

**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 2022 PRE-SEASON REPORT**

Dated: July 1, 2022

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Liberty Utilities (CalPeco Electric) LLC ("Liberty") hereby submits its Public Safety Power Shutoff ("PSPS") 2022 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**

**Public Safety Power Shutoff 2022 Pre-Season Report**



## **Liberty Utilities (CalPeco Electric) LLC**

### **2022 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 developed in 2019, but in recent years California has seen an increase in catastrophic wildfire activity. Liberty's PSPS program is meant to be used a last resort and the decision to implement a PSPS is not taken lightly, which is why Liberty has invested heavily in the program. Developing thresholds, PSPS protocols and procedures, weather monitoring tools, community outreach efforts, CRC's, and training personnel are all part of these investments. As the program has progressed from 2019 to now, Liberty has greatly 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 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:

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

Many of these lessons learned have been captured in Liberty's updated PSPS playbook, first developed in 2020, with an updated version currently being enhanced for 2022 to incorporate additional lessons learned and process flow for executing a PSPS event.

- 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 and risk map discussed in Section VIII. Question 1 of this Report and in Section 8.2 of Liberty's 2022 WMP Update, Liberty has identified the following circuits as having the greatest risk of PSPS in the upcoming wildfire season:

- MULLER 1296
- TPZ 1261

Liberty has not executed a PSPS de-energization on any of those circuits during the prior four calendar years. Liberty's PSPS outreach and education efforts are across Liberty's entire service territory and are not currently differentiated at the circuit level. Additionally, in February 2022, Liberty filed an application at the CPUC for a Customer Resiliency Program intended to provide customers with greater energy resiliency during PSPS and other hazardous events.<sup>1</sup> Liberty's Customer Resiliency Program would offer behind-the-meter ("BTM") energy storage systems and resiliency services to medical baseline ("MBL") customers and critical facilities across Liberty's service territory, including the identified high-PSPS risk circuits.

Protecting the health and safety of its vulnerable/AFN customers and communities is among Liberty's highest priorities during an emergency, wildfire, or PSPS event. Liberty's protocols for PSPS that are intended to mitigate the public safety impacts of PSPS on AFN customers are described in detail in Liberty's 2022 AFN Plan. Liberty conducts outreach related to emergency preparedness, provides advanced notification during PSPS events and offers additional services and resources to these customers in advance of and during PSPS events. Throughout 2021, Liberty worked to make potential PSPS events less burdensome for its customers. These accomplishments include, but are not limited to:

- Development of partnerships with CBOs to help support AFN customers with resources before, during, and after PSPS events or wildfires;
- Updating the Liberty website to share more transparent PSPS preparedness, awareness, and status information;
- Internal system modifications to improve ability to track AFN categories beyond MBL;
- Development of self-identification tool available on the web in both English and Spanish.

In 2022, Liberty will continue to establish partnerships with CBOs and continue to integrate these groups into PSPS operations. For example, Sierra Seniors, a CBO in Liberty's service territory, recommended that Liberty support them in providing shelf stable food items to Meals on Wheels recipients. Liberty included this in its 2022 WMP update and is actively working to provide senior meal services throughout its service territory with this and other organizations.

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<sup>1</sup> 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.

Liberty is also working to expand opportunities for customers to self-identify as AFN. Identification of AFN customers is outlined in Liberty's 2022 AFN Plan, and includes utilizing existing program enrollment data, AFN self-identification tools 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\_2022\_Required Tables\_070122.

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\_2022\_Required Tables\_070122.

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\_2022\_Required Tables\_070122 remains blank because Liberty has not had a PSPS event in which this data would have been collected.

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\_2022\_Required Tables\_070122 remains blank because Liberty has not had a PSPS event in which this data would have been collected.

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. Originally, Liberty looked to a contractor for staffing of CRCs. However, due to current labor shortages, Liberty was unable to secure a contractor that could guarantee appropriate staffing for CRCs on short notice. Liberty also determined that it could offer a better 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 initiated development of job responsibilities and training plans.

Refer to Table 5 of Attachment 1: LIB\_2022\_Required Tables\_070122 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\_2022\_Required Tables\_070122.

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\_2022\_Required Tables\_070122 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\_2022\_Required Tables\_070122.

*Table 9 - List of Exercise Participated Entities*

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

Refer to Table 9 of Attachment 1: LIB\_2022\_Required Tables\_070122.

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

- a. *After-Action Report*

Refer to Attachment 2: LIB\_Evaluation of TTX June 15 2022\_070122 and Attachment 3: LIB\_Evaluation of FSE June 23 2022\_070122

- 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 FSE After Action Input\_070122
- Attachment 5: LIB\_PSPS Table Top Exercise After Action Input\_070122
- Attachment 6: LIB\_2022 PSPS FSE ExPlan\_070122
- Attachment 7: LIB\_2022 PSPS Table Top Exercise Agenda\_070122
- Attachment 8: LIB\_PSPS Exercise June 15 2022\_070122
- Attachment 9: LIB\_PSPS Exercise June 23 2022\_070122

- 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 2021, Liberty partnered with MDC Research to execute two waves 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 August 16, 2021 and September 15, 2021, 204 customers completed surveys. Between November 15, 2021 and December 5, 2021, 218 customers completed surveys.

Refer to Table 10 of Attachment 1: LIB\_2022\_Required Tables\_070122.

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

Refer to Attachment 12: LIB\_2021 Wildfire and PSPS Survey Template\_070122.

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 2021 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 Community Based Organization (“CBO”) interviews to request feedback and gather suggestions on the most effective approaches to PSPS communication within the community. The first wave of interviews included two completed CBO interviews, and the second wave included four completed CBO interviews.

Notable CBO interview findings include:

- CBOs expressed a willingness and ability to share Liberty PSPS preparedness information to the community during typical interactions, through social media, and by handing out printed materials provided by Liberty.
- English and Spanish are the primary languages required for effective communication in the communities Liberty serves.
- Simplified, easy-to-understand written communications are important to reach individuals at all levels of reading comprehension.

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 10: LIB\_2022\_Survey Results Wave 1\_070122 and Attachment 11: LIB\_2022\_Survey Results Wave 2\_070122.

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 include:

- Over half (53%) of customers surveyed who rely on electricity for medical needs are aware Liberty provides additional notices prior to a PSPS event.
- 98% of customers surveyed for whom English is not their primary language prefer to receive communications in English. Spanish was a documented preference for only one customer.



- Out of 47 total MBL customers surveyed, 64% of customers stated awareness of ability to update contact information for PSPS.
- Outreach and engagement satisfaction results demonstrated trending increases in satisfaction overall. Out of the latter 218 customer surveys, 41% reported being satisfied with the amount of information and outreach received about wildfire safety, and 35% of customers reported being satisfied with outreach and engagement efforts about where to find information to help them stay safe and prepare before a wildfire.

Additional survey information used to inform Liberty’s 2022 approach in effectively reaching customers includes findings that email remains the most commonly remembered channel for wildfire preparedness communication. In terms of clarity, direct mail is rated the highest; bill inserts and other websites are rated as the most useful sources of information about wildfire preparedness. Customers say they most often recall seeing or hearing messages about wildfire preparedness on TV news, social networks, and through word of mouth.

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 \$102,097 in 2021. Refer to Attachment 5: Liberty POSTR3\_3-1-2022 of Liberty’s 2021 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\_2022\_Required Tables\_070122.

*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\_2022\_Required Tables\_070122.

*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\_2022\_Required Tables\_070122.

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\_2022\_Required Tables\_070122.

## 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 8.2 of Liberty’s 2022 WMP Update, currently, 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.

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 Attachment I of Liberty’s 2022 WMP Update. 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**

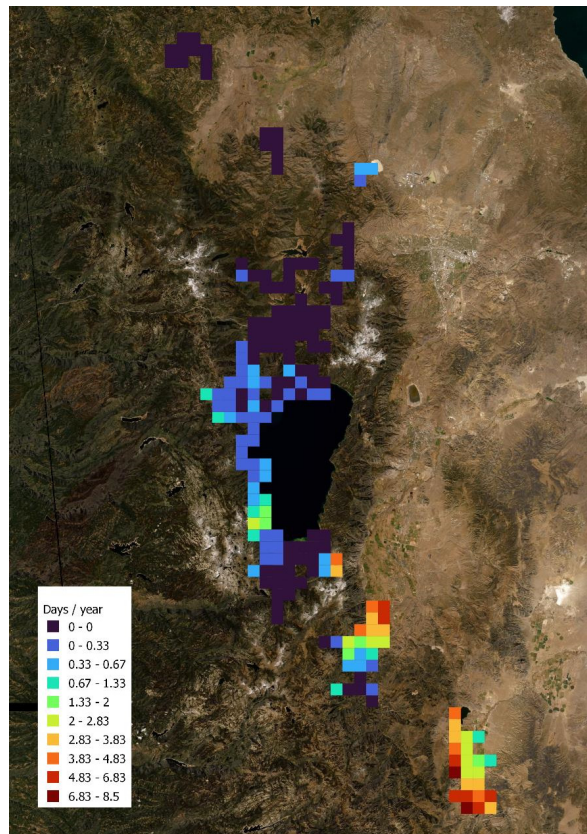
		Wind gust (mph)					
		35	40	45	50	55	60
FFWI	45	1,631	1,119	742	463	265	182
	50	1,190	894	587	407	249	178
	55	907	735	515	365	241	176
	60	701	615	452	326	227	165
	65	527	485	384	291	204	155
	70	390	366	302	242	176	139

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 will preclude fire spread in Liberty’s service territory from approximately December-April 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 shows 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 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 and PSPS risk map, Liberty identified the following circuits as having the greatest risk of PSPS in the upcoming wildfire season:

- MULLER 1296
- TPZ 1261

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\_2022\_Required Tables\_070122.

## 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\_2022\_Required Tables\_070122

Attachment 2: LIB\_Evaluation of TTX June 15 2022\_070122

Attachment 3: LIB\_Evaluation of FSE June 23 2022\_070122

Attachment 4: LIB\_PSPS FSE After Action Input\_070122

Attachment 5: LIB\_PSPS Table Top Exercise After Action Input\_070122

Attachment 6: LIB\_2022 PSPS FSE ExPlan\_070122

Attachment 7: LIB\_2022 PSPS Table Top Exercise Agenda\_070122

Attachment 8: LIB\_PSPS Exercise June 15 2022\_070122

Attachment 9: LIB\_PSPS Exercise June 23 2022\_070122

Attachment 10: LIB\_2022\_Survey Results Wave 1\_070122



Attachment 11: LIB\_2022\_Survey Results Wave 2\_070122

Attachment 12: LIB\_2021 Wildfire and PSPS Survey Template\_070122

Attachment 13: LIB\_PSPS Notification Scripts\_070122

**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 in real time during extreme weather events. CRC planning is essential to Liberty's objective of meeting unique community needs in the event of PSPS. Liberty CRC objectives are as follows:

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 ensure adequate space for estimated occupancy and compliance with social distancing and 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 be shut off 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 meets fire codes and has 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 seven 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 information 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 one 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.

*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 ability, 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 ensure 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 intends to 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 Utilities has not experienced any PSPS events to date it does have a specified lessons-learned protocol for exercises and events. Events and exercises are hot washed 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 relate 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 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 PSPS.

b. *CFI strategies, actions, and timing*

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

Liberty will work to provide notification of PSPS to critical facilities at least 72 hours (when possible) in advance of de-energization and will request that they 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 on the situation.

When the re-energization process has been initiated, CFI will receive an email and Everbridge alert detailing damage to the grid, causes of damage, needed repairs, and new 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 currently posted on Liberty's website.

d. *Identification method of CFI*

Liberty recently improved the CFI list by querying our customer database for accounts owned by known critical customers and for previously unidentified customers that meet the CPUC

definitions of CFI. This process started with a relatively short list of critical customers and public safety partners, each of which may own multiple Service Accounts.

e. *Changes in CFI since prior annual report*

The improved list for 2022 now includes 827 unique Service Accounts that potentially represent CFI locations. This represents a substantial increase from the previous CFI list in the 2021 post-season report. This increase is largely because the new 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 much better reflects the electrical connectivity in the system and allows for more precise tracking of impacts to CFI.

f. *Maintenance and update process of CFI list*

Liberty staff is working with the IT department to add a field to the customer database where the type of CFI at each account location can be stored. Once this change is complete, Liberty staff will be able to enter the type of CFI in the customer database in response to CFI 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 CFI related requests in 2021 or 2022. CFI stakeholders will be able to make requests through Liberty's PSPS Portal once portal access for these customers has been established.

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 that would enable Liberty to provide backup power to critical facilities during se-energization.<sup>1</sup> Liberty identified critical facilities as one subset of customers that this program would have value for, given the potential community impact of de-energization for CFI that support customer health and safety. For further information on this program, please refer to Section 7.3.3.8 and Appendix B of Liberty's 2022 WMP Update.

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 Info Session webinar, presenting the program to critical facilities. Liberty used the results of this outreach to analyze back-up generation need and interest in program participation.

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<sup>1</sup> 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.



k. *Maintenance and accessibility of CFI list*

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

1. *Consultation with local and tribal governments*

Liberty meets with Public Safety Partners and Tribal Governments on a range of topics, including CFI identification. Liberty currently has 21 Public Safety Partners participating in a 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.

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 that would enable Liberty to provide backup power to critical facilities during de-energization.<sup>2</sup> Liberty identified critical facilities as one subset of customers that this program would have value for, given the potential community impact of de-energization for CFI that support customer health and safety. For further information on this program, please refer to Section 7.3.3.8 and Appendix B of Liberty's 2022 WMP Update.

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 hot washed 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 relate 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 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.

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<sup>2</sup> 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 respond safely. Considering that weather is unpredictable and difficult to forecast with accuracy, and forecasts are subject to rapid change in the mountain territory, 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 real-time situational awareness. After extreme weather conditions are forecasted and the National Weather Service issues a Red Flag Warning, Liberty begins to coordinate with local government agencies, community-based organizations, and public safety partners approximately 72 hours prior to the event. Communications are then 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 landing page 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. Along with 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 the 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 the PSPS Playbook.

*d. Updated/Current Notification script and templates*

Refer to Attachment 13: PSPS Notification Scripts.

*e. In-language translations*

Liberty PPS notifications are currently only transmitted in English, however Liberty is working to add a line to notifications in Spanish directing customers to further information in Spanish.

*f. Notification methods*

Liberty will make 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 Decision 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 Playbook will ensure Liberty adheres 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 ensure communications are consistent both in their timing and content between communication types. External Communications, for example, will focus on coordinating with the VP of Operations and Senior Manager, 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 most up to date 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 State Warning Center Notification form to CalOES, communications to CPUC, coordinating State Executive briefing, and serves 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 identified MBL customers in a potentially impacted PSPS zone. The MBL notification sequence is as follows:

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 behind 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 information. From this database, Liberty can identify MBL customers and what units they occupy. The communication steps utilized for MBL customer contact also apply 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: first a text is sent, then an email, and lastly a 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 list. 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 given information and resources to answer customer inquiries regarding the 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 plans if de-energization is cancelled. Upon confirmation of potential de-energization being cancelled, Liberty will distribute a notification through email and Everbridge alert to public safety partners and critical facilities announcing the cancellation, and why PSPS is no longer necessary. A similar alert will go out to all impacted customers via Everbridge (text, email, and voice message).

*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 notification of PSPS to public safety partners via Everbridge alert and email at least 72 hours in advance of de-energization and will request that they distribute the alert to their own 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 anticipated list of critical facilities.

*r. Secure portal for public safety partners*

Liberty currently has 21 Public Safety Partners participating an 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.

*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 hot washed 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 relate 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 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**

**LIB\_2022\_Attachment1\_Required Tables\_070122**

Table 1 - List of Available Community Resource Centers  
As of 07/01/2022

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	MFI, Signage, cell phone chargers, extension cords, water, snacks, PPS 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	MFI, Signage, cell phone chargers, extension cords, water, snacks, PPS 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, Markleville, CA 96120	39.288364	-119.774532
South Lake Tahoe	South Lake Tahoe Middle School	El Dorado	Fixed Site	X	MFI, Signage, cell phone chargers, extension cords, water, snacks, PPS 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	MFI, Signage, cell phone chargers, extension cords, water, snacks, PPS 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	MFI, Signage, cell phone chargers, extension cords, water, snacks, PPS 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	MFI, Signage, cell phone chargers, extension cords, water, snacks, PPS 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	MFI, Signage, cell phone chargers, extension cords, water, snacks, PPS 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



Table 2 - Stakeholders' CRC Recommendations on AFN Need  
 From 07/01/2021 through 05/01/2022

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

Table 3 - Prior Year PSPS CRC Usage Metrics from 01/01/2021 through 06/30/2022

Event ID	Event Name/Period	County or Tribe	Radius Served by the CRC (approximate distance in miles)	Date Service Area Designated (24-hr. check)	Date CRC Opened	Time CRC Opened	Date Service Area Re-designated (24-hr. check)	Date CRC Closed	Time CRC Closed	Total Days Opened (fraction 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 Generator? (yes/no)	Operation final Compliance Indicator (Yes or No)	If Not in Compliance, Provide Explanation	Bottle Water	Charging Station	Cellular Network Services	Chairs	List additional fields for each of other supplies and services provided during PSPS event	Total Number of Visitors	Number of A/FN Visitors	Location Address	Latitude	Longitude
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Table 4 -- Prior Year CRC Customer Feedback  
 From 07/01/2021 through 05/01/2022

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 01/01/2021 through 05/01/2022

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	Complete by 8/31/2022

Item No.	Description	Quantity	Unit	Rate	Total	Remarks
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Table 7 – List of Requests to Be CFIs Over Last Two Years  
From 07/01/2021 through 05/01/2022

Facility/Infrastructure Name	Facility/Infrastructure Location	Request Date	Accepted or Denied?	Reason for Denial
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Table 8 - PSPS Exercise Summary  
 1/1/2022 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
6/15/2022	6/15/2022	2.5	Table-Top	Lake Tahoes North & West Shores, Truckee, Glenshire		27	29	5	61
6/23/2022	6/23/2022	3.5	Full Scale	Lake Tahoes North & West Shores, Truckee, Glenshire		30	28	5	63



Table 9 - List of Exercise Participated Entities  
 1/1/2022 through cutoff date of current year

Name of Entity	exercise Date Range
Liberty Utilities (California)	6/15/2022, 6/23/2022
California Public Utilities Commission	6/15/2022, 6/23/2022
Cal OES	6/15/2022, 6/23/2022
Cal OEIS	6/15/2022, 6/23/2022
CAL FIRE	6/15/2022, 6/23/2022
AT&T	6/15/2022, 6/23/2022
T-Mobile	6/15/2022, 6/23/2022
Verizon	6/15/2022, 6/23/2022
Town of Truckee, CA	6/15/2022, 6/23/2022
Nevada County, CA	6/15/2022, 6/23/2022
Placer County, CA	6/15/2022, 6/23/2022
Placer County Sheriff Dept.	6/15/2022, 6/23/2022
Connecting Point	6/15/2022, 6/23/2022
North Tahoe Fire Department	6/15/2022, 6/23/2022
Tahoe Donner Public Itility District	6/15/2022, 6/23/2022

Table 10 – Survey Summary  
 From 07/01/2021 through 05/01/2022

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.2003-004?	If so, please list the number of “prevalent” languages used during survey	If not, please provide an explanation
8/16/2021 - 9/15/2021	Measure public awareness of messaging related to wildfire preparedness and safety.	All	Telephone, Web	California residential and commercial customers, critical customers	17,314 emails sent, 12,021 phone calls made	204	Yes	English, Spanish	N/A
11/15/2021- 12/5/2021	Measure public awareness of messaging related to wildfire preparedness and safety.	All	Telephone, Web	California residential and commercial customers, critical customers	17,173 emails sent, 12,992 phone calls made	218	Yes	English, Spanish	N/A

Table 11 - AFN Outreach Recommendations  
From 07/01/2021 through 05/01/2022

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
Request for program information in digital summary	Request that Liberty provide links for inclusion on City of SLT Developmental Services webpage to target homeowners and renters in the area	City of South Lake Tahoe Developmental Services	10/28/2021	Yes	Valid suggestion	Liberty provided links and sends digital summary after each CBO meeting conducted for reference and easy access to program information, PSPS preparedness information, wildfire mitigation information and AFN self-ID
Liberty attendance and participation in CBO collaborative meeting	Liberty should participate and attend virtual collaborative meetings in SLT to connect and share information with local CBOs (South Lake Tahoe)	Live Violence Free	10/15/2021	Yes	Valid suggestion	Business and Community Development Manager attends SLT Community Collaborative meetings
Create more Spanish language materials	PSPS, program and AFN materials should be created and shared in Spanish	Plumas County Mental Health	12/10/2021	Yes	Valid suggestion	Further expansion of Spanish PSPS materials including translated videos for PSPS before, during and after event preparedness and education, creation of AFN self-ID forms in Spanish, shared program materials with language accessibility in mind
Liberty Wildfire Mitigation and PSPS presentation to be given	Liberty to present on Wildfire Mitigation, programs, AFN, PSPS to Soroptimist group as many members are involved in other areas of the community and can share	Soroptimist Group	1/12/2022	Yes	Valid suggestion	Liberty presented at this location
Liberty outreach to be done at CBO location	Liberty should conduct outreach and education efforts on site at CBO to access families	Boys & Girls Club SLT	1/28/2022	Yes	Valid suggestion	Liberty collaborates with CBOs on outreach and continues to seek opportunities to do so
Liberty outreach to collaborate with El Dorado County	Liberty to attend / present at established meetings serving the latinx community regarding PSPS, wildfire mitigation and programs	Community Hub / First 5 El Dorado	2/8/2022	Yes	Valid suggestion	Liberty presented at this location and seeks further opportunities for collaboration
Include PSPS / AFN materials in CBO outreach efforts	Insert materials into Meals on Wheels delivered meal bags	Sierra Seniors	2/5/2022	Yes	Valid suggestion	Provided materials to CBO for inclusion
Develop accessibility of AFN self-ID	Develop AFN self-ID form in more accessible way	Sierra Seniors	2/5/2022	Yes	Valid suggestion	Developed paper form of AFN Self-ID content in both English and Spanish to improve accessibility
Liberty outreach to collaborate with Mono County	Emergency Preparedness Manager requested to receive materials / links to share out to their Access and Functional Needs communities	Mono County	2/4/2022	Yes	Valid suggestion	Provided materials to be shared with community and target AFN population
Liberty outreach to collaborate with El Dorado County Health & Human Services	Health and Human Services requested information to share out to community, educate staff on LU programs and preparedness info, and also to preform collaborative outreach	El Dorado County HHS	2/3/2022	Yes	Valid suggestion	Liberty has provided materials and information and has done collaborative outreach events with El Dorado County HHS
Liberty Wildfire Mitigation and PSPS presentation to be given	Liberty to present on Wildfire Mitigation, programs, AFN, PSPS and preparedness to El Dorado HHS	El Dorado County HHS	2/3/2022	Yes	Valid suggestion	Liberty is scheduled to present at this location
Create more Spanish language materials	PSPS, program and AFN materials should be created and shared in Spanish	Sierra Community House	3/23/2022	Yes	Valid suggestion	Further expansion of Spanish PSPS materials including translated videos for PSPS before, during and after event preparedness and education, creation of AFN self-ID forms in Spanish, shared program materials with language accessibility in mind
Liberty participation in established community Health Fair	Liberty requested to attend and participate in CBO hosted Health Fair regarding Wildfire Mitigation, programs, AFN, PSPS and preparedness, focus on latinx community	Sierra Community House	4/8/2022	Yes	Valid suggestion	Liberty attended and will continue to seek collaborative opportunities with CBOs
Liberty to collaborate with Advance CBO	Liberty asked to connect bilingual outreach coordinator with bilingual staff at Advance to enhance program awareness and education to individuals served by this CBO	Advance SLT	4/21/2022	Yes	Valid suggestion	Liberty has connected bilingual Coordinator with other bilingual CBO staff in an effort to support collaborative program enrollment, awareness and support
211 NW / Placer Connecting Point company update	Request that Liberty update information on 211 site	211	4/18/2022	Yes	Valid suggestion	Company info update complete
Liberty to participate in community collaborative meeting (NLT)	Liberty participation and attendance welcomed at community collaborative meeting to network with local CBOs and agencies	Nevada / Placer Health and Human Services	4/11/2022	Yes	Valid suggestion	Business and Community Development Manager attends NLT Community Collaborative meetings
Liberty to participate in Senior Resource Fair in NLT	Liberty to apply for booth at Senior Resource Fair to network with other agencies and CBOs and to communicate PSPS preparedness info, program info and general	Nevada / Placer Health and Human Services	4/11/2022	Yes	Valid suggestion	Liberty attended and will continue to seek collaborative opportunities with CBOs
Liberty materials to be included in newsletters	Liberty to provide information to community collaborative for inclusion in newsletters regarding PSPS workshops	Community Collaborative of NLT / Truckee	5/19/2022	Yes	Valid suggestion	Liberty provided information to spread awareness of PSPS workshops
Suggestion of Spanish PSPS virtual Workshop	Provide PSPS Community Workshop virtual meeting in Spanish language	Sierra Community House	5/31/2022	Yes	Valid suggestion	Set up Spanish language PSPS educational workshop pre-season for customers, shared with all CBOs ahead of event; zero attendance
Liberty to provide materials and information to Family Resource Center	Liberty to provide information and materials to CBO to educate staff and share with clients	Loyalton High Sierra Family Resource Center	6/16/2022	Yes	Valid suggestion	Liberty provided materials

Table 12 - List of Joint Efforts on AFN notification Plan  
 From 07/01/2021 through 05/01/2022

Date of Joint Effort	Participant Type	Participant Name	AFN Subsets or Topics Discussed	Result/Proposal
10/13/2021	CBO	South Lake Tahoe Family Resource Center	Limited English Proficiency; all AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share with clients in regard to preparedness and program enrollment; Resulted in validation of our need to continue expansion of Spanish language support
10/15/2021	CBO	Live Violence Free	Low Income, Transportation Disadvantaged; all AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share with clients in regard to preparedness and program enrollment
10/21/2021	County Representatives, Health and Human Services	County Supervisors; Sierra County Health and Human Services	All AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share with clients in regard to preparedness and program enrollment
12/8/2021	CBO	Tahoe Coalition for the Homeless	Homeless, Transportation Disadvantaged, Low Income, Medical; all AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share with clients in regard to preparedness and program enrollment; also discussed Expanded CARE program
12/10/2021	CBO	Plumas County Mental Health / Family Resource Center	Low Income, Medical; all AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share with clients in regard to preparedness and program enrollment; led to collaborative outreach event
12/10/2021	Health and Human Services, CBO	Sierra County Health and Human Services, Loyalton Family Resource Center, Senior Citizens of Sierra Co.	Older Adults, Low Income, Medical; all AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share with clients in regard to preparedness and program enrollment
1/28/2022	CBO	Boys and Girls Club of Lake Tahoe	Limited English Proficiency, Children; all AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share with clients in regard to preparedness and program enrollment
1/28/2022	CBO	First 5 / Community Hub of El Dorado County	Limited English Proficiency, Low Income; all AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share with clients in regard to preparedness and program enrollment; led to additional meetings with local contacts and Spanish language presentation on PSPS preparedness and notifications
2/22/2022	County Representatives	Alpine County	All AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared to share with community and senior meal deliveries in regard to preparedness and program enrollment; led to presentation
2/25/2022	CBO	Sierra Seniors	Older Adults, Low Income, Medical; all AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share in meal bags with clients in regard to preparedness and program enrollment; also led to Liberty support of shelf stable food items provided along with PSPS materials
2/24/2022	County Representative	Mono County Emergency Preparedness	All AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share with identified AFN residents in regard to preparedness and program enrollment
3/23/2022	CBO	Sierra Community House	Limited English Proficiency, Low Income; all AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share with clients in regard to preparedness and program enrollment; led to additional meetings with local contacts and collaborative outreach to spread awareness
3/30/2022	CBO	Soroptomist	All AFN	Increased awareness of PSPS notification system and AFN community communication and seek additional outreach opportunities; led to additional collaboration with El Dorado Health and Human services on outreach event
4/8/2022	Social Services	Nevada County Social Services	All AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share with staff and clients, led to additional connections within Health and Human Services
4/11/2022	County Health and Human Services	Nevada and Placer County Health and Human Services	All AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share with clients in regard to preparedness and program enrollment; led to Liberty participation in collaborative outreach event and inclusion in community collaborative meetings
4/18/2022	211	211	All AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share with clients in regard to preparedness and program resources; led to inclusion of 211 in PSPS exercise, Liberty company information 211 website update and direct contact information established for Liberty information if needed
4/18/2022	Tribal Management	Washoe Tribe	Low Income, Medical, Limited English Proficiency; all AFN	Increased awareness of PSPS notification system and AFN community and tribal communication timing; led to further discussion around outreach event on tribal land to be approved by tribal council to spread awareness and foster program enrollment / AFN identification
4/21/2022	CBO	Advance Career Solutions	Low Income; all AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share with clients in regard to preparedness and program enrollment; connected bilingual staff to seek further outreach collaboration opportunities
5/11/2022	CBO	Boys and Girls Club of North Lake Tahoe	Limited English Proficiency, Children; all AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share with clients in regard to preparedness and program enrollment
5/19/2022	CBO	Community Collaborative of Tahoe Truckee	All AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share with CBO network in regard to preparedness and program enrollment
6/14/2022	Social Services	Mono County Social Services	Older Adults, Low Income, Medical; all AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share with clients in regard to preparedness and program enrollment; led to further collaboration and support from Mono County in completing AFN self-ID forms in homes with Senior Meal Delivery recipients to support early notification
6/16/2022	CBO	High Sierra Family Resource Center	Low Income, Older Adults; all AFN	Increased awareness of PSPS notification system and AFN community and CBO communication timing; information shared for CBO to share with clients in regard to preparedness and program enrollment

Table 13 - AFN Population Subset Notification Plan  
As of 07/01/2022

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 15 – High Risk PSPS Circuits  
As of May 31 of 2022

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
TP21261	Topaz 1261	N/A	N/A	Distribution	0	12	74	13	764	Covered Conductor: Refer to Section 7.3.3.3 and Attachment C of Liberty's 2022 WMP Update		
MULLER1296	Muller 1296	N/A	N/A	Distribution	0	2	77	25	598		N/A	

Table 16 – JUPSPSWG Meetings

N/A

Date of Meeting	Time of Meeting	Report Name	Webpage Link to Report
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**Attachment 2**

**LIB\_Evaluation of TTX June 15 2022\_070122**



# Liberty TTX June 15, 2022

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06/15/2022

## After-Action Report/Improvement Plan

### EXERCISE OVERVIEW

<b>Exercise Name</b>	Liberty PSPS TTX 2022
<b>Exercise Dates</b>	06/15/2022
<b>Scope</b>	This exercise is a Table Top exercise scheduled to be conducted virtually on June 15, 2022 between 8:30 AM and 11:00 AM.
<b>Core Capabilities</b>	<u>Capabilities</u> <ul style="list-style-type: none"><li>• Intelligence and Information Sharing</li><li>• Operational Communications</li><li>• Operational Coordination/Incident Command</li></ul>
<b>Objectives</b>	<p>Objective 1: Test the usability and comprehensiveness of the Liberty Utilities PSPS Operations and Communications Playbooks, and how they sync with the Incident Command System.</p> <p>Objective 2: Test implementation of the Incident Command System (ICS) in response to a PSPS scenario.</p> <p>Objective 3: Test procedures for de-energization and re-energization in response to PSPS conditions.</p>
<b>Threat or Hazard</b>	Public Safety Power Shutoff (PSPS).
<b>Scenario</b>	This PSPS TTX is designed around the realistic scenario of a Public Safety Power Shutoff that impacts the north and west shores of South Lake Tahoe, Truckee, and the “Glenshire” Liberty service area. This event will require significant effort and actions by Liberty Utilities, California and its public safety partners.
<b>Sponsor</b>	Liberty CalPeco

**Participating  
Organizations**

Liberty Utilities (California)  
California Public Utilities Commission  
Cal OES  
Cal OEIS  
CAL FIRE  
AT&T  
T-Mobile  
Verizon  
Town of Truckee, CA  
Nevada County, CA  
Placer County, CA  
Placer County Sheriff Dept.  
Connecting Point  
North Tahoe Fire Department  
Tahoe Donner Public Utility District

**Point of  
Contact**

Eliot Jones  
[Eliot.Jones@libertyutilities.com](mailto:Eliot.Jones@libertyutilities.com)  
Lee Kiolbasa  
[Leonard.Kiolbasa@libertyutilities.com](mailto: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 the usability and comprehensiveness of the Liberty Utilities PSPS Operations and Communications Playbooks, and how they sync with the Incident Command System.		X		
Objective 2: Test implementation of the Incident Command System (ICS) in response to a PSPS scenario.	X			
Objective 3: Test procedures for de-energization and re-energization in response to PSPS conditions.	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)
<p><b>Ratings Definitions:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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).</li> </ul>				

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

## APPENDIX A: IMPROVEMENT PLAN

This IP has been developed specifically for Liberty CalPeco as a result of the 2022 PSPS TTX conducted on 06/15/2022.

Exercise Objective	Observation	Corrective Action	Capability Element <sup>1</sup>	Primary Responsible Organization	Organization POC	Completion Date
Objective 1: Test the usability and comprehensiveness of the Liberty Utilities PSPS Operations and Communications Playbooks, and how they sync with the Incident Command System	PSPS communications procedures require that a message go out to Medical Baseline Customers in the Potential PSPS Stage, but it is not noted in the PSPS playbook checklist.	Add the requirement for notification of Medical Baseline Customers in the Potential PSPS stage to the PSPS playbook checklist.	P/O/T	Liaison Regulatory Affairs	Eliot Jones Kurt Althof	06/23/2022

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

<p>Objective 1: Test the usability and comprehensiveness of the PSPS Operations and Communications Playbooks and how they sync with the Incident Command System.</p>	<p>The Regulatory Affairs Liaison is responsible for sending the PSPS notifications and setting up the State Executive briefing, but it is not reflected in the playbook. Specify procedures for getting info for OES notification to Regulatory Liaison,</p>	<p>Update the playbook to reflect that Regulatory Affairs will be responsible for providing the online CalOES notification and setting up the State Executive Briefing. Specify procedures for getting report info to the Regulatory Liaison.</p>	<p>O/E</p>	<p>Emergency Management Communications</p>	<p>Lee Kiolbasa Alison Vai</p>	<p>06/23/2022</p>
<p>Objective 2: Test implementation of the Incident Command System (ICS) in response to a PSPS scenario.</p>	<p>The ICS battle rhythm could be enhanced by adding the play book checklist items for each phase to the 1700 meeting agenda.</p>	<p>Add the play book checklist items for each phase to the 1700 meeting agenda and the exercise slides.</p>	<p>O/E</p>	<p>Emergency Management</p>	<p>Lee Kiolbasa</p>	<p>06/23/2022</p>
<p>Objective 3: Test procedures for de-energization and re-energization in response to PSPS conditions.</p>	<p>Critical infrastructure Mapping for consideration in re-energization worked well but collaboration could be enhanced if more Public Safety Partners (PSP) had access to the (PSP) Portal to confirm their information.</p>	<p>Contact all Public Safety Partners to provide them with the non-disclosure agreement and the procedures for requesting PSP access.</p>	<p>P/E</p>	<p>Liberty Utilities Engineering</p>	<p>Lee Kiolbasa Dylan Warburg</p>	<p>06/23/2022</p>
<p><sup>1</sup> Capability Elements are: Planning, Organization, Equipment, Training, or Exercise.</p>						

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



**Attachment 3**

**LIB\_Evaluation of FSE June 23 2022\_070122**



# Liberty FSE June 23, 2022

06/23/2022

## After-Action Report/Improvement Plan

### EXERCISE OVERVIEW

<b>Exercise Name</b>	Liberty PSPS FSE 2022
<b>Exercise Dates</b>	06/23/2022
<b>Scope</b>	This exercise is a Full Scale exercise scheduled to be conducted virtually on June 23, 2022 between 8:30 AM and 12:00 PM.
<b>Core Capabilities</b>	<p><u>Capabilities</u></p> <ul style="list-style-type: none"><li>• Emergency Public Information and Warning</li><li>• Response and Recovery Coordination</li><li>• Emergency Operations Coordination</li></ul>
<b>Objectives</b>	<ol style="list-style-type: none"><li>1. Test the Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.</li><li>2. Test Liberty Utilities Everbridge notification of CalOES via online portal and set up of the State Executive meeting.</li><li>3. Test the Liberty Public Safety Partner Portal</li><li>4. Simulate activation of CRCs in the operational area.</li><li>5. Test Everbridge notification of Public Safety Partners in “exercise” mode.</li><li>6. Test Liberty’s ability to coordinate with AFN populations.</li><li>7. Test Liberty coordination with 211 and Nevada County Social Services.</li></ol>

<b>Threat or Hazard</b>	Public Safety Power Shutoff (PSPS).
<b>Scenario</b>	This PSPS FSE is designed around the realistic scenario of a Public Safety Power Shutoff that impacts the north and west shores of South Lake Tahoe, Truckee, and the “Glenshire” Liberty service area. This event will require significant effort and actions by Liberty Utilities, California and its public safety partners.
<b>Sponsor</b>	Liberty CalPeco
<b>Participating Organizations</b>	Liberty Utilities (California) California Public Utilities Commission Cal OES Cal OEIS CAL FIRE AT&T T-Mobile Verizon Town of Truckee, CA Nevada County, CA Placer County, CA Placer County Sheriff Dept. Connecting Point North Tahoe Fire Department Tahoe Donner Public Utility District
<b>Point of Contact</b>	Eliot Jones <a href="mailto:Eliot.Jones@libertyutilities.com">Eliot.Jones@libertyutilities.com</a>  Lee Kiolbasa <a href="mailto:Leonard.kiolbasa@libertyutilities.com">Leonard.kiolbasa@libertyutilities.com</a>

## 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 the 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 of the State Executive meeting.		X		
Objective 3: Test the Liberty Public Safety Partner Portal.	X			
Objective 4: Simulate activation of CRCs in the operational area.	X			
Objective 5: Test Everbridge notification of Public Safety Partners in "exercise" mode.		X		

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

Objective	Performed without Challenges (P)	Performed with Some Challenges (S)	Performed with Major Challenges (M)	Unable to be Performed (U)
Objective 6: Test Liberty's ability to coordinate with AFN populations.	X			
Objective 7: Test Liberty coordination with 211 and Nevada County Social Services.		X		
<p><b>Ratings Definitions:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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).</li> </ul>				

## APPENDIX A: IMPROVEMENT PLAN

This IP has been developed specifically for Liberty CalPeco as a result of the 2022 PSPS FSE conducted on 06/23/2022.

Exercise Objective	Observation	Corrective Action	Capability Element <sup>1</sup>	Primary Responsible Organization	Organization POC	Completion Date
Objective 1: Test the Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.	Additional understanding of a NV Energy Public Safety Outage Management (PSOM) is needed. We should use "upstream event" because the term PSOM is confusing.	Additional testing of PSOM implications in future exercises. Change our terminology to use "upstream event" instead of PSOM.	P/O/EX	Liaison Regulatory Affairs	Eliot Jones Lee Kiolbasa	10/1/2022

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

Objective 1: Test the usability and comprehensiveness of the PSPS Operations and Communications Playbooks and how they sync with the Incident Command System.	Exercise restoration times need to be more realistic. In real time we would have damage to repair and it would take 24 hours minimum.	In future exercises allow more time to test restoration. Include a scenario with line repair.	T, EX	Emergency Management	Lee Kiolbasa	10/01/2022
Objective 3: Test the Liberty Public Safety Partner Portal.	Include Critical Infrastructure in prioritization of power restoration.	In future exercises consider critical infrastructure in determining priority of re-energization. Update restoration re-energization scripts to include this.	O/P/EX	Emergency Management	Blaine Ladd Dylan Warburg	10/01/2022
Objective 2: Test Liberty Utilities notification of CalOES via online portal and set up of the State Executive meeting.	Need additional Regulatory Affairs staff registered in the Cal OES system so there can be back up staff that can perform the function.	Register two additional Regulatory Affairs staff members in the Cal OES system so there are back up staff available.	O/P	Regulatory Affairs	Jordan Parillo	10/01/2022
<sup>1</sup> Capability Elements are: Planning, Organization, Equipment, Training, or Exercise.						



**Attachment 4**

**LIB\_PSPS FSE After Action Input\_070122**

# Exercise Participant Feedback Form

LU 2022 PSPS Functional Exercise

## Event: \_\_\_\_\_ After Action Review Input Form

*(Personal Information is very helpful for follow-up but not required if anonymity is desired)*

<b>Name/POC:</b>	<b>Phone Number:</b>
<b>Organization:</b>	<b>E-mail:</b>

*Check applicable box(es)::*

<input type="checkbox"/>	Local Issue	<input type="checkbox"/>	Liberty Utilities Issue
<input type="checkbox"/>	State Issue	<input type="checkbox"/>	Intergovernmental Issue
<input type="checkbox"/>			
<input type="checkbox"/>			

*Check applicable box:*

- ISSUE (AREA TO IMPROVE):** Enter a brief statement (1 or 2 sentences) to describe a problem.  
**OR**
- SUCCESS (PRACTICE TO SUSTAIN):** Enter a brief description for consideration.

**Discussion:** Provide background details regarding issue or success. Continue on page 2, if necessary.

*Enter potential solution/suggested steps. Continue on page 2, if necessary.*

**Recommended Action(s):**

**Obstacles to effecting Proposed Actions?**

**Email completed Participant Feedback Forms to:** [Leonard.Kiolbasa@libertyutilities.com](mailto:Leonard.Kiolbasa@libertyutilities.com)

## Additional Comments

**Attachment 5**

**LIB\_PSPS Table Top Exercise After Action Input\_070122**

# Exercise Participant Feedback Form

LU 2022 PSPS Table Top Exercise

## Event: \_\_\_\_\_ After Action Review Input Form

*(Personal Information is very helpful for follow-up but not required if anonymity is desired)*

<b>Name/POC:</b>	<b>Phone Number:</b>
<b>Organization:</b>	<b>E-mail:</b>

*Check applicable box(es)::*

<input type="checkbox"/>	Local Issue	<input type="checkbox"/>	Liberty Utilities Issue
<input type="checkbox"/>	State Issue	<input type="checkbox"/>	Intergovernmental Issue
<input type="checkbox"/>			
<input type="checkbox"/>			

*Check applicable box:*

- ISSUE (AREA TO IMPROVE):** Enter a brief statement (1 or 2 sentences) to describe a problem.  
**OR**
- SUCCESS (PRACTICE TO SUSTAIN):** Enter a brief description for consideration.

**Discussion:** Provide background details regarding issue or success. Continue on page 2, if necessary.

*Enter potential solution/suggested steps. Continue on page 2, if necessary.*

**Recommended Action(s):**

**Obstacles to effecting Proposed Actions?**

**Email completed Participant Feedback Forms to:** [Leonard.Kiolbasa@libertyutilities.com](mailto:Leonard.Kiolbasa@libertyutilities.com)

## Additional Comments

**Attachment 6**

**LIB\_2022 PSPS FSE ExPlan\_070122**

# EXERCISE PLAN



## PSPS EXERCISE 2022

6/23/2022



## EXERCISE OVERVIEW

<b>Exercise Name</b>	Virtual Table Top Exercise (VTTX) Public Safety Power Shutoff
<b>Exercise Date(s)</b>	June 23, 2022
<b>Scope</b>	This is a discussion based exercise, planned for two hours hosted by Liberty Utilities and conducted with multiple remote VTC sites.
<b>Mission Area(s)</b>	Response and Recovery
<b>Objectives</b>	<ol style="list-style-type: none"> <li>1. Test the Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.</li> <li>2. Test Liberty Utilities Everbridge notification of CalOES via online portal and set up of the State Executive meeting.</li> <li>3. Test the Liberty Public Safety Partner Portal</li> <li>4. Simulate activation of CRCs in the operational area.</li> <li>5. Test Everbridge notification of Public Safety Partners in “exercise” mode.</li> <li>6. Test Liberty’s ability to coordinate with AFN populations.</li> <li>7. Test Liberty coordination with 211.</li> </ol>
<b>Threat or Hazard</b>	Public Safety Power Shutoff (PSPS).
<b>Scenario</b>	This PSPS VTTX is designed around the realistic scenario of a Public Safety Power Shutoff that impacts the north and west shores of South Lake Tahoe, Truckee, and the “Glenshire” Liberty service area. This event will require significant effort and actions by Liberty Utilities, California and its public safety partners.
<b>Purpose</b>	The purpose of this exercise is to evaluate the Liberty Utilities response to a PSPS event and associated PSPS impacts in its service area.
<b>Participating Organizations</b>	<p>Liberty Utilities (California)</p> <p>California Public Utilities Commission</p> <p>Cal OES</p> <p>Cal OEIS</p> <p>CAL FIRE</p> <p>AT&amp;T</p> <p>T-Mobile</p>



Verizon  
Town of Truckee, CA  
Nevada County, CA  
Placer County, CA  
Placer County Sheriff Dept.  
Connecting Point  
North Tahoe Fire Department  
Tahoe Donner Public Utility District



Point of  
Contact

Lee Kiolbasa  
[Leonard.kiolbasa@libertyutilities.com](mailto:Leonard.kiolbasa@libertyutilities.com)  
530-414-6330  
Eliot Jones  
[Eliot.jones@libertyutilities.com](mailto: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. Very Important Persons (VIPs) are also observers, but they frequently are grouped separately.
- **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**

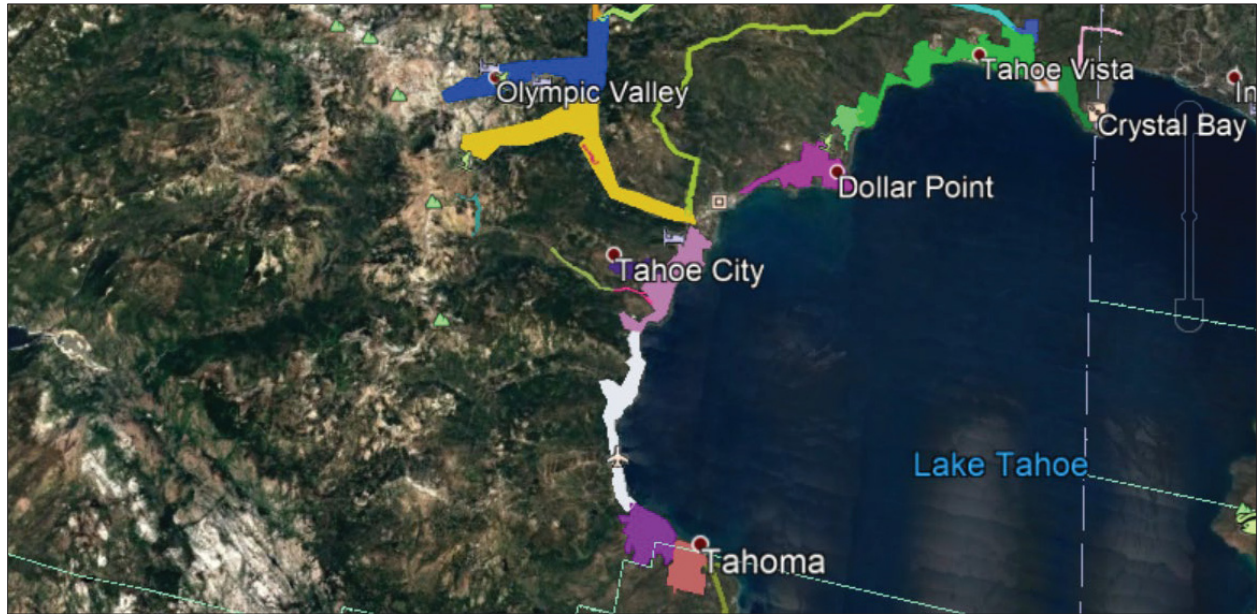
Because the exercise is of limited duration and scope, certain details will be simulated. The physical description of what would fully occur at the incident sites and surrounding areas will be relayed to players by controllers.

## **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**

**Attachment 7**

**LIB\_2022 PSPS Table Top Exercise Agenda\_070122**



**AGENDA**  
**PSPS Table Top**  
**Exercise June 15,**  
**2022**

<b>TIME</b>	<b>AGENDA ITEM</b>	<b>PRESENTER</b>
<b>0830</b>	Opening Remarks	Ed Jackson Travis Johnson
<b>0835</b>	Incident Command Overview Incident Management Team (IMT) Assignments	Lee Kiolbasa
<b>0850</b>	PSPS Playbook:	Alison Vai
<b>0910</b>	Exercise Overview, Guidelines, and Scenario (72 + hours)	Lee Kiolbasa
<b>0915</b>	DRILL #1—Stage 1, Potential PSPS (72 Hours)	IC/IMT
<b>0925</b>	DRILL #2A—Stage 2A Imminent PSPS (48 hours)	IC/IMT
<b>0935</b>	DRILL #2B—Stage 2, Imminent PSPS (24 hours)	IC/IMT
<b>0950</b>	DRILL #3—Stage 3, Implemented PSPS	IC/IMT
<b>1005</b>	DRILL #4—Stage 4, Restoration Initiated	IC/IMT
<b>1015</b>	DRILL #5—Stage 5, Event Concluded	IC/IMT
<b>1020</b>	Hot Wash/After Action Comments Closing Comments	Travis Johnson, Ed Jackson
<b>1030</b>	ENDEX	

**Attachment 8**

**LIB\_PSPS Exercise June 15 2022\_070122**



**Liberty**™

# PSPS TABLE TOP EXERCISE, 2022

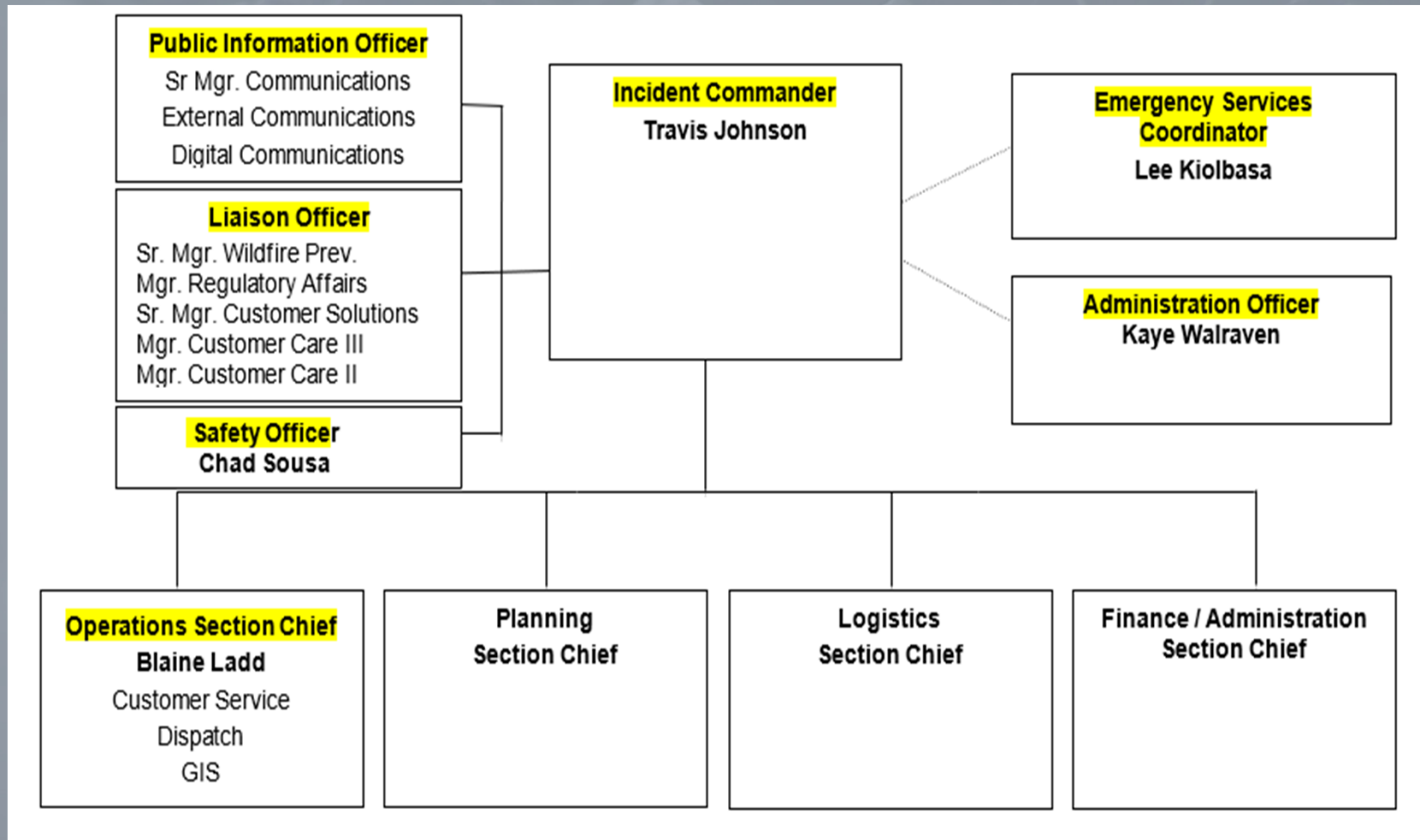
June 23, 2022

# AGENDA

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

# EXERCISE TEAM

## Introductions



# EXERCISE

## Liberty PSPS Playbook

- Liberty PSPS Playbook and exercise files are available on Teams
- [West Region Communications - June 15 Table Top Exercise - All Documents \(sharepoint.com\)](#)

Name	Modified
Stage 2b, SEP 16, 2022	Yesterday at 12:08 PM
Stage 3, SEP 17, 2022	Yesterday at 12:08 PM
Stage 4, 0600, SEP 18, 2022	Yesterday at 12:09 PM
Stage 5, 1400, SEP 18, 2022	Yesterday at 12:14 PM
Liberty PSPS Table Top Exercise After Action Input.pdf	5 days ago
Liberty Utilities 2020 PSPS Table Top Exercise Agenda.docx	5 days ago
PSPS Exercise May 25 2022(2).pptx	Yesterday at 5:03 PM
PSPS Playbook_5.24.docx	2 hours ago

Name	Modified
Stage 1, Playbook Actions	Yesterday at 12:10 PM
ICS Agenda 0800 9-14-2022.docx	5 hours ago
ics-incident_action_plan Sep 14.docx	About an hour ago



# EXERCISE

## EXERCISE OVERVIEW AND OBJECTIVES

- The exercise focus is on PSPS implementation and Incident Management Team roles.
  - The exercise is limited to two 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 4 updates will be provided.



# EXERCISE

## Exercise Guidelines

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

# EXERCISE—Scenario

## Strong Winds 4 Days Out

- GFS and ECMW now agree that peak winds will occur on Saturday Sep 17.
- Forecast dashboard shows wind gusts of 55+ mph and FFWI > 80 across several PSPS zones.
- NWS Reno Area Forecast Discussion mentions a “strong Possibility for fire weather headlines this weekend”.
- Hardening on usually “windy” circuits (TPZ1261 and Mul 1296R3) Has reduced PSPS probability on these circuits.
- Recent heat and prolonged drought have caused pockets of emerging tree mortality along the West Shore from Tahoma to Tahoe City, up Hwy 89 to Olympic Valley and north toward Truckee & Glenshire.

UPDATE

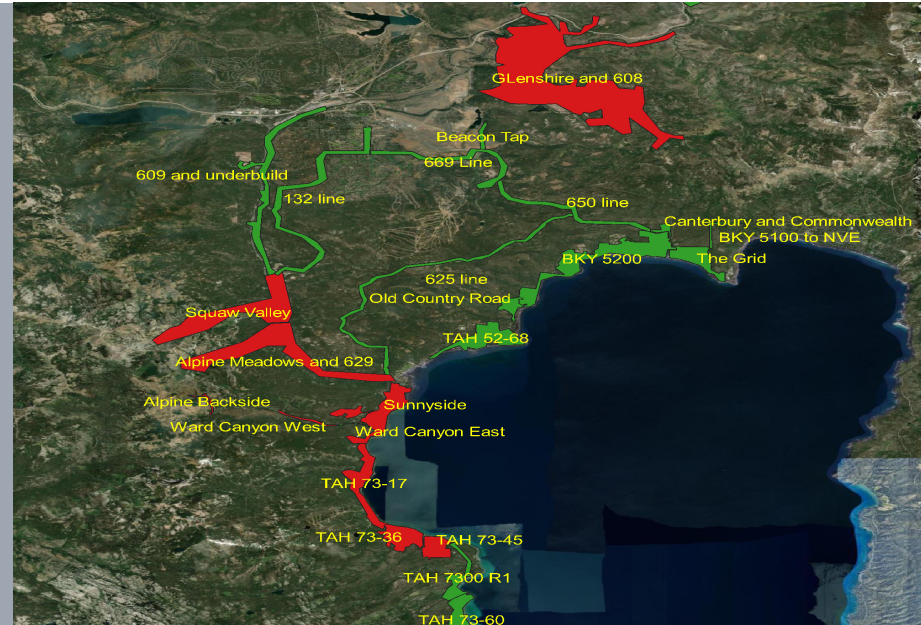
Sep 13

0630

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

Sep 14<sup>th</sup>--0630 Meeting

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



- 0800 NWS has issued a Fire Weather watch for all of LU's Service territory from 9 AM—9PM Saturday for strong Gusty winds and low relative humidity.
- Red zones shown to the right are targeted for de-energization.



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

## Sep 14<sup>th</sup>--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



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

### VP 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

### PROGRAM MANAGER, EXTERNAL COMMUNICATIONS

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

### 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
- Facebook alert
- Twitter alert

### ADMINISTRATIVE OFFICER

- Schedule reoccurring meeting at 8 a.m. and 5 p.m.
- Distribute recording document
- Confirm all parties have recorded action in shared document

### GIS MANAGER

- Launch password-protected GIS portal

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

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

### DIRECTOR, GOVERNMENT AFFAIRS

- Distribute email to elected officials

### EMERGENCY SERVICES COORDINATOR

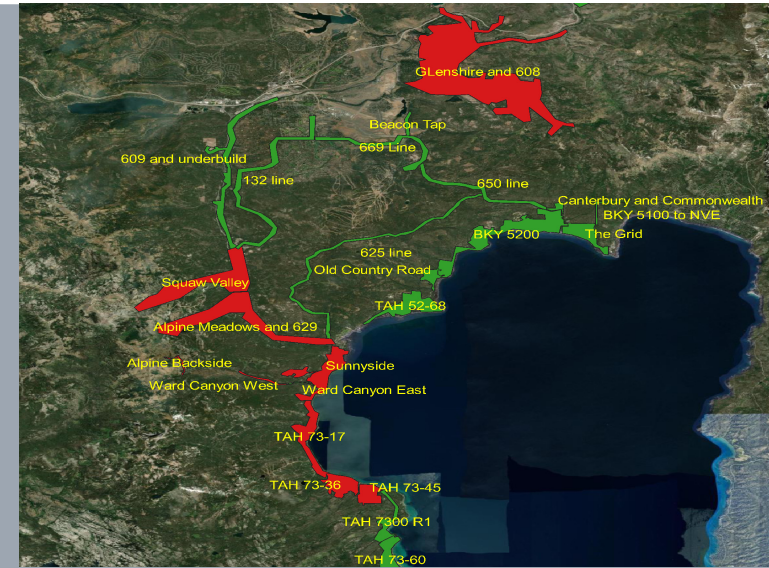
- Identify CRC location(s)
- Contact representative(s) of identified CRC location(s)
- Activate delivery of CRC supplies
- Identify and contact two Liberty representative to staff each CRC location



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

Sep 15<sup>th</sup>--0630 Meeting

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



- NSW has upgraded its Fire Weather watch to a Red Flag Warning from 9 AM—9PM Saturday.
- High Resolution Wx model (NAM) now in range-forecasting that de-energization criteria will be exceeded.
- No change in red PSPS areas from yesterday—zones not Targeted for de-energization will be placed in “fast trip” mode.

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

Sep 15<sup>th</sup>--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





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

### VP 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

### PROGRAM MANAGER, EXTERNAL COMMUNICATIONS

- Email and Everbridge alert to public safety partners and critical facilities
- Alert to all potentially impacted customers
- Press release
- Distribute radio PSA
- 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

- Confirm all parties have recorded action in shared document

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

- Distribute alert to key customers

### MANAGER III - ELECTRIC, BUSINESS AND COMMUNITY DEVELOPMENT

- Distribute messaging material to CBOs

### DIRECTOR, GOVERNMENT AFFAIRS

- Distribute email to elected officials

### EMERGENCY SERVICES COORDINATOR

- Finalize CRC location(s) and staffing plan

### GIS MANAGER

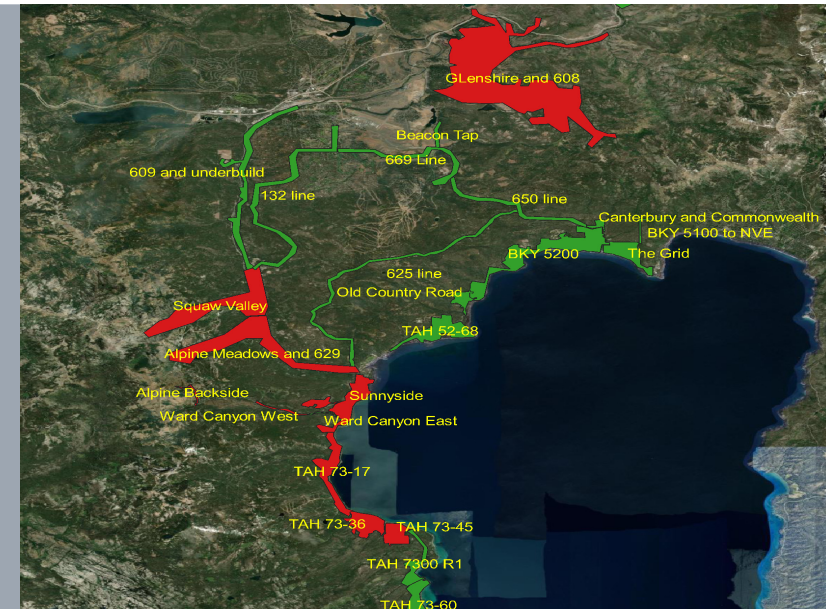
- Update password-protected GIS portal



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

Sep 16<sup>th</sup>—0630

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



- High resolution Wx models (HRRR & NAM) still Showing de-energization criteria to be exceeded In red zones to right.
- NWS RFW remains in place.
- PSPS tomorrow is probable.



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

Sep 16<sup>th</sup>—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



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

### VP OF OPERATIONS

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

### PROGRAM MANAGER, EXTERNAL COMMUNICATIONS

- Email and Everbridge alert to public safety partners and critical facilities
- Alert to all potentially impacted customers
- Press release
- Distribute radio PSA
- 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

- Confirm all parties have recorded action in shared document

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

- Distribute email to CBOs
- Distribute alert to key commercial customers

### DIRECTOR, GOVERNMENT AFFAIRS

- Distribute email to elected officials

### EMERGENCY SERVICES COORDINATOR

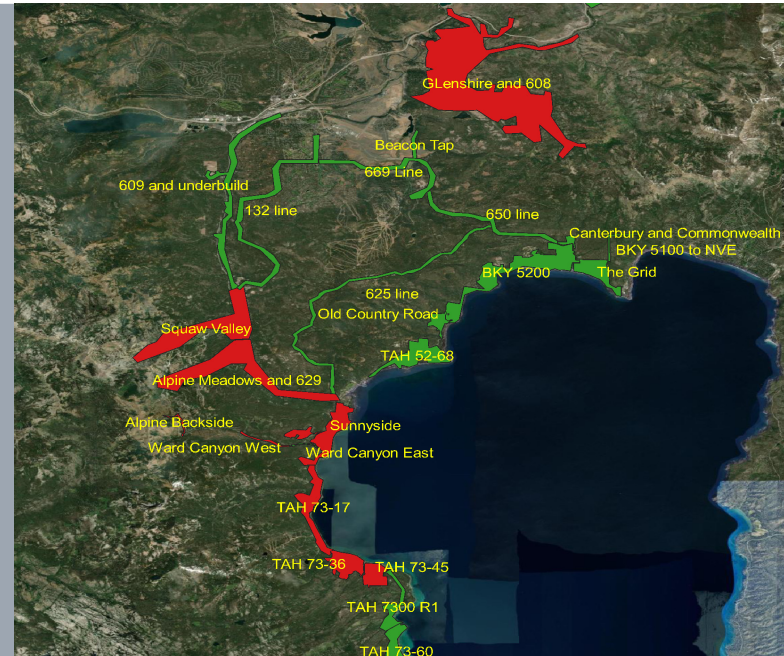
- Open all CRC locations



# EXERCISE—PSPS Stage 3, Implemented PSPS

Sep 17<sup>th</sup> 0630

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

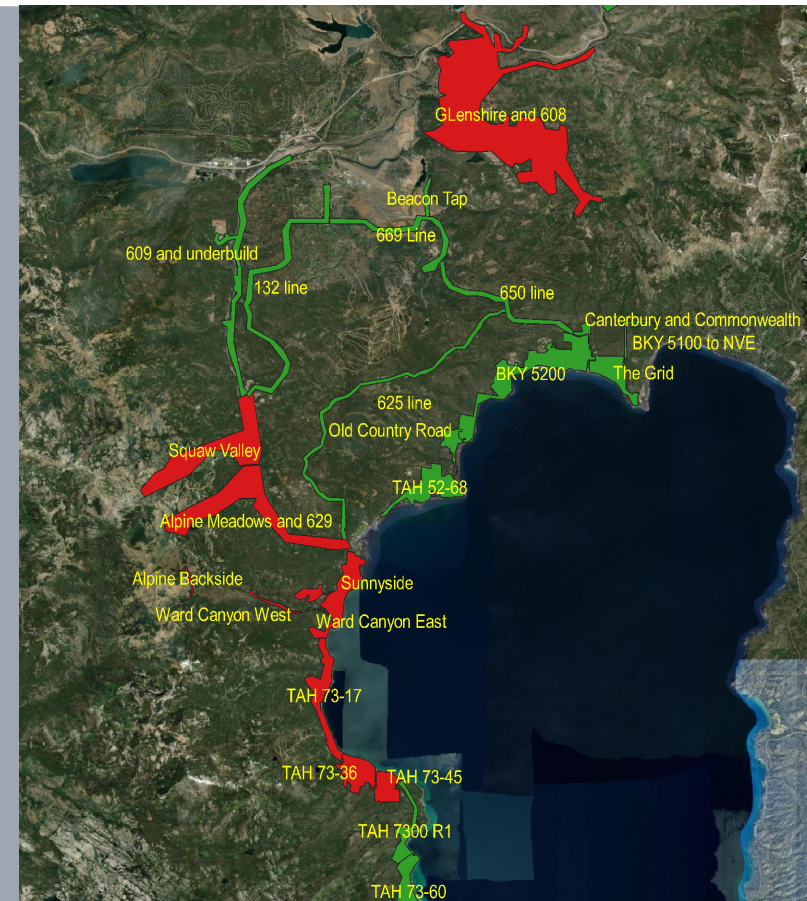


- PSPS initiated for red zones shown to the right at 8 AM today
- Winds forecast to remain elevated until after dusk so patrols and inspections will commence at 6 AM tomorrow.

# EXERCISE—PSPS Stage 3, Implemented PSPS

Sep 17<sup>th</sup> 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



## EXERCISE—PSPS Stage 3, Implemented PSPS

### VP 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

### PROGRAM MANAGER, EXTERNAL COMMUNICATIONS

- Email and Everbridge alert to public safety partners and critical facilities
- 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

- 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

### DIGITAL COMMUNICATIONS LEAD

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

### ADMINISTRATIVE OFFICER

- Confirm all parties have recorded action in shared document

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

- Distribute email to CBOs
- Distribute alert to key customers

### DIRECTOR, GOVERNMENT AFFAIRS

- Distribute email to elected officials

### EMERGENCY SERVICES COORDINATOR

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



# EXERCISE—PSPS Stage 4, Restoration Initiated

Sep 18<sup>th</sup> 0630—Inspections Commence

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

UPDATE

Sep 18  
0630



# EXERCISE—PSPS Stage 4, Restoration Initiated

Sep 18<sup>th</sup> 0800

Incident Commander—Objectives

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

UPDATE

Sep 18

0800



# EXERCISE—PSPS Stage 4, Restoration Initiated

## VP 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
- 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

## PROGRAM MANAGER, EXTERNAL COMMUNICATIONS

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

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

## ADMINISTRATIVE OFFICER

- Confirm all parties have recorded action in shared document

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

- Distribute alert to key commercial customers
- Distribute email to CBOs

UPDATE

Sep 8  
1700



# EXERCISE—PSPS Stage 5, Event Concluded

Sep 18<sup>th</sup> 1400—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

UPDATE

Sep 18

1400

- Incident Command is alerted that safety inspections Have been completed, and power has been restored.



## EXERCISE—PSPS Stage 5, Event Concluded

### VP OF OPERATIONS

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

### REGULATORY AFFAIRS

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

### PROGRAM MANAGER, EXTERNAL COMMUNICATIONS

- Email and Everbridge alert to public safety partners and critical facilities
- Email to all impacted customers
- Press release
- Distribute radio PSA

### 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

- Confirm all parties have recorded action in shared document

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

- Distribute alert to key commercial customers
- Distribute email to CBOs
- Call all medical baseline and AFN customers



## AFTER ACTION REVIEW

1. Incident Commander
2. Incident Management Team
3. Ed Jackson—Closing Remarks

# Thank You

Please complete your Participant Feedback Form or evaluation notes / and return them to:

[Eliot.Jones@libertyutilities.com](mailto:Eliot.Jones@libertyutilities.com) [Patrick.Dillon@libertyutilities.com](mailto:Patrick.Dillon@libertyutilities.com)  
[Leonard.Kiolbasa@libertyutilities.com](mailto:Leonard.Kiolbasa@libertyutilities.com)



**Attachment 9**

**LIB\_PSPS Exercise June 23 2022\_070122**



# PSPS TABLE TOP EXERCISE, 2022

June 23, 2022

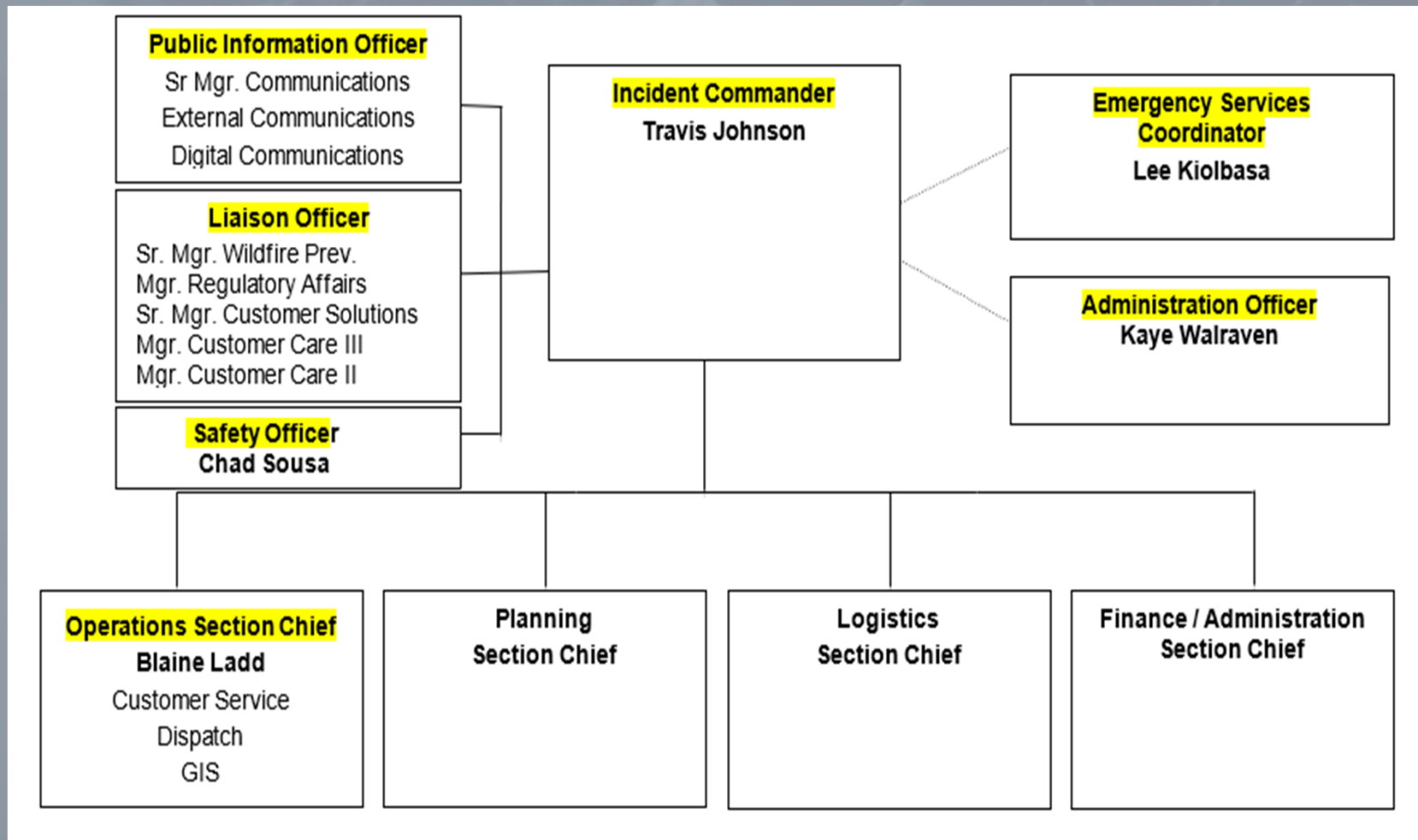


# AGENDA

- ✓ Opening Remarks—Travis Johnson
- ✓ Exercise IMT Assignments/Guidelines/Scenario
- ✓ After Action Review

# EXERCISE TEAM

## Introductions



# EXERCISE

## Liberty PSPS Playbook

- Liberty PSPS Playbook and exercise files are available on Teams
- [West Region Communications - June 15 Table Top Exercise - All Documents \(sharepoint.com\)](#)

Name	Modified
Stage 2b, SEP 16, 2022	Yesterday at 12:08 PM
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  - Review procedures for de-energization and re-energization in response to PPS conditions.

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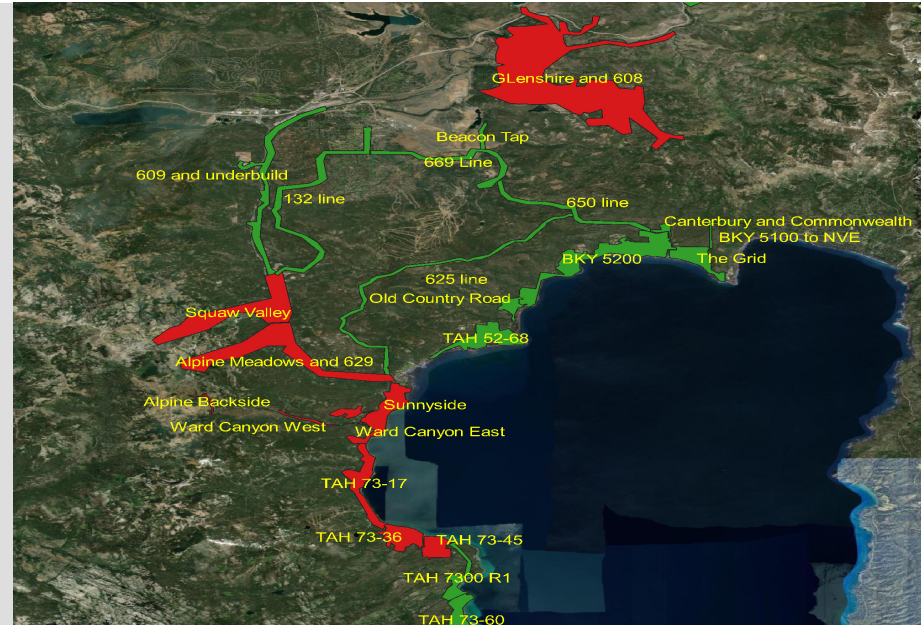
Sep 13

0630

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

Sep 14<sup>th</sup>--0630 Meeting

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- Steering Committee
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  - GIS
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- Admin Officer
- Incident Commander



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

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  - Manager, WMP Business and Community Dev
  - Sr Manager Customer Solutions
- Public Information--Sr Manager
  - Sr Manager Communications
  - External Coms/Digital Coms





# 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

### VP 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

### PROGRAM MANAGER, EXTERNAL COMMUNICATIONS

- AM –Everbridge alert to public safety partners and critical facilities
- PM –Everbridge alert to public safety partners and critical facilities
- Everbridge alert to potentially affected medical baseline and AFN customers

### 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
- 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

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

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

### DIRECTOR, GOVERNMENT AFFAIRS

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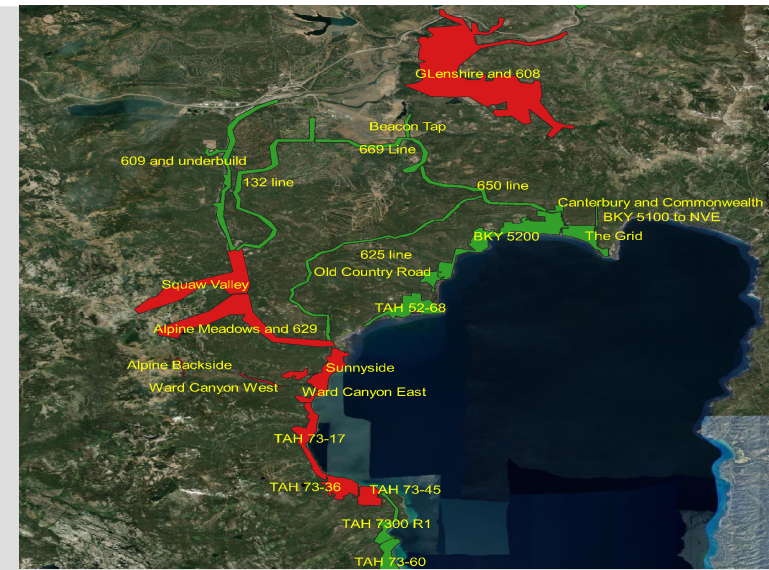
- Identify CRC location(s)
- Contact representative(s) of identified CRC location(s)
- Activate delivery of CRC supplies
- Identify and contact two Liberty representative to staff each CRC location



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

Sep 15<sup>th</sup>--0630 Meeting

- Weather Briefing
- Steering Committee
- Operations
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- Public Information
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- Incident Commander



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

Sep 15<sup>th</sup>--0800

- Incident Commander—Situation Summary
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  - GIS
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- 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

### VP 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

### PROGRAM MANAGER, EXTERNAL 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

- 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

- Reminder to update 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 III - ELECTRIC, BUSINESS AND COMMUNITY DEVELOPMENT

- Distribute messaging material to CBOs

### MANAGER, CUSTOMER CARE

- Follow up calls to medical baseline customers not confirming receipt of Everbridge message
- Coordinate with field ops to perform personal visits/door knockers for medical baseline customers not answering follow up call

### DIRECTOR, GOVERNMENT AFFAIRS

- Distribute email to elected officials

### EMERGENCY SERVICES COORDINATOR

- Finalize CRC location(s) and staffing plan

### GIS MANAGER

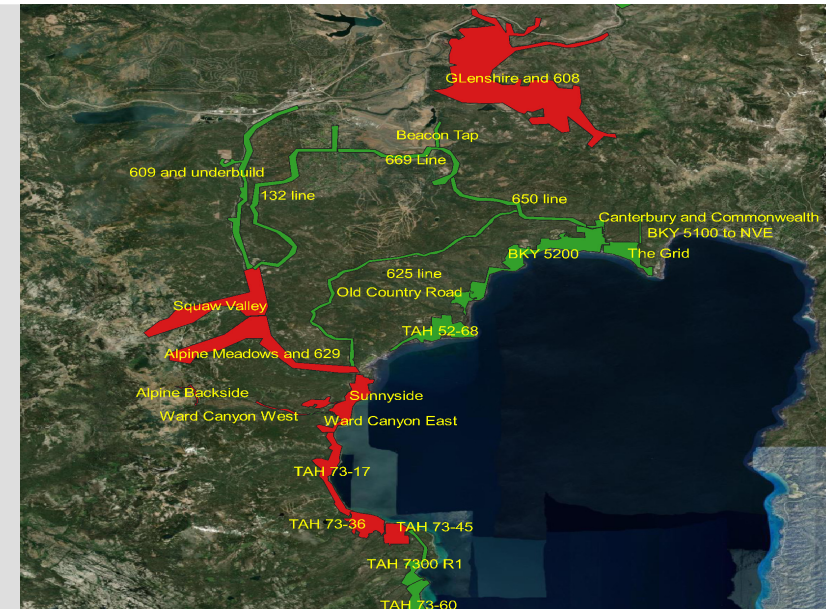
- Update password-protected GIS portal



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

Sep 16<sup>th</sup>—0630

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



- High resolution Wx models (HRRR & NAM) still Showing de-energization criteria to be exceeded In red zones to right.
- NWS RFW remains in place.
- PSPS tomorrow is probable.



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

Sep 16<sup>th</sup>—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



# 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/VP of Operations
- Regulatory Liaison/Regulatory Affairs
- PIO/Senior Manager Marketing and Communications
- External Communications
- Digital Communications
- Administrative Officer
- 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/Nevada County Social Work/211**: Notification is received that a Hospice patient dependent on Oxygen in the Glenshire neighborhood is in a projected power area. How do you respond?



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

### VP OF OPERATIONS

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

### PROGRAM MANAGER, EXTERNAL 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

- 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

- Update microsite
- Facebook alert
- Twitter alert

### ADMINISTRATIVE OFFICER

- Reminder to update the sequence of events tracker
- Schedule a reoccurring meeting at 1:00 pm for Public Safety Partners and Critical Facilities (TEAMS)
- Schedule a reoccurring meeting at 2:00 pm for CBOs and Customers (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 email to CBOs
- Distribute alert to key commercial customers

### DIRECTOR, GOVERNMENT AFFAIRS

- Distribute email to elected officials

### EMERGENCY SERVICES COORDINATOR

- Open all CRC locations



# EXERCISE—PSPS Stage 3, Implemented PSPS

Sep 17<sup>th</sup> 0630

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



- PSPS initiated for red zones shown to the right at 8 AM today.
- Winds forecast to remain elevated until after dusk so patrols and inspections will commence at 6 AM tomorrow...

# EXERCISE—PSPS Stage 3, Implemented PSPS

Sep 17<sup>th</sup> 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



# EXERCISE—PSPS Stage 3, Implemented PSPS

## Inject Discussion questions:

- **AFN Liaison/211**: A non-English speaking Vietnamese family at the Truckee CRC requires assistance with communication.
- **Nevada County Sheriff/City of Truckee**: There is a traffic jam on Old Brockway Road due to residents trying to access the CRC at Truckee Airport. How can this issue be addressed?
- **TCPUD/North Tahoe 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?



## EXERCISE—PSPS Stage 3, Implemented PSPS

### VP 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

### PROGRAM MANAGER, EXTERNAL COMMUNICATIONS

- 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

- 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

### DIGITAL COMMUNICATIONS LEAD

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

### ADMINISTRATIVE OFFICER

- Reminder to update 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 email to CBOs
- Distribute alert to key customers

### DIRECTOR, GOVERNMENT AFFAIRS

- Distribute email to elected officials

### EMERGENCY SERVICES COORDINATOR

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



# EXERCISE—PSPS Stage 4, Restoration Initiated

## Sep 18<sup>th</sup> 0630—Inspections Commence

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

UPDATE

Sep 18  
0630

# EXERCISE—PSPS Stage 4, Restoration Initiated

Sep 18<sup>th</sup> 0800

Incident Commander—Objectives

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

UPDATE

Sep 18

0800





# EXERCISE—PSPS Stage 4, Restoration Initiated

## VP 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
- 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

## PROGRAM MANAGER, EXTERNAL COMMUNICATIONS

- 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

- Reminder to update 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
- Distribute email to CBOs

UPDATE

Sep 18

1700



# EXERCISE—PSPS Stage 5, Event Concluded

**Sep 19<sup>th</sup>** —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

UPDATE

Sep 19

0630

- Incident Command is alerted that safety inspections Have been completed, and power has been restored.



## EXERCISE—PSPS Stage 5, Event Concluded

### VP OF OPERATIONS

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

### REGULATORY AFFAIRS

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

### PROGRAM MANAGER, EXTERNAL COMMUNICATIONS

- 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) – Concluded

### SENIOR MANAGER, MARKETING AND COMMUNICATIONS

- Distribute employee email
- Distribute talking points to the CSRs

### DIGITAL COMMUNICATIONS LEAD

- Alert IT to begin removing microsite
- Facebook alert
- Twitter alert

### ADMINISTRATIVE OFFICER

- Reminder to update 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 commercial customers
- Distribute email to CBOs
- Call all medical baseline and AFN customers



## AFTER ACTION REVIEW

1. Incident Commander
2. Incident Management Team
3. Ed Jackson—Closing Remarks

# Thank You

Please complete your Participant Feedback Form or evaluation notes / and return them to:

[Eliot.Jones@libertyutilities.com](mailto:Eliot.Jones@libertyutilities.com) [Patrick.Dillon@libertyutilities.com](mailto:Patrick.Dillon@libertyutilities.com)  
[Leonard.Kiolbasa@libertyutilities.com](mailto:Leonard.Kiolbasa@libertyutilities.com)



**Attachment 10**

**LIB\_2022\_Survey Results Wave 1\_070122**



# Wildfire Messaging Awareness



**Prepared by**

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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 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 204 surveys, including 30 from critical customers, were completed between August 16 and September 15, 2021
  - Phone: 80 completed surveys
  - Web: 124 completed surveys





# Key Findings

**59% are aware of wildfire safety communications**, significantly fewer than last year. **Liberty** remains the primary source for wildfire preparedness information, and **personal preparedness**, and **vegetation management** are the most common messages recalled.

**Email** remains the most commonly recalled channel for wildfire preparedness communication. In terms of **clarity**, **bill insert** is rated the highest; **other websites** and **newspaper** are rated as the **most useful** sources of information about wildfire preparedness. Customers say they **most often** recall seeing or hearing messages about wildfire on **social networks**, though **word of the mouth**, and on **TV news**.

**Similar to last year 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.

**55% are aware of Liberty's efforts to prune vegetation** around power lines in higher-risk areas. **Recallers** remains more likely than **Non-Recallers** to be aware of Liberty's efforts to reduce the risk of wildfire.

**67%** recall seeing, hearing or reading the phrase **"Public Safety Power Shutoff or PSPS,"** in line with last year's results. **TV News** remains the main channel for seeing/hearing about PSPS, and the percentage of customers who mentioned email has decreased since November 2020.

**33%** say they would first turn to the **Liberty website** for information about a PSPS event. And **79%** 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."**

Satisfaction with outreach and engagement remains mostly consistent with previous results, though **fewer** customers say they are very satisfied with outreach regarding **where to find information to help them stay safe** and prepare before a wildfire and communications in **preparing them to act in the event of a wildfire**.

On average, customers have received **1 PSPS notification**, just under a half say that **"false alarms" didn't affect them in any way**. **47%** say that **notifications should be sent if there is any possibility of a PSPS**.

**53%** are aware they can **update their contact information with Liberty**, and just under two thirds of those have done so, in line with last year's findings.

Similar to November 2020, **31%** say they know **whether their address is in PSPS area**, and **21%** are aware of a **PSPS map** on Liberty's website.

Among those reporting that they **rely on electricity for medical needs 60% are aware of additional notices from Liberty**.

**All but two customers for whom English** is not their primary language prefer to receive communications in English.



# Recommendations

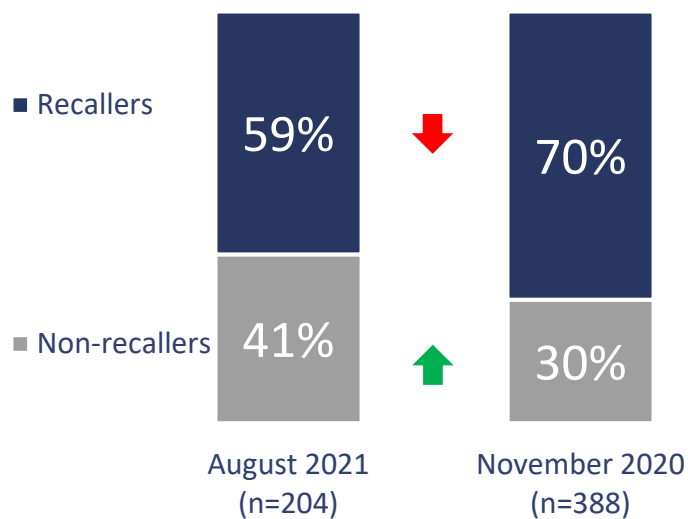
- Evaluate the current communication strategy, as recall of wildfire safety communications is down from November. However, it must be kept in mind that the trend is for lower awareness of communications in the “pre” fire season wave, and increased awareness in the “post” wave conducted in November.
  - It is also important to note that fire activity in the South Lake Tahoe area occurred during the survey. While the bulk of responses came before evacuations, the fire was in the news throughout the survey period.
- Fewer customers recalled seeing or hearing about Liberty’s wildfire mitigation plan and compared to last year more customers say they are not aware of Liberty’s efforts to reduce wildfire risk.
  - Consider focusing communications on inspections by air and ground, investing in covered conductors, wood pole alternatives, additional control devices, and weather monitoring points.
- Consider increasing messaging around preparing an emergency kit, watering, and a readiness plan, as customers remain considerably less likely to have taken these actions, relative to vegetation management and creating defensible space.
- Continue utilizing email and bill inserts as the channels for communications about wildfire preparedness and safety. Consider increasing frequency of email and direct mail outreach.
  - Evaluate information provided on the website to make sure it is presented in a clear and easy-to-understand way.
- Continue leveraging TV news and email to educate consumers about PSPS events. Customers prefer to be notified proactively, if there is any possibility of a PSPS event or high likelihood of a PSPS event.



# Wildfire Safety Communications Awareness

- Three in five say they have seen or heard communications about wildfire safety in the past year, a significant decrease from November 2020 (70%)
- Compared to Non-Recallers, Recallers are more likely to be older and say they rely on electricity for medical needs

## Communication Awareness



	Recallers (n=120)	Non-Recallers (n=84)
Gender	Male – 56% Female – 40%	Male – 40% Female – 52%
Age	18-54 – 18% 55-64 – 21% <b>65+ – 56%</b>	<b>18-54 – 33%</b> 55-64 – 26% 65+ – 35%
Median Income	\$103K	\$106K
Home Ownership	Rent – 8% Own – 88%	Rent – 10% Own – 85%
Primary Language is not English	18%	21%
Responded they Rely on Electricity for Medical Needs	<b>28%</b>	15%

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

Bold denotes statistically significant difference between Recallers and Non-Recallers

Q2 Have you seen or heard any communications about wildfire safety in the past year? (n=372; Total)





# Communication Recall

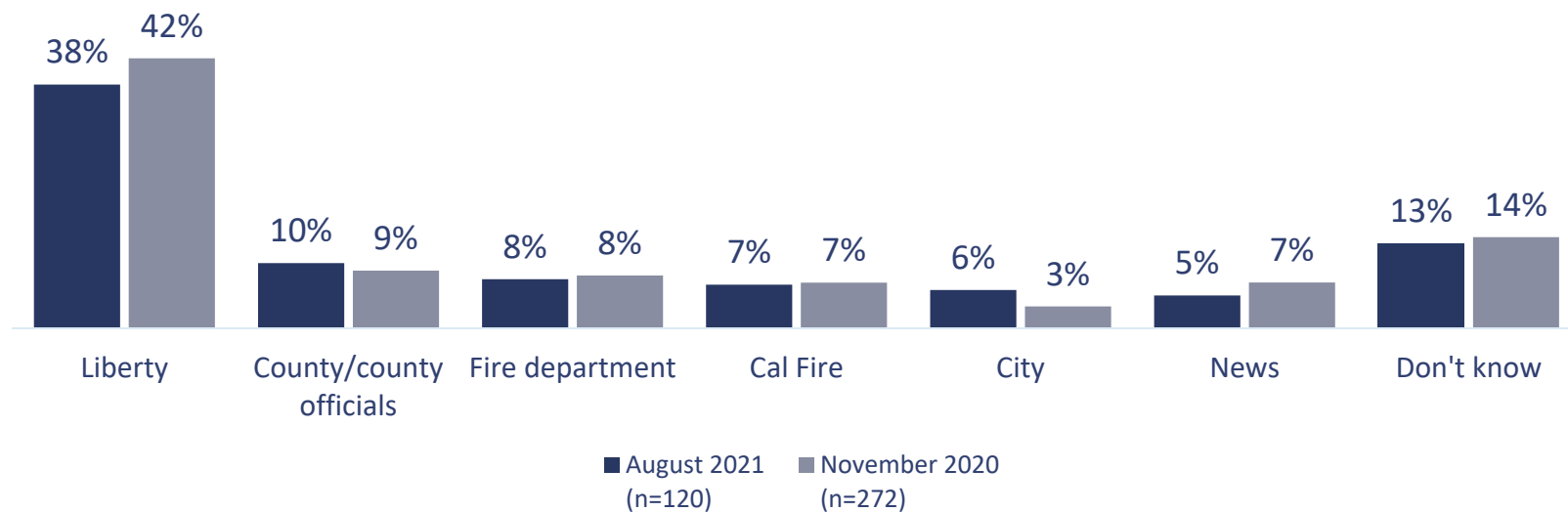
(among those aware of communications)

# Sources of Wildfire Preparedness Communications

- Of those aware of communications, just under two in five mention Liberty as the source of wildfire preparedness communication, in line the previous wave of the study (38% vs 42%)
- One in seven (13%) are not aware of the source of communication, consistent with November 2020 (14%)

## Wildfire Preparedness Communications Sources

(among those who recall communication)





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



Q5



Who was the communication about wildfire preparedness from? (n=120; Aware of Communication)

# Wildfire Preparedness Communications Messages

- Of those who recall communications, three in five recall messages about personal preparedness (59%), followed by vegetation management (48%)
- Compared to the previous wave, vegetation management and Community Resource Centers available for information and support are mentioned by significantly fewer customers (48% vs 61%, and 13% vs 26%)

Communications Messages Recalled		Nov. 2020
<i>(among those who recall communication)</i>		<i>(n=272)</i>
Personal Preparedness	59%	59%
Vegetation Management	48% 	61%
Public Safety Power Shutoff	38%	36%
Liberty's Wildfire Mitigation Plan	33%	33%
Notifications & Updating Customer Information	31%	33%
Local Emergency Services – Resources	18%	24%
Medical Needs	18%	20%
Local Emergency Services – Support Tools	14%	21%
California Public Utility Commission designation of high wildfire threat areas	13%	18%
Community Resource Centers available for information and support	13% 	26%
System Hardening	12%	8%
Weather Stations	11%	13%

Q3 What were the messages of the communications you saw or heard about wildfire preparedness? (n=120; Aware of Communication)

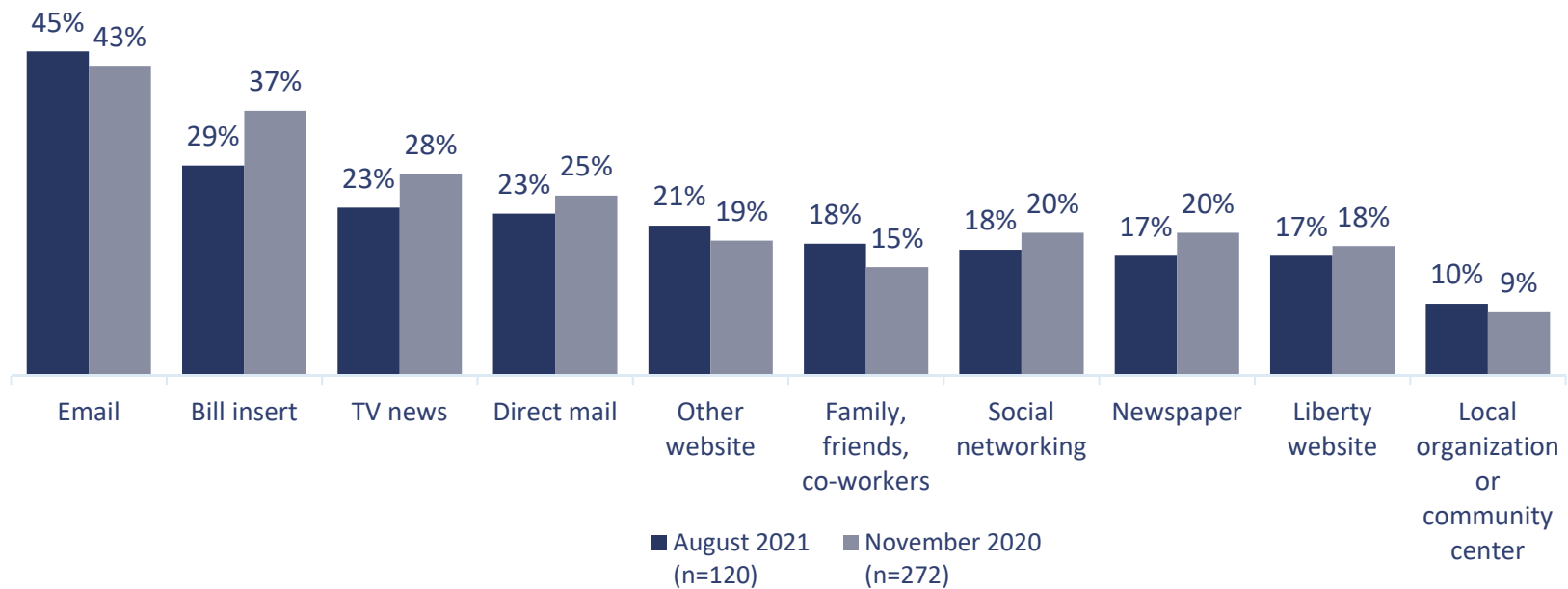
  Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Information Channels for Wildfire Communications

- Email remains the most common channel for wildfire preparedness communication with just under half mentioning it (45%), followed by bill insert (29%), TV news (23%), and direct mail (23%)

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





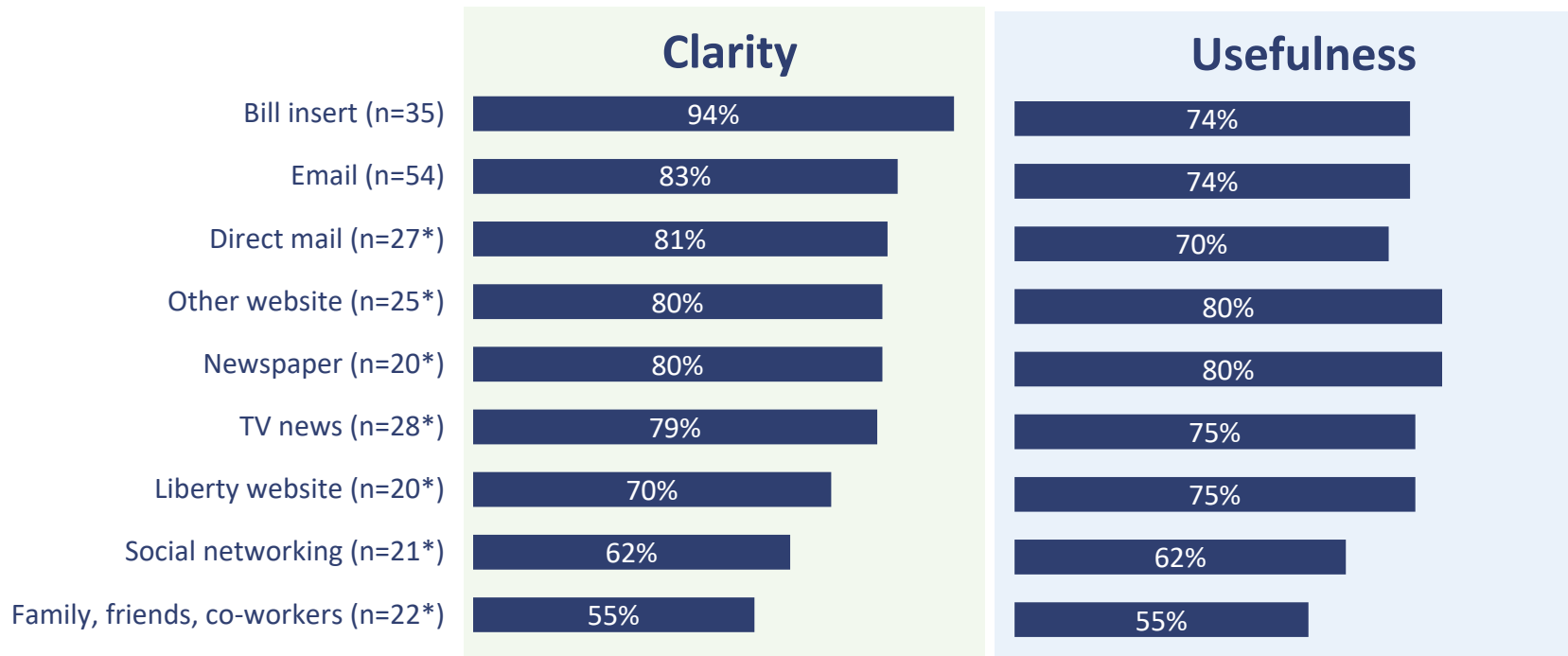
 Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Q4 Where did you see or hear the communications about wildfire preparedness? (n=120; Aware of Communication)

# Information Usefulness and Clarity

- In terms of clarity, bill insert is rated the highest; other websites and newspaper are rated as the most useful sources of information about wildfire preparedness



\*Small sample size (n<30)



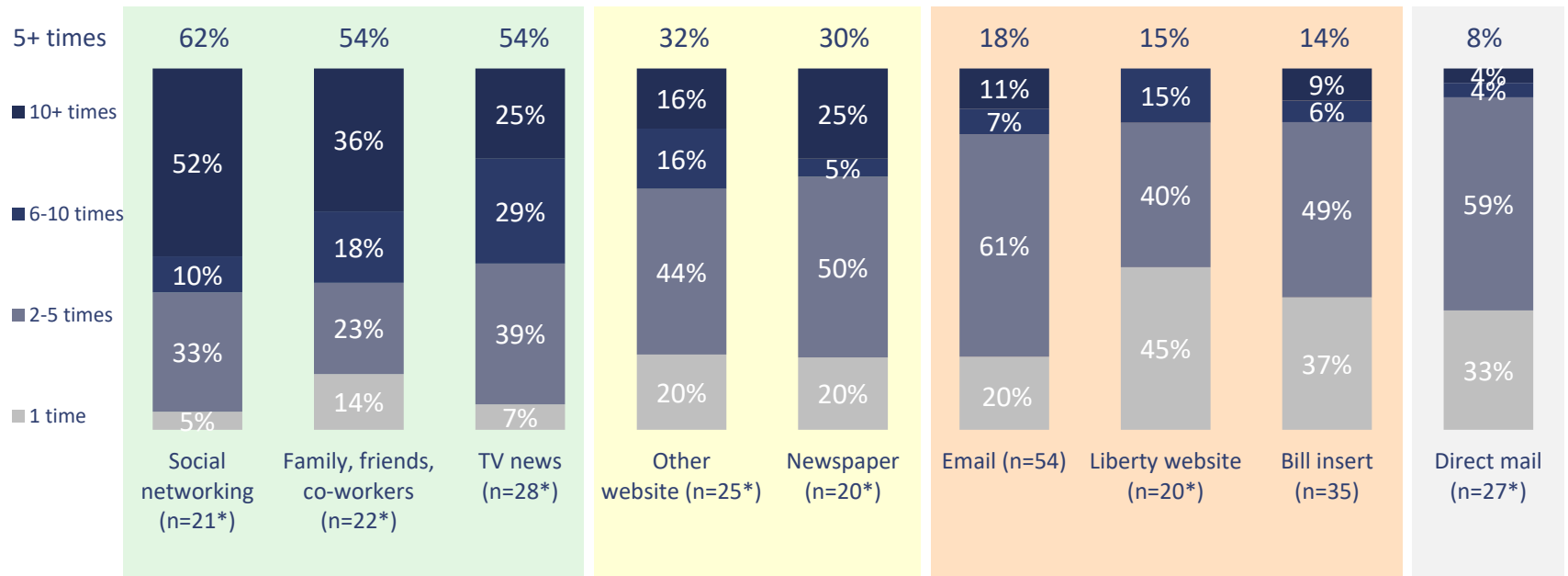
Q4A How useful was the information about wildfire preparedness from each of these sources? (n=120; Aware of Communication)  
 Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n=120; Aware of Communication)



# Communication Frequency

- Just under two thirds say they have seen at least five messages about wildfire preparedness on social networks (62%), and over half mention hearing them from their friends and family (54%) or seeing on TV news (54%) at least five times during the last six months; other websites and newspaper make up the next tier of frequency

## Communication Frequency



\*Small sample size (n<30)

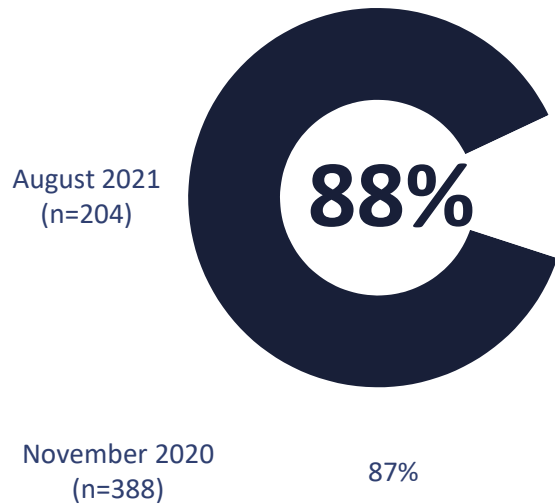


## Wildfire Preparedness Actions Taken



# Wildfire Preparedness

- Seven in eight (88%) have taken actions to prevent or prepare their home or business in the event of a wildfire, consistent with previous results (87%)
- Trimming vegetation around their home or property remains the most common action taken, mentioned by 71% of respondents

## Took Actions to Prevent or Prepare for a wildfire



Actions Taken <i>(among those taking action)</i>	August 2021 (n=180)	November 2020 (n=337)
Trimmed vegetation around home or property	71%	89%
Created defensible space	31%	--
Prepared an emergency kit	6%	9%
Watering/installed watering systems	6%	2%
Prepared an emergency readiness plan and contact information	4%	5%

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

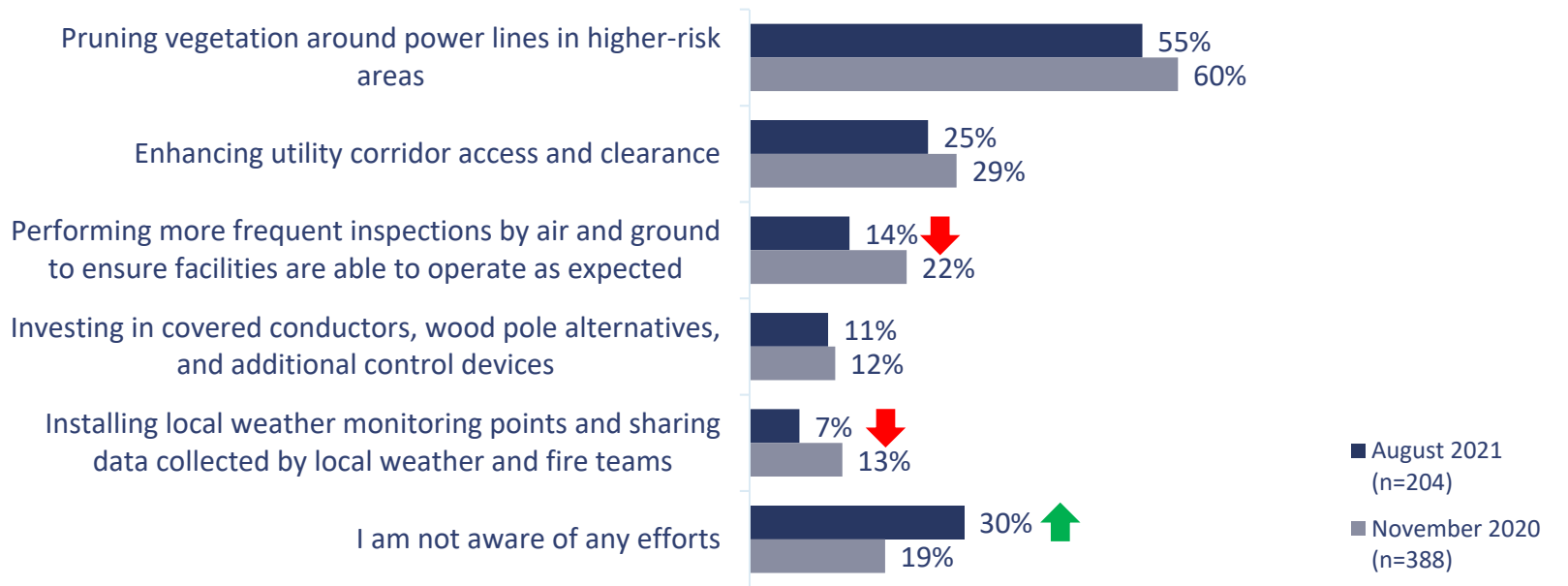


Q6 In the past year, have you taken any actions to prevent or prepare your home or business in the event of a wildfire? (n=204; Total)  
 Q6A What actions have you taken in your home or business to prevent or prepare in the event of a wildfire? (n=180; Took actions)

# Awareness of Liberty's Efforts

- Consistent with previous results, just over half are aware of Liberty pruning vegetation around power lines in higher-risk areas (55%), though significantly more customers say they are not aware of any efforts (30% vs 19%)
- **Recallers** remain significantly more likely than Non-Recallers to be aware of at least one of Liberty's efforts to reduce the risk of wildfire (**84%** vs 49%), and significantly more likely to mention every effort taken

## 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=204; 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



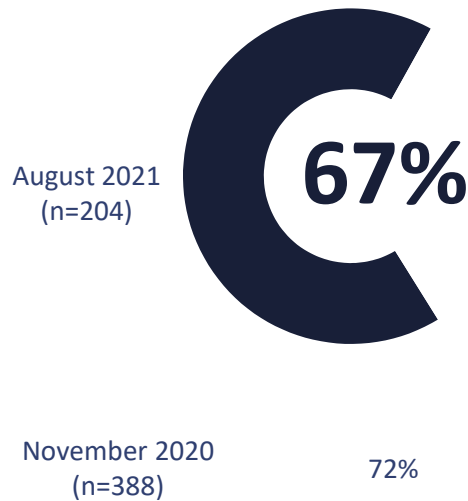


## Awareness of Public Safety Power Shutoff

# PSPS Awareness

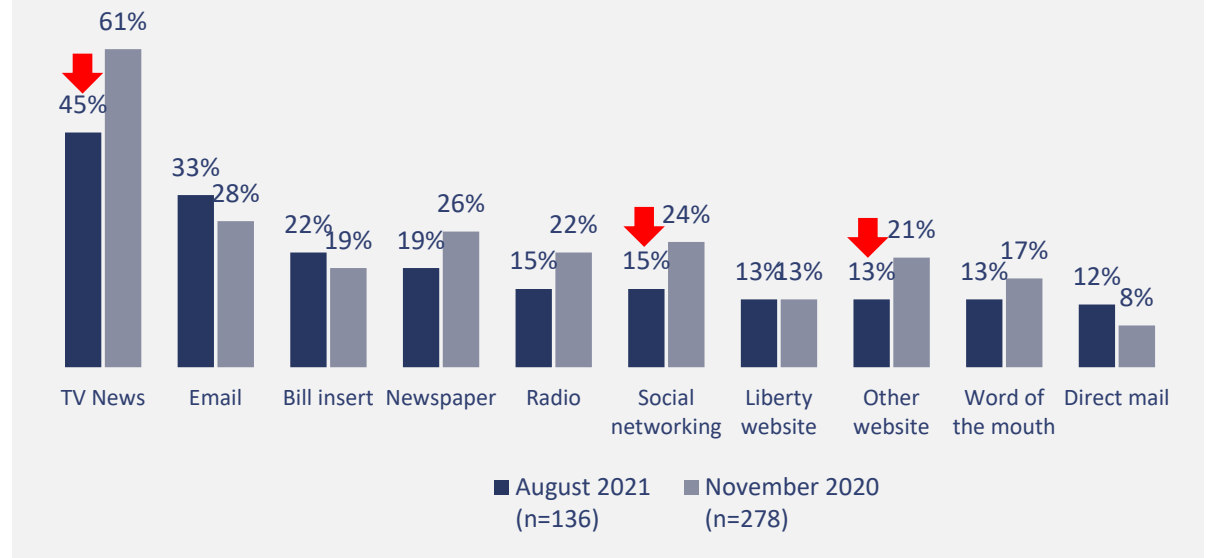
- Two thirds (67%) say they recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS,” in line with the previous wave; **Recallers** remain more likely than Non-Recallers to be aware of PSPS (**80%** vs 48%)
- TV News remain the most common source of PSPS communication, though significantly fewer customers mentioned it compared to November 2020 (45% vs 61%)

## PSPS Recall



## Sources of PSPS Communications

(among those who recall PSPS)



Q8  
Q8A

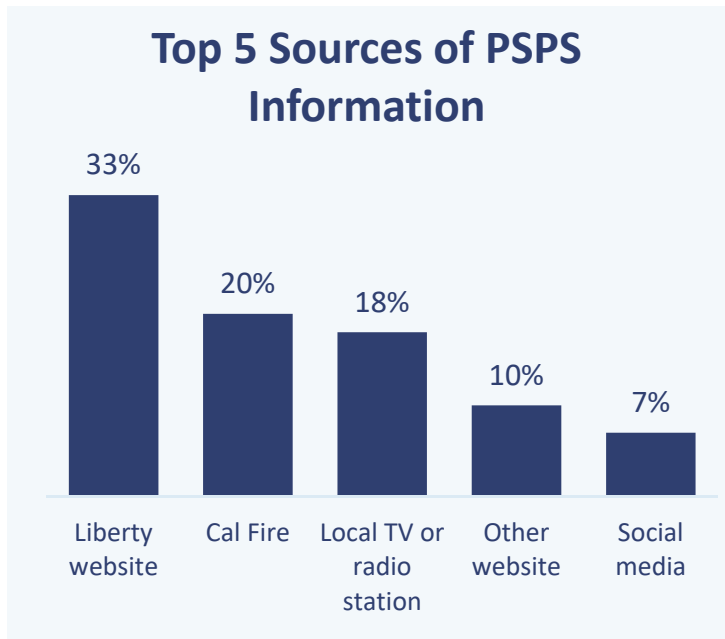
In the past year, do you recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS?" (n=204; Total)  
Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=136; Recall PSPS Communications)

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
- Just over three quarters 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” (79%), down from 89% in November 2020; the percentage agreeing that “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” has increased to 58% from 45%



PSPS Understanding	August 2021 (n=136)	November 2020 (n=278)
For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.	79%	89%
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.	71%	67%
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.	58%	45%
The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.	46%	38%



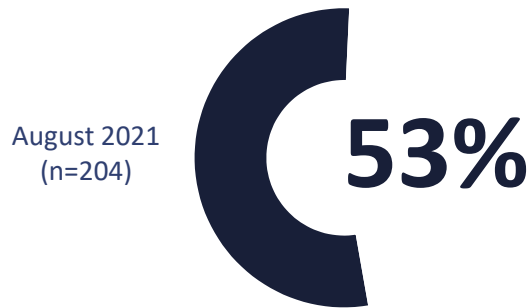
Q9. Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n=136; Recall PSPS)  
 Q10. What is your understanding of a Public Safety Power Shutoff? (n=136; Recall PSPS)

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

# Contact Information for PSPS

- Just over half (53%) are aware they can update their contact information with Liberty, consistent with last year results (54%); among **Recallers** awareness is higher than among Non-Recallers (63% vs 39%)
- Two thirds (64%) of those aware they can update their information have done so, consistent with November 2020 (64%)

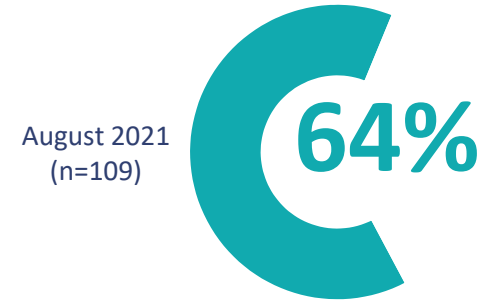
## Awareness of Ability to Update Contact Information for PSPS



November 2020 (n=388) 54%

## Have Updated Contact Information

*(among those aware they can update contact info)*



November 2020 (n=168) 64%

Bold denotes statistically significant difference between Recallers and Non-Recallers

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

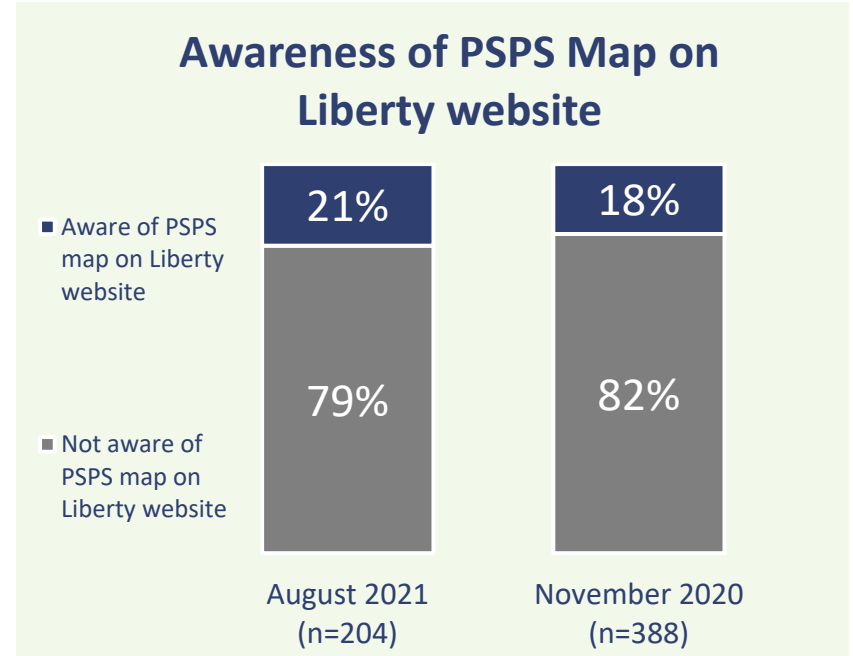
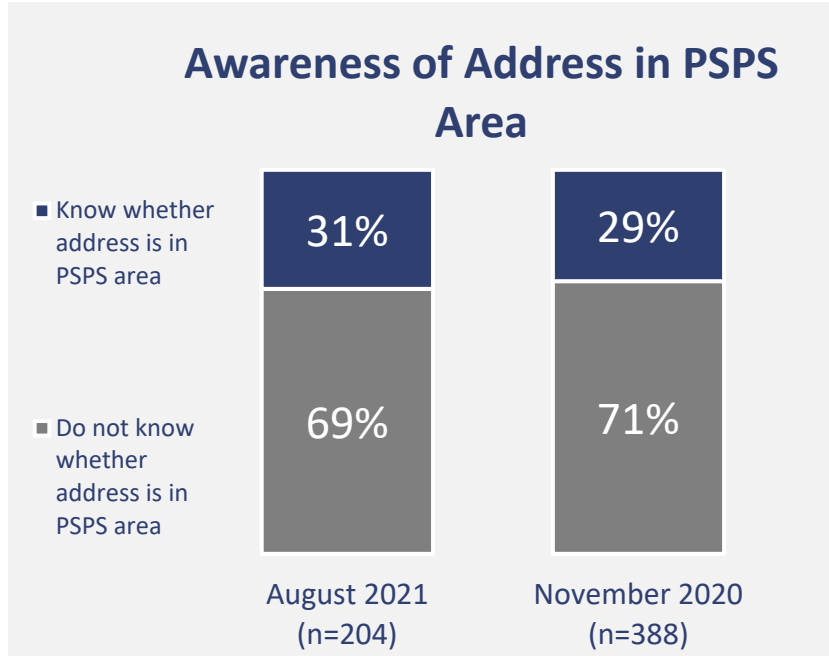
Q11 Are you aware you can update your contact information with Liberty to receive proactive notification prior to a Public Safety Power Shutoff? (n=204; Total)  
Q11A Have you updated your contact information with Liberty to receive notifications prior to a Public Safety Power Shutoff? (n=109; Aware of Information Update)





# Awareness of PSPS Location Status

- Three in ten know whether their address is in a PSPS area (31%), consistent with last year (29%); awareness remains higher among **Recallers** than Non-Recallers (**37%** vs 23%)
- One in five (21%) are aware of a map on Liberty's website, consistent with November 2020 results (18%)



Q12  
Q13

Do you know whether your address is located in a Public Safety Power Shutoff area? (n=204; 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=204; Total)



Bold denotes statistically significant difference between Recallers and Non-Recallers

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



# Medical Needs and Language Preferences

**One in five (23%)** responded that they rely on electricity for medical needs, consistent with last wave (19%)

Significantly more **Recallers** than **Recallers** say they have medical needs (**28%** vs 15%); among **critical customers** the percentage is significantly higher than randomly selected customers (**73%** vs 14%)

**Three in five of those relying on electricity for medical needs are aware Liberty provides additional notices** prior to a PSPS event (60%); compared to the general audience, **critical customers** remain significantly more aware (**77%** vs 44%); **Recallers** are also more likely than Non-Recallers to say they are aware (**74%** vs 23%)

**One in five of customers say English is not a primary language (19%)**, consistent with last wave (21%), but English remains preferred for communications for most respondents (98%)

- Similar to previous results, compared to the general customer audience, significantly fewer **critical customers** say English is not their primary language (**7%** vs 21%)
- Two respondents mentioned Spanish as the preferred language

All but two (99%) state it would not be helpful for them or somebody in their household to receive communication in another language; two respondents mentioned Spanish



Q14 Does anyone in your home or business rely on electricity for medical needs/equipment? (n=204; 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=47; Rely on electricity for medical needs)  
 Q15 Is your primary language other than English? (n=204; Total)  
 Q16. Would it be helpful for you or anyone else in your household to receive communications in another language? (n=204; Total)  
 Q16A. If yes, what would that preferred language be? (n=2; Would be helpful to receive communications in another language)  
 Q16B. What is your preferred language to receive communications? (n=204; Total)

Post-PSPS

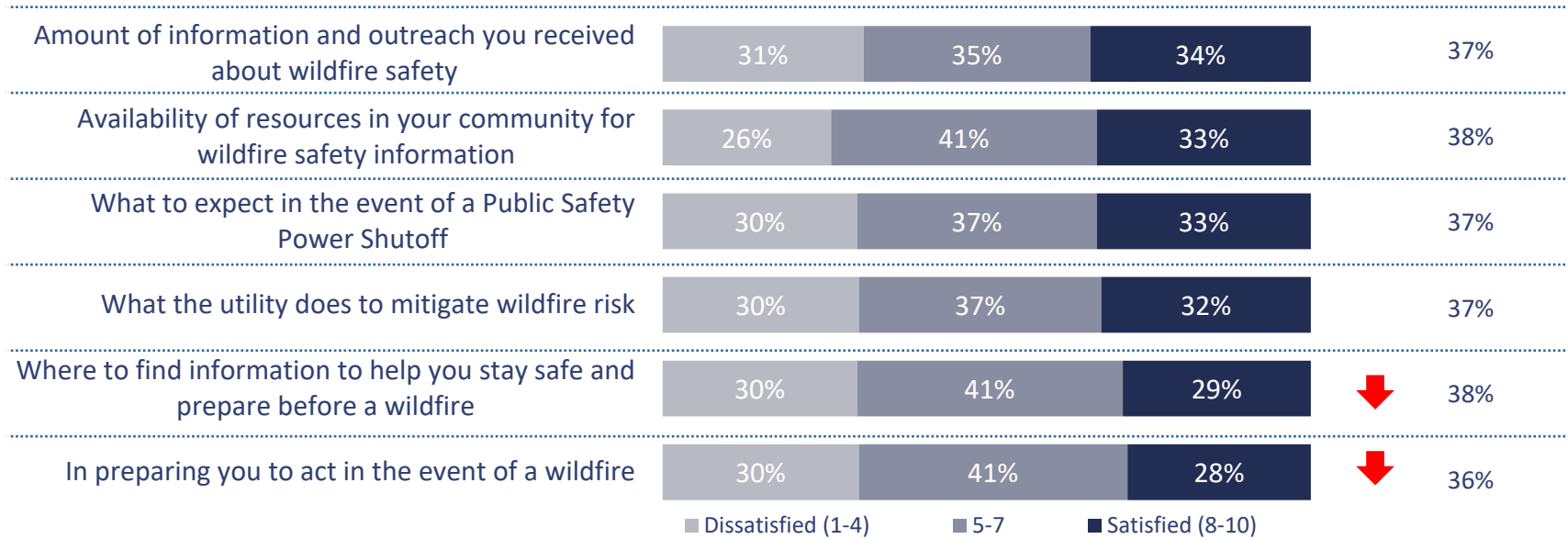
# Outreach and Engagement Satisfaction

- While customers remain generally satisfied with the outreach and engagement they receive, significantly fewer customers say they are very satisfied (ratings 8-10) with outreach regarding where to find information to help them stay safe and prepare before a wildfire (29% vs 38%) and communications in preparing them to act in the event of a wildfire (28% vs 36%)

## Outreach and Engagement Satisfaction

**Top-3-Box**

November 2020  
(n=392)



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

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=204; Total)



# PSPS Experience and Notifications

- On average, customers have received one PSPS notification
- Just under half (47%) say that notifications should be sent if there is any possibility of a PSPS; two in five feel that notifications should only be sent if there is a high likelihood of a PSPS
- Half of those who have received more notifications than PSPS events said that “false alarms” didn’t affect them (47%), several mentioned being more prepared and appreciating notifications



## PSPS Notifications Perception

Aug. 2021 (n=204)

Notifications should be sent if there is any possibility of a PSPS	47%
Notifications should only be sent if there is a high likelihood of a PSPS	41%
Notifications should only be sent if a PSPS is certain to occur	12%

## “False Alarms” Impact

“Changed plans to accommodate potential shutoff. The impact was not severe.”

“Nice to know Liberty is being proactive.”

“Better to be prepared.”

“Any warning is welcome.”

“Glad it didn’t have to happen.”

QOSAT2. How many Public Safety Power Shutoff (PSPS) notifications have you received in the past year? (n=204; Total)

QOSAT4. Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? (n=204; 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=43; Received more notifications than events)





## Critical Customers Summary

# Key Metrics

	Random Customer (n=174)	Critical Customer (n=30)
Aware of Wildfire Safety Communications	58%	63%
Aware of Communications from Liberty (among those aware)	38%	37%
Took Action to Prevent or Prepare for a Wildfire	89%	87%
Recall PSPS	67%	63%
Would Turn to Liberty Website for PSPS Info	33%	32%
Aware of Ability to Update Contact Info for PSPS	52%	63%
Know if Address is in PSPS Area	30%	37%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	29%	<b>57%</b>
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	44%	<b>77%</b>

Bold denotes statistically significant difference between Random and Critical Customers



# Demographic Profiles

	Random Customer (n=174)	Critical Customer (n=30)
Gender	Male – 51% Female – 43%	Male – 40% Female – 57%
Age	18-54 – 25% 55-64 – 22% 65+ – 47%	18-54 – 17% 55-64 – 27% 65+ – 50%
Median Income	<b>\$117K</b>	\$58K
Home Ownership	Rent – 7% Own – 87%	Rent – 13% Own – 80%
Primary Language is not English	<b>21%</b>	7%
Responded they Rely on Electricity for Medical Needs	14%	<b>73%</b>

Bold denotes statistically significant difference between Random and Critical Customers







## CBO Interviews

## CBO Interviews

Two 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

- Communications or information from Liberty about fire safety or PSPS preparedness are varied; one CBO mentioned seeing communications and helping to spread the word through social media, while the other mentioned receiving phone calls from Liberty
- One CBO, a public agency, reports having an automated system set up with SCE to receive notifications and updates about PSPS events, and wishes something similar were in place with Liberty
- The same public agency also mentioned that San Diego Gas and Electric hosted a Zoom presentation focusing on different programs such as medical baseline and battery backups, and indicated that is a good way to keep agencies informed
- Both CBOs are social services-related, and their outreach is generally not about wildfire safety or preparation; in both cases, they are willing to help reach people, but their focus is on other programs such as AFN, medical baseline, and providing services for hunger, homelessness, domestic violence, etc.
- Social media was mentioned by both as way to reach the community, along with handing out flyers in-person or at community centers

## 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 handing out flyers, pointing customers to online resources, sharing information via social media, or handing out printed materials
  - CBOs generally do not have resources available for outreach/canvassing, or to produce/print content for distribution; shipping pre-printed content would greatly help their ability to provide information to the community
  - 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
  - It was mentioned that translation alone is not enough, and materials need to be reviewed to ensure they are culturally relevant



# 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
  - Providing pre-printed materials that can be easily shared during in-person interactions in the office or community
  - Sharing accurate information about PSPS events, and providing timely updates as circumstances change
  - Providing information for those with medical needs 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
- 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—SCE was cited as an example for providing notifications 3-4 days in advance of potential PSPS events
  - 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
- 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 information about brush clearing and steps required to mitigate fire risk
  - 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; they are most at risk during a PSPS event
- 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=204)	Recallers (n=120)	Non-Recallers (n=84)
Male	50%	56%	40%
Female	45%	40%	52%
Age			
18 to 24	--	--	--
25 to 34	3%	3%	5%
35 to 44	9%	6%	14%
45 to 54	11%	9%	14%
55 to 64	23%	21%	26%
65 or over	47%	<b>56%</b>	35%
Prefer not to say	6%	6%	6%

Renter/Homeowner	Total (n=204)	Recallers (n=120)	Non-Recallers (n=84)
Own	86%	88%	85%
Rent	8%	8%	10%
Prefer not to say	3%	3%	4%
Household Income			
Less than \$20,000	4%	4%	4%
\$20,000 to \$39,999	6%	6%	7%
\$40,000 to \$59,999	8%	10%	6%
\$60,000 to \$89,999	11%	11%	11%
\$90,000 to \$129,999	11%	10%	12%
\$130,000 to \$199,999	9%	12%	5%
\$200,000 or more	18%	16%	20%
Prefer not to say	33%	32%	36%

Q17 What is your gender? (n=204; Total)  
 Q18 What is your age category? (n=204; Total)  
 Q19 Do you own or rent your home? (n=204; Total)  
 Q20 Which of the following best describes your annual household income? (n=204; Total)

Bold denotes statistically significant difference between Recallers and Non-Recallers

**Attachment 11**

**LIB\_2022\_Survey Results Wave 2\_070122**



# Wildfire Messaging Awareness



**Prepared by**

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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 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 218 surveys, including 17 from critical customers, were completed between November 15 and December 5, 2021
  - Phone: 67 completed surveys
  - Web: 151 completed surveys



# Key Findings

**74% are aware of wildfire safety communications**, significantly more than last year. **Liberty** remains the primary source for wildfire preparedness information, and **personal preparedness**, and **vegetation management** are the most common messages recalled.

**Email** remains the most commonly recalled channel for wildfire preparedness communication. In terms of **clarity**, **direct mail** is rated the highest; **bill insert and other websites** are rated as the **most useful** sources of information about wildfire preparedness. Customers say they **most often** recall seeing or hearing messages about wildfire on **TV news, social networks** and through **word of the mouth**.

**Similar to last year 89% 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.

**64% are aware of Liberty's efforts to prune vegetation** around power lines in higher-risk areas. Recallers remain more likely than Non-Recallers to be aware of Liberty's efforts to reduce the risk of wildfire.

**74%** recall seeing, hearing or reading the phrase **"Public Safety Power Shutoff or PSPS,"** in line with last year's results. Email is now the leading source of PSPS communications significantly increasing since last wave (44% vs 33%) while bill inserts were cited significantly less (11% vs 22%).

**48%** 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."**

Satisfaction with outreach and engagement remains mostly consistent with previous results, Although changes since August 2021 are not significant, every means of outreach and engagement listed **demonstrated trending increases in satisfaction**.

On average, customers have received **2 PSPS notifications, just under a half** 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 (36%), several mentioned being more prepared and appreciating notifications.

**64%** are aware they can **update their contact information with Liberty**, and just under two thirds of those have done so, in line with last year's findings.

**Nearly half know whether their address is in a PSPS area**, a significant increase since August 2021 (48% vs 31%); Significantly more customers are **aware of a map on Liberty's website** than August 2021 (30% vs 21%); awareness remains higher among Recallers than Non-Recallers (36% vs 13%)

Over half (53%) of those **relying on electricity for medical needs** are aware Liberty provides additional notices prior to a PSPS event. **All but four customers (98%) for whom English** is not their primary language prefer to receive communications in English.



# Recommendations

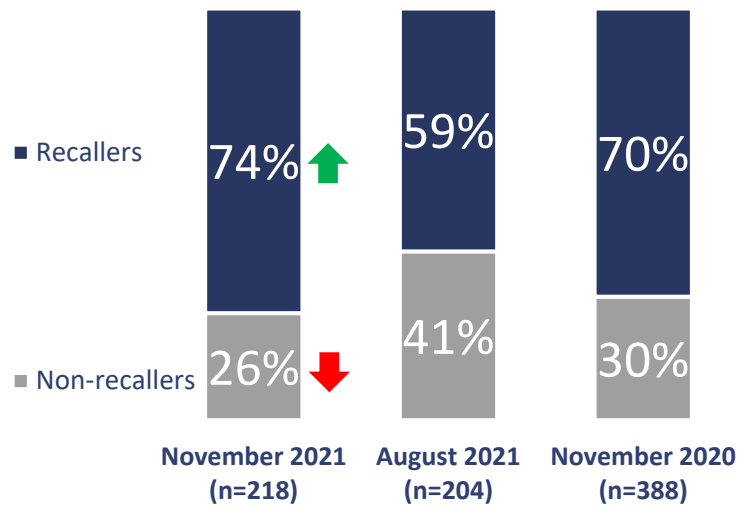
- Evaluate the communication strategy, and what steps were taken between August and November of 2021. Recall of wildfire safety communications increased significantly during this period and is now back to levels from November 2020.
  - Did awareness increase due to increased messaging, fire activity in the South Lake Tahoe area after the “pre” season survey, due to an updated communications strategy, or due to typical pre/post season change in awareness?
  - Continue to monitor the patterns of awareness to understand whether this is seasonal or due to external factors.
- Likely due to fire activity, recall of communications from local emergency services increased significantly compared to the August survey wave. Consider promoting ways in which Liberty can support local emergency services to help keep people safe and prepare for wildfire season.
- Awareness of air and ground inspections and local weather monitoring points increased between August and November. Evaluate whether this was due to increased communications, and if so, consider similar messaging for other steps taken to reduce wildfire risk.
- Consider increasing messaging around preparing an emergency kit, watering, and a readiness plan. Despite the increase in mentions of customers preparing an emergency kit, customers remain considerably less likely to have taken these actions, relative to vegetation management and creating defensible space.
- Continue utilizing email and local media as the channels for communications about wildfire preparedness and safety. Revisit bill insert content, as that is an easy way to reach customers, but recall of bill inserts has declined significantly since August.
  - Consider methods of driving customers to the Liberty website, as it remains a second-tier resource. Among those using the website, the information is considered clear and useful, so the key will be to encourage customers to utilize this resource.
- Continue leveraging email and TV news to educate consumers about PSPS events, as these are the most common resources recalled, and the use of email increased significantly compared to August. Customers prefer to be notified proactively, if there is any possibility of a PSPS event or high likelihood of a PSPS event, and there appears to be little risk of “crying wolf,” especially given recent fire activity in the area.



# Wildfire Safety Communications Awareness

- Three out of four say they have seen or heard communications about wildfire safety in the past year, a significant increase from August 2021 (59%)

## Communication Awareness



	Recallers (n=162)	Non-Recallers (n=56)
Gender	Male – 55% Female – 41%	Male – 63% Female – 30%
Age	18-54 – 8% 55-64 – 23% 65+ – 48%	18-54 – 20% 55-64 – 14% 65+ – 57%
Median Income	\$120K	\$114K
Home Ownership	Rent – 7% Own – 86%	Rent – 9% Own – 82%
Primary Language is not English	27%	30%
Responded they Rely on Electricity for Medical Needs	78%	19%

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=218; Total)





# Communication Recall

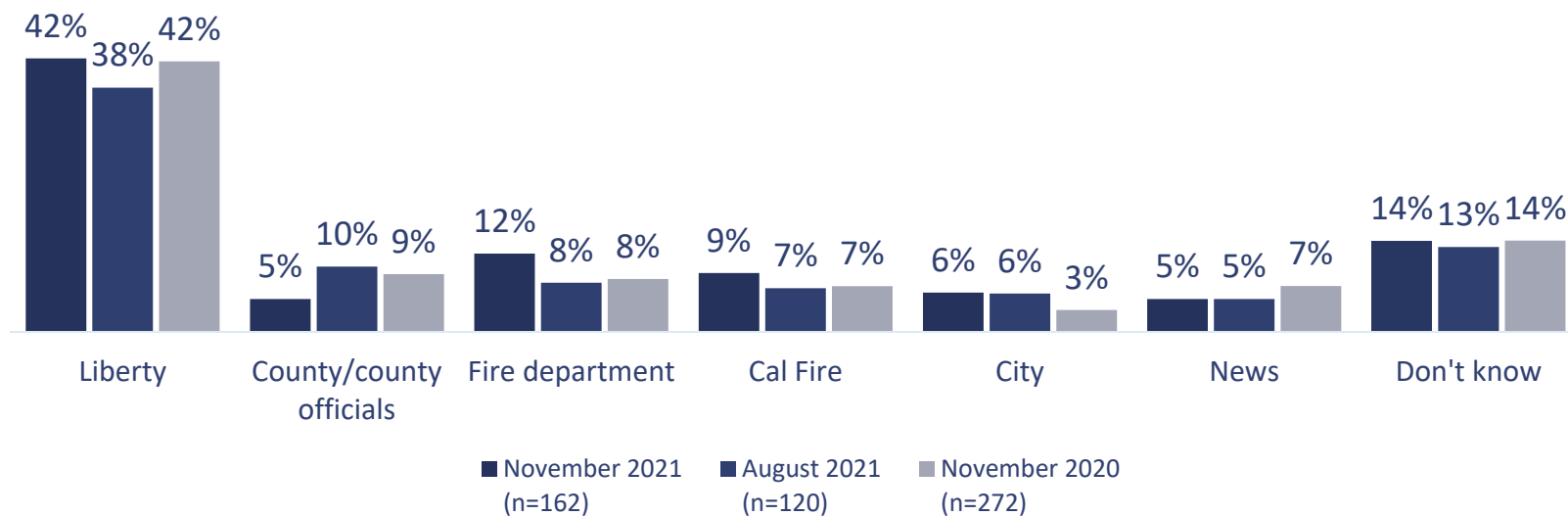
(among those aware of communications)

# 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
- One in seven (14%) are not aware of the source of communication, consistent with August 2021 (13%)

## Wildfire Preparedness Communications Sources

(among those who recall communication)



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



Q5

Who was the communication about wildfire preparedness from? (n=162; Aware of Communication)

# Wildfire Preparedness Communications Messages

- Of those who recall communications, over half recall messages about personal preparedness (56%), followed by vegetation management (52%)
- Compared to the previous wave, local emergency services-resources, local emergency services-support tools and CPUC designation of high wildfire threat areas all demonstrated significant increases among customer recall (30% vs 18%), (24% vs 14%) and (23% vs 13%) respectively

## Communications Messages Recalled

(among those who recall communication)

Aug 2021  
(n=120)

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

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

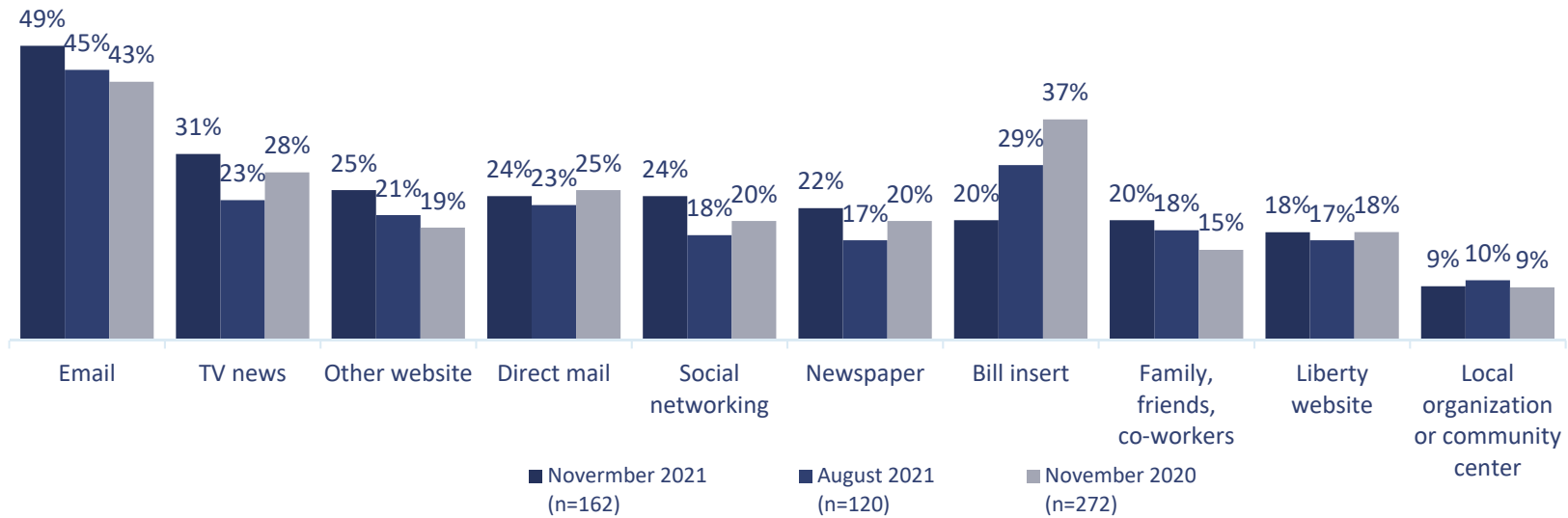
Q3 What were the messages of the communications you saw or heard about wildfire preparedness? (n=162; Aware of Communication)



# Information Channels for Wildfire Communications

- Email remains the most common channel for wildfire preparedness communication with just under half mentioning it (49%), followed by TV news (31%), and websites other than Liberty (25%).

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





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

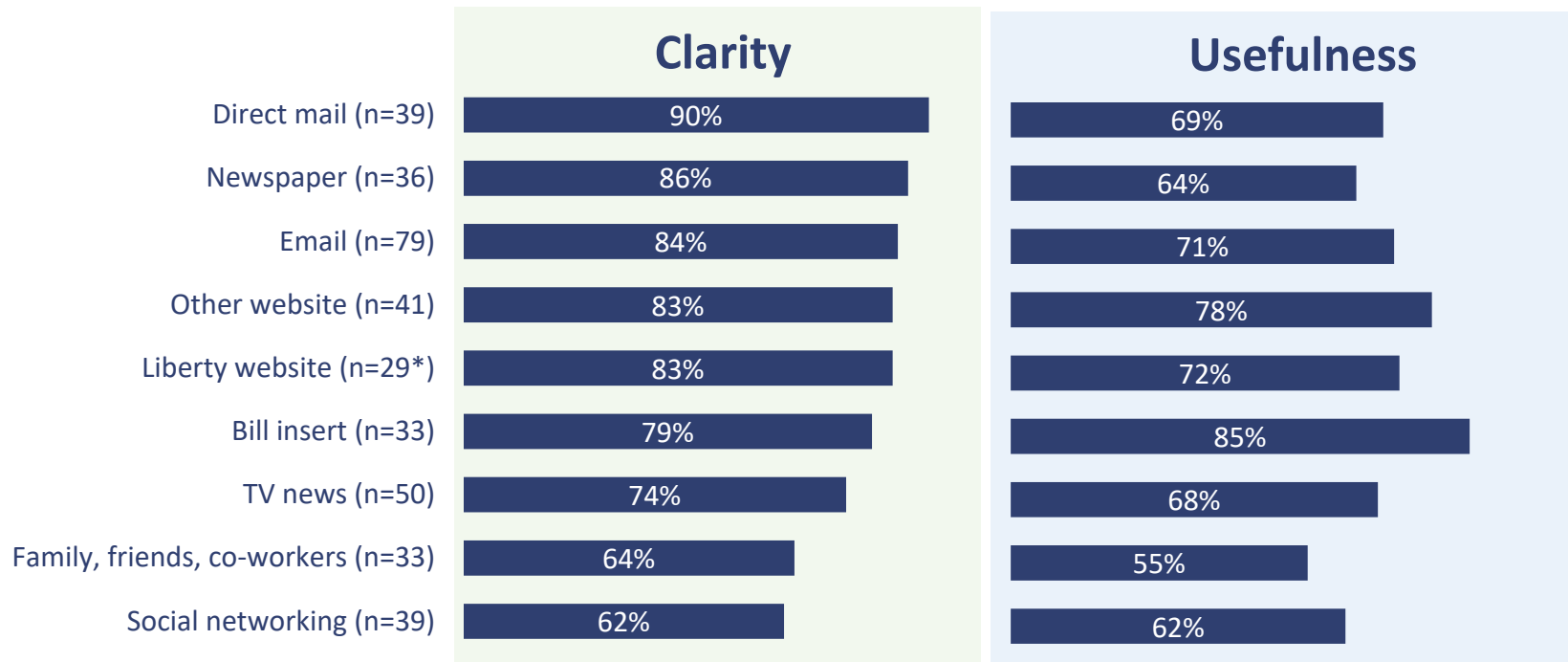


Q4 Where did you see or hear the communications about wildfire preparedness? (n=162; Aware of Communication)



# Information Usefulness and Clarity

- In terms of clarity, direct mail is rated the highest; however, in terms of usefulness, bill insert (85%), other website (78%) and liberty website (72%) are rated as the most useful sources of information about wildfire preparedness



\*Small sample size (n<30)

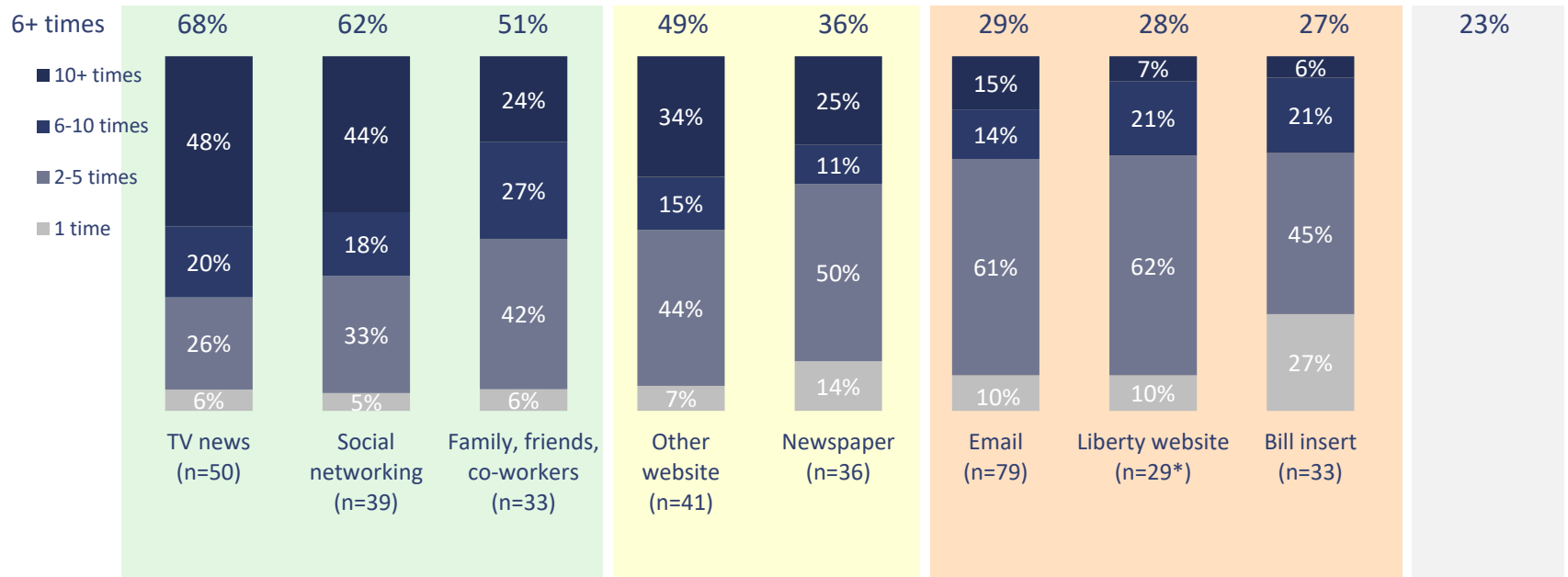
Q4A How useful was the information about wildfire preparedness from each of these sources? (n=218; Aware of Communication)  
 Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n=218; Aware of Communication)



# Communication Frequency

- Just over two thirds say they have seen at least six messages about wildfire preparedness on TV news (68%), followed by social networking (62%); over half mention hearing 6+ messages from their friends and family (51%)

## Communication Frequency



\*Small sample size (n<30)



Q5 In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? (n=162; Aware of Communication)

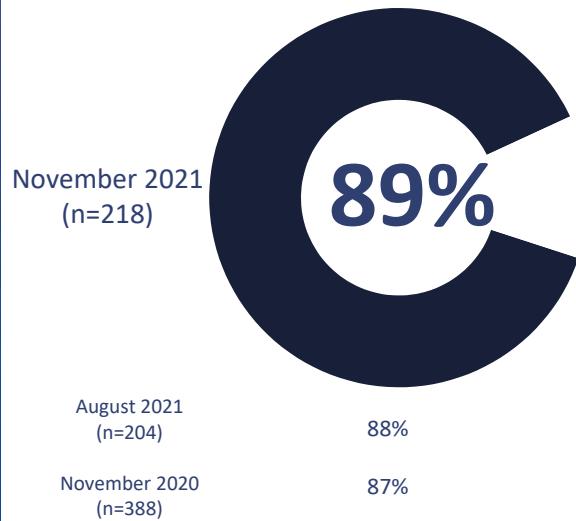


## Wildfire Preparedness Actions Taken

# Wildfire Preparedness

- Nine in ten (89%) have taken actions to prevent or prepare their home or business in the event of a wildfire, consistent with previous results (88%)
- Trimming vegetation around their home or property remains the most common action taken, mentioned by 67% of respondents
- There was a significant increase in customers citing that they prepared an emergency kit compared with August 2021 (12% vs 6%)

## Took Actions to Prevent or Prepare for a wildfire



Actions Taken <i>(among those taking action)</i>	November 2021 (n=194)	August 2021 (n=180)	November 2020 (n=337)
Trimmed vegetation around home or property	67%	71%	89%
Created defensible space	38%	31%	--
Prepared an emergency kit	↑ 12%	6%	9%
Watering/installed watering systems	6%	6%	2%
Prepared an emergency readiness plan and contact information	5%	4%	5%

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

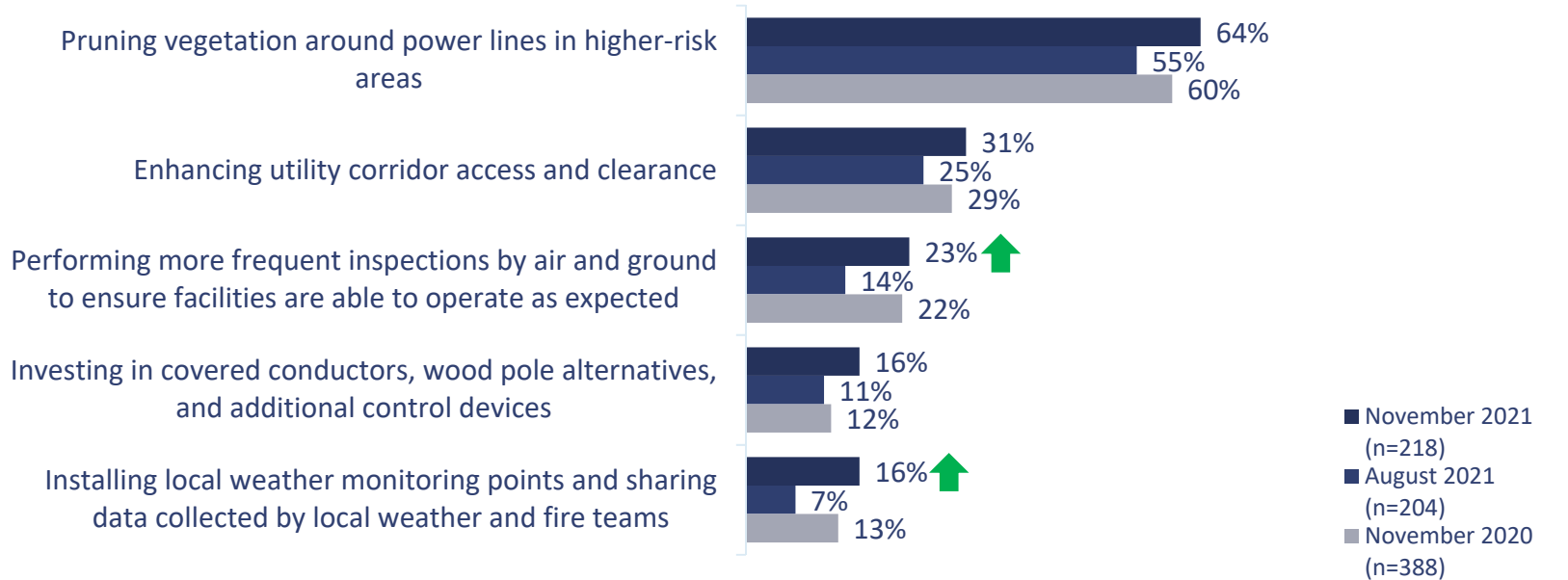


Q6 In the past year, have you taken any actions to prevent or prepare your home or business in the event of a wildfire? (n=218; Total)  
 Q6A What actions have you taken in your home or business to prevent or prepare in the event of a wildfire? (n=194; Took actions)

# Awareness of Liberty's Efforts

- Consistent with previous results, just under two out of three are aware of Liberty pruning vegetation around power lines in higher-risk areas (64%)
- Significant increases in awareness were noted with respect to performing more frequent inspections by air and ground (23% vs 14%) and installing local weather monitoring points (16% vs 7%)
- **Recallers** remain significantly more likely to mention every effort taken

## Awareness of Liberty's Efforts to Reduce Wildfire Risk



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

**Bold** denotes statistically significant difference between Recallers and Non-Recallers



Q7 What efforts by Liberty are you aware of to reduce the risk of wildfire? (n=218; Total)

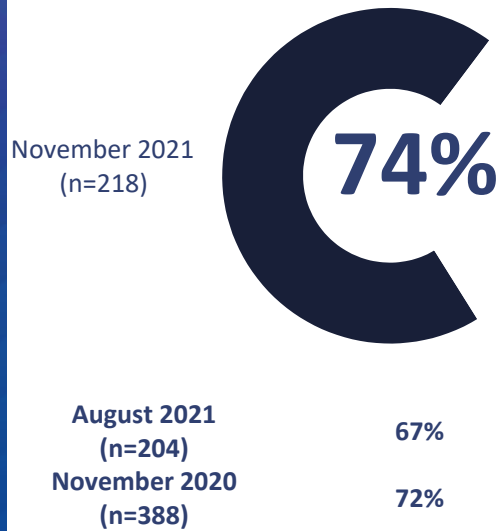


## Awareness of Public Safety Power Shutoff

# PSPS Awareness

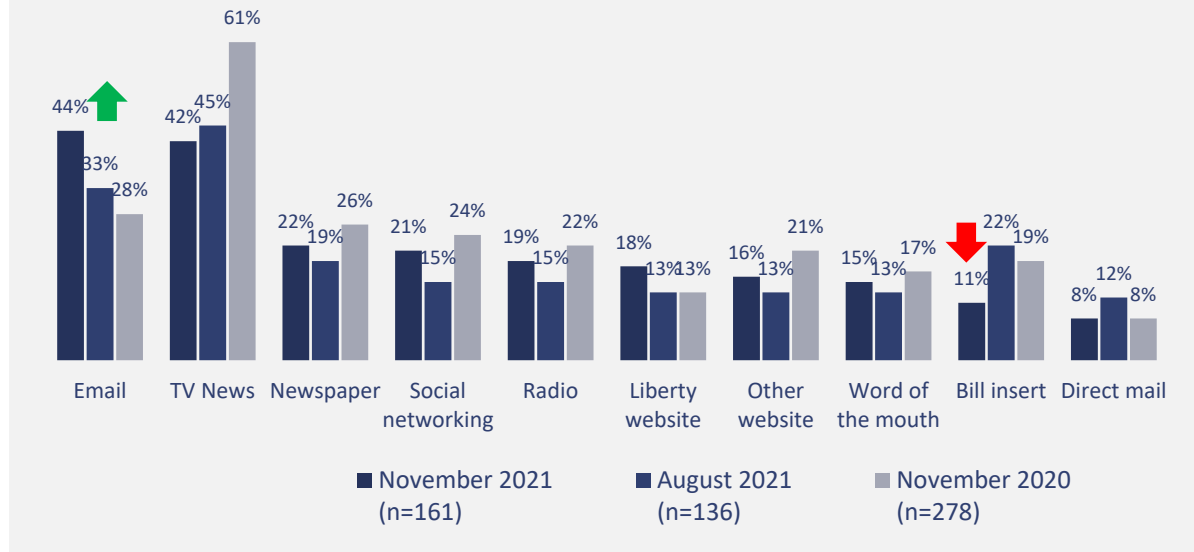
- Three in four (74%) say they recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS,” in line with previous waves; **Recallers** remain significantly more likely than Non-Recallers to be aware of PSPS (**81% vs 52%**)
- Email is now the leading source of PSPS communications, increasing significantly since last wave (44% vs 33%) while bill inserts were cited significantly less (11% vs 22%)

## PSPS Recall



## Sources of PSPS Communications

(among those who recall PSPS)



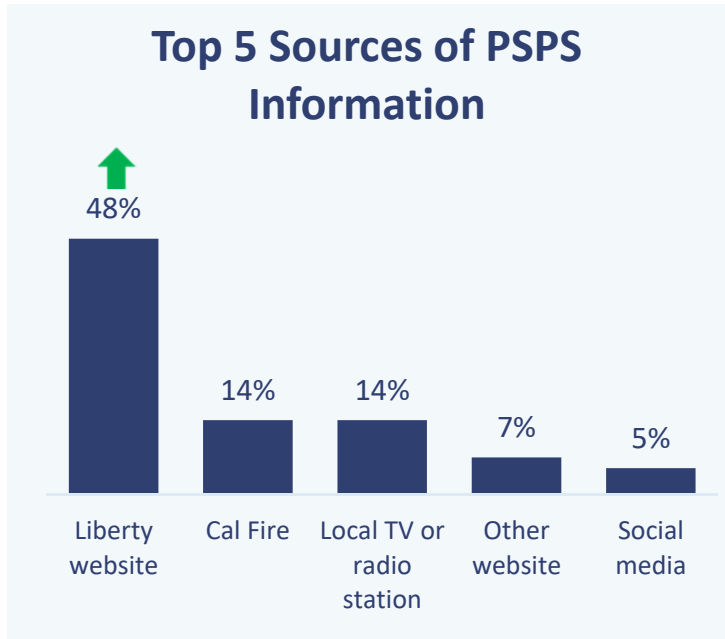
Q8 In the past year, do you recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS?" (n=218; Total)  
 Q8A Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=161; Recall PSPS Communications)

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
- Well over three quarters 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%)



## PSPS Understanding

	November 2021 (n=161)	August 2021 (n=136)	November 2020 (n=278)
For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.	82%	79%	89%
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.	65%	71%	67%
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.	52%	58%	45%
The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.	43%	46%	38%



Q9. Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n=161; Recall PSPS)  
 Q10. What is your understanding of a Public Safety Power Shutoff? (n=161; Recall PSPS)

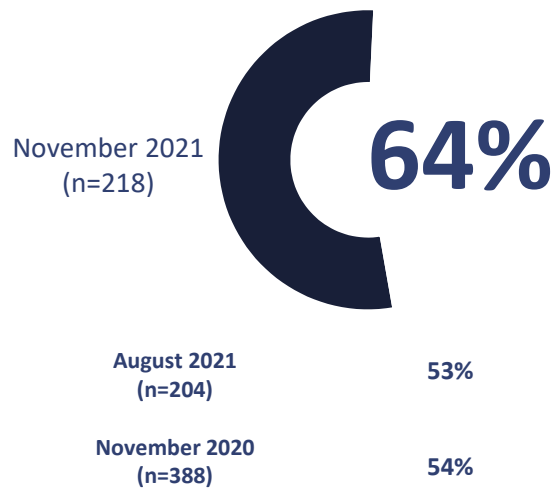
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Contact Information for PSPS

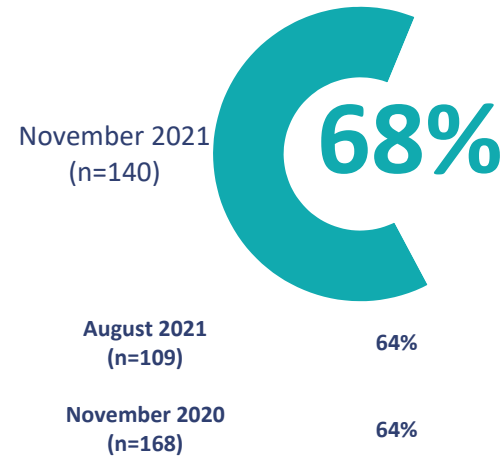
- Just under two thirds (64%) are aware they can update their contact information with Liberty; among **Recallers** awareness is significantly higher than among Non-Recallers (**69%** vs 50%)
- Two thirds (68%) of those aware they can update their information have done so, consistent with August 2021 (64%)

## Awareness of Ability to Update Contact Information for PSPS



## Have Updated Contact Information

(among those aware they can update contact info)



Bold denotes statistically significant difference between Recallers and Non-Recallers

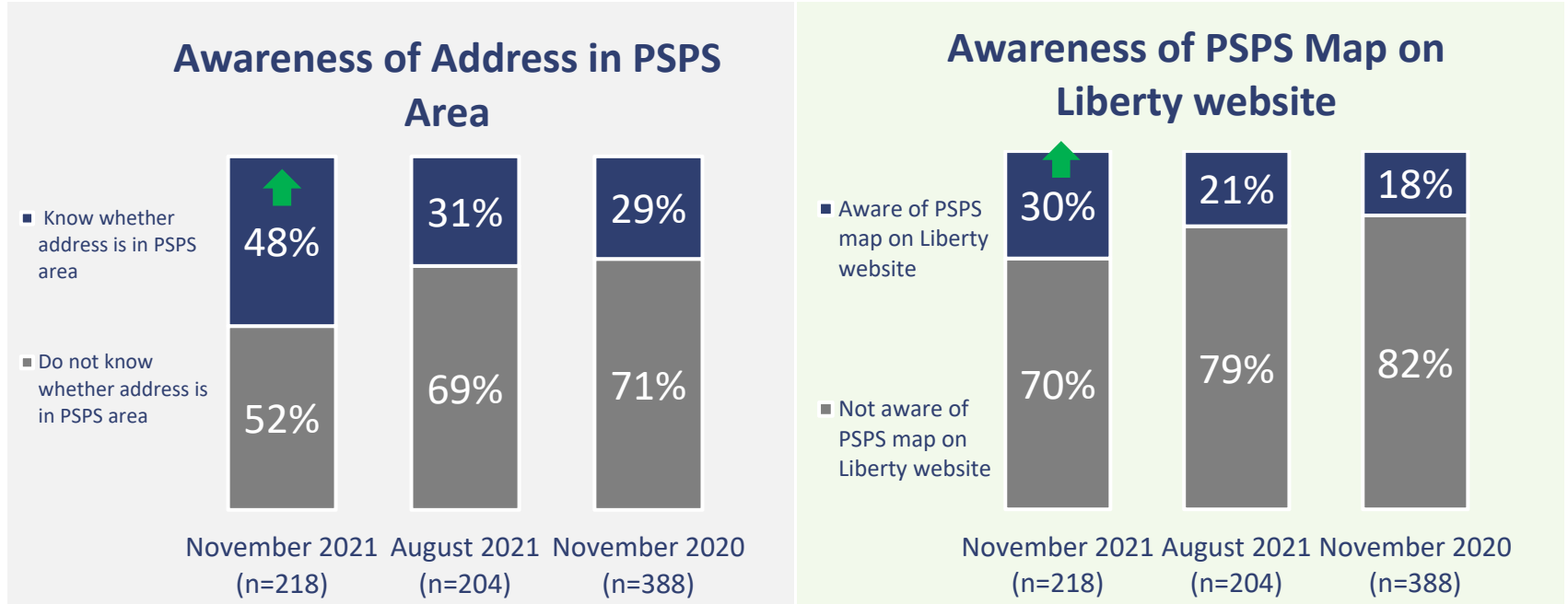
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Q11 Are you aware you can update your contact information with Liberty to receive proactive notification prior to a Public Safety Power Shutoff? (n=218;Total)  
 Q11A Have you updated your contact information with Liberty to receive notifications prior to a Public Safety Power Shutoff? (n=140; Aware of Information Update)



# Awareness of PSPS Location Status



- Nearly half know whether their address is in a PSPS area, a significant increase since August 2021 (48% vs 31%); awareness remains higher among **Recallers** than Non-Recallers (57% vs 21%)
- Significantly more customers are aware of a map on Liberty's website than August 2021 (30% vs 21%); awareness remains higher among **Recallers** than Non-Recallers (36% vs 13%)



Q12  
Q13

Do you know whether your address is located in a Public Safety Power Shutoff area? (n=218; 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=218; Total)



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



# Medical Needs and Language Preferences

**Less than one in five (15%)** responded that they **rely on electricity for medical needs**, a 5% decrease from our last wave (20%)

Among **critical customers** the percentage is significantly higher than randomly selected customers (**74% vs 12%**)

**Over half (53%)** of those relying on electricity for medical needs are aware **Liberty provides additional notices** prior to a PSPS event. This group was also significantly more likely to be aware of the PSPS Map (89% vs 39%)

**Over one in four of customers say English is not a primary language (28%)**, a significant increase since last wave (19%), but English remains preferred for communications for most respondents (98%)

- Similar to previous results, compared to the general customer audience, significantly fewer **critical customers** say English is not their primary language (**9% vs 26%**)
- One respondent mentioned Spanish as their preferred language

All but four (98%) state it would not be helpful for them or somebody in their household to receive communication in another language; one respondent mentioned Spanish

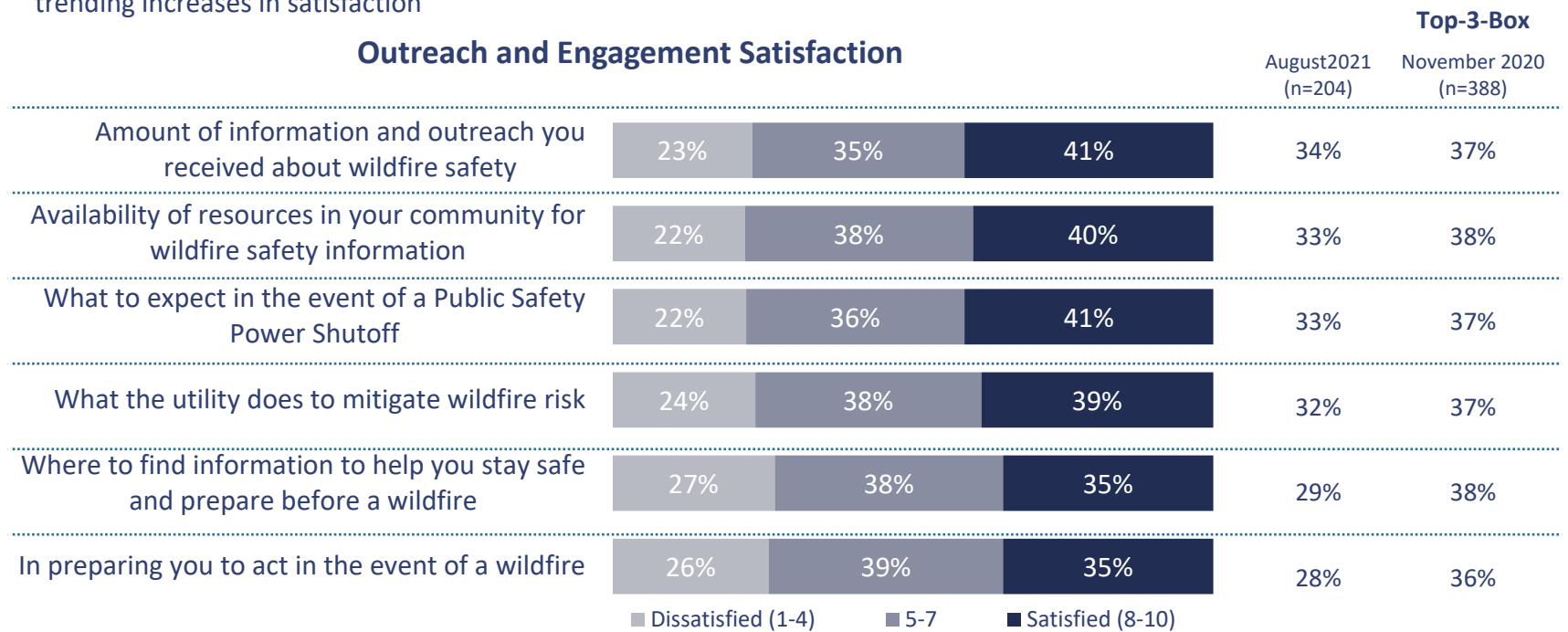


Q14 Does anyone in your home or business rely on electricity for medical needs/equipment? (n=218; Total)  
 Q14A Are you aware that Liberty provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment? (n=32; Rely on electricity for medical needs)  
 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=218; Total)  
 Q16A. If yes, what would that preferred language be? (n=1; Would be helpful to receive communications in another language)  
 Q16B. What is your preferred language to receive communications? (n=218; Total)

Post-PSPS

# Outreach and Engagement Satisfaction

- Customers remain generally satisfied with the outreach and engagement they receive
- Although changes since August 2021 are not statistically significant, every means of outreach and engagement demonstrated trending increases in satisfaction



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

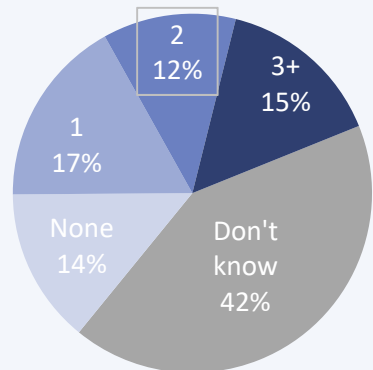
QSAT1. On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the outreach and engagement you receive? (n=218; Total)



# PSPS Experience and Notifications

- On average, customers indicate receiving two PSPS notifications
- Just under half (49%) say that notifications should be sent if there is any possibility of a PSPS; two in five feel that notifications should only be sent if there is a high likelihood of a PSPS
- One third who have received more notifications than PSPS events said that “false alarms” didn’t affect them (36%), nine people mentioned being more prepared and appreciating notifications

## PSPS Notifications



November 2021  
(n=218)

## PSPS Notifications Perception

Nov 2021  
(n=218)

Notifications should be sent if there is any possibility of a PSPS	49%
Notifications should only be sent if there is a high likelihood of a PSPS	39%
Notifications should only be sent if a PSPS is certain to occur	12%

### “False Alarms” Impact

*“I bought extra gas for my generator, and made sure I knew where batteries, candles, and power cords were.”*

*“It allowed me to prepare for the possibility of a PSPS.”*

*“I would rather be prepared and not need it...not a problem for me.”*

*“Just caused some minor inconvenience in preparation, but happy it didn't occur.”*

QOSAT2. How many Public Safety Power Shutoff (PSPS) notifications have you received in the past year? (n=218; Total)

QOSAT4. Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? (n=218; 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=97; Received more notifications than events)





## Critical Customers Summary

# Key Metrics

	Random Customer (n=375)	Critical Customer (n=47)
Aware of Wildfire Safety Communications	67%	68%
Aware of Communications from Liberty (among those aware)	40%	41%
Took Action to Prevent or Prepare for a Wildfire	88%	91%
Recall PSPS	70%	70%
Would Turn to Liberty Website for PSPS Info	42%	33%
Aware of Ability to Update Contact Info for PSPS	58%	64%
Know if Address is in PSPS Area	39%	47%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	35%	<b>51%</b>
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	45%	<b>71%</b>

Comparisons involving Critical Customers are based on Aug + Nov data due to small sample size

Bold denotes statistically significant difference between Random and Critical Customers





# Demographic Profiles

	Random Customer (n=375)	Critical Customer (n=47)
Gender	Male – 54% Female – 41%	Male – 47% Female – 49%
Age	18-54 – 24% 55-64 – 22% 65+ – 47%	18-54 – <b>13%</b> 55-64 – 21% 65+ – 60%
Median Income	<b>\$120K</b>	57K
Home Ownership	Rent – 7% Own – 86%	Rent – 13% Own – 79%
Primary Language is not English	<b>26%</b>	9%
Responded they Rely on Electricity for Medical Needs	12%	<b>74%</b>

Comparisons involving Critical Customers are based on Aug + Nov data due to 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
- CBOs do engage with Liberty for support with billing assistance, general community well-being in response to the recent fire, and for emergency services, but not much in terms of general awareness and preparation
- The charter of most CBOs is social services-related, and their outreach is generally not about wildfire safety or preparation; they are willing to help reach people, but their focus is on other programs such as AFN, medical baseline, and providing services for hunger, homelessness, domestic violence, etc.
- 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
- 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 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
  - It was mentioned that translation alone is not enough, and materials need to be reviewed to ensure they are culturally relevant
  - Additionally, it is important for written communications to 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

<b>Gender</b>	<b>Total</b> (n=218)	<b>Recallers</b> (n=162)	<b>Non-Recallers</b> (n=56)
Male	57%	55%	63%
Female	39%	41%	30%
<b>Age</b>			
18 to 24	<1%	--	2%
25 to 34	2%	1%	5%
35 to 44	7%	7%	9%
45 to 54	12%	<b>15%</b>	4%
55 to 64	21%	23%	14%
65 or over	50%	48%	57%
Prefer not to say	7%	6%	9%

<b>Renter/Homeowner</b>	<b>Total</b> (n=218)	<b>Recallers</b> (n=162)	<b>Non-Recallers</b> (n=56)
Own	85%	86%	82%
Rent	7%	7%	9%
Prefer not to say	6%	6%	9%
<b>Household Income</b>			
Less than \$20,000	1%	2%	--
\$20,000 to \$39,999	6%	4%	13%
\$40,000 to \$59,999	6%	6%	7%
\$60,000 to \$89,999	8%	9%	5%
\$90,000 to \$129,999	16%	15%	16%
\$130,000 to \$199,999	11%	12%	5%
\$200,000 or more	18%	16%	23%
Prefer not to say	34%	35%	30%



Q17 What is your gender? (n=218; Total)  
 Q18 What is your age category? (n=218; Total)  
 Q19 Do you own or rent your home? (n=218; Total)  
 Q20 Which of the following best describes your annual household income? (n=218; Total)

Bold denotes statistically significant difference between Recallers and Non-Recallers

**Attachment 12**

**LIB\_2021 Wildfire and PSPS Survey Template\_070122**



## 2021 Wildfire Outreach Web Questionnaire - DRAFT

Date: July 21, 2021  
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

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### 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 → **THANK & TERMINATE**
- 3 Prefer not to say → **THANK & TERMINATE**

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

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

Q5 Who was the communication about wildfire preparedness from?

---

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

**RANDOMIZE**

*Select all that apply.*

- 11 Pacific Power's [Liberty's, 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
- 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 networking (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])
- 25 Email
- 99 Other: \_\_\_\_\_

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

	<b>RECALL Q4 MENTIONS</b>	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 networking (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 ( <b>RECALL Q4=99</b> )	1	2	3	4	5

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

	<b>RECALL Q4 MENTIONS</b>	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 networking (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 ( <b>RECALL Q4=99</b> )	1	2	3	4	5

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

	<b>RECALL Q4 MENTIONS</b>	<b>Record Number of Times Recalled SHOW DROPDOWN: 1 time, 2-5 times, 6-10 times, 10+ times</b>
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 networking (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 ( <b>RECALL Q4=99</b> )	

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

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

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

99 RECORD: \_\_\_\_\_

**DO NOT DISPLAY; FOR CODING USE ONLY**

- 11 Trimmed vegetation around home or property
- 12 Prepared an emergency kit
- 13 Prepared an emergency readiness plan and contact information
- 14 Scanned key documents to the Cloud
- 15 Stored valuables in a safe or safety deposit box
- 16 Learned how to override my electric garage door opener
- 17 Updated contact information and/or signed up for notifications from Pacific Power
- 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 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
- 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 → **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 networking (e.g., blogs, Facebook, Twitter)
- 21 TV News
- 22 Trade publication
- 23 Website (Pacific Power)
- 24 Website (other than Pacific Power)
- 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)
- 13 Social Media
- 14 Local TV or radio station
- 15 State government
- 16 Federal government
- 17 Cal Fire
- 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.  
*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.
  - 99 Other: \_\_\_\_\_
  - 97 I don't know
- Q11. Are you aware you can update your contact information with Pacific Power [Liberty, Bear Valley Electric Service] to receive proactive notification prior to a Public Safety Power Shutoff?
- 1 Yes
  - 2 No → **SKIP TO Q12**
  - 7 I don't know → **SKIP TO Q12**
- Q11A Have you updated your contact information with Pacific Power [Liberty, Bear Valley Electric Service] to receive notifications prior to a Public Safety Power Shutoff?
- 1 Yes
  - 2 No
  - 7 I don't know
- 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's [Liberty's, 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 → **SKIP TO QPS1**

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

- 1 Yes
- 2 No

**ASK PS1-PS1B IF PACIFIC POWER, ELSE 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 –**SKIP TO OSAT1**
- 2 No

QPS1b. What could have been improved?

Qxx What is the right level of notification? (not sure how to phrase this or where it should go in the flow – we want a few questions to help us understand how much notification wears people out and how they feel about the quantity and timing of any potential or imminent PSPS actions. We think part of the criticism that SCE received related to PSPS burnout and false positive and negatives.)

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:

		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 mitigate 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
---	---	---	---	---	---	---	---	---	---	---	----

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 = OSAT2 > OSAT3**

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 your primary language a language other than English?

- 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

Q16a. If yes, what would that preferred language be?

---

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
- 99 Other (specify)

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.

Q17 What is your gender?

- 1 Male
- 2 Female
- 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**

Thank you very much for your help with this important research! We appreciate you taking the time to provide us with your feedback.

For questions about the survey or data collection, please email [pacificpower@mdcinvoke.com](mailto:pacificpower@mdcinvoke.com).

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

**IP 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 13**

**LIB\_PSPS Notification Scripts\_070122**

## 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](http://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](http://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](http://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](http://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 <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: 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 <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: 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 <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: 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>>

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*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>>

###

*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.