



RESPONSIVE

It's winter and with winter comes power outages

Weather-related power outages are a reality of mountain living, especially when Mother Nature is wreaking havoc.

When the power does go out, the question on everyone's mind is, "When will it be back on?" Unfortunately, there is no magic switch and restoration of power depends on several factors. In most cases, the fix is similar to resetting a breaker at your house or replacing a blown fuse in your car, but locating and resolving the issue can be more complicated and time consuming than meets the eye.

When an outage is detected, a "Troubleman" is dispatched to the area of the outage to investigate. If the problem area is easily accessible and the outage was caused by a wire slap or a blown fuse, the Troubleman can typically get to the area, identify the issue and resolve the issue in a relatively short period of time, perhaps in two hours or less. For more significant events such as trees that fall into or through a power line, a vehicle accident into a power pole, or an issue in a remote wilderness area accessible only by snowcat or on snowshoes, restoration could take six to ten hours or even more.



So a question we hear a lot is, "Do I need a generator?" Ultimately, the answer to that is a personal preference and how much of



an inconvenience being without power for a brief time is for you. If you or someone in your house is reliant on electricity for critical medical equipment, you have electric powered heating and/or cooking appliances, then back up power might be worth considering. Generators are not the only backup power option.

Technology for storing energy in batteries has been steadily improving

and is worth considering. For the majority of people, the old fashioned solution of flashlights, candles, a couple of extra blankets, and the opportunity to spend an hour or two without the distraction of electronics is just fine.

Most important however is to be prepared. If you have or choose to get a generator, be sure it installed properly and not operating indoors or in a garage. Be sure you have flashlights, extra batteries, items required for your medical needs, non-perishable foods, and/or foods that don't require cooking if you have an electric oven and range. Of course also have some extra blankets or sleeping bags if your heat source is electric. For those that have electric dependent medical equipment, be sure to register with Liberty by calling [1-800-872-2506](tel:1-800-872-2506) and have back up batteries and a secondary power source if needed.

Rest assured, when the power goes out, Liberty crews will be working diligently to restore power as soon as possible. Between the hours of 6:00 a.m. and 9:00 p.m., we will also send direct messages via text, voice, and/or email with outage information and update our social media pages. To ensure you get the best outage information, be sure your contact information is up to date by calling [1-800-872-2506](tel:1-800-872-2506). Follow us on [Twitter @LibertyUtil_CA](https://twitter.com/LibertyUtil_CA) and on [Facebook @LibertyUtilitiesLT](https://www.facebook.com/LibertyUtilitiesLT).



**Liberty
Utilities**

www.libertyutilities.com
Twitter@LibertyUtil_CA
FB@LibertyUtilitiesLT

Liberty Adds 10 Megawatts of Solar Power with Turquoise

The recently constructed Turquoise Solar Facility has been brought online in November, adding 10 megawatts of solar to our renewable energy portfolio. With the new facility producing at full capacity, we have increased our total solar generation to 60 megawatts, or approximately 30 percent of customers' total annual energy consumption.

Located off Interstate 80, just east of Sparks, Nevada, the Turquoise Solar Facility is comprised of 160,500 solar panels. It will provide power alongside the Luning Solar Facility, which first introduced 50 megawatts of solar energy to the grid in February 2017.

The transition to 100 percent renewable power generation offers many benefits to customers and the community alike. It is less expensive than power generated using fossil fuels, which should ultimately lower the cost of electricity for our customers. Additionally, it produces no carbon emissions. According to the U.S. Energy Information Administration, 33 percent of the United States' carbon

emissions are produced during the power generation process.

By investing in solar and reducing our carbon emissions related to electricity generation, we will make a positive and significant impact on the environment.



Liberty Utilities is unequivocally committed to adopting a sustainable energy source for current and future generations and the addition of the Turquoise Solar Facility brings us one step closer to our goal of providing 100 percent renewable energy.

CA Proposition 65 Warning

Liberty Utilities uses natural gas and petroleum products, solvents and other chemicals in our operations. We also use wooden utility poles treated with wood preservatives. Petroleum products and their combustion by-products, wood preservatives and other chemicals used in our operations contain chemicals known to the State of California to cause cancer, birth defects or other reproductive harm. Please avoid contact with wooden utility poles.

More safety information can be found at <http://oag.ca.gov/prop65/chemicals>

Liberty Utilities
North Lake Tahoe
701 National Avenue
Tahoe Vista, CA 96148

Liberty Utilities
South Lake Tahoe
933 Eloise Avenue
South Lake Tahoe, CA 96150



Remember to keep your meters clear of ice and snow! When Meters are accessible, you help us to minimize estimated billing.