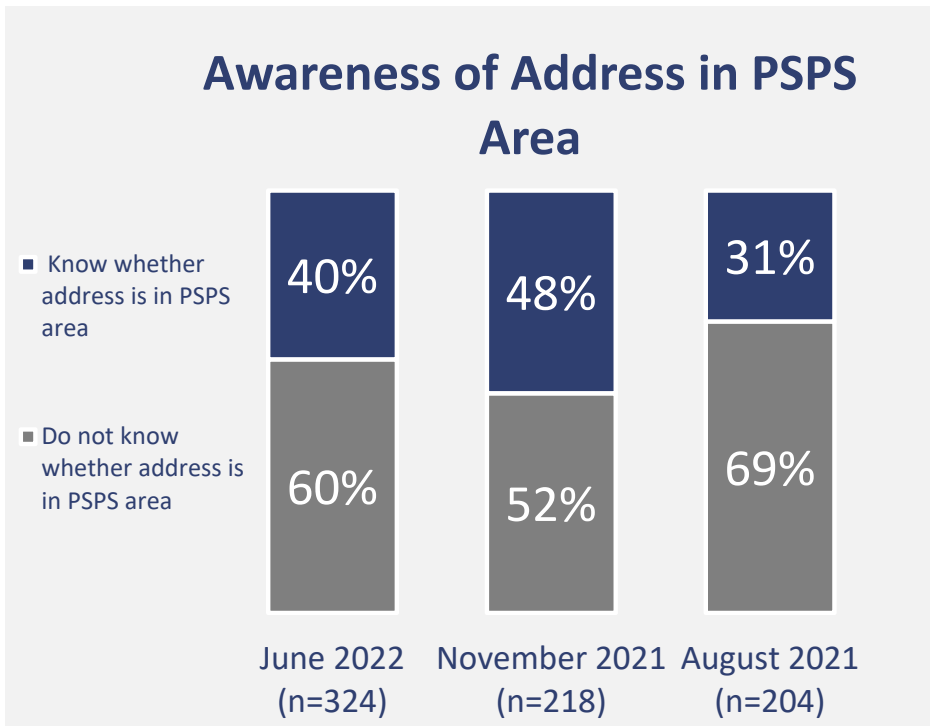
Q11 Are you aware you can update your contact information with Liberty to receive proactive notification prior to a Public Safety Power Shutoff? (n=324;Total)
 Q11A Have you updated your contact information with Liberty to receive notifications prior to a Public Safety Power Shutoff? (n=204 Aware of Information Update)

Bold denotes statistically significant difference between Recallers and Non-Recallers
 ↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Awareness of PSPS Location Status

- Two out of five know whether their address is in a PSPS area (40%) ; awareness remains higher among **Recallers** than Non-Recallers (**48%** vs 25%)



Bold denotes statistically significant difference between Recallers and Non-Recallers

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



Q12
Q13

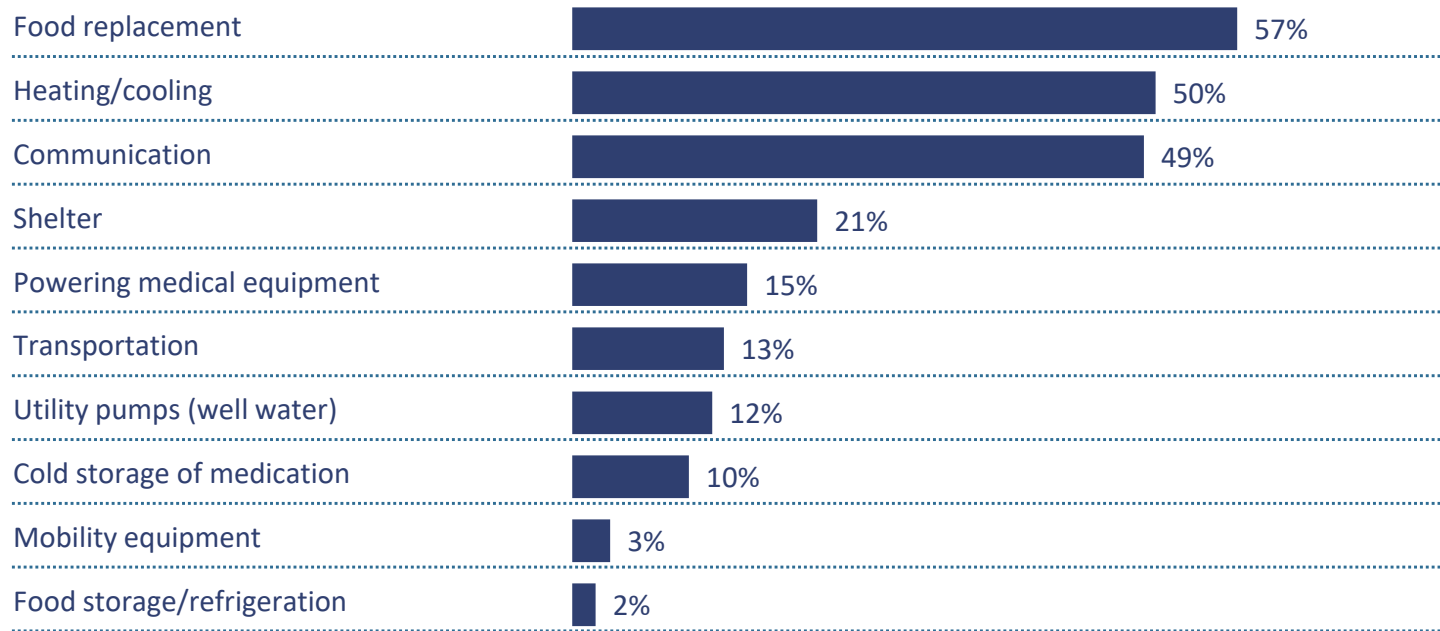
Do you know whether your address is located in a Public Safety Power Shutoff area? (n=324; Total)

Are you aware of a map on Liberty's website where you can check whether your address is located in a Public Safety Power Shutoff area and the status? (n=324 total)

Concerns about Extended Outage

- The largest concerns and perceived challenges in the event of an extended power outage include food replacement (57%), heating/cooling (50%), and communication (49%)

Concerns or Challenges of an Extended Power Outage



Medical Needs and Language Preferences

One in five (20%) responded that they rely on electricity for medical needs

Among **critical customers** the percentage is significantly higher than randomly selected customers (**80%** vs 20%)

Nearly half (45%) of those relying on electricity for medical needs are aware **Liberty provides additional notices** prior to a PSPS event.

Approximately one in ten (11%), indicate that another language other than English is primarily spoken; English remains preferred for communications for nearly all respondents (97%)

- Two percent mentioned Spanish as their preferred language

All but ten respondents (97%) stated it would not be helpful for them or somebody in their household to receive communications in another language

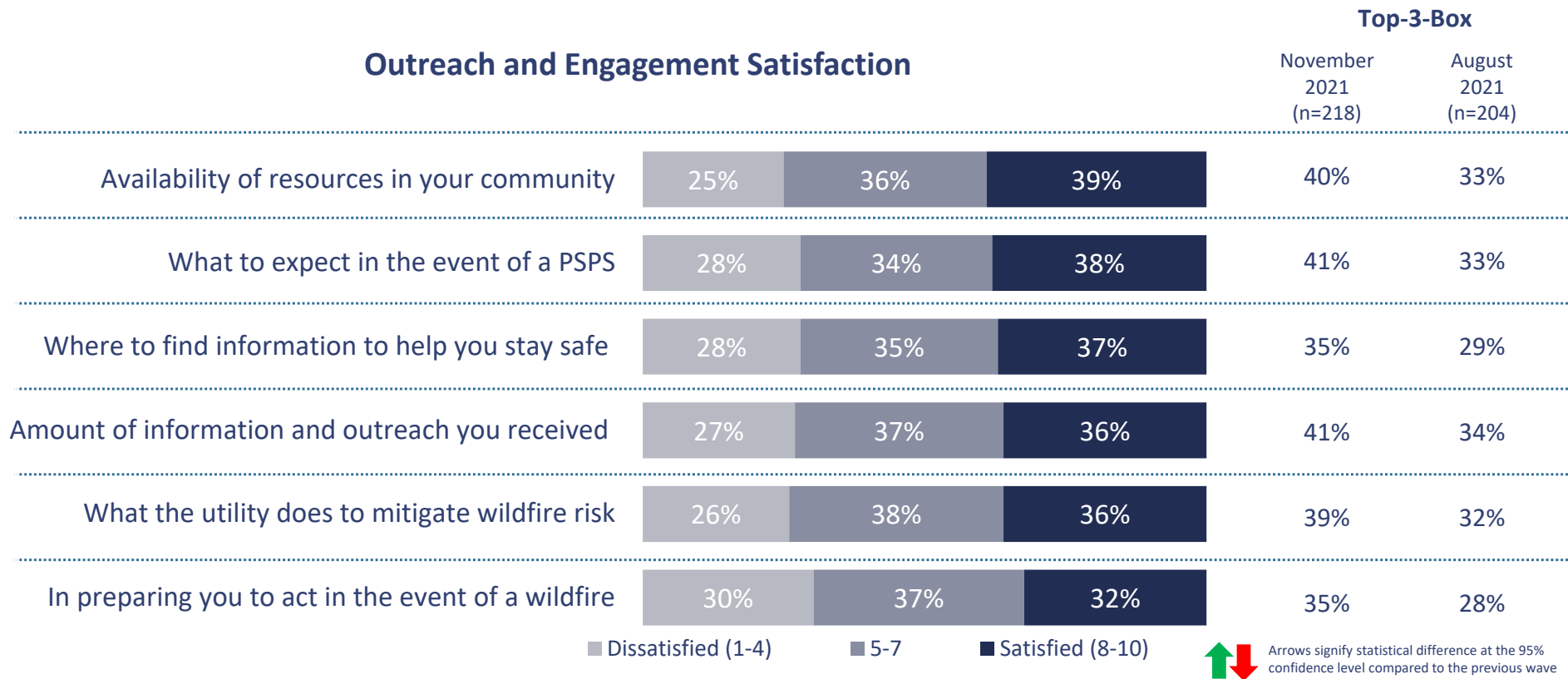


Q14 Does anyone in your home or business rely on electricity for medical needs/equipment? (n=324; Total)
 Q14A Are you aware that Liberty provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment? (n=65; Rely on electricity for medical needs)
 Q15 Is your primary language other than English? (n=218; Total)
 Q16 Would it be helpful for you or anyone else in your household to receive communications in another language? (n=324; Total)
 Q16B What is your preferred language to receive communications? (n=324, Total)

Post-PSPS

Outreach and Engagement Satisfaction

- Customers remain generally satisfied with the outreach and engagement they receive
- Findings are in line with results from November 2021



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=324; Total)



PSPS Notifications

- On average, customers indicate receiving 1.2 PSPS notifications and experiencing 0.5 PSPS outages
- Just over half (54%) say that notifications should be sent if there is any possibility of a PSPS
- One third who have received more notifications than PSPS events said that “false alarms” didn’t affect them, and one in ten mention being more prepared and appreciating notifications



PSPS Notifications Perception

June 2021 (n=324)

Notifications should be sent if there is any possibility of a PSPS	54%
Notifications should only be sent if there is a high likelihood of a PSPS	35%
Notifications should only be sent if a PSPS is certain to occur	12%

“False Alarms” Impact

“There is always anxiety, but I would rather have time to prepare and need it than have it happen and be unprepared.”

“It put our household on a heightened state of alert and preparation, which I believe was beneficial.”

“I would rather know of the possibility, no matter how slight, so I can plan accordingly.”

“Time allocated in packing, travel and preparedness was unnecessary, but still grateful to have the alert and warning.”

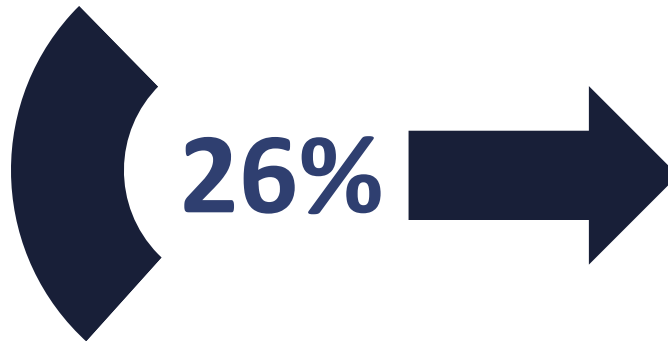
QOSAT2 How many Public Safety Power Shutoff (PSPS) notifications have you received in the past year? (n=324; Total)
 QOSAT4 Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? (n=324; Total)
 QOSAT5 In what ways did “false alarm” Public Safety Power Shutoff (PSPS) notifications, where you received a notification but did not have a PSPS, affect you, personally? (n=38; Received more notifications than events)



PSPS Experience

- One quarter of survey participants report experiencing a PSPS event in the past year.

Report Experiencing a PSPS Event



Among those who report experiencing a PSPS event...

- 61% felt they received adequate notification and information to prepare for the event
- 38% are aware of Community Resource Centers set up during PSPS; not a single survey participants visited a Community Resource Center during an event
- Only one participant (~1% of those reporting experiencing PSPS) engaged with a CBO or resource networks – specifically the Red Cross; this participant reported engaging in-person, 3+ days into the outage

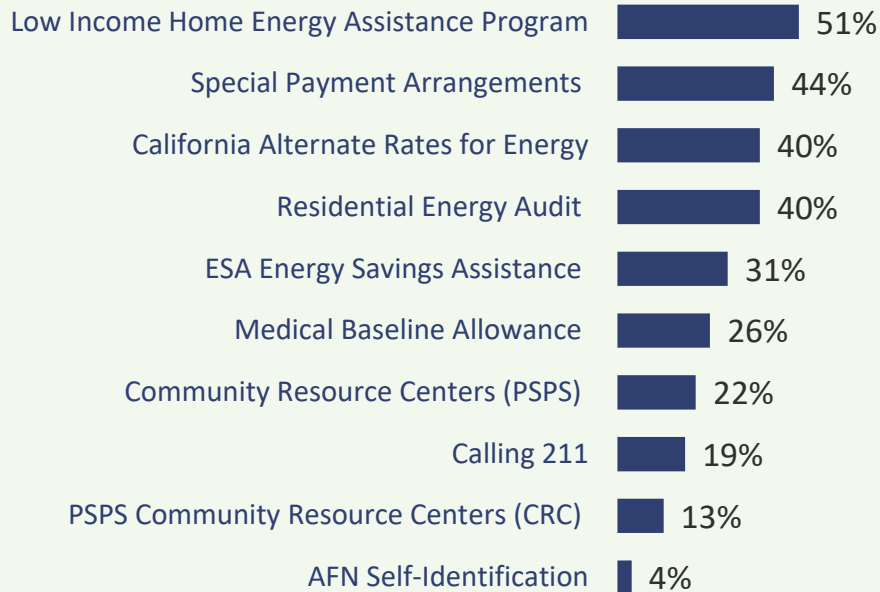
PS1	Did you experience a Public Safety Power Shutoff (PSPS) this year? (n=324;Total)
PS1A	Did you receive adequate notification and information to prepare for the Public Safety Power Shutoff? (n=85; Report experiencing a PSPS event)
PS1C	Are you aware of Community Resource Centers set up during the Public Safety Power Shutoff? (n=85; Report experiencing a PSPS event)
PS1D	Did you visit a Community Resource Center? (n=32; Aware of Community Resource Centers)
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.? (n=85; Report experiencing a PSPS event)
A2	What local Community Based Organizations (CBOs) or resource networks did you engage with? (n=1; Engaged CBO/resource networks)
A3	How did you engage with the CBO or resource networks you mentioned? (n=1; Engaged CBO/resource networks)
A4	At what point during the outage did you engage the CBOs or resource networks? (n=1; Engaged CBO/resource networks)



Awareness and Familiarity of Resources

- Of the resources available to the public, more than half indicated they were aware of the Low-Income Home Energy Assistance Program (51%), followed by Special Payment Arrangement (44%) and California Alternative Rates (40%)
- Six in ten report they either have not investigated the resources or have no need

Awareness



Familiarity



A7
A8

Liberty supports a number of resources that are available to the public. Before today, which of the following resources have you heard of? (n=324)
What statement best describes your familiarity with the resources you just reviewed? (n=324)

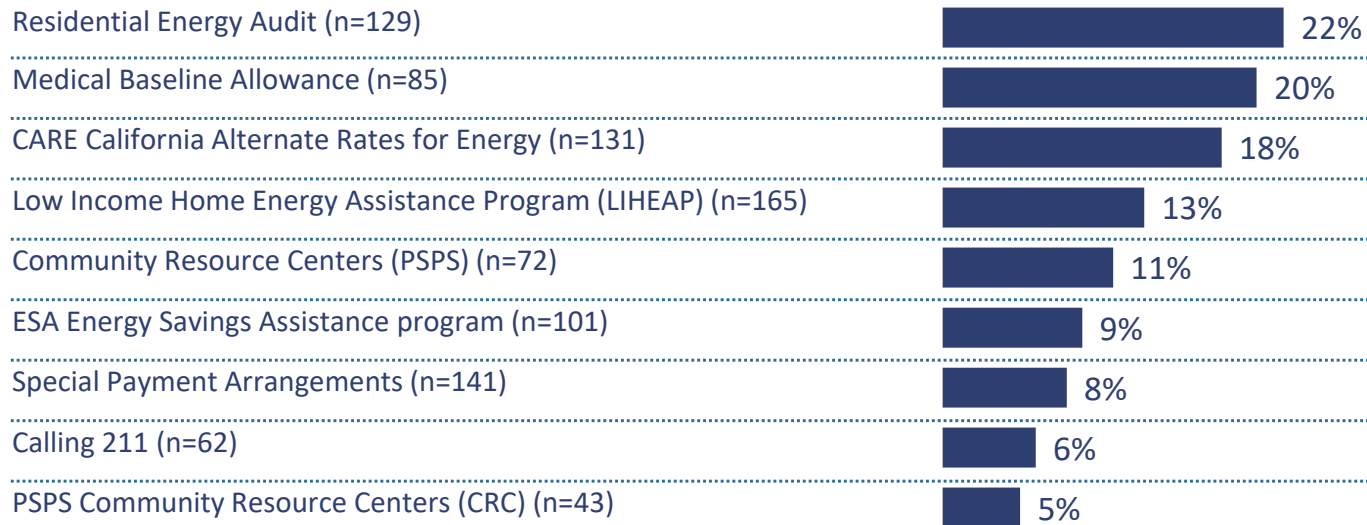
*Small sample size (n<30)



Resources Used

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

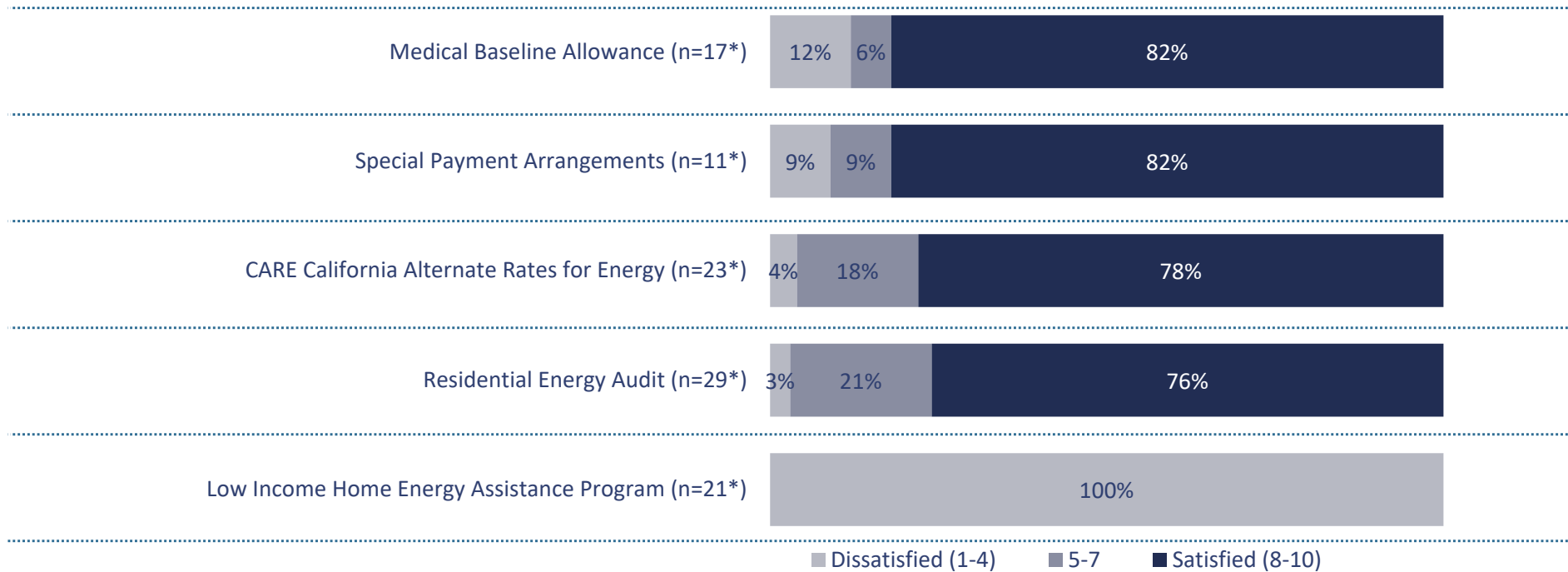
Resources used (among those who are aware)



Satisfaction of Resources Used

- Customers using Medical Baseline Allowance, Special Payment Arrangements, CARE, and Residential Energy Audit are highly satisfied
- All using LIHEAP are dissatisfied, giving 1-4 ratings

Resource Satisfaction



Q10

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?)

*Small sample size (n<30)

Critical Customers Summary

Key Metrics: Random vs Critical Customers

	Random Customer (n=294)	Critical Customer (n=30)
Aware of Wildfire Safety Communications	66%	67%
Aware of Communications from Liberty (among those aware)	44%	20%
Took Action to Prevent or Prepare for a Wildfire	87%	77%
Recall PSPS	67%	70%
Would Turn to Liberty Website for PSPS Info	46%	38%
Aware of Ability to Update Contact Info for PSPS	62%	73%
Know if Address is in PSPS Area	39%	53%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	38%	47%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	27%	75%
Aware of AFN Self-Identification	4%	3%

*Caution small sample size

Bold denotes statistically significant difference between Random and Critical Customers



Demographic Profiles: Random vs Critical Customers

	Random Customer (n=294)	Critical Customer (n=30)
Gender	Male – 46% Female – 48%	Male – 33% Female – 67%
Age	18-54 – 24% 55-64 – 21% 65+ – 48%	18-54 – 27% 55-64 – 17% 65+ – 57%
Median Income	\$117K	31K
Home Ownership	Rent – 10% Own – 84%	Rent – 23% Own – 77%
Primary Language is not English	11%	13%
Responded they Rely on Electricity for Medical Needs	14%	80%

*Caution small sample size

Bold denotes statistically significant difference between Random and Critical Customers



Key Metrics: AFN vs. Non-AFN

	AFN Customer (n=256)	Non-AFN Customer (n=68)
Aware of Wildfire Safety Communications	68%	56%
Aware of Communications from Liberty (among those aware)	41%	47%
Took Action to Prevent or Prepare for a Wildfire	85%	91%
Recall PSPS	65%	74%
Would Turn to Liberty Website for PSPS Info	44%	50%
Aware of Ability to Update Contact Info for PSPS	63%	62%
Know if Address is in PSPS Area	42%	34%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	41%	32%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	45%	--
Aware of AFN Self-Identification	4%	7%

*Caution small sample size
 Bold denotes statistically significant difference
 between Random and Critical Customers



Demographic Profiles: AFN vs. Non-AFN

	AFN Customer (n=256)	Non-AFN Customer (n=68)
Gender	Male – 47% Female – 49%	Male – 35% Female – 53%
Age	18-54 – 16% 55-64 – 17% 65+ – 62%	18-54 – 56% 55-64 – 32% 65+ – 0%
Median Income	\$92K	\$160K
Home Ownership	Rent – 12% Own – 83%	Rent – 10% Own – 82%
Primary Language is not English	14%	--
Responded they Rely on Electricity for Medical Needs	25%	--

*Caution small sample size

Bold denotes statistically significant difference between Random and Critical Customers



CBO Interviews

CBO Interviews

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

- 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

- Recall of communications or information from Liberty about fire safety or PSPS preparedness are limited; most only recall standard customer communications related to wildfire safety or PSPS or mention being overlooked as resources since it's not generally within the scope of their business'
- CBOs do engage with Liberty for support with financial assistance, and general community engagement, but not much in terms of wildfire awareness and preparation
- Many report that wildfire safety, preparedness, and PSPS communications are outside the scope of their charter; they would be willing to help spread the word, but typically do not have the available resources to do so without further support
- Social media was commonly mentioned as way to reach the community, along with email, or direct outreach by Liberty; there is an opportunity for them to spread the word through normal interactions with their client base within the community, such as holding educational events
- Consistent with the previous wave, outreach through public school systems is another way they engage with the community, and suggest that it could be beneficial for Liberty to take advantage of that resource

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 holding events, handing out flyers, pointing customers to online resources, sharing information via social media, or handing out printed materials
 - Most serve communities particularly vulnerable to PSPS events (such as food insecure, elderly, those with medical conditions, homeless, and victims of domestic violence), and they are willing to help share information and resources during typical interactions with the community
- English and Spanish are the primary languages required
 - English is most common, but there is a significant Spanish-speaking population in the community
 - Materials need to be reviewed to ensure they are culturally relevant
 - An example included English messaging indicated a "voluntary evacuation" while the Spanish version declared a "mandatory evacuation"
 - Additionally, written communications should be simple and easy to understand for people with all levels of reading comprehension



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
 - 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., in schools) that do not have these resources
 - It is important to help people understand where to go in the event of an evacuation or outage, and to make them aware of resources if they do not have transportation or are reliant on electricity for medical needs
- CBOs indicate they can proactively reach out to the community using social media, but they are best equipped to provide links to agencies that are able to provide direct support

PSPS Events

- One of the primary pain points around PSPS events is the constantly changing nature of the situation
 - CBOs perceive inconsistent or inaccurate information about PSPS events, as there are warnings but no events, etc.
 - Provide as much early notice as possible
 - 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
 - After the recent fire season, the community is highly concerned about the risk, and generally understanding about the dynamic nature of PSPS and the inconveniences associated
- Specific information about how to prepare for an outage/PSPS event is most useful/relevant
 - General fire safety information is least impactful, as other agencies are already providing that information
 - Information most useful in advance of a PSPS event includes evacuation plans and the content required for a “go” bag
 - Special attention should be paid to those with medical needs and limited transportation options
- In the event of an evacuation, CBOs stress the need for food, water, blankets, and chargers that can be distributed at a shelter, and backup power for temporary shelters



Demographic Profiles

Respondent Profiles

Gender	Total (n=324)	Recallers (n=213)	Non-Recallers (n=111)
Male	44%	48%	38%
Female	50%	48%	53%
Age			
18 to 24	--	--	--
25 to 34	4%	1%	9%
35 to 44	10%	8%	13%
45 to 54	11%	10%	13%
55 to 64	20%	19%	23%
65 or over	49%	58%	31%
Prefer not to say	6%	4%	12%

Renter/Homeowner	Total (n=324)	Recallers (n=213)	Non-Recallers (n=111)
Own	83%	88%	73%
Rent	11%	9%	15%
Prefer not to say	5%	2%	9%
Household Income			
Less than \$20,000	5%	5%	5%
\$20,000 to \$39,999	9%	9%	8%
\$40,000 to \$59,999	5%	5%	5%
\$60,000 to \$89,999	10%	10%	11%
\$90,000 to \$129,999	10%	11%	8%
\$130,000 to \$199,999	13%	14%	11%
\$200,000 or more	14%	14%	14%
Prefer not to say	34%	33%	37%

Q17 What is your gender? (n=324; Total)
 Q18 What is your age category? (n=324; Total)
 Q19 Do you own or rent your home? (n=324; Total)
 Q20 Which of the following best describes your annual household income? (n=324; Total)

Bold denotes statistically significant difference between Recallers and Non-Recallers

Respondent Profiles – AFN Criteria

	Total (n=324)	Recallers (n=213)	Non-Recallers (n=111)
AFN (NET)	79%	82%	73%
Age 65+	49%	58%	31%
<\$40K income	14%	14%	14%
Chronic conditions or injuries	18%	19%	16%
Physical, developmental, or intellectual disability	11%	12%	10%
Limited access to transportation	9%	10%	8%
Non-English language needs	12%	11%	14%
Medical need	20%	20%	20%



Q15 *Is a language other than English primarily spoken in your household? (n=324 Total)*
 Q18 *What is your age category? (n=324 Total)*
 A11 *Do any of the following apply to you or anyone in your household? (n=324 Total)*
 Q20 *Which of the following best describes your annual household income? (n=324 Total)*

Bold denotes statistically significant difference between Recallers and Non-Recallers

Attachment 10
2022 Survey Results Wave 2



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 325 surveys, including 30 from critical customers, were completed between November 3 and November 19
 - 📞 Phone: 80 completed surveys
 - 💻 Web: 245 completed surveys



Key Findings

Communications

- **67% are aware of wildfire safety communications**, consistent with 66% in June 2022
- **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, TV news, direct mail, and social media make up the next most common tier.
- The **Liberty website is considered the clearest and most useful resource** for information about wildfire preparedness.
- **67%** recall seeing, hearing or reading the phrase **“Public Safety Power Shutoff or PSPS,”** as was seen in the last wave. **TV News (44%) and email (30%)** remain the most common sources of PSPS communication, and mention of **social media increased significantly** from 18% in June to 26% in November.
- **38%** say they would first turn to the **Liberty website** for information about a PSPS event. And **87%** 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.”**
- 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 2022, **88% 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.
- **60% 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, performing frequent inspections, investing in covered conductors, and installing local weather monitoring points have all increased since June.
- **60%** are aware they can **update their contact information with Liberty**, and three quarters of those have done so, in line with June 2022 findings.
- Similar to June 2022, 37% say they know **whether their address is in PSPS area**, and **28%** are aware of a **PSPS map on Liberty's website**.

AFN and Critical Customers

- **81% of customers can be considered AFN.**
- Of the resources available to the public, customers are most likely to be aware of **LIHEAP, special payment arrangements, and CARE**; 36% have not investigated any of the resources and 22% report no need.
- Only 2% 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.
- 97% of respondents indicated it would not be helpful to receive communications in a language other than English.



Recommendations

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

- Recall of messages around system hardening, enhanced utility corridor access, frequent inspections, investments, and weather monitoring have all increased since June 2022, and are consistent with November 2021 findings.
- Qualitative research suggests it important to demonstrate the steps Liberty is taking to prevent fires and PSPS, and to position PSPS as a last resort, and only used for the most dangerous conditions.

Leverage emails and bill inserts to drive customers to the Liberty website. The website is considered most clear and useful, but email and bill inserts remain the most recalled communication channels, and they can direct customers to the website for additional information or details.

Remind customers of the importance of having an emergency readiness plan and emergency kit. Only 10% of customers have prepared an emergency kit, and the percentage who prepared an emergency readiness plan declined from 11% in June to 2% in November.

PSPS recall and understanding remain strong, and consistent with past results. TV news and email remain the primary sources of information about PSPS, and recall of social media has increased significantly since June.

- Qualitative research suggest local Facebook Groups are commonly used in the communities served by Liberty and present an opportunity for education and another channel for communications about PSPS events if needed.
- Qualitative research also suggests educational content about PSPS can be pushed out throughout the year if not done too frequently (e.g., quarterly but not monthly), but late April/early May should be prioritized to coincide with fire prevention week and the traditional start of the higher risk fire season.

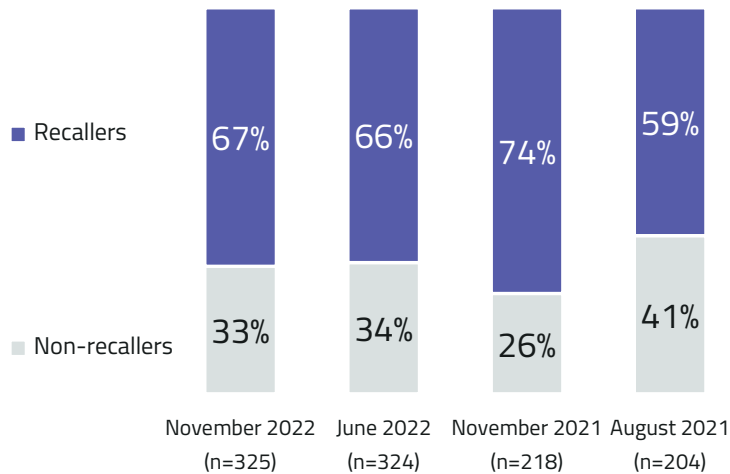
Be proactive with PSPS notifications. More than half agree that notifications should be sent if there is any possibility of a PSPS. As conditions change, keep customers informed leading up to the predicted event.



Wildfire Safety Communications Awareness

- Just over two thirds have seen or heard communications about wildfire safety in the past year, consistent with June 2022

Communication Awareness



	Recallers (n=218)	Non-Recallers (n=107)
Gender	Male – 44% Female – 45%	Male – 49% Female – 47%
Age	18-54 – 23% 55-64 – 20% 65+ – 51%	18-54 – 33% 55-64 – 17% 65+ – 46%
Median Income	\$101K	\$92K
Home Ownership	Rent – 12% Own – 83%	Rent – 18% Own – 79%
Primary Language is not English	15%	11%
Responded they Rely on Electricity for Medical Needs	17%	18%

Q2 Have you seen or heard any communications about wildfire safety in the past year? (n=325; 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)

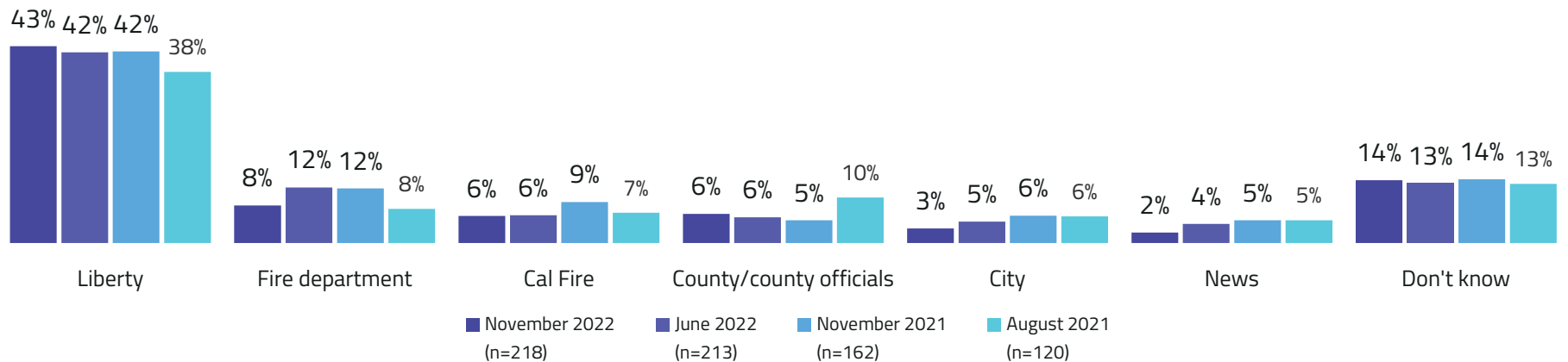


Sources of Wildfire Preparedness Communications

- Of those aware of communications, four in ten mention Liberty as the source of wildfire preparedness communication, in line with previous waves of the study
- One in seven (14%) are not aware of the source of communication, consistent with June 2022 (13%)

Wildfire Preparedness Communications Sources

(among those who recall communication)



Q5 Who was the communication about wildfire preparedness from? (n=218; Aware of Communication)

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



Wildfire Preparedness Communications Messages

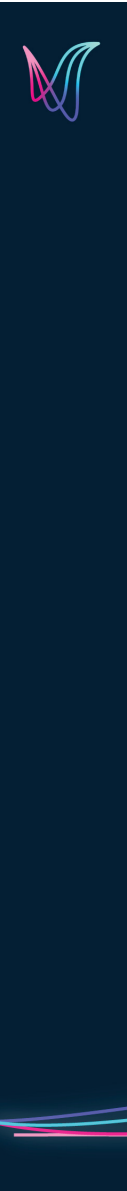
- Of those who recall communications, almost three in five recall messages about vegetation management (59%), followed by personal preparedness (56%)
- Compared to the previous wave, mentions of system hardening have increased significantly, from 10% to 20%

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

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

Q3 What were the messages of the communications you saw or heard about wildfire preparedness? (n=218; Aware of Communication)

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

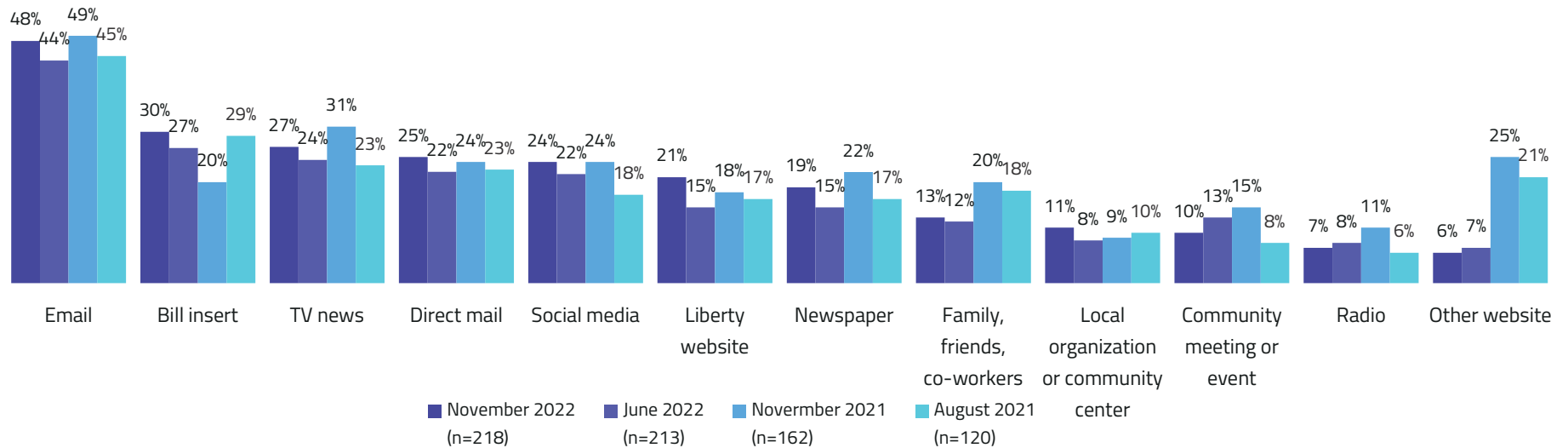


Information Channels for Wildfire Communications

- Email remains the most common channel for wildfire preparedness communication with just under half mentioning it (48%), followed by bill insert (30%), and TV news (27%); mentions of all communication channels remain statistically consistent with June 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=218; 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:

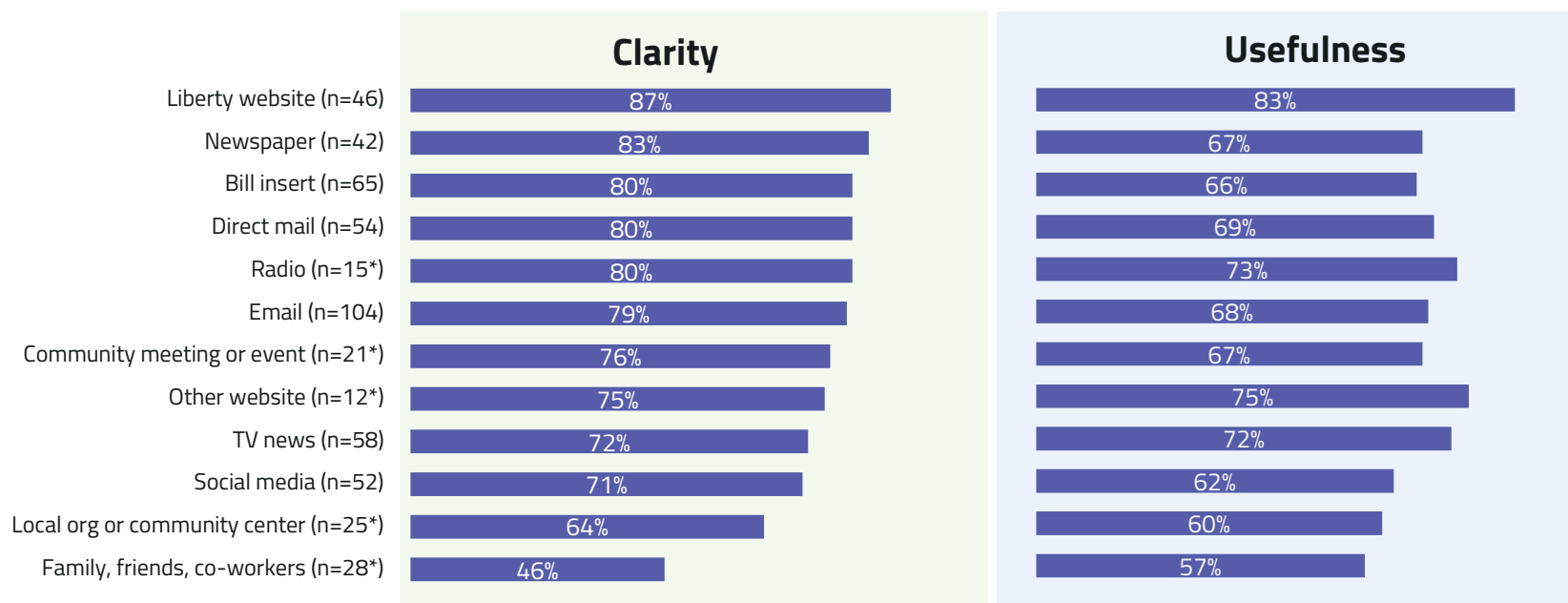
- Dollar Point Association
- Eastern Sierra Fire & Ice
- Kilo
- National Fire Protection Association
- North Tahoe Fire District
- South Tahoe Now
- Tahoe Living With Fire
- Truckee Donner Public Utility District
- Town of Truckee
- Yahoo

Q4 Where did you see or hear the communications about wildfire preparedness? (n=213; Aware of Communication)



Information Usefulness and Clarity

- In terms of clarity, the Liberty website is rated the highest (87%) followed by newspapers (83%)
- In terms of usefulness, the Liberty website is rated the highest (83%) followed by other websites (75%)



Q4A How useful was the information about wildfire preparedness from each of these sources? (n=218; Aware of Communication)

Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n=218; Aware of Communication)

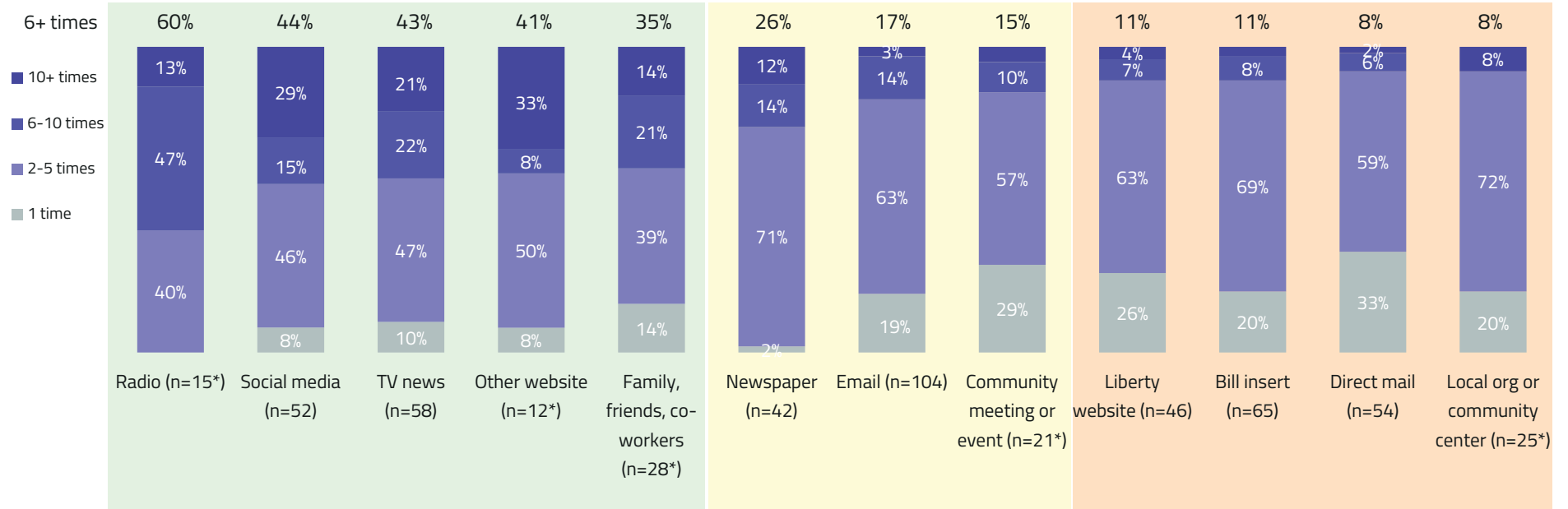
*Small sample size (n<30)



Communication Frequency

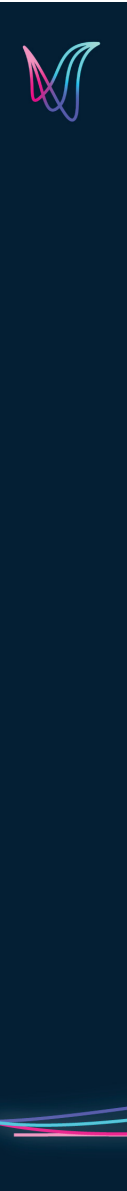
- Just over three in five say they have seen at least six messages about wildfire preparedness on the radio (60%), followed by social media (44%), TV news (43%), other websites (41%), and family, friends, co-workers (35%)

Communication Frequency



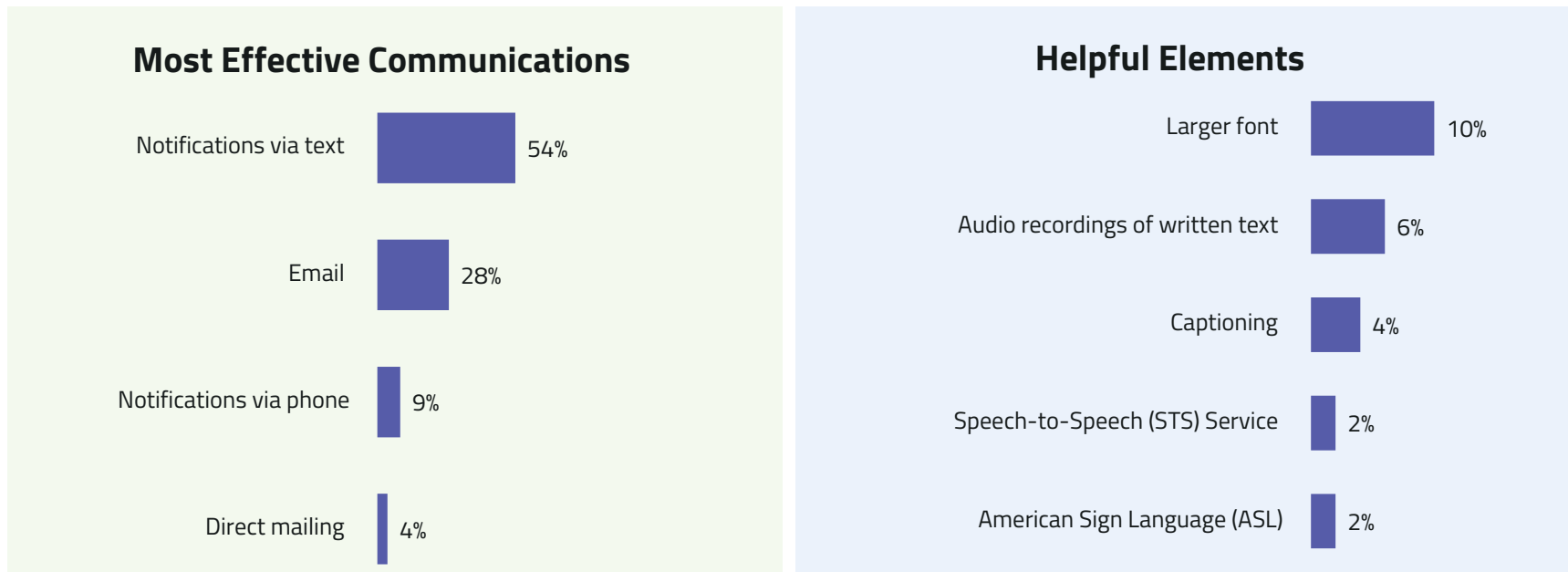
Q5A In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? (n=218; Aware of Communication)

*Small sample size (n<30)



Effective and Helpful Communication

- Notifications via text are considered the most effective form of communication from Liberty (54%) followed by email (28%); larger font was considered the most helpful (10%) element that could be incorporated



A6 What method of communication from Liberty do you find most effective? (n=325)

A12 Regardless of how communications from Liberty are received, which, if any, of the following would be helpful for you? (n=325)



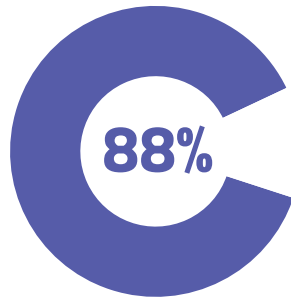
Wildfire Preparedness Actions Taken



Wildfire Preparedness

- Nearly nine in ten (88%) have taken actions to prevent or prepare their home or business in the event of a wildfire, consistent with previous results (86%)
- Trimming vegetation around their home or property remains the most common action taken, mentioned by 68% of respondents
- The percentage who prepared an emergency readiness plan decreased compared with June 2022 (2% vs 11%)

Took Actions to Prevent or Prepare for a wildfire



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=286; Took actions)

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

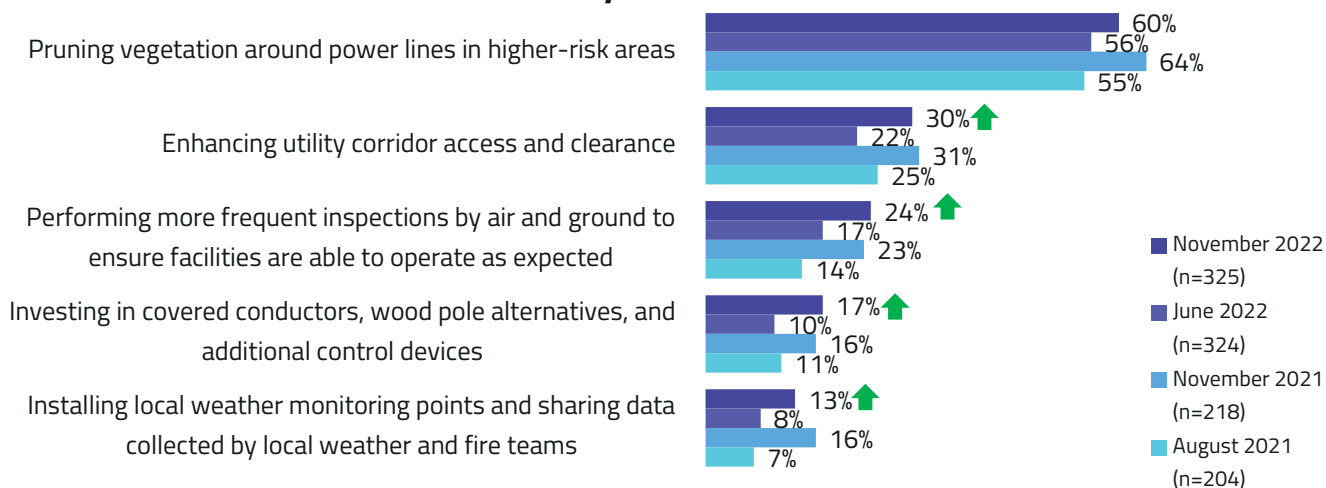
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



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 (60%)
- Significant increases in awareness were noted with enhancing utility corridor access (30% vs 22%), performing more frequent air inspections (24% vs 17%) investing in covered conductors (17% vs 10%), and installing local weather monitoring points (13% vs 8%)
- **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=325; Total)

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



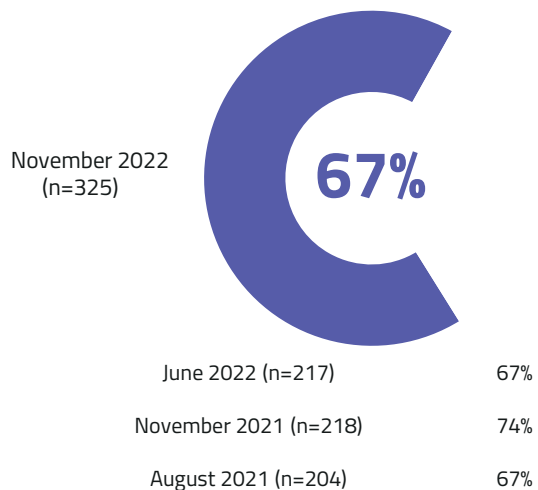
Awareness of Public Safety Power Shutoff



PSPS Awareness

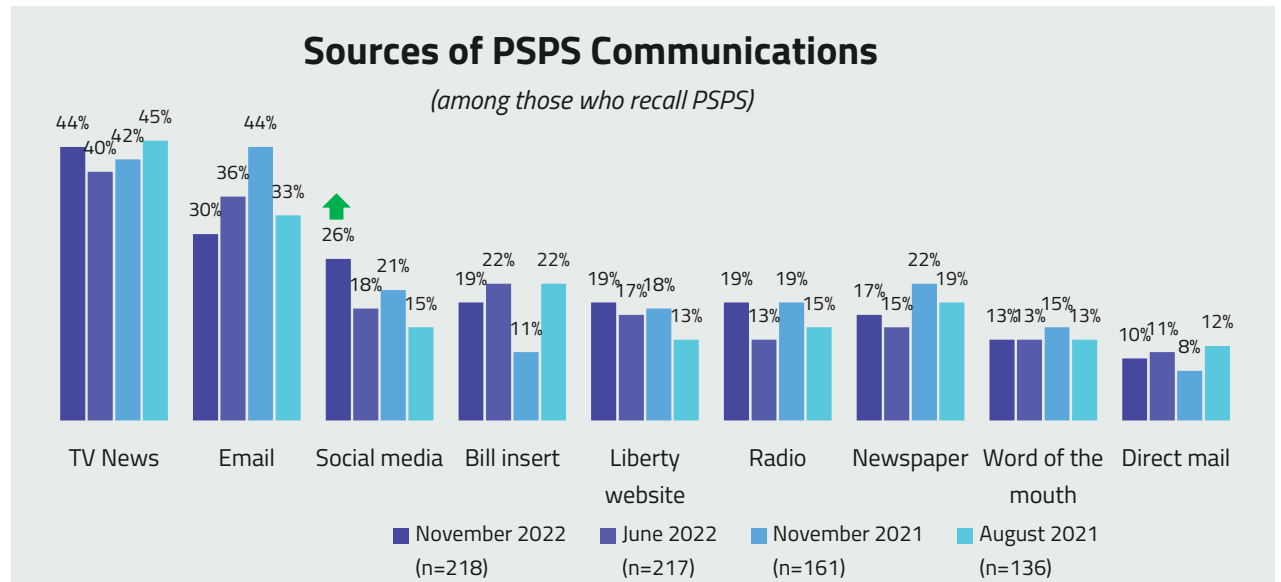
- Two thirds (67%) say they recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS,” in line with previous waves; **Recallers** remain significantly more likely than Non-Recallers to be aware of PSPS (78% vs 46%)
- TV news is the leading source of PSPS communications (44%), followed by email (30%); mentions of social media increased significantly since last wave (26% vs 18%)

PSPS Recall



Sources of PSPS Communications

(among those who recall PSPS)



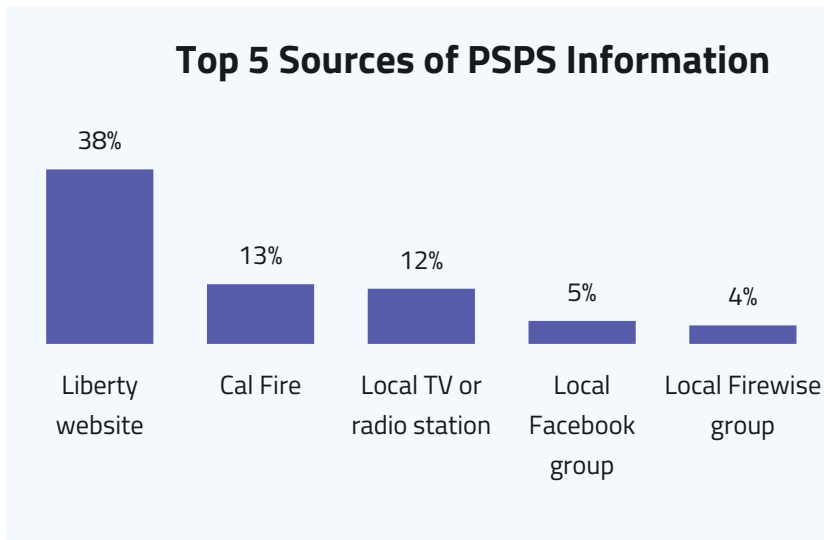
Q8 In the past year, do you recall seeing, hearing or reading the phrase 'Public Safety Power Shutoff or PSPS?' (n=325; Total)
 Q8A Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=218; Recall PSPS Communications)

↑ ↓ 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
- Awareness and understanding remains consistent with the previous wave; almost nine in ten 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” (87%)



Q9 Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n=218; Recall PSPS)
 Q10 What is your understanding of a Public Safety Power Shutoff? (n=218; Recall PSPS)

PSPS Understanding

	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.	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.	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.	49%	42%	52%	58%
The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.	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.	38%	Added November 2022		

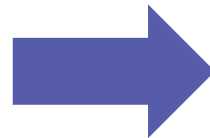
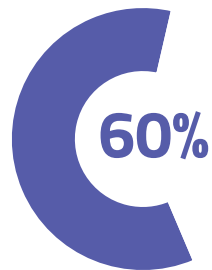


 Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Contact Information for PSPS

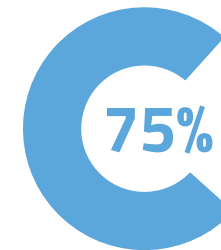
- Just under two thirds (60%) are aware they can update their contact information with Liberty; awareness among **Recallers** is significantly higher than among Non-Recallers (67% vs 44%)
- Three quarters (75%) of those aware they can update their information have done so

Awareness of Ability to Update Contact Information for PSPS



Have Updated Contact Information

(among those aware they can update contact info)



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

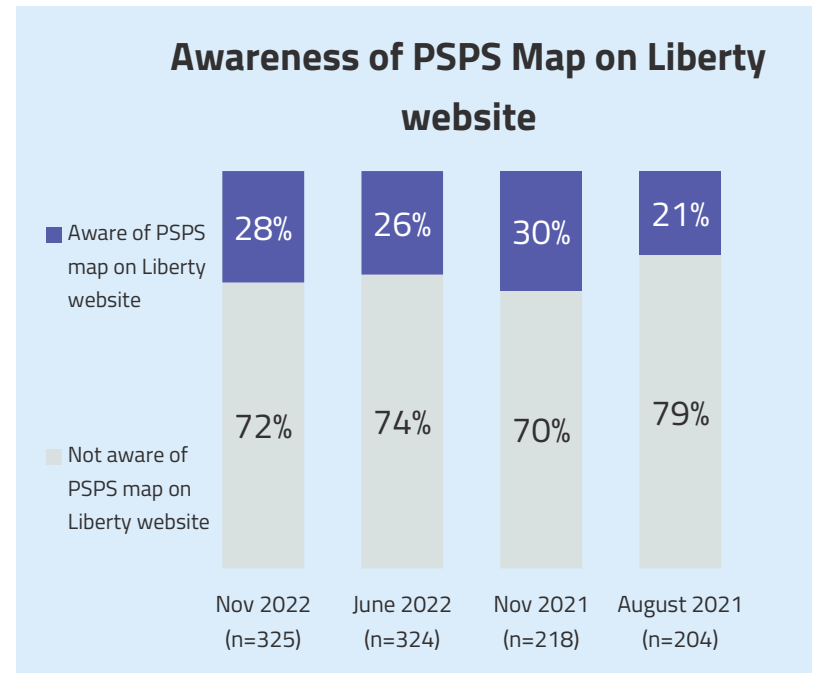
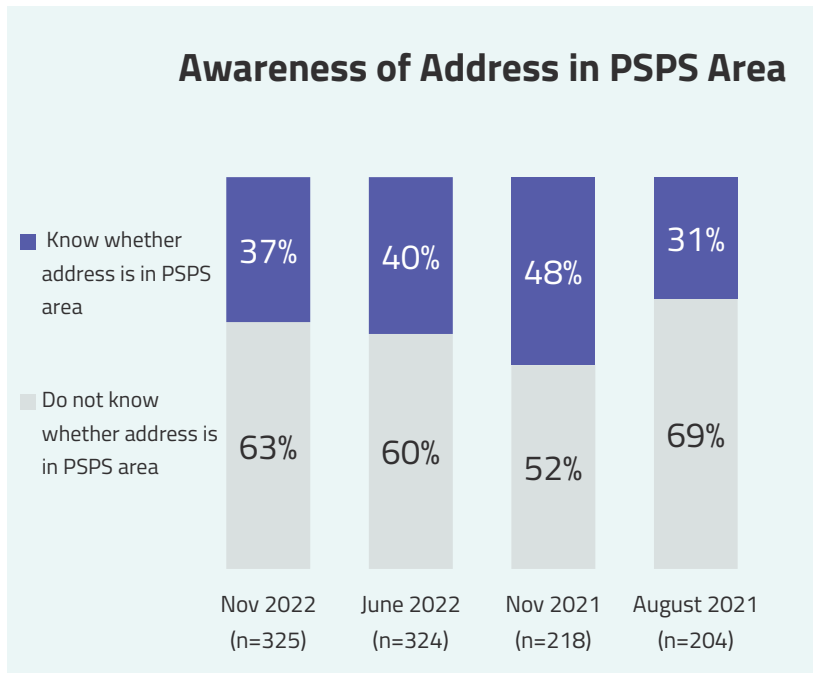
June 2022 (n=204)	75%
November 2021 (n=140)	68%
August 2021 (n=109)	64%

Q11 Are you aware you can update your contact information with Liberty to receive proactive notification prior to a Public Safety Power Shutoff? (n=325; Total)
 Q11A Have you updated your contact information with Liberty to receive notifications prior to a Public Safety Power Shutoff? (n=194 Aware of Information Update)

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

Awareness of PSPS Location Status

- Almost two out of five know whether their address is in a PSPS area (37%); awareness remains higher among Recallers than Non-Recallers (44% vs 22%)



Q12 Do you know whether your address is located in a Public Safety Power Shutoff area? (n=325; Total)

Q13 Are you aware of a map on Liberty's website where you can check whether your address is located in a Public Safety Power Shutoff area and the status? (n=325 total)

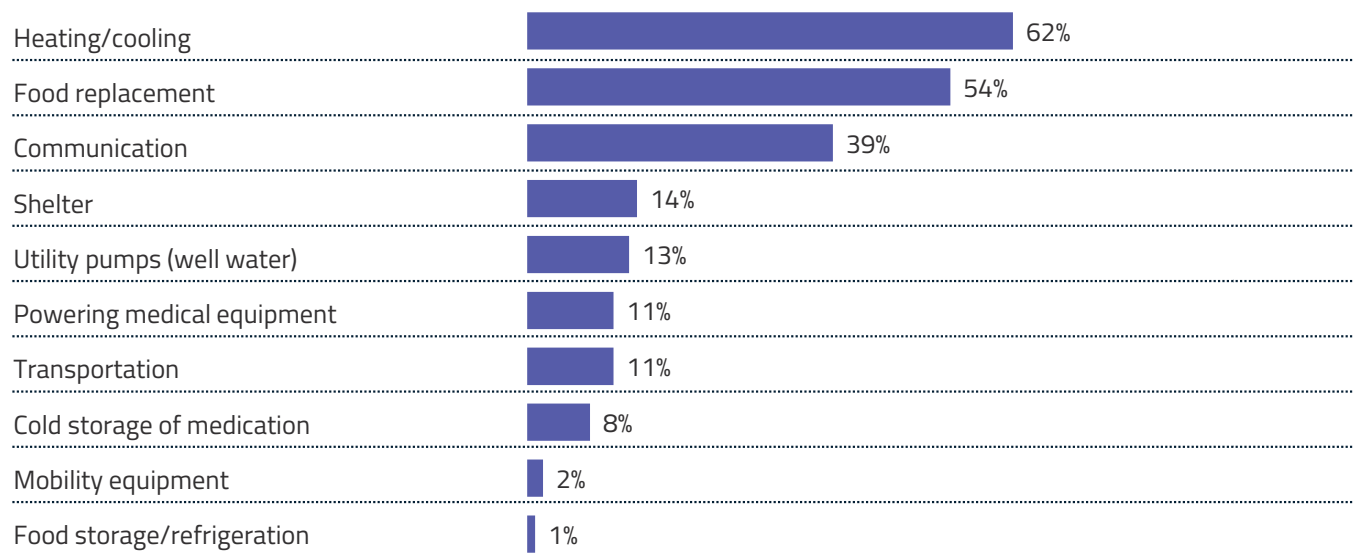
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Concerns about Extended Outage

- The largest concerns and perceived challenges in the event of an extended power outage include heating/cooling (62%), food replacement (54%), and communication (39%)

Concerns or Challenges of an Extended Power Outage



A5 In the event of an extended power outage, what are your most significant concerns or challenges? (n=325)

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



Medical Needs and Language Preferences

Almost 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 (**78%** vs 13%)

Over 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 (14%), 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 nine respondents (97%) stated it would not be helpful for them or somebody in their household to receive communications in another language

Q14 Does anyone in your home or business rely on electricity for medical needs/equipment? (n=325; 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=56; Rely on electricity for medical needs)

Q15 Is your primary language other than English? (n=325; Total)

Q16 Would it be helpful for you or anyone else in your household to receive communications in another language? (n=325; Total)

Q16B What is your preferred language to receive communications? (n=325, Total)

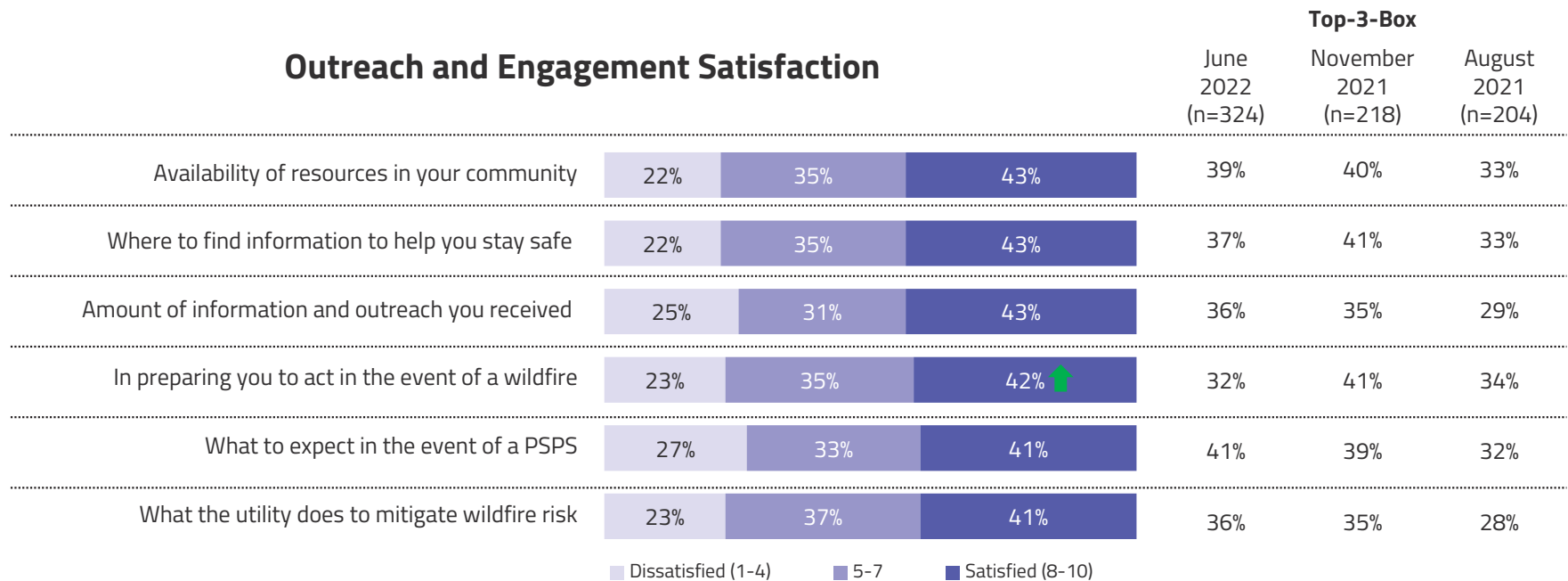


Post-PSPS



Outreach and Engagement Satisfaction

- Customers remain generally satisfied with the outreach and engagement they receive
- When compared with June 2022, customers are significantly more satisfied with outreach about preparing to act in the event of a wildfire



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=325; Total)

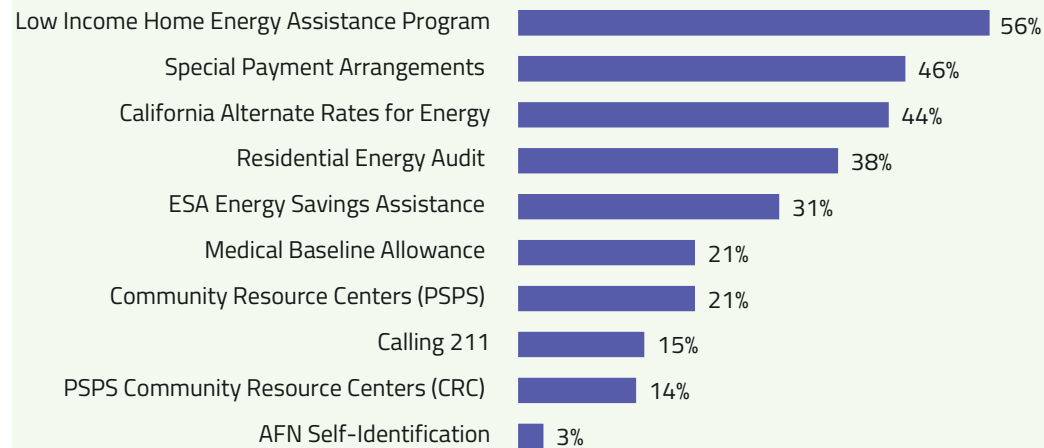
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Awareness and Familiarity of Resources

- Of the resources available to the public, more than half indicated they were aware of the Low-Income Home Energy Assistance Program (56%), followed by Special Payment Arrangement (46%) and California Alternative Rates (44%)
- 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=325)
A8 What statement best describes your familiarity with the resources you just reviewed? (n=325)

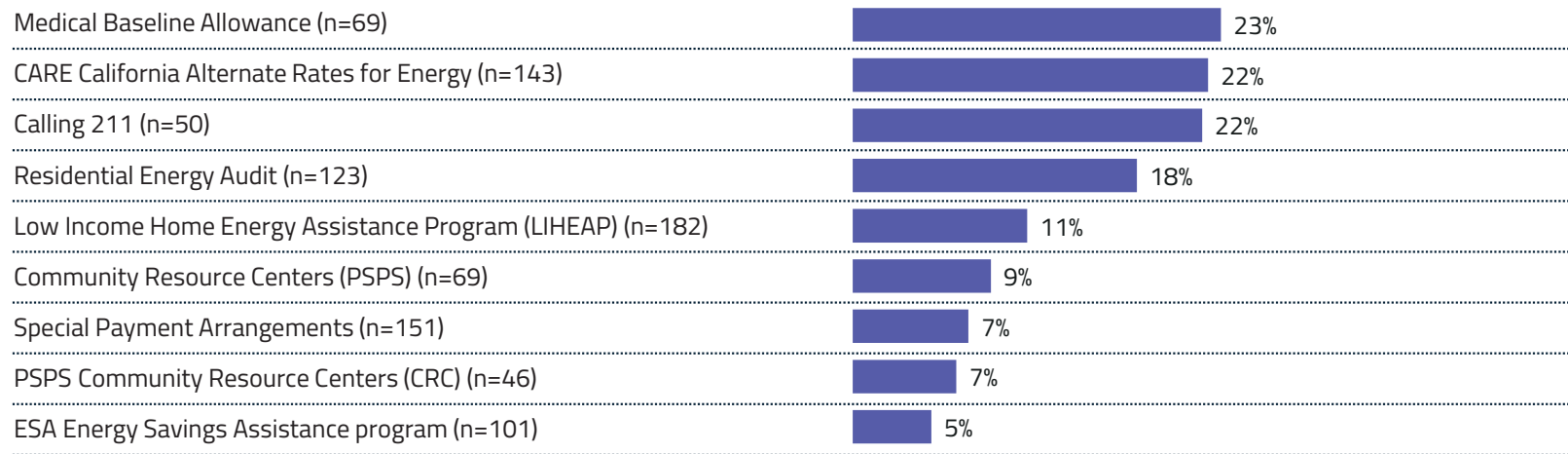
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Resources Used

- Of those who are aware of the resources available, Medical Baseline Allowance, CARE, 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)

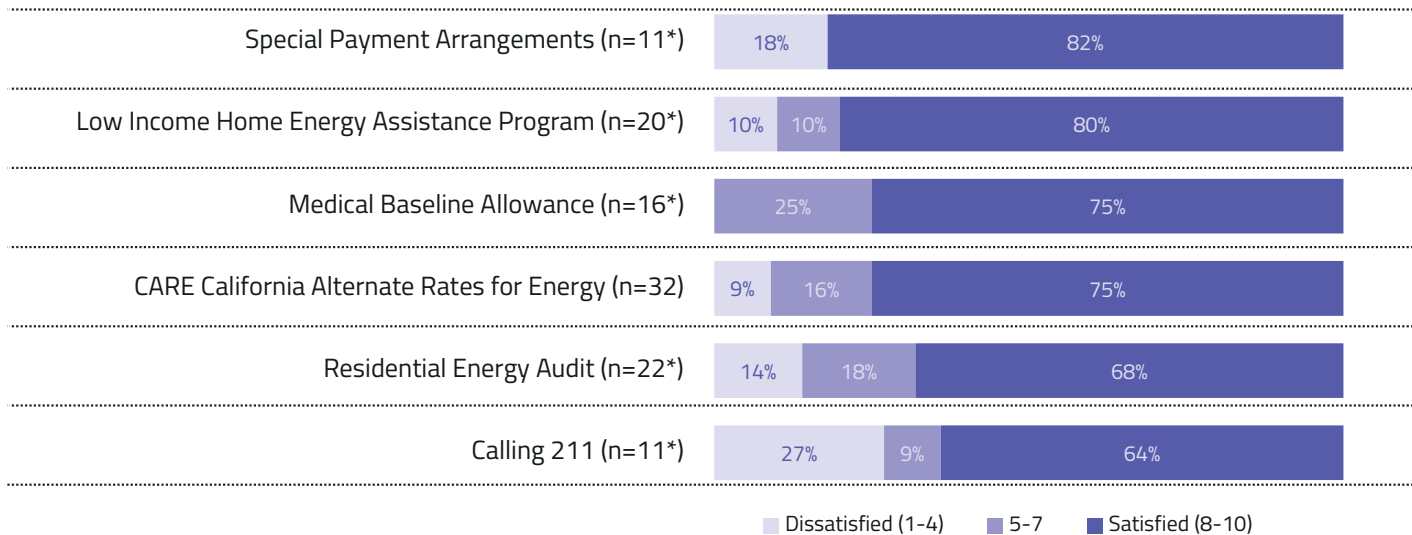
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Satisfaction with Resources Used

- Customers using Special Payment Arrangements, Low Income Home Energy Assistance Program, Medical Baseline Allowance, and CARE California Alternate Rates for Energy are highly satisfied

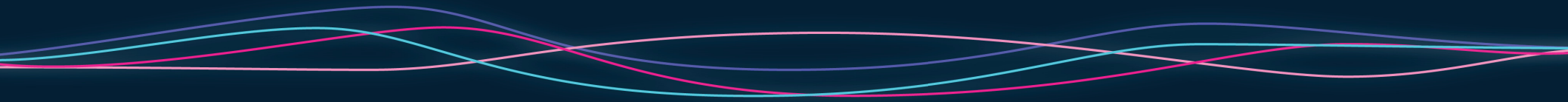
Resource Satisfaction



*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?

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



Critical Customers Summary



Key Metrics: Random vs Critical Customers

	Random Customer (n=302)	Critical Customer (n=23*)
Aware of Wildfire Safety Communications	67%	65%
Aware of Communications from Liberty (among those aware)	44%	33%
Took Action to Prevent or Prepare for a Wildfire	88%	91%
Recall PSPS	68%	61%
Would Turn to Liberty Website for PPS Info	35%	71%
Aware of Ability to Update Contact Info for PPS	59%	65%
Know if Address is in PPS Area	37%	39%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	43%	52%
Aware of Additional PPS Notices for Those with Medical Need (among those with medical need)	26%	72%
Aware of AFN Self-Identification	3%	--

*Caution small sample size

Bold denotes statistically significant difference between Random and Critical Customers



Demographic Profiles: Random vs Critical Customers

	Random Customer (n=302)	Critical Customer (n=23*)
Gender	Male – 46% Female – 44%	Male – 35% Female – 65%
Age	18-54 – 27% 55-64 – 19% 65+ – 49%	18-54 – 22% 55-64 – 22% 65+ – 57%
Median Income	\$103K	\$55K
Home Ownership	Rent – 14% Own – 82%	Rent – 17% Own – 83%
Primary Language is not English	14%	13%
Responded they Rely on Electricity for Medical Needs	13%	78%

*Caution small sample size

Bold denotes statistically significant difference between Random and Critical Customers

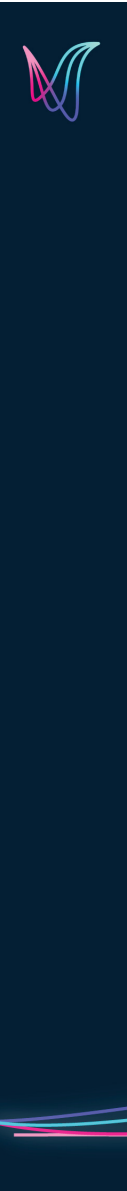


Key Metrics: AFN vs. Non-AFN

	AFN Customer (n=263)	Non-AFN Customer (n=62)
Aware of Wildfire Safety Communications	70%	53%
Aware of Communications from Liberty (among those aware)	43%	42%
Took Action to Prevent or Prepare for a Wildfire	88%	87%
Recall PSPS	68%	65%
Would Turn to Liberty Website for PSPS Info	39%	30%
Aware of Ability to Update Contact Info for PSPS	59%	61%
Know if Address is in PSPS Area	38%	35%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	45%	37%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	41%	--
Aware of AFN Self-Identification	2%	6%

*Caution small sample size

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



Demographic Profiles: AFN vs. Non-AFN

	AFN Customer (n=263)	Non-AFN Customer (n=62)
Gender	Male – 47% Female – 46%	Male – 39% Female – 45%
Age	18-54 – 17% 55-64 – 18% 65+ – 61%	18-54 – 66% 55-64 – 23% 65+ – 0%
Median Income	\$87K	\$143K
Home Ownership	Rent – 12% Own – 84%	Rent – 21% Own – 73%
Primary Language is not English	17%	--
Responded they Rely on Electricity for Medical Needs	21%	--

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



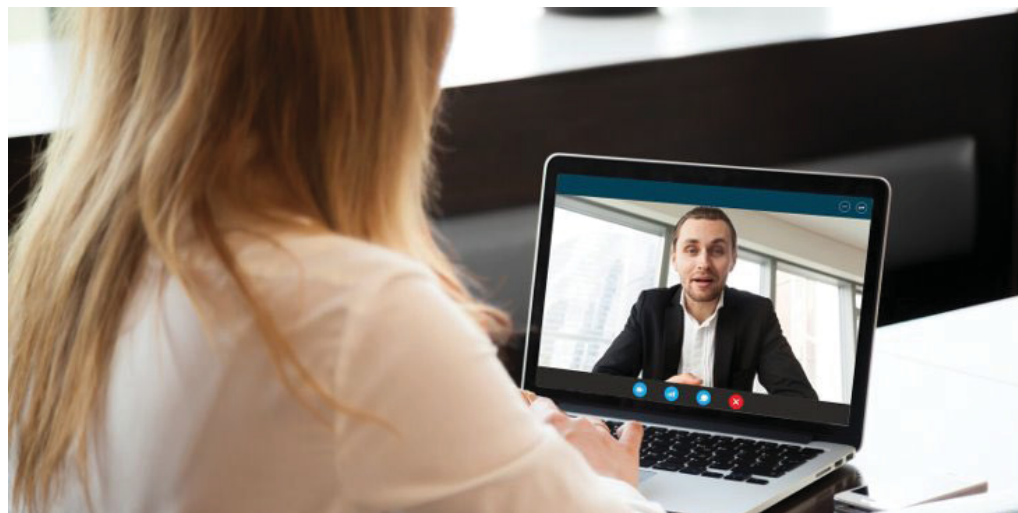
CBO Interviews



CBO Interviews

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

- 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

- Wildfire safety is top of mind in the community, and most CBOs recall some communications from fire or local public safety agencies
- Recall of communications or information from Liberty about fire safety or PSPS preparedness are limited; most only recall standard customer-facing communications related to wildfire safety or PSPS
- One senior organization did participate in PSPS-specific training, and noted that Liberty provides support for them to act as a generator/cooling station in the event of an outage
- CBOs do regularly engage with Liberty for support with financial assistance, and general community engagement
- Issues around wildfire safety, preparedness, and PSPS are outside the scope of most CBOs' charters, but they recognize the importance to the community and want to help with the resources they have available
- CBOs are currently using social media, in-person/phone interactions, and email to reach their client bases; while social media may not reach some members of the community (without cell/internet access), it is generally seen as the best form of mass communications with no/limited local TV/radio and only small local newspapers printing every week or two

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 food insecure, elderly, those with medical conditions, homeless, and victims of domestic violence), and they are willing to help share information and resources during typical interactions with the community
- Social media was commonly mentioned as way to reach the community, along with email, bill inserts, and in-person community outreach by Liberty
 - There are local and specific Facebook groups that can be used to target very local populations, which can be used to encourage word of mouth communications, similar to a phone tree concept
 - Social media does have some limitations with elderly, low-income, and rural community members, as they are less likely to have reliable internet access, so non-digital communications directly from Liberty (e.g., letters/bill inserts) are necessary to reach everyone
- English and Spanish are the primary languages required



CBO Interviews

Useful Information/Resources

- CBOs mention the need to communicate Liberty's efforts to mitigate wildfire risk and prevent the need for PSPS events
 - There appears to be some frustration about the idea that turning off the power is the best solution, and customers want to see that Liberty is taking steps to make that a last resort
 - Increasing awareness of efforts like tree trimming, powerline maintenance, and proactive weather monitoring may help customers understand that PSPS is something only used when absolutely necessary
- 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
 - Working with tourist-centered businesses (hotels, resorts, etc.) to reach visitors as well as seasonal workers who may not have an account with Liberty

PSPS Events

- One of the primary pain points around PSPS 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
 - After the recent fire season, the community is highly concerned about the risk, and generally understanding about the dynamic nature of PSPS and the inconveniences associated
- 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, how to minimize food spoilage are all highly important
 - Information for emergency situations, including evacuation plans and the content required for a "go" bag
 - Special attention should be paid to those with medical needs and limited transportation options
- In addition to traditional email/social media or mass media communication channels, CBOs recommend incorporating a phone tree approach, where they can help reach the community and encourage community members to contact others



Demographic Profiles



Respondent Profiles

Gender	Total (n=325)	Recallers (n=218)	Non-Recallers (n=107)
Male	46%	44%	49%
Female	46%	45%	47%
Age			
18 to 24	--	--	--
25 to 34	6%	5%	8%
35 to 44	10%	8%	13%
45 to 54	11%	11%	11%
55 to 64	19%	20%	17%
65 or over	49%	51%	46%
Prefer not to say	6%	6%	5%

Renter/Homeowner	Total (n=325)	Recallers (n=218)	Non-Recallers (n=107)
Own	82%	83%	79%
Rent	14%	12%	18%
Prefer not to say	3%	3%	4%
Household Income			
Less than \$20,000	5%	5%	6%
\$20,000 to \$39,999	9%	8%	10%
\$40,000 to \$59,999	6%	4%	10%
\$60,000 to \$89,999	14%	15%	11%
\$90,000 to \$129,999	11%	12%	10%
\$130,000 to \$199,999	11%	10%	12%
\$200,000 or more	16%	16%	16%
Prefer not to say	28%	30%	24%

Q17 What is your gender? (n=325; Total)

Q18 What is your age category? (n=325; Total)

Q19 Do you own or rent your home? (n=325; Total)

Q20 Which of the following best describes your annual household income? (n=325; Total)

Bold denotes statistically significant difference between Recallers and Non-Recallers



Respondent Profiles – AFN Criteria

	Total (n=325)	Recallers (n=218)	Non-Recallers (n=107)
AFN (NET)	81%	85%	73%
Age 65+	49%	51%	46%
<\$40K income	14%	13%	16%
Chronic conditions or injuries	17%	18%	13%
Limited access to transportation	11%	10%	14%
Physical, developmental, or intellectual disability	10%	12%	6%
Non-English language needs	3%	1%	6%
Medical need	17%	17%	18%

Bold denotes statistically significant difference between Recallers and Non-Recallers

Attachment 11
2022 Wildfire and PSPS Survey Template

Pacific Power/Liberty/Bear Valley Electric Service
2022 Wildfire Outreach Web Questionnaire – Wave 2

Date: October 26, 2022
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 **[Screener 1]** Is [Pacific Power/Liberty/Bear Valley Electric Service] your electricity provider?

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

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

- 1 Yes
- 2 No à **SKIP TO Q6**
- 7 Don't know à **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, 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: _____

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, 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
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, 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
P	Other (RECALL Q4=99)	1	2	3	4	5

Q5A 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, 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	
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 à **SKIP TO Q7**
- 3 Prefer not to say à **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

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

- 1 Yes
- 2 No à **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, 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 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 à **SKIP TO Q12**
 - 7 I don't know à **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
- Q12 Do you know whether your address is located in a Public Safety Power Shutoff area?
- 1 Yes
 - 2 No
- Q13 Are you aware of a map on [Pacific Power/Liberty/Bear Valley Electric Service]'s website where you can locate Public Safety Power Shutoff areas?
- 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 à **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

IF 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 à **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
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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 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

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**

- 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	AFN Self-Identification	1	2	8
F	Special Payment Arrangements	1	2	8
G	Community Resource Centers (PSPS)	1	2	8
H	[Pacific Power/Liberty/Bear Valley Electric Service] PSPS Community Resource Centers (CRC)	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)

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	AFN Self-Identification	1	2	8
F	Special Payment Arrangements	1	2	8
G	Community Resource Centers (PSPS)	1	2	8
H	[Pacific Power/Liberty/Bear Valley Electric Service] PSPS Community Resource Centers (CRC)	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	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	Community Resource Centers (PSPS)	1	2	3	4	5	6	7	8	9	10
H	[Pacific Power/Liberty/Bear Valley Electric Service] PSPS Community Resource Centers (CRC)	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)

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@mdcinvite.com / libertyutilities@mdcinvite.com / bves@mdcinvite.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@mdcinvite.com.

To submit your survey responses, please click the >>> button below.

EXIT2 (IF Q14=1 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.

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.

For questions about the survey or data collection, please email libertyutilities@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 13 – PSPS Notification Scripts

Customer Everbridge Alert Templates



Stage 2.a Imminent PSPS

Customer Everbridge:

- This is an important alert from your electric provider, Liberty. Please listen to the 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 Everbridge:

- This is an important alert from your electric provider, Liberty. Please listen to the 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 Everbridge:

- This is an important alert from your electric provider, Liberty. Please listen to the 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 URL>>. For additional updates, please follow us on Facebook (@LibertyUtilitiesLT) and Twitter ([LibertyUtil_CA](#)).

DE-ENERGIZATION NOTIFICATION

Customer Everbridge:

- This is an important alert from your electric provider, Liberty. Please listen to the message in its entirety. Due to extreme fire conditions, a Public Safety Power Shutoff has been 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).

Restored Power

Customer Everbridge:

- This is an important alert from your electric provider, Liberty. Please listen to the 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 Everbridge:

- 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.

Everbridge – 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 in light of 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.

For additional updates, please follow us on [Facebook](#) (@LibertyUtilitiesLT) and [Twitter](#) (@LibertyUtil_CA) 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 in light of 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.

Everbridge – Public Safety Partners and Critical Facilities

Email

This is an important alert from electric provider, Liberty. The Public Safety Power Shutoff (PSPS) considered Liberty customers will not occur in light of 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.

For additional updates, please follow us on [Facebook](#) (@LibertyUtilitiesLT) and [Twitter](#) (@LibertyUtil_CA) or visit our website at libertyutilities.com.

Phone/Text

This is an important alert from electric provider, Liberty. The Public Safety Power Shutoff (PSPS) considered for Liberty customers will not occur in light of 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.

Community Based Organizations (CBO's)

Email

This is an important alert from electric provider, Liberty. The Public Safety Power Shutoff (PSPS) considered Liberty customers will not occur in light of improved fire weather condition

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.

For additional updates, please follow us on [Facebook](#) (@LibertyUtilitiesLT) and [Twitter](#) (@LibertyUtil_CA) 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 and 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>>. <<additional content to be added 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 at this time; however, customers are encouraged to plan ahead 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 at this time; however, customers are encouraged to plan ahead 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 <<include hours>>
<<include 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 <<include hours>>
<<include address>>

Stage 2.b - UPDATED IMMINENT PSPS NOTIFICATION

Twitter Posts:

- Liberty will implement a #PSPS for the <<insert areas>> on <<insert day >> at <<insert 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 will provide bottled water, restrooms and charging stations for electronic and medical devices. *below information included on graphic*
Community Resource Center Information:
Open <<include hours>>
<<include address>>
- All customers are advised to take the following proactive measures. *below tips included on 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 Posts:

- Liberty will implement a #PSPS for the <<insert areas>> on <<insert day >> at <<insert 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. All customers are advised to take the following proactive measures. *below tips included on 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.
- 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 <<include hours>>

<<include address>>

Stage 3 - Implemented PSPS

Twitter Posts:

- Liberty has implemented a #PSPS in <<insert areas>> as of <<insert day/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 <<include 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*
 - 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 day/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 <<include hours>>
<<include address>>

POST DE-ENERGIZATION NOTIFICATION

Twitter Posts:

- Liberty implemented a #PSPS in <<insert areas>> as of <<insert day/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 <<include 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*
 - 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 implemented a #PSPS in <<insert areas>> as of <<insert day/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 <<include 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*
 - 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.

Stage 4 – Restoration Initiated

Twitter Post:

- 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 NEEDED...

Twitter Post:

- Liberty crews are addressing <<insert damages>> 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 Posts:

- 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 Post:

- 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 re-energized. 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 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.

Canceled PSPS

Twitter 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.

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.

Radio PSAs – 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](mailto: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](mailto: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](mailto: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 <https://www.libertyutilities.com> 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 <https://www.libertyutilities.com> 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 & 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



RE: Potential Public Safety Power Shutoff by Liberty Utilities

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 in the event that 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 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>> 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 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. [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. 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>>

PSP Everbridge:

- 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 Everbridge:

- 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 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 Everbridge:

- 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>>

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PSP Everbridge:

- 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>>

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PSP Everbridge:

- 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.