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September 6, 2022

DATA REQUEST RESPONSE

LIBERTY UTILITIES (CALPECO ELECTRIC) LLC

Liberty's 2022 WMP Update

Data Request No.: OEIS-LU-22-005
Subject Matter: Liberty's 2022 WMP Update
Originator: Nathan Poon
Due Date: September 6, 2022

REQUEST NO. 1:

In Liberty's response to DR03, Liberty stated that the ignition data in Table 2 were correct, while the ignition data in Table 7.2 was not accurate.

- a. What led to the discrepancy to occur?
- b. Why were the numbers within Table 7.2 inaccurate?

RESPONSE TO REQUEST NO. 1:

- a. The ignition data in Table 2 represents CPUC reportable ignitions. Liberty now interprets Table 7.2 to also refer to CPUC reportable ignitions, however in its 2022 WMP Update and prior WMP quarterly report submissions, Liberty had included other events in addition to CPUC reportable ignitions. These other events were captured from Liberty's outage reporting database through a manual process that searched outage causes and comments that were suggestive of an ignition occurrence. Most of these events did not qualify as a CPUC reportable ignition. Liberty's ignition reporting in Table 7.2 has been corrected in its Q2 2022 QDR submission to only include CPUC reportable ignitions.
- b. See Response 1a.

REQUEST NO. 2:

In its 2022 Utility WMP Maturity Survey response to question I.V.b, "Does the utility conduct a customer survey and utilize partners to disseminate requests for stakeholder engagement," Liberty provides a response level (ii) "One or the other." Please clarify which of these two methods of engagement Liberty currently uses.

RESPONSE TO REQUEST NO. 2:

Liberty understands question I.V.b to related to the Emergency Planning section of the 2022 WMP Maturity Survey and not the Community Engagement section as indicated in Data Request OEIS-

LU-22-005. Liberty utilizes partners to disseminate requests for stakeholder engagement related to emergency planning.

REQUEST NO. 3:

On page 170 of its 2022 Update, Liberty states that it “recently added two positions to expand Community Based Organization relationship networks and communication channels and plans to make further progress throughout 2022, including a bilingual outreach coordinator.”

- a. Clarify if Liberty has already added/hired a bilingual outreach coordinator.
 - i. If so, is this one of the “recently added two positions” Liberty mentions?
 - If it is not one of the recently added positions, what are the two new positions?
 - If it is one of the recently added positions, what is the other one?
- b. Clarify “recently” by specifying when each of these positions were added or when they are planned for hire.
- c. Explain the roles and responsibilities of each new position.

RESPONSE TO REQUEST NO. 3:

- a. Yes, Liberty has already added/hired a bilingual Outreach Coordinator.
 - i. Yes, this is one of the “recently added” positions. The other position is a Business and Community Development Manager position.
- b. The positions were hired in Q3 of 2021.
- c. Bilingual Outreach Coordinator: Supports outreach efforts throughout community with customers and Community Based Organizations through helping to coordinate Liberty presence at events and volunteer opportunities. Supports community education and spreads awareness on PSPS preparation and wildfire mitigation efforts, customer assistance programs with consideration given to Access and Functional Needs target audiences. Communicates directly to customers in both English and Spanish to expand access, education and support for customers with limited English proficiency.

Business & Community Development Manager: Supports development and relationship management with local Community Based Organizations throughout service territory. Involved in strategy planning to collect and maintain AFN data, develop and execute AFN support strategy and collaboration with local community partners. Manages key customer relationships and supports outreach strategy development and execution. Helps to plan for and execute Community Resource Center site set up and operations during potential PSPS events, including internal training program development and delivery. Spreads awareness of wildfire mitigation efforts, PSPS preparedness, and customer assistance programs through outreach and presentations throughout service territory.

REQUEST NO. 4:

On page 179 of its 2022 Update, Liberty states that in 2021 it “held four regional PSPS workshops / virtual town halls.”

- a. Did Liberty hold four each of PSPS workshops and virtual town halls, or four events combined?
 - i. If the latter, please provide the breakdown of how many PSPS workshops versus virtual town halls were held in 2021.

RESPONSE TO REQUEST NO. 4:

Page 179 of Liberty’s 2022 WMP Update refers to “PSPS Workshops” and “Virtual Town Halls” interchangeably. A total of four virtual meetings were conducted in 2021. The dates and times of these meetings are listed below:

- 1) E Dorado County—June 1, 2021, 5:30-6:30 PM
- 2) Nevada and Placer Counties—June 3, 2021, 5:30-6:30 PM
- 3) Alpine and Mono Counties—June 7, 2021, 5:30-6:30 PM
- 4) Plumas and Sierra Counties—June 9, 2021, 5:30-6:30 PM

REQUEST NO. 5:

In its 2022 Utility WMP Maturity Survey response to question J.III.c, Liberty indicates that it can now point to clear examples of how its relationships organizations representing Limited English Proficiency and Access and Functional Needs communities has driven its ability to interact with and prepare those communities for wildfire mitigation initiatives. Provide specific examples.

RESPONSE TO REQUEST NO. 5:

Liberty has expanded Community Based Organization relationships since the implementation of the Outreach Coordinator and Business and Community Development Manager positions in Q3 2021. Collaborative outreach events and increased communication with local organizations allow Liberty to reach AFN communities through established and existing community relationships.

Examples of increased communication with CBOs include:

- 1) PSPS preparedness email sent to all Community Based Organizations prior to PSPS season announcing virtual workshops and preparedness materials to share with their clients.
 - Liberty communicated a Spanish language virtual PSPS town hall
- 2) Direct phone / virtual / in person meetings held with local CBOs to discuss customer assistance programs available, educate staff on PSPS and Wildfire Mitigation, importance of AFN data gathering by Liberty, identify opportunities for collaboration in spreading awareness, and to assess potential volunteer opportunities or collaborative outreach events.

Examples of specific events include:

1) South Lake Tahoe:

- Liberty hosted a PSPS preparedness / customer program presentation in Spanish through collaboration with First 5 Community Hub of El Dorado County to reach Spanish speaking customers attending an event at the local library in South Lake Tahoe. (5/3/2022)
- Liberty hosted an outreach booth at a local market (Mi Pueblo Market) primarily serving customers with limited English proficiency in South Lake Tahoe and saw success in spreading customer assistance program awareness, enrollment, and updating contact information ahead of PSPS season. (3/11/2022)
- Liberty hosted an outreach event at Tahoe Verde mobile home park after they recently converted from MMMHP to individual meters to educate customers about PSPS preparedness, customer notifications, customer assistance programs and answer questions. (8/20/2022)
- Liberty presented to local Soroptimist group about PSPS preparedness, customer notifications, customer assistance programs and to answer questions. Many members of the Soroptimist group are involved in other areas of the community and this opportunity allowed Liberty to further network. (3/30/2022)
- As a result of connections made at the Soroptimist presentation, Liberty collaboratively organized and hosted an outreach event at local Bijou Pines low-income apartment complex to spread awareness of customer assistance programs, PSPS preparedness, customer notifications and answer questions in both English and Spanish. El Dorado County Health and Human Services as well as First 5 Community Hub local representatives were also in attendance. (4/13/2022)

2) North Lake Tahoe:

- After connecting with local Health and Human Services / Social Services contacts, Liberty participated in a local Senior Resource Fair along with a variety of local agencies to spread awareness about PSPS preparedness, notifications, customer assistance programs, and to answer questions in both English and Spanish. (5/25/2022)
- Liberty participated in an established outreach event (Community Health Fair) hosted by local CBO Sierra Community House. This event allowed Liberty to speak to PSPS preparedness, notifications, customer assistance programs and answer questions in both English and Spanish. (5/12/2022)

3) Loyalton / Portola:

- Liberty collaboratively planned an outreach event with local Family Resource Center in Portola to spread awareness around PSPS preparedness, notifications, customer assistance programs and answer questions. (6/6/2022)
- Liberty organized and hosted an outreach event with local Senior Center in Loyalton to spread awareness around PSPS preparedness, notifications, customer assistance programs and answer questions. (7/22/2022)
- Liberty participated in local TimberFest event in Loyalton to reach customers through an outreach booth at the community event in a location with a high population of elderly residents. (5/17/2022)

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4) Coleville / Walker:

- Liberty sought out an opportunity for an outreach event hosted by local Walker General Store. Due to the rural nature of this community, the store location served as an effective way to reach this high population of elderly residents and spread awareness around PSPS preparedness, notifications, customer assistance programs and provided the ability to answer questions. (3/21/2022)

If you have any questions or require any additional information, please contact me at:

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