



# Liberty Utilities<sup>®</sup>

September 27, 2019

Leslie Palmer, Director  
Safety and Enforcement Division  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102

**Re: PSPS Post-Event Report for September 10 to September 14, 2019**

Dear Director Palmer:

Liberty Utilities (CalPeco Electric) LLC ("Liberty CalPeco") respectfully submits the attached report in compliance with PSPS Post-Event Reporting requirements regarding its notification of a potential pro-active de-energization event that began on September 10, 2019. This report has been verified by an Officer of Liberty CalPeco in accordance with Rule 1.11 of the Commission's Rules of Practice and Procedure.

Sincerely,

Dan Marsh  
Manager, Rates and Regulatory Affairs  
Liberty CalPeco

cc: ESRB\_ComplianceFilings@cpuc.ca.gov



**Liberty Utilities (CalPeco Electric) LLC**

**Public Safety Power Shutoff Protocol (PSPS)**

**Post-Event Reporting in Compliance With Resolution ESRB-8  
and Decision 19-05-042**

**September 10- 14, 2019**

**Submitted to:**

**California Public Utilities Commission**

**Director of the Safety and Enforcement Division**

**September 27, 2019**

## **Executive Summary**

On September 12, 2019, Liberty Utilities (CalPeco Electric) LLC (“Liberty CalPeco”) assembled its Event Team to begin coordinating response operations associated with an elevated weather event with the potential for employment of Liberty CalPeco’s Public Safety Power Shutoff (“PSPS”) protocol. Potentially affected customers numbered 5,794 in Nevada, El Dorado, and Placer Counties. Notifications of the potential event were made to public safety partners, critical infrastructure providers, and medical baseline customers. No other customers were notified, and proactive de-energization was ultimately not required.

Liberty CalPeco submits the following report to the California Public Utilities Commission’s Director of the Safety and Enforcement Division pursuant to Resolution ESRB-8 and Decision (D.) 19-05-042. In separate sections of this report, Liberty CalPeco sets forth the reasons for its decision to begin notification of the potential for de-energization, including the day-by-day background for the event, and responds to the questions as required in post-event reporting.

**Liberty CalPeco's Decision to Notify Public Safety Partners and Medical Baseline Customers**

Liberty CalPeco's decision to notify public safety partners and medical baseline customers of potential use of the Public Safety Power Shutoff (PSPS) protocol was based on the following factors:

- Portions of Liberty CalPeco's service territory were forecast to experience weather conditions reaching or near Liberty CalPeco's PSPS thresholds.
- In past communications, public safety partners had requested notification as far in advance as possible, even if the likelihood of the event was uncertain.

Actions taken to manage the response included:

- Activation of an Event Team for response operations associated with the potential PSPS event;
- Notifications to public safety partners, critical infrastructure providers, and medical baseline customers;
- Patrolling of potentially impacted circuits before and after the event; and
- Live field observations of potentially impacted circuits during the period of concern to determine the need to execute the PSPS event to maintain public safety.

Additional details of the events leading to the decision to provide notifications are in the report timeline below.

## **Event Timeline [September 10-14, 2019]**

### **Tuesday, September 10**

Liberty CalPeco's Tahoe Fire Weather Monitoring tool provided a forecast alert predicting high wind gusts, warming temperatures, and dry conditions beginning Sunday morning, September 15, 2019. The circuits of potential concern included the Tahoe City 7300 and Glenshire circuits, located in Nevada, Placer, and El Dorado Counties. A 3:00 p.m. briefing with Liberty CalPeco's fire weather consultant confirmed that conditions on these circuits should be monitored, although the tool did not currently predict PSPS criteria to be exceeded.

### **Wednesday, September 11**

An updated weather forecast predicted no changes to the previous forecast, and PSPS criteria was still not predicted to be exceeded.

### **Thursday, September 12**

Liberty CalPeco's fire weather consultant provided the most recent forecast to Liberty CalPeco personnel at 9:00 a.m. The forecast, with increasing confidence, predicted sustained elevated wind speeds, high wind gusts, hot temperatures, and very dry conditions for Sunday, September 15, 2019. Additionally, the National Weather Service had issued a Fire Weather Watch for the same time period. Based on the updated forecast, the Tahoe City 7300 and Glenshire circuits were predicted to exceed PSPS criteria on Sunday, September 15, 2019.

Liberty CalPeco's Event Team assembled to prepare to make notifications for a potential PSPS event. Beginning at 5:30 p.m., notifications were made to public safety partners, critical facilities, and medical baseline customers.

### **Friday, September 13**

The updated morning forecast for Sunday, September 15, 2019 predicted lower wind speeds than previously forecast. Additionally, Liberty CalPeco was able to confirm through the sampling of live fuels that live fuel moisture and the energy release component were below PSPS criteria. Monitoring of fire weather conditions continued. At 12:00 p.m., Liberty CalPeco held a briefing with the OES offices of El Dorado, Placer, and Nevada Counties and the Town of Truckee to inform them that PSPS criteria were not forecast to be met, and that monitoring and updates would continue until a final determination was made. Notifications were made to public safety partners, critical facilities, and medical baseline customers. Liberty CalPeco made the decision not to notify other customers due to the downgrade in forecast conditions.

### **Saturday, September 14**

The 9:00 a.m. weather briefing remained consistent, predicting that no Liberty CalPeco circuits would meet PSPS criteria for 72 hours and beyond. Liberty CalPeco determined that no de-energization would take place and the Event Team was demobilized. Notifications were made

Liberty Utilities (CalPeco Electric) LLC PSPS Post Event Report  
September 10-14, 2019

to public safety partners, critical facilities, and medical baseline customers that a PSPS event would not occur.

### **Response to ESRB-8 Requirements**

The following material addresses Resolution ESRB-8 requirements in each of the categories associated with notifications. Each of these categories is addressed in a separate section.

- 1. The local communities' representatives contacted prior to de-energization, the date on which they were contacted, and whether the areas affected by the de-energization are classified as Zone 1, Tier 2, or Tier 3 as per the definition in General Order 95, Rule 21.2-D.**

Liberty CalPeco maintained ongoing communications with public safety partners in Placer, El Dorado, and Nevada counties and the state of California throughout the duration of the weather event ending September 14, 2019. Additionally, general location information was provided, which was based on the anticipated weather event's geographical impacts and affected PSPS zones.

Initial contact was made more than 48 hours prior to the anticipated PSPS event. The list of public safety partners contacted with details of each communication is provided in Appendix A.

### **Media Communications**

In accordance with Liberty CalPeco's PSPS communications guidelines, Liberty CalPeco was prepared to provide customers and the public with information on the potential PSPS via regular updates on libertyutilities.com and on social media platforms, such as Facebook and Twitter. Liberty CalPeco had also prepared news releases for all local and regional media outlets that would have been released between 36 and 48 hours ahead of the planned PSPS event. Planned communications included the current status in specific geographic areas that would have been impacted by a PSPS in addition to safety tips and guidelines. Due to the favorable change in weather conditions ahead of the 48-hour advanced notice mark, these notifications were not utilized.

- 2. If unable to provide customers with notice at least 2 hours prior to the de-energization event, provide an explanation in its report.**

Not applicable. No circuits were proactively de-energized during this event.

- 3. Summarize the number and nature of complaints received as the result of the de-energization event and include claims that are filed due to de-energization.**

Not applicable. No circuits were proactively de-energized during this event.

- 4. Provide a detailed description of the steps taken to restore power.**

Not applicable. No circuits were proactively de-energized during this event.

5. **Identify the address of each community assistance location during a de-energization event, describe the location (in a building, a trailer, etc.), and describe the assistance available at each location, and give the days and hours that it was open.**

Not applicable. No circuits were proactively de-energized during this event.



**Response to Decision (D.) 19-05-042 Requirements**

**1. Decision criteria leading to de-energization.**

Not applicable. No circuits were proactively de-energized during this event.

**2. A copy of all notifications, the timing of notifications, the methods of notifications and who made the notifications (the utility or local public safety partners).**

A copy of all notifications, the timing of notifications and the methods of notifications are in Appendix A (Public Safety Partner Notifications) and Appendix B (Medical Baseline Customer Notifications). Liberty CalPeco was the sole provider of public safety partner and medical baseline customer notifications.

**3. An explanation of the circumstances that resulted in failure to communicate a potential pro-active de-energization event, if any.**

Liberty CalPeco did not have any failures in communication during this potential PSPS event.

**4. A description and evaluation of engagement with local and state public safety partners in providing advanced education and outreach during the de-energization event.**

Advanced notice of the PSPS event was communicated to all public safety partners in the three counties that were to be impacted by the event approximately 60 hours prior to the potential PSPS event. Regular daily updates were provided throughout the event, including changes to the weather forecast. Additional information regarding Liberty CalPeco's engagement with public safety partners is in Appendix A and the event timeline above.

**5. For those customers where positive or affirmative notification was attempted, an accounting of the customers (which tariff and/or access and functional needs population designation), the number of notification attempts made, the timing of attempts, who made the notification attempt (utility or public safety partner) and the number of customers for whom positive notification was achieved.**

Liberty CalPeco made several notification attempts to reach the 21 medical baseline customers identified as likely to be impacted by the PSPS event. Liberty CalPeco staff made all notification attempts, which included direct phone calls and door-to-door personal visits. For medical baseline customers not reached by either phone calls or door-to-door visits, door hangers were left at the residence. More information regarding

Liberty CalPeco's efforts to notify medical baseline of the potential PSPS event is in Appendix B.

- 6. A description of how sectionalization, i.e., separating loads within a circuit, was considered and implemented and the extent to which it impacted the size and scope of the de-energization event.**

Not applicable. No circuits were proactively de-energized during this event.

- 7. An explanation of how the utility determined that the benefit of de-energization outweighed potential public safety risks.**

Not applicable. No circuits were proactively de-energized during this event.

- 8. The timeline for power restoration (re-energization), in addition to the steps taken to restore power as required in Resolution ESRB-8.**

Not applicable. No circuits were proactively de-energized during this event.

- 9. Lessons learned from the de-energization events.**

Not applicable. No circuits were proactively de-energized during this event.

- 10. Any recommended updates to the guidelines adopted in Resolution ESRB-8 and Decision (D.) 19-05-042.**

Liberty CalPeco has not identified any recommended updates to the guidelines based on this event.

## Appendix A

# Public Safety Partner Notifications

## Public Safety Partners Contact List

|                                       |   | First<br>Communication<br>via: Text, Voice,<br>Email |       | Second<br>Communication via:<br>Text, Voice, Email |       | Third<br>Communication<br>via: Text, Voice,<br>Email |       |
|---------------------------------------|---|--|-------|--|-------|--|-------|
| Organization/Jurisdiction             | Title                                   | Date   | Time  | Date   | Time  | Date   | Time  |
| El Dorado County (Tiers 2 and 3)      |   |  |       |  |       |  |       |
| El Dorado County                      | Emergency Preparedness & Response       | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| El Dorado County                      | Emergency Medical Services              | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| El Dorado County                      | Sheriff's Office                        | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| El Dorado County                      | Sheriff's Office                        | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| El Dorado County                      | Sheriff's Office                        | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| El Dorado County                      | Sheriff's Office                        | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| El Dorado County                      | Communications Director                 | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| CHP (South Tahoe)                     | PIO                                     | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| Barton Hospital                       | Emergency Coordinator                   | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| El Dorado County                      | Supervisor, District 5                  | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| South Lake Tahoe El Dorado County     | Court Operations                        | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| South Tahoe El Dorado County          | Sheriff's Office/Correctional           | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| El Dorado County                      | Building Operations Supervisor          | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| Tahoe Truckee Unified School District | Dir of Facilities,                      | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| Tahoe Truckee Unified School District | Maintenance Coordinator                 | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| El Dorado County                      | Sheriff                                 | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| North Taoe Fire Protection District   | Fire Chief                              | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| North Taoe Fire Protection District   | Operations Chief                        | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| North Taoe Fire Protection District   | Fire Marshal                            | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| North Taoe Fire Protection District   | PIO                                     | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| South Tahoe Public Utility District   | On Call Line                            | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| South Tahoe Public Utility District   | Ops Manager                             | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| El Dorado County Sheriff              | Sgt.                                    | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| El Dorado County Sheriff              | Lt.                                     | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| South Tahoe Superior Court            | Asst. CEO                               | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| South Tahoe Superior Court            | Supervisor                              | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| South Tahoe Superior Court            | Administrative Asst.                    | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| South Tahoe Superior Court            | Presiding Judge                         | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| South Tahoe Superior Court            | Facilities Management                   | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| South Tahoe Superior Court            | Facilities Operations Supv.             | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| South Tahoe Superior Court            | Court Operations Manager                | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| South Tahoe Superior Court            | Probation Supervisor                    | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| Verizon                               | Operations                              | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| AT&T                                  | Operations                              | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| AT&T                                  | Operations                              | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| Tahoe Truckee Unified School District | Executive Director of Business Services | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| Tahoe Truckee Unified School District | Superintendent Chief Learning Officer   | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| Tahoe Truckee Unified School District | Director of Transportation              | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| Tahoe Truckee Unified School District | Director of Food Service                | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| Tahoe Truckee Unified School District | Technology Supervisor                   | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| Tahoe Truckee Unified School District | Director of Technology                  | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| OES El Dorado County                  | OES Office                              | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| OES El Dorado County                  | OES Office                              | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| OES El Dorado County                  | OES Office                              | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| Nevada County (Tier 2)                |   |  |       |  |       |  |       |
| Nevada County                         | OES Office                              | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| Nevada County                         | PIO                                     | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| Nevada County                         | Administrative Analyst                  | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| Nevada County                         | Fire Captain                            | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| Town of Truckee                       | Chief of Police                         | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |
| Town of Truckee                       | EMS Coordinator                         | 9/12/2019  | 17:30 | 9/13/2019  | 17:59 | 9/14/2019  | 15:08 |

## Public Safety Partners Contact List

| Organization/Jurisdiction              | Title                                 | First Communication<br>via: Text, Voice,<br>Email |       | Second Communication via:<br>Text, Voice, Email |       | Third Communication<br>via: Text, Voice,<br>Email |       |
|--|---------------------------------------|---|-------|---|-------|---|-------|
|  |                                       | Date  | Time  | Date  | Time  | Date  | Time  |
| Truckee Police                         | PIO                                   | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Town of Truckee                        | Town Manager                          | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Town of Truckee                        | Director of Public Works              | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Fire Protection District       | Fire Chief                            | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Nevada County                          | OES, Director                         | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Donner Public Utility District | PIO & AGM                             | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Nevada County                          | OES Office                            | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| <b>Placer County (Tier 2)</b>          |                                       |   |       |   |       |   |       |
| Tahoe Forest Hospital                  | Director of Facilities Management     | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Tahoe Forest Hospital                  | EOC Coordinator/Facilities Management | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Tahoe Forest Hospital                  | House Supervisor/Nursing Admin        | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Donner Public Utility District | Water Superintendent                  | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Donner Public Utility District | Water Operations Foreman              | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Donner Public Utility District | Water On-Call Operator                | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Donner Public Utility District | Electric Utility Director             | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Donner Public Utility District | Electric Operations Mgr.              | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Donner Public Utility District | Electric Eng. Mgr                     | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Donner Public Utility District | Electric On-Call Lineman              | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Fire Protection District       | Division Chief Operations             | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Fire Protection District       | Fire Marshall                         | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Fire Protection District       | Battalion Chief                       | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Fire Protection District       | Battalion Chief                       | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Fire Protection District       | Battalion Chief                       | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Fire Protection District       | Battalion Chief / PIO                 | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Fire Protection District       | Prevention / PIO                      | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Town of Truckee                        | Emergency Services Coordinator        | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Town of Truckee                        | Support Services Manager              | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Town of Truckee                        | Chief's Assistant                     | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Sanitation District            | General Manager                       | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Sanitation District            | District Engineer                     | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Sanitation District            | Superintendent                        | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Sanitation District            | Senior Engineer                       | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Sanitation District            | Lift Station Supervisor               | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Sanitation District            | On-Call Phone                         | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Truckee Airport                        | Director of Aviation                  | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Verizon                                | Operations                            | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Tahoe Truckee Sanitation Agency        | Ops Manager                           | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Tahoe Truckee Sanitation Agency        | Chief Operator                        | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Tahoe Truckee Sanitation Agency        | Engineering & safety Manager          | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Tahoe Truckee Sanitation Agency        | Maintenance Manager                   | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Tahoe Truckee Sanitation Agency        | IT Manager                            | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Placer County                          | PIO                                   | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Placer County                          | Emergency Svs Coordinator             | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Placer County                          | Communications & Public Affairs       | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Placer County                          | OES Asst. Director                    | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Placer County                          | Field Rep, District 5                 | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Placer County                          | EM Program Mgr                        | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Placer County                          | Dispatch Svs. Mgr                     | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Placer County                          | Supervisor, District 5                | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Placer County                          | Sheriff Lt.                           | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Placer County                          | Sheriff Lt.                           | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Placer County Sheriff                  | Captain                               | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |

Public Safety Partners Contact List

| Organization/Jurisdiction            | Title                                 | First Communication<br>via: Text, Voice,<br>Email |       | Second Communication via:<br>Text, Voice, Email |       | Third Communication<br>via: Text, Voice,<br>Email |       |
|--------------------------------------|---------------------------------------|---|-------|---|-------|---|-------|
|                                      |                                       | Date  | Time  | Date  | Time  | Date  | Time  |
| Placer County CEO office             | Admin Assitant                        | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| CHP Truckee                          | PIO                                   | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Northstar                            | Fire Chief                            | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Northstar                            | Division Chief                        | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Northstar Community Service District | Dist Engineer                         | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Northstar Community Service District | Genreal                               | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Northstar Fire Department            | Northstar Fire Department             | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Northstar Fire Department            | Northstar Fire Department             | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Northstar Fire Department            | Northstar Fire Department             | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Placer County                        | Deputy Director/Facilities Management | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Placer County                        | Building Maintenance Superintendent   | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Tahoe Station Placer County Sheriff  | Administrative Lt.                    | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Placer Co. Sheriff                   | Dispatch                              | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Squaw Valley                         | Fire Chief                            | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Squaw Valley Public Service District | Ops Manager                           | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| North Tahoe Public Utility District  | on Call                               | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Placer County                        | Communications                        | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Placer County                        | Public Health Department              | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Verizon                              | Operations                            | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Squaw Valley Alpine Meadows          | Operations Manager                    | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Squaw Valley Alpine Meadows          | Operations Supervisor                 | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| <b>State of California</b>           |                                       |   |       |   |       |   |       |
| California                           | OES coordinator                       | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| CalFire                              | PIO                                   | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| CalFire                              | Division Chief                        | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Cal OES                              | Cal OES                               | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |
| Cal OES                              | Cal OES                               | 9/12/2019   | 17:30 | 9/13/2019                                       | 17:59 | 9/14/2019   | 15:08 |



**MEMORANDUM**

**TO:** Liberty Utilities Tahoe (Calpeco) Staff

**FROM:** Kurt Althof, Program Manager, Communications and Community Relations

**DATE:** September 12, 2019

**RE:** Safety Partner Everbridge Message | Public Safety Power Shutoff

---

- Liberty Utilities is alerting our public safety partners of the possibility that a Public Safety Power Shutoff (PSPS) may be implemented as early as Sunday, Sept. 15, and could last at least 24 hours. Please be advised this is a preliminary notification only for our public safety partners. This update has not yet been provided to the public, as a PSPS is not imminent at this time. We anticipate the following areas could be impacted: Westshore Lake Tahoe and Glenshire. We will continue monitoring local conditions and weather forecasts with our fire weather experts, and will provide additional updates as they become available.

**# # #**



**MEMORANDUM**

**TO:** Liberty Utilities Tahoe (Calpeco) Staff

**FROM:** Kurt Althof, Program Manager, Communications and Community Relations

**DATE:** September 13, 2019

**RE:** Safety Partner Everbridge Message | Public Safety Power Shutoff

---

Liberty Utilities is updating our public safety partners regarding the alert that a Public Safety Power Shutoff (PSPS) could be implemented as early as Sunday, Sept. 15. As of 6 pm on Friday, Sept. 13, the weather forecast is showing that PSPS thresholds may **NOT** be met; however, Liberty Utilities will continue to monitor weather forecasts and real-time weather data and will share updates on Saturday.

**# # #**





**MEMORANDUM**

**TO:**

**FROM:** Kurt Althof, Program Manager, Communications and Community Relations

**DATE:** September 14, 2019

**RE:** Safety Partner Everbridge Message | Public Safety Power Shutoff

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Liberty Utilities is updating our public safety partners regarding the alert that a Public Safety Power Shutoff (PSPS) could be implemented. At this time PSPS thresholds are not forecast to be met and a PSPS event is NOT scheduled. Should conditions change we will provide updates.

**# # #**

## Appendix B

# Medical Baseline Customer Notifications

Medical Baseline Customer Notifications

| Thursday, September 12th   Phone Call 1st Attempt |                 |   |                                 |                                   |
|---|-----------------|---|---------------------------------|-----------------------------------|
| Account Number                                    | Date of Contact | Time of 1st PSPS Liberty Phone Call Attempt | Outcome of Attempted Phone Call | Additional Comments               |
| 88506784-88106630                                 | 09.12.19        | 5:34:00 PM                                  | Left Voicemail                  |                                   |
| 88508787-88179665                                 | 09.12.19        | 5:38:00 PM                                  | Left Voicemail                  |                                   |
| 88507988-88107823                                 | 09.12.19        | 5:40:00 PM                                  | Left Voicemail                  |                                   |
| 88505394-88182537                                 | 09.12.19        | 5:43:00 PM                                  | Left Voicemail                  | Voicemail had Rosanne             |
| 88547309-88193942                                 | 09.12.19        | 5:44:00 PM                                  | No Contact                      | Bad phone number                  |
| 88508963-88108795                                 | 09.12.19        | 5:48:00 PM                                  | No Contact                      | Bad phone number                  |
| 88513425-88162838                                 | 09.12.19        | 5:53:00 PM                                  | Spoke to Customer               | Son no longer on oxygen           |
| 88514958-88226332                                 | 09.12.19        | 6:02:00 PM                                  | Spoke to Customer               | Confirmed equipment               |
| 88505446-88180309                                 | 09.12.19        | 6:05:00 PM                                  | Left Voicemail                  |                                   |
| 88507446-88188994                                 | 09.12.19        | 6:07:00 PM                                  | Left Voicemail                  |                                   |
| 88521817-88121567                                 | 09.12.19        | 6:09:00 PM                                  | Left Voicemail                  |                                   |
| 88505820-88105667                                 | 09.12.19        | 6:12:00 PM                                  | Left Voicemail                  | Called back 09.13, spoke with CSR |
| 88519594-88119359                                 | 09.12.19        | 6:13:00 PM                                  | Spoke to Customer               | Confirmed equipment               |
| 88522298-88178111                                 | 09.12.19        | 6:17:00 PM                                  | No Contact                      | Bad phone number                  |
| 88521355-88203534                                 | 09.12.19        | 6:19:00 PM                                  | Left Voicemail                  |                                   |
| 88521379-88121134                                 | 09.12.19        | 6:21:00 PM                                  | Spoke to Customer               | Mom passed away                   |
| 88522710-88122454                                 | 09.12.19        | 6:23:00 PM                                  | Left Voicemail                  |                                   |
| 88546009-88168004                                 | 09.12.19        | 6:24:00 PM                                  | Spoke to Customer               | Confirmed equipment               |
| 88547951-88121963                                 | 09.12.19        | 6:27:00 PM                                  | Spoke to Customer               | Confirmed equipment               |
| 88519579-88230998                                 | 09.12.19        | 6:28:00 PM                                  | Spoke to Customer               | Added husband's phone number      |
| 88519352-88119117                                 | 09.12.19        | 6:39:00 PM                                  | Left Voicemail                  |                                   |

Medical Baseline Customer Notifications

| Friday, September 13th   Phone Call 2nd Attempt |                 |   |                                 |  |
|---|-----------------|---|---------------------------------|--|
| Account Number                                  | Date of Contact | Time of 2nd PSPS Liberty Phone Call Attempt | Outcome of Attempted Phone Call | Additional Comments  |
| 88506784-88106630                               | 09.13.19        | 11:53:00 AM                                 | Left Voicemail                  | Cell number added 530 452 7210 , left voicemail on both                                    |
| 88508787-88179665                               | 09.13.19        | 11:59:00 AM                                 | Left Voicemail                  | Cell number added 530 536 3433, bad phone number; Customer called back and spoke with CSR. |
| 88507988-88107823                               | 09.13.19        | 12:05:00 PM                                 | Left Voicemail                  | Cell number added 530 277 2427, mailbox is full  |
| 88505394-88182537                               | 09.13.19        | 12:07:00 PM                                 | Left Voicemail                  | No alternative number  |
| 88547309-88193942                               | 09.13.19        | 12:10:00 PM                                 | No Contact                      | Bad phone number, no alternative number  |
| 88508963-88108795                               | 09.13.19        | 12:12:00 PM                                 | Left Voicemail                  | Cell number added 530 414 0109, left voicemail on cell. Primary number still bad           |
| 88513425-88162838                               | 09.13.19        | Spoke to customer on first attempt          |                                 |  |
| 88514958-88226332                               | 09.13.19        | Spoke to customer on first attempt          |                                 |  |
| 88505446-88180309                               | 09.13.19        | 12:19:00 PM                                 | Left Voicemail                  | Other' number added 775 851 7460, bad phone number   |
| 88507446-88188994                               | 09.13.19        | 12:22:00 PM                                 | Left Voicemail                  | No alternative number  |
| 88521817-88121567                               | 09.13.19        | 12:23:00 PM                                 | Left Voicemail                  | Cell Number added 916 581 8706, bad phone number   |
| 88505820-88105667                               | 09.13.19        | Spoke to customer 09.13 CSR Contact         |                                 |  |
| 88519594-88119359                               | 09.13.19        | Spoke to customer on first attempt          |                                 |  |
| 88522298-88178111                               | 09.13.19        | 12:28:00 PM                                 | No Contact                      | Bad phone number, no alternative number. Spanish speaker necessary                         |
| 88521355-88203534                               | 09.13.19        | 12:31:00 PM                                 | Left Voicemail                  | No alternative number  |
| 88521379-88121134                               | 09.13.19        | Spoke to customer on first attempt          |                                 |  |
| 88522710-88122454                               | 09.13.19        | 12:33:00 PM                                 | Left Voicemail                  | No alternative number  |
| 88546009-88168004                               | 09.13.19        | Spoke to customer on first attempt          |                                 |  |
| 88547951-88121963                               | 09.13.19        | Spoke to customer on first attempt          |                                 |  |
| 88519579-88230998                               | 09.13.19        | Spoke to customer on first attempt          |                                 |  |
| 88519352-88119117                               | 09.13.19        | 12:36:00 PM                                 | Spoke to Customer               |  |

Medical Baseline Customer Notifications

| Friday, September 13th   Door to Door Attempt |  |                 |                              |
|---|--|-----------------|------------------------------|
| Account Number                                | Liberty Door to Door Attempt Results                               | Date of Contact | Time of Door to Door Attempt |
| 88506784-88106630                             | Door Hanger  | 09.13.19        | 3:30 - 5:00 PM               |
| 88508787-88179665                             | Spoke to Customer - Received Voicemail                             | 09.13.19        | 3:30 - 5:00 PM               |
| 88507988-88107823                             | Door Hanger  | 09.13.19        | 3:30 - 5:00 PM               |
| 88505394-88182537                             | Spoke to Customer - Received Voicemail<br>Home Phone: 530 582 1355 | 09.13.19        | 3:30 - 5:00 PM               |
| 88547309-88193942                             | Door Hanger  | 09.13.19        | 3:30 - 5:00 PM               |
| 88508963-88108795                             | Door Hanger  | 09.13.19        | 3:30 - 5:00 PM               |
| 88513425-88162838                             | N/A  | N/A             | N/A                          |
| 88514958-88226332                             | N/A  | N/A             | N/A                          |
| 88505446-88180309                             | Spoke to Customer - Received Voicemail                             | 09.13.19        | 3:30 - 5:00 PM               |
| 88507446-88188994                             | Door Hanger  | 09.13.19        | 3:30 - 5:00 PM               |
| 88521817-88121567                             | Door Hanger  | 09.13.19        | 3:30 - 5:00 PM               |
| 88505820-88105667                             | N/A  | N/A             | N/A                          |
| 88519594-88119359                             | N/A  | N/A             | N/A                          |
| 88522298-88178111                             | Spoke to Customer - Received Voicemail<br>Home Phone: 323 646 1567 | 09.13.19        | 3:30 - 5:00 PM               |
| 88521355-88203534                             | Door Hanger  | 09.13.19        | 3:30 - 5:00 PM               |
| 88521379-88121134                             | N/A  | N/A             | N/A                          |
| 88522710-88122454                             | Door Hanger  | 09.13.19        | 3:30 - 5:00 PM               |
| 88546009-88168004                             | N/A  | N/A             | N/A                          |
| 88547951-88121963                             | N/A  | N/A             | N/A                          |
| 88519579-88230998                             | N/A  | N/A             | N/A                          |
| 88519352-88119117                             | Spoke to Customer - Received Voicemail                             | 09.13.19        | 3:30 - 5:00 PM               |

Medical Baseline Customer Notifications

| Friday, September 13th   3rd Phone Call Follow Up |                 |   |                                 |                     |
|---|-----------------|---|---------------------------------|---------------------|
| Account Number                                    | Date of Contact | Time of 3rd PSPS Liberty Phone Call Attempt | Outcome of Attempted Phone Call | Additional Comments |
| 88506784-88106630                                 | N/A             | N/A   | N/A                             |                     |
| 88508787-88179665                                 | 09.13.19        | 6:01:00 PM                                  | Spoke to Customer               |                     |
| 88507988-88107823                                 | N/A             | N/A   | N/A                             |                     |
| 88505394-88182537                                 | N/A             | N/A   | N/A                             |                     |
| 88547309-88193942                                 | N/A             | N/A   | N/A                             |                     |
| 88508963-88108795                                 | N/A             | N/A   | N/A                             |                     |
| 88513425-88162838                                 | 09.13.19        | 6:06:00 PM                                  | Spoke to Customer               |                     |
| 88514958-88226332                                 | 09.13.19        | 6:08:00 PM                                  | Spoke to Customer               |                     |
| 88505446-88180309                                 | N/A             | N/A   | N/A                             |                     |
| 88507446-88188994                                 | N/A             | N/A   | N/A                             |                     |
| 88521817-88121567                                 | N/A             | N/A   | N/A                             |                     |
| 88505820-88105667                                 | 09.13.19        | 6:06:00 PM                                  | Left Voicemail                  |                     |
| 88519594-88119359                                 | 09.13.19        | 6:08:00 PM                                  | Spoke to Customer               |                     |
| 88522298-88178111                                 | N/A             | N/A   | N/A                             |                     |
| 88521355-88203534                                 | N/A             | N/A   | N/A                             |                     |
| 88521379-88121134                                 | 09.13.19        | 6:10:00 PM                                  | Left Voicemail                  |                     |
| 88522710-88122454                                 | N/A             | N/A   | N/A                             |                     |
| 88546009-88168004                                 | 09.13.19        | 6:12:00 PM                                  | Spoke to Customer               |                     |
| 88547951-88121963                                 | 09.13.19        | 6:16:00 PM                                  | Left Voicemail                  |                     |
| 88519579-88230998                                 | 09.13.19        | 6:13:00 PM                                  | Spoke to Customer               |                     |
| 88519352-88119117                                 | 09.13.19        | 6:18:00 PM                                  | Spoke to Customer               |                     |

Medical Baseline Customer Notifications

| Saturday, September 14th   4th Phone Call Follow Up - Final |                 |   |                                   |  |
|---|-----------------|---|-----------------------------------|--|
| Account Number  | Date of Contact | Time of 3rd PSPS Liberty Phone Call Attempt | Outcome of Attempted Phone Call   | Additional Comments  |
| 88506784-88106630   | 9.14.19         | 1:03:00 PM                                  | Left Voice Mail                   |  |
| 88508787-88179665   | 9.14.19         | 1:05:00 PM                                  | Left Voice Mail                   |  |
| 88507988-88107823   | 9.14.19         | 1:06:00 PM                                  | Left Voice Mail                   |  |
| 88505394-88182537   | 9.14.19         | 1:07:00 PM                                  | Left Voice Mail                   |  |
| 88547309-88193942   | 9.14.19         | N/A   | # unreachable                     |  |
| 88508963-88108795   | 9.14.19         | N/A   | Bad phone number                  |  |
| 88513425-88162838   | 9.14.19         | 1:08:00 PM                                  | Left Voice Mail                   |  |
| 88514958-88226332   | 9.14.19         | 1:09:00 PM                                  | Spoke to Tina                     |  |
| 88505446-88180309   | 9.14.19         | 1:10:00 PM                                  | Spoke to Robin Lee - see comments | Best Utility Company - really appreciated all of the communication. Door to Door was over and above! |
| 88507446-88188994   | 9.14.19         | 1:20:00 PM                                  | Spoke to Robert                   |  |
| 88521817-88121567   | 9.14.19         | 1:25:00 PM                                  | Left Voice Mail                   |  |
| 88505820-88105667   | 9.14.19         | 1:26:00 PM                                  | Spoke to Debra                    |  |
| 88519594-88119359   | 9.14.19         | 1:30:00 PM                                  | Spoke to William                  |  |
| 88522298-88178111   | 9.14.19         | N/A   | Bad phone number                  |  |
| 88521355-88203534   | 9.14.19         | 1:32:00 PM                                  | Left Voice Mail                   |  |
| 88521379-88121134   | 9.14.19         | N/A   | N/A                               |  |
| 88522710-88122454   | 9.14.19         | 1:33:00 PM                                  | Left Voice Mail                   |  |
| 88546009-88168004   | 9.14.19         | 1:34:00 PM                                  | Left Voice Mail                   |  |
| 88547951-88121963   | 9.14.19         | 1:36:00 PM                                  | Spoke to Customer                 |  |
| 88519579-88230998   | 9.14.19         | 1:40:00 PM                                  | Left Voice Mail                   |  |
| 88519352-88119117   | 9.14.19         | 1:42:00 PM                                  | Spoke to Customer                 |  |



## MEMORANDUM

**TO:** Liberty Utilities Tahoe (Calpeco) Staff

**FROM:** Kurt Althof, Program Manager, Communications and Community Relations

**DATE:** September 12, 2019

**RE:** Medical Baseline Customer Alert Call Script | Public Safety Power Shutoff

---

- Good afternoon, my name is <<insert>> and I'm calling from Liberty Utilities 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 Utilities is alerting our medical baseline customers of the possibility that we may implement a Public Safety Power Shutoff as early as Sunday morning, September 15, 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 24 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 imminent, we will also post that information to our website at [www.LibertyUtilities.com](http://www.LibertyUtilities.com).
- I'd like to personally thank you for being a Liberty Utilities customer. We appreciate your understanding as we work to keep the community safe.
- <<Close Call>>

###





**MEMORANDUM**

**TO:** Liberty Utilities Tahoe (Calpeco) Staff

**FROM:** Kurt Althof, Program Manager, Communications and Community Relations

**DATE:** September 12, 2019

**RE:** Medical Baseline Customer Alert Voicemail Script | Public Safety Power Shutoff

---

- Good afternoon, my name is <<insert>> and I'm calling from Liberty Utilities with an important update regarding the possibility of an extended power shutdown this weekend.
- Liberty Utilities is alerting our medical baseline customers of the possibility that we may implement a Public Safety Power Shutoff as early as Sunday morning, September 15, for some portions of our service area, including your neighborhood.
- A Public Safety Power Shutoff may be necessary due to a weather forecast conducive to high fire risk.
- Please call our Customer Care Center at 1-800-782-2506 on Friday after 8 a.m. for additional information.
- Our goal is to determine in the next 24 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 imminent, we will also post that information to our website at [www.LibertyUtilities.com](http://www.LibertyUtilities.com).
- I'd like to personally thank you for being a Liberty Utilities customer. We appreciate your understanding as we work to keep the community safe.

**# # #**



**MEMORANDUM**

**TO:** Liberty Utilities Tahoe (Calpeco) Staff

**FROM:** Kurt Althof, Program Manager, Communications and Community Relations

**DATE:** September 13, 2019

**RE:** Medical Baseline Customer Alert Call Script | Public Safety Power Shutoff

---

- Good afternoon, my name is <<insert>> and I'm calling from Liberty Utilities with an update regarding the possibility of an extended power shutdown this weekend.
- As of 6 pm on Friday, Sept. 13, the weather forecast is showing that Shutoff thresholds may **NOT** be met; however, Liberty Utilities will continue to monitor weather forecasts and real-time weather data and will share updates on Saturday.

**# # #**

### Officer Verification

I am an officer of the applicant corporation herein, and am authorized to make this verification on its behalf. I am informed and believe that the matters stated in the foregoing document are true.

I declare under penalty of perjury that the foregoing is true and correct.

Executed this 27<sup>th</sup> day of September, 2019 at Downey, California.



Gregory Sorensen

President

Liberty Utilities