



Liberty UtilitiesSM

News Edition August 2013

CONGRATULATIONS

Liberty Utilities is pleased to announce the winners of its first annual high school and community college scholarships for students living within the utility's service territory. A Liberty Utility representative personally attended each school's awards ceremony to congratulate and present the student with a Certificate of Achievement and a check.

- South Lake Tahoe HS
Sean Doyle
- Loyalton HS
Thomas Ketchum
- Coleville HS
Brenda Pineda
- North Tahoe HS
Camille Joubert
- Portola HS
Klint Williams
- Lake Tahoe CC
Gina Niceforo



Tahoe City Rotary Club members (left to right) Gary Meadville, Don Bell and Lud Spolyar accepted the North Lake Tahoe Chamber's Distinguished Community Service Award sponsored by Liberty Utilities.

IMPROVING RELIABILITY

Our annual survey conducted last Fall reported that 84% of our customers are satisfied with Liberty Utilities overall. THANK YOU!

Our customers did, however, say they want us to do more to improve the reliability of their service. Here's what we're doing to meet that request.

Tree branches falling onto power lines, especially if they are heavy with snow, is the major cause of outages. We're investing over \$2 million a year to **inspect and fix this problem along our 1,880 miles of power lines**. Visit www.libertyutilities.com/west and click on the "Submit a Tree Trimming Request" button on the rotating banner to report a potential problem.

Another issue is the aging electrical system we acquired two years ago. **We're investing \$14 million for capital improvements** this year alone, and are in the permitting process for a major upgrade of the 625/650 power line. This line primarily serves our northern Tahoe territory including Northstar, Kings Beach, Tahoe Vista, Tahoe City and Squaw Valley. The goal is to **improve reliability**, even if a portion of the closed loop system is damaged by allowing greater load transfer and switching ability.

RENEWABLE ENERGY AND THE FUTURE

There's a lot of talk about solar, wind and geothermal power in our future.

Liberty Utilities wants you to know that **renewable energy currently makes up 20% of our total energy source** — a California requirement for 2017! And the State requires renewable energy to comprise 33% of a utility's total power mix by 2020, a goal we are confident we can meet. California's emphasis on renewable energy not only impacts the environment, but our customers' bills too. To learn more about California's AB 32 and its impact upon utilities and their customers, visit www.libertyutilities.com/west and click on "What our customers need to know about Greenhouse Gases" button on the rotating banner.



ENERGY ASSISTANCE PROGRAM

Think you may qualify for energy assistance programs? Check out the income eligibility guidelines below and if you qualify, simply complete an application to get started. There are two programs that can help you with energy savings.

INCOME GUIDELINES

Effective June 1, 2013 to May 31, 2014
Maximum Gross Household Income

Number of Persons in Household	Total Combined Annual Income
1	\$22,980
2	\$31,020
3	\$39,060
4	\$47,100
5	\$55,140
6	\$63,180
7	\$71,220
8	\$79,260
Each Additional Person	\$8,040

To find out what your total combined income is, add together the income for each person living with you.

ESAP: Energy Savings Assistance Program

This income eligible program offers **energy efficient home improvements at no cost to you**. Improvements can include ceiling and floor insulation, weatherstripping and caulking, refrigerator replacement, water heater blanket and pipe wrap, storm windows, and minor home repairs just to name a few. Visit our website or call Project Go at 1-800-655-7705.



CARE: California Alternate Rates for Energy Program

Income eligible California residents may qualify for a **20% discount on their monthly electric bill** through this California Public Utility Commission directed program for primary residential residents. Visit our website or call 1-800-782-2506.

More information and an application can be found at www.libertyutilities.com/west; just go to Customer Support/Income Qualified Programs. Or, call the numbers listed above.

BILL PAYING MADE EASIER

We understand that sometimes you need help in meeting your monthly budget, so Liberty Utilities offers several bill payment options that might help.

Equal Payment Plan (EPP) allows you to even out your energy costs over the course of a year.

Choose your due date by selecting which day of the month (except holidays) you want your electric bill to be due.

Electronic check payment is a convenient service that automatically deducts money from your checking account to pay for your bill.

Paying your bill online using VISA or MASTERCARD is an easy and convenient one-time process. And coming soon, you'll be able to view detailed information about your bill online.

Zero Estimated Billing is for non-primary residential customers whose meter is hard to reach during the winter months. Only during those winter months, they are billed at zero energy usage until we can read the meter in the Spring.

Income qualified programs such as CARE (California Alternate Rates for Energy) and ESAP (Energy Savings Assistance Program) can help you meet your monthly utility payment and/or provide you with free energy efficiency modifications to your home (see Energy Assistance Programs story).

We want to remind our customers that beginning July 1st, Liberty Utilities levies a 1% late fee on payments made 45 days or more from the due date. For more information about programs that can help you with your payments, visit www.libertyutilities.com/west and click on "Customer Support" on the top menu or call 1-800-782-2506.

SAVE ENERGY AND MONEY

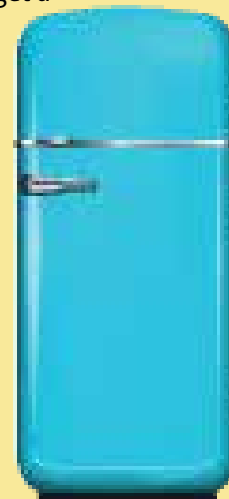
Did you know Liberty Utilities offers ways for residential and commercial customers to reduce energy consumption and save money? And the environment benefits too!

Refrigerator Recycling.

An old refrigerator uses up to four times the energy of a new one; you can save up to \$140/year by updating and get a \$35 rebate for letting us pick-up and recycle your old refrigerator.

1-877-289-8260
(April-October only)

Visit www.libertyutilities.com/west and click on "Save Energy and Money" on the top menu.



Liberty Utilities North Lake Tahoe
701 National Ave.
Tahoe Vista, CA 96148



Liberty UtilitiesSM
www.libertyutilities.com/west

Liberty Utilities South Lake Tahoe
933 Eloise Ave.
South Lake Tahoe, CA 96150