

A Message from Liberty Utilities

Catastrophic wildfires have become all too common in California. As we have seen in recent years, a single spark can quickly turn into a fire capable of destroying entire communities. To mitigate the risk of wildfires in the communities we serve, Liberty Utilities is taking action to keep you and your family safe. This includes implementing Public Safety Power Shutoffs (PSPS) to temporarily turn off power when weather conditions present an increased fire risk.

We understand power outages are never convenient, and our customers can rest assured knowing Liberty Utilities will only proactively turn off power in the interest of safety to protect our vulnerable, at-risk communities.

How Liberty Utilities Decides When a PSPS is Required

Liberty Utilities 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.



CONTRIBUTING FACTORS



Red Flag Warnings

Issued by the National Weather Service to alert of the onset, or possible onset, of critical weather or dry conditions that would lead to swift increases in wildfire activity.



Forecast Sustained Winds & Gusts

High winds can result in several factors that may cause a fire to ignite. Sustained winds can also cause the fire to spread and even throw embers into the air and create additional fires.



Low Humidity Levels

Potential fuels are more likely to ignite when there is a lower amount of water vapor in the air.



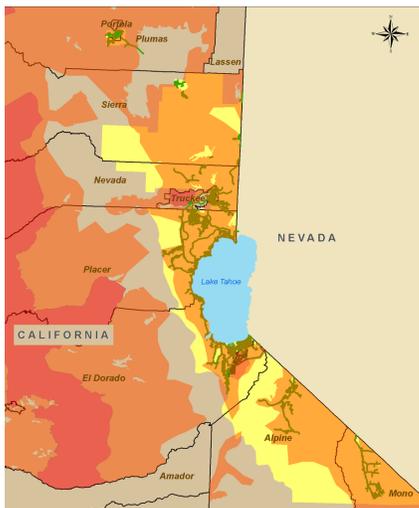
Dry Fuel Conditions

Trees and other vegetation act as fuel for wildfires. Fuels with low moisture levels ignite easily and spread rapidly as no heat energy is wasted trying to drive water out of the fuel.



24/7/365 Monitoring

Liberty Utilities installed 10 weather stations throughout our service area to monitor potential wildfire risk factors. Additionally, we are supported by around-the-clock monitoring service Reax Engineering and the National Weather Service.



Potentially Impacted Areas in Tahoe

- All Liberty Utilities service areas have been designated either “High” or “Very High” Fire Hazard Severity Zones by CAL FIRE, meaning that the possibility of a wildfire is at an elevated risk due to our region's environment and likelihood to burn.
- The specific area and number of affected customers will be determined on a case-by-case basis and will depend on the circuits at risk.
- Although a customer may not live or work in the immediate risk zone, their power may be shut off if their community relies on a line that passes through an area experiencing dangerous conditions.



PSPS Notification Process

In the event that a PSPS is a possibility, Liberty Utilities will alert customers, local government and safety agencies of the potential need to shut off power and will keep the community apprised as weather conditions evolve.

Timing of Notifications (when possible)

- Approximately 48 hours before power is shut off
- Approximately 24 hours before power is shut off
- Just before power is shut off
- During the PSPS
- Once power has safely been restored

The multiple factors Liberty Utilities assesses before deciding to shut off power are unpredictable. Therefore, customers should prepare for a scenario where a PSPS might need to be instituted without 48 hours' notice.



How We Will Notify Customers

Liberty Utilities will attempt to contact customers through calls, texts and emails using the contact information on file. We will also post notices on LibertyUtilities.com and via our Facebook (@LibertyUtilitiesLT) and Twitter (@LibertyUtil_CA) profiles.

How Customers Can Prepare

Liberty Utilities is working tirelessly to educate and prepare our customers and communities from the risk of wildfires and potential implementation of a PSPS, but we can't do it alone. Customers should consider the following to ensure their homes, businesses and families are prepared:

- Call 1-800-782-2506 to confirm your contact information is up-to-date and ensure you receive future alerts.
- Keep your important documents in a fireproof place and create password-protected digital copies to ensure they are not lost in a disaster.
- 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 any energy-related medical needs at 1-800-782-2506.
- Create an emergency kit including, but not limited to, flashlights, first aid supplies and local maps. Consult Ready.gov for additional emergency kit necessities.