

**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 2025 PRE-SEASON REPORT**

Dated: July 1, 2025

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Liberty Utilities (CalPeco Electric) LLC ("Liberty") hereby submits its Public Safety Power Shutoff ("PSPS") 2025 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

2025 PSPS Pre-Season Report



Liberty Utilities (CalPeco Electric) LLC

2025 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’s PSPS program is meant to be used as a measure of last resort, and the decision to implement a PSPS is not taken lightly. Accordingly, Liberty has heavily invested into the program, developing PSPS activation thresholds, maintaining protocols and procedures, and conducting annual training and PSPS exercises in preparation for a potential event. Stakeholder PSPS awareness and preparation is also a top priority, and community outreach efforts are continuously made to inform customers about PSPS readiness and resources. Liberty regularly conducts outreach to spread information about its Community Resource Centers (CRCs) and customers assistance programs, and other resources.

Liberty initiated PSPS de-energization three times throughout the 2023-2025 WMP cycle, with all three de-energizations occurring in November of 2024. Following each event, Liberty conducted after-action reviews (“AARs”) with company leadership and the Incident Management Team (“IMT”). Both PSPS exercise and event AARs are documented in the Homeland Security Exercise and Evaluation Program (“HSEEP”) format. Liberty documented lessons learned and improvement items from these events in Table 1.

Table 1: Lessons Learned and Improvement Items from PSPS Events

Observation	Corrective Action	Status
Medical Baseline (MBL) customer tags on meters needed to be updated.	Perform field audit of all MBL meters on the system to confirm proper tags are in place.	Completed
Improved communication is needed between regulatory liaisons and other members of the IMT to record event information more efficiently, such as customer impact counts and communications with Public Safety Partners (“PSPs”).	Improvements to the incident tracking spreadsheet.	Completed

Observation	Corrective Action	Status
Improved logistics are needed to support the Washoe CRC location, which is relatively remote. More affordable options for lunch items at the CRC and more timely transport and distribution of repair supplies to the Walker and Coleville areas are needed.	Put contracts in place with vendors for CRC lunches. Stage repair materials in Liberty’s CONEX boxes for use in the Walker and Coleville areas.	Completed
During 2024 PSPS events, Liberty’s Community Outreach team took responsibility for notifying PSPs, community officials, and key accounts instead of the PSP liaison, who has multiple duties.	Officially assign PSP notification responsibility to the community outreach team.	Completed

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.

Liberty’s Risk-Based Decision Making (“RBDM”) Framework leverages advanced tools, technologies, and subject matter expertise to evaluate potential failures in the electrical system, assess wildfire risks, and determine the likelihood of PSPS events.

Liberty most recently implemented a PSPS risk module into this framework, using similar data and methodologies to those used in the asset and fire risk modules. The PSPS risk model consists of models for PSPS likelihood and PSPS consequence to the system, environment, and customer if an event were to occur. Following the development of the PSPS Risk Module in early 2025, the PSPS Risk module has been combined with Liberty’s asset and fire modules to produce an overall Utility Risk score.

For more detailed information regarding Liberty’s RBDM framework and how PSPS risk is calculated, refer to Section 5 of Liberty’s 2026-2028 WMP. Table 2 ranks Liberty’s top circuits by PSPS risk score as identified in its RBDM, as well as the number of times each circuit was de-energized due to PSPS in the prior four calendar years.

Table 2: Liberty Top PSPS Risk Circuits

Utility Risk Rank	Circuit Name	PSPS Risk	Times De-energized (PSPS)
1	MEY3400	0.04604531	0
2	CEM41	0.00490097	0
3	TPZ1202	0.00086166	2
4	MULLER1296	0.00055661	3

Liberty’s PPS outreach and education efforts span Liberty’s entire service territory and are not differentiated at the circuit level. Protecting the health and safety of its vulnerable / access and functional needs (“AFN”) customers and communities is among Liberty’s highest priorities during an emergency, wildfire, or PPS event. Liberty’s protocols for PPS are intended to mitigate the public safety impacts of PPS on AFN customers. Liberty conducts outreach related to emergency preparedness, provides advanced notification during PPS events, and offers additional information to AFN customers in advance of and during PPS events. For more information on Liberty’s education and outreach efforts to identify and support Liberty’s AFN customers during a PPS, refer to Liberty’s 2025 Plan to Address AFN populations During De-energization Events.

- 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 PPS 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 PPS webpage and PPS 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_2025_Required Tables_070125.

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_2025_Required Tables_070125.

- 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)*

Refer to Table 3 of Attachment 1: LIB_2025_Required Tables_070125.

- 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)*

Refer to Table 4 of Attachment 1: LIB_2025_Required Tables_070125.

Table 4 remains blank because Liberty did not receive any direct customer feedback regarding CRC topics such as resource availability, operating hours, location, and customer service. Refer to Attachment 10: LIB_2024_Survey Results Wave 2_070125 (page 26) for survey results from 2024 CRC use.

- 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)*

Refer to Table 5 of Attachment 1: LIB_2025_Required Tables_070125.

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_2025_Required Tables_070125.

The following fields in Table 6 remain blank because Liberty does not have the requested information in its CFI data, or the information is captured in the "CFI Name" field:

- *Date Identified as CFI*
- *Primary Point of Contact Name*
- *Primary Point of Contact Title*
- *Primary Contact Email Address*
- *Secondary Point of Contact Name*

- *Secondary Point of Contact Title*
- *Secondary Contact Email Address*
- *Last Date of Update on Contact Information.*

Liberty has not assessed backup power needs for CFI.

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

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

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

Refer to Table 7 of Attachment 1: LIB_2025_Required Tables_070125.

Table 7 remains blank because Liberty has not received any requests from customers to be designated as critical facilities and infrastructure.

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_2025_Required Tables_070125.

Table 9 - List of Exercise Participated Entities

a. Name of Entity

b. Exercise Date Range

Refer to Table 9 of Attachment 1: LIB_2025_Required Tables_070125.

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

a. After-Action Report

Refer to Attachment 2: LIB_Evaluation of TTX May 28 2025_070125 and Attachment 3: LIB_Evaluation of FSE June 26 2025_070125.

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

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

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

Refer to:

- Attachment 4: LIB_PSPS Exercise Feedback Form_070125
- Attachment 5: LIB_2025 PSPS FSE Agenda_070125
- Attachment 6: LIB_2025 PSPS TTX Agenda_070125
- Attachment 7: LIB_PSPS Exercise May 28 2025_070125
- Attachment 8: LIB_PSPS Exercise June 26 2025_070125

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, however it is provided to participants directly and made available during exercises via the meeting details on Microsoft Teams.

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 2024, Liberty partnered with MDC Research again to execute two sets of surveys to measure public awareness of messaging related to wildfire preparedness and safety. Customers were surveyed at random, targeted for either phone or web administration. Between June 11, 2024 and July 7, 2024, 220 customers completed surveys. Between December 5, 2024 and December 22, 2024, 460 customers completed surveys.

Refer to Table 10 of Attachment 1: LIB_2025_Required Tables_070125.

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

Refer to Attachment 11: LIB_2024 Wildfire and PSPS Survey Template_070125.

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 2024 education and outreach surveys were available to customers in English and Spanish. Liberty has identified English and Spanish as prevalent languages in its service territory, consistent with the requirements in D.20-03-004.

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

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

Refer to Attachment 9: LIB_2024_Survey Results Wave 1_070125 and Attachment 10: LIB_2024_Survey Results Wave 2_070125 (pages 35 and 40, respectively) for findings from MDC's CBO interviews conducted for Liberty.

MDC reported CBO feedback and recommendations that align with Liberty's current education and outreach approach. Local CBO collaboration is an essential method of spreading public awareness of PSPS and related issues. Liberty pursues opportunities to hold presentations on site with CBOs, including bilingual outreach, leveraging their networks to reach customers. Liberty also hosts CBO-specific virtual meetings and attends community collaborative meetings consisting of local organizations and agencies.

5. *IOUs must include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the [current year] Pre-Season Report and the [prior year] Post-Season Report.*

Refer to Attachment 9: LIB_2024_Survey Results Wave 1_070125 and Attachment 10: LIB_2024_Survey Results Wave 2_070125.

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

Notable survey findings from the most recent survey wave (December 2024) include:

- 62% of surveyed customers are aware of wildfire safety communications, up significantly since June 2024 (47%).
- 73% of surveyed customers recall hearing or reading the phrase "Public Safety Power Shutoff or PSPS," up significantly from the previous wave (45%). Email (47%), TV news (27%), and social media (23%) remain the most common sources of PSPS communication. Notably, email (47%) was mentioned significantly more than in the June survey wave (26%).
- As in previous years, customers still consider notifications by text and email the most effective forms of communication from Liberty. Larger font is considered the most helpful element of communications that could be incorporated.
- Down from 80% in 2024, 69% have taken action to prevent wildfires or to prepare

their home or business for the event of a wildfire. Trimming vegetation around properties remains the most common action taken, followed by having a generator.

- Among those reporting that they rely on electricity for medical needs, 42% are aware of additional notices from Liberty, 18% are currently enrolled in the Medical Baseline Allowance program.

MDC’s survey results also included recommendations for Liberty based on the most recent survey findings. Based on their Key findings, MDC recommended that Liberty continue its current outreach efforts to educate the public on wildfire safety and knowledge of PSPS. They also recommended that Liberty continue to pursue opportunities to educate the public of actions that Liberty takes to mitigate wildfires and PSPS. Liberty will pursue these recommendations and continue its education and outreach program, leveraging email, TV news, social media and bill inserts to drive customers to its website as MDC recommended.

Communication awareness significantly improved in the December 2024 survey results, reaching the highest awareness since November 2024. According to MDC, this improvement indicates both successful outreach efforts and a boost from notifications sent during actual events in November of 2024, which took place right before the December survey. Similar conditions caused recall of PSPS to rebound as well.

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 \$80,836 in 2024. Refer to “Liberty_POSTR3_3-1-2023” of Liberty’s 2024 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

- Recommendation Type*
- Description of Recommendation*
- 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_2025_Required Tables_070125.

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_2025_Required Tables_070125.

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_2025_Required Tables_070125.

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_2025_Required Tables_070125.

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.*

In Section I. b above, Liberty ranks its top circuits by PSPS risk as identified using its Risk-Based Decision Making framework (“RBDM”). One of the core components of Liberty’s RBDM framework is the PSPS risk model, which consists of models for PSPS likelihood and PSPS consequence to the system, environment, and customer if an event were to occur.

Section 5 of Liberty’s 2026-2028 WMP describes the inputs, components, and outputs of Liberty’s PSPS risk model and how it is combined with Liberty’s asset and fire modules to produce an overall Utility Risk score.

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_2025_Required Tables_070125.

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_2025_Required Tables_0701245
- Attachment 2: LIB_Evaluation of TTX May 28 2025_070125
- Attachment 3: LIB_Evaluation of FSE June 26 2025_070125
- Attachment 4: LIB_PSPS Exercise Feedback Form_070125
- Attachment 5: LIB_2025 PSPS FSE Agenda_070125
- Attachment 6: LIB_2025 PSPS TTX Agenda_070125
- Attachment 7: LIB_PSPS Exercise May 28 2025_070125
- Attachment 8: LIB_PSPS Exercise June 26 2025_070125
- Attachment 9: LIB_2024_Survey Results Wave 1_070125
- Attachment 10: LIB_2024_Survey Results Wave 2_070125
- Attachment 11: LIB_2024 Wildfire and PSPS Survey Template_070125
- Attachment 12: LIB_PSPS Notification Scripts_070125

Appendix A
Community Resource Centers Plan

Liberty Pre-Season Report – Appendix A

Section II: Community Resource Center Plan

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

a. CRC objectives

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

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

b. CRC strategies, actions, and timing

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

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

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

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

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

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

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

Liberty has agreements with seven CRC locations throughout its service territory. Liberty maintains its partnership with NV Energy and has secured the ability to utilize neighboring CRC locations for customer support when necessary. Liberty's established CRC locations provide appropriate coverage for its service territory in the event of a PSPS, and its CRC contractor, FireDawg, has the capability to stand up mobile CRCs throughout the service territory if needed.

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

Liberty executes customer outreach to share PSPS awareness information with AFN customers through a variety of methods, including community events, website resources, social media, bill inserts, targeted outreach to multi-family dwellings and mobile home parks, radio ads, digital ads, print ads, and through call center staff.

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

e. Stakeholder recommendations on AFN needs of services and supplies

Liberty has received a request to add blankets to CRC supplies in Portola and Loyalton, CA where nights can be very cool regardless of the time of year. In response, Liberty purchased a supply of blankets and added them to the supplies for these locations. Based on CBO feedback, a supply of self-heating meals that can be prepared without hot water and utilized in emergency circumstances has been stored at Liberty's CRC locations. Beyond these items, Liberty has not received any additional recommendations on needs of services and supplies at its CRCs.

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

As mentioned above, if Liberty anticipates that de-energization is imminent, it will open CRCs in

the areas anticipated to be de-energized. Criteria will also include the size of the population being served and the proximity of the CRC to the population being served. No CRCs will be more than 30 miles distant from the population that they serve.

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

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

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

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

i. COVID-19 considerations

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

j. Prior year CRC usage metrics

Refer to Table 3 of Attachment 1: LIB_2025_Required Tables_070125

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

Liberty's second survey wave of 2024 was conducted between December 5th and December 22nd, immediately following three PSPS de-energization events in November of 2024. These were the only PSPS de-energization events that occurred during Liberty's 2023-2025 WMP cycle. Approximately 42% of surveyed customers reported experiencing one of these PSPS events. Within this group, 42% said they were aware of CRCs set up during the PSPS and 80% who visited a CRC reported that it met their needs.

MDC's findings, including information gathered from CBO interviews, indicate that awareness of CRCs is mixed, varying by county and potentially based on where PSPS events have been called. CBO interviews conducted by MDC in December of 2024 indicate that it is important to continue public education on CRCs, with messaging similar to how Liberty conducts general PSPS outreach. MDC also noted that consistent and frequent messaging is important, starting in late spring and early summer. Liberty will continue to conduct consistent and frequent CRC education as part of its education and outreach program.

1. Lessons learned protocol

Events and exercises are reviewed upon completion and participants are provided with after-action input forms. In addition, a subsequent after-action meeting will be held with exercise/event participants. All participants are given an opportunity to communicate both items that went well and items that did not go well and present recommendations for improvement. A subsequent after-action report that includes an improvement plan will be provided to Liberty Leadership for approval. Improvement items are then tracked to completion.

Appendix B
Critical Facilities and Infrastructure Plan

Liberty Pre-Season Report – Appendix B

Section III: Critical Facilities and Infrastructure Plan

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

a. *CFI objectives*

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

b. *CFI strategies, actions, and timing*

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

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

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

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

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

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

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

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

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

d. *Identification method of CFI*

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

e. *Changes in CFI since prior annual report*

Liberty's current CFI list includes 1,287 service accounts that are listed as critical customers, an increase from the 1,117 reported in Liberty's 2024 PSPS Pre-Season Report. Liberty has not received any customer requests to become CFI since filing its 2024 PSPS Pre-Season Report.

f. *Maintenance and update process of CFI list*

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

g. *Collaboration with transmission-level customers*

Liberty does not have any transmission-level customers.

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

Liberty has not received any requests to be listed as CFI in 2024 or 2025. Customers can request being added to Liberty's CFI list through Liberty's PSPS Portal.

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

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

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

As part of its education and outreach efforts, Liberty engages with local governments and public safety partners throughout the year in preparation for and response to fire-related events. Accordingly, local government and PSPS representatives are invited to participate in Liberty's PSPS exercises, as applicable. Liberty will consider feedback from local government or public safety partner representatives when they identify a stakeholder that is not but should be recognized as CFI. Liberty does not currently conduct assessments of back-up generation need for CFI.

k. *Maintenance and accessibility of CFI list*

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

l. *Consultation with local and tribal governments*

Liberty meets with public safety partners and tribal governments on a range of topics, including

CFI identification, and public safety partners are invited to participate in PSPS exercise planning. Liberty regularly updates the public safety partner list with current contact information.

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

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

n. Lessons learned protocol

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

Appendix C
Notification Plan

Liberty Pre-Season Report – Appendix C

Section VI: Notification Plan

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

- a. *Notification objectives*

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

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

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

- c. *Notification process planning and improvement*

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

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

Refer to Attachment 12: LIB_PSPS Notification Scripts_070125. Notification scripts are subject to customization as the circumstances of an event dictate.

- e. *In-language translations*

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

f. Notification methods

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

g. Meeting notification timeline requirements

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

h. Notification accuracy and precision

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

i. Entity responsible for notifications

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

j. Consistency of PSPS notification information across all platforms

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

k. Coordination with stakeholders

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

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

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

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

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

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

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

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

- m. Notification strategies on AFN population subsets*

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

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

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

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

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

o. Notification cancellation

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

p. Transmission-level customers notification

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

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

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

r. Secure portal for public safety partners

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

s. Lessons learned protocol

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

Attachment 1
2024 Required Tables

Table 1 - List of Available Community Resource Centers
As of 07/01/2025

CRC Unique ID	Location Name	County/Tribe	CRC Type	Standard Operation	List of Planned Supplies	List of Planned Services	List of Planned AFN Services and Supplies	Contracted (Yes or No)	Date of Contract	Location Address	Latitude	Longitude
Walker	Walker Community Center	Mono	Fixed Site	X	MiFi, Signage, cell phone chargers, extension cords, water, snacks, PSPS informational hand outs. Applications for liberty programs, blankets, hand sanitizer	Spanish speakers, customer service reps, enrollment in Liberty low income and medical baseline programs. Information on transportation services and meal delivery programs.	ADA accessibility and restrooms, Sign up for Liberty Care and Medical Baseline programs. Referral to 211 and County Social Services.	NO	N/A	442 Mule Deer Drive, Walker, CA 93517	38.51449	-119.480511
Washoe	Woodfords Community	Alpine/Washoe	Fixed Site	X	MiFi, Signage, cell phone chargers, extension cords, water, snacks, PSPS informational hand outs. Applications for liberty programs, blankets hand sanitizer	Spanish speakers, customer service reps, enrollment in Liberty low income and medical baseline programs. Information on transportation services and meal delivery programs.	ADA accessibility and restrooms, Sign up for Liberty Care and Medical Baseline programs. Referral to 211 and County Social Services.	NO	N/A	96 Washoe Blvd, Markleeville, CA 96120	39.288364	-119.774532
South Lake Tahoe	South Lake Tahoe Middle School	El Dorado	Fixed Site	X	MiFi, Signage, cell phone chargers, extension cords, water, snacks, PSPS informational hand outs. Applications for liberty programs, blankets hand sanitizer	Spanish speakers, customer service reps, enrollment in Liberty low income and medical baseline programs. Information on transportation services and meal delivery programs.	ADA accessibility and restrooms, Sign up for Liberty Care and Medical Baseline programs. Referral to 211 and County Social Services.	NO	N/A	2940 Lake Tahoe Blvd., South Lake Tahoe, CA 96150	38.956739	-119.942635
Truckee	Truckee Tahoe Airport	Nevada	Fixed Site	X	MiFi, Signage, cell phone chargers, extension cords, water, snacks, PSPS informational hand outs. Applications for liberty programs, blankets, hand sanitizer	Spanish speakers, customer service reps, enrollment in Liberty low income and medical baseline programs. Information on transportation services and meal delivery programs.	ADA accessibility and restrooms, Sign up for Liberty Care and Medical Baseline programs. Referral to 211 and County Social Services.	NO	N/A	10356 Truckee Airport Road, Truckee, CA 96161	39.318283	-120.143046
Loyalton	Loyalton Senior Center	Sierra	Fixed Site	X	MiFi, Signage, cell phone chargers, extension cords, water, snacks, PSPS informational hand outs. Applications for liberty programs, blankets, hand sanitizer	Spanish speakers, customer service reps, enrollment in Liberty low income and medical baseline programs. Information on transportation services and meal delivery programs.	ADA accessibility and restrooms, Sign up for Liberty Care and Medical Baseline programs. Referral to 211 and County Social Services.	NO	N/A	302 1st Street, Loyalton, CA 96118	39.675778	-120.241451
Portola	The Veteran's Memorial Hall	Plumas	Fixed Site	X	MiFi, Signage, cell phone chargers, extension cords, water, snacks, PSPS informational hand outs. Applications for liberty programs, blankets, hand sanitizer	Spanish speakers, customer service reps, enrollment in Liberty low income and medical baseline programs. Information on transportation services and meal delivery programs.	ADA accessibility and restrooms, Sign up for Liberty Care and Medical Baseline programs. Referral to 211 and County Social Services.	NO	N/A	449 W. Sierra Ave., Portola, CA 96122	39.816001	-120.459463
Tahoe City	Tahoe City PUD Headquarters	Placer	Fixed Site	X	MiFi, Signage, cell phone chargers, extension cords, water, snacks, PSPS informational hand outs. Applications for liberty programs, blankets, hand sanitizer	Spanish speakers, customer service reps, enrollment in Liberty low income and medical baseline programs. Information on transportation services and meal delivery programs.	ADA accessibility and restrooms, Sign up for Liberty Care and Medical Baseline programs. Referral to 211 and County Social Services.	NO	N/A	221 Fairway Dr, Tahoe City CA 96145	39.16856	-120.14844

Table 2 - Stakeholders' CRC Recommendations on AFN Need
 From 07/01/2024 through 05/01/2025

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

Table 3 – Prior Year PSPS CRC Usage Metrics
From 07/01/2024 through 05/01/2025

Event ID	Event Name/Period	County or Tribe	Radius Served by the CRC (approximate distance in miles)	Date Service Area De-energized	Time Service Area De-energized (24-hr. clock)	Date CRC Opened	Time CRC Opened	Date Service Area Re-energized	Time Service Area Re-energized (24-hr. clock)	Date CRC Closed	Time CRC Closed	Total Days Opened (fractions in tenths of 14-hr. span)	Total Hours Opened (Integer)	Type of CRC (Indoor, Outdoor, Mobile)	Average AQI during Operation*	Was CRC powered by Backup Generation? (yes/no)**	Operation Hour Compliance Indicator (Yes or No)	If Not in Compliance, Provide Explanation	Bottle Water	Charging Station	Cellular Network Services***	Chairs	List additional fields for each of other supplies and services provided during PSPS event	Total Number of Visitors	Number of AFN Visitors	Location Address	Latitude	Longitude
11/11/2024 PSPS	11/11/2024 PSPS	Alpine	30	11/11/2024	8:15	11/11/2024	8:00	11/11/2024	23:35	11/11/2024	22:00	1	14	Indoor	35	no	Yes	N/A	Yes	Yes	Yes	Yes	Seasonal cooling/ heating, snacks, ice, ADA compliant restrooms.	39 -		96 Washoe Blvd, Markleeville, CA 96120	39.28836	-119.774532
11/20/2024 PSPS	11/20/2024 PSPS	Alpine	30	11/20/2024	4:30	11/20/2024	8:00	11/20/2024	21:55	11/20/2024	22:00	1	14	Indoor	14	no	Yes	N/A	Yes	Yes	Yes	Yes	Seasonal cooling/ heating, snacks, ice, ADA compliant restrooms.	30 -		96 Washoe Blvd, Markleeville, CA 96120	39.28836	-119.774532
11/20/2024 PSPS	11/20/2024 PSPS	Mono	30	11/20/2024	6:49	11/20/2024	8:00	11/20/2024	21:55	11/20/2024	22:00	1	14	Indoor	14	no	Yes	N/A	Yes	Yes	Yes	Yes	Seasonal cooling/ heating, snacks, ice, ADA compliant restrooms.	18 -		442 Mule Deer Drive, Walker, CA 93517	38.51449	-119.480511
11/22/2024 PSPS	11/22/2024 PSPS	Alpine	30	11/22/2024	8:00	11/22/2024	8:00	11/22/2024	21:47	11/22/2024	22:00	1	14	Indoor	16	no	Yes	N/A	Yes	Yes	Yes	Yes	Seasonal cooling/ heating, snacks, ice, ADA compliant restrooms.	32 -		96 Washoe Blvd, Markleeville, CA 96120	39.28836	-119.774532
11/22/2024 PSPS	11/22/2024 PSPS	Mono	30	11/22/2024	13:26	11/22/2024	8:00	11/22/2024	21:47	11/22/2024	22:00	1	14	Indoor	16	no	Yes	N/A	Yes	Yes	Yes	Yes	Seasonal cooling/ heating, snacks, ice, ADA compliant restrooms.	5 -		442 Mule Deer Drive, Walker, CA 93517	38.51449	-119.480511

*Average AQI taken from aqicn.org, according to readings at the closest available area, Placer County.

**Each CRC activated during 2024 PSPS events had backup power generation available, however none were required to power the CRC in these instances. Liberty's CRC contractor, FireDawg, can also provide backup power if needed

***Wi-Fi service available.

Table 4 -- Prior Year CRC Customer Feedback
 From 07/01/2024 through 05/01/2025

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 01/01/2024 through 05/01/2025

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. The Washoe CRC location is somewhat remote. More affordable options are needed by the logistics team for lunch items at this CRC.	Jan-21	Utilize Fire Dawg staff with a Liberty lead present to coordinate. (See Appendix A)	Oct-22	Aug-22	Completed
CRC Lunches	Labor shortages made it difficult to find a contractor that could guarantee that they will be able to staff CRCs on short notice. The Washoe CRC location is somewhat remote. More affordable options are needed by the logistics team for lunch items at this CRC.	Nov-24	Execute new contracts with vendors for acquisition of CRC lunches.	ASAP following November 2024 PSPS events	Dec-24	Completed

CATHY NAVARRETE	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
NAT LOMMORI	Water/Sewer/Pump non-critical WS3	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
TODD SPERRY	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EASTERN PLUMAS HLTH CARE	Hospital - Life Support HOS	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
SIERRA COUNTY	Water or Sewer Plant/Pump WS1	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
EL DORADO COUNTY	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE FOREST HOSPITAL	Doctor Office DOC	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
DAVID HAROLDE	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
AT&T WIRELESS SERVICES	Essential Communications CM2	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
WILL MALLARI	Water/Sewer Pump <20kW WS2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CITY OF PORTOLA	Water/Sewer/Pump non-critical WS3	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
EL DORADO COUNTY JAIL	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
SHANNON MCKEE	Medical Customer MED	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
AIMEE PHEBUS	Life Support LIF	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ALEJANDRA RAMIREZ LOPEZ	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STEPHEN WARD	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
DEAN KELLOGG	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EL DORADO COUNTY	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EL DORADO COUNTY	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BELLE SANDWITH	Life Support LIF	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
NORTHSTAR	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
EL DORADO COUNTY	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PERENNIAL LANDSCAPE	Water/Sewer Pump <20kW WS2	[REDACTED]	TAHOE VISTA	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EASTERN PLUMAS HLTH CARE	Hospital - Life Support HOS	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
GLENN GRIFFIN	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
DENISE BROWN	Life Support LIF	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
TAHOE LUXURY PROPERTIES	Water/Sewer Pump <20kW WS2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
US POSTAL SERVICE	Water/Sewer Pump <20kW WS2	[REDACTED]	TAHOE VISTA	[REDACTED]	[REDACTED]
PLAY PARK HOSPITALITY LLC	Water/Sewer Pump <20kW WS2	[REDACTED]	TAHOE VISTA	[REDACTED]	[REDACTED]
TAHOE PARK WATER CO	Water/Sewer Pump <20kW WS2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
THOMAS HALL	Medical Customer MED	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
TAHOE COALITION FOR THE HOMELESS	Homeless Shelter HMSH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
COLEVILLE HIGH SCHOOL	School SCH	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STATE OF CALIFORNIA DEPT OF PARKS AND RE	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CALTRANS D03	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
STPUD	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
GERALD PARGETT	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EDDIE DAVIS	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
493600 T MOBILE USA c/o TEOCO Mailstop: TMO Utility	Essential Communications CM2	[REDACTED]	FLORISTON	[REDACTED]	[REDACTED]
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PAM POLETTI - JONES	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LORRAINE CLARK	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CAL FIRE	Fire/Police Headquarter FP1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF PORTOLA	Municipal Offices MUN	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PEGGY MCCRARY	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ERICKA MATTOX	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PLACER COUNTY	Municipal Offices MUN	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SQUAW CREEK ASSOCIATES	Critical Customer YES	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
ROBERT COLPITTS	Life Support LIF	[REDACTED]	SQUAW VALLEY	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
AT&T	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAWRENCE SWANK	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
AT&T WIRELESS SERVICES	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE COALITION FOR THE HOMELESS	Homeless Shelter HMSH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
OFFICE OF EDUCATION EL DORADO COUNTY	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MARY FAMBROUGH	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LEIGH PARMENTER	Life Support LIF	[REDACTED]	TAHOE VISTA	[REDACTED]	[REDACTED]
TAHOE TRUCKEE UNIFIED SCHOOL	School SCH	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
ANN LEACH	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EL DORADO COUNTY DOT	Municipal Offices MUN	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ANALISA BAKER	Life Support LIF	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
RICHARD KOTRBA	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
PLUMAS UNIFIED SCHOOL DISTRICT	School SCH	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	ALPINE MEADOWS	[REDACTED]	[REDACTED]
THE MEADOWS	Assist Living/Retire Facility NU3	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
HOMEWOOD MOUNTAIN RESORT	Critical Customer YES	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
AT&T	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
DAN & RAYNA CURRIER	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MOUNTAIN METRO CHURCH	Emergency Response Center EV3	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]

STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EL DORADO COUNTY	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EL DORADO COUNTY DOT	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
KATHLEEN BUFFA	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SQUAW VALLEY MUTUAL WATER	Water or Sewer Plant/Pump WS1	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
FRANZ GOEPFERT	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
HOMEWOOD MOUNTAIN RESORT	Critical Customer YES	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
JIM COOK	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
DON ARCHIBALD	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Traffic Light Signal RRS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MONO COUNTY	Municipal Offices MUN	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	RUBICON/MEEKS BAY	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
JOHN SCHILLING	Life Support LIF	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
OWENS VALLEY CAREER DEVELOPMENT CENTER	School SCH	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
OWENS VALLEY CAREER DEVELOPMENT CENTER	School SCH	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Traffic Light Signal RRS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARBARA TENNEY	Life Support LIF	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
SIERRA GARDEN APARTMENTS	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BETTY BROWN	Life Support LIF	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LORI ROSS	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ELIZABETH SYMONS	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LESLIE TEDRICK	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
493600 T MOBILE USA c/o TEOCO Mailstop: TMO Utility	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
JEAN FRITSCH	Life Support LIF	[REDACTED]	CARNELIAN BAY	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MCI TELECOMMUNICATIONS *DIP	Essential Communications CM2	[REDACTED]	FLORISTON	[REDACTED]	[REDACTED]
MARCIA HARGROVE	Life Support LIF	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
CALTRANS D03	Traffic Light Signal RRS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
KAREN KUENTZ	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	CARNELIAN BAY	[REDACTED]	[REDACTED]
NORTH TAHOE FIRE	Fire/Police Headquarter FP1	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
ABDUL KADIR SAHIN	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ANGELA HOWELL	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EVILO GERBIG	Water/Sewer Pump <20kW WS2	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
CITY OF PORTOLA	Municipal Offices MUN	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Water/Sewer/Pump non-critical WS3	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
GRANLIBAKKEN RESORT	Water/Sewer Pump <20kW WS2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
DORIS JONES	Life Support LIF	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Water/Sewer Pump <20kW WS2	[REDACTED]	TAHOE VISTA	[REDACTED]	[REDACTED]
MICHAEL GREENE	Water/Sewer Pump <20kW WS2	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Water/Sewer Pump <20kW WS2	[REDACTED]	TAHOE VISTA	[REDACTED]	[REDACTED]
CINDERELLA INVESTMENTS LLC	Water/Sewer/Pump non-critical WS3	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
PINE TERRACE LLC	Assist Living/Retire Facility NU3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PLUMAS CO MENTAL HEALTH	Municipal Offices MUN	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
PLUMAS CO MENTAL HEALTH	Municipal Offices MUN	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
SIERRA MOTEL	Water/Sewer Pump <20kW WS2	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
BECKWOURTH PEAK FIRE PROTECTION DISTRICT	Water/Sewer Pump <20kW WS2	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
JOHN SIMON	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MICHAEL SUNZERI	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BECKWOURTH PEAK FIRE PROTECTION DISTRICT	Water or Sewer Plant/Pump WS1	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	TAHOE VISTA	[REDACTED]	[REDACTED]
CITY OF PORTOLA	Water/Sewer Pump <20kW WS2	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
SQUAW VALLEY MUTUAL WATER	Water or Sewer Plant/Pump WS1	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
INZONE INSURANCE SERVICES LLC	Water or Sewer Plant/Pump WS1	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
BLAIR MORTUARY & CREMATION INC	Water/Sewer Pump <20kW WS2	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
SQUAW VALLEY SKI CORP	Critical Customer YES	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
THOMAS O NEIL	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	CARNELIAN BAY	[REDACTED]	[REDACTED]
THOMAS FIELDS	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	CARNELIAN BAY	[REDACTED]	[REDACTED]
TRUCKEE DONNER PUD	Utility UT2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
ELLYNE BEALS	Life Support LIF	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ABBY GROMAN	Medical Customer MED	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
INDIAN HILL CONDO ASSOC	Water/Sewer Pump <20kW WS2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
NINA DEDEKER	Life Support LIF	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
JOSE CERVANTES-RUIZ	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LESLEY FLECK	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKE VALLEY FIRE DEPT	Fire/Police Headquarter FP1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SIERRA COUNTY OFFICE	Municipal Offices MUN	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
INDIAN HILL CONDO ASSOC	Water/Sewer/Pump non-critical WS3	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]

RUBEN TORRES	Life Support LIF	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
HEAVENLY VALLEY	Critical Customer YES	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ANTELOPE VALLEY FIRE DIST	Fire/Police Headquarter FP1	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
KAREN TEAGUE	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PLACER COUNTY	Water/Sewer Pump <20kW WS2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CALTRANS D03	Traffic Light Signal RRS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
HENRIKSON EXCAVATING	Water/Sewer Pump <20kW WS2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
PLACER COUNTY	Water/Sewer Pump <20kW WS2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EL DORADO COUNTY DOT	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SBC	Cell Tower Communication CM3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
GERALD LOPEZ	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
OLYMPIC VALLEY PUBLIC SERVICE DISTRICT	Water or Sewer Plant/Pump WS1	[REDACTED]	SQUAW VALLEY	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	FLORISTON	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
LTUSD	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MICHELLE LANGLOIS-OTT	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
DEBBIE HARRIS	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SQUAW VALLEY SKI CORP	Critical Customer YES	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
DONALD FIGEROA	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PLACER COUNTY	Municipal Offices MUN	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
FLL MUTUAL WATER COMPANY	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
FRANK LA MARQUE	Life Support LIF	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	RUBICON PROPERTIES	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CALIFORNIA HIGHWAY PATROL	Fire/Police Headquarter FP1	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Supprt HX	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EARL PLATT	Life Support LIF	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHOICES FOR CHILDREN	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	MEEKS BAY	[REDACTED]	[REDACTED]
THOMAS ONEIL	Life Support LIF	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKE TAHOE COMMUNITY COLLEGE	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKE TAHOE COMMUNITY COLLEGE	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKE TAHOE COMMUNITY COLLEGE	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	RUBICON PROPERTIES	[REDACTED]	[REDACTED]
LAKE TAHOE COMMUNITY COLLEGE	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
LAKE TAHOE COMMUNITY COLLEGE	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	TAHOE VISTA	[REDACTED]	[REDACTED]
LAKE TAHOE COMMUNITY COLLEGE	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
THE BAHL FAMILY REVOCABLE TRUS	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MILDRED LARSON	Medical Customer MED	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
STPUD	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
RANDY SIEVER	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
STACIE RANEY	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
FLL MUTUAL WATER COMPANY	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKESIDE PARK ASSOC	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
AT&T	Cell Tower Communication CM3	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LONG VALLEY CHARTER SCHOOL	School SCH	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SQUAW VALLEY ACADEMY INC	School SCH	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EL DORADO COUNTY	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]

EL DORADO COUNTY	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ELIZABETH TRENOR	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	CARNELIAN BAY	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EL DORADO ENVIRONMENT MGMT	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EL DORADO COUNTY LIBRARY	Emergency Response Center EV3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	CARNELIAN BAY	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
WILLIAM TURNER	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	TAHOE VISTA	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SANDY PRITCHETT	Life Support LIF	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	ALPINE MEADOWS	[REDACTED]	[REDACTED]
PHILLIP DERBY	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
WALTER GHIDOSI	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
FAVIAN CANO	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
EL DORADO COUNTY	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EVA CORRELL	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
SAFEWAY STORES INC #1824	Critical Customer YES	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PLACER COUNTY	Municipal Offices MUN	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
TAHOE PARK WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	CARNELIAN BAY	[REDACTED]	[REDACTED]
STPUD	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SAFEWAY STORES INC #1592	Critical Customer YES	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
493600 T MOBILE USA c/o TEOCO Mailstop: TMO Utility	Essential Communications CM2	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
LAKEVIEW WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
EL DORADO COUNTY	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
493600 T MOBILE USA c/o TEOCO Mailstop: TMO Utility	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
JANIS SMITH	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MARIE MADDOX	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SHELLY ARNOLD	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
DAVID BIRCHFIELD	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
FRONT PORCH	Assist Living/Retire Facility NU3	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
ANNA BURNS	Medical Customer MED	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
AT&T WIRELESS SERVICES	Essential Communications CM2	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
PLUMAS-SIERRA TELECOMMUNICATIONS	Essential Communications CM2	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
ALPINE MEADOWS SKI RESORT	Critical Customer YES	[REDACTED]	ALPINE MEADOWS	[REDACTED]	[REDACTED]
493600 T MOBILE USA c/o TEOCO Mailstop: TMO Utility	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CITY OF PORTOLA	Municipal Offices MUN	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Support HOX	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
MONO COUNTY ROAD DEPT	Municipal Offices MUN	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
HOMEWOOD MOUNTAIN RESORT	Critical Customer YES	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
HOMEWOOD MOUNTAIN RESORT	Critical Customer YES	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
ANTELOPE VLY COMM CENTER	Emergency Response Center EV3	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PETER MORING	Life Support LIF	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
DAWN HATHEWAY	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PUBLIC WORKS DEPT MONO COUNTY	Municipal Offices MUN	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
JP AND COMPANY INC	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
493600 T MOBILE USA c/o TEOCO Mailstop: TMO Utility	Essential Communications CM2	[REDACTED]	ALPINE MEADOWS	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Support HOX	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Emergency Response Center EV3	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
PLACER COUNTY	Municipal Offices MUN	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
PAMELA HAAS	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
VIRGINIA COTTONE	Medical Customer MED	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
GARY KLAFTA	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Support HOX	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]

ALPINE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Supprt HOX	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Supprt HOX	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Supprt HOX	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
OVER THE RAINBOW CHILDCARE	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
GREG VAN DER ZANDEN	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SUSIE BARNETT	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE FOREST HOSPITAL DISTRICT	Doctor Office DOC	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
TABITHA GOLDENBERG	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
KAREN MORITZ	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
HEAVENLY VALLEY SKI SCHOOL	Critical Customer YES	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	CARNELIAN BAY	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CA INTERNET L.P. DBA GEOLINKS	Cell Tower Communication CM3	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
AT&T WIRELESS SERVICES	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
RANDALL HILLYGUS	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PLUMAS SIERRA RURAL ELEC	Utility UT2	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
LAKE VALLEY FIRE DEPT	Fire/Police Headquarter FP1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PLACER COUNTY	Municipal Offices MUN	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
NEW CINGULAR WIRELESS AT&T	Essential Communications CM2	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
AT&T WIRELESS SERVICES	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
MARTIS CAMP COMMUNITY ASSC	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
BUCK SHERMAN	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
SAFEWAY, INC - FUEL STATION 1824	Critical Customer YES	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF PORTOLA	Municipal Offices MUN	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
TRUCKEE FIRE PROTECTION	Fire/Police Headquarter FP1	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
MARTIS CAMP CLUB	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
MC KINNEY WATER DISTRICT	Water or Sewer Plant/Pump WS1	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PROBATION DEPARTMENT EL DORADO COUNTY	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
THE HOT SPOT SOUTH LAKE TAHOE LLC	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
L.A.K.E GIFT SHOP	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LINDA STODDART	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PLACER COUNTY DPW	Municipal Offices MUN	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF LOYALTON	Municipal Offices MUN	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
HOMEWOOD HIGH AND DRY MARINA	EV Chargers - Level II EVC2	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CITY OF LOYALTON	Municipal Offices MUN	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
DAN COOK	Medical Customer MED	[REDACTED]	TOPAZ	[REDACTED]	[REDACTED]
TESLA MOTORS INC	EV Chargers - Level III EVC3	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
T-MOBILE	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
DENNIS ALBRIGHT	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
AT&T WIRELESS SERVICES	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
T-MOBILE	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
PLACER COUNTY PUBLIC WORKS	Municipal Offices MUN	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
MARTIS CAMP CLUB	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
T-MOBILE	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Supprt HOX	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
JANIS SEAGRAVES	Life Support LIF	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
NORTH TAHOE FIRE	Fire/Police Headquarter FP1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
OLYMPIC VALLEY PUBLIC SERVICE DISTRICT	Water or Sewer Plant/Pump WS1	[REDACTED]	OLYMPIC VILLAGE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
KEVIN SAWCHUK	Life Support LIF	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
VICTOR SWITHENBANK II	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
PLACER COUNTY DPW	Municipal Offices MUN	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
JAMES PIERCE	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]

NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
NORTHSTAR AT TAHOE	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
MATT HOLT	Water or Sewer Plant/Pump WS1	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
PLACER COUNTY DPW	Emergency Response Center EV3	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
COUNTY OF PLACER	Municipal Offices MUN	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
NEW CINGULAR WIRELESS	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
MARTIS CAMP COMMUNITY ASSC	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
TAHOE PARK WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
TAHOE EXPEDITION ACADEMY	School SCH	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
TAHOE EXPEDITION ACADEMY	School SCH	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
TAHOE EXPEDITION ACADEMY	School SCH	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
MARTIS CAMP COMMUNITY ASSC	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
TAHOE EXPEDITION ACADEMY	School SCH	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
MARTIS CAMP CLUB	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
TAHOE EXPEDITION ACADEMY	School SCH	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
TAHOE EXPEDITION ACADEMY	School SCH	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MARTIS CAMP COMMUNITY ASSC	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
MARTIS CAMP CLUB	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
PLACER COUNTY PUBLIC WORKS	Municipal Offices MUN	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
NORTHSTAR AT TAHOE	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	ALPINE MEADOWS	[REDACTED]	[REDACTED]
ANTELOPE ELEM SCHOOL	School SCH	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
MARTIS CAMP CLUB	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
NORTHSTAR AT TAHOE	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
HEAVENLY VALLEY	Critical Customer YES	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
AKA WIRELESS INC DBA VICTRA	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
AT&T	Essential Communications CM2	[REDACTED]	VERDI	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
MARINA KANE	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
DIANA BOWLER	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ROBERT ANTHONY	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE TRUCKEE UNIFIED SCHOOL	Emergency Response Center EV3	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
DIANE COMPHER	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MARILOU MANN	Life Support LIF	[REDACTED]	CARNELIAN BAY	[REDACTED]	[REDACTED]
ALPINE COUNTY OFFICE OF EDUCATION	School SCH	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
DHARMA YOGA	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MC KINNEY WATER DISTRICT	Water or Sewer Plant/Pump WS1	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHERYL PEREIRA	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
DIAMOND VALLEY SCHOOL	School SCH	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
ALPINE SPRINGS WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
LAKESIDE PARK ASSOC	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TAHOE PINES	[REDACTED]	[REDACTED]
CHRIS BLUM	Medical Customer MED	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
ALPINE SPRINGS WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CITY OF PORTOLA	Municipal Offices MUN	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
LUKINS BROS WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ALPINE COUNTY PUBLIC WORKS	Municipal Offices MUN	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
HEAVENLY VALLEY	Critical Customer YES	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CALTRANS	State Gov: Public Safety ST2	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
AUSTIN TURNER	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
DONNA DEL FAVA	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CASCADE MUTUAL WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ALPINE COUNTY AUDITOR	Fire/Police Headquarter FP1	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
493600 T MOBILE USA c/o TEOCO Mailstop: TMO Utility	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Supprt HOX	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
KRISTINA BEAUMONT	Water/Sewer Pump <20kW WS2	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
ALPINE MEADOWS SKI RESORT	Critical Customer YES	[REDACTED]	ALPINE MEADOWS	[REDACTED]	[REDACTED]
WARD WELL WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ALPINE MEADOWS SKI RESORT	Critical Customer YES	[REDACTED]	ALPINE MEADOWS	[REDACTED]	[REDACTED]
OWENS VALLEY CAREER DEVELOPMENT CENTER	School SCH	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]

STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SORENSEN SUBDIV HOMEOWNER	Water/Sewer Pump <20kW WS2	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
WARD WELL WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF PORTOLA	Municipal Offices MUN	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHRISTY HILL HOMEOWNERS	Water/Sewer/Pump non-critical WS3	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	RUBICON/MEEKS BAY	[REDACTED]	[REDACTED]
ALPINE SPRINGS WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	ALPINE MEADOWS	[REDACTED]	[REDACTED]
MATTHEW OREY	Medical Customer MED	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
ALPINE COUNTY ROAD DEPT	Municipal Offices MUN	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
ALPINE COUNTY PUBLIC WORKS	Municipal Offices MUN	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
WILLIAM BULLER JR	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SIERRA COUNTY AUDITOR	Municipal Offices MUN	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
DIANA RABE	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
JULIE OSBORNE	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LINDY JADDOON	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BRUENING ASSOCIATES REAL ESTATE	Water or Sewer Plant/Pump WS1	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
SQUAW CREEK ASSOCIATES	Critical Customer YES	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
TACO BELL	Water/Sewer Pump <20kW WS2	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
QUI NGUYEN	Water/Sewer Pump <20kW WS2	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
LADY LUCK	Water/Sewer Pump <20kW WS2	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
JANIS CERELLI	Life Support LIF	[REDACTED]	RUBICON/MEEKS BAY	[REDACTED]	[REDACTED]
2540 W LAKE LLC	Water/Sewer/Pump non-critical WS3	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
ROBERT DAVIS	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LADY LUCK	Water/Sewer/Pump non-critical WS3	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
ROCKLIN FOURSQUARE CHURCH	Water/Sewer Pump <20kW WS2	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
D'LISH TAHOE	Water/Sewer/Pump non-critical WS3	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
THE ROBINS NEST	Water/Sewer Pump <20kW WS2	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
PHIL LLOYD	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
HAYES MCCOLGAN LLC	Water/Sewer Pump <20kW WS2	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
RYAN WALLACE	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EASTERN PLUMAS HLTH CARE	Hospital - Life Support HOS	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
COUNTY OF PLACER	Municipal Offices MUN	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
CITY OF LOYALTON	Water or Sewer Plant/Pump WS1	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
MIKE KOHN	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MARY THOMAS	Life Support LIF	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
DAVID SOMMERFELDT	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
WILLIAM COFFEY	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MARILEE JOHNSON	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BHUPENDRA DAVE	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ROGER SMESTAD	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
JONATHAN WAGNER	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
JULIE HEROD	Life Support LIF	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
HOMEWOOD MOUNTAIN RESORT	Critical Customer YES	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARLES SNYDER	Life Support LIF	[REDACTED]	CARNELIAN BAY	[REDACTED]	[REDACTED]
SIERRA PLUMAS SCHOOL DIST	School SCH	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
LARRY WEARE	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	TAHOE VISTA	[REDACTED]	[REDACTED]
ROBYN KERN	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MARY COOLIDGE	Life Support LIF	[REDACTED]	ALPINE MEADOWS	[REDACTED]	[REDACTED]
ALPINE COUNTY PUBLIC WORKS	Municipal Offices MUN	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
SEAN TROUPE	Life Support LIF	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
ALPINE COUNTY PUBLIC WORKS	Municipal Offices MUN	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
BECKWOURTH PEAK FIRE PROTECTION DISTRICT	Fire/Police Headquarter FP1	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
NANCY STROM	Municipal Offices MUN	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
ED COSTA	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MONO COUNTY BUILDING	Municipal Offices MUN	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
JOSEPH TURNER	Life Support LIF	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
HOMEWOOD MOUNTAIN RESORT	Critical Customer YES	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
PATRICIA WEARE	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ALPINE COUNTY PUBLIC WORKS	Municipal Offices MUN	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
TRIMONT LAND CO	School SCH	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Fire/Police Headquarter FP1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ALPINE MEADOWS SKI RESORT	Critical Customer YES	[REDACTED]	ALPINE MEADOWS	[REDACTED]	[REDACTED]
APRIL POWELL	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SUSANNE HOY	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PLACER COUNTY	Municipal Offices MUN	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
HELEN MANGELSDORF	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ALPINE COUNTY	Municipal Offices MUN	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Emergency Response Center EV3	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
COLLEEN CLOW	Medical Customer MED	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SIERRA COUNTY	Municipal Offices MUN	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]

ALPINE COUNTY MUSEUM	Municipal Offices MUN	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MARKLEEVILLE WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ALPINE COUNTY	Municipal Offices MUN	[REDACTED]	WOODFORDS	[REDACTED]	[REDACTED]
KATHLEEN CRAIG	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
JULIA MARTINEZ	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MICHAEL SPINOLA	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
HEAVENLY VALLEY	Critical Customer YES	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Traffic Light Signal RRS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
JERRY VASINA	Medical Customer MED	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
CHRIS OBERLE	Medical Customer MED	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TIMBERLAND	[REDACTED]	[REDACTED]
RICHARD PETERSON	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SIERRA COUNTY CHILD ABUSE	Municipal Offices MUN	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
ERNEST TEAGUE	Life Support LIF	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
PLACER COUNTY	Municipal Offices MUN	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
PAMELA FAIRES	Medical Customer MED	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
WILLIAM COLEMAN	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE PARK WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TRUCKEE DONNER PUD	Utility UT2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
ADELE MARGOLIS	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EDWARD RICEBUONO	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
DALE GONTERMAN SR	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
NAN TAYLOR	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
KAREN BAUMGARDNER	Life Support LIF	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
SUE ANN BURNAM	Life Support LIF	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
PETER RIVARA	Life Support LIF	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
SQUAW VALLEY SKI CORP	Critical Customer YES	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
PLUMAS CO HEALTH DEPT	Municipal Offices MUN	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
TAHOE PARK WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TRIXIE GELLER	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
YESSICA ARIAS	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE TRUCKEE UNIFIED SCHOOL	School SCH	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
HOMEWOOD MOUNTAIN RESORT	Critical Customer YES	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
DIAMOND VALLEY SCHOOL	School SCH	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
HOMEWOOD MOUNTAIN RESORT	Critical Customer YES	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
HOMEWOOD MOUNTAIN RESORT	Critical Customer YES	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
HOMEWOOD MOUNTAIN RESORT	Critical Customer YES	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
HOMEWOOD MOUNTAIN RESORT	Critical Customer YES	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
HOMEWOOD MOUNTAIN RESORT	Critical Customer YES	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
PLACER COUNTY PUBLIC WORKS	Municipal Offices MUN	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
OLYMPIC VALLEY PUBLIC SERVICE DISTRICT	Water or Sewer Plant/Pump WS1	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
WOODVISTA HOME OWNERS ASSOC	EV Chargers - Level II EVC2	[REDACTED]	TAHOE VISTA	[REDACTED]	[REDACTED]
RITZ CARLTON	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
PLACER COUNTY PUBLIC WORKS	Municipal Offices MUN	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
SOUTH LAKE TAHOE POLICE DEPT	Fire/Police Headquarter FP1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
RITZ CARLTON	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
WARD WELL WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
RITZ CARLTON	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
RITZ CARLTON	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
MARTIS CAMP COMMUNITY ASSC	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
SIERRA COUNTY	Municipal Offices MUN	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
MARTIS CAMP CLUB	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
FLL MUTUAL WATER COMPANY	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
TRUCKEE DONNER PUD	Utility UT2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	ALPINE MEADOWS	[REDACTED]	[REDACTED]
TAHOE TRUCKEE UNIFIED SCHOOL	Emergency Response Center EV3	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LUKINS BROS WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EV RANGE, INC.	EV Chargers - Level III EVC3	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
TRUCKEE DONNER PUD	Utility UT2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MARTIS CAMP CLUB	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
MARTIS CAMP CLUB	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
ANTELOPE ELEM SCHOOL	School SCH	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
ANTELOPE ELEM SCHOOL	School SCH	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
MARTIS CAMP CLUB	Critical Customer YES	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PLACER COUNTY PUBLIC WORKS	Municipal Offices MUN	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
PLACER COUNTY PUBLIC WORKS	Municipal Offices MUN	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
493600 T MOBILE USA c/o TEOCO Mailstop: TMO Utility	Essential Communications CM2	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	CARNELIAN BAY	[REDACTED]	[REDACTED]
			SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]

BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Supprt HOX	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PLUMAS UNIFIED SCHOOL DISTRICT	School SCH	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
CITY OF PORTOLA	Traffic Light Signal RRS2	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
SIERRA-PLUMAS JOINT UNIFIED SD	EV Chargers - Level II EVC2	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
PLACER COUNTY	Emergency Response Center EV3	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CALTRANS D03	Traffic Light Signal RRS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MARTIS CAMP CLUB	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Airport NonEssential FAA AV2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Essential Utility Elec/Gas UT1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ELECTRIFY AMERICA	EV Chargers - Level III EVC3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
DENNIS MURAKAMI	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MARIA HERNANDEZ	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PLACER COUNTY	Municipal Offices MUN	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
SIERRA COUNTY SHERIFF OFFICE	Fire/Police Headquarter FP1	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MARTIS CAMP CLUB	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MIGUEL VELASQUEZ	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
GONSALVES& CO. NV. P.C.	Water/Sewer/Pump non-critical WS3	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
NEW CINGULAR WIRELESS	Essential Communications CM2	[REDACTED]	CARNELIAN BAY	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	TAHOE VISTA	[REDACTED]	[REDACTED]
HOMES OF THE AMERICAN BAPTIST	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MARTIS CAMP COMMUNITY ASSC	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
PLACER COUNTY PUBLIC WORKS	Water/Sewer Pump <20kW WS2	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
JOHN LADNER	Life Support LIF	[REDACTED]	TAHOE VISTA	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
STEVE EISEN	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
ALPINE COUNTY PUBLIC WORKS	Municipal Offices MUN	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
WILLIAM JOHNSON	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PLACER COUNTY	Municipal Offices MUN	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
SAFEWAY STORES INC 2258	Critical Customer YES	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
ALPINE SPRINGS WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	ALPINE MEADOWS	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
ALPINE SPRINGS WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
PLACER COUNTY	Municipal Offices MUN	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
STEPHEN SPELLMAN	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ROBERT NOBLE	Medical Customer MED	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
PLACER COUNTY	Municipal Offices MUN	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
PLACER COUNTY	Municipal Offices MUN	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ANTELOPE ELEM SCHOOL	School SCH	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE PINES	[REDACTED]	[REDACTED]
ALPINE COUNTY	Municipal Offices MUN	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
CITY OF PORTOLA	Municipal Offices MUN	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
PLACER COUNTY	Municipal Offices MUN	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
DIANE GALE OREILLY	Life Support LIF	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
PLUMAS COUNTY SHERIFF OFC	Fire/Police Headquarter FP1	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
DAVID YACONO	Life Support LIF	[REDACTED]	MEEKS BAY	[REDACTED]	[REDACTED]
NORTHSTAR AT TAHOE	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CALTRANS D03	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SQUAW VALLEY ACADEMY INC	School SCH	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
PLUMAS-SIERRA TELECOMMUNICATIONS	Essential Communications CM2	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
NORTHSTAR	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
NORTHSTAR AT TAHOE	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
NORTHSTAR AT TAHOE	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CAROL STILES	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
JOHN AMMENTI	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TARA DOBYNS	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CALTRANS D03	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ALPINE COUNTY PUBLIC WORKS	Municipal Offices MUN	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
LUKINS BROS WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
AT&T WIRELESS SERVICES	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]

STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MEEKES BAY FIRE PROTECTION	Fire/Police Headquarter FP1	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
MARYANNE USDAN	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
RAYMOND DE VRE	Medical Customer MED	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
SAMANTHA RICK	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
NATURAL MASSAGE	Municipal Offices MUN	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
ROBERT GARCIA	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
COUNTY OF PLACER	Municipal Offices MUN	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
CITY OF PORTOLA	Municipal Offices MUN	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
MARGARET PARKER	Life Support LIF	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TRIMONT LAND CO	School SCH	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
PAMELA SCHEIB	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAWRENCE LA BARGE	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
COUNTY OF PLACER	Municipal Offices MUN	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
MICKY NOACK	Medical Customer MED	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
SQUAW VALLEY SKI CORP	Critical Customer YES	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
ALPINE SPRINGS WATER CO	Water or Sewer Plant/Pump WS1	[REDACTED]	ALPINE MEADOWS	[REDACTED]	[REDACTED]
CAVEL NEELEY	Water or Sewer Plant/Pump WS1	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
STORQUEST EXPRESS TAHOE VISTA NATIONAL	Water/Sewer/Pump non-critical WS3	[REDACTED]	TAHOE VISTA	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Hospital Secondary Life Supprt HOX	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MAXINE ALPER	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PLUMAS-SIERRA TELECOMMUNICATIONS	Essential Communications CM2	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PLUMAS-SIERRA TELECOMMUNICATIONS	Essential Communications CM2	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
TAHOE TRUCKEE UNIFIED SCHOOL	School SCH	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
PLUMAS-SIERRA TELECOMMUNICATIONS	Essential Communications CM2	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
ROBERTA MURRIETA	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TAHOE TRUCKEE UNIFIED SCHOOL	School SCH	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
MAXINE GLASSON	Life Support LIF	[REDACTED]	TAHOE VISTA	[REDACTED]	[REDACTED]
MONO COUNTY SENIOR CENTER	Nursing Home Life Support NU1	[REDACTED]	WALKER	[REDACTED]	[REDACTED]
LAKE FOREST GLEN HOA	Water/Sewer Pump <20kW WS2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
LAKE FOREST GLEN HOA	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TAHOE TRUCKEE UNIFIED SCHOOL	Emergency Response Center EV3	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CLAUDIA ANDERSON	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF PORTOLA	Municipal Offices MUN	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
SANDRA JAMES	Life Support LIF	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MICHAEL BACA	Medical Customer MED	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
DAVID ZAJAC	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
RONALD MC DANIELS	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
MARTIS CAMP CLUB	Critical Customer YES	[REDACTED]	TAHOE VISTA	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CALSTAR	Emergency Response Center EV3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ROBERT KRUEGER	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LINDA MONJE	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CALIFORNIA HIGHWAY PATROL	Fire/Police Headquarter FP1	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
MARK PHILLIPS	Life Support LIF	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
SIERRA COUNTY	Municipal Offices MUN	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
CITY OF PORTOLA	Municipal Offices MUN	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
TRUCKEE TAHOE AIRPORT DISTRICT	Airport NonEssential FAA AV2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
493600 T MOBILE USA c/o TEOCO Mailstop: TMO Utility	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
LINDA GARMON	Medical Customer MED	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
CITY OF PORTOLA	Municipal Offices MUN	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
SUGAR PINE LAKESIDE H/O	Water/Sewer Pump <20kW WS2	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EASTERN PLUMAS HLTH CARE	Hospital Secondary Life Supprt HOX	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
WILLIAM BEMISS	Life Support LIF	[REDACTED]	CARNELIAN BAY	[REDACTED]	[REDACTED]
GATHERED AND GROWN HOME LLC	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
RICK FORD	Life Support LIF	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
AT&T WIRELESS	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
PHIL THOMPSON	Water/Sewer/Pump non-critical WS3	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
GATHERED AND GROWN HOME LLC	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
KERRY CASHIN	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ALPINE COUNTY OFFICE OF EDUCATION	School SCH	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
TKV,LP	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
HELEN VANDERHOOF	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CALFIRE	Fire/Police Headquarter FP1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
PAT ESPINOSA	Life Support LIF	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
EASTERN PLUMAS HLTH CARE	Hospital Secondary Life Supprt HOX	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
MARIAH CARROLL	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
PLACER COUNTY	Municipal Offices MUN	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
PAUL WOODS	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
JUANCHO HERRANZ	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
RICHARD SILVER	Life Support LIF	[REDACTED]	TIMBERLAND	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]

RICHARD TRAGER	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CALIFORNIA HIGHWAY PATROL	Fire/Police Headquarter FP1	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
MONO COUNTY PARKS & FACILITIES	Municipal Offices MUN	[REDACTED]	WALKER	[REDACTED]	[REDACTED]
WASHOE TRIBE OF NV & CA	Emergency Response Center EV3	[REDACTED]	WOODFORDS	[REDACTED]	[REDACTED]
SIERRA COUNTY	Municipal Offices MUN	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
ACHIEVE TAHOE	Assist Living/Retire Facility NU3	[REDACTED]	ALPINE MEADOWS	[REDACTED]	[REDACTED]
GRIZZLY LAKE RESORT	Water or Sewer Plant/Pump WS1	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
ALPINE MEADOWS SKI RESORT	Critical Customer YES	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CALTRANS D03	Traffic Light Signal RRS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SIERRA COUNTY	Municipal Offices MUN	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
ALPINE MEADOWS SKI RESORT	Critical Customer YES	[REDACTED]	ALPINE MEADOWS	[REDACTED]	[REDACTED]
CITY OF LOYALTON	Municipal Offices MUN	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SIERRA COUNTY	Municipal Offices MUN	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
MEEKS BAY FIRE PROTECTION	Fire/Police Headquarter FP1	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
SAFEWAY STORES INC #1824	Critical Customer YES	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
KAREN DENIS	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
EL DORADO COUNTY DOT	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SIERRA COUNTY SENIOR	Municipal Offices MUN	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
SIERRA COUNTY SENIOR	Nursing Home Life Support NU1	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
MONO COUNTY DEPT OF SOCIAL S	Municipal Offices MUN	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARLES KAGAY	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CITY OF LOYALTON	Municipal Offices MUN	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
NORTH TAHOE FIRE	Fire/Police Headquarter FP1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
BARTON HEALTHCARE SYSTEM	Hospital - Life Support HOS	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LOUISA TIONG-BOONE	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ALPINE MEADOWS SKI RESORT	Critical Customer YES	[REDACTED]	ALPINE MEADOWS	[REDACTED]	[REDACTED]
HOMEWOOD MOUNTAIN RESORT	Critical Customer YES	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EL DORADO CNTY SHERIFF OES	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EASTERN PLUMAS HLTH CARE	Hospital Secondary Life Supprt HOX	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
EASTERN PLUMAS HLTH CARE	Hospital Secondary Life Supprt HOX	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
GARY ASCHWANDEN	Life Support LIF	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
EASTERN PLUMAS HLTH CARE	Hospital Secondary Life Supprt HOX	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
CITY OF PORTOLA	Municipal Offices MUN	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
SIERRA PLUMAS SCHOOL DIST	School SCH	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
NORTH TAHOE FIRE	Fire/Police Headquarter FP1	[REDACTED]	CARNELIAN BAY	[REDACTED]	[REDACTED]
ALPINE COUNTY OFFICE OF EDUCATION	School SCH	[REDACTED]	MARKLEEVILLE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SBC	Cell Tower Communication CM3	[REDACTED]	CARNELIAN BAY	[REDACTED]	[REDACTED]
DARREN COTTEL	Medical Customer MED	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
BECKWOURTH PEAK FIRE PROTECTION DISTRICT	Municipal Offices MUN	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE PINES APARTMENTS	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
BARBARA MCGINNIS	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
UNITED METHODIST CHURCH	Emergency Response Center EV3	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
MELISSA BIRD	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
GRIZZLY LAKE RESORT	Water or Sewer Plant/Pump WS1	[REDACTED]	BECKWOURTH	[REDACTED]	[REDACTED]
RENEE MENDONCA	Life Support LIF	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
KATHY WHITAKER	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
MARTIS CAMP CLUB	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
AT&T WIRELESS SERVICES	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Traffic Light Signal RRS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Traffic Light Signal RRS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water or Sewer Plant/Pump WS1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
NORTHSTAR	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Traffic Light Signal RRS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF LOYALTON	Municipal Offices MUN	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
SIERRA COUNTY	Municipal Offices MUN	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
SANDRA NOBLE	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
NORTHSTAR AT TAHOE	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CALTRANS D03	Traffic Light Signal RRS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE EXPEDITION ACADEMY	School SCH	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CALTRANS D03	Traffic Light Signal RRS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE EXPEDITION ACADEMY	School SCH	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
TAHOE EXPEDITION ACADEMY	School SCH	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
TAHOE EXPEDITION ACADEMY	School SCH	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Traffic Light Signal RRS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CALTRANS D03	Traffic Light Signal RRS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
493600 TMOBILE OMNIPOINT COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CHARTER COMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SIERRA COUNTY	Municipal Offices MUN	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
CHRISTOPHER CANNIZZARO	Life Support LIF	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
LONG VALLEY CHARTER SCHOOL	School SCH	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
LONG VALLEY CHARTER SCHOOL	School SCH	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
JAMES MERZON	School SCH	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
LONG VALLEY CHARTER SCHOOL	School SCH	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
LONG VALLEY CHARTER SCHOOL	School SCH	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
PLUMAS-SIERRA TELECOMMUNICATIONS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
CALTRANS D03	Traffic Light Signal RRS2	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Traffic Light Signal RRS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
		[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]

VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
PLACER COUNTY SUCCESSOR AGENCY	Municipal Offices MUN	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
MARTIS CAMP COMMUNITY ASSC	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
ANTELOPE ELEM SCHOOL	School SCH	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
MARTIS CAMP CLUB	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
MARTIS CAMP CLUB	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CALTRANS D03	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ADMIN OFFICE OF THE COURTS	Municipal Offices MUN	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
NORTHSTAR AT TAHOE	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
ACHIEVE TAHOE	Assist Living/Retire Facility NU3	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
SOUTHWEST GAS CORP	Essential Utility Elec/Gas UT1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SIERRA COUNTY	Water or Sewer Plant/Pump WS1	[REDACTED]	LOYALTON	[REDACTED]	[REDACTED]
CITY OF PORTOLA	Municipal Offices MUN	[REDACTED]	PORTOLA	[REDACTED]	[REDACTED]
493600 T-MOBILE METRO PCS	Cell Tower Communication CM3	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
LAKE VALLEY FIRE DEPT	Fire/Police Headquarter FP1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LAKE TAHOE UNIFIED SCHOOL DIST	School SCH	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
STPUD	Water/Sewer Pump <20kW WS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
NORTHSTAR COMMUNITY SERVICES	Water or Sewer Plant/Pump WS1	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
SUDDENLINK	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
APRIL POWELL	Doctor Office DOC	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
493600 METRO PCS TMOBILE	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
MARTIS CAMP CLUB	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
SQUAW VALLEY ACADEMY	School SCH	[REDACTED]	OLYMPIC VALLEY	[REDACTED]	[REDACTED]
T MOBILE	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
MARTIS CAMP CLUB	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
MARTIS CAMP COMMUNITY ASSC	Critical Customer YES	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
STPUD	Water/Sewer/Pump non-critical WS3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Municipal Offices MUN	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
SOUTHWEST GAS CORPORATION	Essential Utility Elec/Gas UT1	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
VERIZON WIRELESS	Essential Communications CM2	[REDACTED]	TAHOE CITY	[REDACTED]	[REDACTED]
ATT NEW CINGULAR WIRELESS PCS	Essential Communications CM2	[REDACTED]	TRUCKEE	[REDACTED]	[REDACTED]
PLACER COUNTY DPW	Municipal Offices MUN	[REDACTED]	KINGS BEACH	[REDACTED]	[REDACTED]
SANDRA CHAMBERLAIN	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
G PRESLEY	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
CITY OF SOUTH LAKE TAHOE	Traffic Light Signal RRS2	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
LYNN HASKIN	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
JEAN OLSON	Medical Customer MED	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	TAHOMA	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	MEEKS BAY	[REDACTED]	[REDACTED]
LISA QUICK	Life Support LIF	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
EV RANGE, INC.	EV Chargers - Level III EVC3	[REDACTED]	COLEVILLE	[REDACTED]	[REDACTED]
TESLA MOTORS INC	EV Chargers - Level III EVC3	[REDACTED]	SOUTH LAKE TAHOE	[REDACTED]	[REDACTED]
TAHOE CITY PUD	Water or Sewer Plant/Pump WS1	[REDACTED]	HOMEWOOD	[REDACTED]	[REDACTED]

Table 7 – List of Requests to Be CFIs Over Last Two Years
From 07/01/2023 through 05/01/2025

Facility/Infrastructure Name	Facility/Infrastructure Location	Request Date	Accepted or Denied?	Reason for Denial
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Table 8 - PSPS Exercise Summary
 1/1/2025 through cutoff date of current year

Starting Date of Exercise	Ending Date of Exercise	Total Hours of Exercise	Type of Exercise	Region	Counties	Number of utility personnel participating in the exercises	Number of PSP actively participating as a player	Number of AFN community members participating as a player	Total Number of Participants
5/28/2025	5/28/2025	3	Table-Top	El Dorado (scenario)		23	14	2	42
6/26/2025	6/26/2025	4	Full Scale	El Dorado (scenario)		17	1	1	26

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

Name of Entity / Role	Exercise Dates Attended	Participant Name
Liberty - Senior Leadership	5/28/2025, 6/26/2025	Eric schwarzrock
Liberty - Incident Commander	5/28/2025, 6/26/2025	Peter Stoltman
Liberty - Public Information - External Communicator	5/28/2025, 6/26/2025	Kurt Althof
Liberty - Key Account/Community Liaison	5/28/2025, 6/26/2025	Jennifer Guenther
Liberty - AFN Liaison	5/28/2025, 6/26/2025	Kate Marrone
Liberty - Plans Officer	5/28/2025, 6/26/2025	Scott Witt
Liberty - Emergency Services/Liaison Officer	5/28/2025, 6/26/2025	Lee Kiolbasa
Liberty - Safety Officer	5/28/2025, 6/26/2025	Chad Sousa
Liberty - Operations Section-GIS	5/28/2025, 6/26/2025	Kathy Glaretas
Liberty - Operations Section-GIS	5/28/2025	Brian Mallet
Liberty - Operations	5/28/2025, 6/26/2025	Stephen Moore
Liberty - Operations - Dispatch	5/28/2025, 6/26/2025	Emily Backels
Liberty - Operations - Dispatch	5/28/2025	Joel Rivera
Liberty - Operations - Dispatch	5/28/2025	Derek Reguera
Liberty - Regulatory Liaison Officer	5/28/2025, 6/26/2025	Jordan Parrillo
Liberty - Regulatory Liaison Officer	5/28/2025, 6/26/2025	Nicholas Raft
Liberty - Operations - Customer Service	5/28/2025	Elsa Chavez
Liberty - IT Support	5/28/2025	Ray Torrez
Liberty - IT Support	5/28/2025	Jessy Arellano
Liberty - Operations-Field Services	5/28/2025, 6/26/2025	Tami Fruhwirth
Liberty - Communications	5/28/2025, 6/26/2025	Kathryn Elliot
CPUC Representative	5/28/2025, 6/26/2025	Karin Nguyen
CPUC Representative	5/28/2025, 6/26/2025	Ronald DeMayo
CAL OES Representative	5/28/2025, 6/26/2025	Danielle Jessup
CAL FIRE Representative	5/28/2025, 6/26/2025	Stephen Volmer
Frontier Representative	5/28/2025	Daryl Hayes
NV Energy Representative	5/28/2025	Macy Campbell
PIRS	5/28/2025	Elizabeth Pope
STPUD Director of Operations	5/28/2025	Adrian Combes
STPUD Field Operations Manager	5/28/2025, 6/26/2025	Chris Stanley
STPUD Pumps Supervisor	5/28/2025	Jeremy Rutherford
STPUD Electrical Supervisor	5/28/2025	Jared Aschenbach
STPUD WWTP Manager	5/28/2025	Aaron Buckman
STPUD Chief Plant Operator	5/28/2025	Phil Trella
STPUD Director, Public and Legislative Affairs	5/28/2025	Shelly Thomsen
Lukin Water Company	5/28/2025	Jennifer Lukins
SLT City Manager	5/28/2025	Joe Irvin
Barton Hosp Safety and Security Mngr	5/28/2025	April Boyde
SLT CERT	5/28/2025	Tina Cullen
SLT CERT	5/28/2025	Mike Cullen
LTUSD Director of Facilities and Transportation	5/28/2025	Dave Zebo
LTUSD Admin	5/28/2025	Angela Ramirez
Connecting Tahoe-Truckee COAD, 211	6/26/2025	Anne Rarick
CPUC Representative	6/26/2025	Daisy Yee

Liberty - Customer Solutions	6/26/2025
CPUC Representative	6/26/2025
Liberty - GIS	6/26/2025
CPUC Representative	6/26/2025

Breanna Kelly
Mabel Wu
Mike Fobair
Vanessa Aguila

Table 10 – Survey Summary
2024

Period of Survey Conducted	Overall Objectives	Surveyed Scope	Methods	Target Audiences	Total Number of Surveys Sent	Total Number of Survey Responses Received	Was survey conducted in all “prevalent” languages, as defined in D.20-03-004?	If so, please list the number of “prevalent” languages used during survey	If not, please provide an explanation
6/11/2024 - 7/7/2024	Measure public awareness of messaging related to wildfire preparedness and safety.	All	Telephone, Web	California residential and commercial customers, critical customers	27,266 emails sent, 14,532 phone calls made	220	Yes	English, Spanish	N/A
12/5/2024- 12/22/2024	Measure public awareness of messaging related to wildfire preparedness and safety.	All	Telephone, Web	California residential and commercial customers, critical customers	28,367 emails sent, 13,510 phone calls made	460	Yes	English, Spanish	N/A

Table 11 - AFN Outreach Recommendations
 From 07/01/2022 through 05/01/2025

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

Table 12 - List of Joint Efforts on AFN notification Plan
From 07/01/2024 through 05/01/2025

Date of Joint Effort	Participant Type	Participant Name	AFN Subsets or Topics Discussed	Result/Proposal
8/6/2024	Agencies, Government	CAL FIRE, Truckee Fire Protection District, Nevada County, Placer County, NFF.	Wildfire Awareness;PSPS Education;Vegetation Management/Tree Work;	Provided a high level overview of Liberty's Wildfire Mitigation Plan and Vegetation Management Program to the Eastern Regional Firewise Coalition members and partners.
8/7/2024	CBOs, AFN Customers	Sierra Community House	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	In-person event; increased awareness of PSPS and AFN self-ID benefit, information shared in regard to preparedness and customer assistance program enrollment processes and availability. Collaborative effort with local organization to reach customers and partners through established network.
8/12/2024	CBOs	CBOs and Agencies serving South Lake Tahoe	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	Virtual event; Lake Tahoe Collaborative; outreach collaboration and resource sharing
8/20/2024	CBO, AFN Customers	Sierra Community House	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	In-person event; increased awareness of PSPS and AFN self-ID benefit, information shared in regard to preparedness and customer assistance program enrollment processes and availability. Collaborative effort with local organizations to reach customers and partners through established networks.
9/14/2024	CBOs, AFN Customers	South Lake Tahoe CBOs	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	In-person event; increased awareness of PSPS and AFN self-ID benefit, information shared in regard to preparedness and customer assistance program enrollment processes and availability. Collaborative effort with local organizations to reach customers and partners through established networks.
9/28/2024	All Customers, Public Safety Partners	South Lake Tahoe Fire Agencies	Public Safety Power Shutoff Preparedness and Education	In-person event; South Lake Tahoe FireFest. Increased awareness of PSPS, wildfire mitigation, wildfire awareness, and vegetation management.
10/10/2024	CBO	Loyalton Senior Center	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	Virtual event; Discussed PSPS / assistance program outreach collaboration and awareness material sharing to clients served by organization. Specific focus on shelf-stable meal boxes provided by Liberty to spread targeted awareness to seniors served by organization.
10/14/2024	CBO	South Lake Tahoe CBOs	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	Virtual event; Lake Tahoe Collaborative; outreach collaboration and resource sharing
10/17/2024	CBOs, Healthcare Provider, AFN Customers	Barton, CBOs	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	In-person event; increased awareness of PSPS and AFN self-ID benefit, information shared in regard to preparedness and customer assistance program enrollment processes and availability. Collaborative effort with local organizations to reach customers and partners through established networks.
10/31/2024	CBOs, AFN Customers	Community Hub El Dorado, First 5, CBOs	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	In-person event; increased awareness of PSPS and AFN self-ID benefit, information shared in regard to preparedness and customer assistance program enrollment processes and availability. Collaborative effort with local organizations to reach customers and partners through established networks.
11/6/2024	Agency	Mono County Health and Human Services	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	Virtual event; Discussed outreach collaboration, PSPS education and awareness material sharing to clients served by agency
11/13/2024	Agency	El Dorado Health and Human Services	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	Virtual event; Discussed outreach collaboration, PSPS education and awareness material sharing to clients served by agency
11/18/2024	CBO, AFN Customers	AccessTahoe	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	Virtual event; presented PSPS awareness and customer assistance program and notification information to local stakeholders and customers
11/27/2024	Agency, CBOs, Public Safety Partner	Mono County AFN Workgroup	AFN Resource Awareness and Collaboration	Virtual event; attended Mono County AFN Workgroup to stay informed of AFN related matters and support networks
11/27/2024	Agency	El Dorado Health and Human Services	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	Virtual event; presented PSPS awareness and customer assistance program and notification information to agency staff

12/4/2024	All Customers, AFN Customers	Verdi Community Members		In-person event; Liberty hosted event in Verdi, CA to gather feedback from customers regarding notification processes and share PSPS awareness information and customer assistance program resources. Resulted in establishing new point of contact within community to support local awareness.
1/22/2025	CBO, AFN Customers	South Lake Tahoe Family Resource Center	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	In-person event; bilingual presentation. Increased awareness of PSPS and AFN self-ID benefit, information shared in regard to preparedness and customer assistance program enrollment processes and availability. Collaborative effort with local organization to reach customers and partners through established network.
1/30/2025	CBO, AFN Customers	Loyalton Senior Center	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	In-person event; increased awareness of PSPS and AFN self-ID benefit, information shared in regard to preparedness and customer assistance program enrollment processes and availability. Collaborative effort with local organizations to reach customers and partners through established networks.
1/30/2025	CBO, AFN Customers	Portola Family Resource Center	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	In-person event; increased awareness of PSPS and AFN self-ID benefit, information shared in regard to preparedness and customer assistance program enrollment processes and availability. Collaborative effort with local organizations to reach customers and partners through established networks.
1/30/2025	CBO	Portola Wellness Center	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	In-person event; increased awareness of PSPS and AFN self-ID benefit, information shared in regard to preparedness and customer assistance program enrollment processes and availability. Collaborative effort with local organizations to reach customers and partners through established networks.
1/30/2025	Healthcare Provider	Eastern Plumas Healthcare	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	In-person event; increased awareness of PSPS and AFN self-ID benefit, information shared in regard to preparedness and customer assistance program enrollment processes and availability. Collaborative effort with local organizations to reach customers and partners through established networks.
2/10/2025	CBOs	South Lake Tahoe CBOs	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	Virtual event; Lake Tahoe Collaborative; outreach collaboration and resource sharing
2/26/2025	Agency, CBOs, Public Safety Partner	Mono County AFN Workgroup	AFN Resource Awareness and Collaboration	Virtual event; attended Mono County AFN Workgroup to stay informed of AFN related matters and support networks
2/26/2025	All Customers		Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	In-person event; Customer Service Open House in North Lake Tahoe; Representation from many areas of the business to increase community awareness
3/28/2025	All Customers		Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	In-person event; Customer Service Open House in South Lake Tahoe; Representation from many areas of the business to increase community awareness
3/13/2025	CBO	Rolling Start, Inc.	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	Virtual event; Discussed PSPS / assistance program outreach collaboration and awareness material sharing to clients served by organization.
4/14/2025	CBOs	South Lake Tahoe CBOs	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	In-person event; Lake Tahoe Collaborative; outreach collaboration and resource sharing
4/30/2025	All Customers, CBO	Loyalton Senior Center	Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	In-person event; Customer Service Open House in Loyalton; Representation from many areas of the business to increase community awareness. PSPS presentation was given. Collaboration with local organization resulting in targeted communication to seniors served by the organization.
4/30/2025	All Customers		Public Safety Power Shutoff Preparedness and Education, Customer Assistance Program Education, AFN Self-ID	In-person event; Customer Service Open House in Portola; Representation from many areas of the business to increase community awareness

Table 13 - AFN Population Subset Notification Plan
As of 07/01/2025

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
		Date of first exercise / IMT planning meeting in 2025	Date that all stakeholders were confirmed to be on board with preparedness effort ahead of the 2025 fire season	Date that all emergency equipment, systems (onSolve), and supplies (CRC) were in place / contracts completed	Date that IMT training ahead of 2025 fire season was confirmed to have been completed	Dates of tabletop exercise and full scale exercise in 2025
Low Income	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	3/27/2025	4/3/2025	3/26/2025	2/14/2025	5/28/2025, 6/26/2025
Physical or Developmental / Intellectual Disabilities	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	3/27/2025	4/3/2025	3/26/2025	2/14/2025	5/28/2025, 6/26/2025
Chronic Condition or Injury	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	3/27/2025	4/3/2025	3/26/2025	2/14/2025	5/28/2025, 6/26/2025
Limited English Proficiency	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	3/27/2025	4/3/2025	3/26/2025	2/14/2025	5/28/2025, 6/26/2025
Older Adults / Children	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	3/27/2025	4/3/2025	3/26/2025	2/14/2025	5/28/2025, 6/26/2025
Homeless / Transportation Disadvantaged	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	3/27/2025	4/3/2025	3/26/2025	2/14/2025	5/28/2025, 6/26/2025
Life Support Specific	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	3/27/2025	4/3/2025	3/26/2025	2/14/2025	5/28/2025, 6/26/2025
Miscellaneous	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	3/27/2025	4/3/2025	3/26/2025	2/14/2025	5/28/2025, 6/26/2025
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.	3/27/2025	4/3/2025	3/26/2025	2/14/2025	5/28/2025, 6/26/2025

Table 14 – PSPS Event Lessons Learned Summary
 From 07/01/2024 through 05/01/2025

Type of Issue	Description of Issue	Date of Discovery	Risk Priority	Overall Resolution	Responsive Actions	Implementation Starting Date	Estimated Completion Date	Status of Action (e.g., Planning, Implementing, or Complete)
Notifications and Outreach	The Medical Baseline (MBL) customer list needs to be updated. There were some members on the list that had recently passed away.	Nov-24	N/A	Increased efficiency in notification of Medical Baseline customers.	Review and update the Medical Baseline Customer list to accurately reflect current Medical Baseline customers.	ASAP following November 2024 events.	N/A	Completed
Reporting	The count of customers impacted is needed from Dispatch as soon as possible to ensure accurate and complete planning and Regulatory Reporting	Nov-24	N/A	More accurate and thorough planning and more timely and accurate reports to regulatory agencies.	Add categories to the tracking spreadsheet for MBL and AFN customers for Dispatch to fill out.	ASAP following November 2024 events.	N/A	Completed
CRC	The Washoe CRC is somewhat remote. More affordable options are needed by Logistics for lunch items at the Washoe CRC. More timely transport and distribution of repair supplies to Walker/Coleville is needed by Logistics as well.	Nov-24	N/A	Avoidance of overpayment for food items. More timely receipt of repair materials.	Put contracts in place with vendors for CRC lunches to avoid overpayment for food. Stage repair materials in our CONEX boxes in Walker/ Coleville.	ASAP following November 2024 events.	N/A	Completed
Reporting	The number of Public Safety Partners (PSPs) Contacted is needed by the Regulatory Liaison in a timely manner to facilitate reporting to Regulatory Agencies.	Nov-24	N/A	More timely and efficient reporting by the Regulatory Liaison.	Add boxes to the tracking spreadsheet to record the number of PSPs contacted.	ASAP following November 2024 events.	N/A	Completed
Notifications and Outreach	Community Outreach took responsibility for notification of Public Safety Public Safety Partners (PSPs), Community Officials, and Key Accounts and it worked well. In the past the Public Safety Partner Liaison notified PSPs, but this resulted in a heavy burden on the PSP Liaison who has multiple duties and some overlap in notifications.	Nov-24	N/A	Efficient of personnel resources for notifications and avoidance of notification overlaps.	Assign PSP notification to Community Outreach.	ASAP following November 2024 events.	N/A	Completed

Table 15 – High Risk PSPS Circuits
As of May 31 of 2025

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
MEY3400	MEY3400	N/A	N/A	Distribution	0	16	831	62	3,336	Refer to Sections 5, 6, and 8 of Liberty's 2026-2028 WMP		
CEM41	CEM41	N/A	N/A	Distribution	0	2	108	17	271	Refer to Sections 5, 6, and 8 of Liberty's 2026-2028 WMP		
TPZ1202	TPZ1202	N/A	N/A	Distribution	2	13	211	36	726	Refer to Sections 5, 6, and 8 of Liberty's 2026-2028 WMP		
MULLER1296	MULLER1296	N/A	N/A	Distribution	3	2	192	33	641	Refer to Sections 5, 6, and 8 of Liberty's 2026-2028 WMP		

Table 16 – JUPSPSWG Meetings

N/A

Date of Meeting	Time of Meeting	Report Name	Webpage Link to Report
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Attachment 2
After-Action Improvement Plan, May 28, 2025



Liberty TTX May 28, 2025

05/28/2025
After-Action Report/Improvement Plan

EXERCISE OVERVIEW

Exercise Name	Liberty PSPS TTX 2025
Exercise Dates	05/28/2025
Scope	This exercise is a Table-Top exercise scheduled to be conducted virtually on May 28, 2025, between 9:00 AM and 12:00 PM.
Core Capabilities	<u>Capabilities</u> <ul style="list-style-type: none">• Emergency Public Information and Warning• Emergency Operations Coordination• Response and Recovery Coordination
Objectives	<p>Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.</p> <p>Objective 2: Test Liberty Utilities notification of CalOES via online portal and set up State Executive meeting.</p> <p>Objective 3: Test the Liberty Public Safety Partners Portal.</p> <p>Objective 4: Simulate activation of CRCs in the operational area.</p> <p>Objective 5: Simulate OnSolve notification of Public Safety Partners.</p> <p>Objective 6: Test Liberty’s ability to coordinate with AFN populations.</p> <p>Objective 8: Test operational response time.</p> <p>Objective 9: Test cyber and physical security.</p>
Threat or Hazard	Public Safety Power Shutoff (PSPS).
Scenario	This PSPS TTX is designed around the realistic scenario of a Public Safety Power Shutoff that impacts El Dorado County along the south shore region

	of Lake Tahoe. This event will require significant effort and actions by Liberty Utilities, California, and its public safety partners.
Sponsor	Liberty CalPeco
Participating Organizations	Liberty Utilities (California) South Tahoe Public Utility District Lake Tahoe Unified School District Lukins Water Southwest Gas NV Energy Fire Dawg CAL FIRE CPUC City of South Lake Tahoe Barton Hospital South Lake Tahoe Community Emergency Response Team
Point of Contact	Lee Kiolbasa Leonard.Kiolbasa@libertyutilities.com Peter Stoltman Peter.Stoltman@libertyutilities.com

ANALYSIS OF PROGRAM PRIORITIES

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

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

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

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

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

APPENDIX A: IMPROVEMENT PLAN

This IP has been developed specifically for Liberty CalPeco following the 2025 PSPS TTX conducted on 05/28/2025.

Exercise Objective	Observation	Corrective Action	Capability Element ¹	Primary Responsible Organization	Organization POC	Completion Date
Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.	It was noted that the PSPS Playbook lists responsibilities by the job titles of people holding Incident Command *IC) positions rather than by IC position titles. This can create confusion within the Incident Command structure.	Edit the Playbook to reflect Incident Command titles rather than the .	P/O	Emergency Management	Lee Kiolbasa	6/26/2025
Objective 4: Simulate activation of CRCs in the operational area.	This scenario required that a CRC be set up in South Lake Tahoe. The South Lake Tahoe CRC site (SLT Middle School) does not have backup power.	Add a CRC site in SLT with backup power. The new SLT Rec Center coming online in 2026 will have backup power. Write an MOU for use of the new Rec Center as a CRC.	P/O/E	Emergency Management	Scott Witt	5/1/26

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

<p>Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.</p>	<p>Field Services and Vegetation Management fall under Ops in the Incident Command structure but were not included in “report outs”. They have vital roles in real world scenarios.</p>	<p>Include Field Services and Vegetation Management in the Incident Command report out agenda.</p>	<p>P/O</p>	<p>Emergency Management</p>	<p>Lee Kiolbasa</p>	<p>6/26/25</p>
<p>Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.</p>	<p>The water public utilities participating in the exercise reminded everyone that in a PSPS water will be in short supply if the power is curtailed. Due to the water utilities heavy reliance on electric power.</p>	<p>Update the PSPS messaging to include reminding customers to conserve water</p>	<p>P/O</p>	<p>Communications</p>	<p>Alison Vai Kurt Althof</p>	<p>9/1/25</p>
<p>Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.</p>	<p>It was determined that customers could use some “just in time” basic information on what is a PSPS, what to do before a PSPS, during a PSPS, and after a PSPS.</p>	<p>During PSPS events post on social media the following Liberty videos on social media: what is a PSPS, what to do before a PSPS, during a PSPS and after a PSPS.</p>	<p>P/O/E</p>	<p>Communications</p>	<p>Alison Vai Kurt Althof</p>	<p>9/1/25</p>
<p>¹ Capability Elements are Planning, Organization, Equipment, Training, or Exercise.</p>						

Attachment 3
After-Action Improvement Plan, June 26, 2025



Liberty Functional Exercise June 26, 2025

06/26/2025
After-Action Report/Improvement Plan

EXERCISE OVERVIEW

Exercise Name	Liberty PSPS Functional Exercise 2025
Exercise Dates	06/26/2025
Scope	This exercise is a functional exercise scheduled to be conducted in person and virtually on June 26, 2025, between 9:00 AM and 1:00 PM.
Core Capabilities	<u>Capabilities</u> <ul style="list-style-type: none">• Emergency Public Information and Warning• Emergency Operations Coordination• Response and Recovery Coordination
Objectives	Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS. Objective 2: Test Liberty Utilities notification of CalOES via online portal and set up State Executive meeting. Objective 3: Test the Liberty Public Safety Partners Portal. Objective 4: Simulate activation of CRCs in the operational area. Objective 5: Simulate OnSolve notification of Public Safety Partners. Objective 6: Test Liberty’s ability to coordinate with AFN populations. Objective 8: Test operational response time. Objective 9: Test cyber and physical security.

Threat or Hazard	Public Safety Power Shutoff (PSPS).
Scenario	This PSPS TTX is designed around the realistic scenario of a Public Safety Power Shutoff that impacts El Dorado County along the south shore region of Lake Tahoe. This event will require significant effort and actions by Liberty Utilities, California, and its public safety partners.
Sponsor	Liberty CalPeco
Participating Organizations	Liberty Utilities (California) South Tahoe Public Utility District 211 Cal OES NV Energy CAL FIRE CPUC
Point of Contact	Lee Kiolbasa Leonard.Kiolbasa@libertyutilities.com Peter Stoltman Peter.Stoltman@libertyutilities.com

ANALYSIS OF PROGRAM PRIORITIES

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

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

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

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

APPENDIX A: IMPROVEMENT PLAN

This IP has been developed specifically for Liberty CalPeco following the 2025 PSPS TTX conducted on 05/28/2025.

Exercise Objective	Observation	Corrective Action	Capability Element ¹	Primary Responsible Organization	Organization POC	Completion Date
Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.	More staff could use additional ICS training prior to the exercise. Also, the TTX was well attended by Public Safety Partners (PSPs), but fewer attended the Functional Exercise.	Check with the CPUC to see if we can conduct the PSPS TTX as internal training and invite PSPs to the Functional Exercise.	P/T	Regulatory	Jordan Parillo	8/25/2025
Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.	More Public Safety Partner play in the exercise was needed for their perspectives. Although they were invited, we did not have the Fire Dept and Sheriff Dept present.	Follow up with the Fire Department and Sheriff/CHP to get a commitment from them to attend.	P/O/E	Emergency Management	Scott Witt	9/1/25
Objective 7:	The ability to back up the Stateline and Meyers substations	Check with NV Energy to see if they can offer generator		Engineering		

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

Test operational response time.	with generators could impact response times in the event of a PSPS.	support in the event of a PSOM that impacts one of the Liberty Substations.	P/E		Eric Schwarz rock Matt Wetzel	9/1/25
Objective 1: Test Liberty Utilities revised PPS Playbook in executing the 5 stages of a PPS.	The Operations Playbook is not up to date with the revised PPS Playbook.	Update the Operations PPS Playbook to reflect changes in the PPS Playbook	P/O	Operations	Steve Moore	9/1/25
Objective 1: Test Liberty Utilities revised PPS Playbook in executing the 5 stages of a PPS.	Business Continuity Plans would play a role in a PPS and the PPS exercise would provide a good opportunity to test them.	Include items in future PPS exercises to test Liberty Business Continuity Plans.	P/O/E	Safety	Chad Sousa	9/1/25
¹ Capability Elements are Planning, Organization, Equipment, Training, or Exercise.						

Attachment 4
PSPS Exercise Feedback Form



EXERCISE PARTICIPANT AND OBSERVER FEEDBACK FORM

1. Full Name

Enter your answer

2. Organization

Enter your answer

3. Email Address

Enter your answer

4.

Please input date (M/d/yyyy)



5. What classification best describes your organization?

Private Sector

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

6. What was your role in the exercise?

- Player
- Observer
- Planning Team
- Other

7. Did the exercise achieve the following objectives?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Somewhat agree	Very disagree
Test the Liberty Utilities revised PSPS Playbook in executing the 5 Stages of a PSPS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Test the Liberty Public Safety Partner Portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Test OnSolve notification of Public Safety Partners in "exercise" mode.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Test cyber and physical security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Rate the following statements:

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

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

Enter your answer

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

Enter your answer

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

Enter your answer

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

Enter your answer

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

Enter your answer

14. Additional Questions

Enter your answer

You can print a copy of your answer after you submit

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Attachment 5
PSPS Functional Exercise Agenda, June 26, 2025



**PSPS Functional Exercise
Agenda, June 26, 2025**

TIME	AGENDA ITEM	PRESENTER
0845	Exercise Participant Check In	Liberty Staff
0900	Opening Remarks	Eric Schwarzrock
0905	Incident Management Team Assignments, Exercise Overview, and Guidelines	Lee Kiolbasa
0910	DRILL #1—Stage 1, Potential PSPS (72 Hours)	IC/IMT
0940	DRILL #2A—Stage 2A Imminent PSPS (48 hours)	IC/IMT
1010	BREAK	
1020	DRILL #2B—Stage 2B/2C, Imminent PSPS (24-0 hours)	IC/IMT
1050	DRILL #3—Stage 3, Implemented PSPS	IC/IMT
1130	LUNCH BREAK	
1200	DRILL #4—Stage 4, Restoration Initiated	IC/IMT
1215	DRILL #5—Stage 5, Event Concluded	IC/IMT
1230	BREAK	
1240	Hot Wash/After Action Comments	Lee Kiolbasa
1255	Closing Comments	Eric Schwarzrock
1300	ENDEX	

EXERCISE PARTICIPANT AND
OBSERVER FEEDBACK FORM



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

Attachment 6
PSPS Table-Top Exercise Agenda, May 21, 2025



**PSPS Table-Top Exercise
Agenda, May 21, 2025**

TIME	AGENDA ITEM	PRESENTER
0845	Exercise Participant Check In	Liberty Staff
0900	Opening Remarks	Eric Schwarzrock
0905	Incident Management Team Assignments, Exercise Overview, and Guidelines	Lee Kiolbasa
0910	DRILL #1—Stage 1, Potential PSPS (72 Hours)	IC/IMT
0935	DRILL #2A—Stage 2A Imminent PSPS (48 hours)	IC/IMT
0955	BREAK	
1005	DRILL #2B—Stage 2B, Imminent PSPS (24 hours)	IC/IMT
1030	DRILL #3—Stage 3, Implemented PSPS	IC/IMT
1050	DRILL #4—Stage 4, Restoration Initiated	IC/IMT
1105	DRILL #5—Stage 5, Event Concluded	IC/IMT
1115	LUNCH	
1145	Hot Wash/After Action Comments	Lee Kiolbasa
1200	Closing Comments	Eric Schwarzrock
	ENDEX	



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

Attachment 7
PSPS Table-Top Exercise, May 21, 2025



PSPS TABLE-TOP EXERCISE, 2025

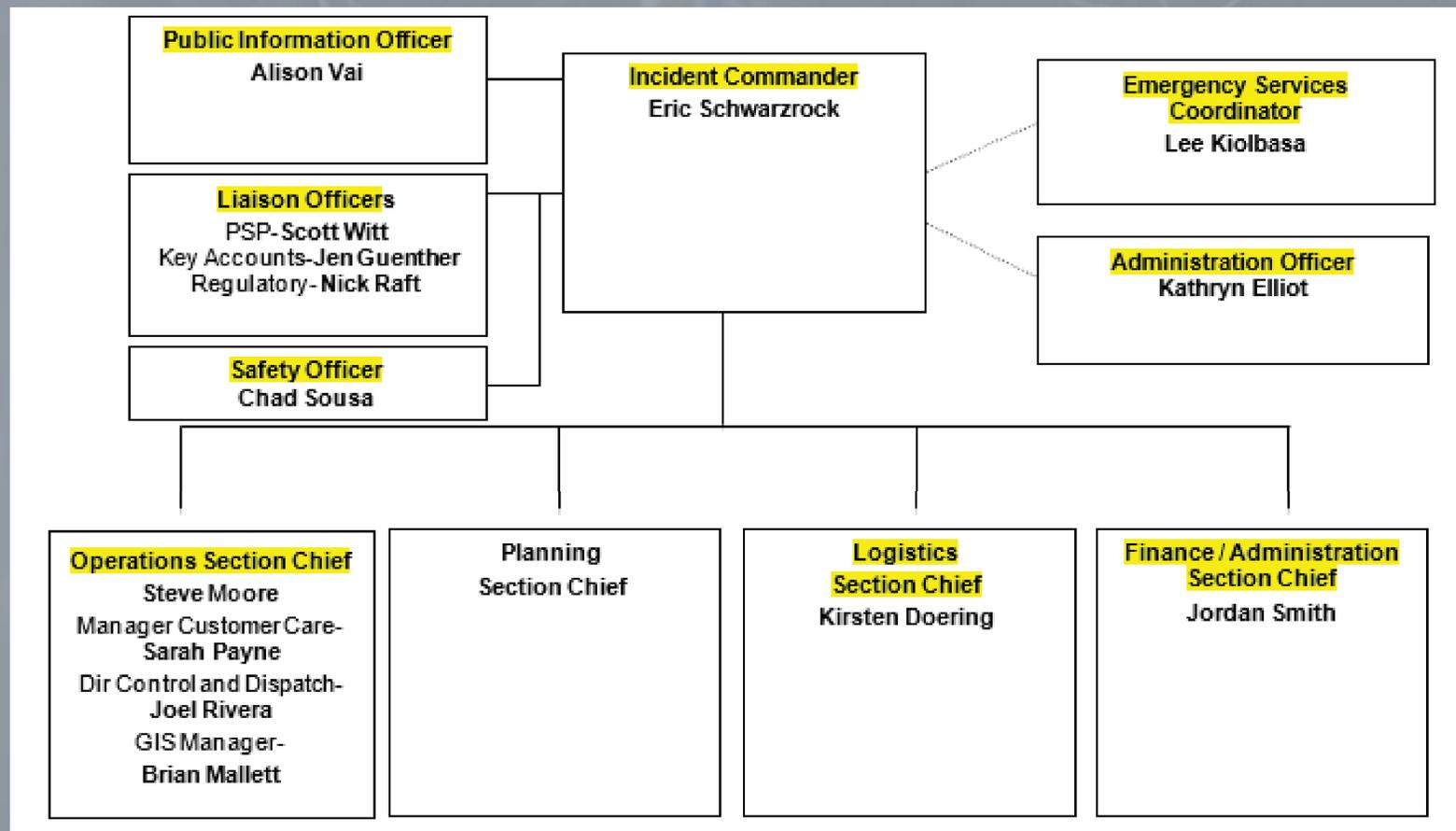
May 21, 2025

AGENDA

- ✓ Opening Comments—Eric Schwarzrock
- ✓ Exercise IMT Assignments/Guidelines/Scenario
- ✓ Exercise Play
- ✓ After Action Review

EXERCISE TEAM

Introductions



EXERCISE

Liberty PSPS Playbook

- Liberty PSPS Playbook and exercise files are available on Teams
- [West Region Communications – Tahoe Electric > PSPS Process and Procedures > 2025 Exercises](#)

 Name ▾	Modified ▾	Modified By ▾
 PSP Emails	March 26	Lee Kiolbasa
 Stage 1, Oct 22, 2025	May 20	Lee Kiolbasa
 Stage 2a, Oct 23, 2025	May 20	Lee Kiolbasa
 Stage 2b, Oct 24, 2025	May 20	Lee Kiolbasa
 Stage 2c, Oct 24, 2025	May 20	Lee Kiolbasa
 Stage 3, Oct 25, 2024	May 20	Lee Kiolbasa
 Stage 4, Oct 26, 2025	May 20	Lee Kiolbasa
 Stage 5, Oct 27, 2025	May 20	Lee Kiolbasa
 After Action Review Meeting Log May 28 2...	May 8	Lee Kiolbasa



EXERCISE

EXERCISE OVERVIEW AND OBJECTIVES

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

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



EXERCISE

Exercise Guidelines

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

EXERCISE—Strong Winds 5 Days Out

- Fire risk in the Tahoe Basin is high. El Dorado County did not receive any precipitation in the recent storm
- Recent fuel moisture sampling shows 1000-hr fuels at 5% moisture content, live fuels around 80% moisture content, and corresponding ERC values ~95th percentile in El Dorado County
- A strong cold front is forecast to drop down from the Gulf of Alaska this coming weekend
- Peak wind gusts of 70 mph with Composite Risk Index (CRI) values of > %100 for 6+ hours are possible in wind-prone locations
- NWS Reno Area Forecast Discussion mentions the possibility of damaging winds in El Dorado County along Highway 50

UPDATE

Mon Oct 20
0800



EXERCISE—Strong Winds 4 Days Out

- Long range models agree that peak winds will occur mid-day on Saturday, Oct 25.
- Forecast dashboard shows wind gusts of 65+ mph and CRI > 100% across the 272 Meyers zone meeting our de-energization criteria.
- Teleconference with NVE includes discussion of potential PSOM on 111/112 lines due to vegetation concerns.
- Currently targeting these zones or a subset of these zones for PSPS on Saturday, Oct 25.

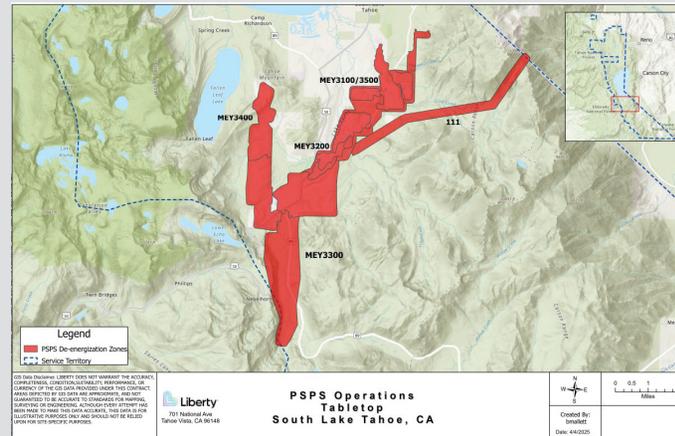
UPDATE

Tues Oct 21
0800



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

- NWS has issued a High Wind Warning for 10 AM – 10 PM on Saturday in El Dorado County.
- PSPS zones shown along Hwys 89 and 50 and North Upper Truckee Road, MEY 3400, MEY 3300R3, and MEY3300R1, are targeted for de-energization



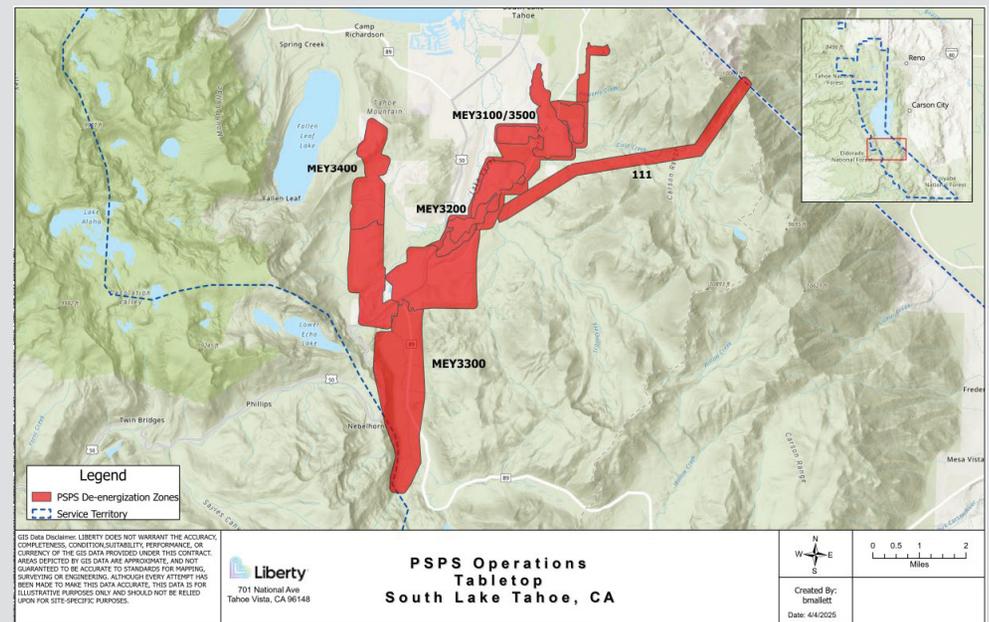
UPDATE
Wednesday
Oct 22
8 AM



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

Oct 22nd--0800 Meeting

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



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

INCIDENT COMMANDER

- 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 LIAISON

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

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

MANAGER, REGIONAL COMMUNICATIONS

- AM –OnSolve alert via Dispatch to public safety partners and critical facilities
- PM –OnSolve alert via Dispatch to public safety partners and critical facilities
- PM –OnSolve alert via Dispatch to Medical Baseline and AFN customers

PUBLIC INFORMATION OFFICER

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

DIGITAL COMMUNICATIONS LEAD

- Web alert
- Alert IT to launch microsite

ADMINISTRATIVE OFFICER

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

GIS MANAGER

- Launch password-protected GIS portal.

MANAGER CUSTOMER CARE

- Call Medical Baseline and AFN Customers who do not respond to the OnSolve alert sent via Dispatch
- Coordinate distribution of door hangers to customers who are unreachable by phone. Coordinate with Field Services to provide staff to distribute door hangers.

KEY ACCOUNTS LIAISON

- Distribute email and/or personally call key customers including commercial accounts, including cities, counties, towns, schools, and chambers, and Public Safety Partners.
- Distribute email to elected officials AM and PM

CBO/AFN LIAISON

- Customize and distribute email to CBOs.

EMERGENCY MANAGER

- Identify CRC location(s)
- Contact representative(s) of identified CRC location(s)
- Contact Fire Dawg, the CRC contractor.



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

Inject Discussion questions:

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



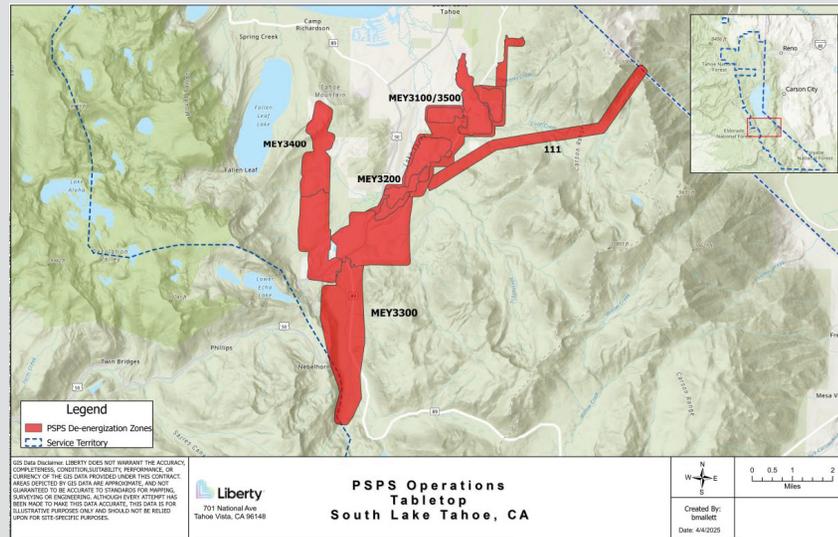
EXERCISE—PSPS Stage 1, Potential PSPS—72 Hours Out

Inject Discussion questions:

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

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

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



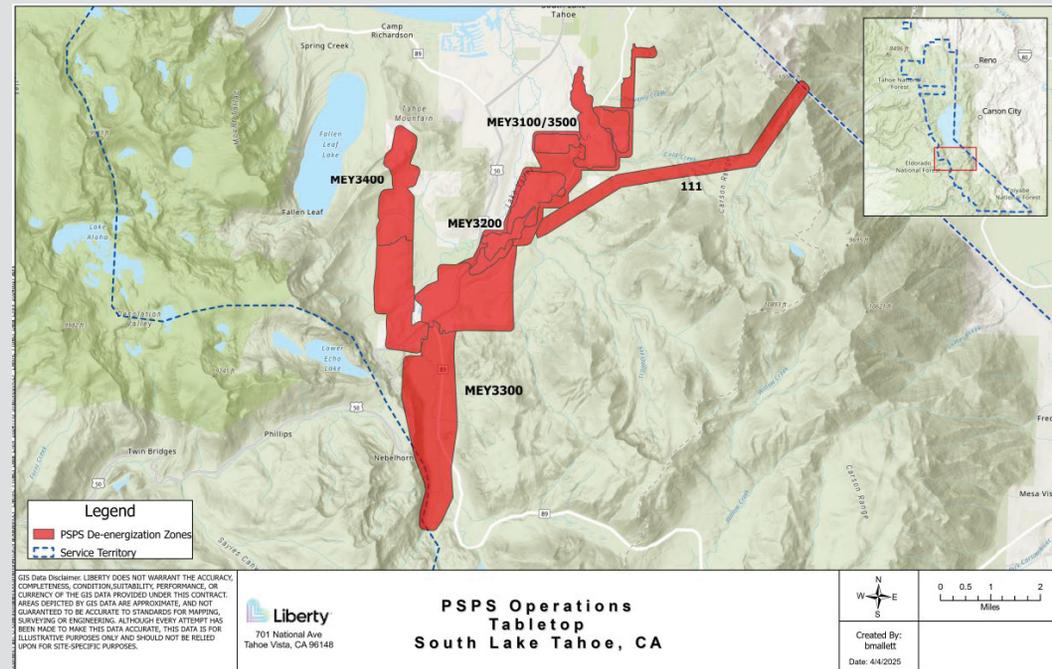
UPDATE
Thurs Oct
23
8 AM



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

Oct 23rd--0800

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



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

INCIDENT COMMANDER

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

REGULATORY LIAISON

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

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

MANAGER, REGIONAL COMMUNICATIONS

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

PUBLIC SAFETY PARTNER LIAISON

- Host informational call with public safety partners and critical facilities.

PUBLIC INFORMATION OFFICER

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

DIGITAL COMMUNICATIONS LEAD

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

ADMINISTRATIVE OFFICER

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

KEY ACCOUNTS LIAISON

- Distribute alert to key customers.
- Distribute email to elected officials.
- Distribute alert to Public Safety Partners.

CBO/AFN LIAISON

- Distribute email and messaging material to CBOs.

EMERGENCY MANAGER

- Finalize CRC location(s) and staffing plan.

GIS MANAGER

- Update password-protected GIS portal



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

Inject Discussion questions:

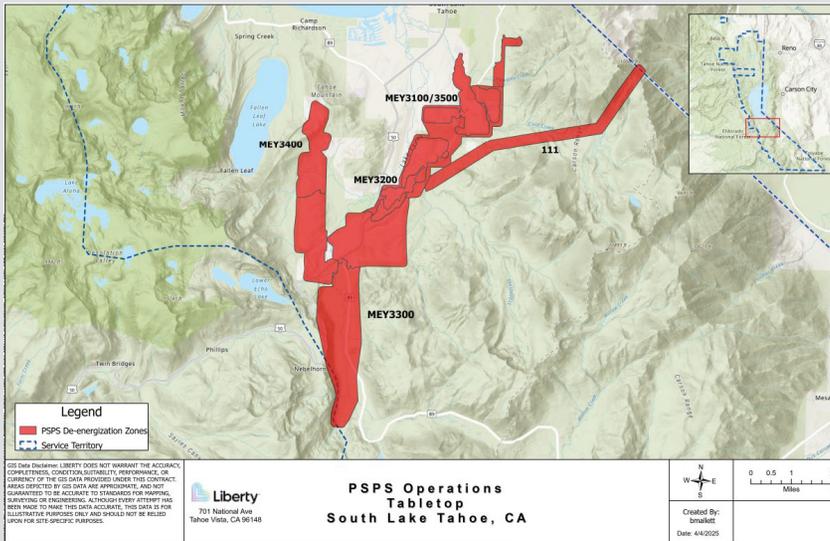
- **AFN Coordinator/El Dorado County:** The EOC is notified by Customer Service that a Meyers , CA MBL resident who is dependent on medical equipment needs transportation to their relative's home in Truckee where they will have power available. How will you respond?

Break –
10 minutes



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

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

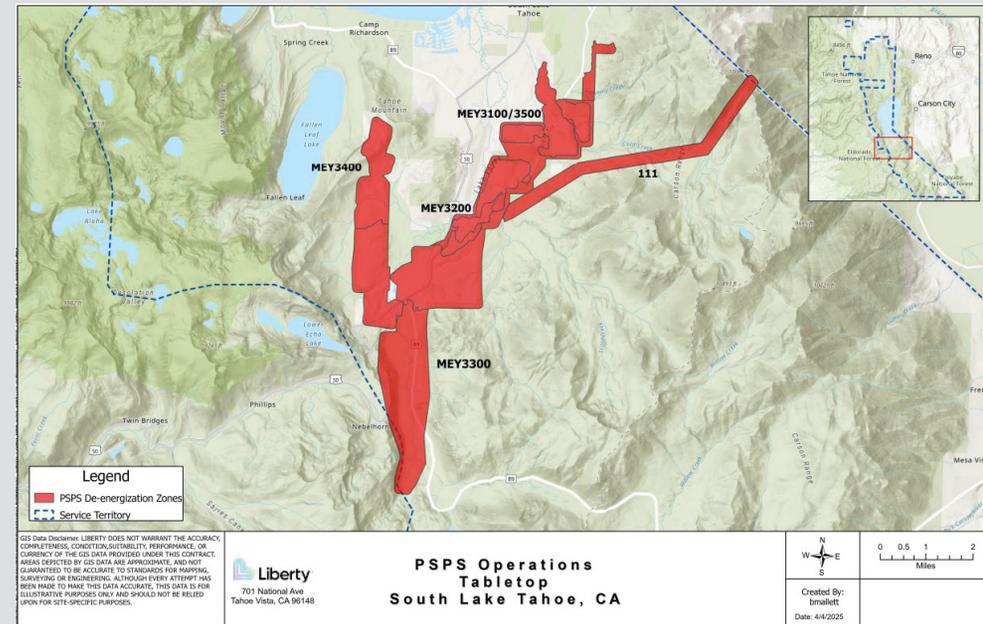


UPDATE
Fri Oct 24
8 AM

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

Oct 24th—0630

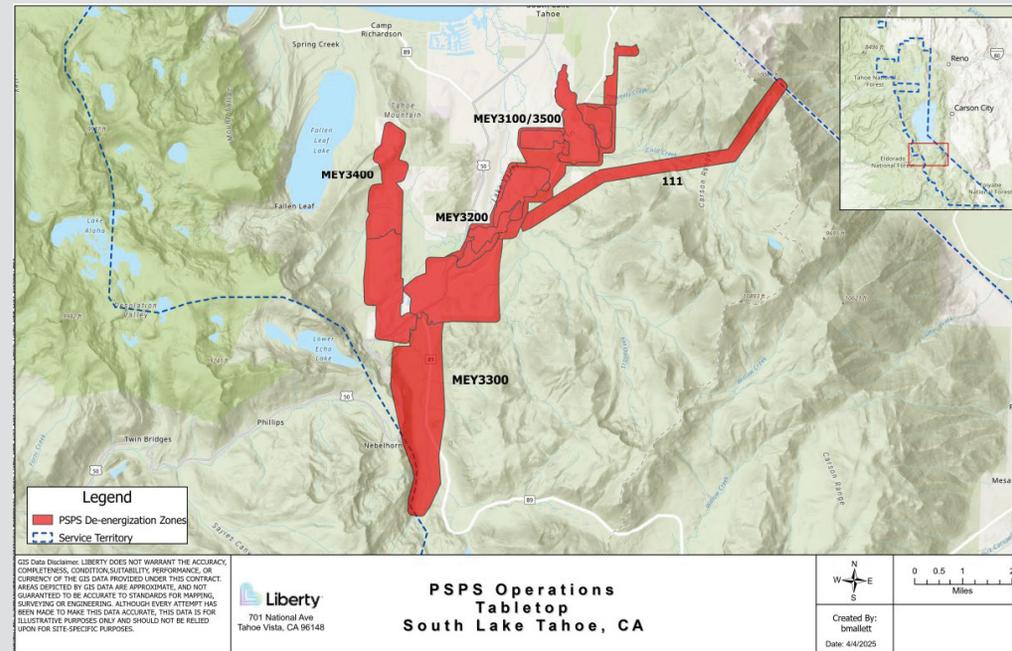
- Weather Briefing
- Steering Committee
- Operations
 - Dispatch/Control
 - GIS
- Public Information
 - Sr Manager Communications
- Admin Officer
- Incident Commander



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

Oct 24th—0800

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



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

INCIDENT COMMANDER

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

REGULATORY LIAISON

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

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

MANAGER, REGIONAL COMMUNICATIONS

- OnSolve alerts via Dispatch to public safety partners and critical facilities 24 hours prior and 1-4 hours prior.
- OnSolve alert via Dispatch to all potentially impacted customers 24 hours prior and 1-4 hours prior.
- Press release.
- Distribute radio PSA.
- Distribute Changeable Message Sign (CMS)

PUBLIC SAFETY PARTNER LIAISON

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

PUBLIC INFORMATION OFFICER

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

DIGITAL COMMUNICATIONS LEAD

- Update microsite
- Facebook alert
- Twitter alert

ADMINISTRATIVE OFFICER

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

KEY ACCOUNTS LIAISON

- Distribute alert to key commercial customers 24 hours prior, and 1-4 hours prior.
- [2 p.m.] Host an informational call with CBOs and Customers
- Distribute email to elected officials and Public Safety Partners 24 hours prior, and 1-4 hours prior.

CBO/AFN LIAISON

- Distribute email to CBOs

MANAGER, CUSTOMER CARE

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

EMERGENCY MANAGER

- Open designated CRC locations



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

Inject Discussion questions:

- **AFN Liaison:** Customer Service receives a call to notify Liberty that our area Spanish speaking population is requesting information on the location of CRC(s) and CRC services. Address the availability of communication in Spanish. Address CRC capabilities to provide services in Spanish.



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

Inject Discussion questions:

Customer Service:

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

Logistics:

- If we lose power in SLT do we have backup power at the office and how much fuel do we have? Can we get additional fuel?

Field Services:

- Will we continue to read meters?

Customer Service:

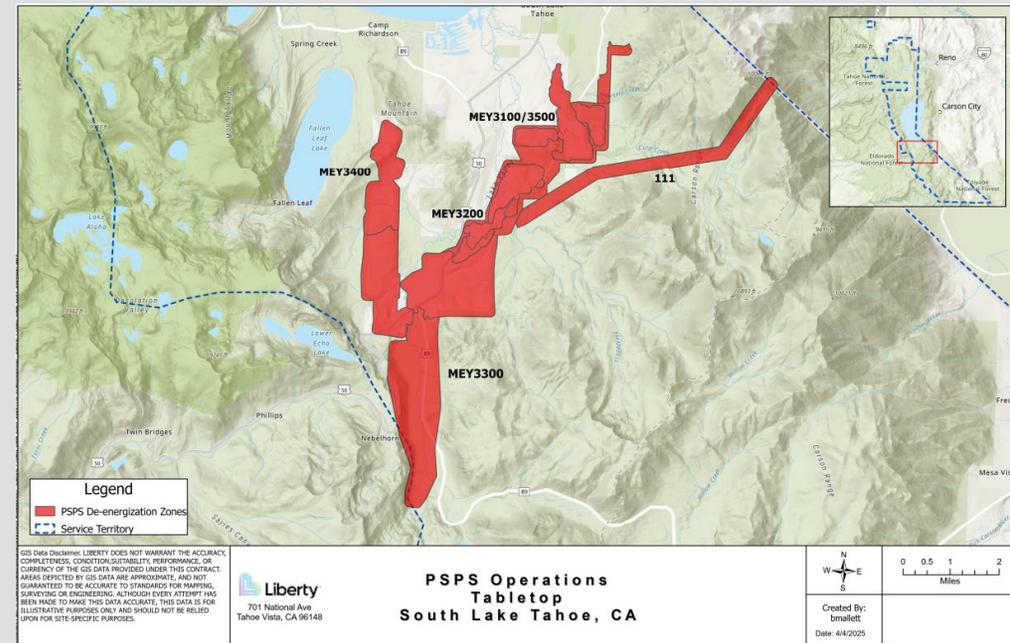
- Do we have an IVR message set?



EXERCISE—PSPS Stage 2c, Imminent PSPS-4 Hours Out

Oct 24th—1700

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



EXERCISE—PSPS Stage 2c, Imminent PSPS-4 Hours Out

INCIDENT COMMANDER

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

REGULATORY LIAISON

- Email to CPUC
- Submit PSPS Notification form

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

MANAGER, REGIONAL COMMUNICATIONS

- OnSolve alerts via Dispatch to public safety partners and critical facilities 1-4 hours prior.
- OnSolve alert via Dispatch to all potentially impacted customers 1-4 hours prior.
- Press release.
- Distribute radio PSA.
- Distribute Changeable Message Sign (CMS)

PUBLIC SAFETY PARTNER LIAISON

- Customize and distribute an OnSolve alert via Dispatch to public safety partners and critical facilities

PUBLIC INFORMATION OFFICER

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

DIGITAL COMMUNICATIONS LEAD

- Update microsite
- Facebook alert
- Twitter alert

ADMINISTRATIVE OFFICER

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

KEY ACCOUNTS LIAISON

- Distribute alert to key commercial customers 1-4 hours prior.
- Distribute email to elected officials and Public Safety Partners 1-4 hours prior.

CBO/AFN LIAISON

- Distribute email to CBOs

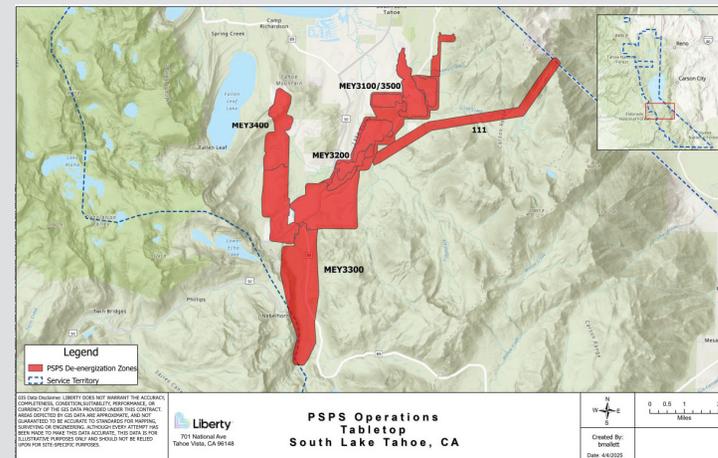
EMERGENCY MANAGER

- Inform designated CRC locations



EXERCISE—PSPS Stage 3, Implemented PSPS

- 0600, FPI remains Extreme for South Shore. Ops crews advised that conditions are extreme due to RFW.
- Multiple calls for no power in Pioneer Trial/Al Tahoe.
- Troubleman reports branch into wire, repaired, patrolling for re-energization. Comments wind is up.
- NWS upgrades prediction for wind gusts to 70 mph in Meyers area, RFW in place for extreme wind gusts, low humidity and high temps.
- 0615, NV Energy advises they will initiate a PSOM for their 111/112 circuit at 1030 AM and anticipate re-energization at approx. 2000 same day.
- 0630, PSOM/PSPS de-energization decisions made.



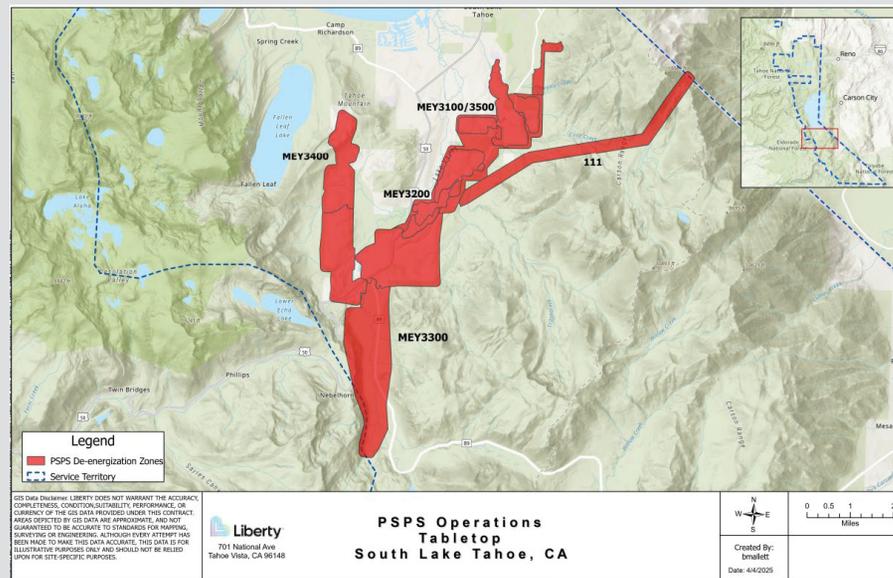
UPDATE
**Sat Oct
25
6:00 AM**



EXERCISE—PSPS Stage 3, Implemented PSPS

Oct 25th 0630

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



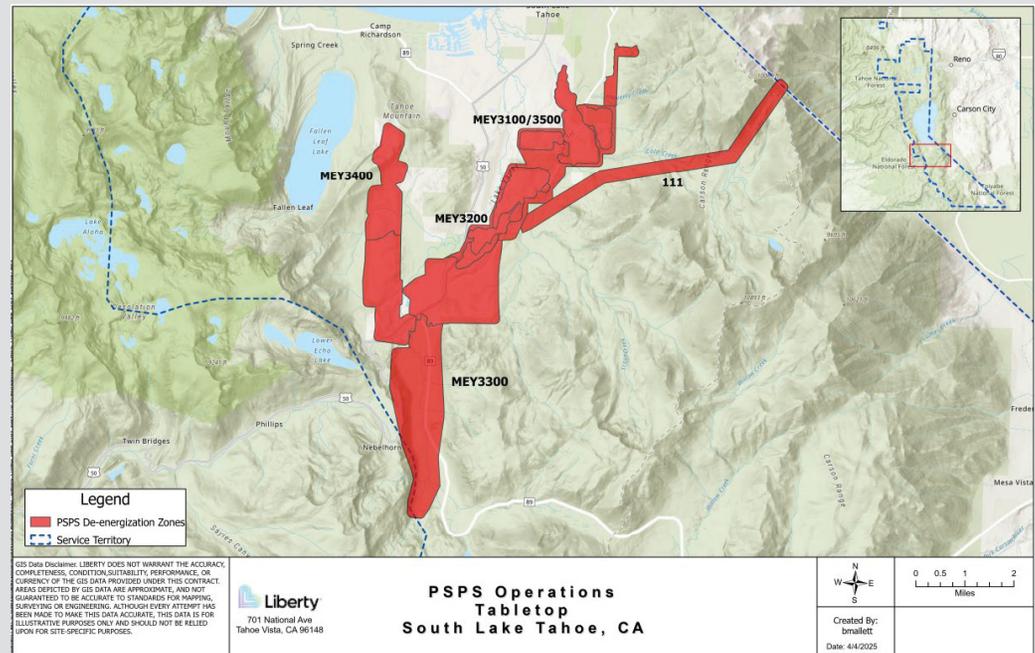
UPDATE
Sat Oct 25
6:30 AM



EXERCISE—PSPS Stage 3, Implemented PSPS

Oct 25th 0800

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



EXERCISE—PSPS Stage 3, Implemented PSPS

INCIDENT COMMANDER

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

REGULATORY LIAISON

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

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

MANAGER, REGIONAL COMMUNICATIONS

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

PUBLIC SAFETY PARTNER LIAISON

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

PUBLIC INFORMATION OFFICER

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

DIGITAL COMMUNICATIONS LEAD

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

ADMINISTRATIVE OFFICER

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

KEY ACCOUNTS LIAISON

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

CBO/AFN LIAISON

- Distribute email to CBOs

EMERGENCY MANAGER

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



EXERCISE—PSPS Stage 3, Implemented PSPS

Inject Discussion questions:

- **Barton Hospital/PSP Liaison**: Barton Hospital reports loss of power at its Stateline Urgent Care Facility. Two injured patients, one ambulatory and one non-ambulatory have presented at the clinic for care. How can the patients be triaged/treated/transported?
- **El Dorado County Sheriff/CHP**: There is a traffic jam at the intersections of Highways 50 and Pioneer Trail from residents trying to leave the area. How can this traffic control issue be addressed?
- **South Lake Tahoe Fire/Lake Valley 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

Inject Discussion questions:

- **South Tahoe Public Utility District (STPUD)/Liberty Utilities:** STPUD experiences a generator failure at our Luther Pass Pump Station which pumps all treated wastewater effluent to our ranch in Alpine County.
- **Check in with Tele-com partners:** Does the Tele-com company provide service in the impacted area? Is back up power available? How long is back up power available? Are there any unforeseen issues?
- **AFN Liaison/Customer Care:** A family enrolled in the CARE program at the South Lake Tahoe CRC is in need of funds for the purchase of gas to travel to the home of relatives who live in a safe location. What can you do to assist?



EXERCISE—PSPS Stage 4, Restoration Initiated

- Crews in SLT/Meyers report winds have died, NSW predicts quiet Zephyr breezes until cold front this weekend.
- Requested spot forecast by NWS Reno advises wind event has ended, front has moved southeast and quieted. No further wind events are expected until Monday PM.
- NVE will begin patrols immediately, helicopters as soon as permitted to fly, anticipates most patrols complete by dark, repair needs unknown, LU/NVE 1730 conf call.
- 1730, update on patrols. Re-energize before nightfall?

UPDATE

Oct 26

0630

EXERCISE—PSPS Stage 4, Restoration Initiated

Oct 26th 0630—Inspections Commence

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

UPDATE

Oct 26
0630

EXERCISE—PSPS Stage 4, Restoration Initiated

Oct 26th 0800

Incident Commander—Objectives

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

UPDATE

Oct 26

0800



EXERCISE—PSPS Stage 4, Restoration Initiated

INCIDENT COMMANDER

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

REGULATORY LIAISON

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

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

MANAGER, REGIONAL COMMUNICATIONS

- OnSolve alert (via Dispatch) to public safety partners and critical facilities
 - Press release.
 - Distribute radio PSA.
- Repairs Needed*
- OnSolve alert (via Dispatch) to all affected customers

PUBLIC INFORMATION OFFICER

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

DIGITAL COMMUNICATIONS LEAD

- Update microsite
- Facebook alert
- Twitter alert

ADMINISTRATIVE OFFICER

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

KEY ACCOUNTS LIAISON

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

CBO/AFN LIAISON

- Distribute email to CBOs.

UPDATE

Oct 26



EXERCISE—PSPS Stage 4, Restoration Initiated

Inject Discussion Physical Security Questions

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

EXERCISE—PSPS Stage 4, Restoration Initiated

Inject Discussion questions:

- **Liberty Operations:** Please provide your best estimate of how long it will take to patrol the lines that have been de-energized (MEY 3400, MEY 3300R3, and MEY3300R1) ? Will you need assistance from Field Services staff to secure downed lines?
- **Liberty Field Services and Safety:** Does Field Services have staff available to assist the line patrollers? Have the staff members received previous training to secure lines, and/or can they be given “just-in-time training to secure downed lines?
- **Barton Memorial Hospital/COAD/PSP Liaison:** Tahoe Forest Hospital reports loss of power at its Urgent Care Facility on the North Shore. Two injured patients, one ambulatory and one non-ambulatory have presented at the clinic for care. How can the patients be triaged/treated/transported?



EXERCISE—PSPS Stage 4, Restoration Initiated

Inject Discussion questions:

- **PSP Liaison/El Dorado County:** Two South Shore residents who have been at the South Lake Tahoe CRC do not have a place to stay for the night. The CRC closes at 10:00 PM. Both have indicated that they are over the age of 18 and do not have family members with them. Can shelter be coordinated?
- **Southwest Gas and Liberty Utilities:** Due to the extensive nature of the outage and the time of year (End of October 2025) will gas pressure in the system be impacted? How can we re-energize the system so gas pressure is not negatively impacted, and critical infrastructure is prioritized for re-energization?



EXERCISE—PSPS Stage 5, Event Concluded

Oct 27th —Incident Command alerted that safety inspections are completed, and power has been restored.

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

UPDATE

Oct 27

0630

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



EXERCISE—PSPS Stage 5, Event Concluded

Oct 27th 0800

Incident Commander—Objectives

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

UPDATE

Oct 27

0800



EXERCISE—PSPS Stage 5, Event Concluded

INCIDENT COMMANDER

- Participate in PSPS Steering Committee and CloudFire, Inc./Operations/Control and Dispatch meeting.
- Alert PSPS Team

REGULATORY LIAISON

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

MANAGER, REGIONAL COMMUNICATIONS

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

PUBLIC INFORMATION OFFICER

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

DIGITAL COMMUNICATIONS LEAD

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

ADMINISTRATIVE OFFICER

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

KEY ACCOUNTS LIAISON

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

CBO/AFN LIAISON

- Distribute Email to CBOs



EXERCISE—PSPS Stage 5, Event Concluded

Inject Discussion questions:

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

EXERCISE—PSPS Stage 5, Event Concluded

Oct 27th, 1700

Incident Commander—Objectives

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

UPDATE

Oct 27
1700



Lunch –
30 minutes



AFTER ACTION REVIEW

1. Incident Commander
2. Incident Management Team
3. Eric Schwarzrock—Closing Remarks

Thank you

EXERCISE PARTICIPANT AND
OBSERVER FEEDBACK FORM



Attachment 8
PSPS Functional Exercise, June 26, 2025



PSPS FUNCTIONAL EXERCISE, 2025

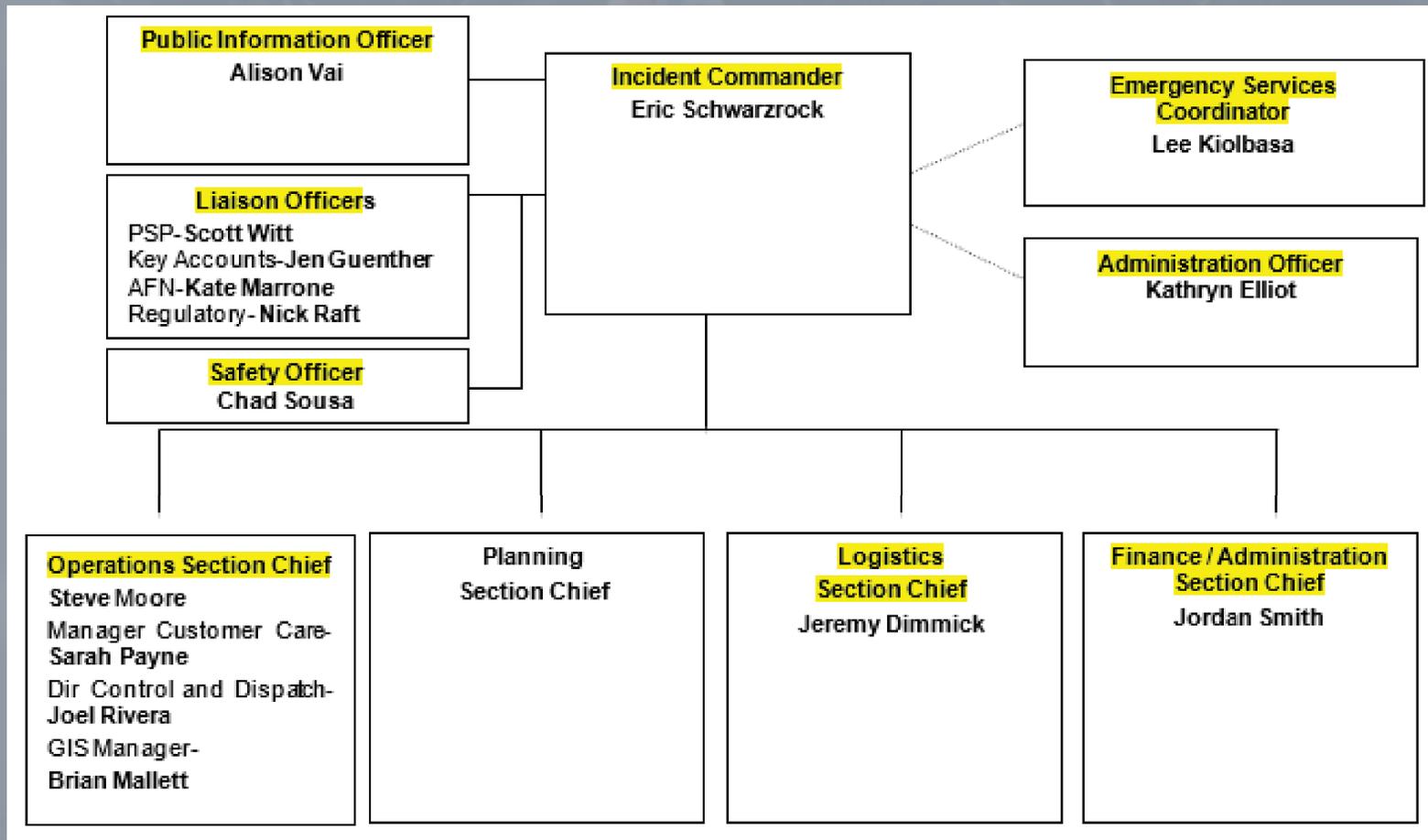
June 26, 2025

AGENDA

- ✓ Opening Comments—Eric Schwarzrock
- ✓ Exercise IMT Assignments/Guidelines/Scenario
- ✓ Exercise Play
- ✓ After Action Review

EXERCISE TEAM

Introductions



EXERCISE

Liberty PSPS Playbook

- Liberty PSPS Playbook and exercise files are available on Teams
- [West Region Communications – Tahoe Electric > PSPS Process and Procedures > 2025 Exercises](#)

 PSP Emails	March 26	Lee Kiolbasa
  Stage 1, Oct 22, 2025	About an hour ago	Lee Kiolbasa
  Stage 2a, Oct 23, 2025	About an hour ago	Lee Kiolbasa
  Stage 2b, Oct 24, 2025	About an hour ago	Lee Kiolbasa
  Stage 2c, Oct 24, 2025	About an hour ago	Lee Kiolbasa
  Stage 3, Oct 25, 2024	About an hour ago	Lee Kiolbasa
  Stage 4, Oct 26, 2025	About an hour ago	Lee Kiolbasa
  Stage 5, Oct 27, 2025	About an hour ago	Lee Kiolbasa



EXERCISE

EXERCISE OVERVIEW AND OBJECTIVES

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

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



EXERCISE

Exercise Guidelines

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

EXERCISE—Strong Winds 5 Days Out

- Fire risk in the Tahoe Basin is high. El Dorado County did not receive any precipitation in the recent storm
- Recent fuel moisture sampling shows 1000-hr fuels at 5% moisture content, live fuels around 80% moisture content, and corresponding ERC values ~95th percentile in El Dorado County
- A strong cold front is forecast to drop down from the Gulf of Alaska this coming weekend
- Peak wind gusts of 70 mph with Composite Risk Index (CRI) values of > %100 for 6+ hours are possible in wind-prone locations
- NWS Reno Area Forecast Discussion mentions the possibility of damaging winds in El Dorado County along Highway 50

UPDATE

Mon Oct 20
0800



EXERCISE—Strong Winds 4 Days Out

- Long range models agree that peak winds will occur mid-day on Saturday, Oct 25.
- Forecast dashboard shows wind gusts of 65+ mph and CRI > 100% across the 272 Meyers zone meeting our de-energization criteria.
- Teleconference with NVE includes discussion of potential PSOM on 111/112 lines due to vegetation concerns.
- Currently targeting these zones or a subset of these zones for PSPS on Saturday, Oct 25.

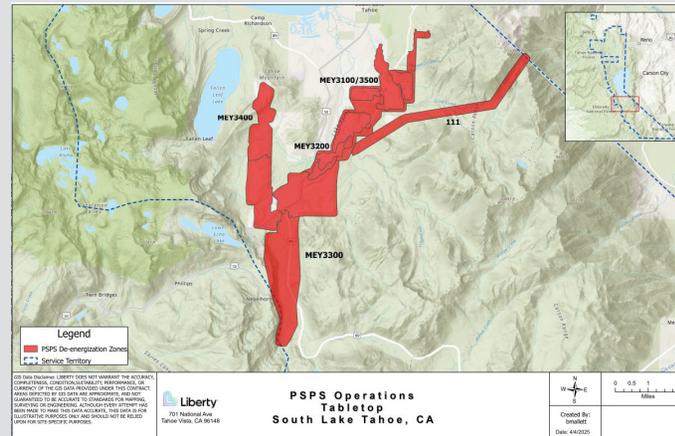
UPDATE

Tues Oct 21
0800



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

- NWS has issued a High Wind Warning for 10 AM – 10 PM on Saturday in El Dorado County.
- PSPS zones shown along Hwys 89 and 50 and North Upper Truckee Road, MEY 3400, MEY 3300R3, and MEY3300R1, are targeted for de-energization



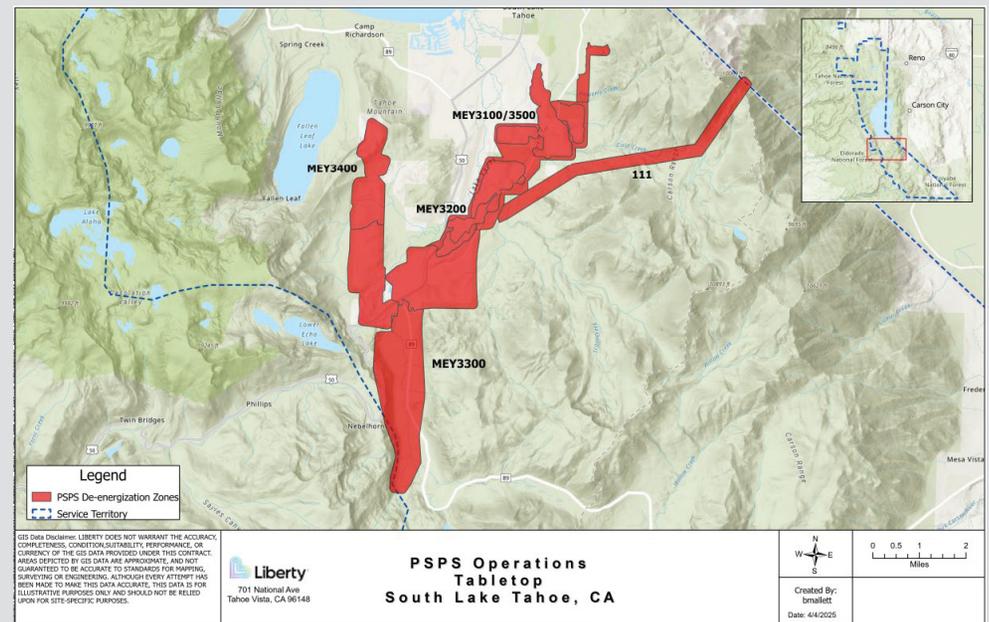
UPDATE
Wednesday
Oct 22
8 AM



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

Oct 22nd--0800 Meeting

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
 - Vegetation Management
 - Field Services
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
- Emergency Services Coordinator
- Admin Officer



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

INCIDENT COMMANDER

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

REGULATORY LIAISON

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

DIRECTOR, CONTROL AND DISPATCH

- Email customer list.

PIO/MANAGER, REGIONAL COMMUNICATIONS

- AM –OnSolve alert via Dispatch to public safety partners and critical facilities
- PM –OnSolve alert via Dispatch to public safety partners and critical facilities
- PM –OnSolve alert via Dispatch to Medical Baseline and AFN customers

PUBLIC INFORMATION OFFICER

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

PIO/DIGITAL COMMUNICATIONS LEAD

- Web alert
- Alert IT to launch microsite.

ADMINISTRATIVE OFFICER

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

GIS MANAGER

- Launch password-protected GIS portal.

MANAGER CUSTOMER CARE

- Call Medical Baseline and AFN Customers who do not respond to the OnSolve alert sent via Dispatch
- Coordinate distribution of door hangers to customers who are unreachable by phone. Coordinate with Field Services to provide staff to distribute door hangers.

KEY ACCOUNTS LIAISON

- Distribute email and/or personally call key customers including commercial accounts, including cities, counties, towns, schools, and chambers, and Public Safety Partners.
- Distribute email to elected officials AM and PM

CBO/AFN LIAISON

- Customize and distribute email to CBOs.

EMERGENCY MANAGER

- Identify CRC location(s)
- Contact representative(s) of identified CRC location(s)
- Contact Fire Dawg, the CRC contractor.



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

Inject Discussion questions:

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



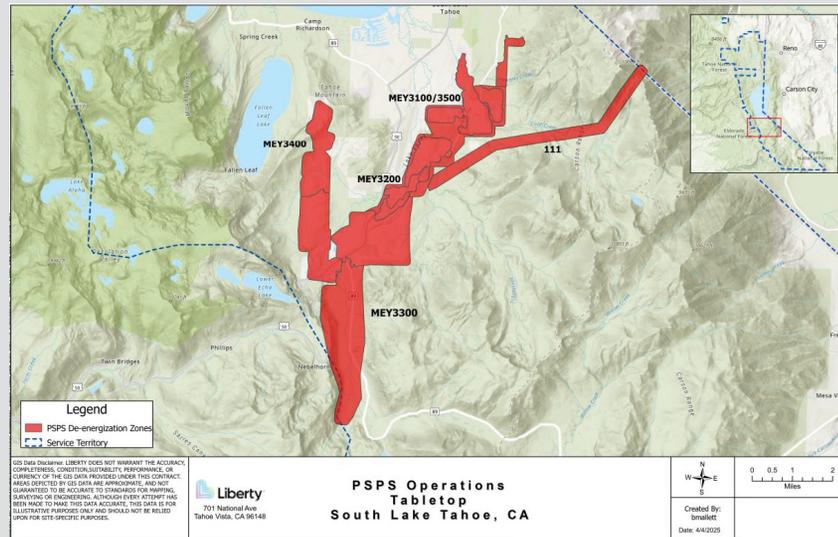
EXERCISE—PSPS Stage 1, Potential PSPS—72 Hours Out

Inject Discussion questions:

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

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

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



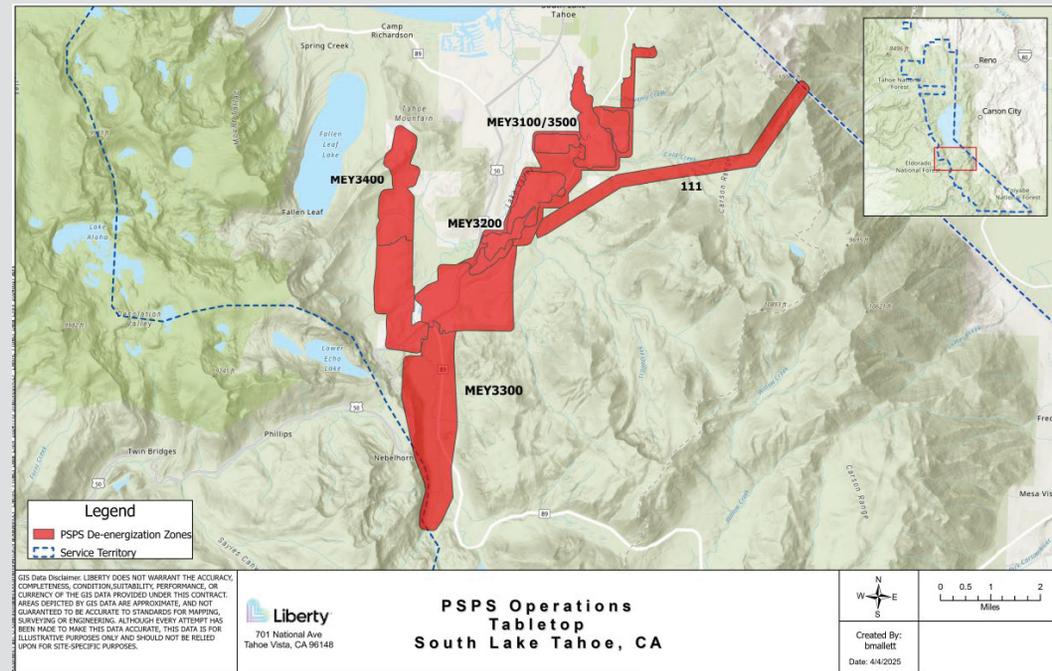
UPDATE
Thurs Oct
23
8 AM



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

Oct 23rd--0800

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
 - Vegetation Management
 - Field Services
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
- Emergency Services Coordinator
- Admin Officer



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

INCIDENT COMMANDER

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

REGULATORY LIAISON

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

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

PIO/MANAGER, REGIONAL COMMUNICATIONS

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

PUBLIC SAFETY PARTNER LIAISON

- Host informational call with public safety partners and critical facilities.

PUBLIC INFORMATION OFFICER

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

PIO/DIGITAL COMMUNICATIONS LEAD

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

ADMINISTRATIVE OFFICER

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

KEY ACCOUNTS LIAISON

- Distribute alert to key customers.
- Distribute email to elected officials.
- Distribute alert to Public Safety Partners.

AFN LIAISON

- Distribute email and messaging material to CBOs.

EMERGENCY SERVICES COORDINATOR

- Finalize CRC location(s) and staffing plan.

OPERATIONS/GIS MANAGER

- Update password-protected GIS portal



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

Inject Discussion questions:

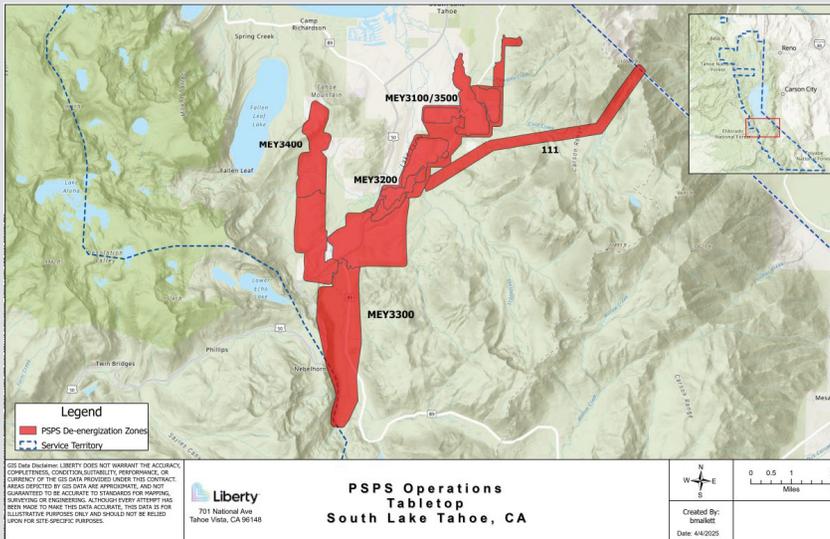
- **AFN Coordinator/El Dorado County:** The EOC is notified by Customer Service that a Meyers , CA MBL resident who is dependent on medical equipment needs transportation to their relative's home in Truckee where they will have power available. How will you respond?

Break –
10 minutes



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

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

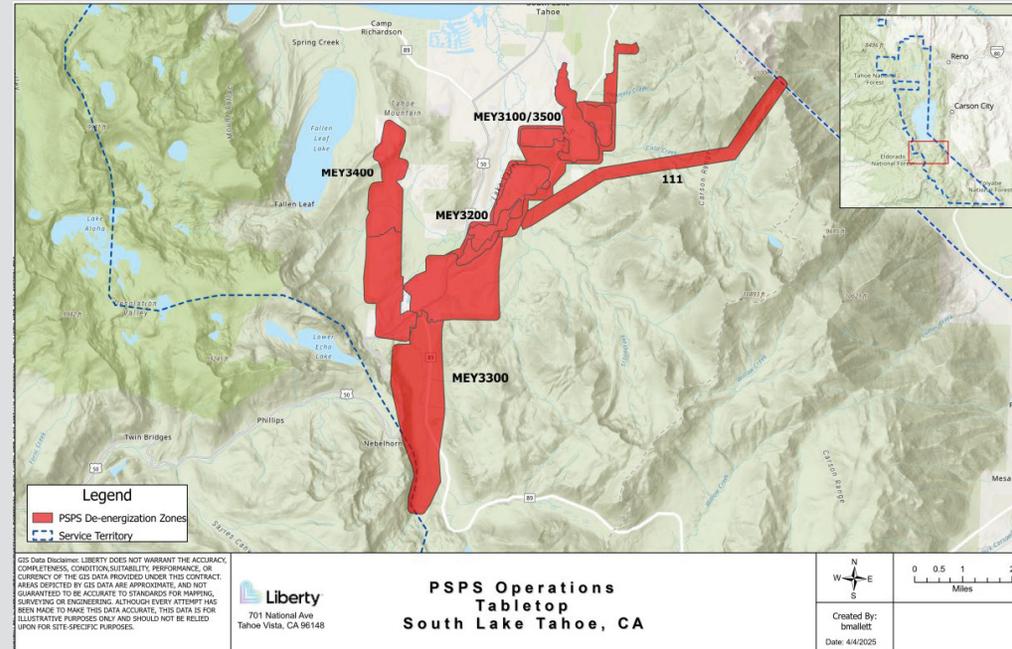


UPDATE
Fri Oct 24
8 AM

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

Oct 24th—0800

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
 - Vegetation Management
 - Field Services
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
- Emergency Services Coordinator
- Admin Officer



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

INCIDENT COMMANDER

- Participate in PSPS Steering Committee and CloudFire, Inc./Operations/Control and Dispatch meeting
- Customize and distribute an email to Human Resources, Customer Service, Control and Dispatch and Operations to confirm staffing for the PSPS [even](#).
- Alert PSPS Team

REGULATORY LIAISON

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

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

PIO/MANAGER, REGIONAL COMMUNICATIONS

- OnSolve alerts via Dispatch to public safety partners and critical facilities 24 hours prior and 1-4 hours prior.
- OnSolve alert via Dispatch to all potentially impacted customers 24 hours prior and 1-4 hours prior.
- Press release.
- Distribute radio PSA.
- Distribute Changeable Message Sign (CMS)

PUBLIC SAFETY PARTNER LIAISON

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

PUBLIC INFORMATION OFFICER

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

PIO/DIGITAL COMMUNICATIONS LEAD

- Update microsite
- Facebook alert
- Twitter alert

ADMINISTRATIVE OFFICER

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

KEY ACCOUNTS LIAISON

- Distribute alert to key commercial customers 24 hours prior, and 1-4 hours prior.
- [2 p.m.] Host an informational call with CBOs and Customers
- Distribute email to elected officials and Public Safety Partners 24 hours prior, and 1-4 hours prior.

AFN LIAISON

- Distribute email to CBOs

MANAGER, CUSTOMER CARE

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

EMERGENCY SERVICES COORDINATOR

- Open designated CRC locations



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

Inject Discussion questions:

- **AFN Liaison:** Customer Service receives a call to notify Liberty that our area Spanish speaking population is requesting information on the location of CRC(s) and CRC services. Address the availability of communication in Spanish. Address CRC capabilities to provide services in Spanish.



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

Inject Discussion questions:

Customer Service:

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

Logistics:

- If we lose power in SLT do we have backup power at the office and how much fuel do we have? Can we get additional fuel?

Field Services:

- Will we continue to read meters?

Customer Service:

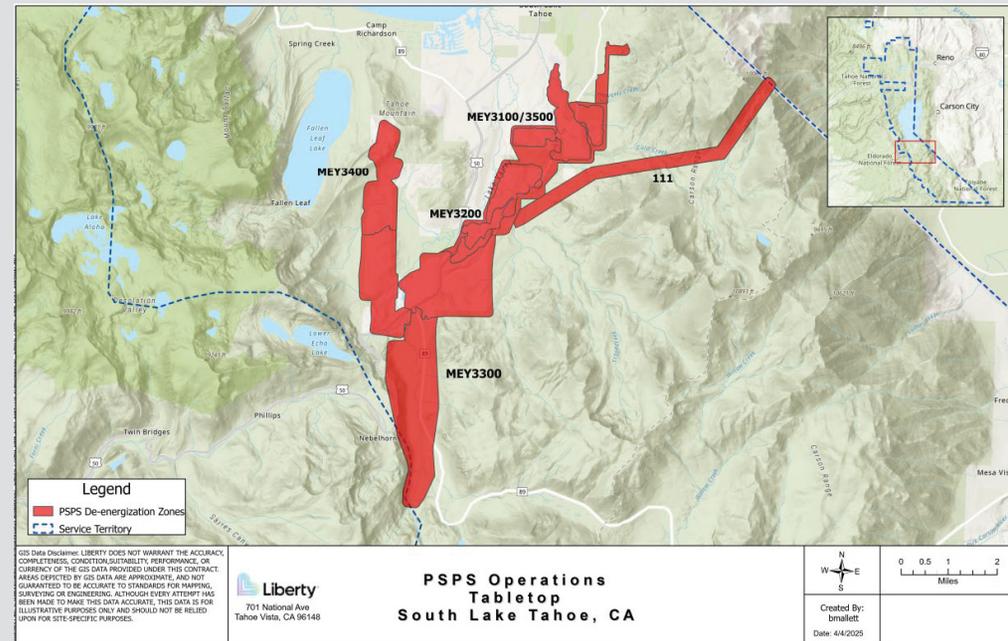
- Do we have an IVR message set?



EXERCISE—PSPS Stage 2c, Imminent PSPS-4 Hours Out

Oct 24th—1700

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
 - Vegetation Management
 - Field Services
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
- Admin Officer



EXERCISE—PSPS Stage 2c, Imminent PSPS-4 Hours Out

INCIDENT COMMANDER

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

REGULATORY LIAISON

- Email to CPUC
- Submit PSPS Notification form

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

PIO/MANAGER, REGIONAL COMMUNICATIONS

- OnSolve alerts via Dispatch to public safety partners and critical facilities 1-4 hours prior.
- OnSolve alert via Dispatch to all potentially impacted customers 1-4 hours prior.
- Press release.
- Distribute radio PSA.
- Distribute Changeable Message Sign (CMS)

PUBLIC SAFETY PARTNER LIAISON

- Customize and distribute an OnSolve alert via Dispatch to public safety partners and critical facilities

PUBLIC INFORMATION OFFICER

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

PIO/DIGITAL COMMUNICATIONS LEAD

- Update microsite
- Facebook alert
- Twitter alert

ADMINISTRATIVE OFFICER

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

KEY ACCOUNTS LIAISON

- Distribute alert to key commercial customers 1-4 hours prior.
- Distribute email to elected officials and Public Safety Partners 1-4 hours prior.

AFN LIAISON

- Distribute email to CBOs

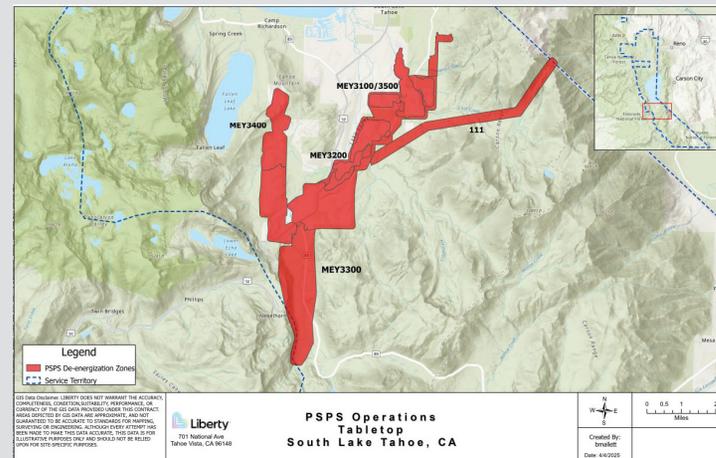
EMERGENCY SERVICES COORDINATOR

- Inform designated CRC locations



EXERCISE—PSPS Stage 3, Implemented PSPS

- 0600, FPI remains Extreme for South Shore. Ops crews advised that conditions are extreme due to RFW.
- Multiple calls for no power in Pioneer Trail/Al Tahoe.
- Troubleman reports branch into wire, repaired, patrolling for re-energization. Comments wind is up.
- NWS upgrades prediction for wind gusts to 70 mph in Meyers area, RFW in place for extreme wind gusts, low humidity and high temps.
- 0615, NV Energy advises they will initiate a PSOM for their 111/112 circuit at 1030 AM and anticipate re-energization at approx. 2000 same day.
- 0630, PSOM/PSPS de-energization decisions made.



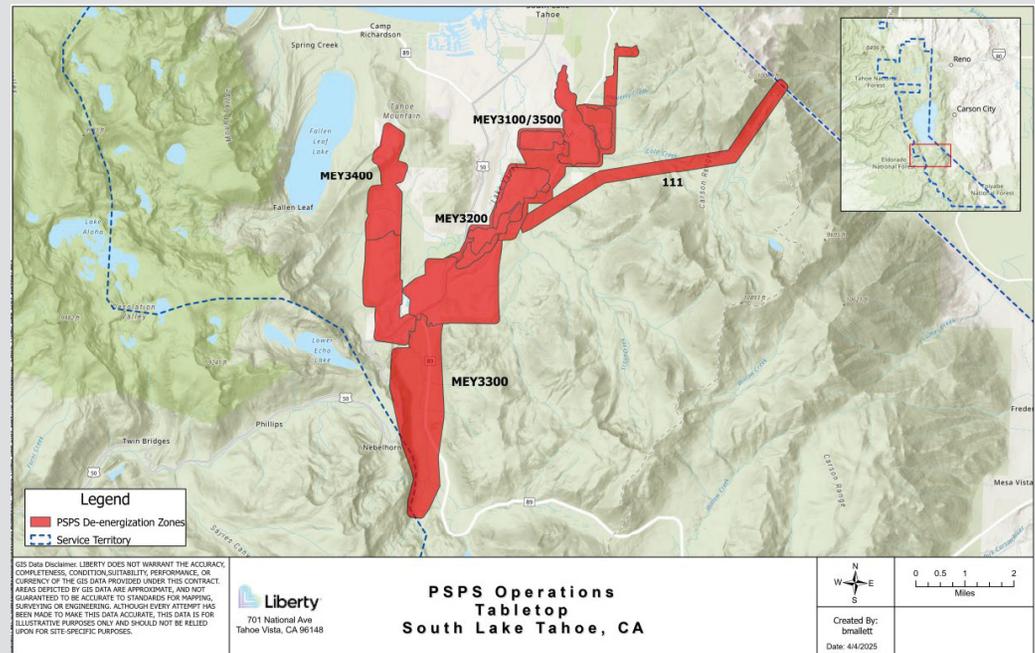
UPDATE
Sat Oct
25
6:00 AM



EXERCISE—PSPS Stage 3, Implemented PSPS

Oct 25th 0800

- Incident Commander—Situation Summary
- Operations
 - Dispatch/Control
 - GIS
 - Customer Service
 - Vegetation Management
 - Field Services
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - CBO/AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
- Emergency Services
- Admin Officer



EXERCISE—PSPS Stage 3, Implemented PSPS

INCIDENT COMMANDER

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

REGULATORY LIAISON

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

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

PIO/MANAGER, REGIONAL COMMUNICATIONS

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

PUBLIC SAFETY PARTNER LIAISON

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

PUBLIC INFORMATION OFFICER

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

PIO/DIGITAL COMMUNICATIONS LEAD

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

ADMINISTRATIVE OFFICER

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

KEY ACCOUNTS LIAISON

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

AFN LIAISON

- Distribute email to CBOs

EMERGENCY SERVICES COORDINATOR

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



EXERCISE—PSPS Stage 3, Implemented PSPS

Inject Discussion questions:

- **Barton Hospital/PSP Liaison**: Barton Hospital reports loss of power at its Stateline Urgent Care Facility. Two injured patients, one ambulatory and one non-ambulatory have presented at the clinic for care. How can the patients be triaged/treated/transported?
- **El Dorado County Sheriff/CHP**: There is a traffic jam at the intersections of Highways 50 and Pioneer Trail from residents trying to leave the area. How can this traffic control issue be addressed?
- **South Lake Tahoe Fire/Lake Valley 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

Inject Discussion questions:

- **South Tahoe Public Utility District (STPUD)/Liberty Utilities:** STPUD experiences a generator failure at our Luther Pass Pump Station which pumps all treated wastewater effluent to our ranch in Alpine County.
- **Check in with Tele-com partners:** Does the Tele-com company provide service in the impacted area? Is back up power available? How long is back up power available? Are there any unforeseen issues?
- **AFN Liaison/Customer Care:** A family enrolled in the CARE program at the South Lake Tahoe CRC is in need of funds for the purchase of gas to travel to the home of relatives who live in a safe location. What can you do to assist?



Lunch –
30 minutes



EXERCISE—PSPS Stage 4, Restoration Initiated

- Crews in SLT/Meyers report winds have died, NSW predicts quiet Zephyr breezes until cold front this weekend.
- Requested spot forecast by NWS Reno advises wind event has ended, front has moved southeast and quieted. No further wind events are expected until Monday PM.
- NVE will begin patrols immediately, helicopters as soon as permitted to fly, anticipates most patrols complete by dark, repair needs unknown, LU/NVE 1730 conf call.
- 1730, update on patrols. Re-energize before nightfall?

UPDATE

Oct 26

0630

EXERCISE—PSPS Stage 4, Restoration Initiated

Oct 26th 0800

Incident Commander—Objectives

- Operations
 - Dispatch
 - GIS
 - Customer Service
 - Vegetation Management
 - Field Services
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
- Emergency Services Coordinator
- Admin Officer

UPDATE

Oct 26

0800



EXERCISE—PSPS Stage 4, Restoration Initiated

INCIDENT COMMANDER

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

REGULATORY LIAISON

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

DIRECTOR, CONTROL AND DISPATCH

- Email customer list

PIO/MANAGER, REGIONAL COMMUNICATIONS

- OnSolve alert (via Dispatch) to public safety partners and critical facilities
- Press release.
- Distribute radio PSA.
Repairs Needed
- OnSolve alert (via Dispatch) to all affected customers

PUBLIC INFORMATION OFFICER

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

PIO/DIGITAL COMMUNICATIONS LEAD

- Update microsite
- Facebook alert
- Twitter alert

ADMINISTRATIVE OFFICER

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

KEY ACCOUNTS LIAISON

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

AFN LIAISON

- Distribute email to CBOs.

UPDATE

Oct 26



EXERCISE—PSPS Stage 4, Restoration Initiated

Inject Discussion Physical Security Questions

Safety: Peaceful Protest Activity @ Liberty South Lake Tahoe Office.

- **Local Tahoe environmental activists from the Trees Matter organization call for a peaceful protest at the main office building due to Liberty policies regarding tree removal.**
- **The activity begins but suspected “agitators” not associated with the coordinators arrive and begin to commit acts of vandalism and attempt to enter the facility.**

Liberty IT: Ransomware Attack on Enterprise Network

- **Employees from the main office arrive at work on a Monday morning to discover that their computers are inaccessible, and a message is on the screen demanding payment to decrypt their files**
- **The initial amount requested is paid (verify potential for payment w/ leadership) and access to the systems is granted.**
- **Subsequently, the entire system is encrypted again, and the ransom demand is tenfold more than the original amount.**
- **How do you respond?**



EXERCISE—PSPS Stage 4, Restoration Initiated

Inject Discussion questions:

- **Liberty Operations:** Please speak to the methodology used to test how long it will take to patrol the lines that have been de-energized (MEY 3400, MEY 3300R3, and MEY3300R1) and the results of the test. Will you need assistance from Field Services staff to secure downed lines?
- **Liberty Field Services and Safety:** Does Field Services have staff available to assist the line patrollers? Have the staff members received previous training to secure lines, and/or can they be given “just-in-time training to secure downed lines?



EXERCISE—PSPS Stage 4, Restoration Initiated

Inject Discussion questions:

- **PSP Liaison/El Dorado County:** Two South Shore residents who have been at the South Lake Tahoe CRC do not have a place to stay for the night. The CRC closes at 10:00 PM. Both have indicated that they are over the age of 18 and do not have family members with them. Can shelter be coordinated?
- **Southwest Gas and Liberty Utilities:** Due to the extensive nature of the outage and the time of year (End of October 2025) will gas pressure in the system be impacted? How can we re-energize the system so gas pressure is not negatively impacted, and critical infrastructure is prioritized for re-energization?



EXERCISE—PSPS Stage 5, Event Concluded

Oct 27th 0800

Incident Commander—Objectives

- Operations
 - Dispatch
 - GIS
 - Customer Service
 - Vegetation Management
 - Field Services
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
- Emergency Services Coordinator
- Admin Officer

UPDATE

Oct 27
0800



EXERCISE—PSPS Stage 5, Event Concluded

INCIDENT COMMANDER

- Participate in PSPS Steering Committee and CloudFire, Inc./Operations/Control and Dispatch meeting.
- Alert PSPS Team

REGULATORY LIAISON

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

PIO/MANAGER, REGIONAL COMMUNICATIONS

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

PUBLIC INFORMATION OFFICER

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

PIO/DIGITAL COMMUNICATIONS LEAD

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

ADMINISTRATIVE OFFICER

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

KEY ACCOUNTS LIAISON

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

AFN LIAISON

- Distribute Email to CBOs



EXERCISE—PSPS Stage 5, Event Concluded

Inject Discussion questions:

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

EXERCISE—PSPS Stage 5, Event Concluded

Oct 27th, 1700

Incident Commander—Objectives

- Operations
 - Dispatch
 - GIS
 - Customer Care
 - Vegetation Management
 - Field Services
- Safety
- Liaisons
 - Public Safety Partner Liaison
 - Regulatory Liaison
 - AFN Liaison
 - Key Accounts Liaison
- Public Information Officer
- Emergency Services Coordinator
- Admin Officer

UPDATE

Oct 27
1700



Break –
10 minutes



AFTER ACTION REVIEW

1. Incident Commander
2. Incident Management Team
3. Eric Schwarzrock—Closing Remarks

Thank you

EXERCISE PARTICIPANT AND
OBSERVER FEEDBACK FORM



Attachment 9
2024 Survey Results Wave 1



Wildfire Messaging Awareness

Prepared by

MDC Research

Jakob Lahmers - Jakob.Lahmers@mdcresearch.com





Objectives & Methodology

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

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

Target Audience

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

Methodology

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



Key Findings

Communications

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

Actions Taken

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

AFN and Critical Customers

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

Other Topics

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



Recommendations

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

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

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

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

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

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

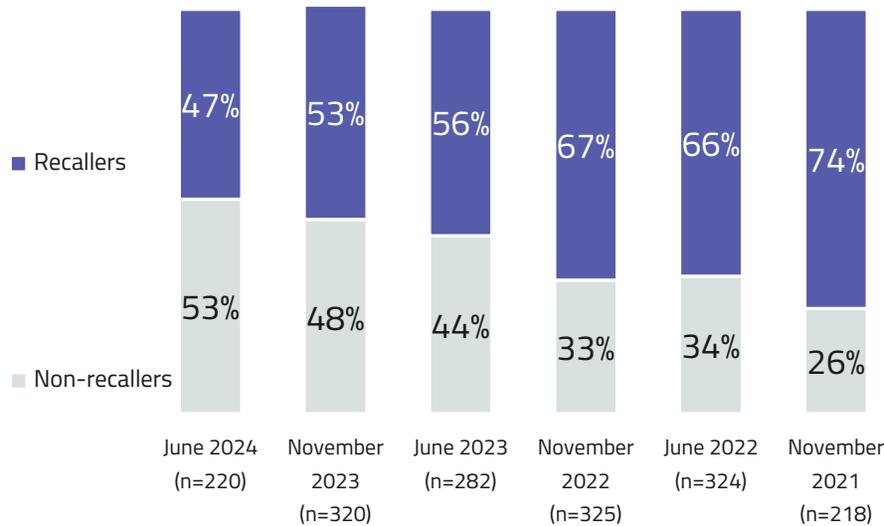
Consider communications around purchasing or preparing backup generators in the event of PSPS, and associated safety measures, as purchasing/preparing generators is the most common preparation for a PSPS. There may be opportunity to raise general awareness and address the top challenges expressed when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



Wildfire Safety Communications Awareness

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

Communication Awareness



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

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

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

Bold denotes statistically significant difference between Recallers and Non-Recallers



Communication Recall

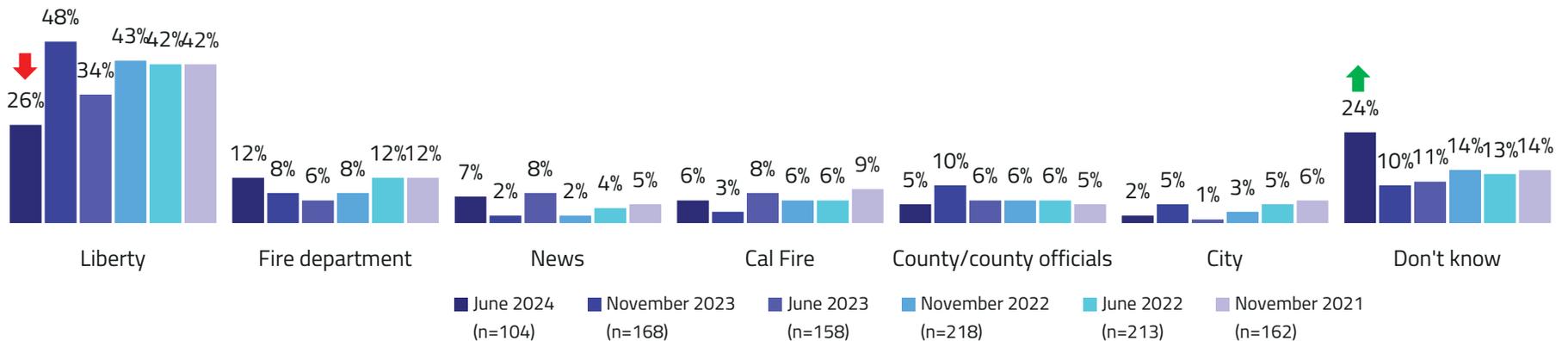
(among those aware of communications)



Sources of Wildfire Preparedness Communications

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

Wildfire Preparedness Communications Sources
(among those who recall communication)



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

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



Unaided Message Recall

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

Communications Main Takeaway

(among those who recall communication)



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

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



Wildfire Preparedness Communications Messages

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

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

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

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

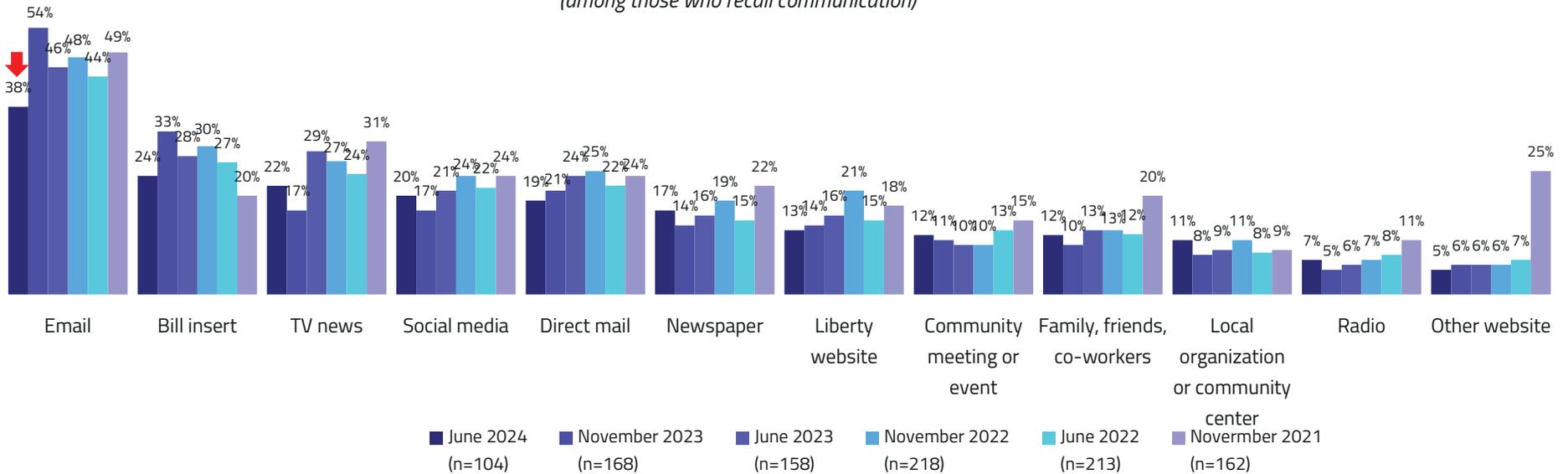


Information Channels for Wildfire Communications

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

Information Channels for Wildfire Preparedness Communications

(among those who recall communication)



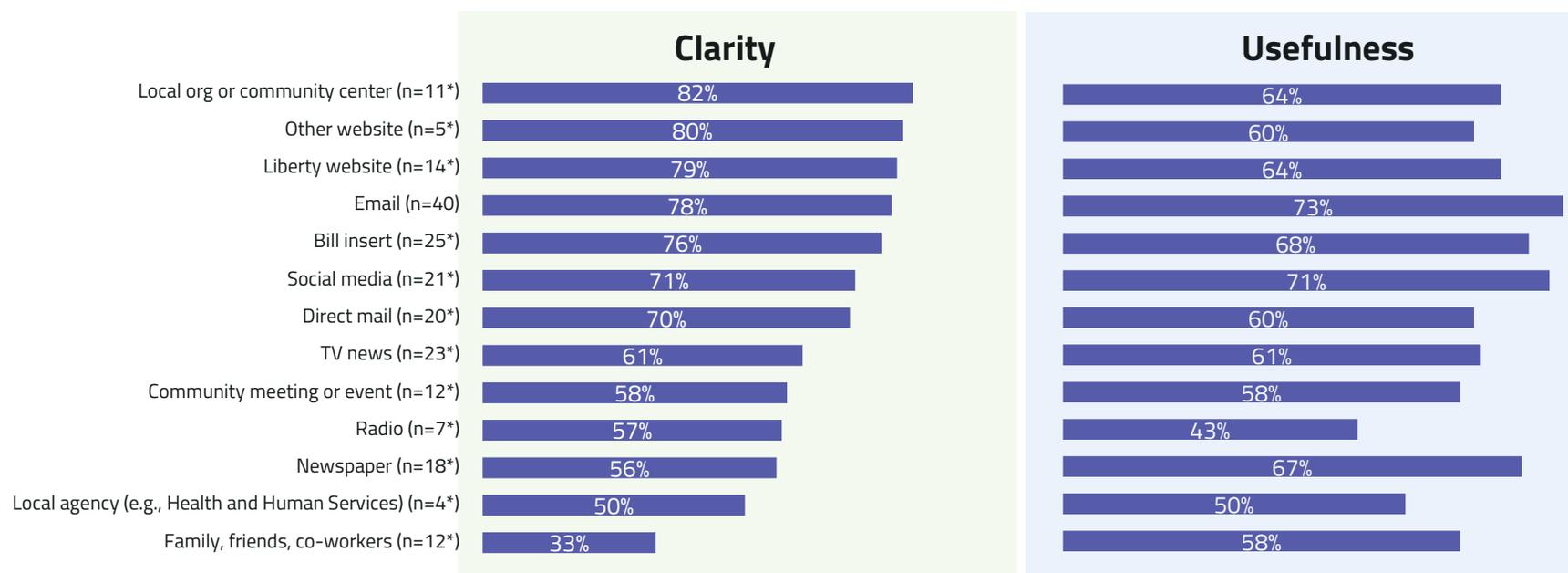
Q4 Where did you see or hear the communications about wildfire preparedness? (n=168; Aware of Communication)

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



Information Usefulness and Clarity

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



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

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

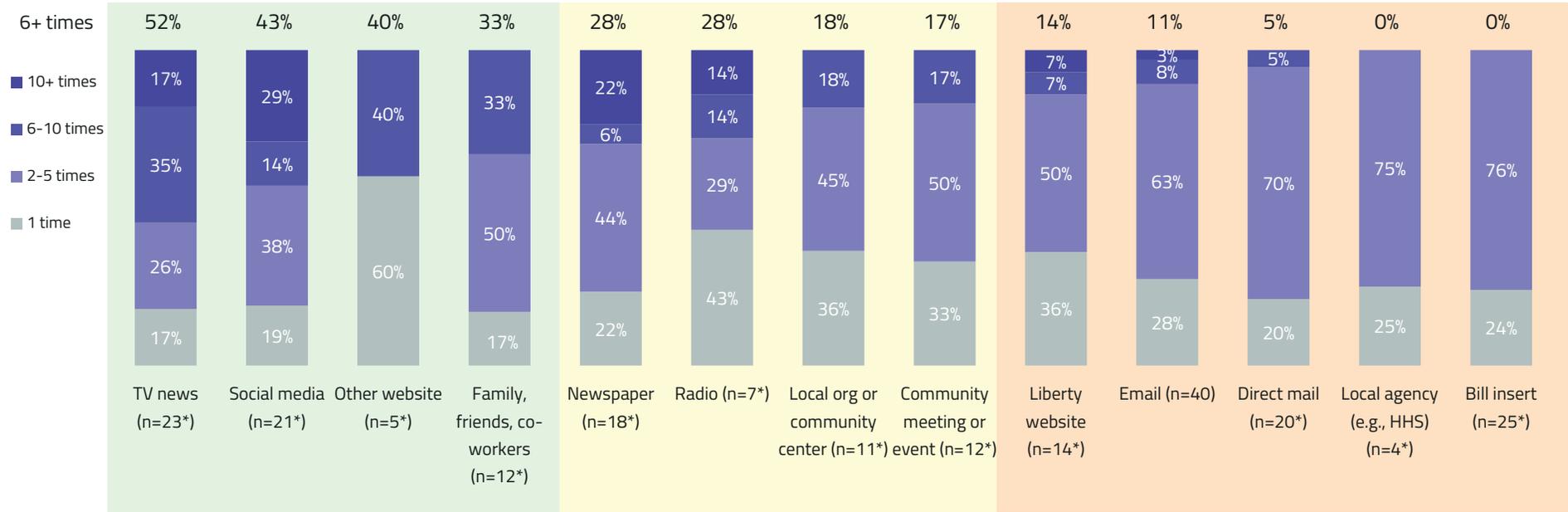
*Small sample size (n<30)



Communication Frequency

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

Communication Frequency



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

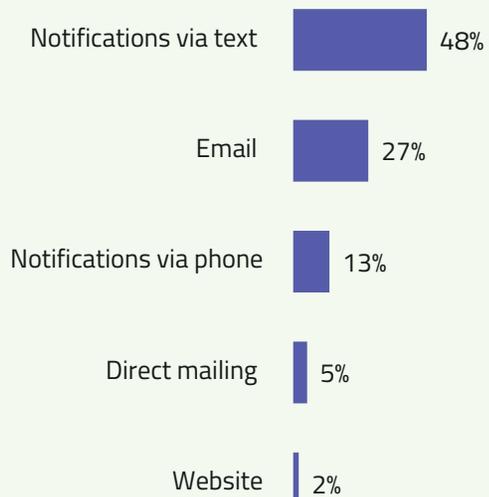
*Small sample size (n<30)



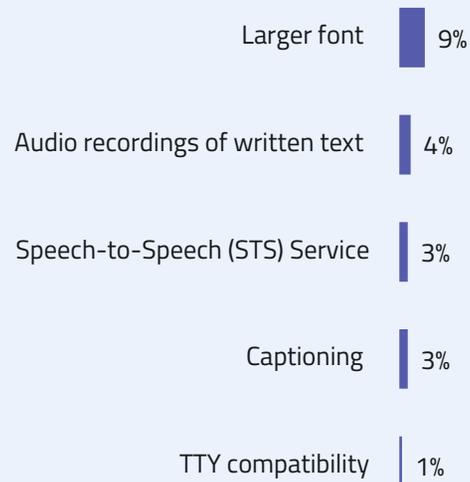
Effective and Helpful Communication

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

Most Effective Communications



Helpful Elements



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

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



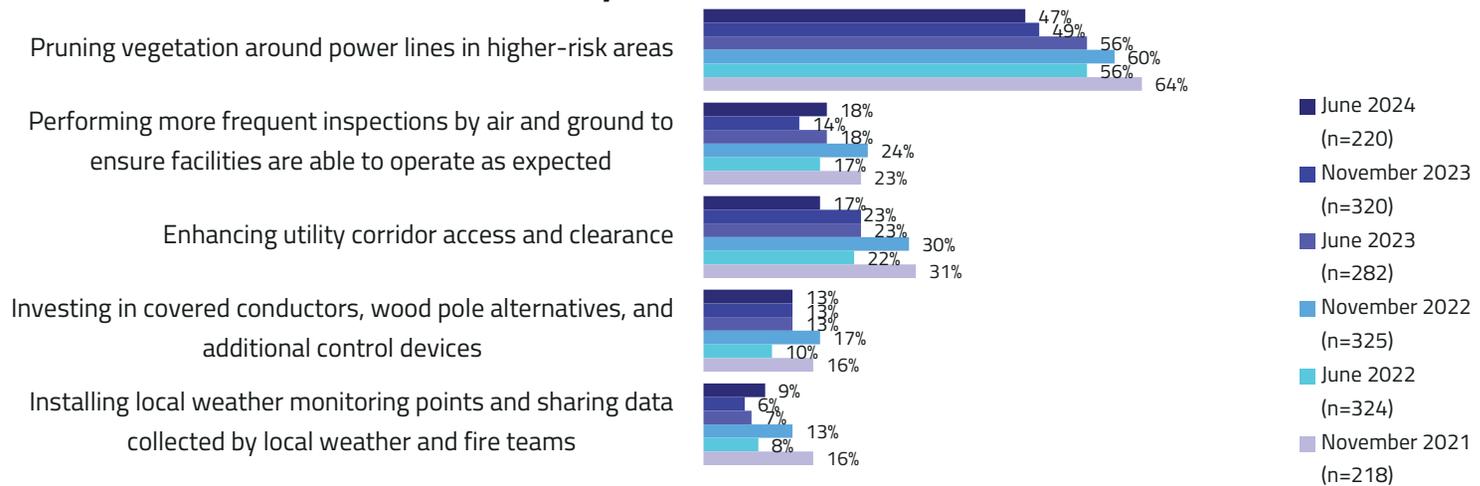
Wildfire Preparedness Actions Taken



Awareness of Liberty's Efforts

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

Awareness of Liberty's Efforts to Reduce Wildfire Risk



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

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



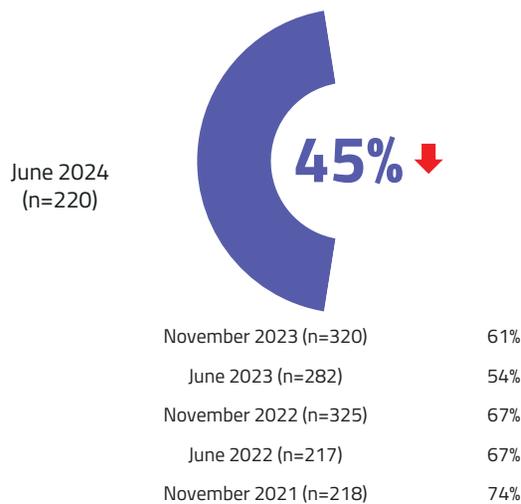
Awareness of Public Safety Power Shutoff



PSPS Awareness

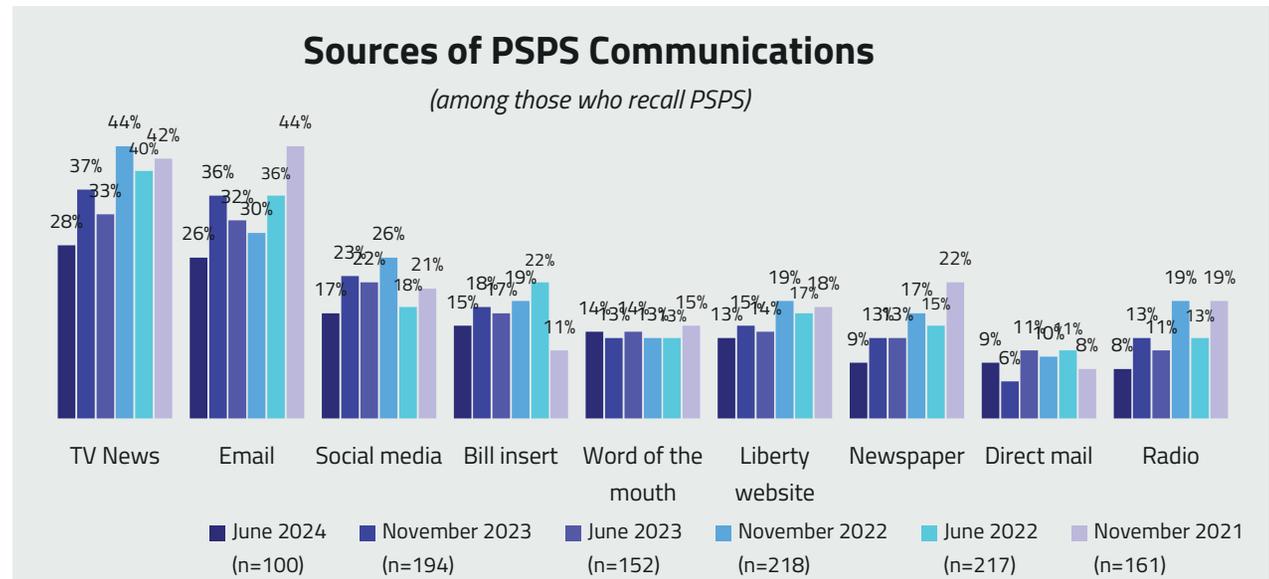
- Just under half (45%) say they recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS,” down significantly since last wave; **Recallers** remain significantly more likely than Non-Recallers to be aware of PSPS (64% vs 28%)
- TV news remains the leading source of PSPS communications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

PSPS Recall



Sources of PSPS Communications

(among those who recall PSPS)



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

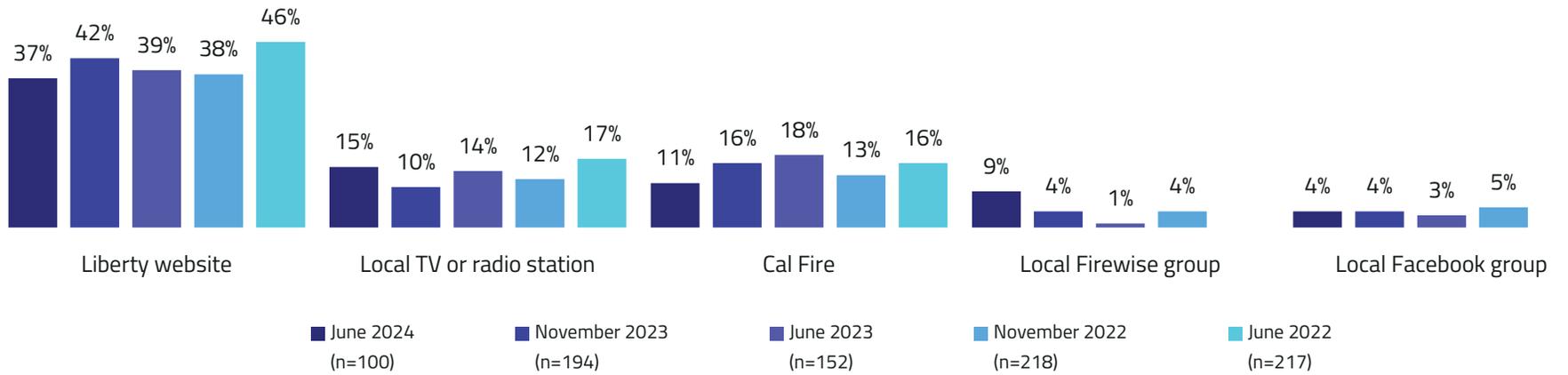
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



PSPS Information

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

Top 5 Sources of PSPS Information



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

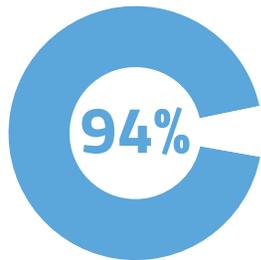
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



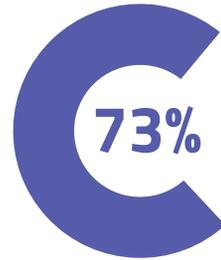
Understanding PSPS

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

Awareness of Potential Proactive Shutoff



Awareness PSPS is Measure of Last Resort



Awareness PSPS Risk Reduced by Infrastructure Hardening



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

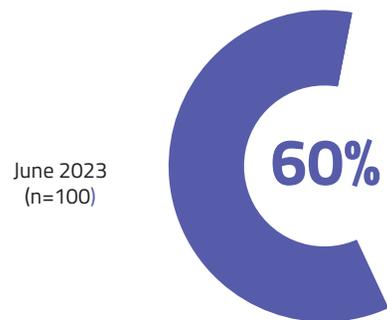
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



PSPS Preparedness

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

Took Actions to Prevent or Prepare for a PSPS



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

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

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



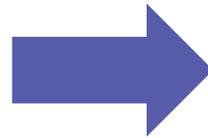
Contact Information for PSPS

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

Awareness of Ability to Update Contact Information for PSPS



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



Have Updated Contact Information

(among those aware they can update contact info)



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

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

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

Concerns about Extended Outage

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

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

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

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



Medical Needs and Language Preferences

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

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

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

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

- Two percent mentioned Spanish as their preferred language

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

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

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

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

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

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

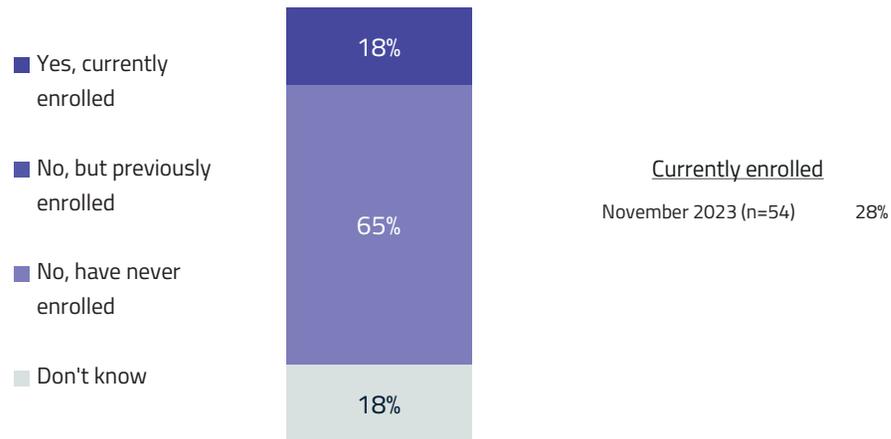


Medical Support Certificate Usage

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

Enrolled in Medical Baseline Allowance Program

(among those with medical needs)



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

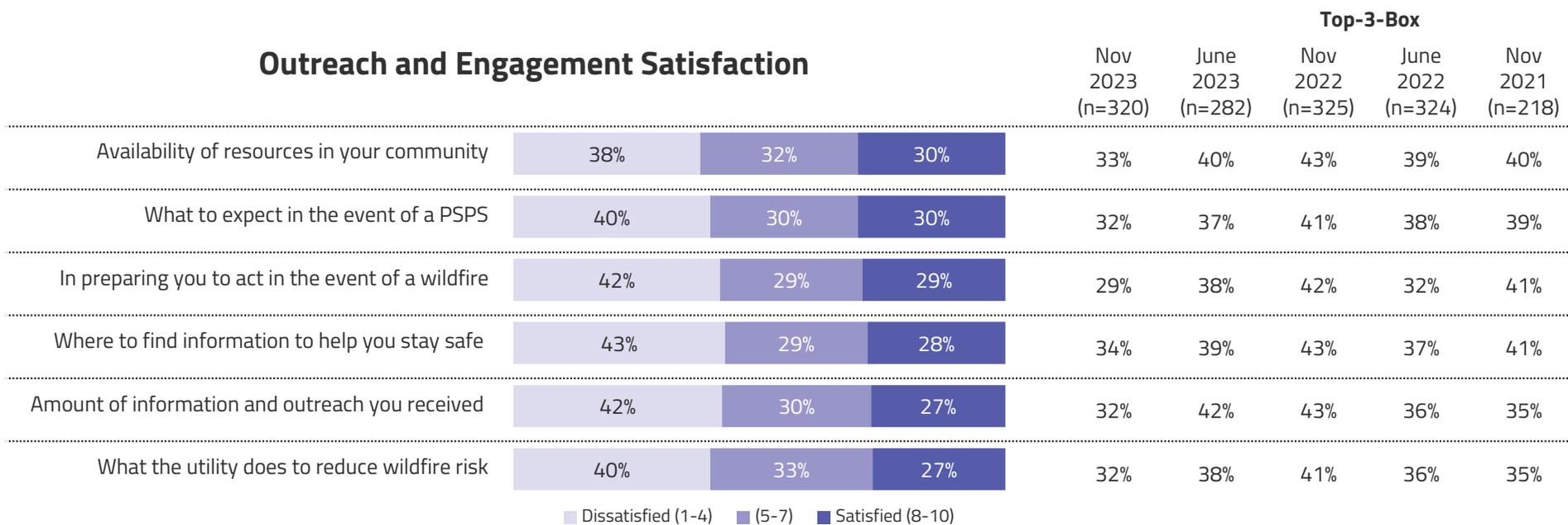


Post-PSPS



Outreach and Engagement Satisfaction

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



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

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



PSPS Notifications

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

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

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



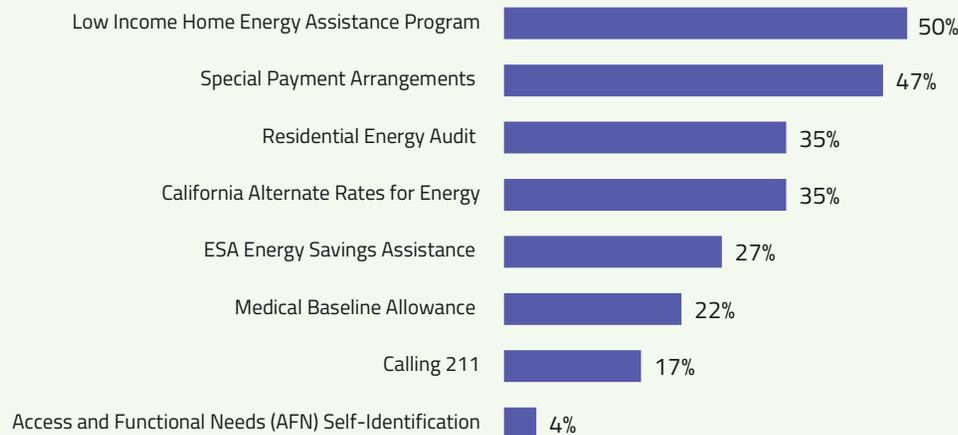
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



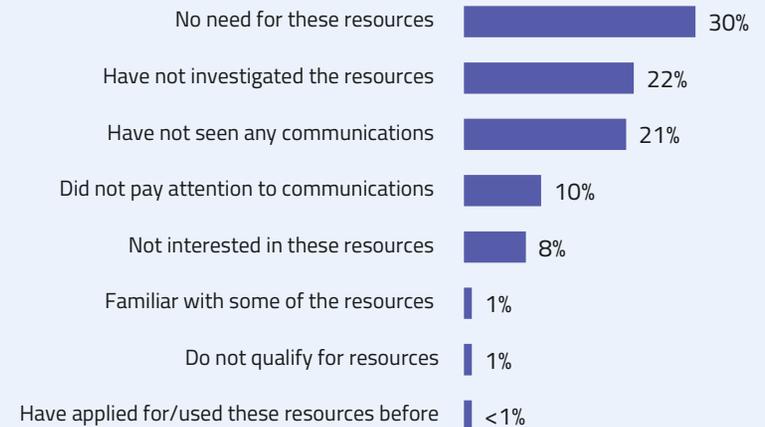
Awareness and Familiarity of Resources

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

Awareness



Familiarity



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

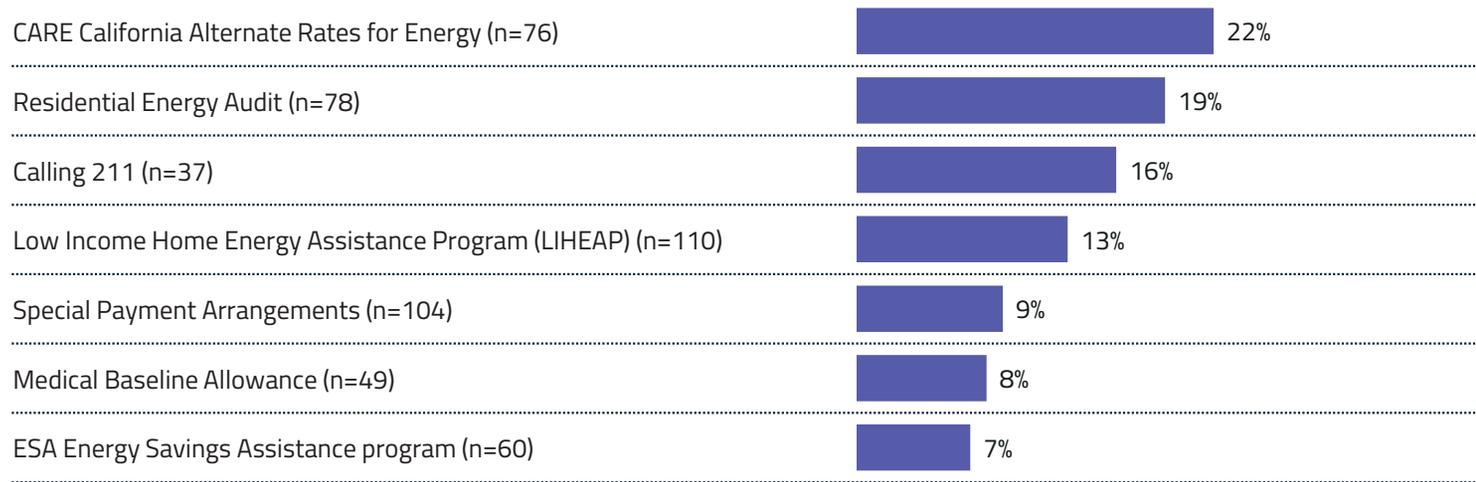
A8 What statement best describes your familiarity with the resources you just reviewed? (n=220; Total)



Resources Used

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

Resources used
(among those who are aware)



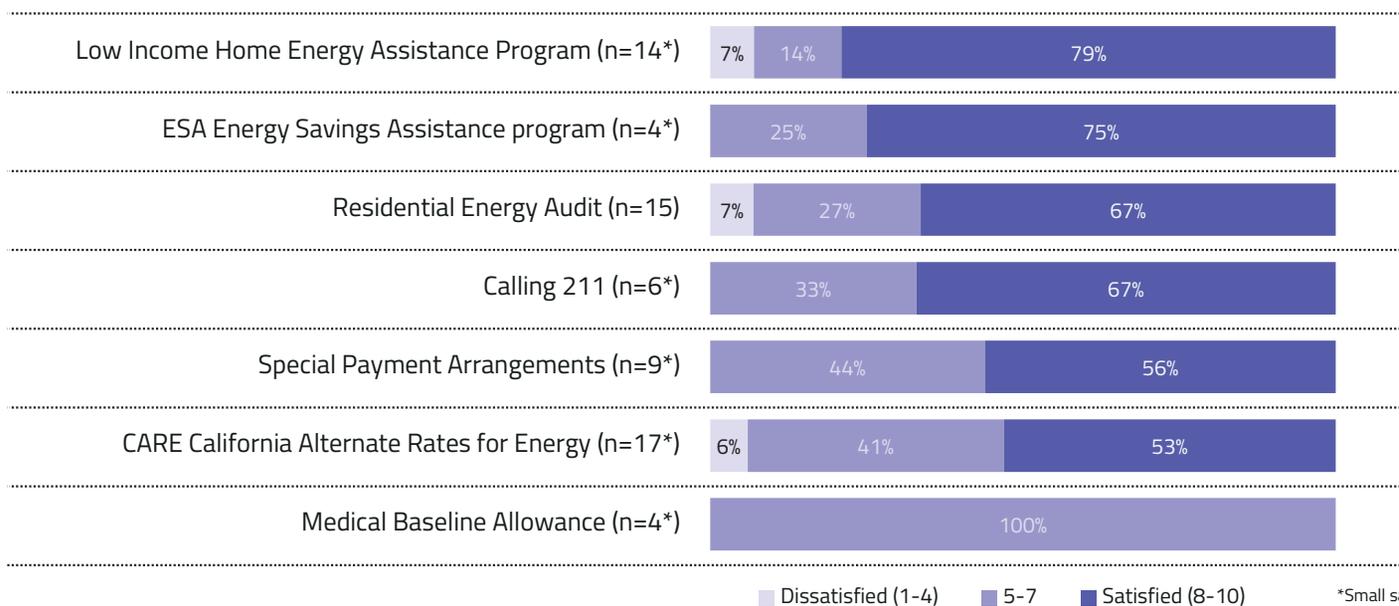
A9 Which, if any, of these resources have you used in the past? (n varies; Aware of Communication)



Satisfaction with Resources Used

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

Resource Satisfaction



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



Access and Functional Needs Resources

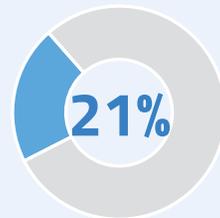
- Among customers who indicated they have access and functional needs, 21% are aware of additional notifications and communications available
- 32% of Critical or AFN customers have received communication from Liberty about programs available and 14% indicate they engage with Community Based Organizations,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

Access and Functional Needs

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

Awareness of Additional Notifications

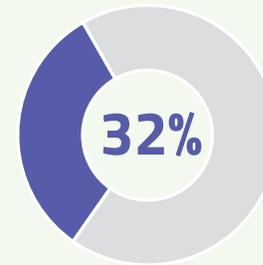
(among AFN customers)



June 2024 (n=147)

Received Information about Liberty Programs

(among AFN/Critical customers)



June 2024 (n=147)

Engage with Community Based Organizations

(among AFN/Critical customers)



June 2024 (n=147)

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

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

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

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



Critical Customers Summary



Key Metrics: AFN vs. Non-AFN

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

*Caution small sample size

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



Demographic Profiles: AFN vs. Non-AFN

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

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



CBO Interviews



CBO Interviews

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

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





CBO Interviews

Current Communications

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

Spreading the Word

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



CBO Interviews

Useful Information/Resources

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

PSPS Events

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



Demographic Profiles



Respondent Profiles

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

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

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

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

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

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

Bold denotes statistically significant difference between Recallers and Non-Recallers



Respondent Profiles – AFN Criteria

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

Bold denotes statistically significant difference between Recallers and Non-Recallers

Attachment 10
2024 Survey Results Wave 2



Wildfire Messaging Awareness

Prepared by

MDC Research

Jakob Lahmers - Jakob.Lahmers@mdcresearch.com





Objectives & Methodology

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

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

Target Audience

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

Methodology

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



Key Findings

Communications

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

Actions Taken

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

AFN and Critical Customers

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

PSPS Experience

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



Recommendations

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

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

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

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

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

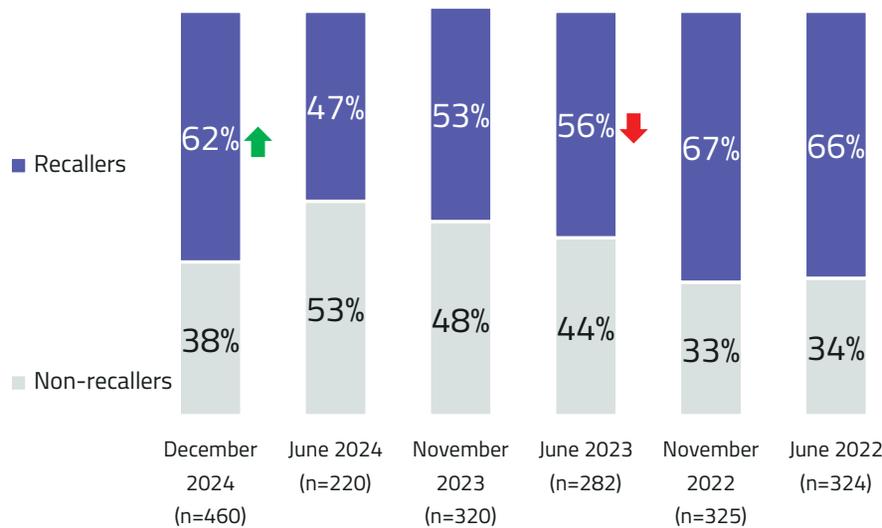
- More people indicate they would turn to the Liberty website than any other source for information about PPS, though bill inserts, local organizations or community centers, community meetings or events, and direct mail are all seen having clearer information than the Liberty website.
- 73% say it the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



Wildfire Safety Communications Awareness

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

Communication Awareness



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

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

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

Bold denotes statistically significant difference between Recallers and Non-Recallers



Communication Recall

(among those aware of communications)

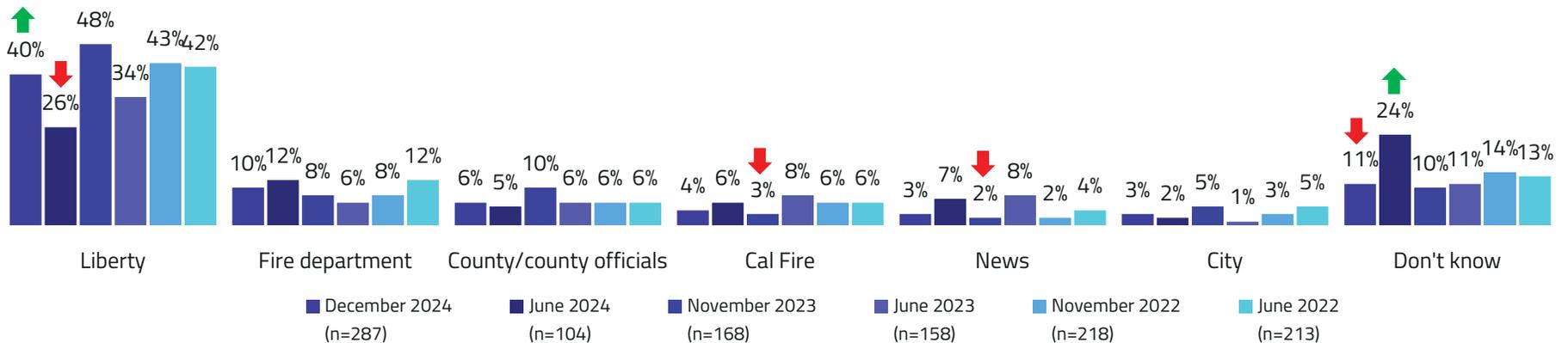


Sources of Wildfire Preparedness Communications

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

Wildfire Preparedness Communications Sources

(among those who recall communication)



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

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

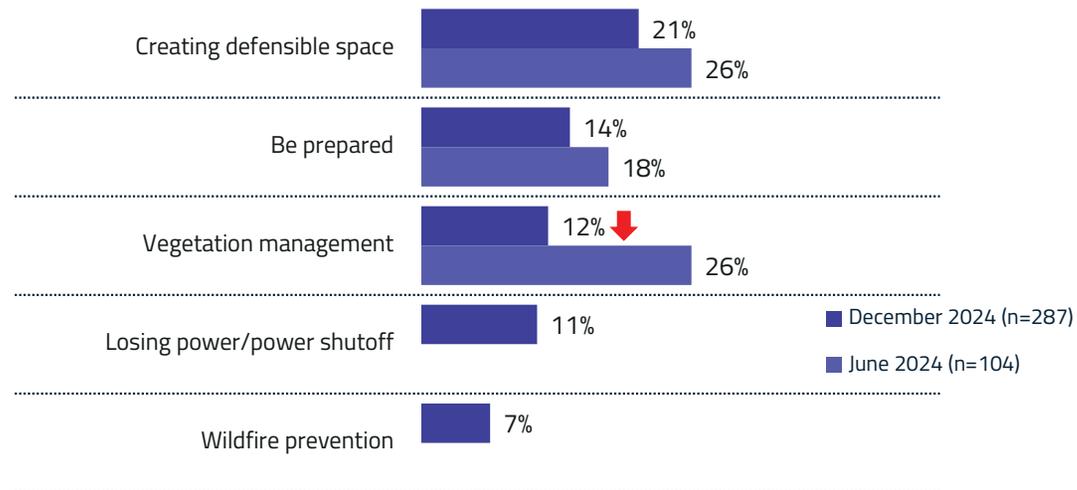


Unaided Message Recall

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

Communications Main Takeaway

(among those who recall communication)



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

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



Wildfire Preparedness Communications Messages

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

Communications Messages Recalled

(among those who recall communication)

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

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

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

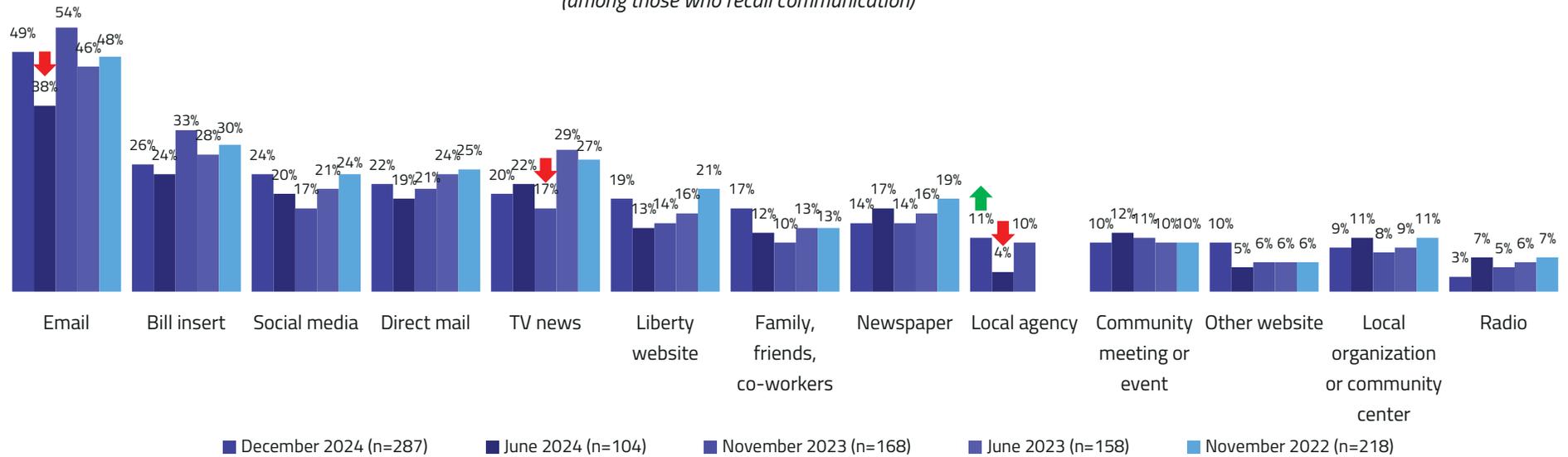


Information Channels for Wildfire Communications

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

Information Channels for Wildfire Preparedness Communications

(among those who recall communication)



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

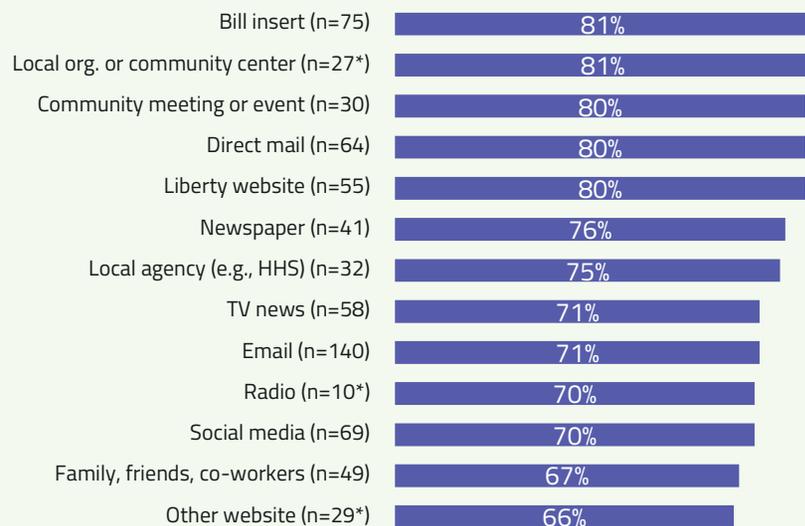
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



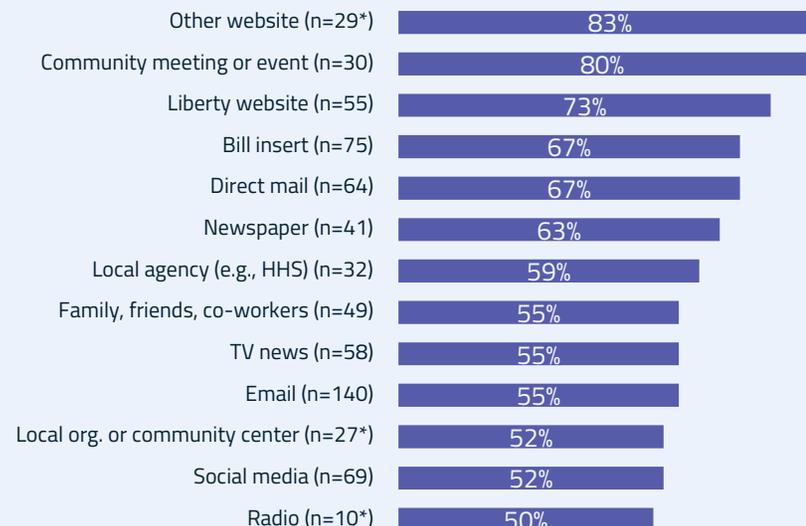
Information Usefulness and Clarity

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

Clarity



Usefulness



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

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

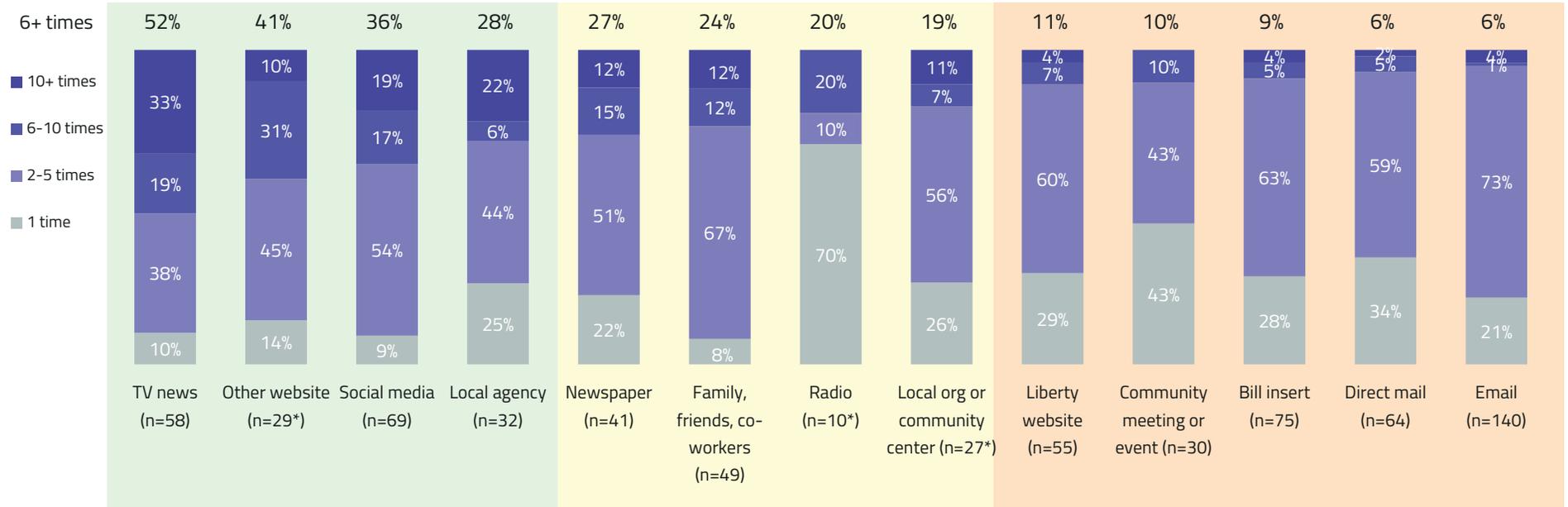
*Small sample size (n<30)



Communication Frequency

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

Communication Frequency



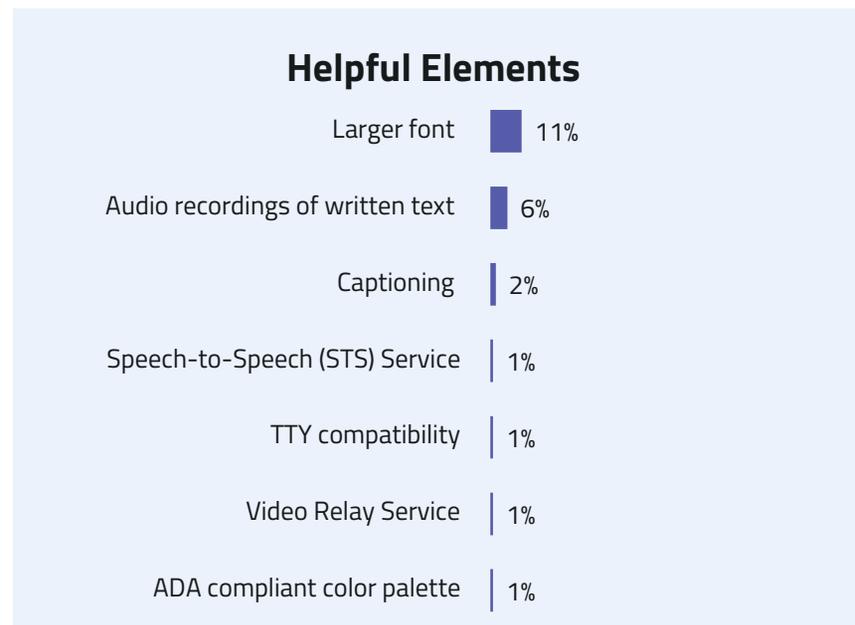
Q5A In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? (n=287; Aware of Communication)

*Small sample size (n<30)



Effective and Helpful Communication

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



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

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



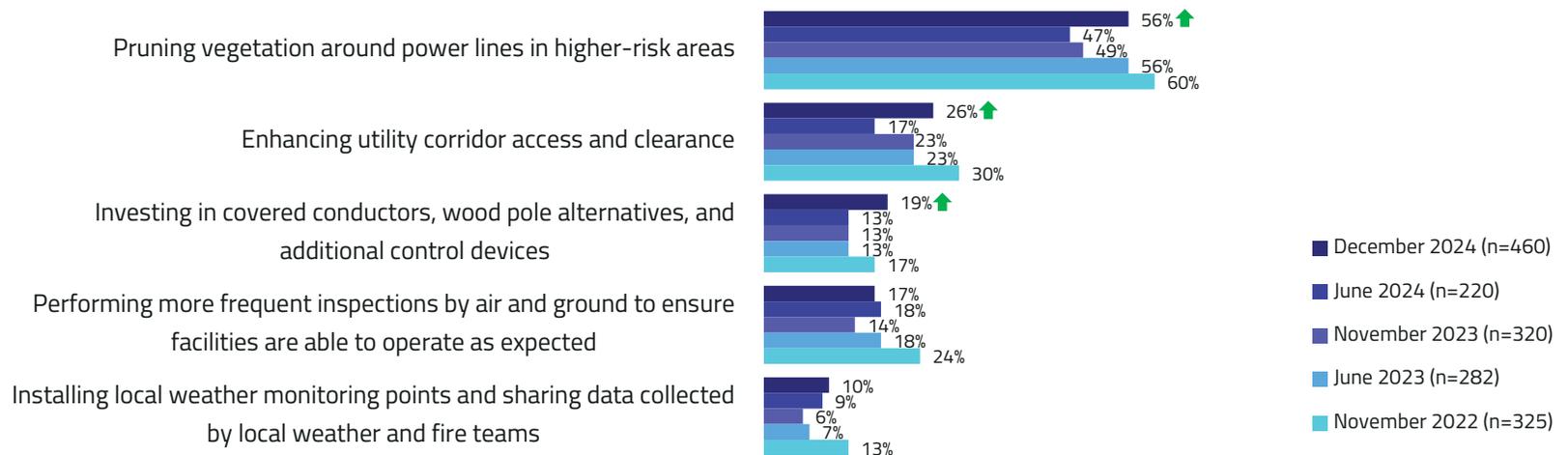
Wildfire Preparedness Actions Taken



Awareness of Liberty's Efforts

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

Awareness of Liberty's Efforts to Reduce Wildfire Risk



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

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



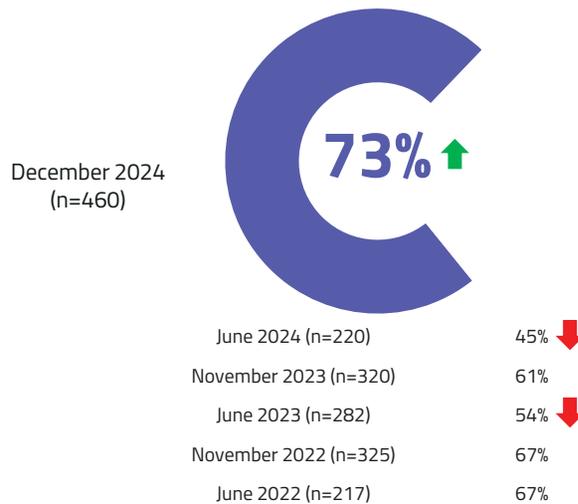
Awareness of Public Safety Power Shutoff



PSPS Awareness

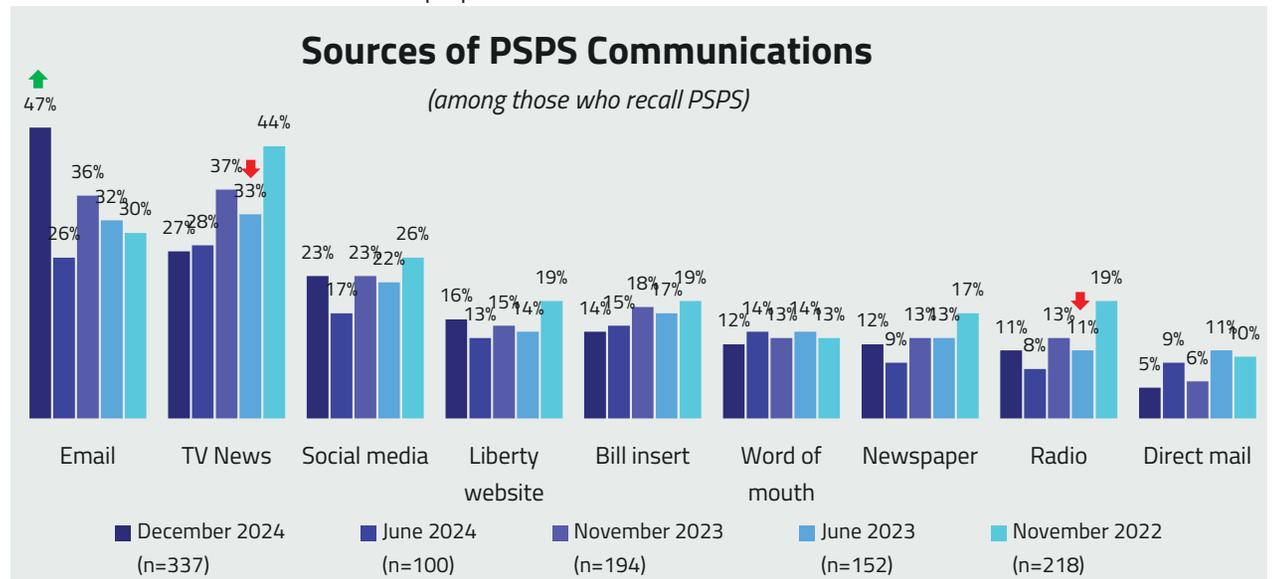
- Just under three in four (73%) say they recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS,” up significantly since last wave; **Recallers** remain significantly more likely than Non-Recallers to be aware of PSPS (**85% vs 50%**)
- Email is the leading source of PSPS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

PSPS Recall



Sources of PSPS Communications

(among those who recall PSPS)



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

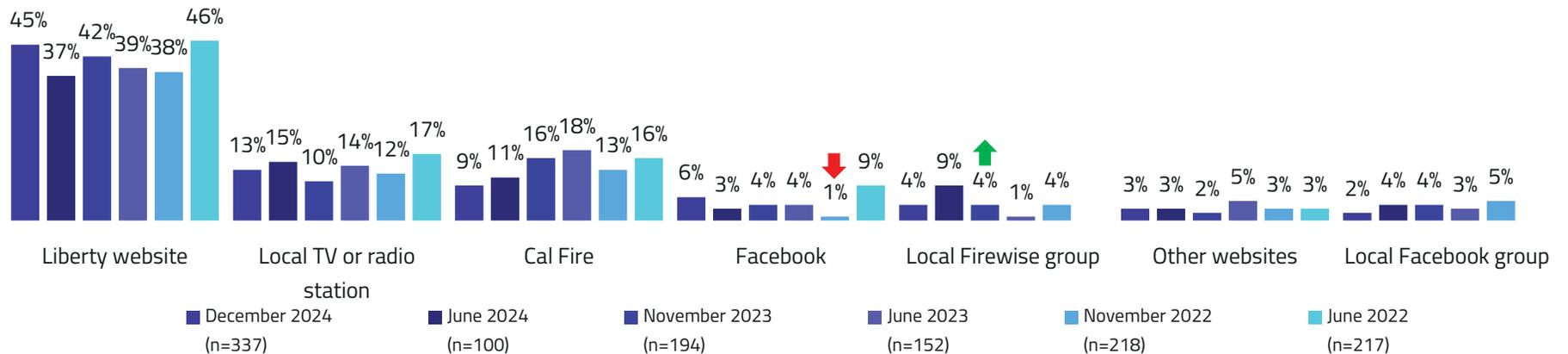
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



PSPS Information

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

Top 5 Sources of PSPS Information



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

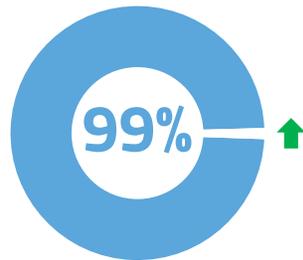
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Understanding PSPS

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

Awareness of Potential Proactive Shutoff



June 2024 (n=100)

94%

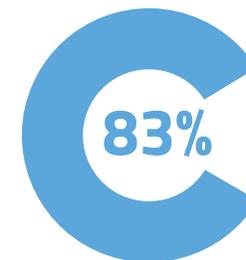
Awareness PSPS is Measure of Last Resort



June 2024 (n=100)

73%

Awareness PSPS Risk Reduced by Infrastructure Hardening



June 2024 (n=100)

77%

QP10A Are you aware that the utility could proactively shut off power to prevent the ignition of a catastrophic wildfire? (n=337; Recall PSPS)

QP10B Are you aware that a proactive PSPS is a measure of last resort? (n=337; Recall PSPS)

QP10C Are you aware that the likelihood of a PSPS is reduced when the utility takes steps to harden its infrastructure? (n=337; Recall PSPS)

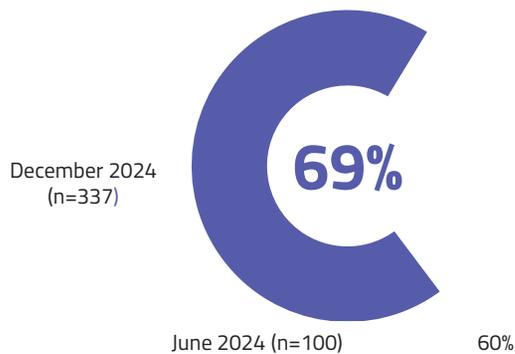
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



PSPS Preparedness

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

Took Actions to Prevent or Prepare for a PSPS



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

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

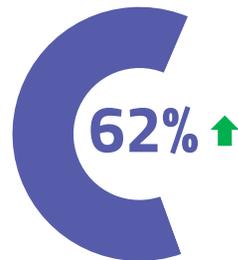
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



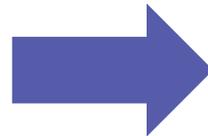
Contact Information for PSPS

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

Awareness of Ability to Update Contact Information for PSPS



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



Have Updated Contact Information

(among those aware they can update contact info)



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

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

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

Concerns about Extended Outage

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

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

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

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



Medical Needs and Language Preferences

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

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

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

- Two percent mentioned Spanish as their preferred language

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

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

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

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

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

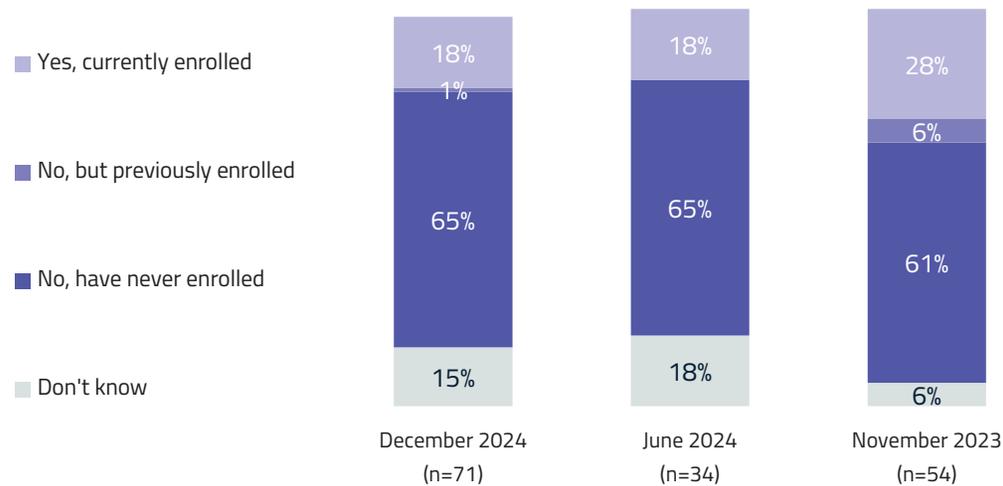
Q16B What is your preferred language to receive communications? (n=460; Total)



Medical Baseline Enrollment

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

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



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

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



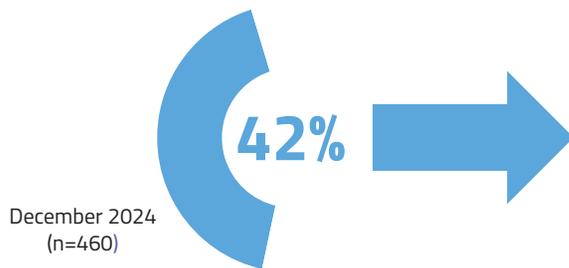
PSPS Experience



Experiencing PSPS

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

Experienced PSPS



Received Adequate Notification and Info to Prepare



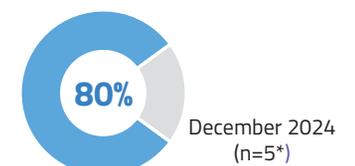
Aware of Community Resource Centers Set Up During PSPS



Visited CRC



CRC Met Needs



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

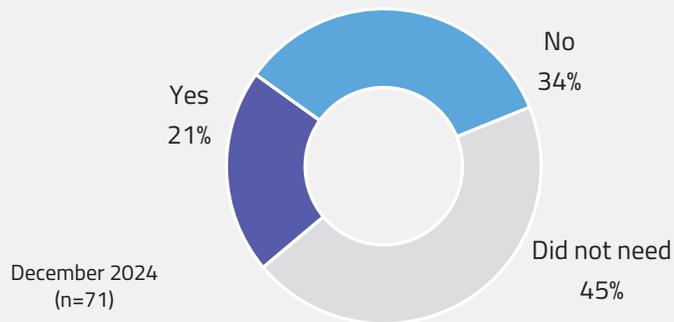
*Small sample size (n<30)



Medical Equipment Use And CBO Engagement

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

**Used Medical Equipment
During PSPS**



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

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

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

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

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

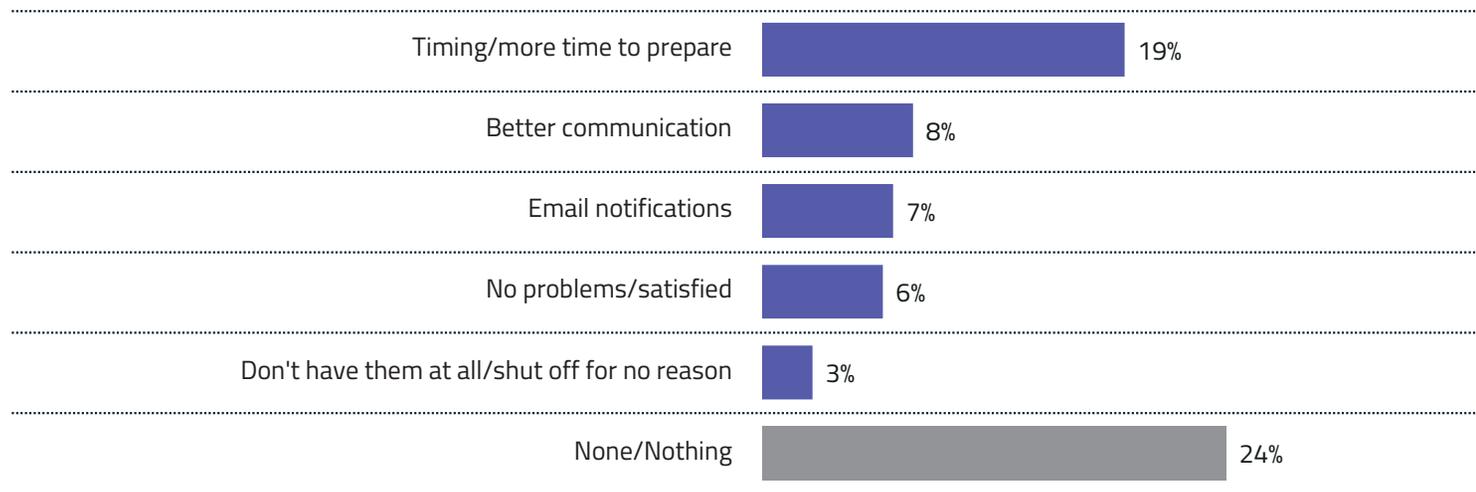
QA4 At what point during the outage did you engage the CBOs or resource networks? (n=2; Engaged with CBO)



PSPS Notification Improvements

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

PSPS Notification Improvements



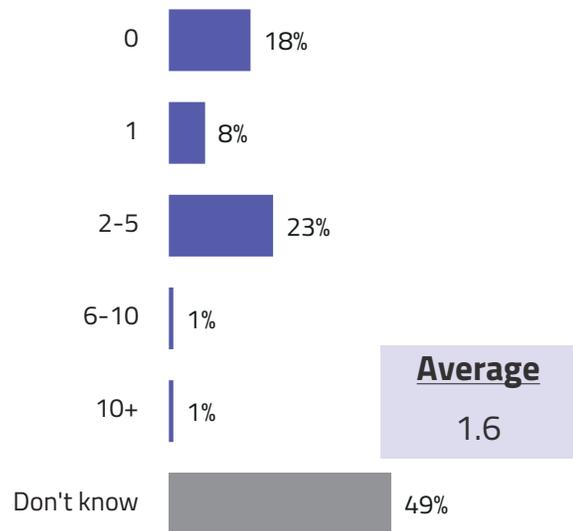
QPS1B What about the Public Safety Power Shutoff (PSPS) notification and information could have been improved? (n=192; Experienced PSPS)



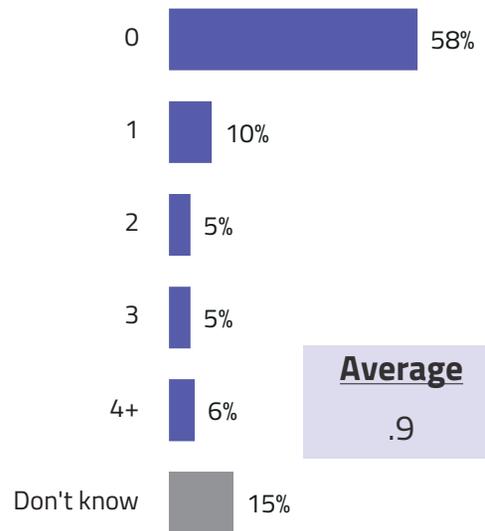
PSPS Notifications

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

Number of PSPS Notifications Received in Past Year



Number of PSPS Events Experienced in Past Year



Impact of PSPS "False Alarm"

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

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

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

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

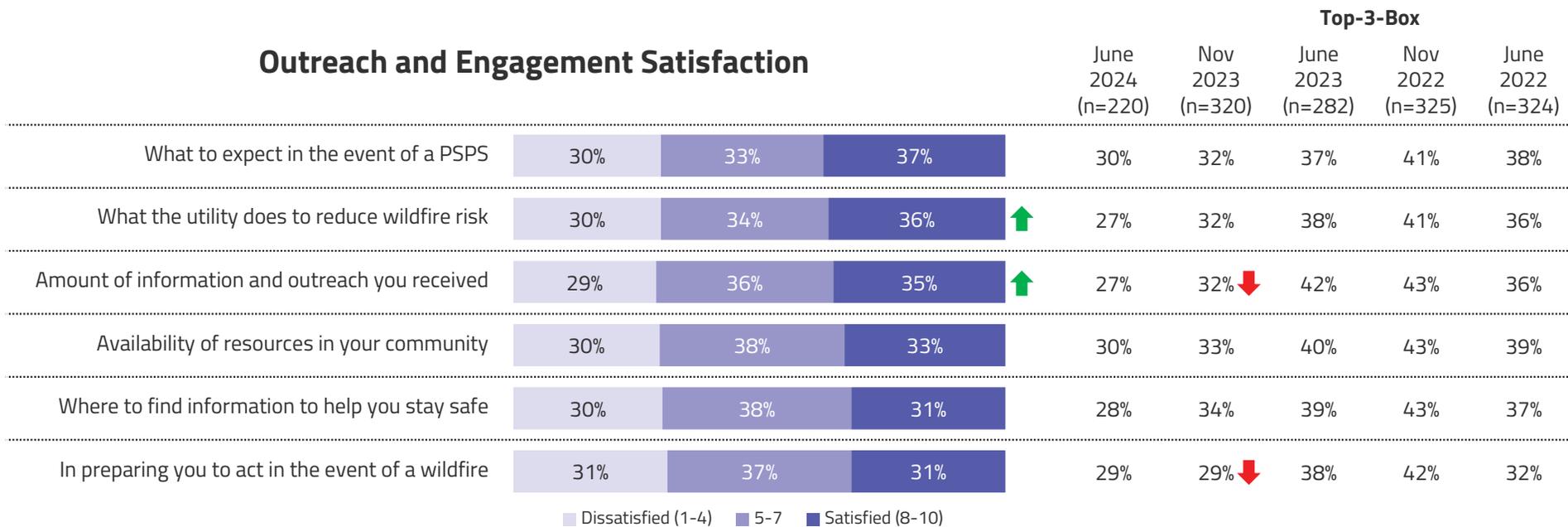


Post-PSPS



Outreach and Engagement Satisfaction

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



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

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



PSPS Notifications

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

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

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



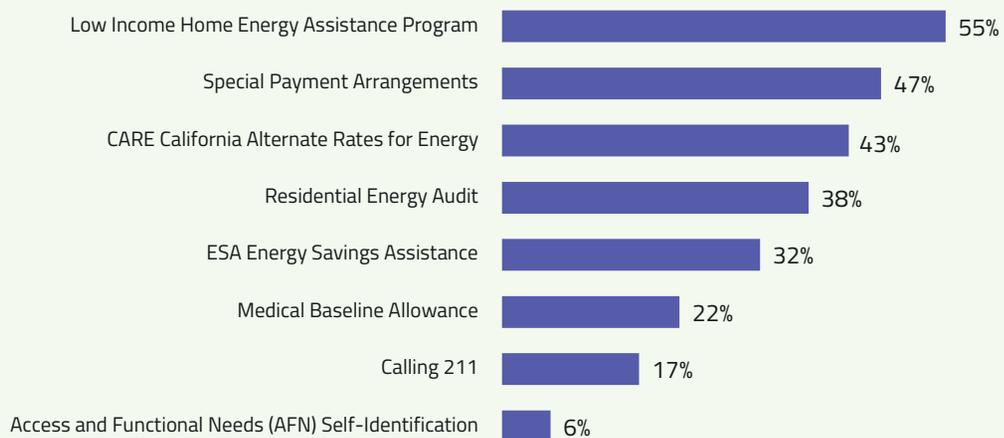
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



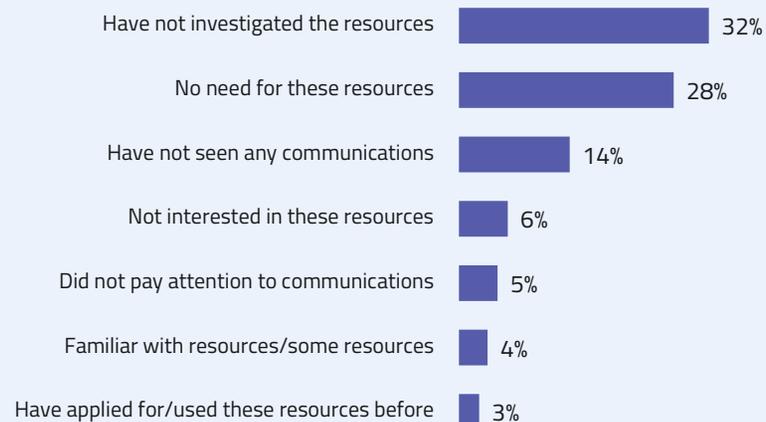
Awareness and Familiarity of Resources

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

Awareness



Familiarity



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

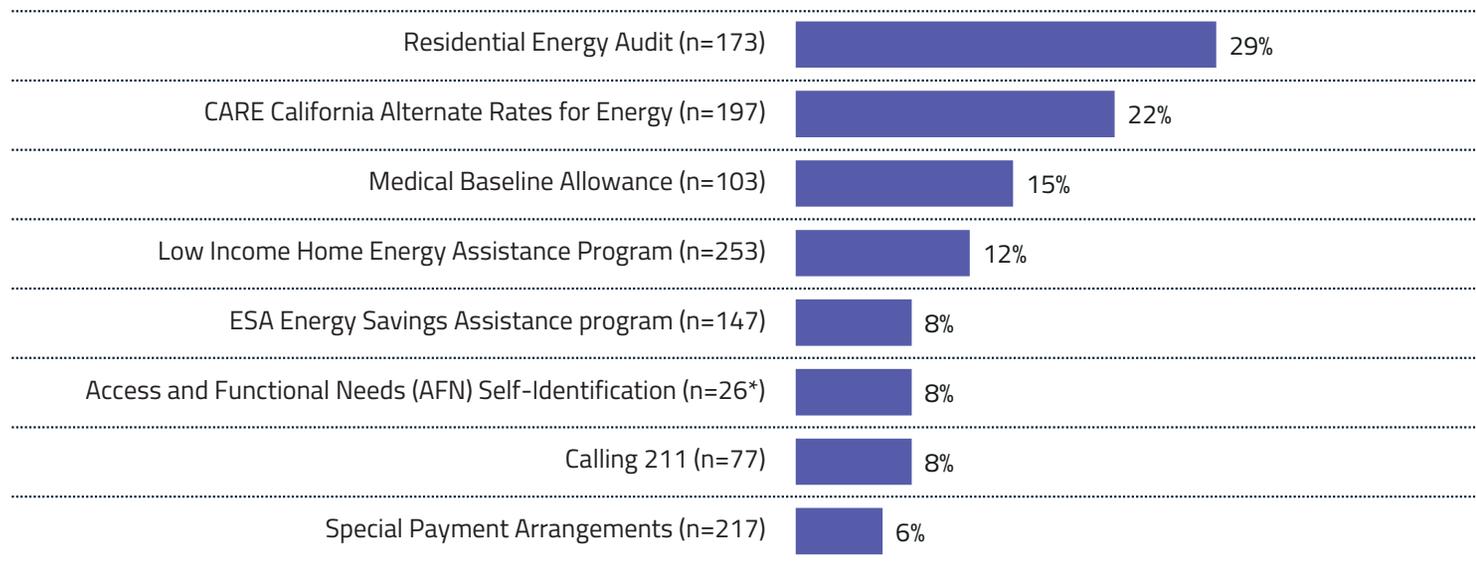
A8 What statement best describes your familiarity with the resources you just reviewed? (n=460; Total)



Resources Used

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

Resources used
(among those who are aware)



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

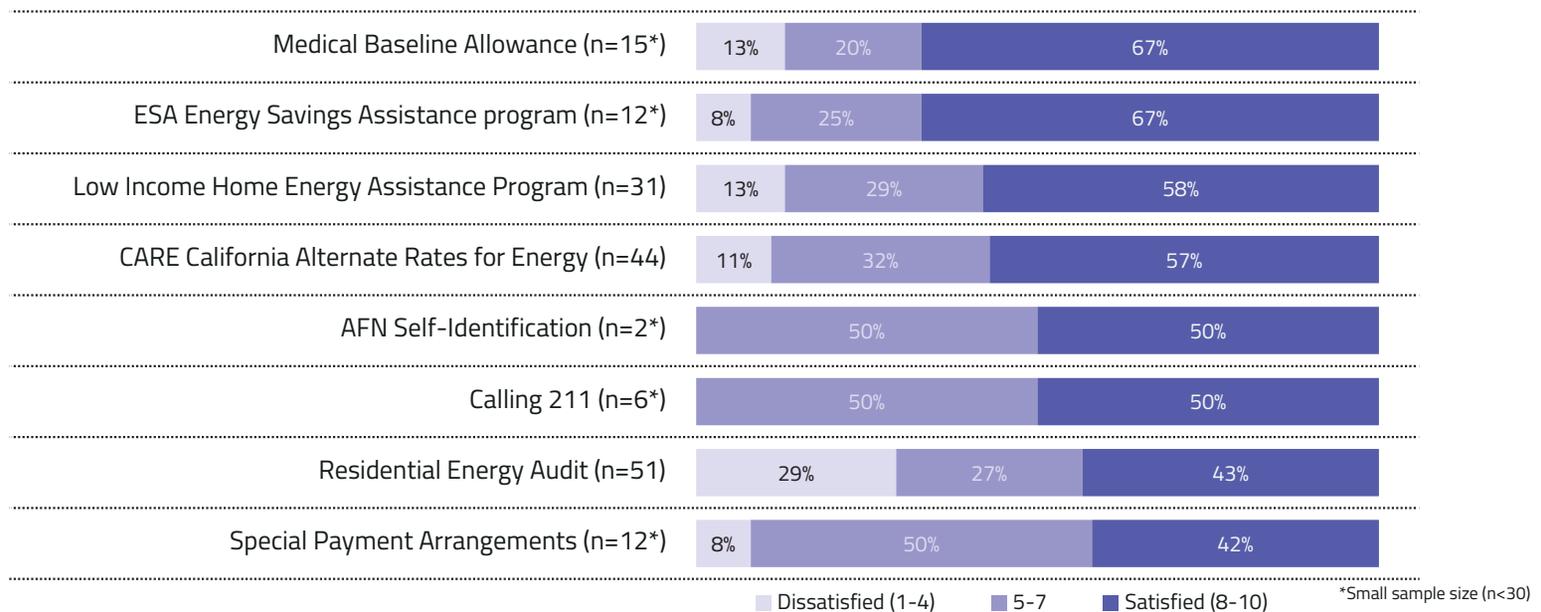
*Small sample size (n<30)



Satisfaction with Resources Used

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

Resource Satisfaction



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



Access and Functional Needs Resources

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

Access and Functional Needs

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

Awareness of Additional Notifications

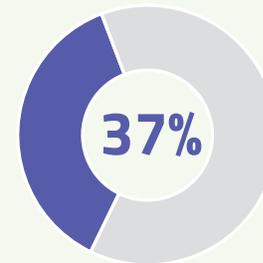
(among AFN customers)



December 2024 (n=362)

Received Information about Liberty Programs

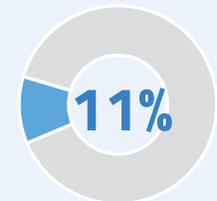
(among AFN/Critical customers)



December 2024 (n=375)

Engage with Community Based Organizations

(among AFN/Critical customers)



December 2024 (n=375)

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

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

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

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



AFN Summary



Key Metrics: AFN vs. Non-AFN

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

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



Demographic Profiles: AFN vs. Non-AFN

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

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



CBO Interviews



CBO Interviews

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

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





CBO Interviews

PSPS Awareness and Messaging

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

PSPS Awareness and Messaging (cont.)

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



CBO Interviews

CRC Awareness and Messaging

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

AFN Awareness and Messaging

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



CBO Interviews

Additional Resources

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



Demographic Profiles



Respondent Profiles

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

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

Q17 What is your gender? (n=460; Total)

Q18 What is your age category? (n=460; Total)

Q19 Do you own or rent your home? (n=460; Total)

Q20 Which of the following best describes your annual household income? (n=460; Total)

Bold denotes statistically significant difference between Recallers and Non-Recallers



Respondent Profiles – AFN Criteria

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

Bold denotes statistically significant difference between Recallers and Non-Recallers

Attachment 11
Wildfire and PSPS Survey Template

Liberty

2024 Wildfire Outreach Web Questionnaire – Wave 2

Date:	November 5, 2024
Universe:	General public, Liberty service areas in California
Sample size:	580 California residential and/or business customers (up to 500 web surveys, 50 random phone surveys, and 30 critical customer phone surveys)
Screener:	Head of household or business, most likely to contact utility company
Objective:	Measure the public’s awareness and affinity for wildfire mitigation awareness

LANDING PAGE

MDC Research is conducting a survey on behalf of Liberty 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 Liberty 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 Q7**
- 7 Don't know → **SKIP TO Q7**

Q5 Who was the communication about wildfire preparedness from?

B1 What was your main takeaway from the communications?

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

RANDOMIZE

Select all that apply.

- 11 Liberty's Wildfire Mitigation Plan
- 12 Public Safety Power Shutoff – De-Energization of Power, Maps
- 13 Weather Stations
- 14 Vegetation Management
- 15 Infrastructure Hardening (lines, poles, new technology)
- 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
- 26 Enhanced Wildfire Safety Settings
- 99 Other: _____

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

Select all that apply.

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

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

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

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

	RECALL Q4 MENTIONS; SYNC ORDER WITH Q4B	Not at all useful 1	2	3	4	Extremely useful 5
A	Billboard	1	2	3	4	5
B	Bill insert	1	2	3	4	5
C	Community meeting or event	1	2	3	4	5
D	Direct mail	1	2	3	4	5
E	Family, friends, co-workers	1	2	3	4	5
F	Local organization or community center (senior citizen center, food bank, church, etc.)	1	2	3	4	5
G	Magazine	1	2	3	4	5
H	Newspaper	1	2	3	4	5

I	Radio	1	2	3	4	5
J	Social media (e.g., blogs, Facebook, X/Twitter)	1	2	3	4	5
K	TV news	1	2	3	4	5
L	Trade publication	1	2	3	4	5
M	Website (Liberty)	1	2	3	4	5
N	Website (other than Liberty)	1	2	3	4	5
O	Email	1	2	3	4	5
Q	Local agency (e.g., Health and Human Services)	1	2	3	4	5
P	Other (RECALL Q4=99)	1	2	3	4	5

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

	RECALL Q4 MENTIONS; SYNC ORDER WITH Q4B	Record Number of Times Recalled SHOW DROPDOWN: 1 time, 2-5 times, 6-10 times, 10+ times
A	Billboard	
B	Bill insert	
C	Community meeting or event	
D	Direct mail	
E	Family, friends, co-workers	
F	Local organization or community center (senior citizen center, food bank, church, etc.)	
G	Magazine	
H	Newspaper	
I	Radio	
J	Social media (e.g., blogs, Facebook, X/Twitter)	
K	TV news	
L	Trade publication	
M	Website (Liberty)	
N	Website (other than Liberty)	
O	Email	
Q	Local agency (e.g., Health and Human Services)	
P	Other (RECALL Q4=99)	

- Q7 What efforts by Liberty are you aware of to reduce the risk or impact of wildfire? **RANDOMIZE**
Select all that apply.
- 11 Pruning vegetation around power lines in higher-risk areas
 - 12 Enhancing utility corridor access and clearance
 - 13 Performing more frequent inspections by air and ground to ensure facilities are able to operate as expected
 - 14 Investing in covered conductors, wood pole alternatives, and additional control devices
 - 15 Installing local weather monitoring points and sharing data collected by local weather and fire teams
 - 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 media (e.g., blogs, Facebook, X/Twitter)
 - 21 TV News
 - 22 Trade publication
 - 23 Website (Liberty)
 - 24 Website (other than Liberty) - SPECIFY
 - 25 Email
 - 99 Other: _____

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

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

P10A Are you aware that the utility could proactively shut off power to prevent the ignition of a catastrophic wildfire?

- 1 Yes
- 2 No

AFTER QUESTION NOTE: For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.

P10B Are you aware that a proactive PSPS is a measure of last resort?

- 1 Yes
- 2 No

AFTER QUESTION NOTE: 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. Liberty utilizes weather stations throughout the local service area and collaborates with the National Weather Service in Reno, Nevada, and local fire officials to monitor the local weather conditions and evaluate when a PSPS is required to limit wildfire risk.

P10C Are you aware that the likelihood of a PSPS is reduced when the utility takes steps to harden its infrastructure?

- 1 Yes
- 2 No

AFTER QUESTION NOTE: Liberty works year-round to increase service reliability and reduce the risk of an electrical infrastructure-ignited wildfire. Liberty makes prudent investments to harden infrastructure as a part of our wildfire mitigation plan.

P6 In the past year, have you taken any actions to prevent or prepare your home or business in the event of a Public Safety Power Shutoff?

- 1 Yes
- 2 No → **SKIP TO Q11**
- 3 Prefer not to say → **SKIP TO Q11**

P6A What actions have you taken in your home or business to prevent or prepare in the event of a Public Safety Power Shutoff?

99 RECORD: _____

DO NOT DISPLAY; FOR CODING USE ONLY

- 11 Prepared an emergency kit
- 12 Prepared an emergency readiness plan and resource contact information
- 13 Planned for medical needs that may be impacted by loss of power
- 14 Stored supply of food and drink needs for family and pets
- 15 Planned ahead for fuel and cash needs
- 16 Updated contact information and/or signed up for notifications from Liberty
- 99 Other: _____
- 97 Don't know

Q11. Are you aware you can update your contact information with Liberty to receive proactive notification prior to a Public Safety Power Shutoff?

- 1 Yes
- 2 No → **SKIP TO Q14**
- 7 I don't know → **SKIP TO Q14**

Q11A Have you updated your contact information with Liberty to receive notifications prior to a Public Safety Power Shutoff?

- 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 PS1**

Q14a. Are you aware that Liberty provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment?

- 1 Yes
- 2 No

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

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

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

- 1 Yes
- 2 No → **SKIP TO A13**

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

- 1 Yes
- 2 No

ASK A13 IF Q14=1

A13 Were you able to use necessary medical equipment during the PSPS outage?

- 1 Yes
- 2 No
- 3 Did not need to use any medical equipment during the PSPS outage

ASK PS1C IF QPS1=1

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

- 1 Yes
- 2 No → **SKIP TO A1**

QPS1d. Did you visit a Community Resource Center?

- 1 Yes
- 2 No → **SKIP TO A1**

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

- 1 Yes
- 2 No

A1 During the power outage, did you engage with any community-based organizations (CBOs) or resource networks to assist in meeting your needs with food replacement, transportation, translation services, etc.?

- 1 Yes
- 2 No → **SKIP TO PS1B**

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

99 RECORD: _____

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

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

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

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

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

99 RECORD: _____

QSAT1 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the outreach and engagement you received from Liberty regarding:

	RANDOMIZE	Not at all satisfied 1	2	3	4	5	6	7	8	9	Very satisfied 10
A	Where to find information to help you stay safe and prepare before a wildfire	1	2	3	4	5	6	7	8	9	10
B	What the utility does to reduce wildfire risk	1	2	3	4	5	6	7	8	9	10
C	Availability of resources in your community for wildfire safety information	1	2	3	4	5	6	7	8	9	10

D	What to expect in the event of a Public Safety Power Shutoff	1	2	3	4	5	6	7	8	9	10
E	In preparing you to act in the event of a wildfire	1	2	3	4	5	6	7	8	9	10
F	Amount of information and outreach you received about wildfire safety	1	2	3	4	5	6	7	8	9	10

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

MULTIPLE MENTIONS

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

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

RECORD # NOTIFICATIONS

- 97 Don't know

ASK OSAT3 IF QPS1=1

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

RECORD # OUTAGES

- 97 Don't know

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

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

ASK OSAT5 IF OSAT2>OSAT3

OSAT5 In what ways did “false alarm” Public Safety Power Shutoff (PSPS) notifications, where you received a notification but did not have a PSPS, affect you, personally?

Please be specific.

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

- 1 Yes
- 2 No

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

- 1 Yes
- 2 No

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

- 11 English
- 12 Spanish
- 13 Traditional Chinese
- 14 Simplified Chinese
- 16 Tagalog
- 17 Vietnamese
- 18 Mixteco
- 19 Zapoteco
- 20 Hmong
- 21 German
- 22 Korean
- 23 Japanese
- 24 Russian
- 99 Other (specify)

A6 What method of communication from Liberty do you find most effective? **SINGLE MENTION, RANDOMIZE**

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

A12 Regardless of how communications from Liberty are received, which, if any, of the following would be helpful for you? **MULTIPLE MENTION; RANDOMIZE**

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

A7 Liberty supports a number of resources that are available to the public. Before today, which of the following resources have you heard of? **RANDOMIZE**

		Yes	No	Not Sure
A	CARE California Alternate Rates for Energy	1	2	8
B	Medical Baseline Allowance	1	2	8
C	ESA Energy Savings Assistance program	1	2	8
D	Residential Energy Audit	1	2	8
E	Access and Functional Needs (AFN) Self-Identification	1	2	8
F	Special Payment Arrangements	1	2	8
I	Calling 211	1	2	8
J	Low Income Home Energy Assistance Program (LIHEAP)	1	2	8

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

RANDOMIZE; SINGLE MENTION

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

A9 Which, if any, of these resources have you used in the past? **SYNC ORDER WITH A7; SHOW**

RESOURCES AWARE IN A7

		Yes	No	Not Sure
A	CARE California Alternate Rates for Energy	1	2	8
B	Medical Baseline Allowance	1	2	8
C	ESA Energy Savings Assistance program	1	2	8
D	Residential Energy Audit	1	2	8
E	Access and Functional Needs (AFN) Self-Identification	1	2	8
F	Special Payment Arrangements	1	2	8
I	Calling 211	1	2	8
J	Low Income Home Energy Assistance Program (LIHEAP)	1	2	8

A10 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the resources you’ve used in the past? **SYNC ORDER WITH A9; SHOW RESOURCES USED**

IN A9

	RANDOMIZE	Not at all satisfied									Very satisfied
		1	2	3	4	5	6	7	8	9	10
A	CARE California Alternate Rates for Energy	1	2	3	4	5	6	7	8	9	10
B	Medical Baseline Allowance	1	2	3	4	5	6	7	8	9	10
C	ESA Energy Savings Assistance program	1	2	3	4	5	6	7	8	9	10
D	Residential Energy Audit	1	2	3	4	5	6	7	8	9	10
E	Access and Functional Needs (AFN) Self-Identification	1	2	3	4	5	6	7	8	9	10
F	Special Payment Arrangements	1	2	3	4	5	6	7	8	9	10
I	Calling 211	1	2	3	4	5	6	7	8	9	10

J	Low Income Home Energy Assistance Program (LIHEAP)	1	2	3	4	5	6	7	8	9	10

We are about done. We have some additional questions to help us categorize and reconcile your responses so we can better communicate to your needs.

A11 Do any of the following apply to you or anyone in your household? **MULTIPLE MENTIONS**

- 11 Physical, developmental, or intellectual disability
- 12 Chronic conditions or injuries
- 13 Limited English proficiency
- 14 Adults age 62+ in the household
- 15 Limited access to transportation in the case of an emergency
- 16 Low income household
- 17 Children in household
- 18 Individual living in an institutionalized setting
- 19 Pregnant
- 99 Other (specify)
- 88 None of these apply

IF A11=11-19, FLAG AS AFN [DP NOTE: THIS IS NOT THE AFN CRITERIA FOR CROSS-TABS]

ASK L2 IF AFN

L2 Are you aware that Liberty looks to identify households with access and functional needs to provide targeted communication and earlier notification of PSPS?

- 1 Yes
- 2 No

ASK L3 IF AFN OR A9A=1 OR Q14=1 OR LIST=CRITICAL

L3 Do you recall receiving direct communication regarding available Liberty customer programs and/or preparedness?

- 1 Yes
- 2 No

ASK L3 IF AFN OR A9A=1 OR Q14=1 OR LIST=CRITICAL

L4 Do you or members of your household engage with Community Based Organizations or local Health and Human Services agencies within your community outside of the “during PSPS” context covered earlier in the survey?

- 1 Yes
- 2 No

Q17 What is your gender?

- 1 Male
- 2 Female
- 3 Non-binary or third gender
- 7 Prefer not to say

Q18 What is your age category?

- 1 18 to 24
- 2 25 to 34
- 3 35 to 44
- 4 45 to 54
- 5 55 to 64
- 6 65 or over
- 7 Prefer not to say

Q19 Do you own or rent your home?

- 1 Rent
- 2 Own/ buying
- 3 Other
- 7 Prefer not to say

Q20 Which of the following best describes your annual household income?

- 11 Less than \$20,000
- 12 \$20,000 to \$39,999
- 13 \$40,000 to \$59,999
- 14 \$60,000 to \$89,999
- 15 \$90,000 to \$129,999
- 16 \$130,000 to \$199,999
- 17 \$200,000 or more
- 97 Prefer not to say

Q21 What percentage of the year do you reside in Liberty service territory?

- 1 Less than 50% of the year
- 2 Greater than 50% of the year but not year round
- 3 Full time, year round resident

EXIT (IF Q14=2)

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

For questions about the survey or data collection, please email liberty@mdcinvite.com.

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

EXIT2 ([IF Q14=1 OR IF AFN] AND LIBERTY)

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

IF Q14=1:

During the survey, you mentioned that you have a medical device. To learn more about Liberty's medical baseline program and to apply for reduced rates and other programs, please call Liberty at 1-800-782-2506.

IF AFN:

During the survey, you mentioned that you identified with an access and functional need. To self-identify, visit: <https://california.libertyutilities.com/south-lake-tahoe/forms/afn-customer-application.html>

IF Q11=2 OR 7:

During the survey, you mentioned that you were not aware that you could update your contact information with Liberty to receive proactive notification prior to a Public Safety Power Shutoff. To update your contact information, please call Liberty at 1-800-782-2506.

For questions about the survey or data collection, please email liberty@mdcinvite.com.

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

DP NOTE: DIRECT RESPONDENTS TO

Liberty Utilities: <https://california.libertyutilities.com/south-lake-tahoe/residential/safety/electrical/wildfire-mitigation.html>

Attachment 12
PSPS Notification Scripts

Attachment 12 – PSPS Notification Scripts

Customer OnSolve Alert Templates

Stage 2.a – Imminent PSPS

Customer OnSolve message:

- This is an important alert from your electric provider, Liberty. Please listen to this message in its entirety. Due to extreme fire conditions, a Public Safety Power Shutoff will be implemented for your area within the next <<insert>> hours. The power shutoff could last at least 24 hours. Customers who require power to operate life-essential medical equipment are strongly encouraged to call 9-1-1 if they are unable to secure necessary alternative power. Community Resource Centers will be open to impacted customers effective <<insert date/time>>. For additional updates, please follow us on Facebook (@LibertyUtilitiesLT) and Twitter (LibertyUtil_CA).

Stage 2.b – Imminent PSPS

Customer OnSolve message:

- This is an important alert from your electric provider, Liberty. Please listen to this message in its entirety. Due to extreme fire conditions, a Public Safety Power Shutoff will be implemented for your area beginning <<insert day/time>>. The power shutoff could last at least <<insert duration>>. Customers who require power to operate life-essential medical equipment are strongly encouraged to call 9-1-1 if they are unable to secure necessary alternative power. Community Resource Centers will be open to impacted customers effective <<insert date/time>> and located at <<insert locations>>. For additional updates, please follow us on Facebook (@LibertyUtilitiesLT) and Twitter (LibertyUtil_CA).

Implemented PSPS

PRE-DE-ENERGIZATION NOTIFICATION

Customer OnSolve message:

This is an important alert from your electric provider, Liberty. Please listen to this message in its entirety. Due to extreme fire conditions, a Public Safety Power Shutoff will be implemented for your area on <<insert day>> at <<insert time>>. The power shutoff could last at least <<insert duration>>. Power will be restored only after conditions have improved and safety inspections have been completed. The locations of local Community Resource Centers can be found on our website: <<insert site URL>>. For additional updates, please follow us on Facebook (@LibertyUtilitiesLT) and Twitter (LibertyUtil_CA).

DE-ENERGIZATION NOTIFICATION

Customer OnSolve message:

- This is an important alert from your electric provider, Liberty. Please listen to this message in its entirety. Due to extreme fire conditions, a Public Safety Power Shutoff will be implemented for your area as of <<insert day/time>>. Customers are encouraged to plan for the possibility that the shutoff could last at least 24 hours. Power will be restored only after conditions have improved and safety inspections have been completed. Community Resource Centers are open to customers and located at <<insert locations>>. For additional updates, please follow us on Facebook (@LibertyUtilitiesLT) and Twitter (LibertyUtil_CA).

Power Restored

Customer OnSolve message:

- This is an important alert from your electric provider, Liberty. Please listen to this message in its entirety. We have fully restored power following extreme weather conditions that triggered a Public Safety Power Shutoff (PSPS). liberty crews conducted safety inspections on the affected power lines and confirmed the grid could be safely re-energized. Power was restored to all customers at <<insert time>>. We appreciate your understanding as we took immediate action to keep the community safe. Please follow us on Facebook (@libertyUtilitiesLT) and Twitter (LibertyUtil_CA) for additional updates.

Canceled PSPS:

Customer OnSolve message:

- This is an important alert from your electric provider, liberty. Please listen to the message in its entirety. Due to improved fire conditions, liberty has canceled the Public Safety Power Shutoff planned for <insert areas>>. Thank you for your patience. Please follow us on Facebook (@libertyUtilitiesLT) and Twitter (LibertyUtil_CA) for additional updates.

OnSolve Messages – Impacted Customers

Email

This is an important alert from your electric provider, Liberty. The Public Safety Power Shutoff (PSPS) considered for your area will not occur considering improved fire weather conditions.

Liberty will continue to monitor the situation. Protecting the safety of our customers and the community is our top priority, and we appreciate your patience and cooperation.

If you are experiencing non-PSPS outage issues, please contact Liberty so crews can be dispatched to investigate and safely restore service.

Please follow us on Facebook (@libertyUtilitiesLT) and Twitter (LibertyUtil_CA) for additional updates, or visit our website at libertyutilities.com

Phone / Text

This is an important alert from your electric provider, Liberty. The Public Safety Power Shutoff {PSPS} considered for your area will not occur considering improved fire weather conditions.

Liberty will continue to monitor or the situation. Protecting the safety of our customers and the community is our top priority, and we appreciate your patience and cooperation.

If you are experiencing non-PSPS outage issues, please contact Liberty so crews can be dispatched to investigate and safely restore service.

OnSolve Messages – Public Safety Partners and Critical Facilities

Email

This is an important alert from your electric provider, Liberty. The Public Safety Power Shutoff {PSPS} considered for your area will not occur considering improved fire weather conditions.

Liberty will continue to monitor the situation. Protecting the safety of our customers and the community is our top priority, and we appreciate your patience and cooperation.

If you are experiencing non-PSPS outage issues, please contact Liberty so crews can be dispatched to investigate and safely restore service.

Please follow us on Facebook (@libertyUtilitiesLT) and Twitter (LibertyUtil_CA) for additional updates, or visit our website at libertyutilities.com

Phone / Text

This is an important alert from your electric provider, Liberty. The Public Safety Power Shutoff {PSPS} considered for your area will not occur considering improved fire weather conditions.

Liberty will continue to monitor or the situation. Protecting the safety of our customers and the community is our top priority, and we appreciate your patience and cooperation.

If you are experiencing non-PSPS outage issues, please contact Liberty so crews can be dispatched to investigate and safely restore service.

OnSolve Messages – Community Based Organizations (CBOs)

Email

This is an important alert from your electric provider, Liberty. The Public Safety Power Shutoff {PSPS} considered for your area will not occur considering improved fire weather conditions.

Liberty will continue to monitor the situation. Protecting the safety of our customers and the community is our top priority, and we appreciate your patience and cooperation.

If you are experiencing non-PSPS outage issues, please contact Liberty so crews can be dispatched to investigate and safely restore service.

Please follow us on Facebook (@libertyUtilitiesLT) and Twitter (LibertyUtil_CA) for additional updates, or visit our website at libertyutilities.com

PSA

Liberty has canceled the warning of a Public Safety Power Shutoff, or PSPS, due to improved fire conditions. At this time, we do not anticipate the need to proactively shut off power to customers.

Liberty will continue to monitor the situation. On behalf of Liberty and our public safety partners, we would like to thank you for your patience and cooperation as we all work together to keep our community safe.

Social Media

In light of improved fire weather conditions, there will be no Public Safety Power Shutoff (PSPS) for Liberty customers.

Liberty will continue to monitor the situation. Protecting the safety of our customers and the community is our top priority, and we appreciate your patience and cooperation.

Any customers experiencing non-PSPS outage issues are asked to contact liberty so crews can be dispatched to investigate and safely restore service.

Medical Baseline Customer Call Script



MEMORANDUM

TO: Liberty Tahoe (Calpeco) Staff

FROM: Kurt Althof, Program Manager, Communications and Community Relations

RE: Medical Baseline Customer Alert Call Script | Public Safety Power Shutoff

- Good afternoon, my name is <<insert>> and I'm calling from Liberty with an important update regarding the possibility of an extended power shutdown this weekend.
- Our records indicate that you or a member of your household is a medical baseline customer or may have special medical needs that require electric service. Can you confirm that information?
- Liberty is alerting our medical baseline customers of the possibility that we may implement a Public Safety Power Shutoff as early as XXX, for some portions of our service area, including your neighborhood.
- Are you familiar with what a Public Safety Power Shutoff is?
- A Public Safety Power Shutdown is a proactive measure that electric providers like Liberty Utilities have been instructed to implement during periods when wildfire risk is increased because of local conditions and weather forecasts. The Public Safety Power Shutoff is being considered to keep the community and customers safe from the danger associated with a catastrophic wildfire.
- If the Public Safety Power Shutoff does occur, power may be temporarily interrupted for at least 24 hours (or longer), so we are asking our medical baseline customers to plan accordingly in case you need to secure alternative power or relocate for medical needs.
- At this point, it has not yet been determined whether a Public Safety Power Shutoff will occur. However, since it is a possibility, we wanted to give you advanced notice due to your medical needs.
- Our goal is to determine in the next XX hours whether a Public Safety Power Shutoff will be necessary.
- We will keep you updated with a followup call, either via a personal phone call or an automated call. If a Public Safety Power Shutoff is eminent, we will also post that information to our website at www.LibertyUtilities.com.
- I'd like to personally thank you for being a Liberty customer. We appreciate your understanding as we work to keep the community safe.
- <<Close Call>>

All Languages Email Template

Due to extreme fire conditions, a Public Safety Power Shutoff (PSPS) may be implemented for THESE AREAS <<insert link to map>> on or about <<insert date/ time>> but could last more than 24 hours. Customers who require power to operate life-essential medical equipment are strongly encouraged to call 9-1-1 if they are unable to secure necessary alternative power.

A Public Safety Power Shutoff (PSPS) is a safety procedure utilized by electric utilities to proactively turn off power when and where conditions present an increased wildfire risk. The practice of de-energization is supported by the California Public Utilities Commission (CPUC) as a safety best practice.

How to Prepare for a PSPS

Below are resources in multiple languages to help you understand, prepare for, and endure a PSPS event.

Debido a las condiciones extremas de incendio, se puede implementar un corte de energía de seguridad pública (PSPS) para <ESTAS ÁREAS> en o alrededor <del domingo 19 de septiembre, de 1 a.m. a 4 p.m.>, pero podría durar más de 24 horas. Se recomienda encarecidamente a los clientes que requieren energía para operar equipos médicos esenciales para la vida que llamen al 9-1-1 si no pueden obtener la energía alternativa necesaria.

Un corte de energía de seguridad pública (PSPS) es un procedimiento de seguridad utilizado por las empresas eléctricas para apagar proactivamente la energía cuando y donde las condiciones presentan un mayor riesgo de incendios forestales. La práctica de la desenergización es apoyada por la Comisión de Servicios Públicos de California (CPUC) como una mejor práctica de seguridad.

Cómo prepararse para un PSPS

A continuación se presentan recursos en varios idiomas para ayudarlo a comprender, prepararse y soportar un evento PSPS.

Digital Messaging – All Stages

Web Alerts for All Phases

PSPS UPDATE: Stay informed about the <<potential/imminent/current>> Public Safety Power Shutoff (PSPS) in <<insert areas>>. <<add content once the format of the microsite is determined>>.

Stage 1 – Potential PSPS

GENERAL ALERTS AND EDUCATION

Twitter Thread: *numbers identify position in the thread

- Liberty may implement a Public Safety Power Shutoff (PSPS) for the «insert areas», due to extreme fire conditions.

- A #PSPS is not imminent currently; however, customers are encouraged to plan for the possibility of an extended shutoff that could begin <<insert day/time>> and last at least 24 hours.
- Customers who require power to operate life-essential medical equipment are strongly encouraged to call 9-1-1 if they are unable to secure necessary alternative power.

Facebook Post:

Liberty may implement a Public Safety Power Shutoff (PSPS) for the <<insert areas>> due to extreme fire conditions. A #PSPS is not imminent currently; however, customers are encouraged to plan for the possibility of an extended shutoff that could begin <<insert day/time>> and last at least 24 hours. Customers who require power to operate life-essential medical equipment are strongly encouraged to call 9-1-1 if they are unable to secure necessary alternative power.

Stage 2. – Imminent PSPS

Twitter Posts:

- Liberty will implement a #PSPS for the <<insert areas>> within the next <<insert>> hours, due to extreme fire conditions. The power shutoff could last at least 24 hours.
- Customers who require power to operate life-essential medical equipment are strongly encouraged to call 9-1-1 if they are unable to secure necessary alternative power.
- Community Resource Centers will be open to impacted customers effective <<insert date/time>> and will provide bottled water, restrooms and charging stations for electronic and medical devices. *below information included on graphic*

Community Resource Center Information:

Open <<insert hours>>
<<insert address>>

Facebook Posts:

- Liberty will implement a #PSPS for the <<insert areas>> within the next <<insert>> hours, due to extreme fire conditions. The power shutoff could last at least 24 hours. Customers who require power to operate life-essential medical equipment are strongly encouraged to call 9-1-1 if they are unable to secure necessary alternative power.
- Community Resource Centers will be open to impacted customers effective <<insert date/time>> and will provide bottled water, restrooms and charging stations for electronic and medical devices. *below information included on graphic*

Community Resource Center Information:

Open <<insert hours>>
<<insert address>>

Stage 2.b – Imminent PSPS Update Notification

Twitter Thread:

- Liberty will implement a #PSPS for the <<insert areas>> on <<insert day>> at <<insert time>>, due to extreme fire conditions. The power shutoff could last at least <<insert duration>>.
- Customers who require power to operate life-essential medical equipment are strongly encouraged to call 9-1-1 if they are unable to secure necessary alternative power.
- Community Resource Centers will be open to impacted customers effective <<insert date/time>> and will provide bottled water, restrooms, and charging stations for electronic and medical devices. *Include graphic with information*
Community Resource Center Information:
Open <<include hours>>
<<include address>>
- All customers are advised to take the following proactive measures. * Bullets to be included in graphic*
 - Create an emergency kit including, but not limited to, flashlights, first aid supplies and local maps. Consult Ready.gov for additional emergency kit necessities.
 - Plan for medical needs that may be impacted by a power shutoff, including medications that need refrigeration or devices that require power. Be sure to register an energy-related medical needs at 1-800-782-2506.
 - Store nonperishable foods and water to support your family for a minimum of 48 hours.
 - Call 1-800-782-2506 to confirm your contact information is up-to-date and ensure you receive future alerts.

Facebook Post:

- Liberty will implement a #PSPS for the <<insert areas>> on <<insert day>> at <<insert time>>, due to extreme fire conditions. The power shutoff could last at least <<insert duration>>.
- Customers who require power to operate life-essential medical equipment are strongly encouraged to call 9-1-1 if they are unable to secure necessary alternative power.
- Community Resource Centers will be open to impacted customers effective <<insert date/time>> and will provide bottled water, restrooms, and charging stations for electronic and medical devices. *Include graphic with information below*
Community Resource Center Information:
Open <<include hours>>
<<include address>>
- All customers are advised to take the following proactive measures. * Bullets to be included in graphic*
 - Create an emergency kit including, but not limited to, flashlights, first aid supplies and local maps. Consult Ready.gov for additional emergency kit necessities.
 - Plan for medical needs that may be impacted by a power shutoff, including medications that need refrigeration or devices that require power. Be sure to register an energy-related medical needs at 1-800-782-2506.
 - Store nonperishable foods and water to support your family for a minimum of 48 hours.

- Call 1-800-782-2506 to confirm your contact information is up-to-date and ensure you receive future alerts.

Stage 3 – Implemented PSPS

Twitter Posts:

- Liberty has implemented a #PSPS in <<insert areas>> as of <<insert date/time>> due to extreme fire conditions. The power shutoff could last at least 24 hours. An approximate restoration time has not yet been established.
- Community Resource Centers are open to customers impacted by the #PSPS and provide bottled water, restrooms and charging stations for electronic and medical devices.

Below information included on graphic

Community Resource Center Information

Open <<insert hours>>

<<insert address>>

- Liberty encourages customers to follow the below guidelines to ensure your and the community's safety during the current #PSPS event. *Below tips included on graphic*
 - Keep freezers and refrigerators closed.
 - Only use generators outdoors and away from windows.
 - Do not use a gas stove to heat your home.
 - Disconnect appliances and electronics to avoid damage from electrical surges.
 - Have alternate plans for refrigerating medicines or using power-dependent medical devices.

Facebook Posts:

Liberty has implemented a #PSPS in <<insert areas>> as of <<insert date/time>> due to extreme fire conditions. An approximate restoration time has not yet been established. Please plan for the possibility that the shutoff could last at least 24 hours. All customers are encouraged to follow the below guidelines to ensure your and the community's safety during the current #PSPS event. *below tips included on graphic*

- Keep freezers and refrigerators closed.
- Only use generators outdoors and away from windows.
- Do not use a gas stove to heat your home.
- Disconnect appliances and electronics to avoid damage from electrical surges.
- Have alternate plans for refrigerating medicines or using power-dependent medical devices.

- Community Resource Centers are open to customers impacted by the #PSPS and provide bottled water, restrooms and charging stations for electronic and medical devices.

*Below information included on graphic•

Community Resource Center Information:

Open <<insert hours>>

<<include address>>

POST DE-ENERGIZATION NOTIFICATION

Twitter Posts:

- Liberty implemented a #PSPS in <<insert areas>> as of <<insert date/time, due to extreme fire conditions. An approximate restoration time has not yet been established. The power shutoff could last at least 24 hours.

- Community Resource Centers are open to customers impacted by the #PSPS and provide bottled water, restrooms and charging stations for electronic and medical devices.

Below information included on graphic

Community Resource Center Information:

Open <<insert hours>>

<<include address>>

- Liberty encourages customers to follow the below guidelines to ensure your and the community's safety during the current #PSPS event. *Below tips included on graphic*

- o Keep freezers and refrigerators closed.
- o Only use generators outdoors and away from windows.
- o Do not use a gas stove to heat your home.
- o Disconnect appliances and electronics to avoid damage from electrical surges.
- o Have alternate plans for refrigerating medicines or using power-dependent medical devices.

Facebook Posts:

- Liberty implemented a #PSPS in <<insert areas>> as of <<insert sate/time>>. due to extreme fire conditions. An approximate restoration time has not yet been established. Please plan for the possibility that the shutoff could last at least 24 hours. Community Resource Centers are open to impacted customers and provide bottled water, restrooms and charging stations for electronic and medical devices. *Below information included on graphic*

Community Resource Center Information:

Open <<insert hours>>

<<include address>>

- Liberty encourages customers to follow the below guidelines to ensure your and the community's safety during the current #PSPS event. *Below tips included on graphic*

- o Keep freezers and refrigerators closed.
- o Only use generators outdoors and away from windows.
- o Do not use a gas stove to heat your home.
- o Disconnect appliances and electronics to avoid damage from electrical surges.
- o Have alternate plans for refrigerating medicines or using power-dependent medical devices.

Stage 4 – Restoration Initiated

Twitter Thread:

- Liberty crews are in the process of conducting safety inspections on power lines and electric infrastructure throughout the community following the current #PSPS event. We expect to begin restoring power at approximately <<insert timeframe>>.

Facebook Post:

- Liberty crews are in the process of conducting safety inspections on power lines and electric infrastructure throughout the community, an essential action that must be completed prior to lifting the current #PSPS and restoring power to impacted customers. We expect to begin restoring power at approximately <<insert timeframe>>. Thank you for your patience, we will provide additional updates as they become available.

IF REPAIRS ARE NEEDED:

Twitter Thread:

- Liberty crews are addressing <<insert damage description>> caused by <<insert cause>> during the current #PSPS event. We are working to make the needed repairs and expect to begin restoring power at approximately <<insert timeframe>>.

Facebook Post:

- While conducting safety inspections, liberty crews identified <<insert damages>> caused by <<insert cause>> during the current #PSPS event. We are working to make the needed repairs to ensure we can safely re-energize the grid. We expect to begin restoring power at approximately <<insert timeframe>> Thank you for your patience, we will provide additional updates as they become available.

Stage 5 – Event Concluded

Twitter Thread:

- Liberty has fully restored power to customers in <<insert areas>> following a #PSPS. Liberty crews conducted safety inspections on the affected lines to confirm the grid could be safely reenergized. Power was restored at <<insert time>>.

Facebook Post:

- Liberty has fully restored power to approximately <<insert number>> customers in <<insert areas>> following extreme weather conditions that triggered a #PSPS. Liberty crews conducted safety inspections on the affected power lines and confirmed the grid could be safely reenergized. Power was restored to all customers at <<insert time>>. We appreciate your understanding as we took immediate action to keep the community safe.

PSPS Canceled

Twitter Thread:

- Due to improved fire conditions, Liberty has canceled the #PSPS planned for <<insert areas>>. Thank you for your patience, we will provide additional updates as they become available.

Facebook Post:

- Due to improved fire conditions, Liberty has canceled the #PSPS planned for <<insert areas>>. Thank you for your patience, we will provide additional updates as they become available.

Digital Messaging – All Stages



Radio PSA: 48-hour PSPS

Duration – 30 seconds

Liberty Utilities is notifying customers of a potential Public Safety Power Shutoff, or PSPS, that may be required in the next 48 hours to reduce wildfire risk during extreme weather conditions. Please prepare now for the possibility of an extended power outage.

For additional information and real-time updates, please visit <<insert microsite URL>> or follow Liberty Utilities on Facebook and Twitter.

On behalf of Liberty Utilities and our public safety partners, we would like to thank you for your patience and cooperation as we all work together to keep the community safe.

Radio PSA: 24-hour PSPS

Duration – 30 seconds

Liberty Utilities is notifying customers of a potential Public Safety Power Shutoff, or PSPS, that may be required in the next 24 hours to reduce wildfire risk during extreme weather conditions. Please prepare now for the possibility of an extended power outage.

For additional information and real-time updates, please visit <<insert microsite URL>> or follow Liberty Utilities on Facebook and Twitter.

On behalf of Liberty Utilities and our public safety partners, we would like to thank you for your patience and cooperation as we all work together to keep the community safe.

Radio PSA: Canceled PSPS

Duration – 30 seconds

Liberty Utilities has canceled the warning of a Public Safety Power Shutoff, or PSPS, due to improved fire conditions. At this time, we do not anticipate the need to proactively shutoff power service to customers.

For additional information and real-time updates, please visit <<insert microsite URL>> or follow Liberty Utilities on Facebook and Twitter.

On behalf of Liberty Utilities and our public safety partners, we would like to thank you for your patience and cooperation as we all work together to keep the community safe.

Radio PSA: Implemented PSPS
Duration – 30 seconds

Liberty Utilities has implemented a Public Safety Power Shutoff, or PSPS, to reduce wildfire risk during these extreme weather conditions. Community Resource Centers have been activated to support impacted customers.

For additional information and real-time updates, please visit <<insert microsite URL>> or follow Liberty Utilities on Facebook and Twitter.

On behalf of Liberty Utilities and our public safety partners, we would like to thank you for your patience and cooperation as we all work together to keep the community safe.

Radio PSA: Restored PSPS
Duration – 30 seconds

Liberty Utilities has fully restored power to all customers following a Public Safety Power Shutoff, or PSPS, that was implemented to reduce wildfire risk during extreme weather conditions.

For additional information and real-time updates, please visit <<insert microsite URL>> or follow Liberty Utilities on Facebook and Twitter.

On behalf of Liberty Utilities and our public safety partners, we would like to thank you for your patience and cooperation as we all work together to keep the community safe.

WAE and CMS Alerts – All Stages



RE: WAE Alerts

Before De-energization:

PUBLIC SAFETY POWER SHUTOFF in your area starting <WEEK DAY ABBREVIATION> XX AM/PM. Prepare now. - Liberty

At De-energization:

POWER SHUTOFF in effect in your area. Check local media for info. -Liberty

Power Restoration:

POWER RESTORED to your area as of XX AM/PM. Visit LibertyUtilities.com for info. - Liberty

RE: CMS Alerts

Before De-energization:

Permanent CMS Models 500 AND 510 (3 lines of text, 18 characters per line)

WILDFIRE DANGER
POWER SHUTOFF
STARTS <WEEK DAY ABBREVIATION> XX AM/PM

Permanent CMS Models 520 (3 lines of text, 8 characters per line)

POWER
SHUTOFF
<WEEK DAY ABBREVIATION> XX AM/PM

OR

PSPS
BEGINS
<WEEK DAY ABBREVIATION> XX AM/PM

At De-energization:

Permanent CMS Models 500 AND 510 (3 lines of text, 18 characters per line)

WILDFIRE DANGER
POWER SHUTOFF
IN EFFECT

Permanent CMS Models 520 (3 lines of text, 8 characters per line)

UNDER
POWER
SHUTOFF

OR

PSPS
IN
EFFECT

Power Restoration:

Permanent CMS Models 500 AND 510 (3 lines of text, 18 characters per line)

POWER RESTORED
<WEEK DAY ABBREVIATION> XX AM/PM
STAY SAFE

Permanent CMS Models 520 (3 lines of text, 8 characters per line)

ATTN:
POWER
RESTORED

Public Safety Partner Email Templates

Good <<morning/afternoon/evening>>,

Liberty Utilities (Liberty) is notifying our public safety partners that we may implement a Public Safety Power Shutoff (PSPS) in <<insert areas>> within the next <<insert number>> hours to reduce wildfire risk and ensure the safety of the community during the anticipated extreme weather conditions. If a PSPS is implemented, it could last at least 24 hours before power is safely restored.

Customers who require power to operate life-essential medical equipment will be contacted and strongly encouraged to make special accommodations should a PSPS be implemented or dial 9-1-1 if they are unable to secure necessary alternative power. We ask that you please refer to the list you have on file of our customers who are part of the access and functional needs (AFN) community. These customers may require additional assistance from our public safety partners if a PSPS is implemented.

Here's what you need to know:

- <<List conditions that may warrant a PSPS>> are forecasted for the aforementioned areas starting <<insert date>> at <<insert time>>.
- <<Identify circuits>> are the circuits at risk for de-energization should conditions persist.
- Approximately <<insert number>> customers, including <<insert number>> Medical Baseline and <<insert number>> AFN customers, could be impacted.
- Approximately <<insert number>> critical facilities could be impacted. Please refer to the attached list for details.
 - If a PSPS is implemented, liberty will activate <<insert number>>. Community Resource Centers (CRC) at <<insert locations>>. The CRCs will remain open dairy between the hours of <<insert hours>> during the PSPS event to provide customers with essential resources and an opportunity to speak directly with customer care representatives. CRC locations can be found HERE. *add link*
- Details of the PSPS can be found HERE and will be updated as necessary.
- For additional information and real-time updates, please visit <<insert microsite URL>> or follow us on Facebook (@LibertyUtilitiesLT) and Twitter (@LibertyUtil_CA).

The state of California grants authority to liberty to implement a PSPS in high-risk areas when extreme weather conditions present a dear danger to public safety. We will continue to monitor weather conditions as they evolve and keep you apprised of any significant updates.

Thank you for your support and cooperation as we work to keep our communities safe.

Sincerely,

<<signature>>

PSP OnSolve:

- This is an important alert from Liberty Utilities. Due to extreme fire conditions, we may implement a Public Safety Power Shutoff (PSPS) in <<insert areas>> on <<insert day/time>>. Approximately <<insert number>> customers, including <<insert number>> Medical Baseline and <<insert number>> Access and Functional Needs (AFN) customers, could be impacted. Please check your email for additional details. Thank you for your support and cooperation as we work to keep our communities safe.



RE: UPDATE | Potential Public Safety Power Shutoff by Liberty Utilities

Good <<morning/afternoon/evening>>.

Liberty Utilities (Liberty) is providing an update to our public safety partners regarding the potential Public Safety Power Shutoff (PSPS) in <<insert areas>> within the next <<insert number>> hours.

Here's what you need to know:

- <<List conditions that may warrant a PSPS>> are forecasted for the aforementioned areas starting <<insert date>> at <<insert time>>.
- <<Identify circuit(s)>> are the circuits at risk for de-energization should conditions persist.
- Approximately <<insert number>> customers, including <<insert number>> Medical Baseline and <<insert number>> access and functional needs (AFN) customers, could be impacted.
- Approximately <<insert number>> critical facilities could be impacted. Please refer to the attached list for details.
- Customers who require power to operate life-essential medical equipment have been strongly encouraged to make special accommodations should a PSPS be implemented or dial 9-1-1 if they are unable to secure necessary alternative power.
- If a PSPS is implemented, Liberty will activate <<insert number>> Community Resource Centers (CRC) at <<insert locations>>. The CRCs will remain open daily between the hours of <<insert hours>> during the PSPS event to provide customers with essential resources and an opportunity to speak directly with customer care representatives.
- **For additional information and real-time updates**, please visit <<insert microsite URL>> or follow us on Facebook (@LibertyUtilitiesLT) and Twitter (@LibertyUtil_CA).

We ask that you please refer to the list you have on file of our customers who are part of the AFN community. These customers may require additional assistance from our public safety partners in the event that a PSPS is implemented.

The state of California grants authority to Liberty to implement a PSPS in high-risk areas when extreme weather conditions present a clear danger to public safety. We will continue to monitor weather conditions as they evolve and keep you apprised of any significant updates.

Thank you for your support and cooperation as we work to keep our communities safe.

Sincerely,

<<include signature>>



RE: Imminent Public Safety Power Shutoff by Liberty

Good <<morning/afternoon/evening>>.

Liberty is notifying our public safety partners that we will implement a Public Safety Power Shutoff (PSPS) in <<insert areas>> to reduce wildfire risk and ensure the safety of the community during the forecasted extreme weather conditions. The PSPS is expected to begin on <<insert date>> at <<insert time>> and could last at least 24 hours before power is safely restored.

We are in the process of reaching out to all potentially impacted customers to allow them as much time as possible to prepare. Customers who require power to operate life-essential medical equipment have been contacted and strongly encouraged to make special accommodations or dial 9-1-1 if they are unable to secure necessary alternative power. We ask that you please refer to the list you have on file of our customers in the access and functional needs (AFN) community who may require additional assistance during this event.

Here's what you need to know.

- <<Identify circuit(s)>> will be de-energized starting <<insert date>> at <<insert time>>.
- <<List conditions that warrant a PSPS>> are forecasted for the aforementioned areas.
- Approximately <<insert number>> customers, including <<insert number>> Medical Baseline and <<insert number>> AFN customers, will be impacted.
- Approximately <<insert number>> critical facilities will be impacted. Please refer to the attached list for details.
- <<Insert number>> Community Resource Centers (CRC) are being activated at <<insert locations>>. The CRCs will remain open daily between the hours of <<insert hours>> during the PSPS event to provide customers with essential resources and an opportunity to speak directly with customer care representatives.
- **For additional information and real-time updates**, please visit <<insert microsite URL>> or follow us on Facebook (@LibertyUtilitiesLT) and Twitter (@LibertyUtil_CA).

The state of California grants authority to Liberty to implement a PSPS in high-risk areas when extreme weather conditions present a clear danger to public safety.

Thank you for your support and cooperation as we work to keep our communities safe. We will continue to monitor weather conditions as they evolve and keep you apprised of any significant updates.

Sincerely,

<<include signature>>

PSP OnSolve:

- This is an important alert from Liberty. Due to extreme fire conditions, we will implement a Public Safety Power Shutoff (PSPS) in <<insert areas>> to reduce wildfire risk. The PSPS is expected to begin on <<insert date>> at <<insert time>> and could last at least 24 hours before power is safely restored. Approximately <<insert number>> customers, including <<insert number>> Medical Baseline and <<insert number>> Access and Functional Needs (AFN) customers, and <<insert number>> critical facilities will be impacted. We will be activating local Community Resource Centers effective <<insert date/time>. Please check your email for further details.



RE: UPDATE | Imminent Public Safety Power Shutoff by Liberty Utilities

Good <<morning/afternoon/evening>>,

Liberty Utilities (Liberty) is providing an update to our public safety partners regarding the imminent Public Safety Power Shutoff (PSPS) that will be implemented in <<insert areas>> within the next <<insert number>> hours to reduce wildfire risk and ensure the safety of the community.

Here's what you need to know:

- <<Identify circuit(s)>> will be de-energized starting <<insert date>> at <<insert time>>.
- At this time, the PSPS is expected to last <<insert timeframe>>.
- Approximately <<insert number>> customers, including <<insert number>> Medical Baseline and <<insert number>> access and functional needs (AFN) customers, will be impacted.
- Approximately <<insert number>> critical facilities will be impacted. Please refer to the attached list for details.
- All customers have been notified of the imminent PSPS.
- Customers who require power to operate life-essential medical equipment have been strongly encouraged to make special accommodations or dial 9-1-1 if they are unable to secure necessary alternative power.
- <<Insert number>> Community Resource Centers (CRC) are being activated at <<insert locations>>. The CRCs will remain open daily between the hours of <<insert hours>> during the PSPS event to provide customers with essential resources and an opportunity to speak directly with customer care representatives.
- **For additional information and real-time updates**, please visit <<insert microsite URL>> or follow us on Facebook (@LibertyUtilitiesLT) and Twitter (@LibertyUtil_CA).

The state of California grants authority to Liberty to implement a PSPS in high-risk areas when extreme weather conditions present a clear danger to public safety.

Thank you for your support and cooperation as we work to keep our communities safe. We will continue to monitor weather conditions as they evolve and keep you apprised of any significant updates.

Sincerely,

<<include signature>>



RE: Implemented Public Safety Power Shutoff by Liberty Utilities

Good <<morning/afternoon/evening>>,

Liberty Utilities (Liberty) has implemented a Public Safety Power Shutoff (PSPS) in <<insert areas>> to reduce the risk of a catastrophic wildfire and protect public safety during the current extreme weather conditions in the area. The proactive power shutoff began at <<insert time>> on <<insert date>> and could last at least 24 hours.

We are in the process of notifying all impacted customers of the implementation of the PSPS. Customers who require power to operate life-essential medical equipment have been strongly encouraged to make special accommodations or dial 9-1-1 if they are unable to secure necessary alternative power. We ask that you please refer to the list you have on file of our customers in the access and functional needs (AFN) community who may require additional assistance during this event.

Here's what you need to know.

- <<Identify circuit(s)>> were de-energized as of <<insert time>>.
- Approximately <<insert number>> customers, including <<insert number>> Medical Baseline and <<insert number>> AFN customers, are impacted.
- Approximately <<insert number>> critical facilities are impacted. Please refer to the attached list for details.
- An approximate restoration time has not yet been established, due to evolving weather conditions. Once weather conditions improve, Liberty crews will inspect all power lines before determining if it is safe to re-energize the grid.
- <<insert number>> Community Resource Centers (CRC) have been activated at <<insert locations>>. The CRCs will remain open daily between the hours of <<insert hours>> during the duration of the de-energization event to provide customers with essential resources and an opportunity to speak directly with customer care representatives. [CRC locations can be found HERE.](#)
- [Details of the PSPS can be found HERE and will be updated as necessary.](#)
- **For additional information and real-time updates**, please visit <<insert microsite URL>> or follow us on Facebook (@LibertyUtilitiesLT) and Twitter (@LibertyUtil_CA).

The state of California grants authority to Liberty to implement a PSPS in high-risk areas when extreme weather conditions present a clear danger to public safety.

Thank you for your support and cooperation as we work to keep our communities safe. We will continue to keep you apprised of any significant updates.

Sincerely,

<<include signature>>



RE: Liberty Utilities Restores Power Following Public Safety Power Shutoff

Good <<morning/afternoon/evening>>,

Liberty Utilities (Liberty) is restoring power to approximately <<insert number>> customers in <<insert areas>> following extreme weather conditions that triggered a Public Safety Power Shutoff. Liberty crews conducted safety inspections on the affected power lines and confirmed the grid can be safely re-energized. We expect to have power restored to all customers by <<insert time>>.

We appreciate your coordination throughout this public safety event. If you have any questions or would like additional information, please don't hesitate to reach out.

Sincerely,

<<include signature>>

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PSP OnSolve:

PSP Everbridge:

- This is an important alert from Liberty Utilities. We have fully restored power to approx. <<insert number>> customers in <<insert areas>> following extreme weather conditions that triggered a Public Safety Power Shutoff. Liberty crews conducted safety inspections on the affected power lines and confirmed the grid could be safely re-energized. Power was restored to all customers at <<insert time>>. We appreciate your coordination throughout this public safety event|



RE: Liberty Utilities Conducts Grid Safety Inspection

Good <<morning/afternoon/evening>>,

Liberty Utilities (Liberty) crews are in the process of conducting safety inspections on power lines and electric infrastructure throughout the community, an essential action that must be completed prior to lifting the current Public Safety Power Shutoff (PSPS) and restoring power to impacted customers. Liberty expects to begin restoring power at approximately <<insert timeframe>>.

Here's what you need to know.

- Liberty crews are conducting safety inspections on <<identify circuit(s)>>.
- Once inspections are complete and the grid is found to be undamaged, power will be restored to customers.
- We expect to begin restoring power at approximately <<insert timeframe>>.
- **For additional information and real-time updates**, please visit <<insert microsite URL>> or follow us on Facebook (@LibertyUtilitiesLT) and Twitter (@LibertyUtil_CA).

Thank you for your support and cooperation as we work to keep our communities safe. We will continue to keep you apprised of any significant updates.

Sincerely,

<<include signature>>

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PSP OnSolve:

- This is an important alert from Liberty Utilities. Liberty crews are in the process of conducting safety inspections on power lines and electric infrastructure throughout the community, an essential action that must be completed prior to lifting the current Public Safety Power Shutoff (PSPS) and restoring power to impacted customers. We expect to begin restoring power at approximately <<insert timeframe>>. Thank you for your cooperation. We will keep you apprised of additional updates as they become available.



RE: Liberty Utilities Conducts Grid Safety Inspection

Good <<morning/afternoon/evening>>,

While conducting safety inspections, Liberty Utilities (Liberty) crews identified <<insert damages>> caused by <<insert cause>> during the current Public Safety Power Shutoff (PSPS) event. We are working to make the needed repairs to ensure we can safely re-energize the grid.

Here's what you need to know.

- <<insert cause>> during the recent PSPS event caused <<insert damages>> to the <<insert circuit>>.
- Liberty crews are working to <<insert repairs>>.
- We expect to begin restoring power at approximately <<insert timeframe>>.
- **For additional information and real-time updates**, please visit <<insert microsite URL>> or follow us on Facebook (@LibertyUtilitiesLT) and Twitter (@LibertyUtil_CA).

Thank you for your support and cooperation as we work to keep our communities safe. We will continue to keep you apprised of any significant updates.

Sincerely,

<<include signature>>

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PSP OnSolve:

- This is an important alert from Liberty Utilities. While conducting safety inspections, Liberty crews identified <<insert damages>> caused by <<insert cause>> during the current Public Safety Power Shutoff event. We are working to make the needed repairs to ensure we can safely re-energize the grid. We expect to begin restoring power at approximately <<insert timeframe>>. Thank you for your cooperation. We will keep you apprised of additional updates as they become available.



RE: UPDATE | Canceled Public Safety Power Shutoff by Liberty Utilities

Good <<morning/afternoon/evening>>,

Liberty is providing an update that the Public Safety Power Shutoff (PSPS) has been canceled in <<insert areas>>. Due to improved forecasted weather conditions, the need to de-energize the electric grid has been averted.

Pertinent details:

- <<List conditions that warranted a PSPS>> are no longer forecasted for the aforementioned areas.
- Approximately <<insert number>> customers, including <<insert number>> Medical Baseline and <<insert number>> access and functional needs (AFN) customers, were alerted to the potential PSPS and have received notice of the cancellation.

Thank you for your support and cooperation as we work to keep our communities safe.

Sincerely,

<<include signature>>

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PSP OnSolve:

- This is an important alert from Liberty Utilities. Due to improved fire conditions, Liberty has canceled the Public Safety Power Shutoff planned for <<insert areas>>. Thank you for your support and cooperation as we work to keep our communities safe.