

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Examine  
Electric Utility De-Energization of Power  
Lines in Dangerous Conditions.

Rulemaking 18-12-005  
(Filed December 13, 2018)

**LIBERTY UTILITIES (CALPECO ELECTRIC) LLC'S (U 933-E)  
PUBLIC SAFETY POWER SHUTOFF 2026 PRE-SEASON REPORT**

Dated: July 1, 2026

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PUBLIC SAFETY POWER SHUTOFF 2026 PRE-SEASON REPORT**

Liberty Utilities (CalPeco Electric) LLC ("Liberty") hereby submits its Public Safety Power Shutoff ("PSPS") 2026 Pre-Season Report pursuant to Commission Decision 21-06-034 in Phase Three of R.18-12-005.

Respectfully submitted,

/s/ Jordan Parrillo

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**Attachment A**

**2026 PSPS Pre-Season Report**



## **Liberty Utilities (CalPeco Electric) LLC**

### **2026 PSPS Pre-Season Report**

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## Section I. Authorities

*All reporting plans concurrently required to be included in the (current year) Pre-Season Report herein, must be produced in a single document submitted by each electric investor-owned utility. Specifically, these include the community resource center plan (A.1, A.3, and A.6), critical facilities plan (B.2), PSPS Exercise Reports (C.2), education and outreach-related surveys and accessibility efforts and associated costs (E.1, E.2 and E.3), and notification plan (I.3). The (current year) Pre-Season Report must also include the following items of information:*

- a. Description of lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and how the electric investor-owned utility has applied such lessons to its current and future efforts in preparation for the upcoming wildfire season.*

Liberty’s PSPS program is used as a measure of last resort, and the decision to implement a PSPS is not taken lightly. Accordingly, Liberty has heavily invested into the program, developing PSPS activation thresholds, maintaining protocols and procedures, and conducting annual training and PSPS exercises in preparation for a potential event. Stakeholder PSPS awareness and preparation is also a top priority, and community outreach efforts are continuously made to inform customers about PSPS readiness and resources. Liberty regularly conducts outreach to spread information about its Community Resource Centers (CRCs) and customers assistance programs, and other resources.

Liberty initiated PSPS de-energization four times throughout the 2023-2025 WMP cycle, with three de-energizations occurring in November of 2024 and one occurring in November of 2025. Following each event, Liberty conducted after-action reviews (“AARs”) with company leadership and the Incident Management Team (“IMT”). Both PSPS exercise and event AARs are documented in the Homeland Security Exercise and Evaluation Program (“HSEEP”) format. Liberty documented lessons learned and improvement items from the November 2025 event in Table 1.

*Table 1: Lessons Learned and Improvement Items from PSPS Events*

<b>Observation</b>	<b>Corrective Action</b>	<b>Status</b>
Use different template for State Executive Briefing after de-energization has occurred	Liberty will use the correct template for future State Executive Briefings	Completed
CalOES form entry for customers potentially impacted should go to 0 once those customers are actually impacted	Liberty has discussed this issue with CalOES and is clear on this guidance moving forward	Completed
Track positive feedback received from stakeholders in internal event tracker during event	Liberty will include this information in the event tracker for future events	Completed

Observation	Corrective Action	Status
Include estimated time of restoration on all notifications during event; include CRC services available and where to access electricity during the hours the CRC is closed on customer notifications	Liberty will adapt its notification templates to include estimated time of restoration and CRC services available; Liberty is assessing the requirement to include information on where to access electricity during the hours CRCs are closed	Completed
Internal cost tracking codes were not sufficiently explained until after the PSPS event	Publish cost tracking codes with explanations in Incident Action Plan prior to or in the beginning of the event	Completed
In-event customer numbers were different than post-event reporting due ot duplicate and de-activated customer accounts included in in-event reporting	Liberty will update its PSPS playbook to document its process for removing duplicate and de-activated customer accounts for in-event reporting	Completed
Recent staffing changes have impacted list of CRC leads	Reassess list of CRC leads to address recent staffing changes	Planning
There were no signs at the CRC locations	Put up signs outside CRC locations during future PSPS events	Completed
Liberty has a vacancy for the Emergency Manager position	Liberty is actively in the hiring process to fill the Emergency Manager Position	Completed
A couple customers requested larger sized bottles of water for toilet flushing	Determine if there is a reasonable solution to better prepare customers using well water	Implementing

*b. Identify circuits at greatest risk of de-energization during the upcoming wildfire season. Include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit.*

Table 2 lists Liberty circuits at greatest risk of de-energization during the upcoming wildfire season, the number of times each circuit was de-energized during the prior four calendar years, and steps toward risk-reduction and de-energization mitigation for each circuit.

*Table 2: Liberty Top PSPS Risk Circuits*

Circuit Name	Times De-energized (PSPS)	Steps towards risk-reduction and de-energization mitigation
TPZ1202	3	TPZ 1202 has fast trip setting capabilities. Grid hardening activities, including pole replacements, have been completed on TPZ 1202. In addition, tree wire has been installed on TPZ 1202, and additional grid hardening for TPZ 1202 is being evaluated under Liberty’s risk model. During PSPS events, crew patrols are dispatched to identify and/or address any potential hazards. Additional contract crews beyond normal staffing levels may be arranged for emergency situational support.
MULLER1296	4	MULLER1296 has fast trip setting capabilities. Grid hardening activities, including pole replacements, have been completed on MULLER 1296. In addition, in 2025, tree wire has been installed on MULLER 1296, and in 2026, additional covered conductor is planned. Additional grid hardening is being evaluated under Liberty’s risk model. During PSPS events, crew patrols are dispatched to identify and/or address any potential hazards. Additional contract crews beyond normal staffing levels may be arranged for emergency situational support.

Liberty’s PSPS outreach and education efforts span Liberty’s entire service territory and is not circuit specific. Protecting the health and safety of its vulnerable / access and functional needs (“AFN”) customers and communities is among Liberty’s highest priorities during an emergency, wildfire, or PSPS event. Liberty’s protocols for PSPS are intended to mitigate the public safety impacts of PSPS on AFN customers. Liberty conducts outreach related to emergency preparedness, provides advanced notification during PSPS events, and offers additional information to AFN customers in advance of and during PSPS events. For more information on Liberty’s education and outreach efforts to identify and support Liberty’s AFN customers during a PSPS, refer to Liberty’s 2026 Plan to Address AFN populations During De-energization Events.

To support resiliency for its customers that depend on power for life sustaining medical devices, Liberty is working to establish a program to offer eligible Medical Baseline customers a free portable backup battery in 2026. Liberty issued its Statement of Work (“SOW”) and Request for Proposals (“RFP”) for this program and is assessing the submissions. For more information on Liberty’s efforts to provide resiliency support to AFN customers during a PSPS, refer to Liberty’s 2026 Plan to Address AFN populations During De-energization Events.

- c. Annual reports, as applicable, required by Ordering Paragraphs 8, 21, 27, 30, 33, 36, 38, 41, 46, 47, 51, and 57 of D.21-06-014.*

Liberty has met the annual reporting requirements in D.21-06-014.

## Section II: Community Resource Center Plan

- 1. Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. Describe in the plan all the actions the IOUs have taken, are taking, and will take in preparation for potential PSPS events during the upcoming wildfire season; as part of such description, the IOUs should specify lessons learned from past events, and how they are applying those lessons to their current preparations. The IOUs should incorporate and address the following minimum topics in the CRC plan.*
  - a. CRC objectives*
  - b. CRC strategies, actions, and timing*
  - c. CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS events*
  - d. Engagement with local populations on Access and Functional Needs (AFN) needs*
  - e. Stakeholder recommendations on AFN needs of services and supplies*
  - f. Criteria used to determine the types of CRCs needed during each event*
  - g. Services and supplies available at each CRC to customers and AFN populations*
  - h. CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event*
  - i. COVID-19 considerations*
  - j. Prior year CRC usage metrics*
  - k. CRC program evaluation including customer feedbacks, CRC related surveys, survey results, survey evaluation, and IOU’s related challenges*
  - l. Lessons learned protocol*

Refer to Appendix A: Liberty’s Community Resource Center Plan.

- 2. The IOUs must provide a list of all CRCs available in the IOUs’ service territories in advance of wildfire season with the following minimum fields:*

*Table 1 – List of Available Community Resource Centers (as of cut off date of current year)*

- a. CRC Unique ID*
- b. Location Name*
- c. County or Tribe*
- d. CRC Type (e.g., fixed facility or mobile location, indoor or outdoor, tent, micro, mobile)*
- e. Standard Operation Hours*
- f. List of Planned Supplies\**
- g. List of Planned Services\**
- h. List of Planned AFN Services and Supplies\**
- i. Contracted (Yes or No)*
- j. Date of Contract*
- k. Location Address*
- l. Latitude (with at least five digits after decimal point)*
- m. Longitude (with at least five digits after decimal point)*

Refer to Table 1 of Attachment 1: LIB\_2026\_Required Tables\_070126.

- 3. The annual CRC plan must detail how the utility will provide the services and supplies required to serve Medical Baseline (MBL) and AFN populations as recommended by regional local government, Advisory Boards, public safety partners, representatives of people/communities with access and functional needs, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. In the annual CRC plans, the utilities must set forth the specific recommendations made by the above-noted entities, whether the utilities adopted the recommendation (or did not adopt the recommendation), the reason it was adopted (or not adopted), and the timeline for implementation. The IOUs must provide a summary table of stakeholder recommendations on AFN needs for services and supplies including, at a minimum, the following fields:*

*Table 2 - Stakeholders' CRC Recommendations on AFN Needs*

- a. Recommendation Description*
- b. Recommended Date*
- c. Recommending Party Type (e.g., tribal, local government, non-profit entity, Advisory Boards, public health and healthcare provider)*
- d. Adopted? (Yes or No)*
- e. Reasoning for Adoption/Denial*
- f. Initiative(s) As a Result of Recommendation*

- g. (Estimated) Planning Start Date*
- h. (Estimated) Organization Completion Date*
- i. (Estimated) Equipment Completion Date*
- j. (Estimated) Training Completion Date*
- k. (Estimated) Exercise Completion Date*

Refer to Table 2 of Attachment 1: LIB\_2026\_Required Tables\_070126.

4. *The IOU CRC plan must include prior year CRC usage metrics including, at a minimum, the following fields:*

*Table 3 – Prior Year PSPS CRC Usage Metrics*

- a. Event ID*
- b. Event Name/Period*
- c. County*
- d. Date Service Area De-energized*
- e. Time Service Area De-energized (24-hr. clock)*
- f. Date CRC Opened*
- g. Time CRC Opened*
- h. Date Service Area Re-energized*
- i. Time Service Area Re-energized (24-hr. clock)*
- j. Date CRC Closed*
- k. Time CRC Closed*
- l. Total Days Opened Total Hours Opened (Integer)*
- m. Type of CRC (Indoor, Outdoor, Mobile)*
- n. Average AQI during Operation*
- o. Was CRC powered by Backup Generation? (yes/no)*
- p. Operation Hour Compliance Indicator (Yes or No, if CRC was operable at least 8 AM-10 PM during an active de-energization event)*
- q. If Not in Compliance with Operation Hour Requirements, Provide an Explanation*
- r. Service or Supply Provided (List the name of each service or supply provided by the utility in a separate field and fill the description in the cell such as Bottle Water “Yes”, Charging Station “Yes”, Cellular Network Services “Yes”, Chairs “Yes”, PSPS Information Representatives “Yes”, Restrooms “Yes”, ADA Accessible “Yes”)*
- s. Total Number of Visitors*
- t. Location Address*

- u. Latitude (with at least five digits after decimal point)*
- v. Longitude (with at least five digits after decimal point)*

Refer to Table 3 of Attachment 1: LIB\_2026\_Required Tables\_070126.

5. *The IOU CRC plan must include a prior year CRC customer feedback summary including, at a minimum, the following fields:*

*Table 4 - Prior Year CRC Customer Feedback*

- a. Customer Feedback Type (e.g. resource availability, operation hour, location, customer service, complaints)*
- b. Customer Feedback Description/ Open Comments on Areas in Need of Improvement*
- c. Feedback Submission Count (for this feedback type)*
- d. Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.*
- e. Initiative Implementation Start Date*
- f. Initiative Estimated Completion Date*
- g. Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)*

Refer to Table 4 of Attachment 1: LIB\_2026\_Required Tables\_070126.

Refer to Attachment 10: LIB\_2025\_Survey Results Wave 2\_070126 for survey results from 2025 CRC use.

6. *The IOU CRC plan must include prior year CRC challenges faced when setting up and operating CRCs. The challenge summary includes, at a minimum, the following fields:*

*Table 5 - Prior Year IOU CRC Challenges*

- a. Challenge Type*
- b. Description of Challenge*
- c. Initial Month and Year Challenge Discovered*
- d. Initiative(s)/Responsive Action(s) – List the responsive initiatives to address the challenge if any. If there is none, please explain.*
- e. Implementation Start Date*
- f. Estimated Completion Date*
- g. Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)*

Refer to Table 5 of Attachment 1: LIB\_2026\_Required Tables\_070126.

## Section III: Critical Facilities and Infrastructure Plan

1. *Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. Describe in the plan all the actions the IOUs have taken, are taking, and will take in preparation for potential PSPS events during the upcoming wildfire season; as part of such description, the IOUs should specify lessons learned from past events, and how they are applying those lessons to their current preparations. The IOUs should incorporate and address the following minimum topics in the CFI plan.*
  - a. *CFI objectives*
  - b. *CFI strategies, actions, and timing*
  - c. *CFI definition and IOU CFI contact on PSPS website*
  - d. *Identification method of CFI*
  - e. *Changes in CFI since prior annual report*
  - f. *Maintenance and update process of CFI list*
  - g. *Collaboration with transmission-level customers*
  - h. *Comparison of current year CFI request total with last year*
  - i. *CFI backup power assessment efforts/actions, backup power provisions and terms*
  - j. *Engagement with local government and public safety partners on CFI identification and back-up generation need*
  - k. *Maintenance and accessibility of CFI list*
  - l. *Consultation with local and tribal governments*
  - m. *Coordination with CFI to maintain energization during PSPS events of varying lengths*
  - n. *Lessons learned protocol, including where in the plan you have incorporated in any lessons learned.*

Refer to Appendix B: Liberty's Critical Facilities and Infrastructure Plan.

2. *The IOUs must include a list of critical facilities and infrastructure within the utility's service area. The list must include, at a minimum, the following fields. The list must be posted in the IOUs' PSPS web portal with restricted access to confidential information.*

*Table 6 - Critical Facilities and Infrastructure List (as of last updated date)*

- a. *Facility/Infrastructure Name*
- b. *CFI Type*
- c. *CFI Address*
- d. *County*

- e. *Date Identified as CFI*
  - f. *Primary Point of Contact Name*
  - g. *Primary Point of Contact Title*
  - h. *Primary Contact Phone Number*
  - i. *Primary Contact Email Address*
  - j. *Secondary Point of Contact Name*
  - k. *Secondary Point of Contact Title*
  - l. *Secondary Contact Phone Number*
  - m. *Secondary Contact Email Address*
  - n. *Last Date of Update on Contact Information\**
  - o. *Indicator if CFI has been contacted with backup power needs\**
  - p. *Date of Contact\**
  - q. *Indicator if CFI has been assessed with backup power needs (Yes or No)\**
  - r. *Date of Assessment\**
  - s. *Results of Assessment\**
  - t. *Whether or not CFI provided any needed backup power generation (Yes or No)\**
- \*These fields are applicable to PG&E, SCE, and SDG&E only.*

Refer to Table 6 of Attachment 1: LIB\_2026\_Required Tables\_070126.

The following fields in Table 6 remain blank because Liberty does not have the requested information in its CFI data, or the information is captured in the “CFI Name” field:

- *Date Identified as CFI*
- *Primary Point of Contact Name*
- *Primary Point of Contact Title*
- *Primary Contact Email Address*
- *Secondary Point of Contact Name*
- *Secondary Point of Contact Title*
- *Secondary Contact Email Address*
- *Last Date of Update on Contact Information.*

Liberty has not assessed backup power needs for CFI.

3. *The IOUs must include, in the CFI plan, the number of requests from customers to be designated as critical facilities and infrastructure in the current year and the prior year, whether the utility accepted or denied the request, and the reasons for any*

*denial. The list must include the following minimum fields.*

*Table 7 – List of Requests to Be CFI Over Last Two Years*

- a. Facility/Infrastructure Type*
- b. Facility/Infrastructure Location (The city where the CFI customer is located in.)*
- c. Date of Request*
- d. Accepted or Denied?*
- e. Reason for Denial*

Refer to Table 7 of Attachment 1: LIB\_2026\_Required Tables\_070126.

Table 7 remains blank because Liberty has not received any requests from customers to be designated as critical facilities and infrastructure.

## Section IV. PSPS Exercise Reports

- 1. Each investor-owned utility must prepare and file a PSPS Exercise Report as part of the [current year] Pre-Season Report. These PSPS Exercise Reports must include, at a minimum, provisions for both table-top (TTX) and functional PSPS exercises (FSE), how many PSPS exercises were held, the dates held, and what entities participated. Please provide the following tables with the minimum fields listed.*

*Table 8 - PSPS Exercise Summary (January 1 through December 31 of current year)*

- a. Starting Date of Exercise*
- b. Ending Date of Exercise*
- c. Total Hours of Exercise*
- d. Type of Exercise (e.g., table-top, functional, full-scale, and specify if virtual, in-person, or hybrid)*
- e. Region (if applicable)*
- f. Counties*
- g. Number of utility personnel participating in the exercise*
- h. Number of public safety partners actively participating as a player in the exercise*
- i. Number of AFN community representatives participating as a player in the exercise*
- j. Total Number of Participants*

Refer to Table 8 of Attachment 1: LIB\_2026\_Required Tables\_070126.

*Table 9 - List of Exercise Participated Entities*

- a. Name of Entity*
- b. Exercise Date Range*

Refer to Table 9 of Attachment 1: LIB\_2026\_Required Tables\_070126.

2. *For each exercise, please provide the items below.*

a. *After-Action Report*

Refer to Attachment 2: LIB\_Evaluation of TTX May 21 2026\_070126 and Attachment 3: LIB\_Evaluation of FSE June 25 2026\_070126.

b. *Provide a short general description of the written materials (e.g., slides, instructions) provided to telecommunication carriers and other public safety partners during and after they participate in TTXs, FSEs or other trainings/briefings?*

All participants in Liberty's tabletop (TTX) and functional (FSE) exercises, including telecommunications carriers and other Public Safety Partners, are provided with an exercise agenda and exercise feedback form. FSE slides, which are also provided, contain the process checklists from Liberty's PSPS Playbook. In addition, for functional exercises, attendees receive a copy of the exercise plan to follow exercise injects and other items for discussion.

c. *Provide a list that includes the file or document name (if needed a short description), and copies of the written material and-or weblinks to where copies can be found.*

Refer to:

- Attachment 4: LIB\_PSPS Exercise Feedback Form\_070126
- Attachment 5: LIB\_2026 PSPS FSE Agenda\_070126
- Attachment 6: LIB\_2026 PSPS TTX Agenda\_070126
- Attachment 7: LIB\_PSPS Exercise May 22 2026\_070126
- Attachment 8: LIB\_PSPS Exercise June 25 2026\_070126

d. *Indicate if this information is also posted in your public safety partner portal.*

This information is not currently posted in Liberty's Public Safety Partner Portal, however it is provided to participants directly and made available during exercises via the meeting details on Microsoft Teams.

## Section V. Education and Outreach

1. *Each utility must conduct, at a minimum, two PSPS education and outreach surveys accessible to all customers each calendar year. The Commission's Safety and Enforcement Division is authorized to direct an IOU to modify or issue more of these surveys. Please provide a survey summary table with the following minimum fields.*

*Table 10 – Survey Summary (Reporting period for this table is prior calendar year)*

a. *Period Survey Conducted*

- b. Overall Objectives*
- c. Surveyed Scope (e.g., pre-season, during-season, post-season, all)*
- d. Methods (e.g., online, text messages, letter, telephone, in-person)*
- e. Target Audiences (e.g., residential customer, commercial, CFI, AFN)*
- f. Total Number of Surveys Sent*
- g. Total Number of Survey Responses Received*
- h. Indicate if the survey was conducted in all “prevalent” languages, as defined in D.20-03-004*
- i. If so, please list the number of “prevalent” languages used during survey*
- j. If not, please provide an explanation*

In 2025, Liberty partnered with MDC Research again to execute two sets of surveys to measure public awareness of messaging related to wildfire preparedness and safety. Customers were surveyed at random, targeted for either phone or web administration. Between June 8, 2025 and June 18, 2025, 260 customers completed surveys. Between November 13, 2025 and November 30, 2025, 413 customers completed surveys.

Refer to Table 10 of Attachment 1: LIB\_2026\_Required Tables\_070126.

- 2. The IOUs must provide copies of all prior year PSPS education and outreach surveys templates.*

Refer to Attachment 11: LIB\_2025 Wildfire and PSPS Survey Template\_070126.

- 3. Each IOU must collaborate with relevant community-based organizations and public safety partners to develop these surveys, which must include, at a minimum, metrics to evaluate whether the education and outreach is effectively helping communities and residents before, during, and after a PSPS event to plan for alternatives electricity arrangements and/or avoid the impacts of de-energization events.*

In addition to customer surveys, MDC Research conducted CBO interviews to request feedback and gather suggestions on the most effective approaches to PSPS communication within the community. The first and second waves of interviews included eight completed CBO interviews in total. As many CBOs have been interviewed in previous waves of surveys, Liberty included school and agency contacts in 2025 in addition to CBO contacts.

Refer to Attachment 9: LIB\_2025\_Survey Results Wave 1\_070126 and Attachment 10: LIB\_2025\_Survey Results Wave 2\_070126 (page 43 in both result documents) for findings from MDC’s CBO interviews conducted for Liberty.

MDC reported CBO feedback and recommendations that align with Liberty’s current education and outreach approach. Local CBO collaboration is an essential method of increasing public awareness of PSPS and related issues. Liberty pursues opportunities to hold presentations on site with CBOs, including bilingual outreach, leveraging their networks to reach customers. Liberty also hosts CBO-specific virtual meetings and attends community collaborative meetings consisting of local organizations and agencies. MDC suggests increased information sharing and transparency about weather reports, PSPS criteria and planning, and specific areas and times of impact would be helpful. As such, Liberty has established liaison roles within its IMT focused on sharing timely and accurate information during PSPS events with public safety partners, CBOs and critical infrastructure contacts, and outreach efforts are conducted outside of active events to increase awareness and support preparedness planning.

4. *IOUs must include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the [current year] Pre-Season Report and the [prior year] Post-Season Report.*

Refer to Attachment 9: LIB\_2025\_Survey Results Wave 1\_070126 and Attachment 10: LIB\_2025\_Survey Results Wave 2\_070126.

5. *IOUs must identify and describe any new PSPS preparedness initiatives/actions in responding to the education and outreach survey results including, but is not limited to, the survey key findings, the survey result recommendations, and the significant unfavorable items.*

Notable survey findings from the most recent survey wave (November 2025) include:

- 76% of surveyed customers are aware of wildfire safety communications, up significantly since June 2025 (65%).
- 68% of surveyed customers recall hearing or reading the phrase “Public Safety Power Shutoff or PSPS,” up significantly from the previous wave (55%). Email (53%), TV news (26%), and social media (21%) remain the most common sources of PSPS communication.
- As in previous years, customers still consider notifications by text and email the most effective forms of communication from Liberty. Larger font and audio recordings of written text are considered the most helpful elements of communications that could be incorporated.
- Down from 69% in June 2025, 65% have taken action to prevent wildfires or to prepare their home or business for the event of a wildfire. Having a generator and trimming vegetation around properties are the most common actions taken.
  1. Among those reporting that they rely on electricity for medical needs, 44% are aware of additional notices from Liberty, 26% are currently enrolled in the Medical Baseline Allowance program.

MDC’s survey results also included recommendations for Liberty based on the most recent survey findings. Based on their Key findings, MDC noted that local agencies, community meetings, and email are considered the clearest resources for information about wildfire preparedness. Liberty plans to continue community collaboration in their efforts to share PSPS awareness and preparedness messaging in 2026. Beyond community meetings and presentations conducted in 2025, Liberty collaborated on a new customer welcome packet with Mono County residents and shared materials with CBOs for inclusion in their client communications, newsletters, and offices.

Communication awareness significantly improved in the November 2025 survey, increasing from 65% (June 2025) to 76% of customers reporting having seen or heard communications about wildfire safety in the past year. According to MDC, Liberty remains the primary source for wildfire preparedness information and saw a significant increase from June 2025 to November 2025 survey results, 25% and 36% respectively. Personal preparedness messaging is among the most recalled topic, along with vegetation management efforts.

- 6. *Each IOU must report prior year costs for PSPS-related education and outreach in the format of the SED POSTRS3 Template 2021, or reference it if it has been provided in the prior post-season report.*

Education and outreach costs related to PSPS were \$174,514 in 2025. Refer to “Liberty\_POSTR3\_3-1-2026” of Liberty’s 2025 PSPS Post-Season Report for additional detail.

- 7. *PG&E, SCE, and SDG&E are required to describe how it works, in advance of each wildfire season and during each wildfire season, with local jurisdictions, in a proactive manner, to identify and communicate with all people in a de-energized area, including visitors. This requirement is applicable to PG&E, SCE, and SDG&E only.*

N/A

- 8. *Each IOU must file information pertaining to, at a minimum, discussions at Working Group meetings regarding the accessibility of the utility’s education and outreach efforts, including surveys, for individuals with access and functional needs, the recommendations, if any, made by individuals with or representatives of communities with access and functional needs to enhance education and outreach pertaining to PSPS events, and whether those recommendations, if any, were incorporated into the utility’s PSPS protocols.*

*Table 11 - AFN Outreach Recommendations*

- a. *Recommendation Type*
- b. *Description of Recommendation*
- c. *Party Name*
- d. *Date of Recommendation*
- e. *Incorporated into PSPS Protocols? (Yes or No)*
- f. *Reason for Decision Made*

g. *Description of PSPS Protocol Change*

Refer to Table 11 of Attachment 1: LIB\_2026\_Required Tables\_070126.

9. *PG&E, SCE, and SDG&E must include a detailed summary to substantiate all efforts to develop and implement, in advance of wildfire season, a communications strategy to rely on during a proactive de-energization when restrictions due to the power loss exist. This detailed summary must address how the utility worked in coordination with public safety partners to develop this communication strategy.*

N/A

10. *PG&E, SCE, and SDG&E must provide all methods used to promote operational coordination with public safety partners.*

N/A

11. *PG&E, SCE, and SDG&E must provide all methods used to work with public safety partners to improve responses to concurrent emergencies.*

N/A

## Section VI. Notification Plan

1. *Each IOU must provide an updated annual PSPS notification plan as Appendix C. Describe in the plan all the actions the IOUs have taken, are taking, and will take in preparation for potential PSPS events during the upcoming wildfire season; as part of such description, the IOUs should specify lessons learned from past events, and how they are applying those lessons to their current preparations. The IOUs should incorporate and address the following minimum topics in the notification plan.*
  - a. *Notification objectives*
  - b. *Notification strategies, actions, and timing*
  - c. *Notification process planning and improvement*
  - d. *Updated/Current Notification script and templates*
  - e. *In-language translations*
  - f. *Notification methods*
  - g. *Meeting notification timeline requirements*
  - h. *Notification accuracy and precision*
  - i. *Entity responsible for notifications*
  - j. *Consistency of PSPS notification information across all platforms*
  - k. *Coordination with stakeholders*
  - l. *Affirmative notifications to MBL populations and any self-identified vulnerable populations*

- m. Notification strategies on AFN population subsets, and the planning, organization, equipment required, training, and exercise for AFN subset notification plans listed on Table 13*
- n. Public warning of PSPS events such as week-ahead forecasts*
- o. Notification cancellation*
- p. Transmission-level customers notification*
- q. Impacted customer information available to public safety partners from outset of PSPS*
- r. Secure portal for public safety partners*
- s. Lessons learned protocol*

Refer to Appendix C: Liberty's Notification Plan.

- 2. Each electric investor-owned utility must develop a notification plan jointly with Cal OES, public safety partners, county, tribal, and local governments, independent living centers, paratransit agencies, durable medical equipment vendors, agencies that serve individuals who receive Medi-Cal home and community-based services, and other organizations representative of all subsets of people or communities with access and functional needs. Each electric investor-owned utility must specifically describe its plans for notifications according to specific access and functional needs, for instance, the needs of persons with vision impairments as distinct from the needs of persons with a developmental disability. Each electric investor-owned utility must finalize its notification plan for inclusion in its [current year] Pre-Season Report. Provide a list of the joint efforts to develop the AFN population notification plan with the aforementioned stakeholders. The table should include the following minimum fields.*

*Table 12 - List of Joint Efforts on AFN Notification Plan*

- a. Date of Joint Effort*
- b. Participant Type*
- c. Participant Name*
- d. AFN Subsets or Topics Discussed*
- e. Result/Proposal*

Refer to Table 12 of Attachment 1: LIB\_2026\_Required Tables\_070126.

*In addition, IOUs provide a list of AFN population subsets and notification plans including the following minimum fields. Planning, Organization, Equipment, Training, and Exercise (POETE) dates will align with Fiscal Year activities.*

*Table 13 AFN Population Subset Notification Plan (as of cutoff date)*

- a. AFN Population Type (e.g. vision impairment, developmental disability, older adult, children, limited English proficiency)*
- b. Subset Notification Plan*

- c. *(Estimated) Planning Start Date*
- d. *(Estimated) Organization Completion Date*
- e. *(Estimated) Equipment Completion Date*
- f. *(Estimated) Training Completion Date*
- g. *(Estimated) Exercise Completion Date*
- h. *# of People Planned to Be Trained on AFN Notification Plan (during reporting period)*
- i. *# of People Trained on AFN Notification Plan (during reporting period)*
- j. *List Types of Training on AFN Notification Plan*

Refer to Table 13 of Attachment 1: LIB\_2026\_Required Tables\_070126.

3. *PG&E, SCE, and SDG&E must include a detailed summary of efforts to develop, in advance of wildfire season, notification and communication protocols and systems to reach all customers and communicate in an understandable, accessible manner. This detailed summary must include, at a minimum, an explanation of the actions taken by the utility to ensure customers understand (1) the purpose of proactive de-energizations, (2) the process relied upon by the utility for initiating a Public Safety Power Shutoff (PSPS) event, (3) how to manage safely through a PSPS event, and (4) the impacts on customers when a proactive power shutoff is deployed by the utility. This requirement is applicable to PG&E, SCE, and SDG&E only.*

N/A

## Section VII. PSPS Event Lessons Learned

1. *IOUs must provide a list of all lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and explain how the IOU has applied such lessons to its current and future PSPS activities.*

### *Table 14 – PSPS Event Lessons Learned Summary*

- a. *Type of Issue (e.g., CRC, notification)*
- b. *Description of Issue*
- c. *Date of Discovery/Applicable Activation*
- d. *Risk Priority (high, medium, low)*
- e. *Overall Resolution (Explanation of how IOU has applied lessons learned to its current and future PSPS activities, including any updates to specific plans)*
- f. *Responsive Actions (in detail)*
- g. *Reference specific Plan page number(s) and updates from lessons learned, if applicable*

- h. Implementation Start Date*
- i. Estimated Completion Date*
- j. Status of Action (e.g., Planning, Implementing, or Complete (if Complete, add Date Complete))*  
*If a responding action is not completed by the reporting cutoff date, it should be carried into future annual reporting period(s) until it is fully implemented or irrelevant.*

Refer to Table 14 of Attachment 1: LIB\_2026\_Required Tables\_070126.

## Section VIII. High Risk Circuits

- 1. IOUs should describe the methodology and criteria used to identify circuits at greatest risk of PSPS in the upcoming wildfire season.*

In Section I.b above, Liberty identifies circuits at greatest risk of PSPS in the upcoming wildfire season based on historical PSPS de-energizations in its service territory. Liberty has only initiated PSPS de-energizations on the two circuits listed in Table 2 and thus, based on historical experience and subject matter expertise, Liberty considers these circuits at the greatest risk of PSPS in the upcoming fire season.

Per Energy Safety’s Decision on Liberty’s 2026-2028 Base Wildfire Mitigation Plan (“WMP”)<sup>1</sup>, Liberty is submitting its revised risk model to Energy Safety on August 31, 2026. Liberty’s risk model will include updated quantitative estimates of PSPS likelihood and consequence. Liberty will use the results of its risk model to verify and inform its identification of circuits at greatest risk of PSPS in the upcoming wildfire season.

- 2. IOUs must include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit.*

*Table 15 – High Risk PSPS Circuits (as of date of last update)*

- a. Circuit ID*
- b. Circuit Name*
- c. Segment ID (optional field)*
- d. Segment Name (optional filed)*
- e. Indicator for Distribution Line or Transmission Line*
- f. Number of Times De-energized (in last four calendar years)*
- g. Total MBL Customers*

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<sup>1</sup> Office of Energy Infrastructure Safety’s Decision on the Liberty Utilities (CalPeco Electric) LLC 2026-2028 Base Wildfire Mitigation Plan; pages 5-6.

- h. Total AFN Customers (including MBL)*
- i. Total CFI*
- j. Total Customers*
- k. Steps Toward Risk-reduction and PSPS Mitigation (including effect of PSPS mitigation/risk-reduction on PSPS thresholds or the change in expected de-energizations per year, specific outreach and education efforts, and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit)*
- l. Start Date of Step Implementation*
- m. Estimated Completion Date*

Refer to Table 15 of Attachment 1: LIB\_2026\_Required Tables\_070126.

## Section IX. Other

*Section IX requirements are applicable to PG&E, SCE, and SDG&E only.*

1. *PG&E, SCE, and SDG&E must provide, with the following minimum fields, the dates/times when the Joint Utility Public Safety Power Shutoff Working Group (JUPSPSWG) convened and the webpage links to all meeting reports filed with the Commission.*

*Table 16 – JUPSPSWG Meetings*

- a. Date of Meeting*
- b. Time of Meeting*
- c. Report Name*
- d. Webpage Link to Report*

N/A

2. *PG&E, SCE, and SDG&E must identify the status of the list of public safety partners, including the last date updated, on their Public Safety Power Shutoff webpages.*

N/A

3. *PG&E, SCE, and SDG&E must confirm that the utility (1) contacted its Medical Baseline customers, at least annually, to update contact information; (2) sought to obtain from Medical Baseline customers, at least annually, an alternative means of contact for Public Safety Power Shutoff (PSPS) events; (3) contacted all customers that use electricity to maintain necessary life functions, at least annually, to update contact information; and (4) sought to obtain from these customers that use electricity to maintain necessary life functions, at least annually, an alternative means of contact for PSPS events. Provide the IOU's protocol on maintaining the Medical Baseline customer contact list and the electricity reliance customer contact list in a timely manner. The maintenance protocol should include the steps, the staffing, and the deadlines to achieve the objectives.*

N/A

## Appendix

Appendix A: Community Resource Centers Plan

Appendix B: Critical Facilities and Infrastructure Plan

Appendix C: Notification Plan

## Attachments

Attachment 1: LIB\_2026\_Required Tables\_070126

Attachment 2: LIB\_Evaluation of TTX May 21 2026\_070126

Attachment 3: LIB\_Evaluation of FSE June 25 2026\_070126

Attachment 4: LIB\_PSPS Exercise Feedback Form\_070126

Attachment 5: LIB\_2026 PSPS FSE Agenda\_070126

Attachment 6: LIB\_2026 PSPS TTX Agenda\_070126

Attachment 7: LIB\_PSPS Exercise May 28 2025\_070126

Attachment 8: LIB\_PSPS Exercise June 26 2025\_070126

Attachment 9: LIB\_2025\_Survey Results Wave 1\_070126

Attachment 10: LIB\_2025\_Survey Results Wave 2\_070126

Attachment 11: LIB\_2025 Wildfire and PSPS Survey Template\_070126

Attachment 12: LIB\_PSPS Notification Scripts\_070126

**Appendix A**  
**Community Resource Centers Plan**

**Appendix B**  
**Critical Facilities and Infrastructure Plan**

**Appendix C**  
**Notification Plan**

**Appendix A**  
**Community Resource Centers Plan**

## Liberty Pre-Season Report – Appendix A

### Section II: Community Resource Center Plan

1. *Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. Describe in the plan all the actions the IOUs have taken, are taking, and will take in preparation for potential PSPS events during the upcoming wildfire season; as part of such description, the IOUs should specify lessons learned from past events, and how they are applying those lessons to their current preparations. The IOUs should incorporate and address the following minimum topics in the CRC plan.*

*a. CRC objectives*

In coordination with the communities that it serves, Liberty has established a network of CRCs to assist communities during Public Safety Power Shutoff (“PSPS”) events. CRC planning is essential to Liberty’s objective of meeting unique community needs in the event of a PSPS event. Liberty CRC objectives include:

1. Use of local demographic data and company database of medical baseline customers to estimate required capacity.
2. Follow FEMA Mass Care and Emergency Assistance Planning Considerations in developing CRC plans to provide adequate space for estimated occupancy and compliance with public health protocols.
3. Select CRC locations required based on input from fire and meteorological experts, as well as those areas most prone to extreme weather, as indicated by historical data.
4. Each CRC will have back up power or will be located contiguous to an area that would not lose power in the event of a PSPS.
5. CRCs will be located in fixed facility locations known to the public.
6. CRCs will be ADA-compliant and consider the needs of people with access and functional needs, medical baseline, and other access and functional needs utility.
7. Each CRC site will meet fire codes and have at least two egress routes.
8. CRCs will be capable of providing device charging stations, chairs, and restrooms.
9. Identification of volunteer organizations to hand out bottled water and snacks to impacted CRC users.
10. Pre-identified Liberty staff will collaborate with volunteer staff at activated CRCs to communicate real-time PSPS updates directly to impacted community members.

*b. CRC strategies, actions, and timing*

The establishment of Liberty’s CRCs was informed by presentations and discussions in Town Hall Meetings held in different communities within Liberty’s service territory. CRC location planning included consultation with regional local government, advisory boards, public safety partners, representatives of people/communities with access and functional needs, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. Liberty will open CRCs in areas affected by de-energization.

Liberty's PSPS Playbook outlines the plan, roles, and timing for CRC activation:

During the first stage of PSPS, 72 hours ahead of potential de-energization, Liberty's Logistics Section Chief will work with Liberty's PSPS team regarding a communications staffing plan and resources that will be made available at the CRCs, including:

- Identifying CRC locations to be activated
- Contacting CRC representatives to confirm use of the facilities
- Engaging with Liberty's CRC contractor, Fire Dawg Inc, to activate staff, equipment, and resources
- Communicating with Fire Dawg to deliver CRC-related supplies from their storage.
- Contacting Liberty leads to staff each activated CRC location, who will coordinate on site between Liberty and Fire Dawg staff.

48 hours ahead of de-energization, the Logistics Section Chief will finalize the location(s) and staffing plans for anticipated CRC facilities, and will confirm the necessary materials, supplies, and staffing for CRC deployment 24 hours from the start of de-energization.

At the time of de-energization, the Logistics Section Chief will work with the PSPS team, Fire Dawg, and CRC leads to ensure at each activated CRC to provide information and address customer concerns.

*c. CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS events*

Liberty has agreements with seven CRC locations throughout its service territory. Liberty maintains its partnership with NV Energy and has secured the ability to utilize neighboring CRC locations for customer support when necessary. Liberty's established CRC locations provide appropriate coverage for its service territory in the event of a PSPS, and its CRC contractor, FireDawg, has the capability to stand up mobile CRCs throughout the service territory if needed.

*d. Engagement with local populations on Access and Functional Needs (AFN) needs*

Liberty executes customer outreach to share PSPS awareness information with AFN customers through a variety of methods, including community events, website resources, social media, bill inserts, targeted outreach to multi-family dwellings and mobile home parks, radio ads, digital ads, print ads, and through call center staff.

Refer to Appendix C Section VI.1.m for more information regarding Liberty's notification strategies for AFN customers in the event of PSPS.

*e. Stakeholder recommendations on AFN needs of services and supplies*

Liberty received feedback that large water jugs for non-potable water would be helpful for toilet flushing in customer homes and is implementing this feedback with their contractor, FireDawg to execute during PSPS events at CRC locations. Liberty also received feedback that CRC signage is necessary outside CRC locations, and has addressed this with FireDawg to support signage set up in future events. Beyond these items, Liberty has not received any additional recommendations on needs of services and supplies at its CRCs.

*f. Criteria used to determine the types of CRCs needed during each event*

As mentioned above, if Liberty anticipates that de-energization is imminent, it will open CRCs in the areas anticipated to be de-energized. Criteria will also include the size of the population being served and the proximity of the CRC to the population being served. No CRCs will be more than 30 miles distant from the population that they serve.

*g. Services and supplies available at each CRC to customers and AFN populations*

Liberty has contracted with Fire Dawg Inc. to facilitate, staff, and supply its CRC locations if they are activated. A Liberty lead will be present at each location to coordinate provision of snacks, water, device charging, Wi-Fi, ADA-accessible restrooms, resource information, portable cell phone chargers, and blankets at CRC locations. Fire Dawg will also contribute resources that Liberty was previously unable to provide on its own at CRCs, including HEPA filters and televisions. In addition, Fire Dawg is now handling the storage of Liberty CRC equipment and resources, and has expandable capacity to assist Liberty if needed, for example, if trailers are needed to transport equipment. Unique community needs have also been considered in CRC planning, including a water truck for agricultural areas and ice delivery.

*h. CRC information transparency and accessibility on PSPS webpage and PPS advanced notification during event*

CRC information will be included when available on the PPS website and will be included in direct customer notifications via OnSolve when available.

*i. COVID-19 considerations*

FEMA Mass Care and Emergency Assistance Planning considerations were followed in developing CRC plans to provide adequate space for estimated occupancy and compliance with social distancing and public health protocols. Capacity and distancing requirements are adjusted as COVID-19 guidelines change.

*j. Prior year CRC usage metrics*

Refer to Table 3 of Attachment 1: LIB\_2026\_Required Tables\_070126

*k. CRC program evaluation including customer feedbacks, CRC related surveys, survey results, survey evaluation, and IOU's related challenges.*

Liberty's second survey wave of 2025 was conducted between November 13<sup>th</sup> and November 30<sup>th</sup>, immediately following three PPS de-energization event in November of 2025. Approximately 34% of surveyed customers reported experiencing one of these PPS events. Within this group, 47% said they were aware of CRCs set up during the PPS and 50% who visited a CRC reported that it met their needs.

MDC's findings, including information gathered from CBO interviews conducted in November 2025, indicate that awareness of CRCs is limited. CBO and Public Safety Partner interviews suggest that continued public education on CRCs is needed as CRC locations play a critical role in provision of power for medical device charging, particularly for AFN populations. Transportation to CRCs was identified as a potential accessibility challenge, particularly in rural areas. Feedback from survey results also underscored the importance of consistent and multi-

channel outreach, including participation in community meetings and events.

Liberty plans to continue PSPS preparedness communications in 2026, and executes ongoing outreach through a multi-channel approach including direct mail, email, social media, and participation in community meetings and events. Partnering with local agencies, public safety partners, and organizations are an area in which Liberty is looking to continue efforts to share information through trusted channels within communities. Liberty invited local transportation contacts to their 2026 Functional PSPS Exercise, and looks to further explore these existing relationships throughout the service territory. Liberty also executes targeted outreach throughout the year with a focus on AFN populations. These efforts include a shelf-stable meal box collaboration with senior nutrition programs, delivering important PSPS preparedness and customer assistance program information directly to seniors through an established network. Additionally, Liberty provides presentations and outreach directly to customers through community events and on-site collaboration with trusted community partners. Liberty will assess opportunities to expand information shared through existing frameworks and outreach plans to further clarify the purpose and benefit of CRC sites during PSPS events.

Customer feedback gathered during the November 2025 PSPS event stated that larger bottles of water are necessary to support additional needs, such as flushing toilets. Liberty has worked with their CRC contractor, FireDawg, to incorporate this resource into future CRC offerings. Lessons learned feedback gathered after November 2025 PSPS identified improvements were needed in visible CRC signage at CRC locations and revisions to CRC staffing lists. Liberty has worked with their current CRC contractor to support the set up of signage at activated CRC locations, and is currently planning updates to their CRC Lead staff list to most accurately reflect recent staffing changes.

#### *1. Lessons learned protocol*

Events and exercises are reviewed upon completion, and participants are provided with after-action input forms. In addition, a subsequent after-action meeting will be held with exercise/event participants. All participants are given an opportunity to communicate both items that went well and items that did not go well and present recommendations for improvement. A subsequent after-action report that includes an improvement plan will be provided to Liberty Leadership for approval. Improvement items are then tracked to completion.

**Appendix B**  
**Critical Facilities and Infrastructure Plan**

## Liberty Pre-Season Report – Appendix B

### Section III: Critical Facilities and Infrastructure Plan

1. *Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. Describe in the plan all the actions the IOUs have taken, are taking, and will take in preparation for potential PSPS events during the upcoming wildfire season; as part of such description, the IOUs should specify lessons learned from past events, and how they are applying those lessons to their current preparations. The IOUs should incorporate and address the following minimum topics in the CFI plan.*

a. *CFI objectives*

Liberty’s objective is to maintain clear, timely, and actionable lines of communication with Critical Facilities and Infrastructure (CFI) aligned with Incident Command objectives and ICS-based coordination before, during, and after a PSPS event.

b. *CFI strategies, actions, and timing*

Liberty’s PSPS Playbook establishes a stage-based, ICS-aligned framework for coordination and communication with Critical Facilities and Infrastructure (CFI). Communication activities are executed by Command Staff roles—including the Public Information Officer (PIO), Liaison Officer, Regulatory Liaison, and Key Accounts Liaison—under the direction of the Incident Commander and consistent with the PSPS staging model (Stages 1–5). Liberty provides advance notification of potential PSPS events to Critical Facilities and Infrastructure (CFI) as early as practicable based on forecast conditions, PSPS stage progression, and Incident Command direction. Notification timing may vary depending on forecast confidence, operational conditions, and safety considerations. Liberty may request that critical facilities distribute relevant alerts to their own Access and Functional Needs (AFN) contact lists, as appropriate.

The Key Accounts Liaison, in coordination with the Public Information Officer (PIO) and Liaison Officer, is responsible for executing targeted outreach to CFI using approved communication platforms, including OnSolve alerts and direct email notifications. Communications are aligned with Incident Command direction and include anticipated impacts, operational considerations, and next steps. Updates are provided throughout the PSPS lifecycle based on changing conditions, operational inputs, and PSPS stage progression. Upon implementation of a PSPS event (Stage 3), CFI will receive notifications regarding de-energization status, operational impacts, Community Resource Center (CRC) availability, and expected next steps. CFI will receive ongoing outreach throughout the event to maintain situational awareness. During restoration (Stage 4), CFI will receive updates regarding system damage, repair efforts, and anticipated restoration timelines. Advance notification of re-energization is provided when feasible based on operational conditions and Incident Command direction. All CFI coordination and communication activities are documented in accordance with Liberty’s incident documentation practices to support regulatory reporting and audit readiness.

c. *CFI definition and IOU CFI contact on PSPS website*

Liberty defines Critical Facilities and Infrastructure in accordance with the definition adopted in D.19-05-042 and modified in D.20-05-051:

Those facilities and infrastructure that are essential to the public safety and that require additional assistance and advance planning to ensure resiliency during de-energization events.

CFI contact information is not posted on Liberty's public website. Liberty's Public Safety Partner Portal provides customer names, addresses, account numbers, and CFI codes to Public Safety Partners that have registered with Liberty.

d. *Identification method of CFI*

Liberty maintains a list of CFI customers utilizing GIS location data and identifies service accounts that fit the definition in 1.c above. Service accounts are assigned a critical customer code based on what type of critical function applies to them. CFI data is incorporated into GIS products and operational tools to support situational awareness and coordination during PSPS events.

e. *Changes in CFI since prior annual report*

Liberty's current CFI list includes 1,238 service accounts that are listed as critical customers. Liberty has not received any customer requests to become CFI since filing its 2025 PSPS Pre-Season Report.

f. *Maintenance and update process of CFI list*

Liberty has added a field to its customer database that displays CFI status at each account location. This allows Liberty to record CFI type more easily in response to requests or when new CFI services are added.

g. *Collaboration with transmission-level customers*

Liberty does not have any transmission-level customers.

h. *Comparison of current year CFI request total with last year*

Liberty has not received any requests to be listed as CFI in 2024 or 2025.

i. *CFI backup power assessment efforts/actions, backup power provisions and terms*

Liberty does not have a specific backup power program or conduct backup power assessments for CFI. Liberty has two mobile diesel generators available to provide backup power to impacted locations during an event.

j. *Engagement with local government and public safety partners on CFI identification and back-up generation need*

As part of its education and outreach efforts, Liberty engages with local governments and public safety partners throughout the year in preparation for and response to fire-related events. Accordingly, local government and PSPs representatives are invited to participate in Liberty's

PSPS exercises, as applicable. Liberty will consider feedback from local government or public safety partner representatives when they identify a stakeholder that is not but should be recognized as CFI. Liberty does not currently conduct assessments of back-up generation need for CFI.

k. *Maintenance and accessibility of CFI list*

Liberty's GIS and Emergency Management teams maintain the CFI list and ensure availability during PSPS events through operational systems and situational awareness tools. CFI data is incorporated into GIS products and operational documentation to support Incident Management Team (IMT) coordination, decision-making, and regulatory reporting.

l. *Consultation with local and tribal governments*

Liberty meets with public safety partners and tribal governments on a range of topics, including CFI identification, and public safety partners are invited to participate in PSPS exercise planning. Liberty regularly updates the public safety partner list with current contact information.

m. *Coordination with CFI to maintain energization during PSPS events of varying lengths*

In accordance with the PSPS Playbook, Liberty maintains coordination with CFI through ICS-aligned roles and stage-based communication. Coordination activities include sharing situational awareness, anticipated impacts, operational status, and restoration updates, as well as supporting preparedness actions for critical infrastructure and sensitive populations.

n. *Lessons learned protocol, including where in the plan you have incorporated in any lessons learned.*

Liberty incorporates improvement actions related to its CFI Plan through its established exercise and event review processes. Following exercises and PSPS events, feedback is collected through participant input, after-action discussions, and formal reporting processes. Identified improvement actions are incorporated into operational procedures, Playbook updates, and training activities to support continuous program enhancement.

**Appendix C**  
**Notification Plan**

## Liberty Pre-Season Report – Appendix C

### Section VI: Notification Plan

1. *Each IOU must provide an updated annual PSPS notification plan as Appendix C. Describe in the plan all the actions the IOUs have taken, are taking, and will take in preparation for potential PSPS events during the upcoming wildfire season; as part of such description, the IOUs should specify lessons learned from past events, and how they are applying those lessons to their current preparations. The IOUs should incorporate and address the following minimum topics in the notification plan.*

- a. *Notification objectives*

Liberty recognizes that any prolonged power outage such as a PSPS event is disruptive to individuals and businesses and may pose significant life safety risks for those customers who rely on electric power for life preserving medical equipment. Therefore, it is Liberty's objective to provide timely, accurate, and actionable communications aligned with Incident Command objectives and the ICS-based PSPS Playbook for customers to plan and safely respond. PSPS events are dynamic and driven by evolving weather and operational conditions, Liberty will make all efforts to provide timely, consistent, and accurate information.

- b. *Notification strategies, actions, and timing*

To meet this objective, Liberty utilizes a multi-channel approach to stakeholder notification aligned with the PSPS staging model (Stages 1–5) and executed under the direction of the Incident Commander. Communication timing is based on forecast conditions, PSPS stage progression, and operational decision-making, rather than fixed time intervals.

Communications are initiated and updated using approved channels including Liberty's OnSolve notification system, broadcast media, social media, and Liberty's PSPS website and portal.

These communications direct customers and stakeholders to Liberty's PSPS website and portal for additional information and situational updates. As conditions evolve and PSPS stages advance, communications become progressively more specific and targeted based on confirmed impact areas, customer segments, and operational conditions.

Notification content includes PSPS status, wildfire safety guidance, emergency preparedness information, and Community Resource Center (CRC) details, consistent with Incident Command direction.

- c. *Notification process planning and improvement*

Planning and organization of Liberty's PSPS notifications is guided by Liberty's PSPS Playbook, which defines ICS-aligned roles, responsibilities, and communication expectations across PSPS stages.

Internal and external feedback from PSPS exercises and potential PSPS events is incorporated into continuous improvement processes, including Playbook updates, training, and operational refinements

*d. Updated/Current Notification script and templates*

Refer to Attachment 12: LIB\_PSPS Notification Scripts\_070126. Notification templates are adaptable and are customized based on Incident Command direction, operational conditions, and PSPS stage.

Following prior PSPS events and exercises, Liberty identified opportunities to enhance communication content, including estimated restoration timing, CRC services, and customer guidance regarding access to electricity during CRC non-operational hours. Communication templates have been updated to reflect these enhancements.

*e. In-language translations*

Liberty PPS notifications are currently transmitted in English; however, to the extent possible, Liberty includes a line to notifications in Spanish directing customers to further information in Spanish. Liberty's Onsolve notification system directs customers to Liberty's website, which has an available Spanish translation option. As of June 2026, Liberty established utilization of Propio, a translation language service. Propio is available to all customer service representatives, and supports in-language customer communication in over 300 languages.

*f. Notification methods*

Liberty will send updated communications to customers through several channels. Text, email, and voice push notifications are distributed via the OnSolve notification system, and alerts are also distributed via broadcast media and social media channels.

*g. Meeting notification timeline requirements*

Liberty follows the notification timing requirements in CPUC D. 19-05-042. Liberty's PPS Playbook outlines the responsibilities of its PPS team members to create and distribute the appropriate notifications to customers at each stage of a PPS. The PPS Playbook assigns responsibilities to IMT roles for preparing, approving, and distributing notifications, supporting compliance with regulatory expectations.

*h. Notification accuracy and precision*

Through its PPS protocols and situational awareness tools, Liberty strives to ensure all PPS notifications are accurate, timely, and based on the best available operational and forecast information.

*i. Entity responsible for notifications*

The Public Information Officer (PIO), in coordination with Command Staff roles including the Liaison Officer, Regulatory Liaison, and Key Accounts Liaison, oversees communications and notifications under the direction of the Incident Commander.

*j. Consistency of PPS notification information across all platforms*

As part of the PPS Playbook, IMT Command Staff and Communications functions coordinate to ensure that notification content, timing, and messaging are consistent across all communication platforms and aligned with Incident Command decisions.

*k. Coordination with stakeholders*

During PSPS events Liberty coordinates and communicates with stakeholders through multiple channels:

1. OnSolve messaging: Refer to Response f, above.
2. Public Safety Partner / CFI briefings: Coordination activities, including briefings and information sharing, are conducted based on PSPS stage progression and Incident Command direction.
3. PSPS Liaisons:
  - a. Public Safety Partner Liaison: Direct contact for Public Safety Partners, first responders, and Critical Facility and Infrastructure providers.
  - b. CBO/AFN Liaison: Direct contact for AFN/Medical Baseline customers and Community Based Organizations. Also supports CRC coordination.
  - c. Regulatory Liaison: Responsible for submitting the State Warning Center Notification form to CalOES, communicating to the CPUC, coordinating the State Executive briefing, and serving as direct contact for those agencies.
  - d. Key Accounts Liaison: Has oversight of communications and notifications to key customers including local government leaders, top commercial customers, school and hospital leadership and Chambers of Commerce.

Additionally, Liberty holds PSPS advisory board meetings, participates in statewide AFN Council meetings, and holds other regular meetings with stakeholders to coordinate and plan for PSPS events.

- l. Affirmative notifications to MBL populations and any self-identified vulnerable populations*

Liberty has notification protocols to communicate with MBL customers in a potentially impacted PSPS zone. The MBL notification sequence includes:

1. OnSolve notification (providing text, email, and voice push notifications, with receipt verification capability)
2. If no positive contact, phone call to customer from customer service representative.
3. If no positive contact, physical site visit to the residence.
4. If no positive contact, door hanger notification left at the residence.

MBL and AFN outreach activities are executed through ICS-aligned roles, including Customer Care, AFN Liaison, and Operations support functions, and are documented to support regulatory reporting.

- m. Notification strategies on AFN population subsets, and the planning, organization, equipment required, training, and exercise for AFN subset notification plans listed on Table 13*

Liberty notifies AFN customers throughout all PSPS stages using a multi-channel approach

aligned with Incident Command direction.

Liberty will distribute an alert through the OnSolve system notifying customers of the status of the PSPS event. AFN customers will also receive an email notifying them of PSPS status, including messaging in both English and Spanish.

For direct communication, the OnSolve system is utilized to distribute a three-part alert, which includes a text message, an email, and a phone call. Liberty will also notify CBOs such as homeless shelters, senior centers, and special needs programs that serve AFN populations regarding the status of the PSPS event, and request that they distribute the alert to their contact lists. Critical Facilities and Infrastructure such as schools and police and fire Stations will also be notified of PSPS status and requested to distribute the alert to their own AFN contact lists.

Liberty will also publish an alert to its website and social media pages notifying customers of the status of the PSPS. Webpages are made available in both English and Spanish during a PSPS event. A news release and/or public service announcement will be sent to local media outlets, alerting customers of the PSPS, and Liberty customer service representatives will be provided with information and resources to answer customer questions regarding the PSPS event.

*n. Public warning of PSPS events such as week-ahead forecasts*

Liberty has not issued week-ahead forecasts of PSPS events.

*o. Notification cancellation*

Liberty's PSPS Playbook also includes notification and communications protocols if de-energization is cancelled. In accordance with the PSPS Playbook, cancellation notifications are issued when PSPS posture is de-escalated or cancelled, ensuring timely communication to customers, public safety partners, and stakeholders.

*p. Transmission-level customers notification*

Liberty does not have any transmission level customers to notify in the event of de-energization.

*q. Impacted customer information available to public safety partners from outset of PSPS*

Liberty will provide a notification of a PSPS event to public safety partners via an OnSolve alert and email as early as practicable based on forecast conditions and PSPS stage progression of de-energization, when possible, and will request that they distribute the alert to their AFN contact lists. This communication will include factors that may warrant de-energization, anticipated number of impacted customers (with emphasis on medical baseline and AFN customers), and an anticipated list of critical facilities.

*r. Secure portal for public safety partners*

When Liberty plans its PSPS exercises, it involves all Public Safety Partners that reside in the area where the exercise scenario takes place. During each exercise, Liberty provides information on Liberty's new Public Safety Partner Portal, and asks them to register for access, and reviews its critical infrastructure list for accuracy. Liberty regularly updates the Public Safety Partner list with current contact information.

*s. Lessons learned protocol*

Liberty incorporates improvement actions related to its notification plan through established exercise and event review processes. Following exercises and PSPS events, feedback is collected through participant input, after-action discussions, and formal reporting processes. Identified improvement actions are incorporated into Playbook updates, training, and operational procedures to support continuous program improvement.

**Attachment 1**  
**2025 Required Tables**

Table 1 - List of Available Community Resource Centers  
As of 07/01/2026

CRC Unique ID	Location Name	County/Tribe	CRC Type	Standard Operation	List of Planned Supplies	List of Planned Services	List of Planned AFN Services and Supplies	Contracted (Yes or No)	Date of Contract	Location Address	Latitude	Longitude
Walker	Walker Community Center	Mono	Fixed Site	X	WiFi, signage, small portable device charging (for cell phone, laptop, and small medical devices), extension cords, water, snacks, PSPS informational hand outs. Applications for Liberty programs, blankets, hand sanitizer	Spanish language support, Community Resource Center Leads, enrollment in Liberty low income and medical baseline programs. Information on local resources including transportation services.	ADA accessibility and restrooms, information and applications for Liberty low income and Medical Baseline programs. Refrigeration resources on site. Referral to 211 and County Social Services.	NO	N/A	442 Mule	38.51449	-119.480511
Washoe	Woodfords Community	Washoe	Fixed Site	X	WiFi, signage, small portable device charging (for cell phone, laptop, and small medical devices), extension cords, water, snacks, PSPS informational hand outs. Applications for Liberty programs, blankets, hand sanitizer	Spanish language support, Community Resource Center Leads, enrollment in Liberty low income and medical baseline programs. Information on local resources including transportation services.	ADA accessibility and restrooms, information and applications for Liberty low income and Medical Baseline programs. Refrigeration resources on site. Referral to 211 and County Social Services.	NO	N/A	96 Washoe	39.288364	-119.774532
South Lake Tahoe	South Lake Tahoe Middle School	El Dorado	Fixed Site	X	WiFi, signage, small portable device charging (for cell phone, laptop, and small medical devices), extension cords, water, snacks, PSPS informational hand outs. Applications for Liberty programs, blankets, hand sanitizer	Spanish language support, Community Resource Center Leads, enrollment in Liberty low income and medical baseline programs. Information on local resources including transportation services.	ADA accessibility and restrooms, information and applications for Liberty low income and Medical Baseline programs. Refrigeration resources on site. Referral to 211 and County Social Services.	NO	N/A	2940 Lake	38.956739	-119.942635
Truckee	Truckee Tahoe Airport	Nevada	Fixed Site	X	WiFi, signage, small portable device charging (for cell phone, laptop, and small medical devices), extension cords, water, snacks, PSPS informational hand outs. Applications for Liberty programs, blankets, hand sanitizer	Spanish language support, Community Resource Center Leads, enrollment in Liberty low income and medical baseline programs. Information on local resources including transportation services.	ADA accessibility and restrooms, information and applications for Liberty low income and Medical Baseline programs. Refrigeration resources on site. Referral to 211 and County Social Services.	NO	N/A	10356 Truckee	39.318283	-120.143046
Loyalton	Loyalton Senior Center	Sierra	Fixed Site	X	WiFi, signage, small portable device charging (for cell phone, laptop, and small medical devices), extension cords, water, snacks, PSPS informational hand outs. Applications for Liberty programs, blankets, hand sanitizer	Spanish language support, Community Resource Center Leads, enrollment in Liberty low income and medical baseline programs. Information on local resources including transportation services.	ADA accessibility and restrooms, information and applications for Liberty low income and Medical Baseline programs. Refrigeration resources on site. Referral to 211 and County Social Services.	NO	N/A	302 1st Str	39.675778	-120.241451
Portola	The Veteran's Memorial Hall	Plumas	Fixed Site	X	WiFi, signage, small portable device charging (for cell phone, laptop, and small medical devices), extension cords, water, snacks, PSPS informational hand outs. Applications for Liberty programs, blankets, hand sanitizer	Spanish language support, Community Resource Center Leads, enrollment in Liberty low income and medical baseline programs. Information on local resources including transportation services.	ADA accessibility and restrooms, information and applications for Liberty low income and Medical Baseline programs. Refrigeration resources on site. Referral to 211 and County Social Services.	NO	N/A	449 W. Sie	39.816001	-120.459463
Tahoe City	Tahoe City PUD Headquarters	Placer	Fixed Site	X	WiFi, signage, small portable device charging (for cell phone, laptop, and small medical devices), extension cords, water, snacks, PSPS informational hand outs. Applications for Liberty programs, blankets, hand sanitizer	Spanish language support, Community Resource Center Leads, enrollment in Liberty low income and medical baseline programs. Information on local resources including transportation services.	ADA accessibility and restrooms, information and applications for Liberty low income and Medical Baseline programs. Refrigeration resources on site. Referral to 211 and County Social Services.	NO	N/A	221 Fairwa	39.16856	-120.14844

Table 2 - Stakeholders' CRC Recommendations on AFN Need  
 From 06/01/2025 through 05/31/2026

Recommendation Description	Recommended Date	Recommending Party Type	Adopted ? (Yes or No)	Reasoning for Adoption/Denial	Initiative(s) As a Result of Recommendation	(Estimated) Planning Start Date	(Estimated) Organization Completion Date	(Estimated) Equipment Completion Date	(Estimated) Training Completion Date	(Estimated) Exercise Completion Date
Provide large water jugs for non-potable water that customers can take home for use	11/5/2025	Customer	Yes	Customers on well water will need access to water during power outage for household purposes	Discuss with CRC contractor to include water jugs in CRC resources	11/17/2025	11/17/2025	6/2/2026	9/30/2026	9/30/2026

Table 3 – Prior Year PSPS CRC Usage Metrics  
 From 06/01/2025 through 05/31/2026

Event ID	Event Name/Period	County or Tribe	Date Service Area De-energized	Time Service Area De-energized (24-hr. clock)	Date CRC Opened	Time CRC Opened	Date Service Area Re-energized	Time Service Area Re-energized (24-hr. clock)	Date CRC Closed	Time CRC Closed	Total Days Opened (fractions in tenths of 14-hr. span)	Total Hours Opened (Integer)	Type of CRC (Indoor, Outdoor, Mobile)	Was CRC powered by Backup Generation? (yes/no)	Operation Hour Compliance Indicator (Yes or No)	If Not in Compliance, Provide Explanation	Bottle Water	Charging Station	Cellular Network Services	Chairs	List additional fields for each of other supplies and services provided during PSPS event	Total Number of Visitors	Number of AFN Visitors	Location Address	Latitude	Longitude
120067615	11/5/2025	Alpine	11/5/2025	1:03	11/5/2025	8:00	11/5/2025	14:34	11/5/2025	17:00	0.6	9	Indoor	Yes	Yes		Yes	Yes	Yes	Yes	Small portable device charging (for cell phone, laptop, and small medical devices), Wi-Fi, chairs, seasonal cooling and heating, PSPS information, snacks, water, ice, ADA compliant restrooms.	72	-	96 Washoe Blvd, Markleeville, CA 96120	39.28836	-119.775
120067614	11/5/2025	Mono	11/5/2025	1:03	11/5/2025	8:00	11/5/2025	17:22	11/5/2025	17:00	0.6	9	Indoor	Yes	Yes		Yes	Yes	Yes	Yes	Small portable device charging (for cell phone, laptop, and small medical devices), Wi-Fi, chairs, seasonal cooling and heating, PSPS information, snacks, water, ice, ADA compliant restrooms.	25	-	442 Mule Deer Drive, Walker, CA 93517	38.51449	-119.481

Table 4 -- Prior Year CRC Customer Feedback  
 From 06/01/2025 through 05/31/2026

Customer Feedback Type	Description	Submission Count	Initiative(s)/Responsive Action(s)	Implementation Start Date	Estimated Completion Date	Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)
CRC Hours	Customer requested CRC locations be open all hours that the power is shut off rather than established hours.	1	N/A	N/A	N/A	N/A
CRC Supplies	Customer on well water reported being unable to flush toilets and requested larger water jugs to be made available.	1	Discuss with CRC contractor to include water jugs in CRC resources	11/17/2025	9/30/2026	Implementing

Table 5 - Prior Year IOU CRC Challenges  
 From 06/01/2025 through 05/31/2026

Challenge Type	Description of Challenge	Initial Month and Year Challenge Discovered	Initiative(s)/Responsive Action(s)	Implementation Start Date	Estimated Completion Date	Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)
CRC Staffing	Liberty CRC Lead staffing list requires updating	Nov-25	Liberty will reassess its list of CRC leads to address recent staffing changes	11/17/2025	9/30/2026	Implementing
CRC Signage	Additional signage needed outside CRC locations to identify CRCs	Nov-25	Liberty will put up signs outside CRC locations during future PSPS events	11/17/2025	9/30/2026	Implementing
CRC Supplies	Larger-sized bottles of water for toilet flushing required	Nov-25	Liberty will determine if there is a reasonable solution to better prepare customers using well water who requested larger-sized bottles of water for toilet flushing	11/17/2025	9/30/2026	Implementing































Table 7 – List of Requests to Be CFIs Over Last Two Years  
From 06/01/2024 through 05/31/2026

Facility/Infrastructure Name	Facility/Infrastructure Location	Request Date	Accepted or Denied?	Reason for Denial
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Table 8 - PSPS Exercise Summary  
 1/1/2026 through 12/31/2026

Starting Date of Exercise	Ending Date of Exercise	Total Hours of Exercise	Type of Exercise	Region	Counties	Number of utility personnel participating in the exercises	Number of PSP actively participating as a player	Number of AFN community members participating as a player	Total Number of Participants
5/21/2026	5/21/2026	2.5	Tabletop; Hybrid	Mono (scenario)	Mono (scenario)	24	0	0	24
6/25/2026	6/25/2026	4	Full Scale; Hybrid	Mono (scenario)	Mono (scenario)	28	11	6	45

Table 9 - List of Exercise Participated Entities  
 1/1/2026 through cutoff date of current year

Name of Entity	Exercise Date Range
Liberty	5/21/2026, 6/25/2026
Cal OES	5/21/2026, 6/25/2026
CPUC	5/21/2026, 6/25/2026
CloudFire	5/21/2026, 6/25/2026
NV Energy	6/25/2026
South Tahoe Public Utility District	6/25/2026
Barton Health	6/25/2026
Eastern Sierra Transit Authority	6/25/2026
USDA	6/25/2026
FireDAWG	6/25/2026
Mono County Health and Human Services	6/25/2026
Connecting Point	6/25/2026
Mono County Public Health	6/25/2026

Table 10 – Survey Summary  
2025

Period of Survey Conducted	Overall Objectives	Surveyed Scope	Methods	Target Audiences	Total Number of Surveys Sent	Total Number of Survey Responses Received	Was survey conducted in all “prevalent” languages, as defined in D.20-03-004?	If so, please list the number of “prevalent” languages used during survey	If not, please provide an explanation
6/8/25 - 6/18/25	Measure public awareness of messaging related to wildfire preparedness and safety.	All	Telephone, Web	California residential and commercial customers, critical customers	36,000	260	Yes	English, Spanish	N/A
11/13/25 - 11/30/25	Measure public awareness of messaging related to wildfire preparedness and safety.	All	Telephone, Web	California residential and commercial customers, critical customers	18,916	413	Yes	English, Spanish	N/A

Table 11 - AFN Outreach Recommendations  
 From 06/01/2025 through 05/31/2026

Recommendation Type	Description of Recommendation	Party Name	Date of Recommendation	Incorporated into PSPS Protocols? (Yes or No)	Reason for Decision Made	Description of PSPS Protocol Change
PSPS Outreach / Targeting	Consider more targeted outreach efforts to engage the public on wildfire safety and knowledge of PSPS	MDC Research	Nov 25	Yes	Continue targeted communications to AFN populations	Targeted PSPS communication is sent to medical baseline customers, AFN customers, and master meter mobile home park managers. Targeted PSPS outreach and presentations are conducted with local CBOs and agencies to specifically reach vulnerable audiences. Liberty continues to communicate AFN
AFN Awareness / Enrollment	Continue efforts to increase AFN self-enrollment, and awareness that enrolling will provide targeted early notifications about PSPS	MDC Research	Nov 25	Yes	Increase awareness of AFN self-enrollment and benefit	self-ID enrollment and benefit to customers through direct mail, community outreach, collaboration with CBOs, and digital channels
PSPS Preparedness	Consider opportunity during the winter months to spread the word around taking actions to prevent or prepare homes and business in the event of a PSPS, particularly around preparing emergency readiness plans & contact information, preparing emergency kits, and food and water storage	MDC Research	Nov 25	Yes	Continue awareness and preparedness focused messaging and outreach	Liberty communicates emergency preparedness and PSPS awareness outreach throughout the year including distribution of educational materials, community outreach, and through their shelf-stable meal collaboration with senior nutrition programs throughout the service territory

Table 12 - List of Joint Efforts on AFN notification Plan  
 From 06/01/2025 through 05/31/2026

Date of Joint Effort	Participant Type	Participant Name	AFN Subsets or Topics Discussed	Result/Proposal
6/17/2025	Public Safety Partner, Agency	Placer County, Placer County Fire	Wildfire Awareness, PSPS Education, Vegetation Management/Tree Work, Medical Equipment Needs, AFN Self-Identification	In-person event; Liberty presented information to the community in collaboration with local public safety partners to an audience of approximately 50 people Virtual event; Liberty hosted and organized a virtual meeting for all CBOs and HHS contacts throughout the service territory to attend and learn about customer assistance program offerings and changes. Spoke to EE, CARE, MBL, AFN and PSPS information.
6/27/2025	CBO	CBOs within Liberty service territory	Medical Equipment Needs, PSPS Education, AFN Self-Identification, CARE, Medical Baseline	Virtual event; Discussed collaborative outreach and provided information to be included in Mono County welcome packet for new residents speaking to PSPS and customer assistance resources.
7/16/2025	Agency	Mono County Health and Human Services	PSPS Education, Medical Equipment Needs, Medical Baseline, AFN Self Identification, LIHEAP, Energy Efficiency	In-person event; Liberty provided overview of all assistance programs, PSPS, AFN self-ID and had a robust discussion around collaborative opportunities including outreach presentations and the Senior Center's willingness to provide these materials to customers that may be eligible.
7/31/2025	CBO	Sierra Seniors	PSPS Education, Medical Equipment Needs, Medical Baseline, AFN Self Identification, LIHEAP, Energy Efficiency	Virtual event; Presented to local CBOs and PSPS regarding WMP, PSPS, AFN, customer assistance programs, WEMA, and GRC.
8/6/2025	CBO, Public Safety Partner	CBOs and PSPS within Liberty service territory	Wildfire Awareness, PSPS Education, Vegetation Management/Tree Work, Medical Equipment Needs, AFN Self-Identification	Virtual event; Liberty attended Mono & Inyo county's AFN council meeting to represent Liberty as an active participant in AFN conversations. Discussed AFN cues regarding customer approach at shelters and collaborative outreach.
8/27/2025	Agency, CBO, Public Safety Partner	Mono County AFN Workgroup	AFN Awareness and Collaboration	Virtual event; Liberty met with Tahoe Truckee Helping Hands, an entity that provides support for elderly residents with transportation to medical appointments. Liberty discussed all financial assistance programs and AFN self-ID opportunities, focusing on medical baseline specifically. Tahoe Truckee Helping Hands agreed to disperse applications and information to clients.
9/17/2025	CBO	Tahoe Truckee Helping Hands	PSPS Education, Medical Equipment Needs, Medical Baseline, AFN Self Identification, LIHEAP, Energy Efficiency	Virtual event; Liberty discussed assistance programs, AFN-self identification, and CRC approach for PSPS events.
9/17/2025	Public Safety Partner	Plumas County Emergency Management	Efficiency	Virtual event; Attended Mono / Inyo County AFN Workgroup with agencies, organizations and other local stakeholders to share community updates and remain aware of AFN related developments. Liberty shared information regarding resources for customer assistance programs.
11/20/2025	Agency, CBO, Public Safety Partner	Mono County AFN Workgroup	AFN Awareness and Collaboration	In-person event; Liberty met with Community Service Solutions in Gardnerville, an org that serves Mono county residents in Coleville and Walker. Liberty provided information and materials on customer assistance program information and PSPS awareness information. CSS provided information about an upcoming food bank distribution in Coleville as valuable outreach opportunity and agreed to share Liberty materials in their newsletter.
12/17/2025	CBO	Community Service Solutions	PSPS Education, Medical Equipment Needs, Medical Baseline, AFN Self Identification, CARE, LIHEAP, Energy Efficiency	In-person event; Liberty met with Mono County Senior Center in Coleville to distribute educational materials regarding customer assistance programs and PSPS awareness. Liberty met with staff member and provided overview of program materials for client distribution.
12/23/2025	Agency	Mono County Senior Center	Wildfire Awareness, PSPS Education, Vegetation Management/Tree Work, Medical Equipment Needs, AFN Self-Identification, CARE, LIHEAP, Energy Efficiency	Virtual event; Attended Mono / Inyo County AFN Workgroup with agencies, organizations and other local stakeholders to share community updates and remain aware of AFN related developments.
2/26/2026	Agency, CBO, Public Safety Partner	Mono County AFN Workgroup	AFN Awareness and Collaboration	Virtual event; Liberty met with Mono County Social Services to provide education and outreach about Liberty programs & PSPS preparedness. Staff agreed to include Liberty information in newsletter and distribute to clients.
3/16/2026	Agency	Mono County Social Services	Wildfire Awareness, PSPS Education, Vegetation Management/Tree Work, Medical Equipment Needs, AFN Self-Identification, CARE, LIHEAP, Energy Efficiency	

Table 13 - AFN Population Subset Notification Plan  
As of 07/01/2026

AFN Population Type	Subset Notification Plan	(Estimated) Planning Start Date	(Estimated) Organization Completion Date	(Estimated) Equipment Completion Date	(Estimated) Training Completion Date	(Estimated) Exercise Completion Date	# of People Planned to Be Trained on AFN Notification Plan	# of People Trained on AFN Notification Plan	List Types of Training on AFN Notification Plan
		Date of first exercise / IMT planning meeting in 2025	Date that all stakeholders were confirmed to be on board with preparedness effort ahead of the 2026 fire season	Date that all emergency equipment, systems (onSolve), and supplies (CRC) were in place / contracts completed	Date that IMT training ahead of 2026 fire season was confirmed to have been completed	Dates of tabletop exercise and full scale exercise in 2026	NEW	NEW	NEW
Low Income	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	2/10/2026	4/28/2026	6/2/2026	5/18/2026	5/21/2026, 6/25/2026	24	24	Liberty Tabletop Exercise, Liberty Functional Full Scale Exercise, CRC Lead Training
Physical or Developmental / Intellectual Disabilities	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	2/10/2026	4/28/2026	6/2/2026	5/18/2026	5/21/2026, 6/25/2026	24	24	Liberty Tabletop Exercise, Liberty Functional Full Scale Exercise, CRC Lead Training
Chronic Condition or Injury	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	2/10/2026	4/28/2026	6/2/2026	5/18/2026	5/21/2026, 6/25/2026	24	24	Liberty Tabletop Exercise, Liberty Functional Full Scale Exercise, CRC Lead Training
Limited English Proficiency	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	2/10/2026	4/28/2026	6/2/2026	5/18/2026	5/21/2026, 6/25/2026	24	24	Liberty Tabletop Exercise, Liberty Functional Full Scale Exercise, CRC Lead Training
Older Adults / Children	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	2/10/2026	4/28/2026	6/2/2026	5/18/2026	5/21/2026, 6/25/2026	24	24	Liberty Tabletop Exercise, Liberty Functional Full Scale Exercise, CRC Lead Training
Homeless / Transportation Disadvantaged	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	2/10/2026	4/28/2026	6/2/2026	5/18/2026	5/21/2026, 6/25/2026	24	24	Liberty Tabletop Exercise, Liberty Functional Full Scale Exercise, CRC Lead Training
Life Support Specific	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	2/10/2026	4/28/2026	6/2/2026	5/18/2026	5/21/2026, 6/25/2026	24	24	Liberty Tabletop Exercise, Liberty Functional Full Scale Exercise, CRC Lead Training
Miscellaneous	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS.	2/10/2026	4/28/2026	6/2/2026	5/18/2026	5/21/2026, 6/25/2026	24	24	Liberty Tabletop Exercise, Liberty Functional Full Scale Exercise, CRC Lead Training
Medical Baseline	72 hours in advance of PSPS (when possible) per PSPS Playbook. Continued communication at each stage of PSPS. If confirmed contact is not made, door knocks and phonecalls to confirm.	2/10/2026	4/28/2026	6/2/2026	5/18/2026	5/21/2026, 6/25/2026	24	24	Liberty Tabletop Exercise, Liberty Functional Full Scale Exercise, CRC Lead Training, Medical Baseline Notification Process Training

Table 14 – PSPS Event Lessons Learned Summary  
From 06/01/2025 through 05/31/2026

Type of Issue	Description of Issue	Date of Discovery	Risk Priority	Overall Resolution	Responsive Actions	Annual Plans Reference (Include Page #)	Implementation Start Date	Status of Action (e.g., Planning, Implementing, or Complete)	Estimated Completion Date
State Executive Briefing presentation template	Use different template for State Executive Briefing after de-energization has occurred	Nov-25	N/A	Liberty will use the correct template for future State Executive Briefings	Liberty will use the correct template for future State Executive Briefings	Liberty Post Event Report on November 5, 2025 PSPS Event; Section 11	11/19/2025	Complete	11/19/2025
CalOES submission form	CalOES form entry for customers potentially impacted should go to 0 once those customers are actually impacted	Nov-25	N/A	Liberty has discussed this issue with CalOES and is clear on this guidance moving forward	Liberty has discussed this issue with CalOES and is clear on this guidance moving forward	Liberty Post Event Report on November 5, 2025 PSPS Event; Section 11	11/19/2025	Complete	11/19/2025
Positive feedback	Track positive feedback received from stakeholders in internal event tracker during event	Nov-25	N/A	Liberty will include this information in the event tracker for future events	Liberty will include this information in the event tracker for future events	Liberty Post Event Report on November 5, 2025 PSPS Event; Section 11	11/19/2025	Complete	11/19/2025
Notification forms	Include estimated time of restoration on all notifications during event; include CRC services available and where to access electricity during the hours the CRC is closed on customer notifications	Nov-25	N/A	Liberty will adapt its notification templates to include estimated time of restoration and CRC services available; Liberty is assessing the requirement to include information on where to access electricity during the hours CRCs are closed	Liberty will adapt its notification templates to include estimated time of restoration and CRC services available; Liberty is assessing the requirement to include information on where to access electricity during the hours CRCs are closed	Liberty Post Event Report on November 5, 2025 PSPS Event; Section 11	11/19/2025	Complete	11/19/2025
Cost tracking codes	Internal cost tracking codes were not sufficiently explained until after the PSPS event	Nov-25	N/A	Publish cost tracking codes with explanations in Incident Action Plan prior to or in the beginning of the event	Publish cost tracking codes with explanations in Incident Action Plan prior to or in the beginning of the event	Liberty Post Event Report on November 5, 2025 PSPS Event; Section 11	1/7/2026	Complete	1/26/2026
Customer discrepancies	In-event customer numbers were different than post-event reporting due to duplicate and de-activated customer accounts included in in-event reporting	Nov-25	N/A	Liberty will update its PSPS playbook to document its process for removing duplicate and de-activated customer accounts for in-event reporting	Liberty will update its PSPS playbook to document its process for removing duplicate and de-activated customer accounts for in-event reporting	Liberty Post Event Report on November 5, 2025 PSPS Event; Section 11	4/29/2026	Complete	5/15/2026
CRC staffing	Recent staffing changes have impacted list of CRC leads	Nov-25	N/A	Reassess list of CRC leads to address recent staffing changes	Reassess list of CRC leads to address recent staffing changes	Liberty Post Event Report on November 5, 2025 PSPS Event; Section 11	11/19/2025	Planning	9/30/2026
CRC signage	There were no signs at the CRC locations	Nov-25	N/A	Put up signs outside CRC locations during future PSPS events	Put up signs outside CRC locations during future PSPS events	Liberty Post Event Report on November 5, 2025 PSPS Event; Section 11	11/19/2025	Complete	6/2/2026
IMT roles	Liberty has a vacancy for the Emergency Manager position	Nov-25	N/A	Liberty is actively in the hiring process to fill the Emergency Manager Position	Liberty is actively in the hiring process to fill the Emergency Manager Position	Liberty Post Event Report on November 5, 2025 PSPS Event; Section 11	9/2/2025	Complete	12/8/2025
CRC supplies	A couple customers requested larger sized bottles of water for toilet flushing	Nov-25	N/A	Determine if there is a reasonable solution to better prepare customers using well water	Determine if there is a reasonable solution to better prepare customers using well water	Liberty Post Event Report on November 5, 2025 PSPS Event; Section 11	11/19/2025	Implementing	9/30/2026

Table 15 – High Risk PSPS Circuits  
As of May 31 of 2026

Circuit ID	Circuit Name	Segment ID	Segment Name	Indicator for Distribution Line or Transmission Line	Number of Times De-energized (in last four calendar years)	Total MBL Customers	Total AFN Customers	Total CFI	Total Customers	Steps Toward Risk-reduction and PSPS Mitigation	Start Date of Step Implementation	Estimated Completion Date
TPZ1202	TPZ1202	N/A	N/A	Distribution	3	14	279	41	781	TPZ 1202 has fast trip setting capabilities. Grid hardening activities, including pole replacements, have been completed on TPZ 1202. In addition, tree wire has been installed on TPZ 1202, and additional grid hardening for TPZ 1202 is being evaluated under Liberty's risk model. During PSPS events, crew patrols are conducted to address any hazards or failures along with additional contract crews for emergency situation support beyond normal staffing levels.		
MULLER1296	MULLER1296	N/A	N/A	Distribution	4	4	265	42	705	MULLER1296 has fast trip setting capabilities. Grid hardening activities, including pole replacements, have been completed on MULLER 1296. In addition, in 2025, tree wire has been installed on MULLER 1296, and in 2026, additional covered conductor is planned. Additional grid hardening is being evaluated under Liberty's risk model. During PSPS events, crew patrols are conducted to address any hazards or failures along with additional contract crews for emergency situation support beyond normal staffing levels.		

Table 16 – JUPSPSWG Meetings  
From 06/01/2025 through 05/31/2026

Date of Meeting	Time of Meeting	Report Name	Webpage Link to Report
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**Attachment 2**  
**After-Action Improvement Plan, May 21, 2026**

# Liberty Utilities 2026 PSPS Tabletop Exercise

## After Action Report (AAR)

### 1. Exercise Overview

**Exercise Type:** Tabletop Exercise (Discussion-Based)

**Date:** May 21, 2026

**Location:** Hybrid (In-Person / Microsoft Teams)

**Scenario:** PSPS Event – Topaz Circuit

**Participants:** Liberty Utilities Incident Management Team (IMT)

**Observers:** California Public Utilities Commission (CPUC), California Office of Emergency Services (Cal OES), CAL FIRE

#### **Purpose:**

The 2026 PSPS Tabletop Exercise (TTX) was conducted to evaluate IMT coordination, role clarity, and decision-making across the PSPS lifecycle using a discussion-based format aligned with the Liberty Utilities PSPS Playbook v2026.1.

### 2. Exercise Scope and Objectives

The exercise was designed to:

- Validate IMT understanding of PSPS operations across Stages 1–5
- Reinforce ICS-aligned roles, responsibilities, and decision authority
- Practice role-based decision support using stage-based progression
- Evaluate coordination considerations with Public Safety Partners
- Assess awareness of customer impacts, including Access and Functional Needs (AFN) and Medical Baseline populations
- Identify information and data requirements necessary to support PSPS decision-making

### 3. Exercise Summary

The tabletop exercise progressed through a facilitated, stage-based PSPS scenario affecting the Topaz Circuit. Participants provided role-specific inputs to support Incident Command decision-making at key escalation points.

The discussion-based format emphasized:

- Decision support rather than operational execution

- Alignment of planning, weather, and GIS inputs
- Coordination across Command and General Staff
- Identification of gaps and improvement opportunities

A facilitated Hotwash was conducted at the conclusion of the exercise to capture participant observations.

#### **4. Key Observations**

##### **4.1 Notification Timing and Operational Flexibility**

Participants identified challenges associated with fixed notification timelines, particularly within the 1–4 hour notification window prior to potential de-energization.

- Rapidly evolving conditions may require earlier-than-anticipated decision-making
- Forecast changes can compress timelines between notification and implementation
- Overlapping notifications may occur when conditions change quickly

Participants indicated that operational discretion may be necessary when balancing notification timing with real-time conditions.

##### **4.2 Messaging Effectiveness and Customer Impact**

Discussion emphasized the importance of maintaining clear and effective communication with customers:

- Excessive or closely timed notifications may reduce overall message effectiveness
- Messaging should remain clear, timely, and actionable
- Notifications should align with conditions in a way that supports customer understanding and response

Participants highlighted the importance of ensuring that communication retains its intended impact.

##### **4.3 Notification Fatigue and Credibility Considerations**

Participants discussed the potential for reduced customer responsiveness due to message saturation:

- Frequent or unnecessary notifications may result in reduced attention to future communications

- Early or uncertain notifications may impact customer confidence
- Maintaining consistency and clarity in messaging is important to preserving credibility

The discussion reinforced the need to balance timeliness with confidence in decision-making.

#### **4.4 Forecast Uncertainty and Decision-Making Alignment**

Participants identified the need to align forecast uncertainty with operational decisions:

- Decision-making must occur despite incomplete or evolving information
- Forecast confidence directly impacts communication timing and content
- Flexibility is required to adapt to changing conditions while maintaining coordination

This reinforces the importance of clearly defined decision triggers and situational awareness.

#### **4.5 External Coordination and Stakeholder Awareness**

The exercise highlighted the importance of coordinating with external stakeholders:

- Regulatory and public safety partners benefit from advance awareness of PSPS posture and activities
- Coordination supports readiness and situational awareness
- Clear communication of exercise scheduling and expectations supports stakeholder participation

### **5. Functional Areas Evaluated**

The following functional areas were exercised:

- **Incident Command:** Decision-making and escalation management
- **Planning:** Situation status development and integration of inputs
- **Public Information / Communications:** Messaging considerations and notification awareness
- **Public Safety Partner Coordination:** External coordination considerations

- **Customer Impact Awareness:** Integration of AFN and critical customer considerations

## **6. Improvement Areas**

The following areas have been identified for continued refinement:

- Review and refine PSPS notification timing strategy to support flexibility under dynamic conditions
- Evaluate thresholds for initiating customer notifications based on forecast confidence
- Enhance guidance related to message frequency and sequencing
- Strengthen alignment between forecast inputs and decision triggers
- Continue to reinforce clear and consistent communication practices

These areas will be incorporated into ongoing PSPS program development and will inform the 2026 PSPS Functional Exercise.

## **7. Conclusion**

The 2026 PSPS Tabletop Exercise demonstrated effective engagement across the Incident Management Team and reinforced understanding of ICS-aligned decision-making processes.

The observations captured during the Hotwash provide actionable insight into notification strategy, communication effectiveness, and decision-making under uncertainty. These findings will support continued refinement of PSPS operations and enhance readiness for real-world events.

**Attachment 3**  
**After-Action Improvement Plan, June 25, 2026**

# Liberty Utilities 2026 PSPS Functional Exercise

## After Action Report (AAR)

### Executive Summary

On June 25, 2026, Liberty Utilities conducted a PSPS Functional Exercise to evaluate Incident Management Team (IMT) performance across the full PSPS lifecycle (Stages 1–5).

The exercise successfully demonstrated the IMT’s ability to operate in a real-time, ICS-aligned environment using operational systems, documentation, and coordinated decision-making processes. Participant feedback indicated a high level of readiness, with most respondents reporting they felt prepared to support a PSPS event.

A facilitated Hotwash discussion, combined with participant feedback, identified strengths in coordination, system use, and role clarity, as well as targeted opportunities to improve documentation tempo, data validation, scenario realism, and staffing depth.

These observations will inform continued PSPS program refinement and were incorporated into planning and execution of the 2026 PSPS exercise program.

### Summary of Key Observations (Overview Table)

The following table summarizes key strengths, observations, and improvement areas identified through participant feedback and Hotwash discussion.

Category	Strengths Observed	Key Observations	Improvement Actions
<b>Overall Readiness</b>	High level of participant confidence and readiness	Majority of participants reported “Fully Ready”	Continue reinforcing IMT readiness through periodic exercises
<b>Systems &amp; Tools</b>	Teams, SharePoint, GIS products, and Event Tracker supported operations effectively	Information was accessible and supported decision-making	Maintain system integration and continue user familiarity
<b>Role Clarity (ICS)</b>	Roles clearly understood and effectively executed	Exercise improved role understanding for some participants	Reinforce role expectations and support cross-training

<b>Operational Coordination</b>	Strong coordination across IMT sections in real-time environment	Realistic coordination across Planning, Ops, Logistics, and Command	Sustain current coordination model
<b>Customer Communications</b>	Active complaint tracking and messaging coordination	Clear communication maintained under changing conditions	Continue emphasizing consistent messaging practices
<b>Planning &amp; Documentation</b>	Documentation successfully developed under operational conditions	Pace challenged Planning's ability to keep up in real time	Improve workflows for real-time documentation
<b>Data Accuracy</b>	Issues identified and resolved during exercise	Initial gap in identifying some Medical Baseline customers	Strengthen pre-event data validation processes
<b>Scenario Realism</b>	Scenario was generally realistic and relevant	Some injects perceived as less realistic	Refine inject realism and alignment to operations
<b>Staffing Depth</b>	IMT performed effectively overall	Lack of backup roles observed	Improve redundancy across IMT positions
<b>Finance/Admin Integration</b>	Finance/Admin supported compliance awareness	Importance of job coding emphasized	Continue integration of financial tracking processes

## 1. Exercise Overview

**Exercise Type:** Functional Exercise (Execution-Based)

**Date:** June 25, 2026

**Location:** South Lake Tahoe EOC / Microsoft Teams Hybrid

**Scenario:** PSPS Event – Topaz Circuit

**Participants:** Liberty Utilities Incident Management Team (IMT)

**Observers:** CPUC, Cal OES, CAL FIRE

**Purpose:**

The 2026 PSPS Functional Exercise evaluated full lifecycle execution of PSPS operations, including real-time coordination, decision-making, documentation, and regulatory alignment using ICS structure and the PSPS Playbook.

## 2. Exercise Scope and Objectives

The exercise was designed to:

- Validate IMT ability to execute PSPS operations across Stages 1–5
- Demonstrate real-time use of operational tools (Event Tracker, IAP, Teams, SharePoint)
- Evaluate coordination with Public Safety Partners and AFN populations
- Assess alignment between operational data, messaging, and regulatory outputs
- Validate Incident Command decision-making under time pressure

## 3. Exercise Summary

The exercise progressed through a full PSPS lifecycle scenario impacting the Topaz Circuit, including escalation, de-energization, and restoration.

Participants operated in real time using operational systems and produced outputs consistent with a live PSPS event.

Exercise play included:

- Resource coordination (e.g., vegetation crew posture, standby resources)
- Development and use of ICS documentation (e.g., ICS 204, IAP inputs)
- Restoration planning (patrol, repair, and re-energization sequencing)
- Active coordination across IMT sections
- Customer communication and complaint tracking

## 4. Key Observations

### 4.1 Overall Readiness

Participant feedback indicates a high level of readiness:

- Most participants reported being “Fully Ready” to support a PSPS event
- One participant reported being “Mostly Ready”, indicating minor gaps

### 4.2 Systems and Operational Tools

Participants consistently indicated that systems supported operations:

- Teams and SharePoint enabled effective communication and documentation
- GIS products and real-time maps supported situational awareness
- Event Tracker functioned as the central source of operational information

### **4.3 Role Clarity and ICS Alignment**

Roles and responsibilities were clearly understood:

- Participants reported strong understanding of ICS structure
- Exercise participation improved role clarity for certain positions
- IMT operated consistently with defined decision authority

### **4.4 Operational Coordination**

The exercise demonstrated strong coordination across IMT sections:

- Integration between Operations, Planning, Logistics, and Command Staff
- Real-time discussion of resource availability and operational constraints
- Effective coordination in restoration sequencing and planning

### **4.5 Customer Communications**

Customer communication was actively managed:

- Monitoring and responding to customer inquiries
- Tracking complaints within operational systems
- Maintaining consistent messaging despite changing operational timelines

### **4.6 Planning and Documentation**

Documentation was completed but presented challenges:

- Planning successfully produced required documentation
- Exercise pace made real-time completion difficult

This highlights the importance of balancing tempo and documentation expectations.

### **4.7 Data Accuracy and Customer Impact Awareness**

A data gap was identified:

- Some Medical Baseline customers were not initially identified
- Issue was resolved during the exercise

This reinforces the need for improved data validation prior to events.

## **4.8 Scenario Realism**

Participants viewed the exercise as realistic overall:

- Most scenarios were considered relevant
- Some injects were identified as less realistic

## **4.9 Staffing Depth**

A gap in organizational depth was identified:

- Lack of backup roles in some areas
- Potential risk during sustained operations

## **5. Functional Areas Evaluated**

The following functional areas were evaluated:

- Incident Command
- Planning
- Operations
- Logistics
- Finance/Admin
- Public Information
- Regulatory

## **6. Improvement Areas**

The following areas have been identified for refinement:

- Improve documentation workflows to support operational tempo
- Strengthen validation of AFN and Medical Baseline data
- Refine inject realism for future exercises
- Enhance IMT staffing depth and role redundancy
- Continue strengthening use of operational systems across all sections

## **7. Conclusion**

The 2026 PSPS Functional Exercise demonstrated strong IMT performance, effective coordination, and high overall readiness.

Participants successfully operated in a real-time, ICS-aligned environment, utilizing operational systems and producing outputs consistent with a PSPS event.

Observations captured through participant feedback and the Hotwash discussion provide targeted opportunities to enhance documentation processes, data accuracy, and staffing resilience, further strengthening Liberty Utilities' PSPS readiness.

**Attachment 4**  
**PSPS Exercise Feedback Form**

## PSPS Functional Exercise Feedback

This feedback form is intended to supplement the Hotwash conducted at the conclusion of the exercise. The Hotwash captured immediate observations and discussion. This form is intended to capture additional insights, including:

- Items not raised during the Hotwash
- More detailed or role-specific observations
- Individual perspectives that may not have been voiced in a group setting

Responses will be used to assess operational effectiveness, coordination, and system performance and to inform future improvements.

### Participant Information

1. What was your role during the exercise?

- Incident Command
- Operations
- Planning
- Logistics
- Finance/Admin
- Command Staff (PIO, Liaison, Safety)
- External Partner
- Observer
- Other

2. Organization (if applicable):

3. Participation type:

- IMT Member
- Observer
- External Partner
- Other

## Overall Exercise Effectiveness

4. Overall, how effective was the exercise in simulating a realistic PSPS event?

Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Very ineffective
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. How clearly were the exercise objectives communicated?

Very clear	Somewhat clear	Neither clear nor unclear	Somewhat unclear	Very unclear
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Did the exercise reflect a realistic operational tempo and level of pressure?

Completely realistic	Mostly realistic	Somewhat realistic	A little realistic	Not realistic at all
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. To what extent did the exercise improve your understanding of PSPS processes and coordination requirements?

A great deal	Quite a bit	Somewhat	A little	Not at all
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## IMT Operations & Coordination

8. How effectively did your functional area perform during the exercise?

Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Very ineffective
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. How effective was communication and coordination across IMT functions?

Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Very ineffective
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Were roles and responsibilities clearly understood and executed?

- Yes
- Partially
- No

11. If Partially or No, please explain:

12. How well did the IMT establish and maintain situational awareness?

Very well	Somewhat well	Not so well	Extremely well	Extremely not well
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Tools, Systems, and Documentation

13. How effective were the operational tools and templates (e.g., SitRep, IAP, Decision Log, Event Tracker)?

- Very effective      Somewhat effective      Neither effective nor ineffective      Somewhat ineffective      Very ineffective
- 

⋮

14. Were you able to access the documents and systems you needed during the exercise?

- Yes
- No

15. If No, please describe the issue:

16. How effective was the use of the Cal OES PSPS Hub during the exercise?

- Very effective      Somewhat effective      Neither effective nor ineffective      Somewhat ineffective      Very ineffective      Not Applicable
- 

17. Did the use of systems (e.g., Teams, SharePoint, GIS products) support or hinder operations?

- Supported operations
- Neutral
- Hindered operations

18. Please explain:

## External Coordination & Information Sharing

19. How effective was coordination with external partners (e.g., Cal OES, local governments, CBOs)?

Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Very ineffective	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Was information shared with external partners timely and actionable?

Extremely timely and actionable	Very timely and actionable	Moderately timely and actionable	Slightly timely and actionable	Not timely or actionable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Did the exercise clearly distinguish between exercise activity and real-world operations?

- Yes
- Partially
- No

22. Comments (including any observations not captured during the Hotwash):

## Exercise Design & Facilitation

23. How effective was the overall pacing and structure of the exercise?

Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Very ineffective	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. Were exercise injects and scenario developments realistic and relevant?

Extremely realistic and relevant	Very realistic and relevant	Moderately realistic and relevant	Slightly realistic and relevant	Not at all realistic or relevant
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Was facilitator involvement appropriate?

- Too much involvement
- About right
- Too little involvement

## Key Takeaways

26. What worked well during the exercise that should be sustained?

27. What challenges or gaps did you observe?

28. What specific improvements would you recommend for future PSPS operations or exercises?

29. Any additional comments or observations?

30. Overall readiness to manage a PSPS event based on this exercise:

- Fully Ready
- Mostly Ready
- Some Gaps
- Significant Gaps

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 Microsoft Forms

**Attachment 5**  
**PSPS Functional Exercise Agenda**

## Liberty Utilities – 2026 PSPS Functional Exercise Agenda

### Exercise Overview

- **Exercise Type:** Functional Exercise (Execution-Based)
- **Format:** In-Person with Operational Systems (EOC/Teams Hybrid Support)
- **Audience:** Liberty Utilities Incident Management Team (IMT)
- **Participating Entities:** Liberty Utilities (California), Public Safety Partners, Regulatory Representatives (CPUC, Cal OES), and Observers
- **Scenario:** PSPS Event – Topaz Circuit
- **Focus:** Real-time operational coordination, decision-making, documentation, and regulatory alignment using ICS structure and PSPS Playbook

### Exercise Objectives

- Validate IMT ability to execute PSPS operations across Stages 1–5
- Demonstrate real-time use of operational tools (Event Tracker, IAP, templates)
- Test regulatory coordination, including CPUC and Cal OES notifications
- Evaluate coordination with Public Safety Partners and AFN populations
- Assess alignment between operational data, messaging, and regulatory outputs
- Validate Incident Command decision-making under time pressure

### Exercise Agenda

#### 09:00 – 09:10 | Welcome and Exercise Operating Expectations

- Opening remarks and exercise intent
- Review of objectives, scope, and expectations
- Reinforcement of operational environment (real-time decision-making)
- Participant sign-in and administrative notes

#### 09:10 – 09:20 | Initial Operational Brief

- Incident establishment by Incident Command
- Current situation status (Planning Section)
- Overview of Topaz Circuit risk, impacts, and constraints

### **09:20 – 11:25 | Functional Scenario Execution (Stages 1–3)**

Participants operate in real time through progressive injects reflecting escalating PSPS conditions:

- **Stage 1 – Potential PSPS**
  - Situational awareness and planning
  - Forecast analysis and risk evaluation
- **Stage 2 – Imminent PSPS (2a–2c)**
  - Coordination with Public Safety Partners
  - AFN and Medical Baseline considerations
  - Messaging and regulatory notification alignment
  - Final execution readiness and Go/No-Go decision
- **Stage 3 – PSPS Implementation**
  - De-energization execution
  - Customer impact management
  - CRC activation and field coordination

### **11:25 – 12:15 | Functional Scenario Execution (Stages 4–5)**

- **Stage 4 – Re-Energization Initiated**
  - Damage assessment and inspection coordination
  - Restoration planning and communication
- **Stage 5 – Event Conclusion**
  - System restoration confirmation
  - Transition to demobilization and documentation

### **12:15 – 01:00 | Hotwash and Participant Feedback**

- Facilitated discussion of:
  - Operational strengths
  - Gaps and coordination challenges

- Lessons identified for improvement
- Overview of electronic feedback form process
- Discussion of post-exercise evaluation and After Action Report (AAR)

### **Exercise Methodology**

- Scenario-based, inject-driven functional exercise
- Participants perform actual roles and produce real-time outputs
- Operational tools utilized as they would be during a real PSPS event:
  - Event Tracker (system of record)
  - Incident Action Plan (IAP)
  - Messaging and regulatory templates
- Facilitator introduces evolving conditions; IMT drives operational response

**Attachment 6**  
**PSPS Table-Top Exercise Agenda**

## **Liberty Utilities – 2026 PSPS Tabletop Exercise Agenda**

### **Exercise Overview**

**Exercise Type:** Tabletop Exercise (Discussion-Based)

**Format:** Facilitated Discussion with Scenario-Based Progression

**Audience:** Liberty Utilities Incident Management Team (IMT)

**Participating Entities:** Liberty Utilities (California), Regulatory Representatives (CPUC, Cal OES), CAL FIRE, and Observers

**Scenario:** PSPS Event – Topaz Circuit

**Focus:** Role-based decision-making, coordination, and situational awareness using ICS structure and the PSPS Playbook

### **Exercise Objectives**

- Validate IMT understanding of PSPS operations across Stages 1–5
- Reinforce ICS roles, responsibilities, and decision authority
- Practice concise, role-based decision support inputs
- Evaluate coordination with Public Safety Partners and consideration of AFN populations
- Identify information, mapping, and data needs required to support PSPS decisions
- Strengthen Incident Command decision-making at key PSPS stage decision points

### **Exercise Agenda**

#### **09:00 – 09:15 | Welcome and Exercise Operating Expectations**

Opening remarks and exercise intent

Review of objectives, scope, and expectations

Reinforcement of discussion-based environment (no operational execution)

Participant introductions and administrative notes

#### **09:15 – 09:35 | Scenario Orientation and IMT Framework**

Overview of Topaz Circuit scenario

ICS structure, roles, and decision authority

Review of PSPS staging model and decision gates

### **09:35 – 11:25 | Tabletop Scenario Execution (Stages 1–3)**

Participants move through a facilitated, stage-based discussion reflecting escalating PSPS conditions:

#### **Stage 1 – Potential PSPS**

Situational awareness and monitoring  
Forecast interpretation and early risk considerations

#### **Stage 2 – Imminent PSPS (2a–2c)**

Refined impact assessment and coordination posture  
Public Safety Partner considerations  
AFN and Medical Baseline awareness  
Decision progression toward implementation (Go/No-Go discussion)

#### **Stage 3 – PSPS Implementation (Discussion-Based)**

Customer and community impact considerations  
Operational coordination posture (non-execution)  
Situational awareness and command-level oversight

### **11:25 – 12:05 | Tabletop Scenario Execution (Stages 4–5)**

#### **Stage 4 – Re-Energization Initiated**

Restoration considerations and coordination requirements  
Discussion of field assessment and readiness factors

#### **Stage 5 – Event Conclusion**

Event wrap-up considerations  
Transition to documentation and post-event activities

### **12:05 – 12:30 | Hotwash and Participant Feedback**

Facilitated discussion of:  
Decision-making strengths  
Coordination challenges and gaps  
Role clarity and information flow  
Key observations to inform future improvement

### **Exercise Methodology**

Scenario-based, facilitated tabletop exercise  
Participants provide discussion-based, role-specific inputs rather than execute tasks  
Facilitator manages progression through PSPS stages; IMT provides decision support  
Focus on what information is needed, how roles coordinate, and how decisions are supported

**Attachment 7**  
**PSPS Table-Top Exercise Agenda, May 21, 2026**

# Liberty Utilities – 2026 PSPS Tabletop Exercise (TTX)

Topaz Circuit Scenario  
Discussion-Based / ICS-Aligned



# Purpose & Ground Rules

## Purpose

- Practice role-based decision support by PSPS stage
- Provide concise, role-based inputs (focused briefings)
- Validate the maps / information needed to support decisions

## Ground Rules

- No-fault, discussion-based environment
- Speak from assigned role only
- No execution (notifications, portals, switching, CRC operations)
- Facilitator manages time and transitions
- Use PSPS Playbook v2026.1 terminology and stage definitions



# How This Tabletop Will Run

- We will move stage-by-stage using the PSPS staging model:  
(1 → 2a → 2b → 2c → 3), followed by high-level discussion of Stages 4–5
- Each role provides 30–60 second headline inputs
- Decision gates: IC states whether to hold, escalate, or implement
- Scenario Timeline
  - Day 1 – Stage 1 (~96–72 hours)
  - Day 2 – Stage 2a
  - Day 3 – Stage 2b
  - Day 4 – Stage 2c (Decision Point)



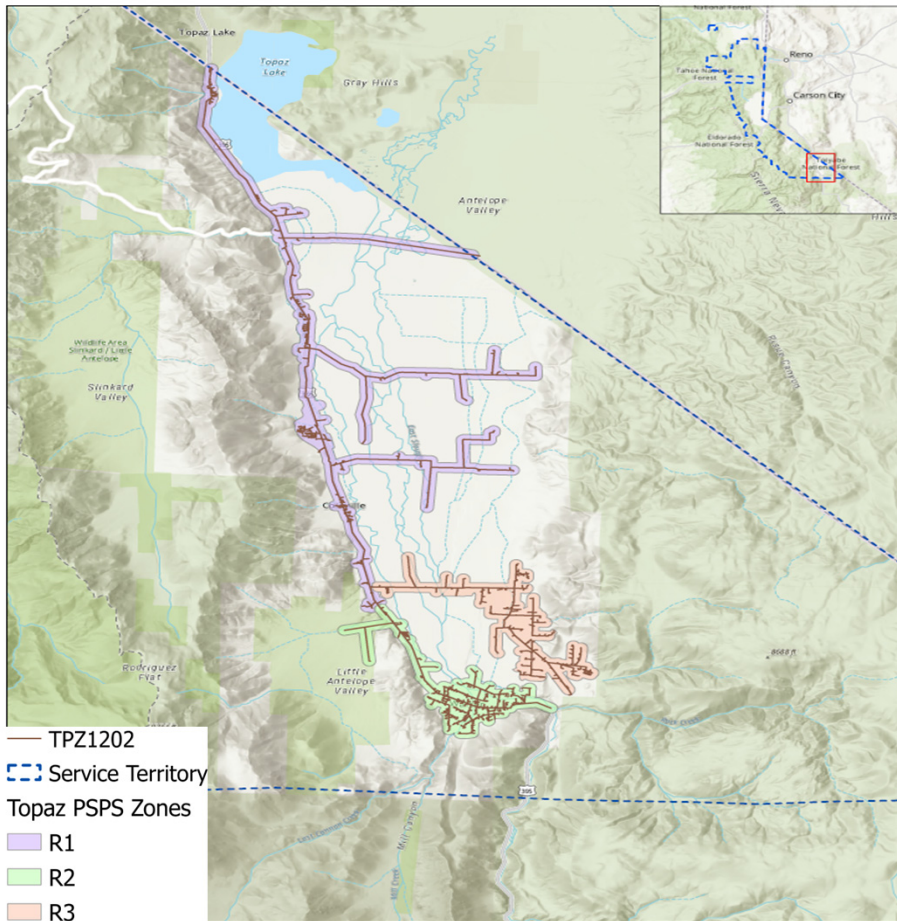
# ICS Structure & Decision Authority

- **Single Incident Commander holds decision authority**
- **Command Staff advise (Safety / PIO / Liaison / Regulatory)**
- **General Staff provide decision support (Planning / Operations / Logistics / Finance)**
- **Structure mirrors the PSPS Playbook v2026.1**
- **Event Tracker is the single source of truth (inputs captured by role; Planning integrates for decision support)**

**Discussion-based tabletop; execution deferred to functional exercise.**



# Scenario Orientation – Topaz Circuit (~96–84 hours before forecast onset)



## Service Territory Orientation

- Liberty service territory overview
- Topaz circuit highlighted; adjacent circuits muted
- Supports geographic orientation for IC and IMT; baseline context for stage-based decision support





## **Stage 1**

### **Monitoring / Early Awareness**

~96 to 72 hours before forecast onset

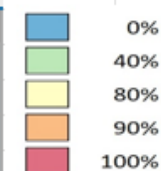
- Monitoring and planning posture
- Build situational awareness and readiness
- No de-energization decision yet

# Stage 1 – Weather & Fire Risk Outlook

(Monitoring / Early Awareness – ~96–72 hours before forecast onset)

## CRI Threshold Status (Decision Trigger)

Liberty Utilities Percent of CRI Threshold Forecast Day 1							
Zone	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7
Topaz	35	40	90	115	90	40	35
Mul 1296 R4	35	40	60	80	60	40	35
Mul 1296 R3	35	40	60	80	60	40	35
Sorensons tap	35	40	60	80	60	40	35



0200	0800	1200	2200
Thurs	Thurs	Thurs	Thurs
Day 1	Day 1	Day 1	Day 1
	76hrs	72hrs	
		Stage 1	

### KEY DRIVERS

WIND

40–60 mph

↑ Increasing

HUMIDITY

15–25%

↓ Decreasing

FUELS

Seasonally dry / receptive

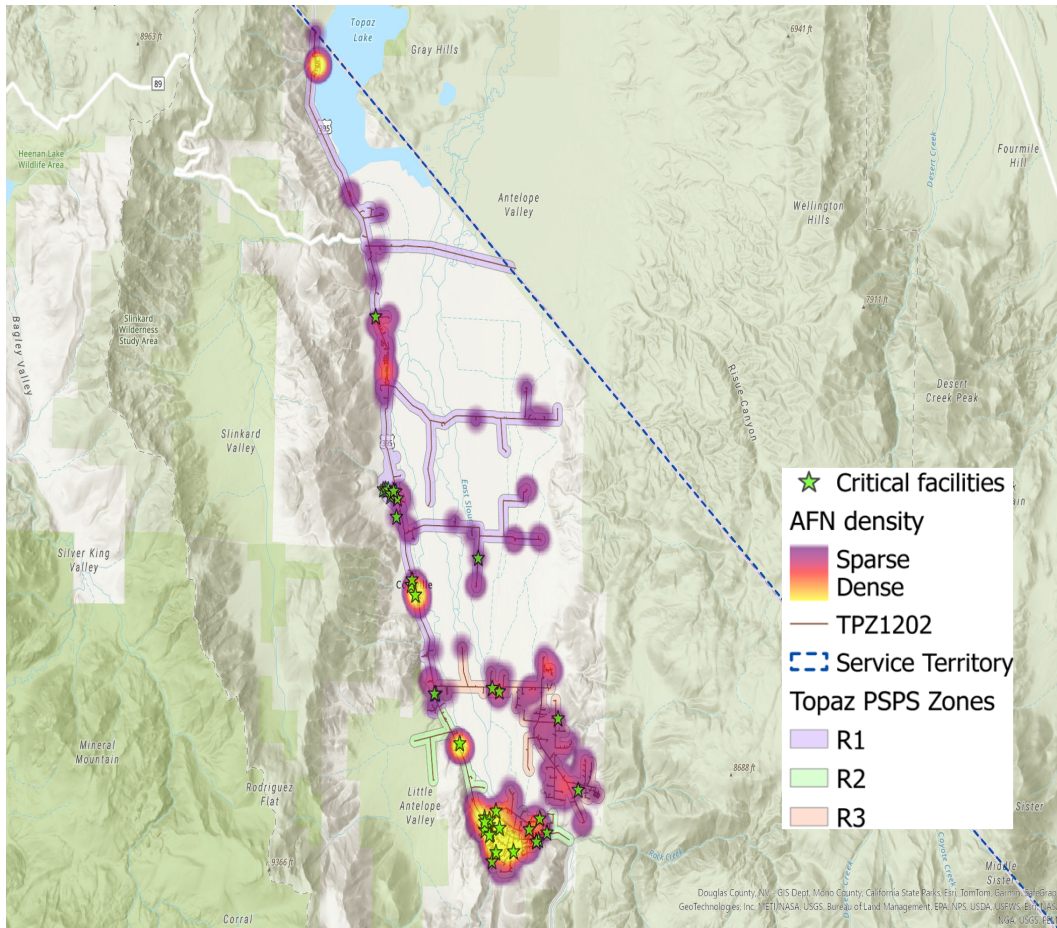
→ Stable

Key Takeaway: Conditions DO NOT support PSPS but are trending upward.



# Stage 1 – Situation Status & Decision Support

Current Scenario: ~96–72 hours before forecast onset



## Planning Assessment

### RISK

- Weather / fire environment drivers
- Trend (increasing / decreasing)
- Key triggers

### IMPACT

- Customers (scale only)
- AFN density
- Critical facilities (by type)

### CONSTRAINTS

- Access / terrain
- Operational limitations
- CRC feasibility posture

### CONFIDENCE

- Low / Medium / High
- What is driving uncertainty

### DECISION CONSIDERATION:

Do current conditions and forecast trends justify escalating to Stage 2a (Imminent PSPS)?



# Decision Gate – End of Stage 1

## Incident Commander Decision

- Remain in Stage 1
- Escalate to Stage 2a (Entering 72-hour window)
- De-escalate / Cancel PSPS posture (per Playbook “Cancelled PSPS / Deactivation”)





## **Stage 2a – Imminent PSPS (72–24 hours)**

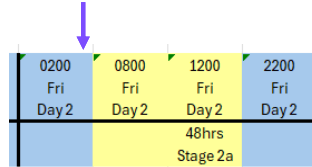
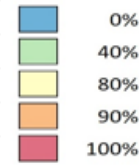
Current Scenario Position  
(~72–48 hours before forecast onset)

- Escalated readiness posture
- Forecast confidence increasing
- Refined planning + coordination posture
- Execution readiness begins

# Stage 2a – Weather & Fire Risk Outlook (Imminent PSPS – 72 to 24 hours)

## CRI Threshold Status (Decision Trigger)

Liberty Utilities Percent of CRI Threshold Forecast Day 2							
Zone	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8
Topaz	40	90	115	90	40	35	35
Mul 1296 R4	40	60	80	60	40	35	35
Mul 1296 R3	40	60	80	60	40	35	35
Sorensons tap	40	60	80	60	40	35	35



### KEY DRIVERS

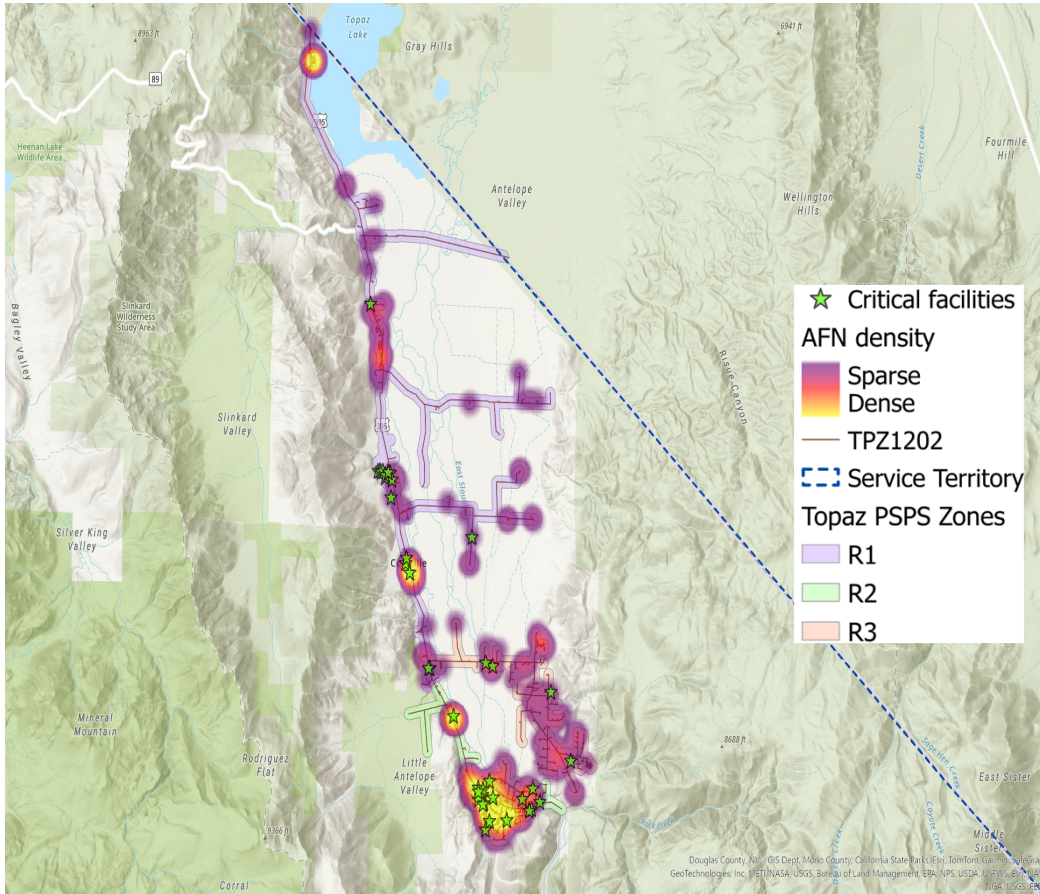
WIND	HUMIDITY	FUELS
60–70 mph gusts	10–15%	Critically dry
↑ Increasing	↓ Decreasing	→ Stable

Key Takeaway: Conditions MAY support PSPS as threshold conditions are approached.



# Stage 2a – Situation Status & Decision Support

Current Scenario Position: ~48 hours before forecast onset



## Planning Assessment

### RISK

- Weather / fire environment drivers
- Trend (increasing / decreasing)
- Key triggers

### IMPACT

- Customers (scale only)
- AFN density
- Critical facilities (by type)

### CONSTRAINTS

- Access / terrain
- Operational limitations
- CRC feasibility posture

### CONFIDENCE

- Low / Medium / High
- What is driving uncertainty

### DECISION CONSIDERATION:

Do current conditions, forecast confidence, and projected impacts support escalation to Stage 2b (Execution Readiness)?



# Decision Gate – End of Stage 2a

## Incident Commander Decision

- Remain in Stage 2a
- Escalate to Stage 2b (Within 24 hours)
- De-escalate / Cancel PSPS posture (per Playbook “Cancelled PSPS / Deactivation”)





## Stage 2b – Execution Readiness

<24 hours before forecast onset

- Execution readiness posture
- Scope confirmation and readiness posture
- Safety posture and constraints become prominent
- CRC readiness becomes relevant

# Stage 2b – Weather & Fire Risk Outlook (Execution Readiness – <24 hours)

## CRI Threshold Status (Decision Trigger)

Liberty Utilities Percent of CRI Threshold Forecast Day 3								
Zone	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8	Day 9	
Topaz	90	115	90	40	35	35	35	0%
Mul 1296 R4	60	80	60	40	35	35	35	40%
Mul 1296 R3	60	80	60	40	35	35	35	80%
Sorensens tap	60	80	60	40	35	35	35	90%
								100%

↓

0200	0800	1200	2200
Sat	Sat	Sat	Sat
Day 3	Day 3	Day 3	Day 3
24hrs			
Stage 2b			

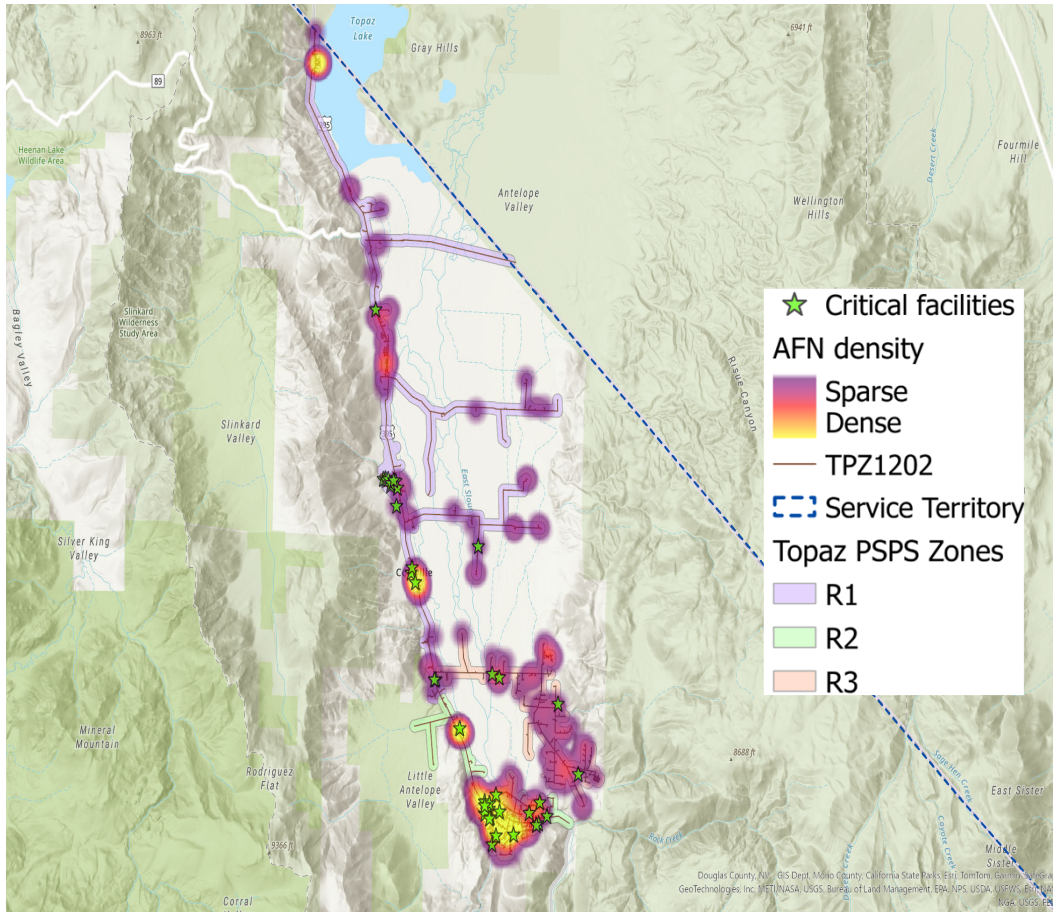
### KEY DRIVERS

WIND	HUMIDITY	FUELS
65–75 mph gusts	<10%	Fully receptive
↑ Increasing	↓ Decreasing	→ Stable

Key Takeaway: Conditions SUPPORT PSPS execution readiness.



# Stage 2b – Situation Status & Decision Support (~12–6 hours before forecast onset)



## Planning Assessment

### RISK

- Weather / fire environment drivers
- Trend (increasing / decreasing)
- Key triggers

### IMPACT

- Customers (scale only)
- AFN density
- Critical facilities (by type)

### CONSTRAINTS

- Access / terrain
- Operational limitations
- CRC feasibility posture

### CONFIDENCE

- Low / Medium / High
- What is driving uncertainty

### DECISION CONSIDERATION:

Are operational readiness, customer impacts, and identified constraints sufficiently understood to proceed to Stage 2c (Execution Imminent)?



# Decision Gate – End of Stage 2b

## Incident Commander Decision

- Hold / Modify scope
- Escalate to Stage 2c (Execution Imminent – 4-1 hours)
- De-escalate / Cancel PSPS posture (per Playbook “Cancelled PSPS / Deactivation”)





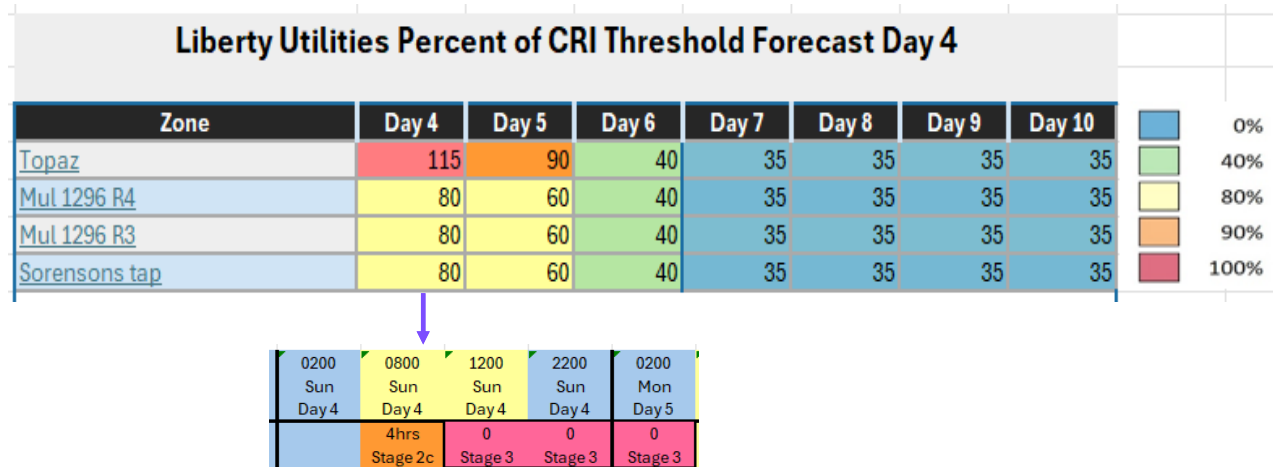
## **Stage 2c – Execution Imminent**

(~4–2 hours before execution)

- Execution imminent posture
- Final decision support inputs
- Highest tempo, crisp briefings
- Reconfirm risks, constraints, and impacts

# Stage 2c – Weather & Fire Risk Outlook (Execution Imminent – 4 to 1 hours)

## CRI Threshold Status (Decision Trigger)



### KEY DRIVERS

WIND  
70+ mph observed/imminent  
↑ Increasing

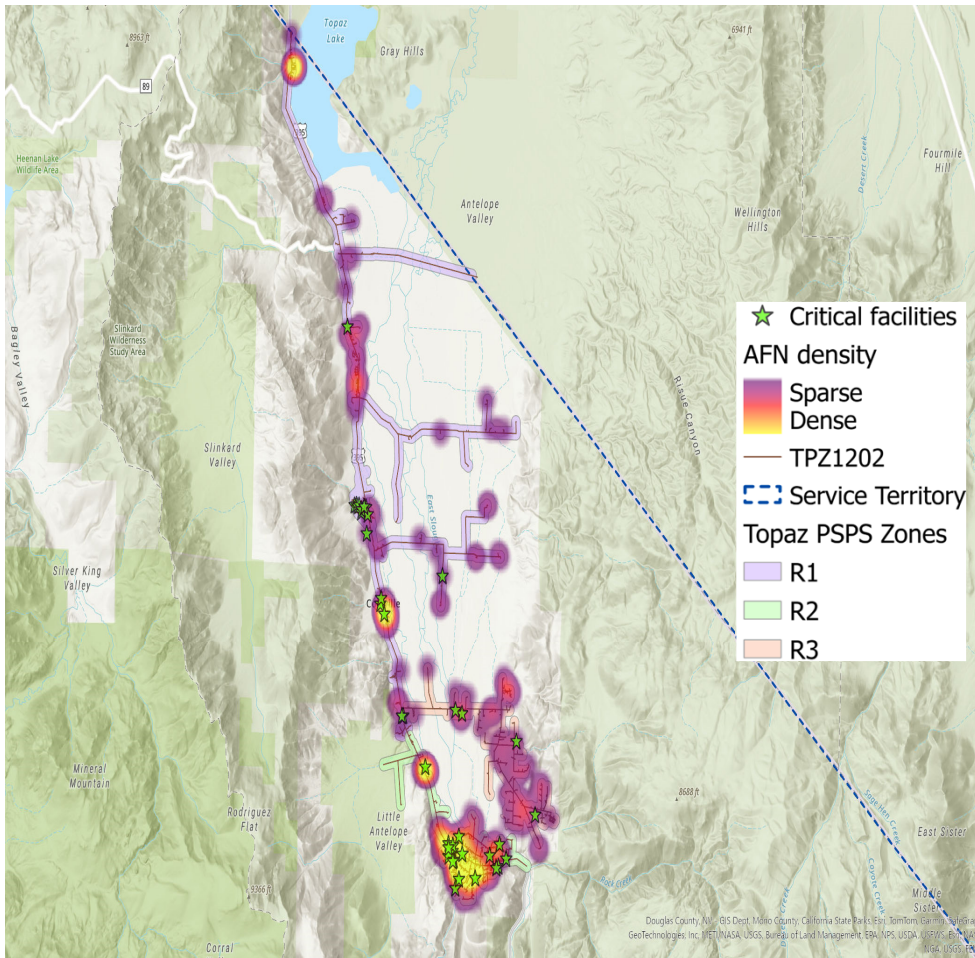
HUMIDITY  
Single digits  
↓ Decreasing

FUELS  
Critical  
→ Stable

Key Takeaway: Conditions FULLY SUPPORT a PSPS GO decision.



# Stage 2c – Final Decision Support Snapshot (~2–1 hours before execution)



## Planning Assessment

### RISK

- Weather / fire environment drivers
- Trend (increasing / decreasing)
- Key triggers

### IMPACT

- Customers (scale only)
- AFN density
- Critical facilities (by type)

### CONSTRAINTS

- Access / terrain
- Operational limitations
- CRC feasibility posture

### CONFIDENCE

- Low / Medium / High
- What is driving uncertainty

### DECISION CONSIDERATION:

Based on current conditions, impacts, and constraints, should we proceed with PSPS implementation or delay/cancel due to safety or operational concerns?

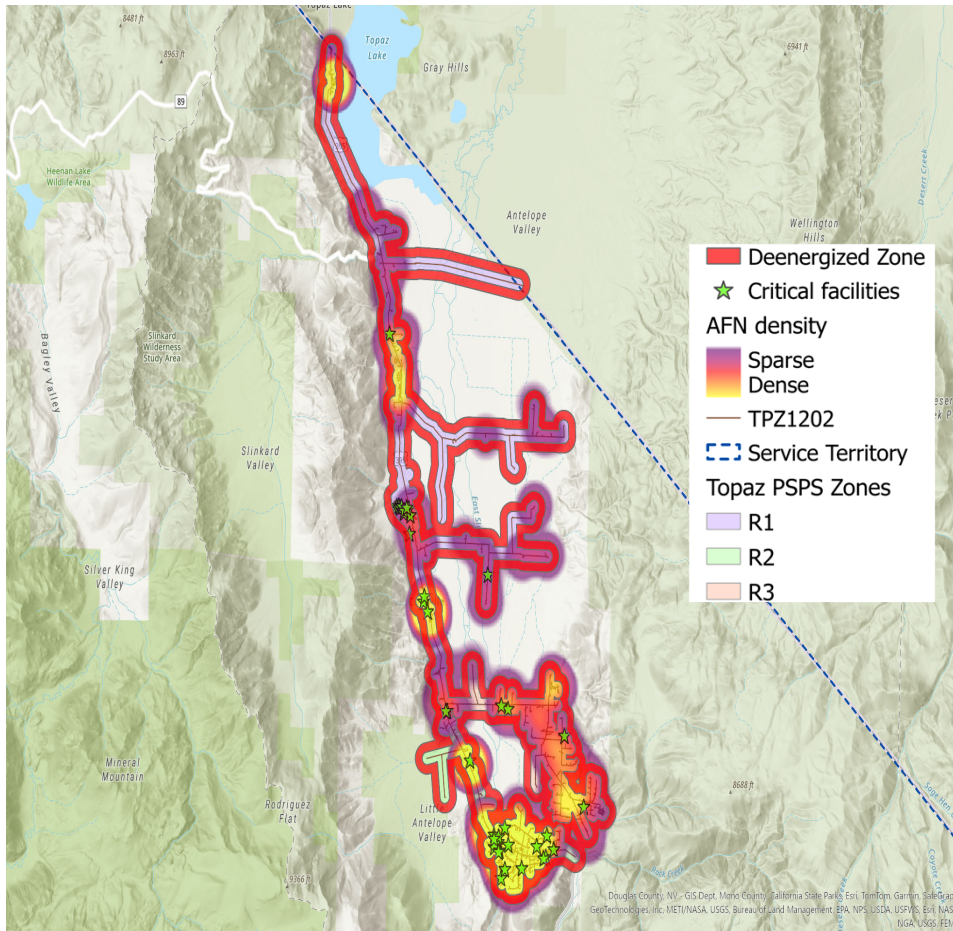




## Stage 3 – Implemented PSPS (Active Incident Posture)

- De-energization implemented (simulated within this exercise)
- Focus on impacts, safety, coordination, and situational control
- Continue role-based briefings (discussion only; no execution steps)

# Stage 3 – Situation Status – PSPS Implemented – Active Incident



## Planning Assessment

### RISK

- Current conditions
- Trend (increasing / decreasing)
- Key triggers

### IMPACT

- Customers (scale only)
- AFN density
- Critical facilities (by type)

### CONSTRAINTS

- Access / terrain
- Operational limitations
- CRC feasibility posture

### CONFIDENCE

- Low / Medium / High
- What is driving uncertainty

### DECISION CONSIDERATION:

Are current conditions, impacts, and operational status being effectively managed, and what actions are required next to maintain safety and situational control?



## **Stage 3 – One-Sentence Role Check**

“In one sentence, what is your role responsible for right now?”





## Stage 4 – Re-energization Initiated

(Discussion Only)

- Restoration operations posture
- Inspection/repair/restoration considerations (discussion only)
- CRC transition awareness
- High-level restoration considerations only



## Stage 5 – Event Concluded (Discussion Only)

- Demobilization & closeout posture
- Documentation and reporting awareness
- Transition to after-action processes and documentation

# Hotwash & Next Steps

- **What worked well in role articulation?**
- **What was unclear or forced?**
- **What maps or information were missing?**
- **What should be stress-tested in the functional exercise?**
- **Did any discussion reveal a potential CPUC/Cal OES compliance gap or unclear ownership?**



# Thank you



**Attachment 8**  
**PSPS Table-Top Exercise Agenda, June 25, 2026**



# Liberty Utilities

## 2026 PSPS Functional Exercise

Topaz Circuit Scenario  
ICS-Aligned



# Exercise Operating Expectations

- Use the PSPS Playbook and START HERE document as operational guides.
- ESRI/GIS and Operations provide source data.
- Event Tracker is the official incident record.
- Messaging, SitReps, and regulatory updates must align with the Event Tracker.
- Planning Section maintains documentation integrity and assembles the IAP.



# Stage 1 – Potential PSPS

## Initial Situation Status – Topaz Circuit

### Planning Brief:

- Risk – weather / fire environment / trend
- Impact – customers / AFN / critical facilities
- Constraints – access / terrain / operational limitations
- Confidence – forecast certainty and key uncertainties

### Decision Consideration:

- Does current risk and forecast trend support escalation toward Stage 2a?



# Inject 1 – Stage 1: Escalation Pressure (Topaz Circuit)

- Forecast confidence is increasing faster than expected
- Wind speeds now trending toward PSPS thresholds
- Public Safety Partners requesting current footprint map and situational awareness
- Updated customer impact numbers expected shortly

## **Situation Change:**

- Increased external awareness and coordination pressure
- Decision support inputs evolving in real time



## **Inject 2 – Stage 1: Regulatory & Notification Pressure**

- Forecast confidence continues to increase
- Internal discussion underway regarding early notification posture
- Public Safety Partners asking if notifications have been issued
- CPUC inquiry received: current PSPS posture and anticipated next steps

### **Situation Change:**

- Increased expectation for external communication
- Regulatory visibility now elevated



## Inject 3 – Stage 2a: PSP Coordination & Information Gap

- Topaz circuit impact information has been validated through Operations/GIS
- Increased PSP coordination underway
- Two Public Safety Partners report they cannot access the PSPS portal
- Updated map requested for immediate situational awareness

### **Situation Change:**

- Information sharing gap identified
- PSP reliance on Liberty-provided data increasing



## **Inject 3A – Stage 2a: Public Safety Partner Portal / Event Tracker Alignment**

- Public Safety Partners report they can now access the PSPS portal.
- The portal map reflects the latest GIS footprint.
- The Event Tracker has not yet been updated with the same scope/status language.
- A Public Safety Partner asks whether the portal map is now considered the official PSPS footprint.

### **Situation Change:**

- External partners are viewing GIS information in real time.
- The IMT must reconcile portal-visible information with the Event Tracker before confirming official status.



## Inject 4 – Stage 2a: AFN & Medical Baseline Escalation

- Updated customer impact list includes increased AFN and Medical Baseline (MBL) exposure
- Customer Care reports several MBL customers have NOT confirmed contact
- Initial outreach completed, but gaps remain
- AFN partner asks if CRC accessibility and support will be available if escalation occurs

### **Situation Change:**

- Life-safety considerations emerging
- Coordination across Customer Care, AFN, Operations, and Logistics required



## Inject 4A – Stage 2a: AFN / Medical Baseline Reconciliation

- GIS/Operations confirms the current Topaz footprint includes AFN/MBL customers requiring targeted outreach.
- Customer Care reports MBL outreach status is still being updated.
- The Event Tracker MBL tab does not yet reflect the latest contact status.
- PIO has drafted messaging that references outreach completion.

### **Situation Change:**

- AFN/MBL status is not yet aligned across GIS/Operations, Customer Care, Event Tracker, and messaging.
- Life-safety and customer support information must be reconciled before external or executive updates are issued.



## Inject 5 – Stage 2b: Execution Readiness Pressure

- Forecast confidence is now high
- Conditions are expected to meet PSPS thresholds within 24 hours
- Preliminary CRC planning must transition toward activation readiness
- Customer inquiries are increasing
- Final scope confirmation is needed for notifications and operational readiness

### **Situation Change:**

- Time pressure is increasing
- Logistics, Finance, Customer Care, and AFN functions are now decision-relevant



## Inject 6 – Stage 2c: Final Go / No-Go Decision Pressure

- Weather observations are now tracking the forecast
- Conditions are expected to meet PSPS thresholds within hours
- Final customer impact and circuit footprint confirmed
- CRC activation readiness must be confirmed
- Final notifications and timing alignment required

### **Situation Change:**

- Decision window is now immediate
- IC must determine whether conditions support PSPS implementation



## Inject 6A – Stage 2c: Final Pre-Decision Data Alignment

- Final notifications and executive briefing materials are being prepared.
- Regulatory has a pre-prepared executive briefing deck.
- PIO final notification language and the Regulatory briefing deck do not reflect the same customer impact/status language as the Event Tracker.
- Incident Command is preparing for the final Go / No-Go decision.

### **Situation Change:**

- Final external communication products are not fully aligned with the official incident record.
- The IMT must reconcile Event Tracker, GIS/Operations inputs, PIO messaging, and Regulatory briefing materials before final approval.



## Inject 7 – Stage 3: Active PSPS Implementation

- PSPS has been implemented on the confirmed Topaz footprint
- Impacted customers are now without power
- Customer inquiries and partner coordination requests are increasing
- CRC activation is now operational
- Field conditions and customer impacts must be tracked in real time

### **Situation Change:**

- The event has shifted from decision support to active incident management
- IMT must manage impacts, coordination, and situational control



## Inject 8 – Stage 3: Field Damage & Restoration Uncertainty

- Field patrols report damage observed within the Topaz footprint
- The circuit may require repair before re-energization
- Extent of damage is not fully confirmed
- Assessment timelines are uncertain
- Public Safety Partners and customers are asking about restoration timing

### **Situation Change:**

- Restoration timeline now uncertain
- Operational focus must balance current impacts and future restoration planning



## Inject 9 – Stage 4: Restoration Initiated

- Weather conditions are improving
- Fire risk is decreasing within the Topaz footprint
- Field assessments are progressing
- The circuit is ready for inspection and restoration
- Other areas still require repair and validation before re-energization

### **Situation Change:**

- Transition from active PSPS to restoration operations
- Prioritization and sequencing of restoration required



## Inject 10 – Stage 5: Event Concluded

- All circuits within the Topaz footprint have been restored
- CRCs are beginning demobilization
- Customer impacts have stabilized
- No active outages remain

### **Situation Change:**

- Transition to incident closeout
- Focus shifts to demobilization, documentation, and reporting



# Hotwash – Functional Exercise Review

## Hotwash Focus:

What worked well operationally?

Where did coordination break down or slow down?

What information or decision support was missing?

What created uncertainty or confusion during execution?

What should we improve before a real PSPS event?



# Thank you



**Attachment 9**  
**2025 Survey Results Wave 1**



# Wildfire Messaging Awareness

Prepared by

MDC Research

Jakob Lahmers - [Jakob.Lahmers@mdcresearch.com](mailto:Jakob.Lahmers@mdcresearch.com)





# Objectives & Methodology

The **overall objective** of this research was to measure the public's awareness of messaging related to wildfire preparedness and safety. Specific research objectives include:

- Measure awareness of Liberty Utilities (Liberty) messages related to wildfire preparedness
- Identify recall of specific message topics
- Identify recall of message channels
- Measure recall and understanding of Public Safety Power Shutoff or PSPS
- Evaluate sources customers are most likely to turn to for information about PSPS
- Explore actions taken by customers to prepare for wildfire season
- Measure awareness of Liberty's efforts to reduce the risk of wildfires
- Evaluate PSPS notifications perception

## Target Audience

- Liberty residential and business customers in California
- Liberty critical customers

## Methodology

- Customers were surveyed at random from Liberty customer records, targeted for either phone or web administration
- Surveys available to customers in English and Spanish
- A total of 260 surveys were completed between June 8 and June 18
  - 📞 Phone: 180 completed surveys from 12,748 records
  - 💻 Web: 80 completed surveys from 18,916 records



# Key Findings

## Communications

- **65% are aware of wildfire safety communications**, consistent with December 2024 (62%).
- **Liberty** remains the primary source for wildfire preparedness information despite a significant decrease from December 2024 (25% vs 40%). **Vegetation management** and **personal preparedness** are the most common messages recalled.
- **Email** remains the most cited channel for wildfire preparedness communication, though it saw a significant decrease from December 2024 (33% vs 49%); bill inserts, social media, and TV news make up the next most common tier.
- **Community meetings, the Liberty website, and direct mail are considered the clearest; community meetings, word of mouth, and local organizations or community centers are seen as the most useful resources** for information about wildfire preparedness.
- **55% recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS,"** down significantly from last wave (73%). **Email (31%), TV news (19%), and social media (15%)** remain the most common sources of PSPS communication, though all three saw significant decreases.
- Among those recalling the phrase "PSPS" from the past year, **97% are aware of its possible implementation to prevent wildfire**, consistent with last wave (99%); just under three quarters **understand PSPS is a last resort (74%)** and the likelihood of **implementation becomes reduced when Liberty takes steps to harden its infrastructure (83%)**.
- **42%** say they would first turn to the **Liberty website** for information about a PSPS event, consistent with last wave (45%).
- Notifications via text and email are considered most effective forms of communication from Liberty. Audio recordings of written text is seen as the most helpful communication element that could be incorporated.

## Actions Taken

- **67% have taken some form of action to prevent wildfires or to prepare their home or business** for the event of a PSPS. Having a **generator** and **trimming vegetation around properties** are the most common actions taken.
- **51% are aware of Liberty's efforts to prune vegetation** around power lines in higher-risk areas, consistent with last wave (56%). **Non-Recallers** are significantly more likely than Recallers to say they are unaware of Liberty's efforts (**35% vs 21%**). **63%** are aware they can **update their contact information with Liberty**, consistent with December 2024 (62%); 66% of those aware have done so, down significantly from last wave (66% vs 76%).

## AFN and Critical Customers

- **16% of customers can be considered AFN.**
- Of the resources available to the public, customers are most likely to be aware of **LIHEAP, special payment arrangements, and CARE California Alternate Rates for Energy**; 24% have not investigated any of the resources and 32% report no need.
- Only 5% of AFN customers have heard of AFN Self-Identification.
- Among those reporting that they rely on electricity for medical needs, 35% are aware of additional notices from Liberty, 29% are currently enrolled in the Medical Baseline Allowance program.
- 97% of respondents indicated it would not be helpful to receive communications in a language other than English; only 1% indicate Spanish as their preferred language.

## PSPS Experience

- 33% of customers report experiencing a PSPS this year, down significantly from what was reported last wave (42%); of those, 67% said they received adequate notification and information to prepare, though 20% say the number one improvement to be made is more frequent/faster notifications. 36% say no PSPS notification improvements are necessary.



# Recommendations

Consider year-round outreach efforts in an attempt to educate the public on wildfire safety and knowledge of PSPS.

- Though just under two thirds (65%) of Liberty's customers claim to have seen or heard communications about wildfire safety in the past year, the number of customers who mention Liberty as the source of communication saw a significant decrease when compared with December 2024.
  - Mentions of email, direct mail, word of mouth, the Liberty website, local agencies, and other websites all saw significant decreases when compared with December 2024.
  - Among the communications messages recalled by customers, vegetation management tops the list, remaining consistent with results from the past five reporting periods, though recall of nearly all other messages saw significant decreases when compared with December 2024.
- Just over half (55%) say they recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS," down significantly from December 2024.
  - Mentions of email, TV news, and social media as sources of PSPS communication all saw significant decreases when compared with results from December 2024, though the number of people who would turn to the Liberty website to find more information remains consistent with last wave.

Increase efforts to drive customers to the Liberty website.

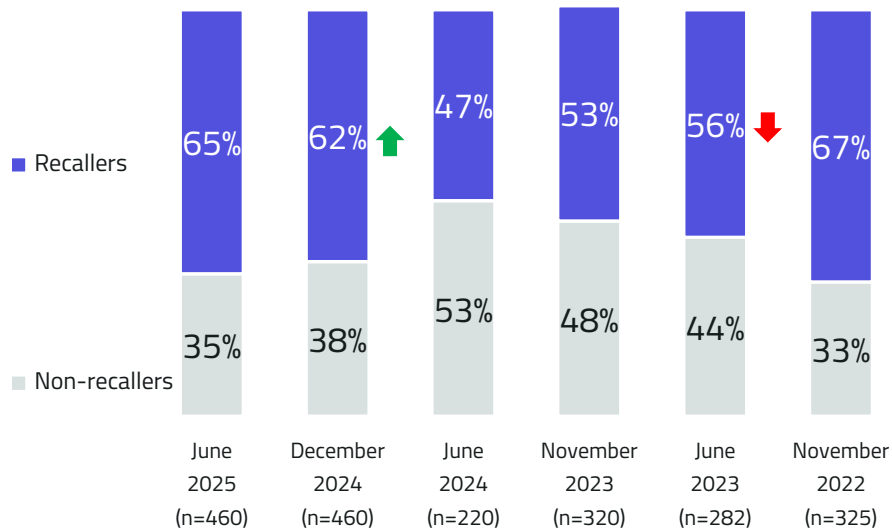
- The liberty website remains the number one source mentioned by customers seeking information about a Public Safety Power Shutoff by a considerable margin.
- Despite being ranked second in terms of clarity of information, the website is ranked seventh in terms of usefulness, highlighting the possibility of needed improvements.
- With notifications via text viewed as the most effective means of communication, followed by email and notifications via phone, there remains the possibility of driving customers to the website through these initial means of contact.
- Just over six in ten customers are aware they can update their contact information with Liberty and two-thirds of those aware have actually done so, significantly lower than in December 2024
- Only 7% of customers are aware of Access and Functional Needs (AFN) Self-Identification and, among those aware, only 5% have used this resource. Just one in four AFN customers are aware Liberty provides targeted communication and early PSPS notifications.



# Wildfire Safety Communications Awareness

- Just under two thirds (65%) have seen or heard communications about wildfire safety in the past year, consistent with December 2024 (62%)

## Communication Awareness



Q2 Have you seen or heard any communications about wildfire safety in the past year? (n=260; Total)

	Recallers (n=169)	Non-Recallers (n=65)
Gender	Male – 54% Female – 41%	Male – 65% Female – 31%
Age	18-54 – 22% 55-64 – 24% 65+ – 47%	18-54 – 22% 55-64 – 32% 65+ – 38%
Median Income	\$117K	\$100K
Home Ownership	Own – 84% Rent – 9%	Own – 77% Rent – 17%
Primary Language is not English	11%	22%
Responded they Rely on Electricity for Medical Needs	12%	12%

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

**Bold** denotes statistically significant difference between Recallers and Non-Recallers



# Communication Recall

(among those aware of communications)

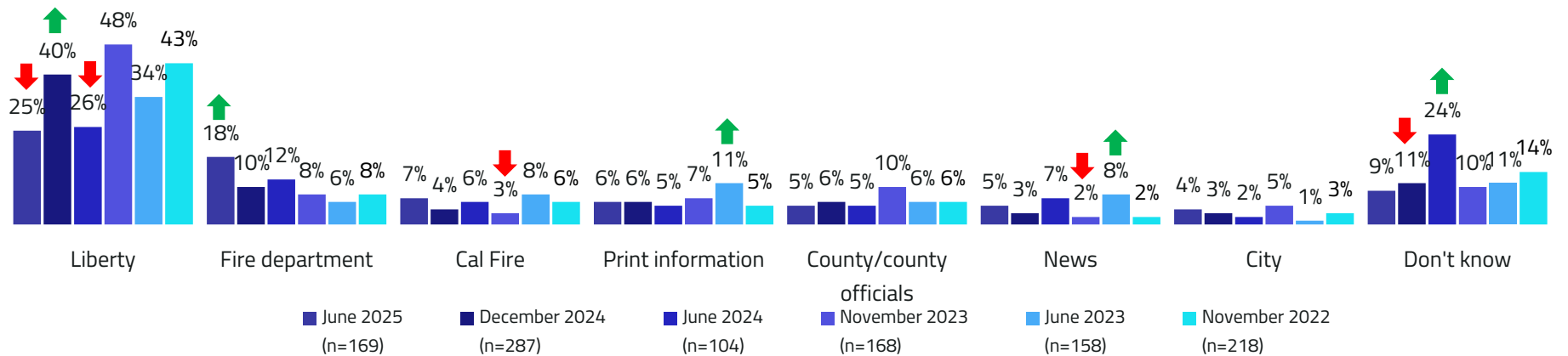


# Sources of Wildfire Preparedness Communications

- Of those aware of communications, one in four (25%) mention Liberty as the source of wildfire preparedness communication, down significantly from December 2024 (40%); just under one in five (18%) mention fire departments, up significantly from December 2024 (10%)
- Just under one in ten (9%) are not aware of the source of communication, consistent with December 2024 (11%)

## Wildfire Preparedness Communications Sources

(among those who recall communication)



Q5 Who was the information about wildfire preparedness from? (n=169; Aware of Communication)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

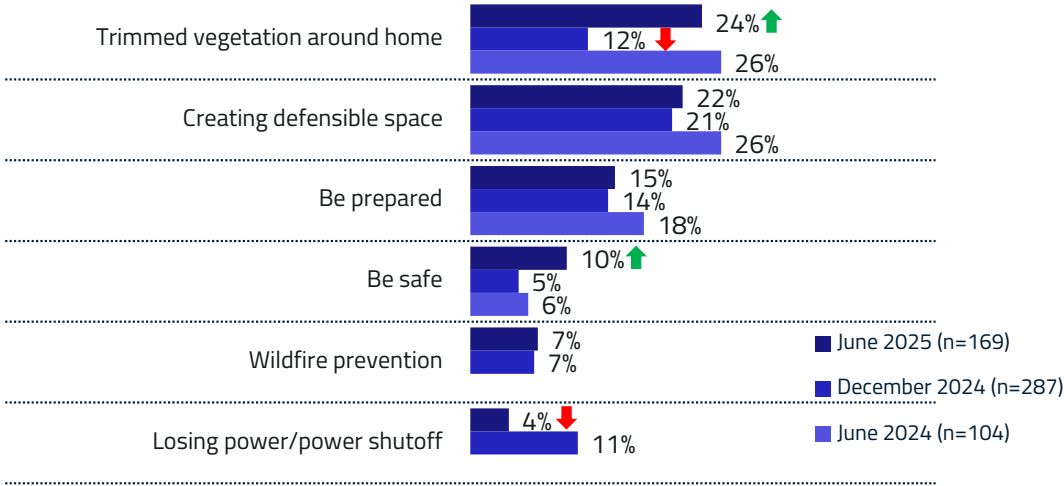


# Unaided Message Recall

- Of those who recall communications, just under one in four cited trimming vegetation around home or property (24%) as the main takeaway from communications about wildfire safety over the past year, up significantly from December 2024 (12%)
- One in twenty-five (4%) recall the message of losing power, down significantly from December 2024 (11%)

## Communications Main Takeaway

(among those who recall communication)



QB1 What was your main takeaway from the communications? (n=169; Aware of Communication)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



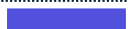












# Wildfire Preparedness Communications Messages

- Of those who recall communications, just under six in ten recall messages about vegetation management (57%), followed by personal preparedness (34%) and infrastructure hardening (18%)
- Compared to the previous wave, mentions of all but three messages decreased significantly

## Communications Messages Recalled

(among those who recall communications)

		Dec 2024 (n=287)	June 2024 (n=104)	Nov 2023 (n=168)	June 2023 (n=158)	Nov 2022 (n=218)
Vegetation Management	 57%	56%	57%	58%	56%	59%
Personal Preparedness	 34% ↓	56%	43%	55%	61%	56%
Infrastructure Hardening	 18%	27%	21%	18% ↑	9% ↓	20%
Local Emergency Services – Resources	 17% ↓	26% ↑	13% ↓	26%	20%	24%
Public Safety Power Shutoff	 16% ↓	57% ↑	19% ↓	32%	27% ↓	41%
Liberty's Wildfire Mitigation Plan	 9% ↓	28%	29%	38%	31%	40%
Medical Needs	 8% ↓	20% ↑	12%	22%	20%	17%
Local Emergency Services – Support Tools	 8% ↓	19%	13%	20%	15%	21%
Community Resource Centers available for info & support	 8% ↓	18% ↑	8%	14%	15%	19%
CPUC designation of high wildfire threat areas	 8% ↓	17%	12%	20%	15%	21%
Notifications & Updating Customer Information	 7% ↓	28% ↑	10% ↓	23%	23%	28%
Enhanced Wildfire Safety Settings	 5% ↓	18% ↑	10%	16%	12%	17%
Weather Stations	 4%	7%	5%	7%	9%	9%

Q3 What were the messages of the information you saw or heard about wildfire preparedness from Liberty? (n=169; Aware of Communication)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

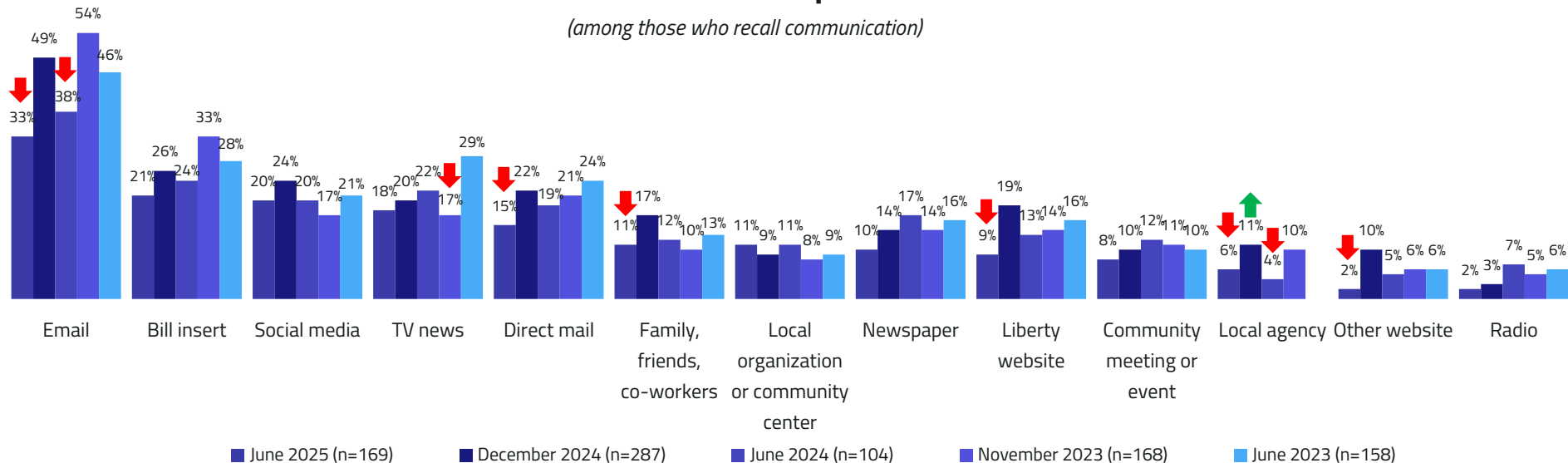


# Information Channels for Wildfire Communications

- Email remains the most common channel for wildfire preparedness communication with one third (33%) mentioning it, followed by bill inserts (21%), social media (20%), and TV news (18%)
- Mentions of email, direct mail, family, friends, co-workers, the Liberty website, local agency, and other websites all saw significant decreases from December 2024

## Information Channels for Wildfire Preparedness Communications

(among those who recall communication)



Q4 Where did you see or hear the communications about wildfire preparedness? (n=169; Aware of Communication)

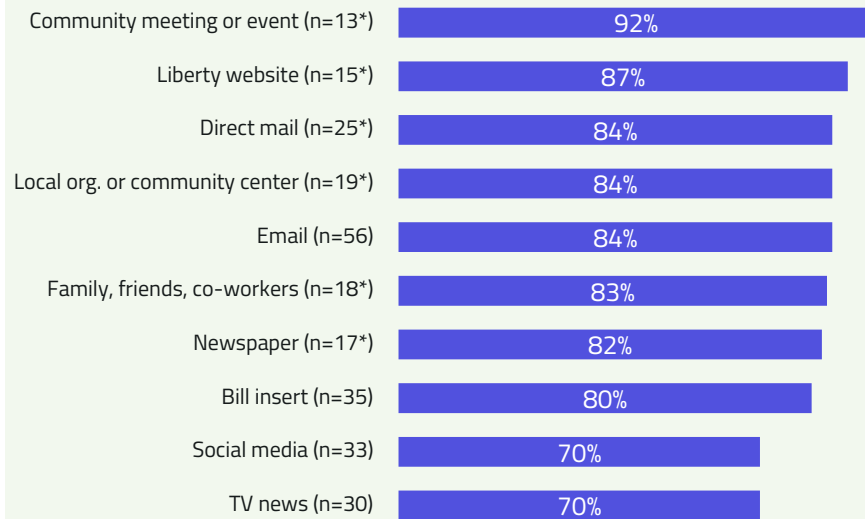
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



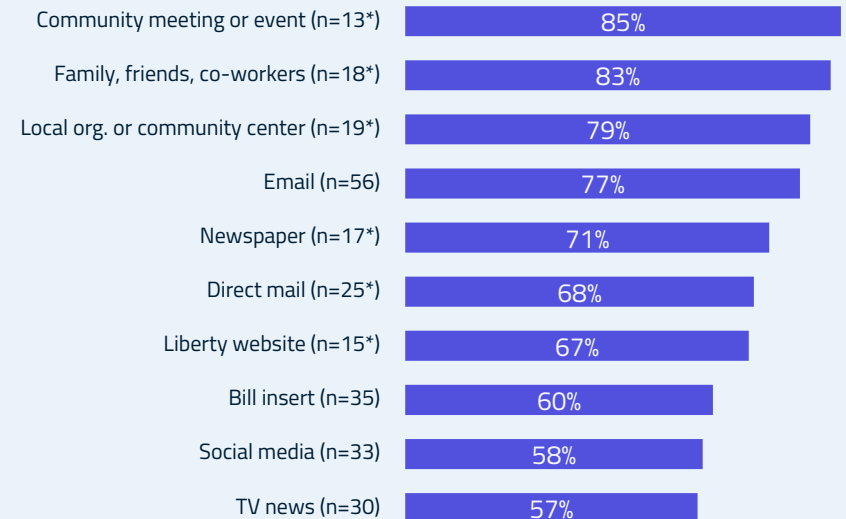
# Information Usefulness and Clarity

- In terms of clarity, community meetings or events (92%) and the Liberty website (87%) are rated the highest, along with direct mail (84%), local organizations or community centers (84%), and email (84%)
- In terms of usefulness, community meetings or events (85%) and Family, friends, co-workers (83%) are rated highest

## Clarity



## Usefulness



Q4A How useful was the information about wildfire preparedness from each of these sources? (n=169; Aware of Communication)

Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n=169; Aware of Communication)

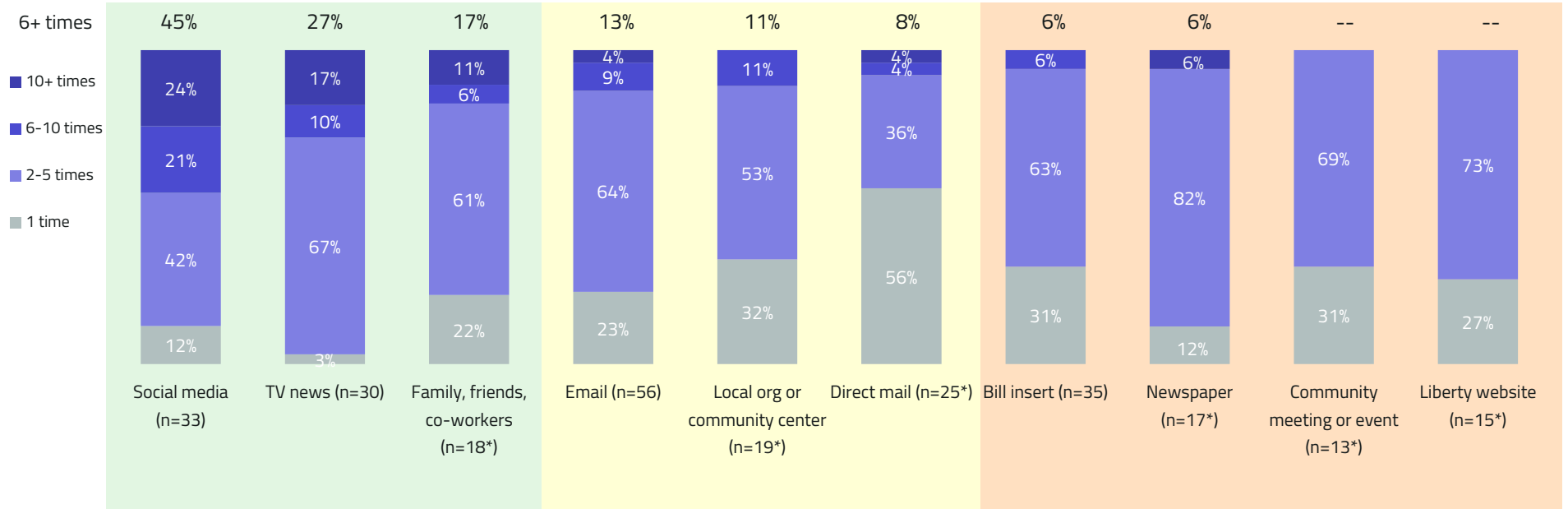
\*Small sample size (n<30)



# Communication Frequency

- Just under half say they have seen at least six messages about wildfire preparedness on social media (45%), followed by TV news (27%), and family, friends, co-workers (17%)

## Communication Frequency



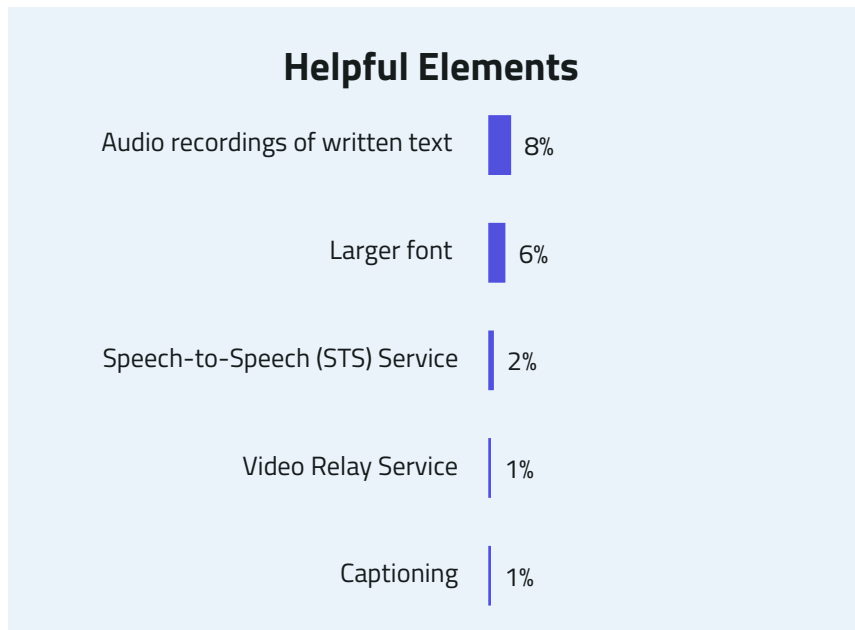
Q5A In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? (n=169; Aware of Communication)

\*Small sample size (n<30)



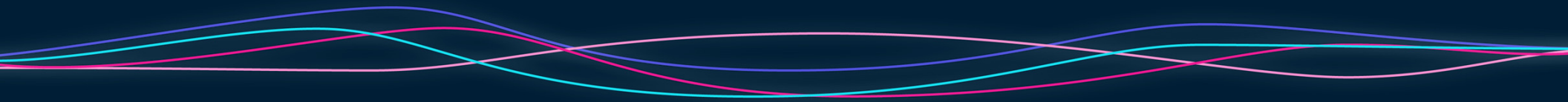
# Effective and Helpful Communication

- Notifications via text remain the most effective form of communication from Liberty (56%) followed by email (21%); audio recordings of written text is the most helpful (8%) element that could be incorporated, followed by larger font (6%)



A6 What method of communication from Liberty do you find most effective? (n=260; Total)

A12 Regardless of how communications from Liberty are received, which, if any, of the following would be helpful for you? (n=260; Total)



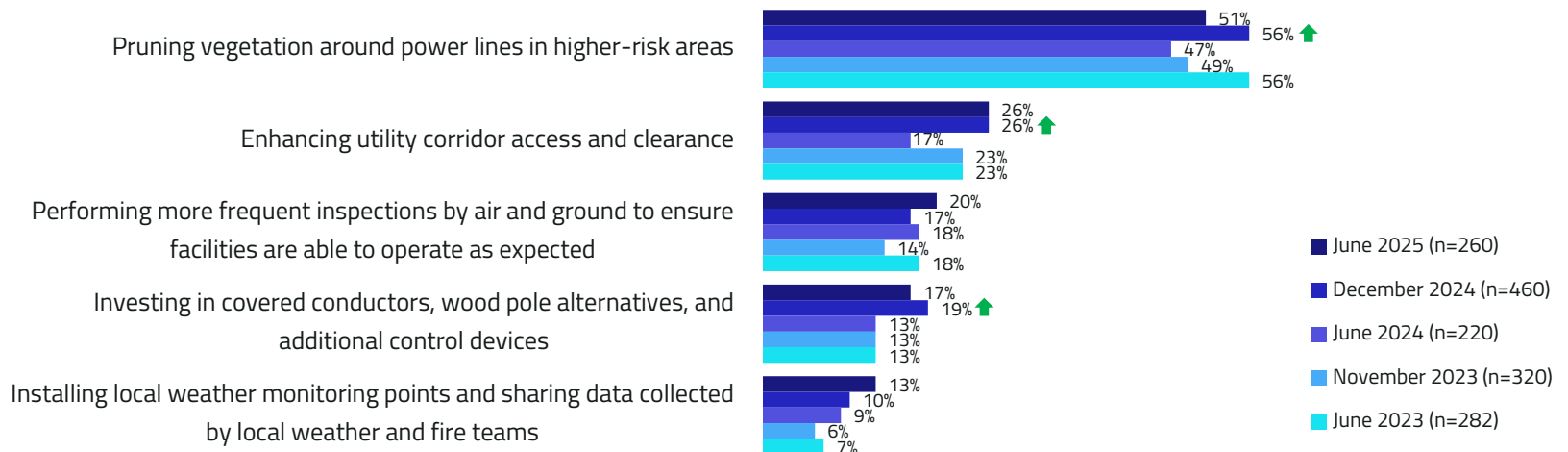
# Wildfire Preparedness Actions Taken



# Awareness of Liberty's Efforts

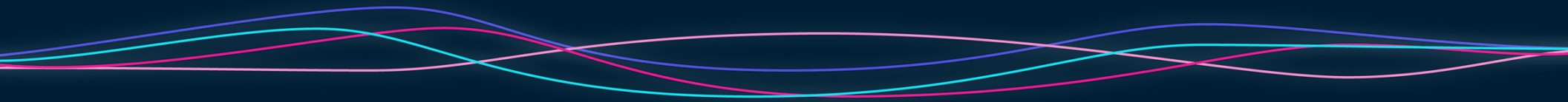
- Consistent with previous results, pruning vegetation around power lines in higher-risk areas remains at the top of the list of efforts by Liberty to reduce the risk of wildfire (51%), consistent with December 2024 (56%), followed by enhancing utility corridor access and clearance (26%)
- **Non-Recallers** are significantly more likely than Recallers to say they are not aware of any efforts by Liberty (**35% vs 21%**)

## Awareness of Liberty's Efforts to Reduce Wildfire Risk



Q7 What efforts by Liberty are you aware of to reduce the risk of wildfire? (n=260; Total)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



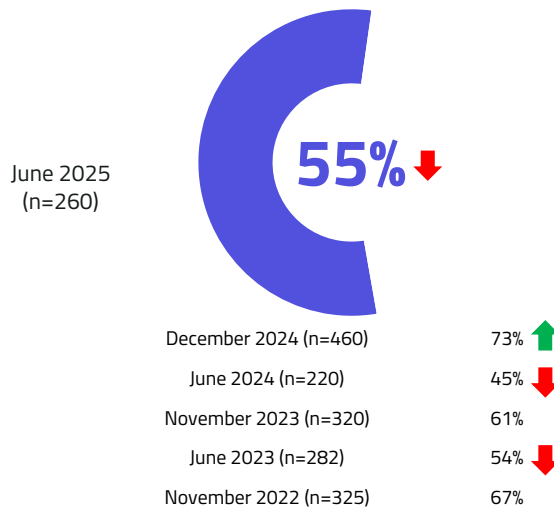
# Awareness of Public Safety Power Shutoff



# PSPS Awareness

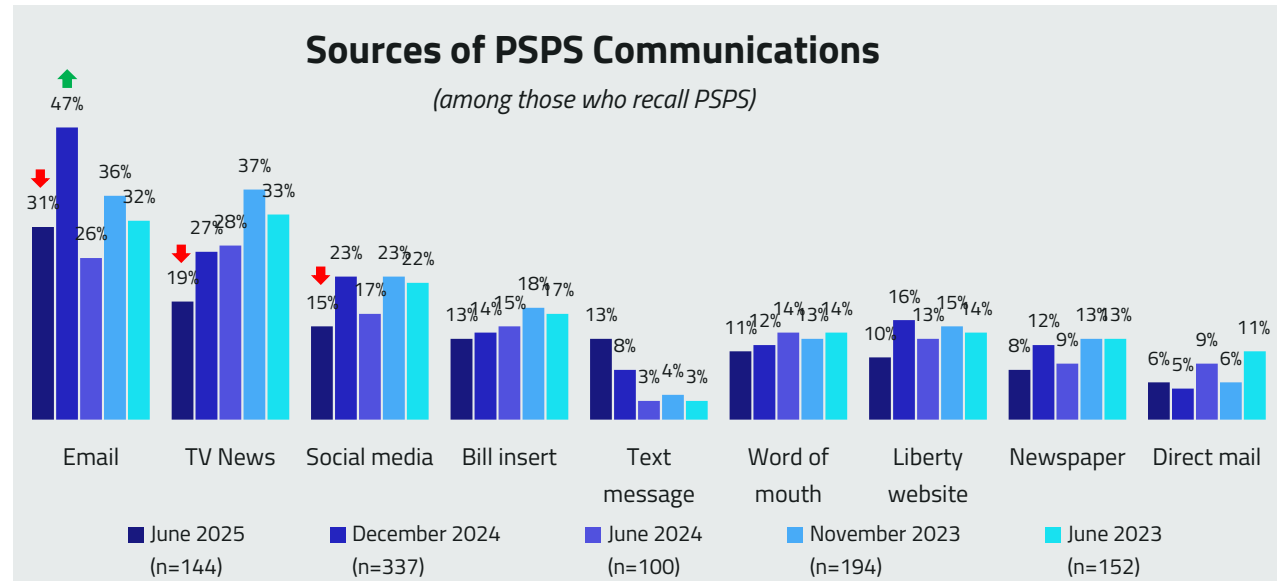
- Just over half (55%) say they recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS,” down significantly from December 2024 (73%); **Recallers** remain significantly more likely than Non-Recallers to be aware of PSPS (66% vs 37%)
- Email is the leading source of PSPS communications (31%), followed by TV news (19%) and social media (15%), all three of which saw significant decreases from December 2024

## PSPS Recall



## Sources of PSPS Communications

(among those who recall PSPS)



Q8 In the past year, do you recall seeing, hearing or reading the phrase ‘Public Safety Power Shutoff or PSPS?’ (n=260; Total)  
 Q8A Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=144; Recall PSPS Communications)

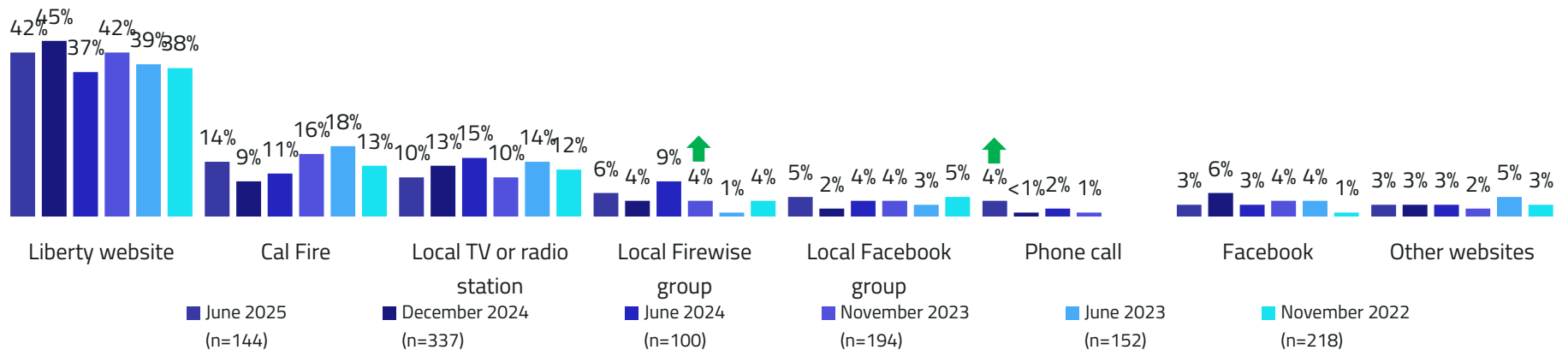
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# PSPS Information

- The Liberty website remains the most mentioned source for information about PSPS (42%), followed by Cal Fire (14%) and local TV or radio stations (10%)

## Top Sources of PSPS Information



Q9 Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n=144; Recall PSPS)

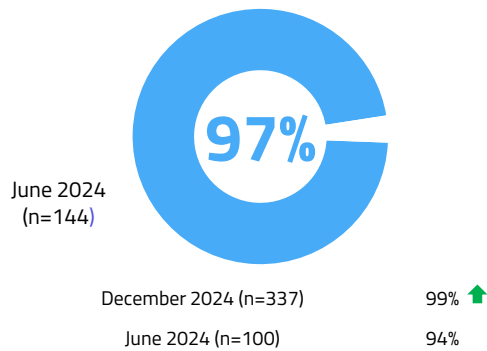
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



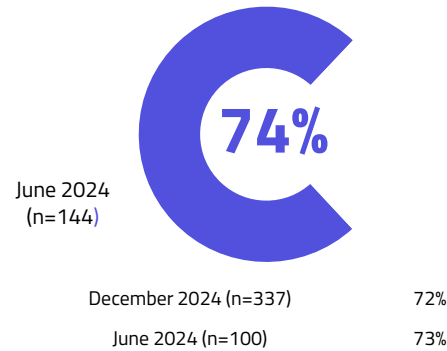
# Understanding PSPS

- Almost all (97%) of those who recall the term PSPS are aware Liberty could proactively shut off power to prevent the ignition of a catastrophic wildfire, consistent with last wave
- Just over seven in ten understand PSPS is a last resort (74%) and just over eight in ten understand that the likelihood of PSPS is reduced when Liberty takes steps to harden its infrastructure (83%)

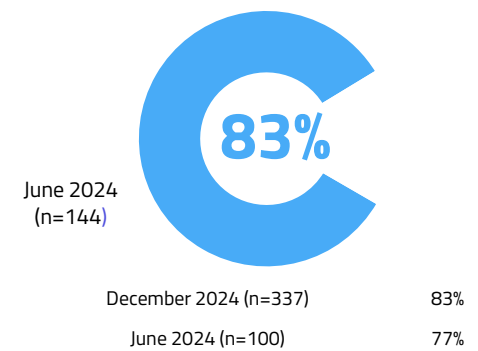
## Awareness of Potential Proactive Shutoff



## Awareness PSPS is Measure of Last Resort



## Awareness PSPS Risk Reduced by Infrastructure Hardening



QP10A Are you aware that the utility could proactively shut off power to prevent the ignition of a catastrophic wildfire? (n=144; Recall PSPS)

QP10B Are you aware that a proactive PSPS is a measure of last resort? (n=144; Recall PSPS)

QP10C Are you aware that the likelihood of a PSPS is reduced when the utility takes steps to harden its infrastructure? (n=144; Recall PSPS)

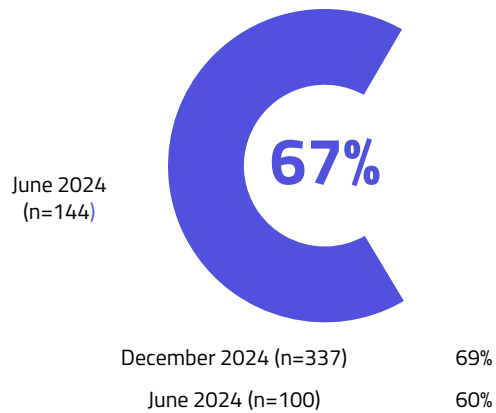
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# PSPS Preparedness

- Just over two thirds (67%) have taken actions to prevent or prepare their home or business in the event of a PSPS
- Generator purchases remain the most common action taken, mentioned by 35% of respondents who have taken action; trimming vegetation is the second most common action taken, mentioned by 29% of respondents

## Took Actions to Prevent or Prepare for a PSPS



Actions Taken <i>(among those taking action)</i>	June 2025 (n=97)	December 2024 (n=232)	June 2024 (n=60)
Generator (prep/purchase)	35%	35%	43%
Trimmed vegetation	29%	24%	18%
Prepared lanterns/flashlights	12%	17%	--
Backup battery	12%	11%	--
Switched to alternative energy source	8%	7%	--
Created defensible space	6%	6%	12%
Food & water storage	5%	5%	3%
Candles	4%	3%	--
Prepared an emergency kit	3%	3%	7%
Planned ahead for fuel and cash needs	3%	2%	--
Prepared an emergency readiness plan and contact information	--	1%	2%

QP6. In the past year, have you taken any actions to prevent or prepare your home or business in the event of a Public Safety Power Shutoff? (n=144; Recall PSPS)  
 QP6A. What actions have you taken in your home or business to prevent or prepare in the event of a Public Safety Power Shutoff? (n=97; Took actions)

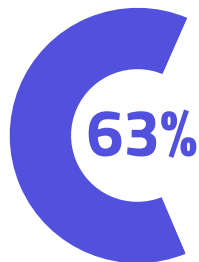
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



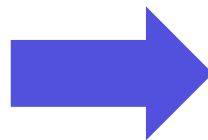
# Contact Information for PSPS

- Just over six in ten (63%) are aware they can update their contact information with Liberty, consistent with December 2024 (62%); awareness among **Recallers** remains significantly higher than among Non-Recallers (73% vs 45%)
- Two thirds (66%) of those aware they can update their information have done so, down significantly from last wave (76%)

## Awareness of Ability to Update Contact Information for PSPS

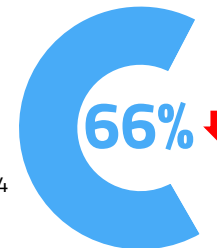


December 2024 (n=460)	62% ↑
June 2024 (n=220)	51%
November 2023 (n=320)	59%
June 2023 (n=282)	57%
November 2022 (n=325)	60%



## Have Updated Contact Information

(among those aware they can update contact info)



June 2024  
(n=163)

December 2024 (n=285)	76%
June 2024 (n=112)	69%
November 2023 (n=189)	77%
June 2023 (n=162)	73%
November 2022 (n=194)	75%

Q11 Are you aware you can update your contact information with Liberty to receive proactive notification prior to a Public Safety Power Shutoff? (n=260; Total)  
 Q11A Have you updated your contact information with Liberty to receive notifications prior to a Public Safety Power Shutoff? (n=163; Aware of Information Update)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Concerns about Extended Outage

- The largest concerns and perceived challenges in the event of an extended power outage include food replacement (47%), heating/cooling (40%), and communication (26%)
- Mentions of heating/cooling decreased significantly from last wave (40% vs 66%), as did mentions of communication (26% vs 37%)

Concerns or Challenges of an Extended Power Outage		Dec 2024 (n=460)	June 2024 (n=220)	Nov 2023 (n=320)	June 2023 (n=282)
Food replacement	47%	52%	56%	53%	51%
Heating/cooling	40% ↓	66% ↑	54% ↓	70% ↑	56%
Communication	26% ↓	37% ↓	45%	40%	45%
Shelter	10%	12%	13%	12%	17%
Cold storage of medication	10%	10%	8%	7%	9%
Transportation	8%	13%	10%	12%	12%
Powering medical equipment	8%	9%	11%	12%	12%
Utility pumps (well water)	7%	10%	8%	12% ↑	6%

A5 In the event of an extended power outage, what are your most significant concerns or challenges? (n=260; Total)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Medical Needs and Language Preferences

**Roughly one in eight (12%) responded that they rely on electricity for medical needs**

**Just over one third (35%) of those relying on electricity for medical needs are aware Liberty provides additional notices prior to a PSPS event**

**One in eight (13%),** indicate that another language other than English is primarily spoken; English remains preferred for communications for nearly all respondents (98%)

- One percent mentioned Spanish as their preferred language

The majority of respondents (97%) stated it would not be helpful for them or somebody in their household to receive communications in another language

Q14 Does anyone in your home or business rely on electricity for medical needs/equipment? (n=260; Total)

Q14A Are you aware that Liberty provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment? (n=34; Rely on electricity for medical needs)

Q15 Is your primary language other than English? (n=260; Total)

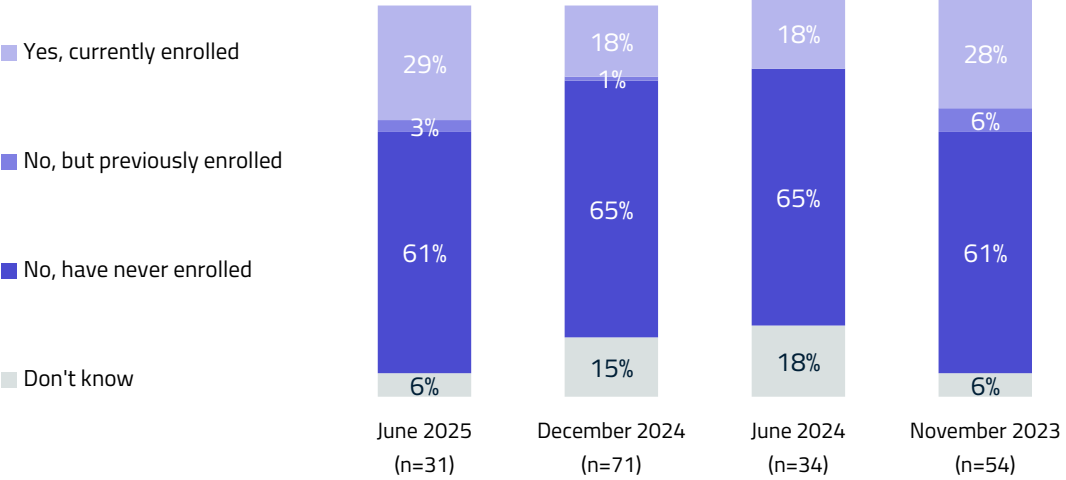
Q16 Would it be helpful for you or anyone else in your household to receive communications in another language? (n=260; Total)

Q16B What is your preferred language to receive communications? (n=260; Total)

# Medical Baseline Enrollment

- Just under three in ten (29%) are currently enrolled in Liberty’s Medical Baseline Allowance Program, consistent with the previous wave

**Enrolled in Medical Baseline Allowance Program**  
*(among those with medical needs)*



Q14E Are you enrolled in Liberty’s Medical Baseline Allowance Program? (n=34; Rely on electricity for medical needs)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

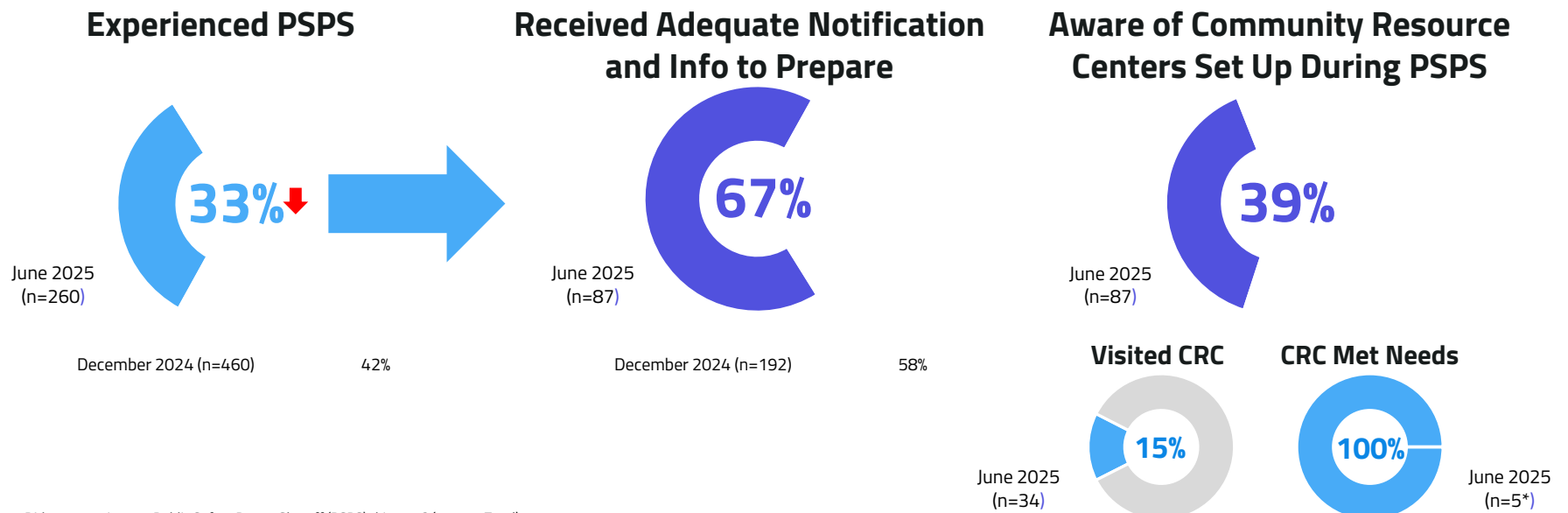


# PSPS Experience



# Experiencing PSPS

- One third (33%) reported experiencing a Public Safety Power Shutoff in June 2025, down significantly from December 2024 (42%)
- Among those who experienced a PSPS, just over two thirds (67%) said they received adequate notification and information to prepare and just under four in ten (39%) said they were aware of community resource centers set up during the PSPS



QPS1 Did you experience a Public Safety Power Shutoff (PSPS) this year? (n=260; Total)  
 QPS1A Did you receive adequate notification and information to prepare for the Public Safety Power Shutoff? (n=87; Experienced PSPS)  
 QPS1C Are you aware of Community Resource Centers set up during the Public Safety Power Shutoff? (n=87; Experienced PSPS)  
 QPS1D Did you visit a Community Resource Center? (n=87; Aware of Community Resource Centers)  
 QPS1E Did the Community Resource Center meet your needs with sufficient capacity and other functional requirements? (n=5; Visited a Community Resource Center)

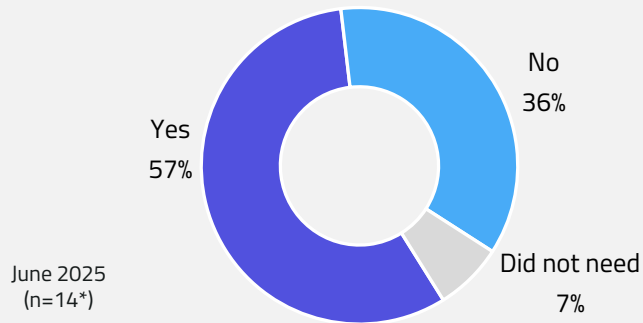
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave  
 \*Small sample size (n<30)



# Medical Equipment Use And CBO Engagement

Among those **experiencing PSPS, just under six in ten (57%) said they were able to use the necessary medical equipment during the outage**, while just over one third (36%) indicated they were not able. One in fourteen (7%) said they did not need to use any medical equipment during the outage

**Used Medical Equipment  
During PSPS**



**Almost all (99%) who experienced a PSPS** said they did not engage with any community-based organizations or resource networks to address food replacement, transportation, translation services, etc. One person surveyed (1%) indicated they did engage with CBOs, citing their "local housing office" by phone within the first day

\*Small sample size (n<30)

QA13 Were you able to use necessary medical equipment during the PSPS outage? (n=14; Experienced PSPS & Rely on electricity for medical needs)

QA1 During the power outage, did you engage with any community-based organizations (CBOs) or resource networks to assist in meeting your needs with food replacement, transportation, translation services, etc.? (n=87; Experienced PSPS)

QA2 What local Community Based Organizations (CBOs) or resource networks did you engage with? (n=1; Engaged with CBO)

QA3 How did you engage with the CBO or resource networks you mentioned? (n=1; Engaged with CBO)

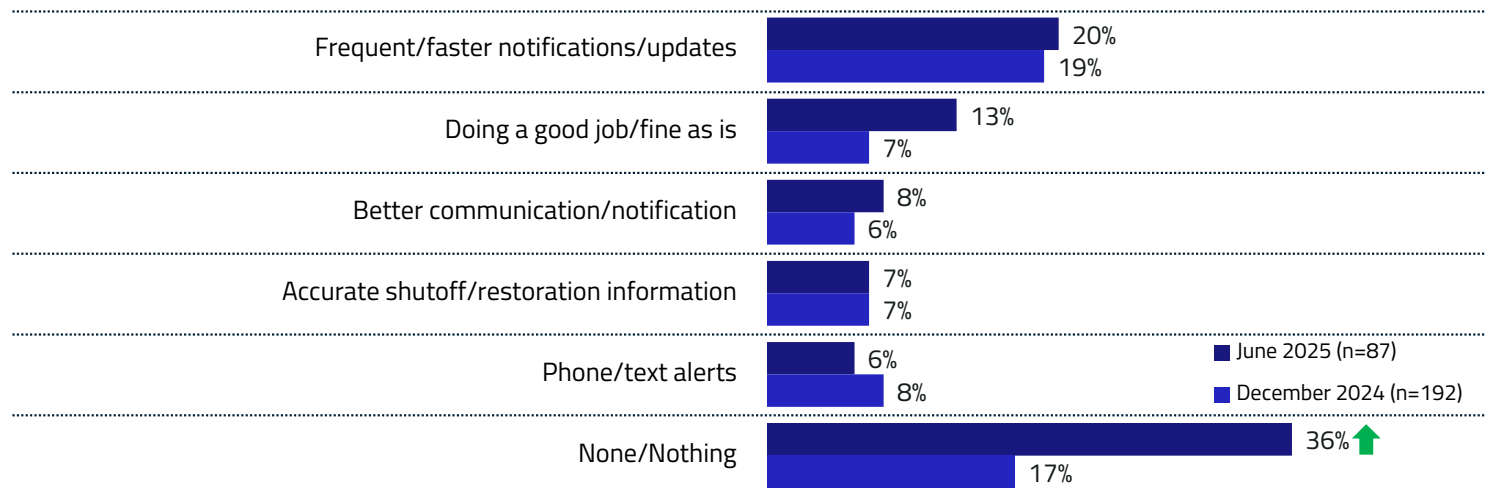
QA4 At what point during the outage did you engage the CBOs or resource networks? (n=1; Engaged with CBO)



# PSPS Notification Improvements

- One in five (20%) of those who experienced a PSPS say the number one notification improvement is frequent/faster notifications and updates
- Just over one third (36%) have no recommendations for improvement, up significantly from December 2024 (17%)

## PSPS Notification Improvements



QPS1B What about the Public Safety Power Shutoff (PSPS) notification and information could have been improved? (n=87; Experienced PSPS)

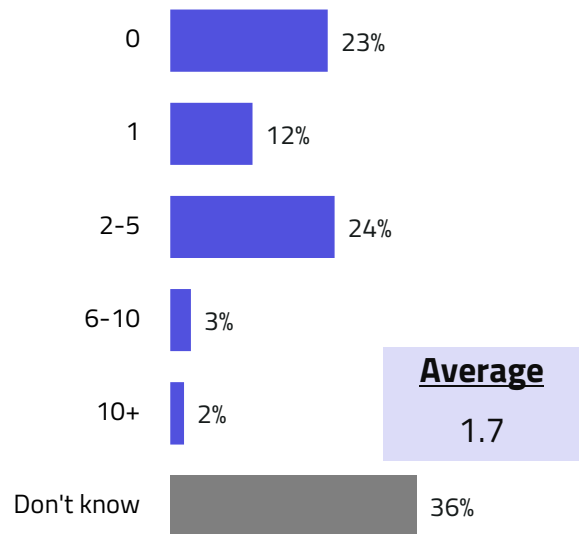
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



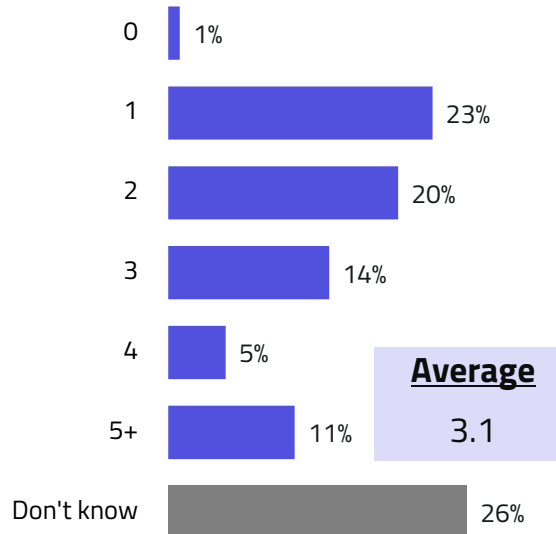
# PSPS Notifications

- Just over four in ten (41%) customers said they received at least one PSPS notification; among customers who said they experienced a PSPS event, an average of 3.1 events were reported

### Number of PSPS Notifications Received in Past Year



### Number of PSPS Events Experienced in Past Year



### Impact of PSPS "False Alarm"

Nuisance	3%
Anxiety	2%
Other	18%
Don't know	3%
No effect	73%

QOSAT2 How many Public Safety Power Shutoff (PSPS) notifications have you received in the past year? (n=260; Total)

QOSAT3 How many Public Safety Power Shutoffs have you experienced in the past year? (n=87; Experienced PSPS in past year)

QOSAT5 In what ways did 'false alarm' Public Safety Power Shutoff (PSPS) notifications, where you received a notification but did not have a PSPS, affect you, personally? (n=62; Received more notifications than PSPS events experienced)



Post-PSPS



# Outreach and Engagement Satisfaction

- Customers remain generally satisfied with most of the outreach and engagement they receive
- Satisfaction with what the availability of resources in your community and where to find information to help you stay safe saw significant increases compared to December 2024 (41% vs 33% and 39% vs 31%, respectively)

## Outreach and Engagement Satisfaction

### Top-3-Box

				Dec 2024 (n=460)	June 2024 (n=220)	Nov 2023 (n=320)	June 2023 (n=282)	Nov 2022 (n=325)
Availability of resources in your community	22%	37%	41%	33%	30%	33%	40%	43%
What to expect in the event of a PSPS	25%	34%	41%	37%	30%	32%	37%	41%
Amount of information and outreach you received	24%	35%	41%	35%	27%	32%	42%	43%
What the utility does to reduce wildfire risk	24%	36%	40%	36%	27%	32%	38%	41%
Where to find information to help you stay safe	27%	33%	39%	31%	28%	34%	39%	43%
In preparing you to act in the event of a wildfire	27%	38%	35%	31%	29%	29%	38%	42%

■ Dissatisfied (1-4) ■ 5-7 ■ Satisfied (8-10)

QSAT1 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the outreach and engagement you receive? (n=260; Total)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# PSPS Notifications

- Just under four in ten (38%) say that notifications should be sent if there is any possibility of a PSPS; another 45% feel that notifications should only be sent if there is a high likelihood of a PSPS

<b>PSPS Notifications Perception</b>	June 2025 (n=260)	Dec 2024 (n=460)	June 2024 (n=220)	Nov 2023 (n=320)	June 2023 (n=282)	Nov 2022 (n=325)
Notifications should be sent if there is any possibility of a PSPS	38%	45%	47%	48%	51%	44%
Notifications should only be sent if there is a high likelihood of a PSPS	45%	41%	42%	42%	37% ↓	45%
Notifications should only be sent if a PSPS is certain to occur	16%	14%	11%	11%	12%	11%

QOSAT4. Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? (n=260; Total)



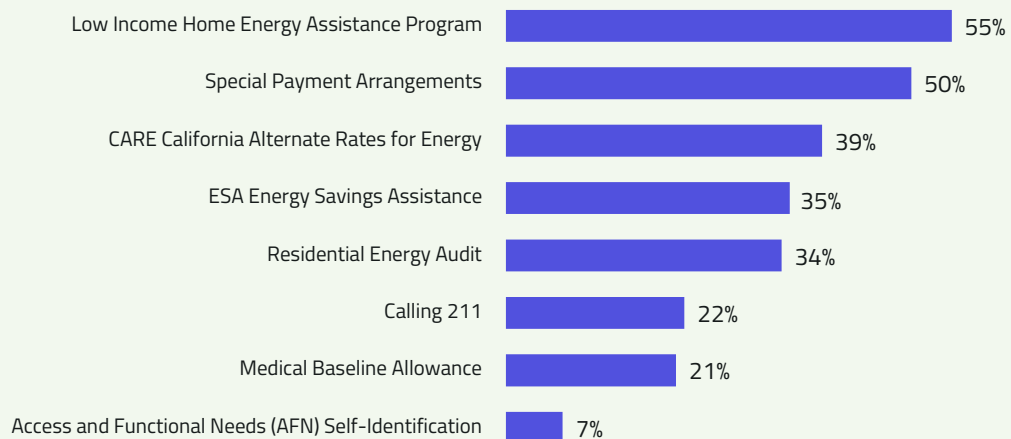
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Awareness and Familiarity of Resources

- Of the resources available to the public, just over half (55%) indicated they were aware of the Low-Income Home Energy Assistance Program, followed by Special Payment Arrangements (50%), and California Alternate Rates for Energy (39%)
- Just under one third (32%) report they have no need of the resources and just under one in four (24%) say they have not investigated any of the resources

## Awareness



## Familiarity



A7 Liberty supports a number of resources that are available to the public. Before today, which of the following resources have you heard of? (n=260; Total)

A8 What statement best describes your familiarity with the resources you just reviewed? (n=260; Total)

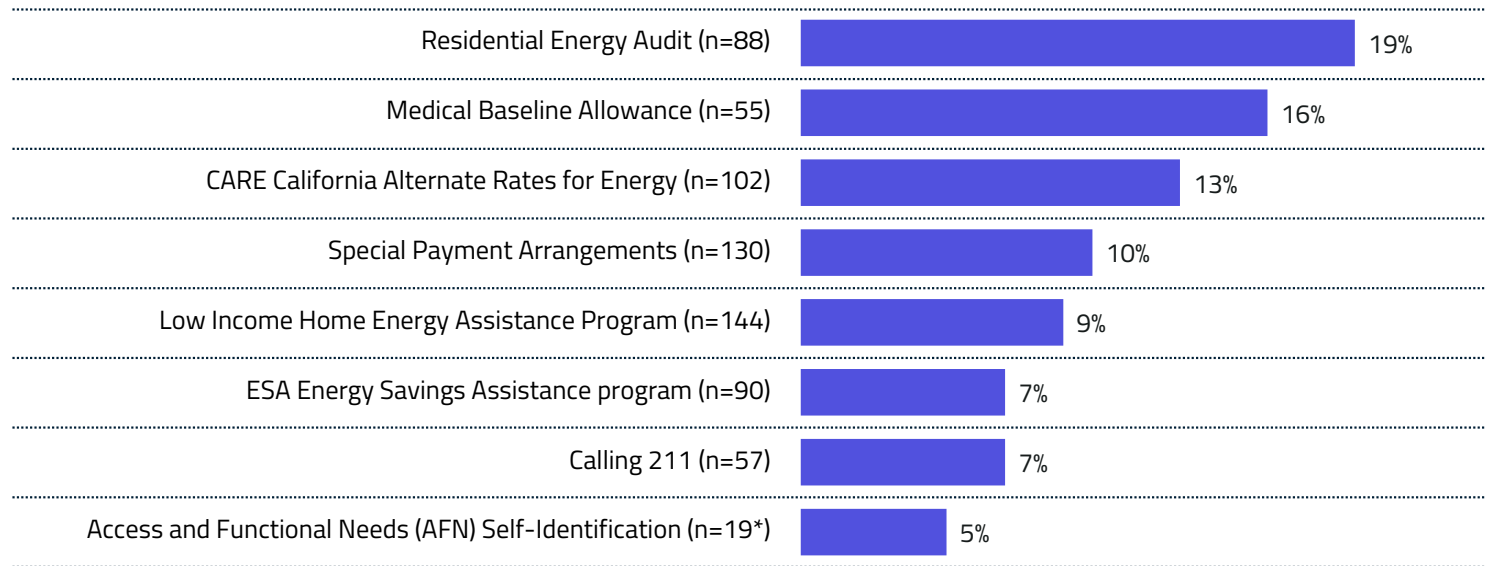


# Resources Used

- Of those who are aware of the resources available, Residential Energy Audit, Medical Baseline Allowance, and CARE California Alternate Rates for Energy are the most frequently used

## Resources used

(among those who are aware)



A9 Which, if any, of these resources have you used in the past? (n varies; Aware of Resource)

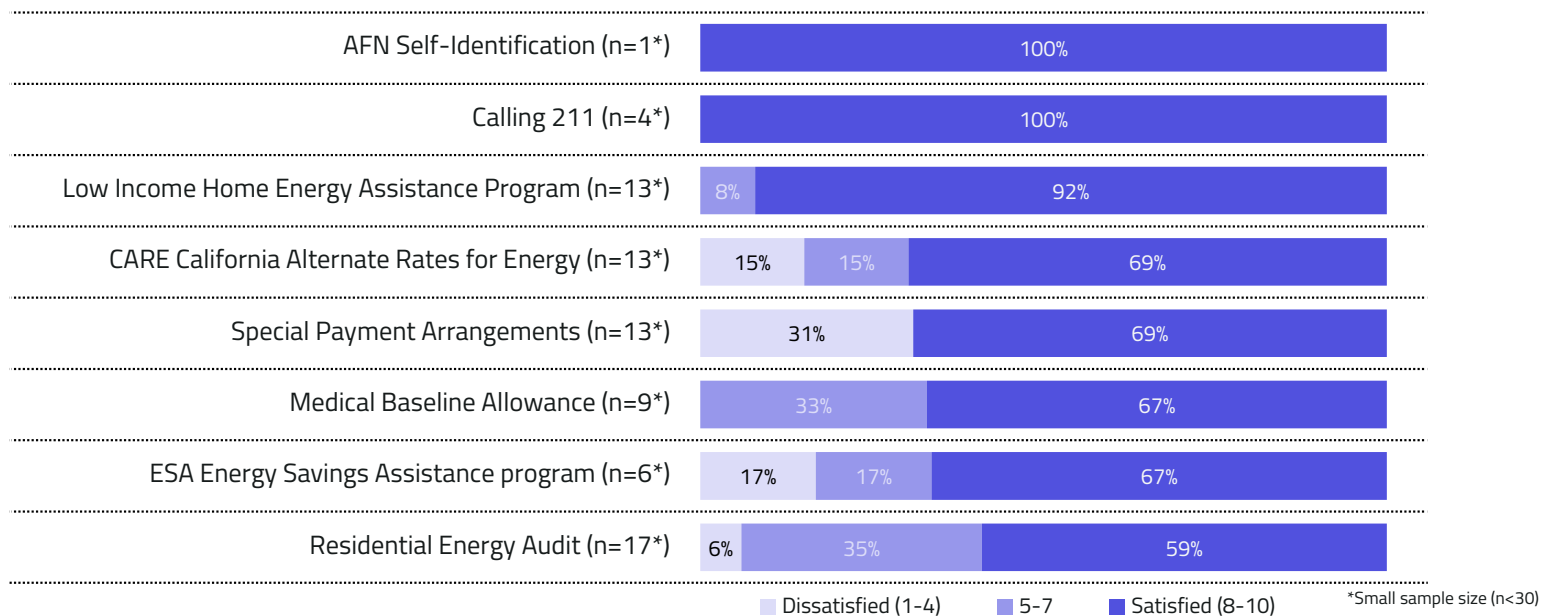
\*Small sample size (n<30)



# Satisfaction with Resources Used

- Among the small numbers of customers who have used any of the available resources in the past, satisfaction is relatively high

## Resource Satisfaction



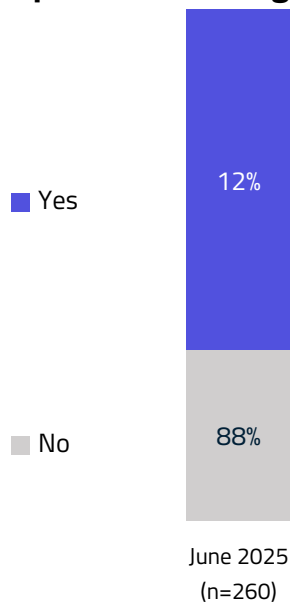
A10 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the resources you've used in the past?



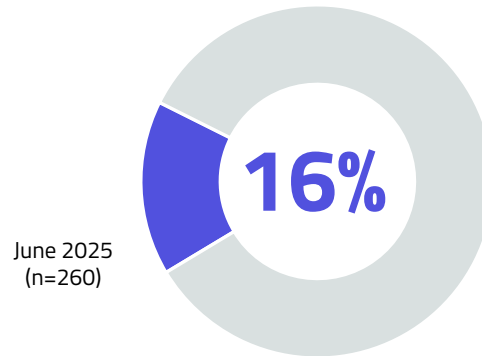
# Self-Identified AFN Status

- Just under one in eight (12%) say someone in their household is at increased risk of harm to health, safety, or independence during a power outage

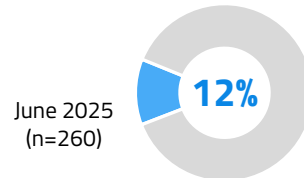
## Households With Increased Risk of Harm to Health, Safety, and Independence During Power Outage



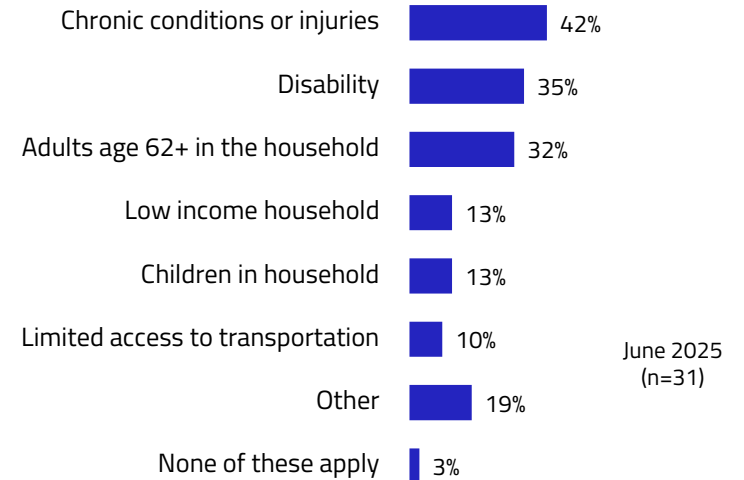
## Access and Functional Needs



## Relies on Electricity for Medical Needs



## Reasons For Increased Risk of Harm During Power Outage



QA14. Are you, or anyone else in your household, at increased risk of harm to health, safety, and independence during a power outage? (n=260; Total)

QA15. For what reasons are you, or anyone else in your household, at increased risk of harm to health, safety, and independence during a power outage? (n=31; A14=Yes)

Q14. Does anyone in your home or business rely on electricity for medical needs/equipment? (n=260; Total)

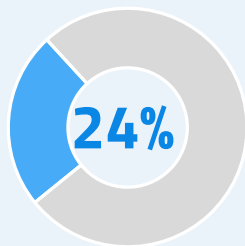


# Access and Functional Needs Resources

- Among the 16% of customers who indicated they have access and functional needs, 24% are aware that Liberty looks to identify households with AFN needs to provide targeted communication and earlier notification of PSPS
- 30% of Critical or AFN customers have received communication from Liberty about programs available and 9% indicate they engage with Community Based Organizations outside of a PSPS context

## Aware Liberty Identifies AFN Households for Targeted Communication & Early PSPS Notification

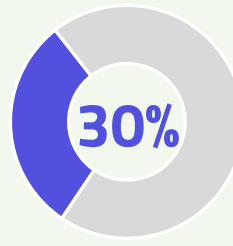
*(among AFN customers)*



June 2025  
(n=42)

## Received Direct Communication on Liberty Programs or Preparedness

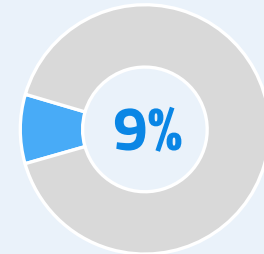
*(among AFN/Critical customers)*



June 2025  
(n=54)

## Engage with Community Based Organizations Outside of PSPS Events

*(among AFN/Critical customers)*



June 2025  
(n=54)

QL2 Are you aware that Liberty looks to identify households with access and functional needs to provide targeted communication and earlier notification of PSPS? (n=42; AFN=Yes)

QL3 Do you recall receiving direct communication regarding available Liberty customer programs and/or preparedness? (n=54; AFN=Yes / Used CARE / Critical Customer / Rely on electricity for medical needs)

QL4 Do you or members of your household engage with Community Based Organizations or local Health and Human Services agencies within your community outside of the "during PSPS" context covered earlier in the survey? (n=54; AFN=Yes / Used CARE / Critical Customer / Rely on electricity for medical needs)



# AFN Summary



# Key Metrics: AFN vs. Non-AFN

	<b>AFN Customer (n=42)</b>	<b>Non-AFN Customer (n=218)</b>
Aware of Wildfire Safety Communications	57%	67%
Aware of Communications from Liberty (among those aware)	13%	28%
Recall PSPS	62%	54%
Would Turn to Liberty Website for PSPS Info	23%	<b>46%</b>
Aware of Ability to Update Contact Info for PSPS	57%	64%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	33%	43%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	35%	--
Aware of AFN Self-Identification	5%	8%

Bold denotes statistically significant difference between AFN and non-AFN Customers



# Demographic Profiles: AFN vs. Non-AFN

	<b>AFN Customer (n=42)</b>	<b>Non-AFN Customer (n=218)</b>
Gender	Male – 45% Female – 48%	Male – 59% Female – 38%
Age	18-54 – 26% 55-64 – 12% 65+ – 52%	18-54 – 22% <b>55-64 – 28%</b> 65+ – 44%
Median Income	\$63K	<b>\$132K</b>
Home Ownership	Own – 74% Rent – 17%	Own – 84% Rent – 10%
Reside in Liberty Service Territory	<b>Year round – 69%</b> 6 to 11 months – 10% Under 6 months – 21%	Year round – 53% 6 to 11 months – 11% <b>Under 6 months – 36%</b>
Primary Language is not English	17%	12%
Responded they Rely on Electricity for Medical Needs	74%	--

Bold denotes statistically significant difference between AFN and non-AFN Customers



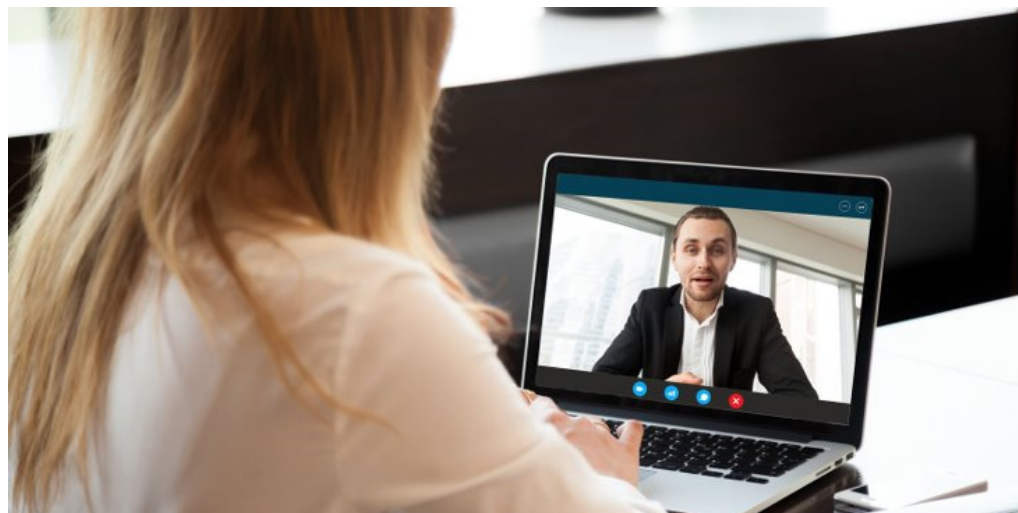
# CBO Interviews



## CBO Interviews

Four in-depth interviews were conducted with community-based organizations (CBOs) in the Liberty territory in June 2025.

- Interviews lasted 30 minutes and were conducted using Microsoft Teams
- Participants were offered \$100 as a “thank you” for their time and feedback
- All interviews were recorded
- Interviews were scheduled using a “warm handoff” from Liberty





# CBO Interviews

## PSPS Awareness and Messaging

- Participants are aware of PSPS and recall messages from Liberty, but the experience varies by organization
  - Some report general communications being sent to the agency that are seen as “customer-facing” rather than specific to CBOs or agencies
  - Others recall specific communications from Liberty to their agency, and mention workshops or virtual training events
- Most of the communications recalled about PSPS were via email, and provided general information about when power might go out; in some cases, the recall of the messaging was vague enough that it could have been for any weather-related outage
- CBOs all have some degree of interaction with the public related to PSPS, but none of those interviewed this wave are directly providing information about public preparation
  - Interactions typically revolve around letting their clients know what services will not be available during a PSPS event
  - Some centers are positioned to function as a CRC in the event of a PSPS, but have not personally been involved
- Community-facing education from Liberty about PSPS is important, including an explanation of PSPS, why events are called, how to prepare, and what Liberty is doing to mitigate the potential for PSPS
  - Social media, flyers/handouts, email communications, community events, are recommended, and late spring/early summer is the ideal time
  - English and Spanish are the primary languages required

## PSPS Awareness and Messaging (cont.)

- Special care is required to reach those most vulnerable
  - Seniors are less likely to be active on social media, and are more dependent on word of mouth during emergency situations; it is important to encourage the community to help spread the word, as well as partnering with senior centers, CBOs, and county agencies to post flyers, etc.
  - Renters and those in group home settings may not personally be Liberty customers and may not receive direct communications
  - As much advanced notice as possible is appreciated for those who are most vulnerable during a PSPS
- Several resources are mentioned that would help the community
  - Information about how to prepare for an outage or fire (having food/water, gas in car, go bags, shelter information, etc.)
  - Support with generators or backup power or supporting facilities such as senior centers, hospitals, CRCs, etc.
- Participants would welcome Liberty’s participation in public-facing meetings and encourage Liberty to make it easier to attend PSPS informational events
  - Liberty is encouraged to visit sites or attend community events where they can interact directly with the public
  - Hosting PSPS meetings online and making recordings available for those who cannot attend would help reach those farther away or who are unable to attend during the live event
- As much advanced notice as possible for PSPS events is important, particularly for those more vulnerable to power outages



# CBO Interviews

## CRC Awareness and Messaging

- Participants are aware of CRCs, but the level of familiarity is limited
  - A couple of CBOs have served as CRCs in the past, and think they might still be in partnership but are not personally involved and do not know the details about coordination
  - They acknowledge the importance of providing a place where people can go, especially for seniors or those with medical equipment that requires electricity
- All agree that it is important to make the public aware of CRCs, including where they are located, when they will be operational, and what resources will be provided
  - Similar messaging to PSPS is recommended, including direct mail and email from Liberty, social media outreach, distributed flyers or mailers, text messaging, and spreading the word in-person at events or at CBO sites
  - This is especially important for the elderly population, AFN, and those with medical needs
- Liberty could support CRCs with resources, such as generators, transportation, and supplies is an area where participants feel Liberty could contribute
  - In addition to providing electricity for medical equipment, cooling is highly important to those who are elderly or medically fragile
  - CBOs, senior centers, aid agencies (e.g., Red Cross) are mentioned as natural partners for running CRC operations

## AFN Awareness and Messaging

- Participants who support seniors are familiar with AFN and actively support this community, but those focused more on children are not familiar
  - Those who work with seniors have lists of AFN community members, but do not actively provide alerts or notifications related to PSPS
  - There is little knowledge of Liberty's AFN program, and CBO's outreach efforts are based on providing their core services; they receive referrals from county government, senior centers, meal delivery programs, and word of mouth and are open to providing information about Liberty's resources
- CBOs interviewed are unsure about the ability to share AFN data with Liberty (and vice versa), due to privacy requirements and regulations; the general perception is that AFN status is covered by HIPPA and special arrangements and care would be required to ensure privacy
- Educating the public and CBOs focused on seniors about the additional notifications and resources available to customers enrolled in AFN self-identification is important, as there appears to be knowledge gap among those interviewed this wave
- It is important to include those who are supported by case managers or live in master leased apartments by CBOs, as they are unlikely to be direct Liberty customers and may not receive notifications or have access to the resources available to those enrolled in AFN directly through Liberty



# CBO Interviews

## Additional Resources

- Participants this wave have limited knowledge of support resources provided by Liberty
  - CARE and other income support programs are most commonly recalled; those working with low-income families or seniors do point their clients to resources available from Liberty
  - Awareness of Medical Baseline is more limited, with one participant being aware of PG&E's program and that Liberty also offers something similar
  - Only one participant was aware of 211 Resources and has told clients about the program
- Due to the general lack of awareness of Liberty's programs, participants are not aware of the efforts taken by Liberty to educate customers
  - Sending mailings or emails, posting flyers, and attendance at events or CBO sites are considered ways Liberty could educate customers about resources available for the community
  - Direct communication with CBOs, or meetings (virtual or in-person) would be helpful in educating them so they can pass on information to clients



# Demographic Profiles



# Respondent Profiles

Gender	Total (n=260)	Recallers (n=169)	Non-Recallers (n=65)
Male	57%	54%	65%
Female	39%	41%	31%
Age			
18 to 24	--	--	--
25 to 34	3%	2%	5%
35 to 44	8%	8%	6%
45 to 54	13%	12%	11%
55 to 64	25%	24%	32%
65 or over	45%	47%	38%
Prefer not to say	7%	7%	8%

Renter/Homeowner	Total (n=260)	Recallers (n=169)	Non-Recallers (n=65)
Own	82%	84%	77%
Rent	11%	9%	17%
Prefer not to say	6%	7%	5%
Reside in Liberty Service Territory			
Year round	55%	58%	57%
6 to 11 months	11%	9%	12%
Under 6 months	34%	33%	31%
Household Income			
Less than \$20,000	2%	2%	3%
\$20,000 to \$39,999	7%	6%	12%
\$40,000 to \$59,999	7%	8%	6%
\$60,000 to \$89,999	11%	11%	12%
\$90,000 to \$129,999	9%	11%	6%
\$130,000 to \$199,999	10%	11%	8%
\$200,000 or more	22%	20%	23%
Prefer not to say	31%	31%	29%

Q17 What is your gender? (n=260; Total)

Q18 What is your age category? (n=260; Total)

Q19 Do you own or rent your home? (n=260; Total)

Q20 Which of the following best describes your annual household income? (n=260; Total)

Bold denotes statistically significant difference between Recallers and Non-Recallers



## Respondent Profiles – AFN Criteria

	<b>Total</b> (n=260)	<b>Recallers</b> (n=169)	<b>Non-Recallers</b> (n=65)
AFN (NET)	16%	14%	20%
Age 65+	45%	47%	38%
<\$40K income	10%	8%	15%
Chronic conditions or injuries	42%	47%	33%
Limited access to transportation	10%	7%	17%
Physical, developmental, or intellectual disability	35%	27%	42%
Non-English language needs	13%	11%	22%
Medical need	12%	12%	12%

Bold denotes statistically significant difference between Recallers and Non-Recallers

**Attachment 10**  
**2025 Survey Results Wave 2**



# Wildfire Messaging Awareness

Prepared by

MDC Research

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# Objectives & Methodology

The **overall objective** of this research was to measure the public's awareness of messaging related to wildfire preparedness and safety. Specific research objectives include:

- Measure awareness of Liberty Utilities (Liberty) messages related to wildfire preparedness
- Identify recall of specific message topics
- Identify recall of message channels
- Measure recall and understanding of Public Safety Power Shutoff or PSPS
- Evaluate sources customers are most likely to turn to for information about PSPS
- Explore actions taken by customers to prepare for wildfire season
- Measure awareness of Liberty's efforts to reduce the risk of wildfires
- Evaluate PSPS notifications perception

## Target Audience

- Liberty residential and business customers in California
- Liberty critical customers

## Methodology

- Customers were surveyed at random from Liberty customer records, targeted for either phone or web administration
- Surveys available to customers in English and Spanish
- A total of 413 surveys were completed between November 13 and November 30
  - 📞 Phone: 80 completed surveys from 12,412 records
  - 💻 Web: 333 completed surveys from 20,046 records



# Key Findings

## Communications

- **76% are aware of wildfire safety communications**, up significantly from June 2025 (65%).
- **Liberty** remains the primary source for wildfire preparedness information and saw a significant increase from June 2025 (36% vs 25%). **Vegetation management** and **personal preparedness** are the most common messages recalled.
- **Email** remains the most cited channel for wildfire preparedness communication and saw a significant increase from June 2025 (46% vs 33%); bill inserts, direct mail, and social media make up the next most common tier.
- **Local agencies, community meetings, and email are considered the clearest; community meetings, newspaper, and local agencies are seen as the most useful resources** for information about wildfire preparedness.
- **68%** recall seeing, hearing or reading the phrase **"Public Safety Power Shutoff or PSPS,"** up significantly from last wave (55%). **Email (53%), TV news (26%), and social media (21%)** remain the most common sources of PSPS communication.
- Among those recalling the phrase "PSPS" from the past year, **96% are aware of its possible implementation to prevent wildfire**, consistent with last wave (97%); just under eight in ten **understand PSPS is a last resort (79%)** and the likelihood of **implementation becomes reduced when Liberty takes steps to harden its infrastructure (86%)**.
- **46%** say they would first turn to the **Liberty website** for information about a PSPS event, consistent with last wave (42%).
- Notifications via text (57%) and email (28%) are considered the two most effective forms of communication from Liberty. Larger font (8%) and audio recordings of written text (6%) are seen as the most helpful communication elements that could be incorporated.

## Actions Taken

- **65% have taken some form of action to prevent wildfires or to prepare their home or business** for the event of a PSPS. Having a **generator** and **trimming vegetation around properties** are the most common actions taken.
- **58% are aware of Liberty's efforts to prune vegetation** around power lines in higher-risk areas, consistent with last wave (51%). **Non-Recallers** are significantly more likely than Recallers to say they are unaware of Liberty's efforts (**51% vs 14%**). **66%** are aware they can **update their contact information with Liberty**, consistent with June 2025 (63%); 69% of those aware have done so, also consistent with last wave (69% vs 66%).

## AFN and Critical Customers

- **24% of customers can be considered AFN.**
- Of the resources available to the public, customers are most likely to be aware of **LIHEAP (58%), special payment arrangements (49%), and Residential Energy Audit (39%)**; 34% have not investigated any of the resources and 27% report no need.
- Only 4% of AFN customers have heard of AFN Self-Identification.
- Among those reporting that they rely on electricity for medical needs, 44% are aware of additional notices from Liberty, 26% are currently enrolled in the Medical Baseline Allowance program.
- 98% of respondents indicated it would not be helpful to receive communications in a language other than English; less than 1% indicate Spanish and Russian as their preferred language.

## PSPS Experience

- 34% of customers report experiencing a PSPS this year, consistent with last wave (33%); of those, 71% said they received adequate notification and information to prepare, though 13% say the number one improvement to be made is more frequent/faster notifications. 23% say no PSPS notification improvements are necessary.



# Recommendations

Consider more targeted outreach efforts to engage the public on wildfire safety and knowledge of PSPS.

- While overall communication awareness saw a significant increase in November 2025 when compared with June 2025 (76% vs 65%), Liberty customers under the age of 65, as well as those indicating a reliance upon electricity for medical needs and those identified as AFN, are significantly less likely than their counterparts to say they've seen or heard communications about wildfire safety in the past year.

Continue efforts to increase AFN self-enrollment, and awareness that enrolling will provide targeted early notifications about PSPS. Also consider promotion of CBOs that provide support to AFN customers during and outside of PSPS events.

- Only 3% of AFN customers are aware of AFN self-enrollment, and two thirds of AFN customers are not aware that Liberty provides targeted communications and early notice about PSPS.
- Only one in five AFN customers have engaged with CBOs outside of PSPS events.

Evaluate communication efforts during the off season.

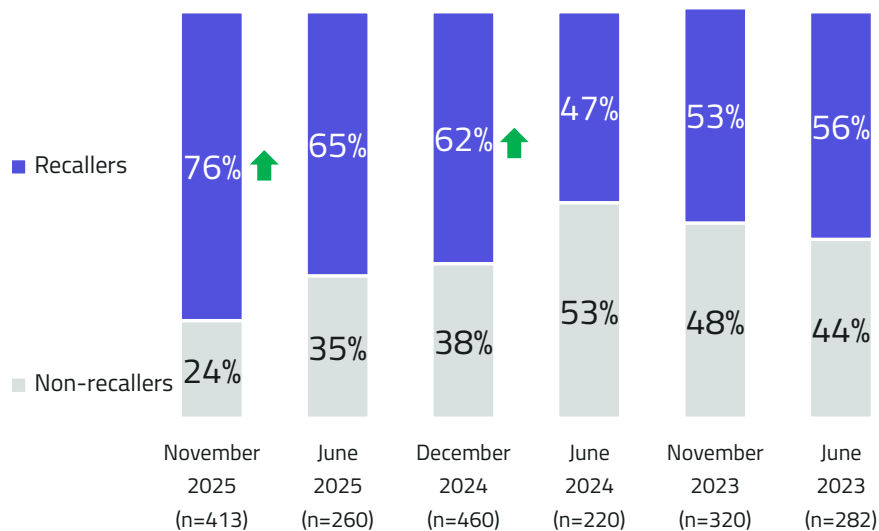
- In November 2025, information recall about wildfire preparedness from Liberty saw significant improvements across all evaluated messages when compared with June 2025 results. A similar pattern was observed between December 2024 and June 2024, hinting at the cyclical nature of messaging in addition to the general relevance of this type of communication throughout the summer. There is opportunity during the winter months to spread the word around taking actions to prevent or prepare homes and business in the event of a PSPS, particularly around preparing emergency readiness plans & contact information, preparing emergency kits, and food and water storage, all of which have been consistently among the fewest actions taken by customers.
- Less than half (39% to 45%) are highly satisfied, while roughly one quarter (23% to 28%) are dissatisfied with Liberty's outreach and engagement around the amount of information received, where to find information to help stay safe, what to expect in the event of a PSPS, availability of resources in the community, what Liberty does to reduce wildfire risk, and in preparing you to act in the event of a wildfire.
- With the Liberty website consistently remaining the number one source customers indicate they would turn to first for information about PSPS, consider ways to increase traffic to the website for additional information, particularly the resources made available by Liberty, such as updating contact information and other special programs.
  - Despite relatively high satisfaction with resources, less than half of customers indicate awareness, and even fewer have used resources like Special Payments Arrangements, Residential Energy Audits, California Alternate Rates for Energy, ESA Energy Savings Assistance, Medical Baseline Allowance, calling 211, and AFN Self-Identification.



# Wildfire Safety Communications Awareness

- Just over three in four (76%) have seen or heard communications about wildfire safety in the past year, significantly higher than in June 2025 (65%)

## Communication Awareness



Q2 Have you seen or heard any communications about wildfire safety in the past year? (n=413; Total)

	Recallers (n=313)	Non-Recallers (n=100)
Gender	Male – 50% Female – 43%	Male – 46% Female – 42%
Age	18-54 – 17% 55-64 – 19% <b>65+ – 58%</b>	<b>18-54 – 28%</b> 55-64 – 16% 65+ – 46%
Median Income	\$115K	\$86K
Home Ownership	Own – 84% Rent – 10%	Own – 75% Rent – 16%
Primary Language is not English	12%	17%
Responded they Rely on Electricity for Medical Needs	15%	<b>26%</b>

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

**Bold** denotes statistically significant difference between Recallers and Non-Recallers



# Communication Recall

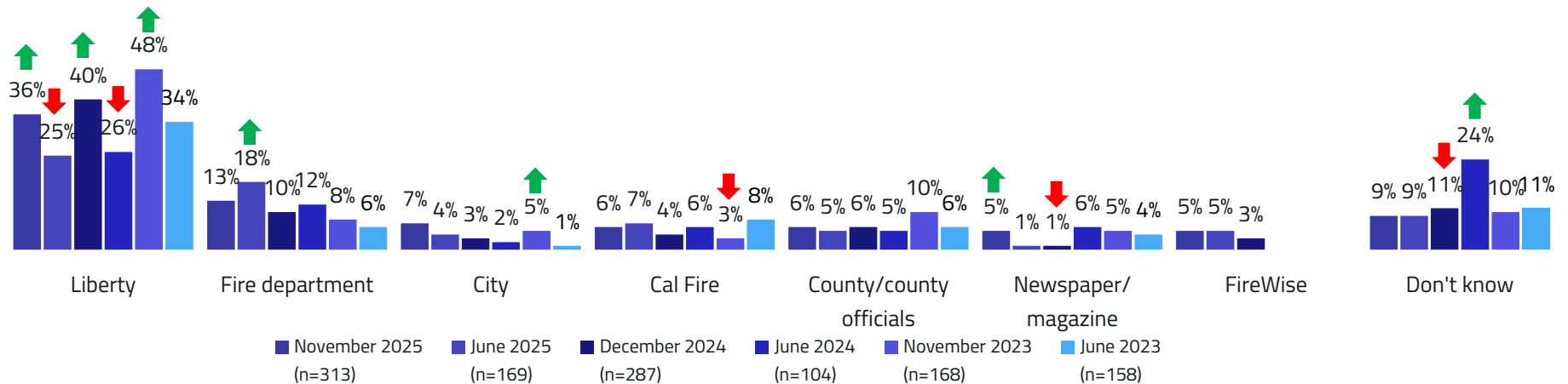
(among those aware of communications)



# Sources of Wildfire Preparedness Communications

- Of those aware of communications, just over one third (36%) mention Liberty as the source of wildfire preparedness communication, up significantly from June 2025 (25%); roughly one in eight (13%) mention fire departments, consistent with June 2025 (18%)
- Just under one in ten (9%) are not aware of the source of communication, consistent with June 2025 (9%)

**Wildfire Preparedness Communications Sources**  
(among those who recall communication)



Q5 Who was the information about wildfire preparedness from? (n=313; Aware of Communication)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

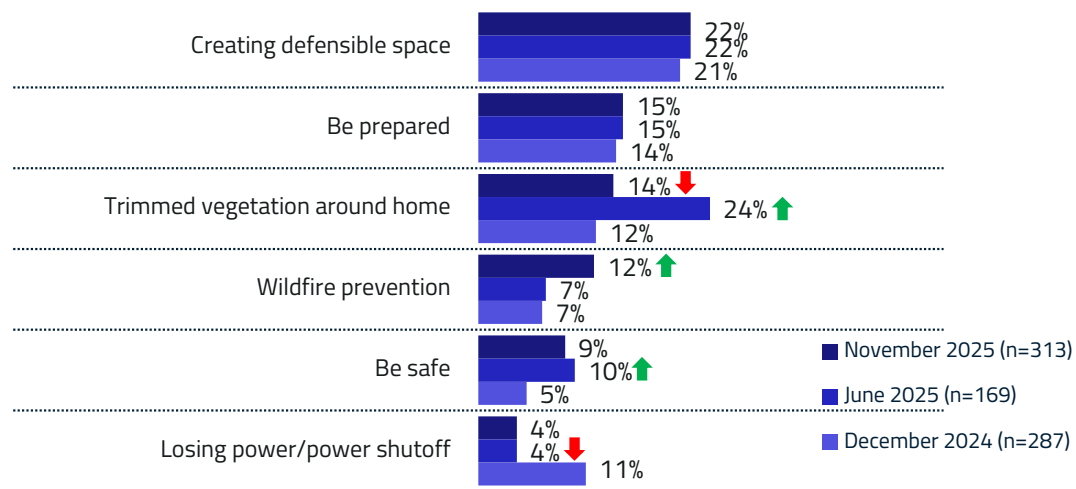


# Unaided Message Recall

- Of those who recall communications, just over one in five cited creating a defensible space (22%) as the main takeaway from communications about wildfire safety over the past year, consistent with June 2025 (22%)
- One in seven (14%) recall the message of trimming vegetation, down significantly from June 2025 (24%)

## Communications Main Takeaway

(among those who recall communication)



QB1 What was your main takeaway from the communications? (n=313; Aware of Communication)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Wildfire Preparedness Communications Messages

- Of those who recall communications, just under seven in ten recall messages about vegetation management (69%), followed by personal preparedness (60%) and PSPS (44%)
- Compared to the previous wave, mentions of all messages increased significantly

## Communications Messages Recalled

(among those who recall communications)

		June 2025 (n=169)	Dec 2024 (n=287)	June 2024 (n=104)	Nov 2023 (n=168)	June 2023 (n=158)
Vegetation Management	69% ↑	57%	56%	57%	58%	56%
Personal Preparedness	60% ↑	34% ↓	56%	43%	55%	61%
Public Safety Power Shutoff	44% ↑	16% ↓	57% ↑	19% ↓	32%	27%
Infrastructure Hardening	30% ↑	18%	27%	21%	18% ↑	9%
Notifications & Updating Customer Information	30% ↑	7% ↓	28% ↑	10% ↓	23%	23%
Liberty's Wildfire Mitigation Plan	29% ↑	9% ↓	28%	29%	38%	31%
Local Emergency Services – Resources	26% ↑	17% ↓	26% ↑	13% ↓	26%	20%
Local Emergency Services – Support Tools	22% ↑	8% ↓	19%	13%	20%	15%
Medical Needs	21% ↑	8% ↓	20% ↑	12% ↓	22%	20%
CPUC designation of high wildfire threat areas	20% ↑	8% ↓	17%	12%	20%	15%
Enhanced Wildfire Safety Settings	19% ↑	5% ↓	18% ↑	10%	16%	12%
Community Resource Centers available for info & support	16% ↑	8% ↓	18% ↑	8%	14%	15%
Weather Stations	8% ↑	4%	7%	5%	7%	9%

Q3 What were the messages of the information you saw or heard about wildfire preparedness from Liberty? (n=313; Aware of Communication)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

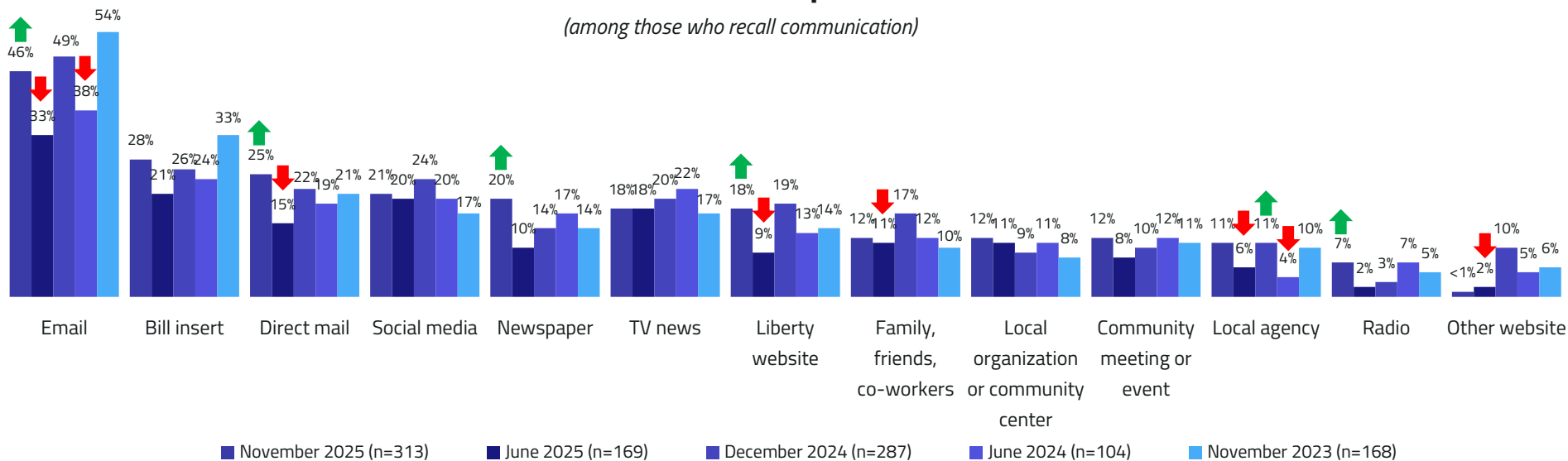


# Information Channels for Wildfire Communications

- Email remains the most common channel for wildfire preparedness communication with just under half (46%) mentioning it, followed by bill inserts (28%), direct mail (25%), social media (21%), and newspaper (20%)
- Mentions of email, direct mail, newspaper, the Liberty website, and radio all saw significant increases from June 2025

## Information Channels for Wildfire Preparedness Communications

(among those who recall communication)



Q4 Where did you see or hear the communications about wildfire preparedness? (n=313; Aware of Communication)

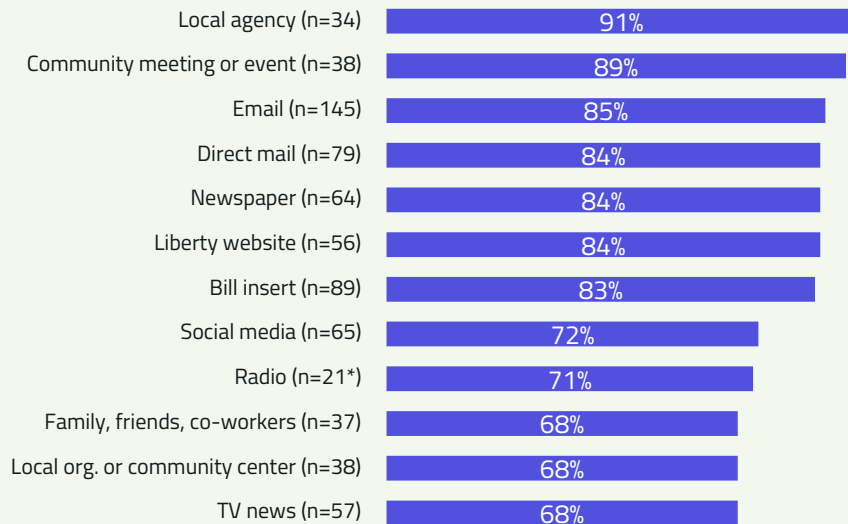
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



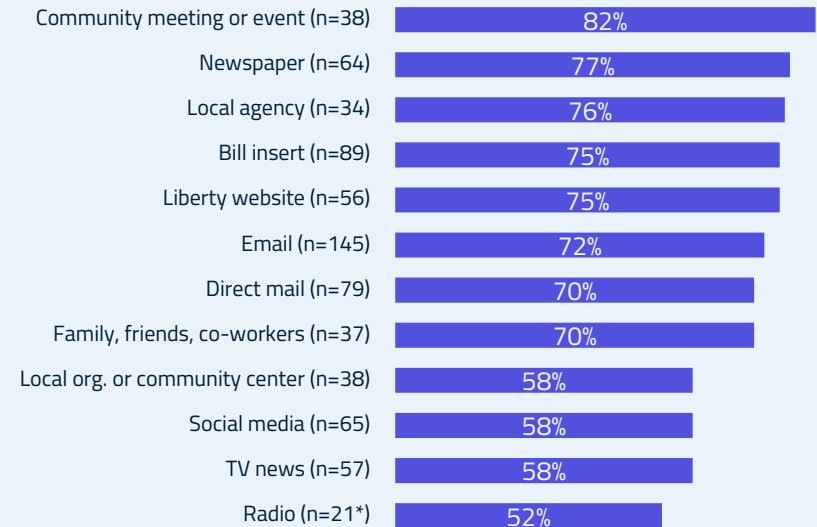
# Information Usefulness and Clarity

- In terms of clarity, local agency (91%), community meetings or events (89%) and email (85%) are rated the highest, along with direct mail (84%), newspaper (84%), and the Liberty website (84%)
- In terms of usefulness, community meetings or events (82%), newspaper (77%), and local agency (76%) are rated highest

## Clarity



## Usefulness



Q4A How useful was the information about wildfire preparedness from each of these sources? (n=313; Aware of Communication)

Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n=313; Aware of Communication)

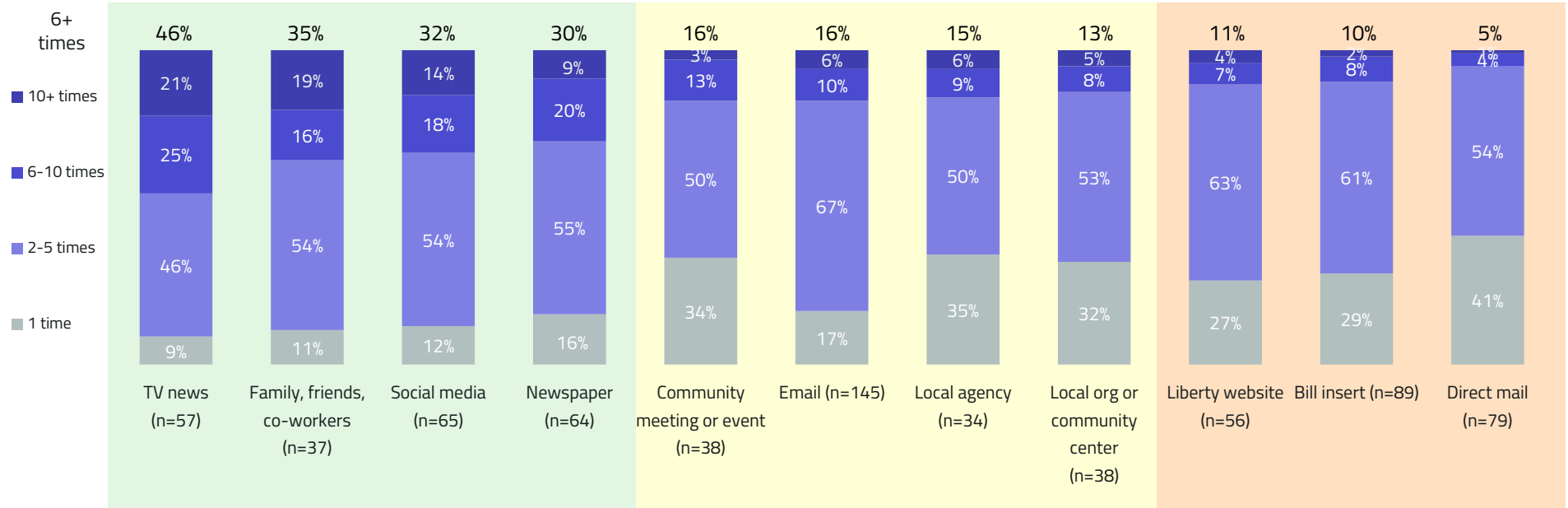
\*Small sample size (n<30)



# Communication Frequency

- Just under half say they have seen at least six messages about wildfire preparedness on TV news (46%), followed by family, friends, co-workers (35%), social media (32%), and newspaper (30%)

## Communication Frequency



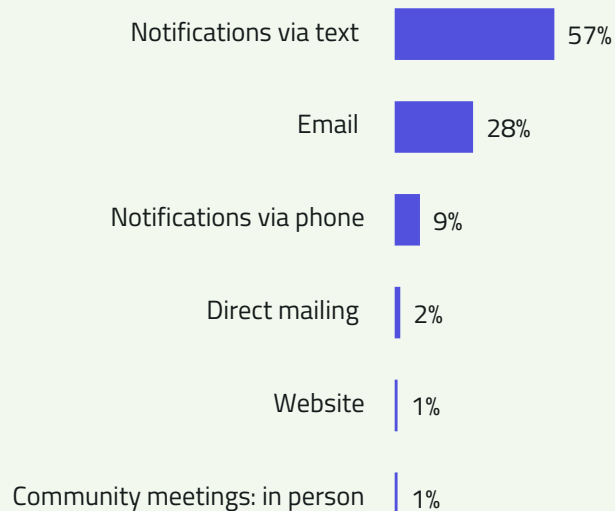
Q5A In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? (n=313; Aware of Communication)



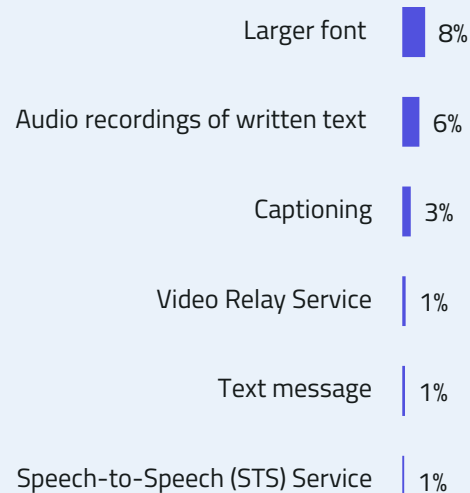
# Effective and Helpful Communication

- Notifications via text remain the most effective form of communication from Liberty (57%) followed by email (28%); larger font is the most helpful (8%) element that could be incorporated, followed by audio recordings of written text (6%)

## Most Effective Communications

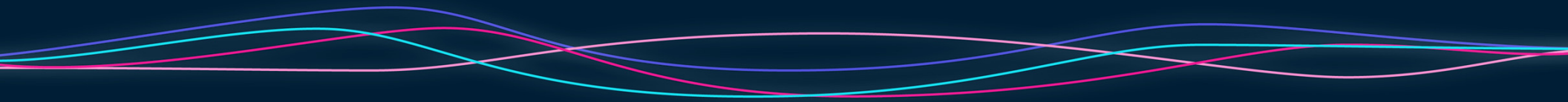


## Helpful Elements



A6 What method of communication from Liberty do you find most effective? (n=413; Total)

A12 Regardless of how communications from Liberty are received, which, if any, of the following would be helpful for you? (n=413; Total)



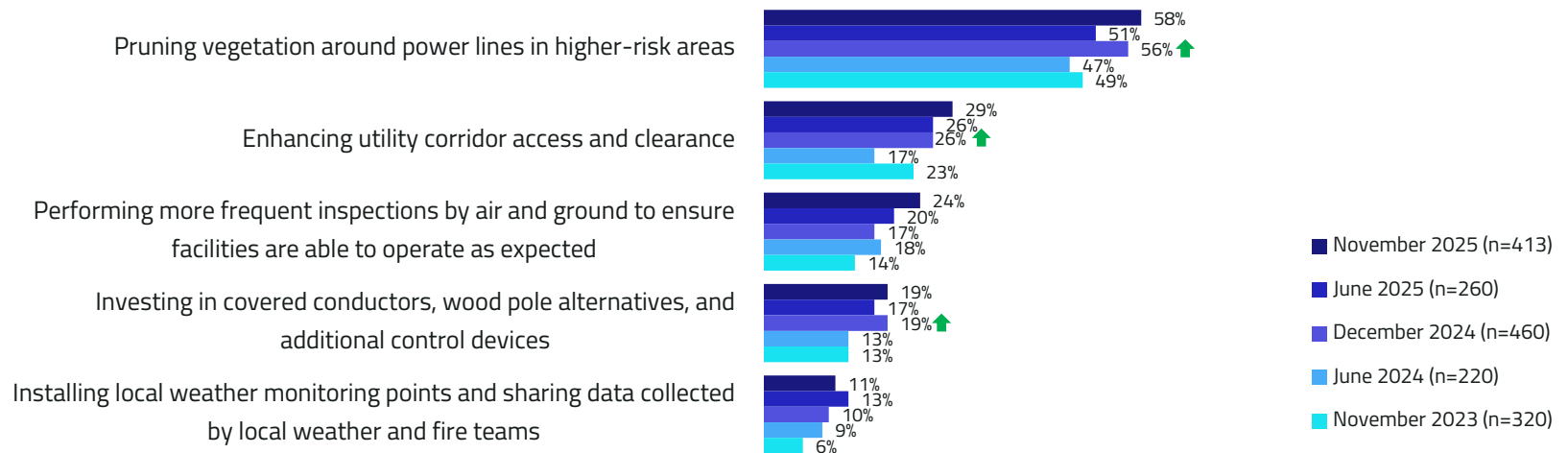
# Wildfire Preparedness Actions Taken



# Awareness of Liberty's Efforts

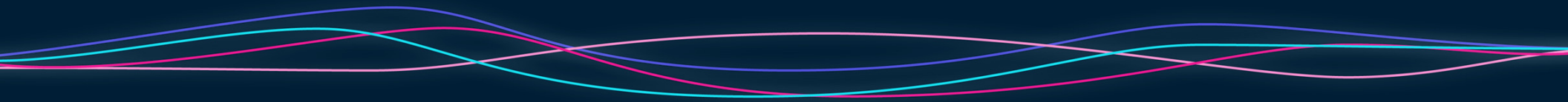
- Consistent with previous results, pruning vegetation around power lines in higher-risk areas remains at the top of the list of efforts by Liberty to reduce the risk of wildfire (58%), remaining in line with June 2025 (51%), followed by enhancing utility corridor access and clearance (29%)
- **Non-Recallers** are significantly more likely than Recallers to say they are not aware of any efforts by Liberty (51% vs 14%)

## Awareness of Liberty's Efforts to Reduce Wildfire Risk



Q7 What efforts by Liberty are you aware of to reduce the risk of wildfire? (n=413; Total)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



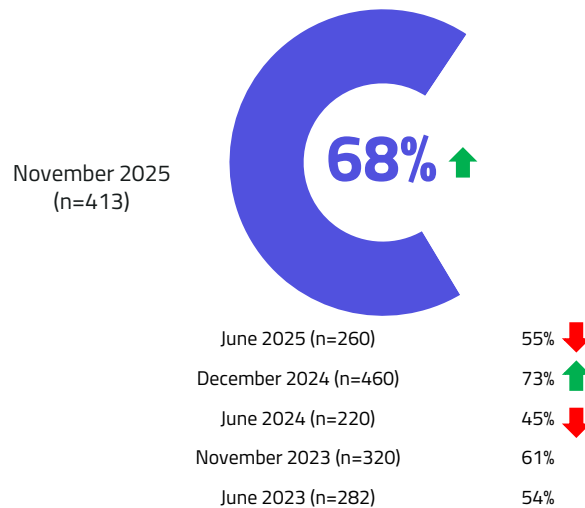
# Awareness of Public Safety Power Shutoff



# PSPS Awareness

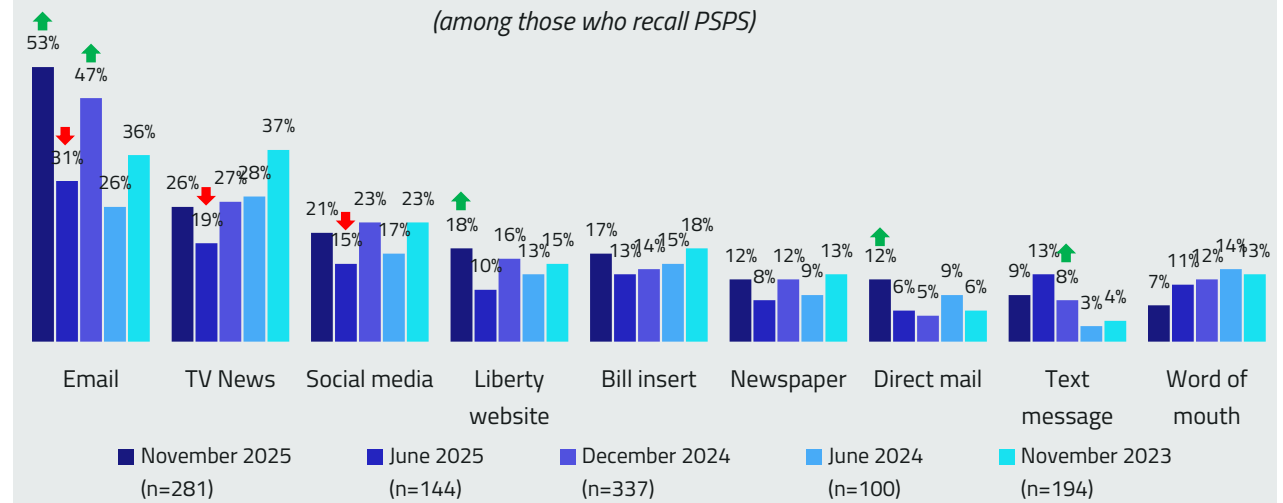
- Just over two thirds (68%) say they recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS,” up significantly from June 2025 (55%); **Recallers** remain significantly more likely than Non-Recallers to be aware of PSPS (75% vs 45%)
- Email is the leading source of PSPS communications (53%), followed by TV news (26%) and social media (21%); email, the Liberty website, and direct mail all saw significant increases from June 2025

## PSPS Recall



## Sources of PSPS Communications

(among those who recall PSPS)



Q8 In the past year, do you recall seeing, hearing or reading the phrase ‘Public Safety Power Shutoff or PSPS?’ (n=413; Total)  
 Q8A Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=281; Recall PSPS Communications)

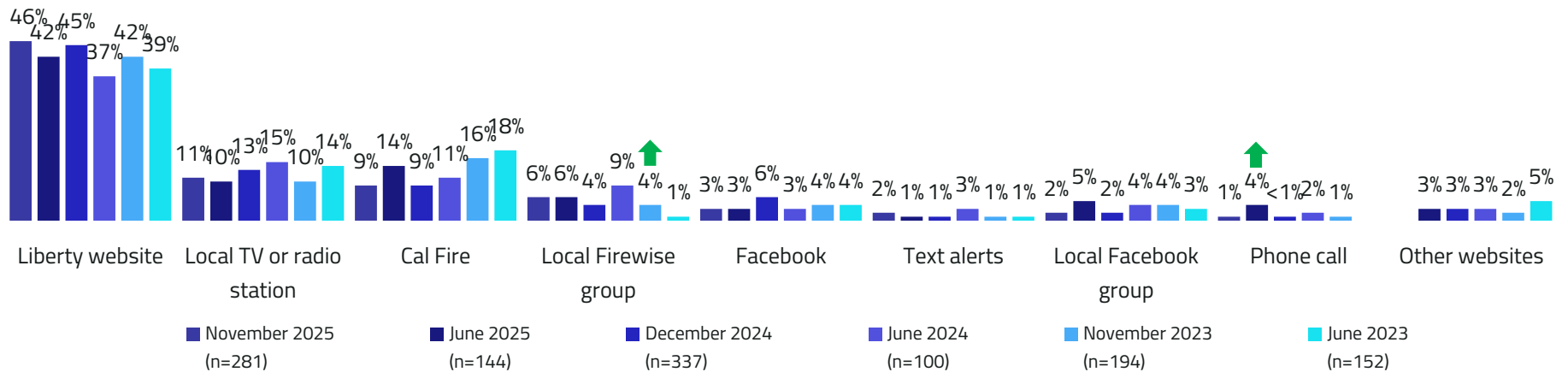
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# PSPS Information

- The Liberty website remains the most mentioned source for information about PSPS (46%), followed by local TV or radio stations (11%) and Cal Fire (9%)

## Top Sources of PSPS Information



Q9 Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n=281; Recall PSPS)

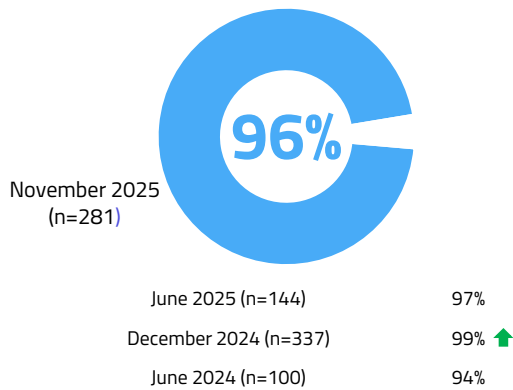
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



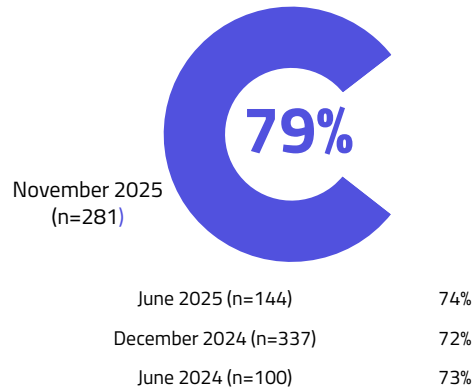
# Understanding PSPS

- Almost all (96%) of those who recall the term PSPS are aware Liberty could proactively shut off power to prevent the ignition of a catastrophic wildfire, consistent with last wave
- Just under eight in ten understand PSPS is a last resort (79%) and just under nine in ten understand that the likelihood of PSPS is reduced when Liberty takes steps to harden its infrastructure (86%)

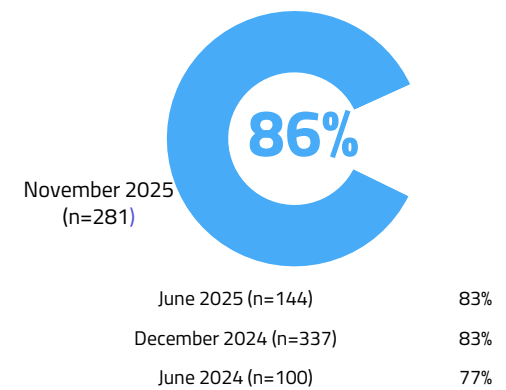
## Awareness of Potential Proactive Shutoff



## Awareness PSPS is Measure of Last Resort



## Awareness PSPS Risk Reduced by Infrastructure Hardening



QP10A Are you aware that the utility could proactively shut off power to prevent the ignition of a catastrophic wildfire? (n=281; Recall PSPS)  
 QP10B Are you aware that a proactive PSPS is a measure of last resort? (n=281; Recall PSPS)  
 QP10C Are you aware that the likelihood of a PSPS is reduced when the utility takes steps to harden its infrastructure? (n=281; Recall PSPS)

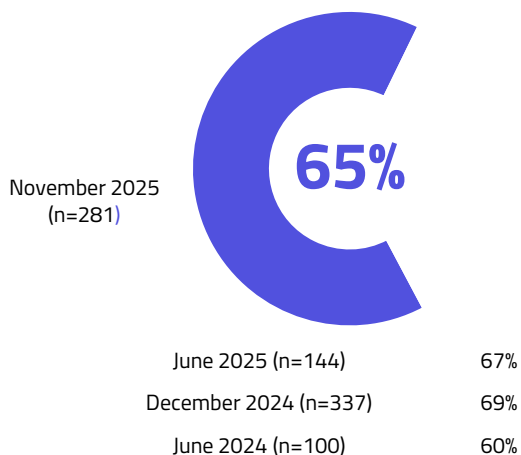
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# PSPS Preparedness

- Just under two thirds (65%) have taken actions to prevent or prepare their home or business in the event of a PSPS, consistent with previous results
- Generator preparation and purchases remain the most common action taken, mentioned by 31% of those who have taken action; trimming vegetation is the second most common action taken, mentioned by 21% of respondents

## Took Actions to Prevent or Prepare for a PSPS



Actions Taken <i>(among those taking action)</i>	November 2025 (n=183)	June 2025 (n=97)	December 2024 (n=232)
Generator (prep/purchase)	31%	35%	35%
Trimmed vegetation	21%	29%	24%
Backup battery	15%	12%	11%
Created defensible space	15%	6%	6%
Prepared lanterns/flashlights	13%	12%	17%
Switched to alternative energy source	9%	8%	7%
Food & water storage	8%	5%	5%
Prepared an emergency kit	5%	3%	3%
Candles	3%	4%	3%
Planned ahead for fuel and cash needs	2%	3%	2%
Prepared an emergency readiness plan and contact information	1%	--	1%

QP6. In the past year, have you taken any actions to prevent or prepare your home or business in the event of a Public Safety Power Shutoff? (n=281; Recall PSPS)  
 QP6A. What actions have you taken in your home or business to prevent or prepare in the event of a Public Safety Power Shutoff? (n=183; Took actions)

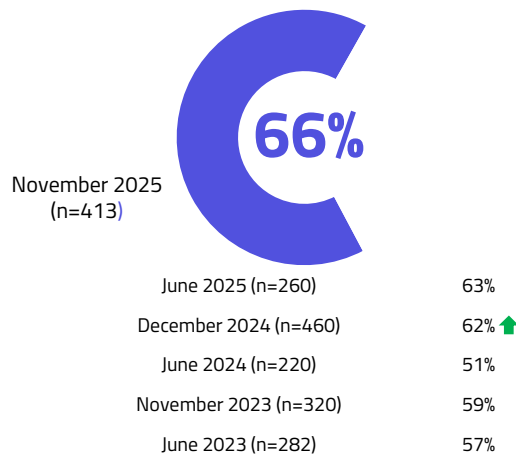
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



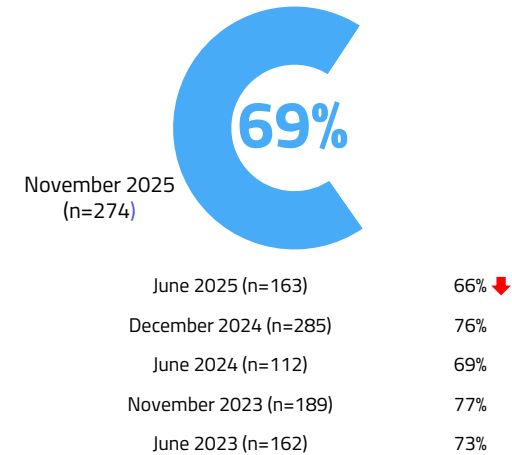
# Contact Information for PSPS

- Two thirds (66%) are aware they can update their contact information with Liberty, consistent with June 2025 (63%); awareness among **Recallers** remains significantly higher than among Non-Recallers (70% vs 54%)
- Just under seven in ten (69%) of those aware they can update their information have done so, consistent with last wave (66%)

## Awareness of Ability to Update Contact Information for PSPS



## Have Updated Contact Information *(among those aware they can update contact info)*



Q11 Are you aware you can update your contact information with Liberty to receive proactive notification prior to a Public Safety Power Shutoff? (n=413; Total)  
 Q11A Have you updated your contact information with Liberty to receive notifications prior to a Public Safety Power Shutoff? (n=274; Aware of Information Update)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Concerns about Extended Outage

- The largest concerns and perceived challenges in the event of an extended power outage include heating/cooling (61%), food replacement (49%), and communication (42%)
- Mentions of heating/cooling increased significantly from last wave (61% vs 40%), as did mentions of communication (42% vs 26%)

Concerns or Challenges of an Extended Power Outage		June 2025 (n=260)	Dec 2024 (n=460)	June 2024 (n=220)	Nov 2023 (n=320)
Heating/cooling	61% ↑	40% ↓	66% ↑	54% ↓	70%
Food replacement	49%	47%	52%	56%	53%
Communication	42% ↑	26% ↓	37% ↓	45%	40%
Transportation	13%	8%	13%	10%	12%
Powering medical equipment	12%	8%	9%	11%	12%
Shelter	11%	10%	12%	13%	12%
Utility pumps (well water)	11%	7%	10%	8%	12%
Cold storage of medication	10%	10%	10%	8%	7%

A5 In the event of an extended power outage, what are your most significant concerns or challenges? (n=413; Total)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Medical Needs and Language Preferences

**Roughly one in eight (17%) responded that they rely on electricity for medical needs**

**Just over four in ten (44%) of those relying on electricity for medical needs are aware Liberty provides additional notices prior to a PSPS event**

**One in seven (14%),** indicate that another language other than English is primarily spoken; English remains preferred for communications for nearly all respondents (99%)

- One person mentioned Spanish as their preferred language and one person mentioned Russian

The majority of respondents (98%) stated it would not be helpful for them or somebody in their household to receive communications in another language

Q14 Does anyone in your home or business rely on electricity for medical needs/equipment? (n=413; Total)

Q14A Are you aware that Liberty provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment? (n=72; Rely on electricity for medical needs)

Q15 Is your primary language other than English? (n=413; Total)

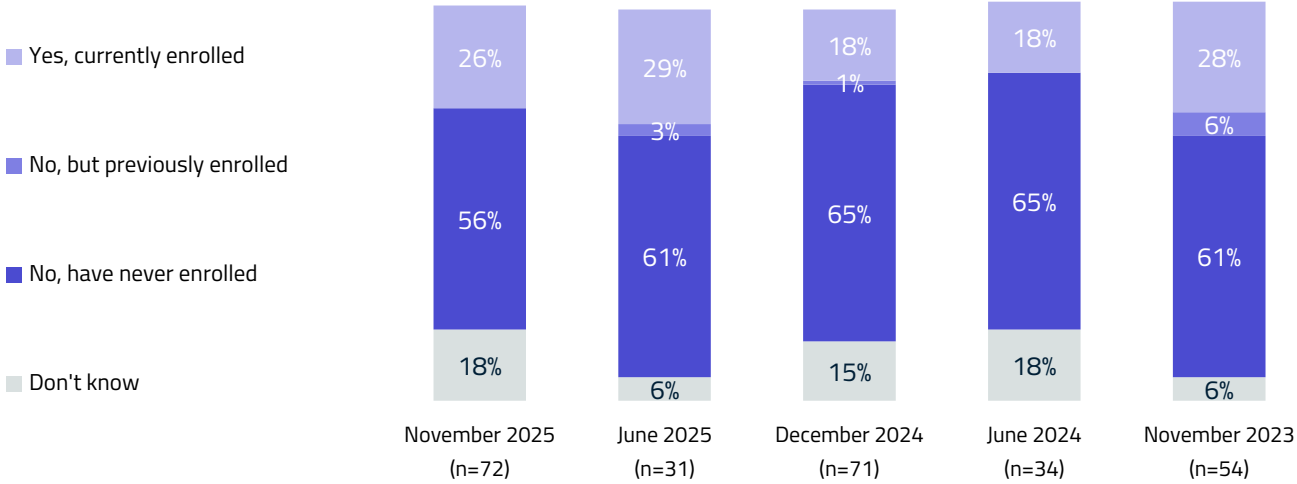
Q16 Would it be helpful for you or anyone else in your household to receive communications in another language? (n=413; Total)

Q16B What is your preferred language to receive communications? (n=413; Total)

# Medical Baseline Enrollment

- Just over one in four (26%) are currently enrolled in Liberty’s Medical Baseline Allowance Program, consistent with the previous wave
- **Recallers** are significantly more likely than Non-Recallers to be enrolled (**35% vs 12%**)

**Enrolled in Medical Baseline Allowance Program**  
*(among those with medical needs)*



Q14E Are you enrolled in Liberty's Medical Baseline Allowance Program? (n=34; Rely on electricity for medical needs)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



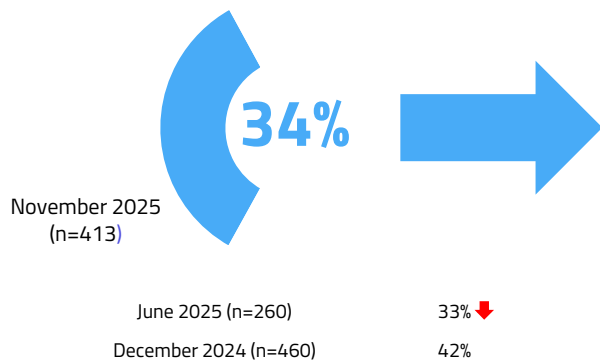
# PSPS Experience



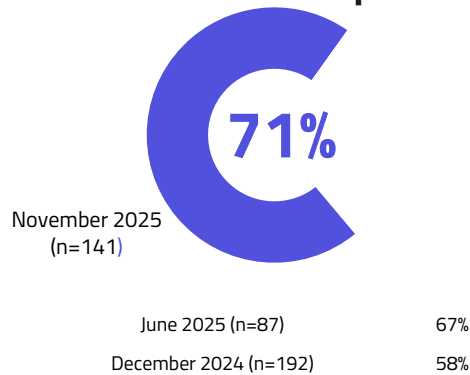
# Experiencing PSPS

- Just over one third (34%) reported experiencing a Public Safety Power Shutoff in November 2025, consistent with June 2025 (33%)
- Among those who experienced a PSPS, just over seven in ten (71%) said they received adequate notification and information to prepare and just under half (47%) said they were aware of community resource centers set up during the PSPS

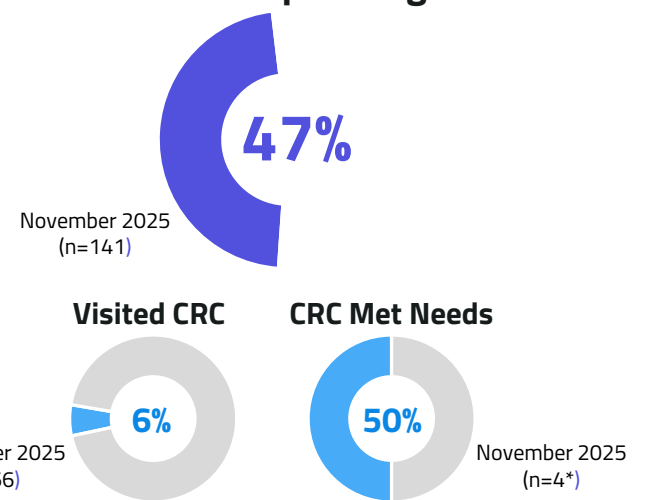
## Experienced PSPS



## Received Adequate Notification and Info to Prepare



## Aware of Community Resource Centers Set Up During PSPS



QPS1 Did you experience a Public Safety Power Shutoff (PSPS) this year? (n=413; Total)  
 QPS1A Did you receive adequate notification and information to prepare for the Public Safety Power Shutoff? (n=141; Experienced PSPS)  
 QPS1C Are you aware of Community Resource Centers set up during the Public Safety Power Shutoff? (n=141; Experienced PSPS)  
 QPS1D Did you visit a Community Resource Center? (n=66; Aware of Community Resource Centers)  
 QPS1E Did the Community Resource Center meet your needs with sufficient capacity and other functional requirements? (n=4; Visited a Community Resource Center)

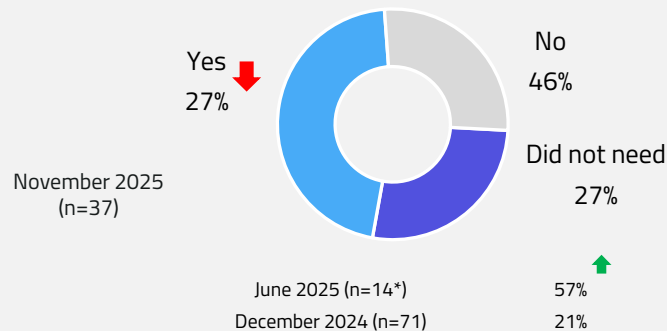
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave  
 \*Small sample size (n<30)



# Medical Equipment Use And CBO Engagement

Among those experiencing PSPS who rely on medical equipment, **just over one in four (27%) said they were able to use the necessary medical equipment during the outage**, while just under half (46%) indicated they were not able; just over one in four (27%) said they did not need to use any medical equipment during the outage

## Used Medical Equipment During PSPS



**Almost all (97%) who experienced a PSPS** said they did not engage with any community-based organizations or resource networks to address food replacement, transportation, translation services, etc.

4 people indicated they contacted county offices, local food banks, and the fire department by phone, in person, and email in the following days

QA13 Were you able to use necessary medical equipment during the PSPS outage? (n=37; Experienced PSPS & Rely on electricity for medical needs)

QA1 During the power outage, did you engage with any community-based organizations (CBOs) or resource networks to assist in meeting your needs with food replacement, transportation, translation services, etc.? (n=141; Experienced PSPS)

QA2 What local Community Based Organizations (CBOs) or resource networks did you engage with? (n=4; Engaged with CBO)

QA3 How did you engage with the CBO or resource networks you mentioned? (n=4; Engaged with CBO)

QA4 At what point during the outage did you engage the CBOs or resource networks? (n=4; Engaged with CBO)

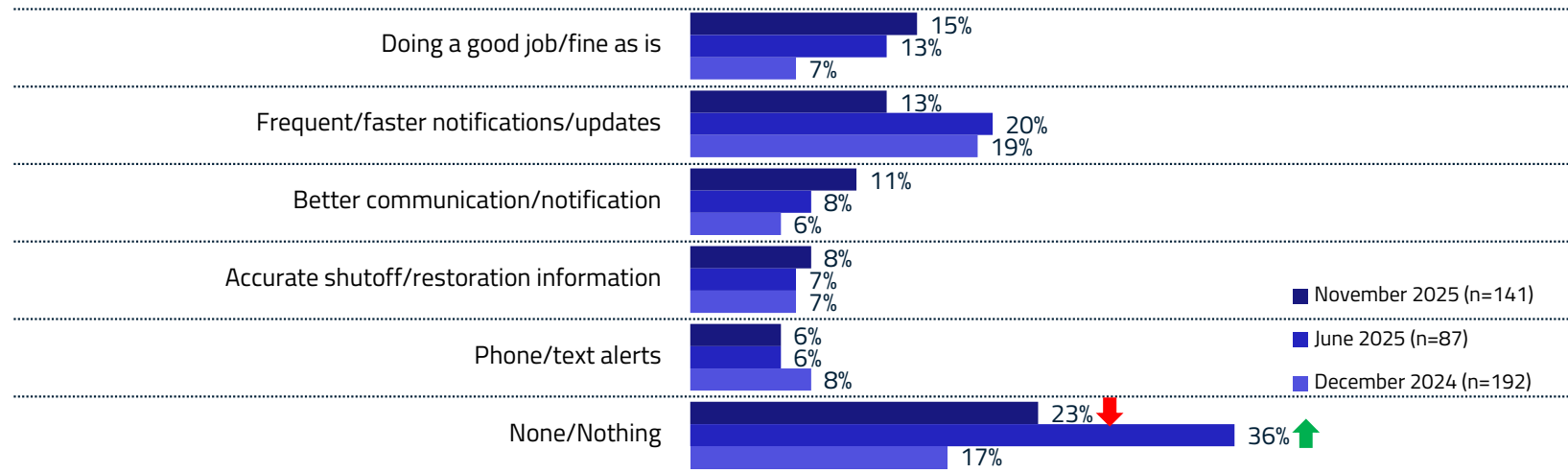
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave  
\*Small sample size (n<30)



# PSPS Notification Improvements

- One in eight (13%) of those who experienced a PSPS say the speed of notifications and updates could be improved
- Just under one in four (23%) have no recommendations for improvement, down significantly from June 2025 (36%)

## PSPS Notification Improvements



QPS1B What about the Public Safety Power Shutoff (PSPS) notification and information could have been improved? (n=141; Experienced PSPS)

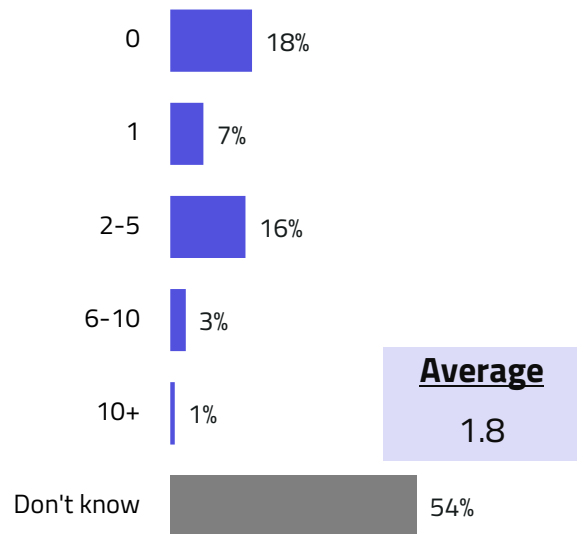
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



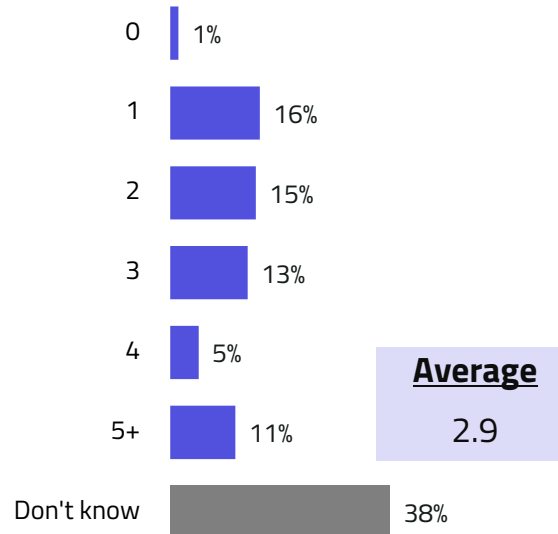
# PSPS Notifications

- Just under half (46%) of customers said they received at least one PSPS notification; among customers who said they experienced a PSPS event, an average of 2.9 events were reported

### Number of PSPS Notifications Received in Past Year



### Number of PSPS Events Experienced in Past Year



### Impact of PSPS "False Alarm"

Allowed for preparation	14%
Outside my area	6%
Nuisance	2%
Anxiety	2%
Other	16%
Don't know	2%
No effect	64%

QOSAT2 How many Public Safety Power Shutoff (PSPS) notifications have you received in the past year? (n=413; Total)

QOSAT3 How many Public Safety Power Shutoffs have you experienced in the past year? (n=141; Experienced PSPS in past year)

QOSAT5 In what ways did 'false alarm' Public Safety Power Shutoff (PSPS) notifications, where you received a notification but did not have a PSPS, affect you, personally? (n=50; Received more notifications than PSPS events experienced)

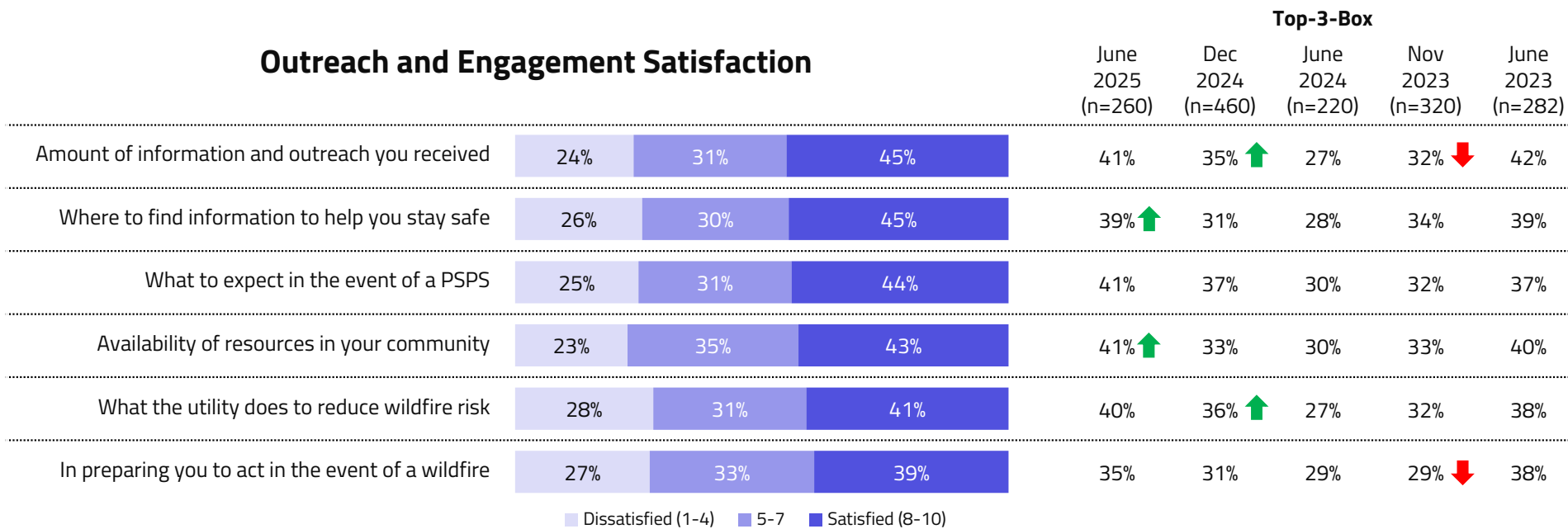


Post-PSPS



# Outreach and Engagement Satisfaction

- Customers remain generally satisfied with most of the outreach and engagement they receive
- Satisfaction with all six outreach and engagement statements remained consistent with June 2025



QSAT1 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the outreach and engagement you receive? (n=413; Total)

↑
↓
 Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# PSPS Notifications

- Just under half (45%) say that notifications should be sent if there is any possibility of a PSPS; another 40% feel that notifications should only be sent if there is a high likelihood of a PSPS, consistent with previous results

<b>PSPS Notifications Perception</b>	Nov 2025 (n=413)	June 2025 (n=260)	Dec 2024 (n=460)	June 2024 (n=220)	Nov 2023 (n=320)	June 2023 (n=282)
Notifications should be sent if there is any possibility of a PSPS	45%	38%	45%	47%	48%	51%
Notifications should only be sent if there is a high likelihood of a PSPS	40%	45%	41%	42%	42%	37%
Notifications should only be sent if a PSPS is certain to occur	15%	16%	14%	11%	11%	12%

QOSAT4. Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? (n=413; Total)



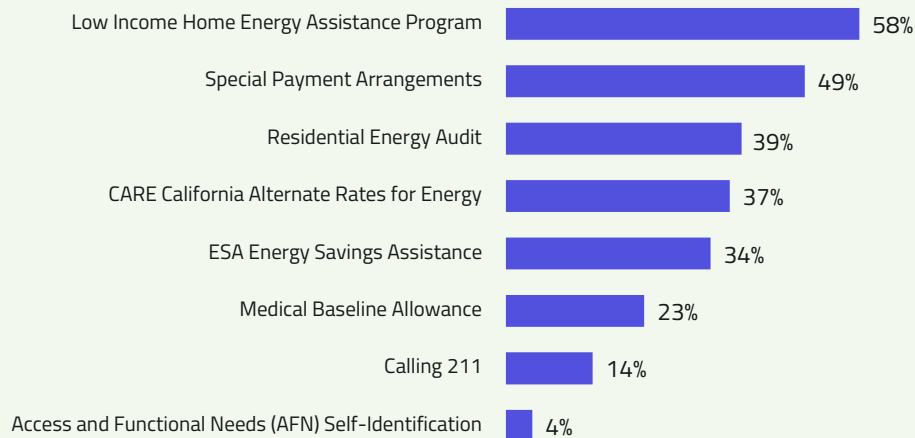
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Awareness and Familiarity of Resources

- Of the resources available to the public, just under six in ten (58%) indicated they were aware of the Low-Income Home Energy Assistance Program, followed by Special Payment Arrangements (49%), and Residential Energy Audit (39%)
- Just over one third (34%) report they have not investigated any of the resources and just over one in four (27%) say they have no need for the resources

## Awareness



## Familiarity



A7 Liberty supports a number of resources that are available to the public. Before today, which of the following resources have you heard of? (n=413; Total)

A8 What statement best describes your familiarity with the resources you just reviewed? (n=413; Total)

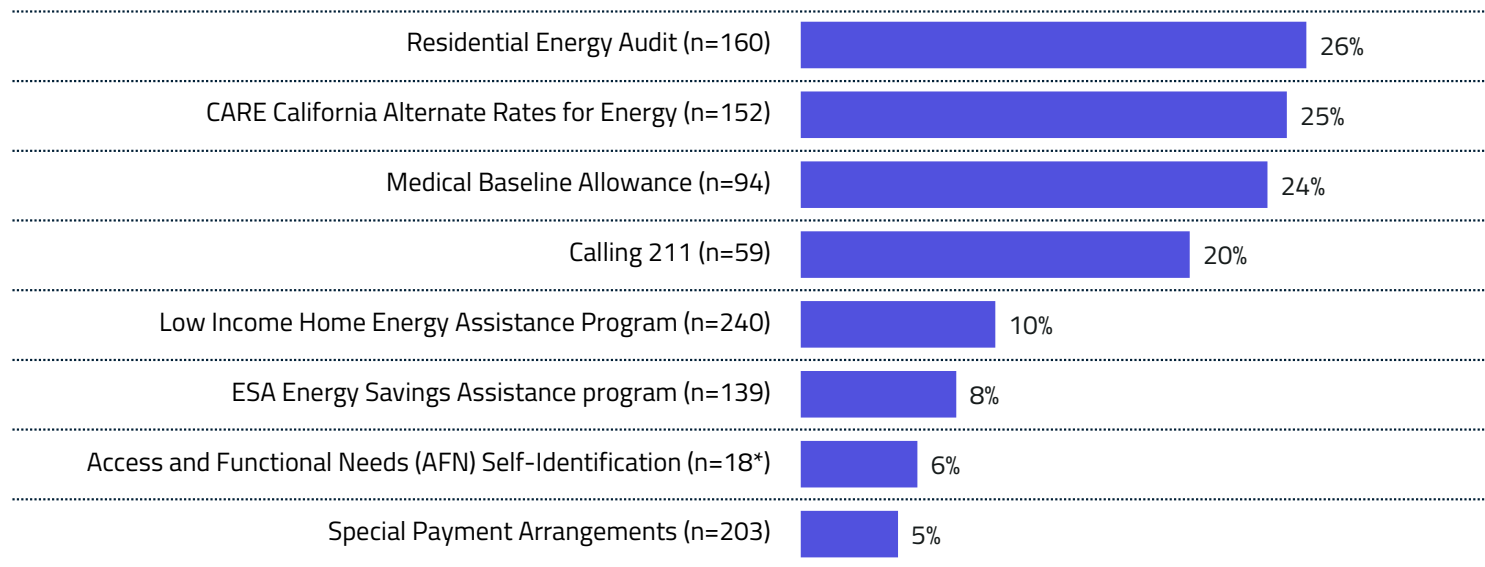


# Resources Used

- Of those who are aware of the resources available, Residential Energy Audit, CARE California Alternate Rates for Energy, and Medical Baseline Allowance are the most frequently used

## Resources used

(among those who are aware)



A9 Which, if any, of these resources have you used in the past? (n varies; Aware of Resource)

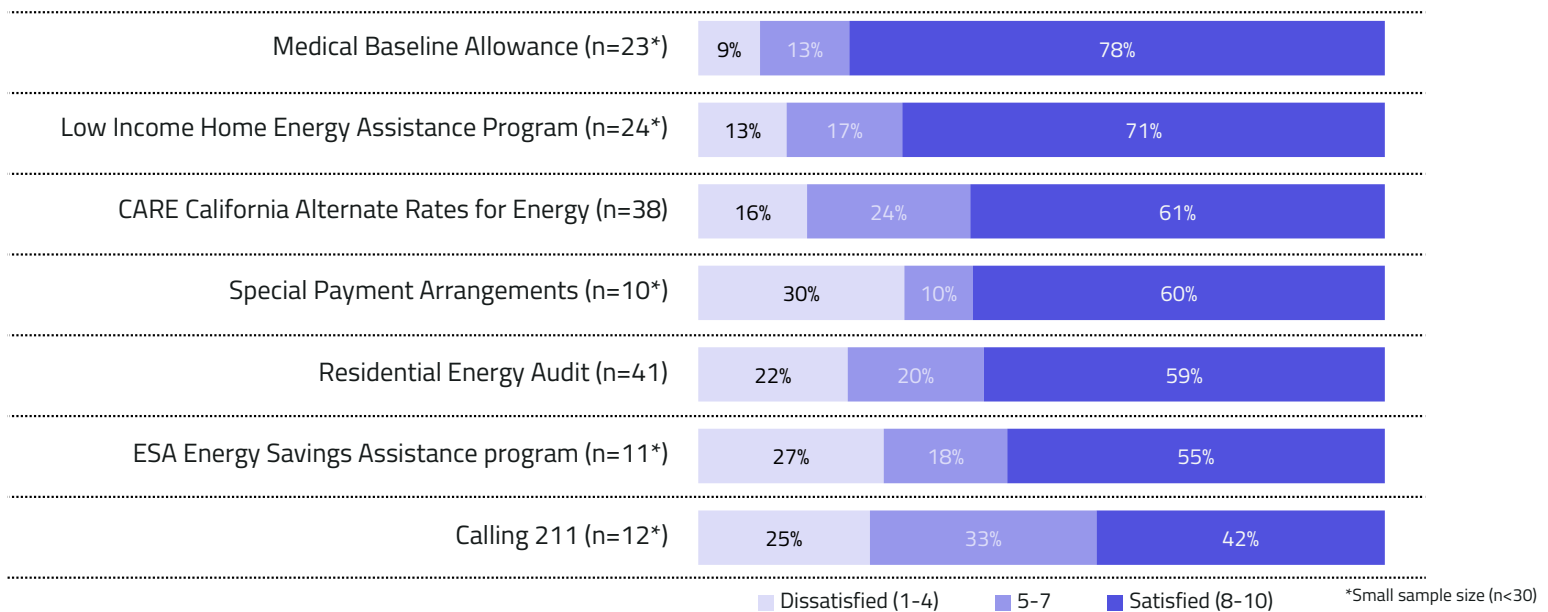
\*Small sample size (n<30)



# Satisfaction with Resources Used

- Among the small numbers of customers who have used any of the available resources in the past, satisfaction is highest with Medical Baseline Allowance and the Low Income Home Energy Assistance Program

## Resource Satisfaction



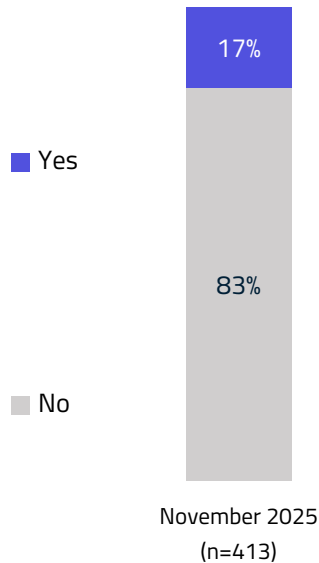
A10 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the resources you've used in the past?



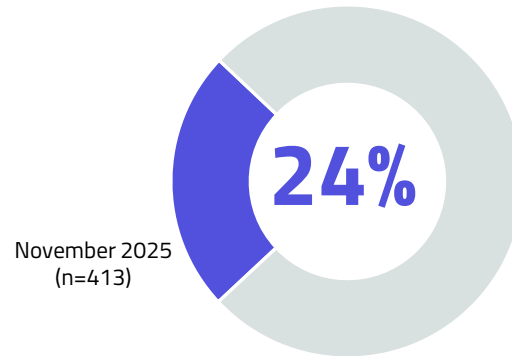
# Self-Identified AFN Status

- Just under one in four (24%) customers are identified as having Access and Functional Needs

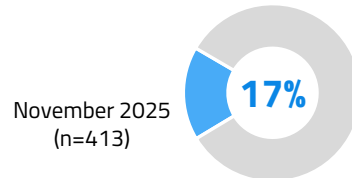
## Households With Increased Risk of Harm to Health, Safety, and Independence During Power Outage



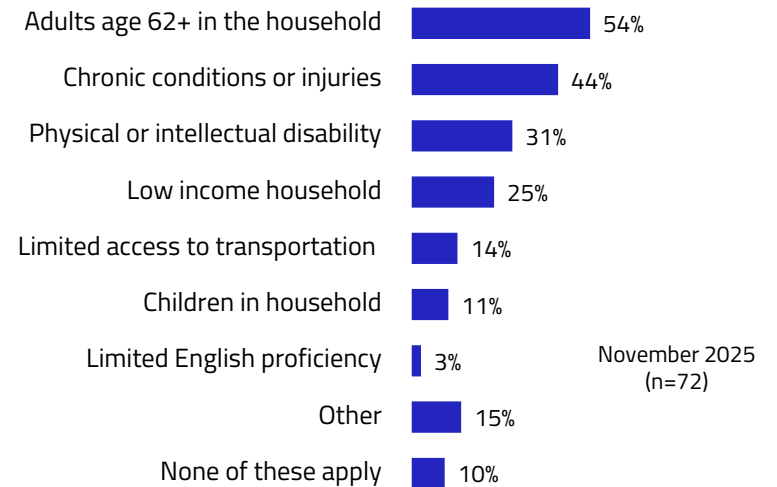
## Access and Functional Needs



## Relies on Electricity for Medical Needs



## Reasons For Increased Risk of Harm During Power Outage



QA14. Are you, or anyone else in your household, at increased risk of harm to health, safety, and independence during a power outage? (n=413; Total)

QA15. For what reasons are you, or anyone else in your household, at increased risk of harm to health, safety, and independence during a power outage? (n=72; A14=Yes)

Q14. Does anyone in your home or business rely on electricity for medical needs/equipment? (n=413; Total)

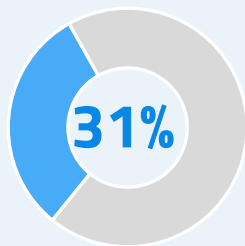


# Access and Functional Needs Resources

- Among the 24% of customers who indicated they have access and functional needs, 31% are aware that Liberty looks to identify households with AFN needs to provide targeted communication and earlier notification of PSPS
- 39% of Critical or AFN customers have received communication from Liberty about programs available and 19% indicate they engage with Community Based Organizations outside of a PSPS context

## Aware Liberty Identifies AFN Households for Targeted Communication & Early PSPS Notification

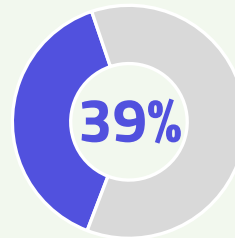
(among AFN customers)



November 2025  
(n=98)

## Received Direct Communication on Liberty Programs or Preparedness

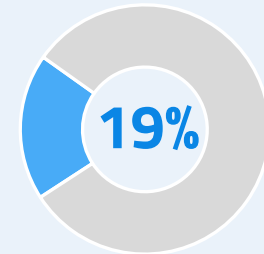
(among AFN/Critical customers)



November 2025  
(n=122)

## Engage with Community Based Organizations Outside of PSPS Events

(among AFN/Critical customers)



November 2025  
(n=122)

QL2 Are you aware that Liberty looks to identify households with access and functional needs to provide targeted communication and earlier notification of PSPS? (n=98; AFN=Yes)

QL3 Do you recall receiving direct communication regarding available Liberty customer programs and/or preparedness? (n=122; AFN=Yes / Used CARE / Critical Customer / Rely on electricity for medical needs)

QL4 Do you or members of your household engage with Community Based Organizations or local Health and Human Services agencies within your community outside of the "during PSPS" context covered earlier in the survey? (n=122; AFN=Yes / Used CARE / Critical Customer / Rely on electricity for medical needs)



# AFN Summary



# Key Metrics: AFN vs. Non-AFN

	<b>AFN Customer (n=98)</b>	<b>Non-AFN Customer (n=315)</b>
Aware of Wildfire Safety Communications	66%	<b>79%</b>
Aware of Communications from Liberty (among those aware)	38%	36%
Recall PSPS	63%	70%
Would Turn to Liberty Website for PSPS Info	47%	46%
Aware of Ability to Update Contact Info for PSPS	66%	66%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	27%	<b>48%</b>
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	44%	--
Aware of AFN Self-Identification	3%	5%

Bold denotes statistically significant difference between AFN and non-AFN Customers



# Demographic Profiles: AFN vs. Non-AFN

	<b>AFN Customer (n=98)</b>	<b>Non-AFN Customer (n=315)</b>
Gender	Male – 40% Female – 48%	<b>Male – 52%</b> Female – 41%
Age	18-54 – 22% 55-64 – 10% 65+ – 55%	18-54 – 19% <b>55-64 – 21%</b> 65+ – 55%
Median Income	\$50K	<b>\$127K</b>
Home Ownership	Own – 69% Rent – 17%	<b>Own – 86%</b> Rent – 10%
Reside in Liberty Service Territory	<b>Year round – 72%</b> 6 to 11 months – 14% Under 6 months – 13%	Year round – 50% 6 to 11 months – 12% <b>Under 6 months – 37%</b>
Primary Language is not English	14%	13%
Responded they Rely on Electricity for Medical Needs	73%	--

Bold denotes statistically significant difference between AFN and non-AFN Customers



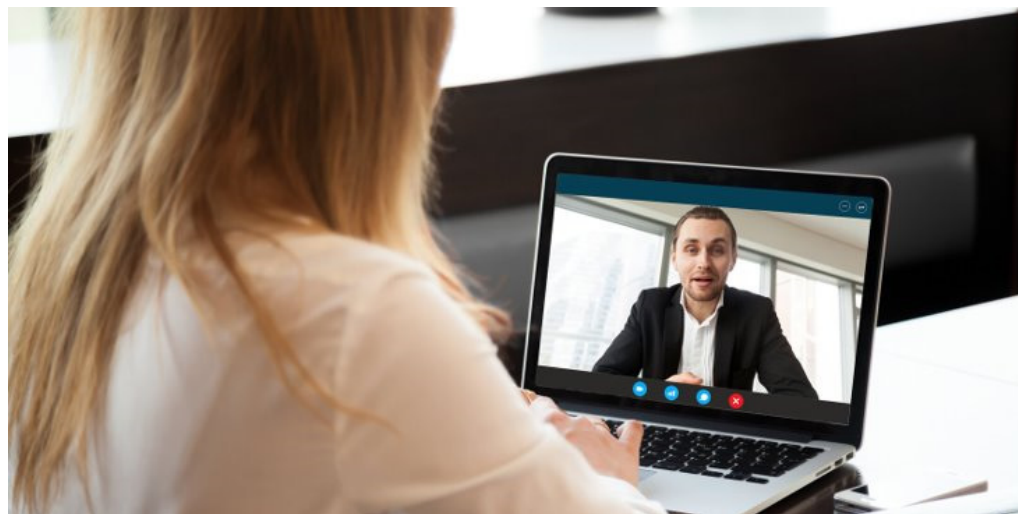
# CBO Interviews



## CBO Interviews

Four in-depth interviews were conducted with community-based organizations (CBOs) and local agencies in the Liberty territory in November 2025.

- Interviews lasted 30 minutes and were conducted using Microsoft Teams
- Participants were offered \$100 as a “thank you” for their time and feedback
- All interviews were recorded
- Interviews were scheduled using a “warm handoff” from Liberty





# CBO Interviews

## PSPS Awareness and Messaging

- Participants are well aware of PSPS, and recall communications and messaging from Liberty
  - School districts and county agencies have close relationships and close communications with Liberty, with detailed planning for PSPS events
  - The CBO that works with seniors has received materials to hand out regarding PSPS and the potential impacts on individuals and the community
- Most of the communications recalled about PSPS were a combination of emails and personal discussions, although the CBO received printed materials for distribution to seniors and has not had direct interactions
- All participants work directly with the public, and do share information about PSPS when appropriate
  - School districts typically focus on whether there will be school, which is dependent on having power or backup power to run classrooms and provide meals, etc.
  - The senior-facing CBO is focused on ensuring those who are medically fragile have the necessary resources, and provide information about what to do in the event of a PSPS
- Community-facing information is important, including an explanation of PSPS, why events are called, how to prepare, and mitigation efforts
  - Email, flyers/handouts, community events, and social media are recommended, and late spring/early summer is the ideal time
  - English and Spanish are the languages required

## PSPS Awareness and Messaging (cont.)

- All have experience with vulnerable populations that require special support and notifications
  - School districts mention low-income families and those where English is not their primary language; these families are dependent on schools for childcare (so they can work) and often for meals, so school closures for PSPS can be significant hardships
  - Seniors and the AFN population are also cited as being at increased risk due to needing power for medical devices, etc.
  - The senior/AFN audience is more difficult to reach as they are less likely to be active on social media or online; participants recommend tabling at public events and partnering with senior centers, local organizations, and CBOs to reach people directly or indirectly through word of mouth
  - As much advanced notice as possible is important for those who are most vulnerable during a PSPS
- General information on how to cope with a power outage (keeping fridge closed, having food/water, etc.) as well as information about backup power options or support providing backup power solutions would be helpful for the community
- Liberty would be welcome to participate in public-facing meetings or local events, and that would be considered helpful to reach seniors and AFN community members
- Increased information sharing and transparency about weather reports, PSPS criteria/planning, and specific areas and times of impact would be most helpful for schools and county agencies



# CBO Interviews

## CRC Awareness and Messaging

- Most are aware of the CRC concept, but with limited familiarity
  - Local organizations running centers, such as non-profits, libraries, and county/municipal buildings, and schools are the locations mentioned
  - One participant specifically recalled Liberty providing generators for a CRC at the school, and said the support was very helpful
  - All acknowledge the importance of providing a place where people can go and access electricity, especially for seniors and AFN community members
- Promoting public awareness of CRCs is important, including the location, when they will be operational, and resources provided
  - Direct mailings, bill inserts, and emails directly from Liberty, participation and local events or community meetings, social media outreach, and flyers are recommended to educate the public about CRCs
  - Partnership with senior centers CBOs supporting seniors, and public health or other county agencies is important to reach vulnerable seniors
- Providing support with generators and timely information/updates is an important way Liberty can support CRCs during PSPS
  - Powering medical equipment, providing cooling, and a place to charge devices are cited as highly important for those attending CRCs
  - Schools, libraries, county/municipal buildings, senior centers, and CBOs are mentioned as ideal partners for running CRC operations
  - In more isolated parts of Liberty's service territory, there is concern about whether people could easily get to a CRC; it will be important to communicate the necessity to plan for transportation in the event of a PSPS, especially among the senior and AFN populations

## AFN Awareness and Messaging

- County agencies and CBOs that support seniors are well aware of AFN, but school districts are not familiar with the terminology
  - The county does maintain a list of AFN community members, and those supporting seniors know which of their clients they would consider vulnerable and AFN
  - The county's AFN list is opt-in, and outreach is made to encourage enrollment at community events, through organizations supporting seniors, and through participation in other services (behavioral health or Cal Fresh)
  - Participants are generally not familiar with Liberty's efforts to maintain an AFN customer database, and only the senior-facing CBO has provided information to clients about enrolling with Liberty
- Participants are either unsure about the ability to share AFN data with Liberty or say it is not possible due to privacy requirements; for those who think it could be a possibility, discussions between their legal departments and Liberty would be required
- General communications through email and bill inserts, partnership with CBOs that cater to AFN clients, and attendance at local events and community meetings are methods to increase public awareness of AFN and Liberty's AFN program
- To encourage enrollment in Liberty's AFN program, it is important to educate the public about the specific resources available, as well as the early notifications that AFN customers receive in the event of a PSPS outage



# CBO Interviews

## Additional Resources

- Participants from school districts and county agencies this wave have little knowledge of support resources provided by Liberty; the CBO focused on supporting seniors is aware and familiar with programs
  - Among those who cannot name any programs, they are vaguely aware that income-based programs exist to support low-income households
  - Medical Baseline and 211 Resources were only familiar to the CBO supporting seniors
  - The CBO supporting seniors is listed on 211 Resources, and is regularly helping clients connect to the services
- Participants are not aware of the efforts taken by Liberty to educate customers
  - Even the CBO focused on seniors is not aware of information provided by Liberty directly to the public
  - Mailings, emails, attendance at community meetings or events, and partnering with CBOs is considered the best way to educate the public about resources



# Demographic Profiles



# Respondent Profiles

Gender	Total (n=413)	Recallers (n=313)	Non-Recallers (n=100)
Male	49%	50%	46%
Female	43%	43%	42%
Age			
18 to 24	<1%	1%	--
25 to 34	2%	1%	4%
35 to 44	8%	7%	12%
45 to 54	9%	9%	12%
55 to 64	18%	19%	16%
65 or over	55%	<b>58%</b>	46%
Prefer not to say	8%	7%	10%

Renter/Homeowner	Total (n=413)	Recallers (n=313)	Non-Recallers (n=100)
Own	82%	84%	75%
Rent	11%	10%	16%
Prefer not to say	6%	5%	8%
Reside in Liberty Service Territory			
Year round	56%	52%	<b>66%</b>
6 to 11 months	13%	13%	10%
Under 6 months	32%	<b>34%</b>	24%
Household Income			
Less than \$20,000	4%	4%	5%
\$20,000 to \$39,999	7%	7%	8%
\$40,000 to \$59,999	8%	7%	12%
\$60,000 to \$89,999	9%	9%	10%
\$90,000 to \$129,999	11%	<b>12%</b>	5%
\$130,000 to \$199,999	11%	11%	10%
\$200,000 or more	18%	18%	17%
Prefer not to say	33%	33%	33%

Q17 What is your gender? (n=413; Total)

Q18 What is your age category? (n=413; Total)

Q19 Do you own or rent your home? (n=413; Total)

Q20 Which of the following best describes your annual household income? (n=413; Total)

Bold denotes statistically significant difference between Recallers and Non-Recallers



## Respondent Profiles – AFN Criteria

	Total (n=413)	Recallers (n=313)	Non-Recallers (n=100)
AFN (NET)	24%	21%	<b>33%</b>
Age 65+	55%	<b>58%</b>	46%
<\$40K income	11%	10%	13%
Chronic conditions or injuries	44%	46%	41%
Limited access to transportation	14%	12%	18%
Physical, developmental, or intellectual disability	31%	34%	23%
Non-English language needs	14%	12%	17%
Rely on electricity for medical needs	17%	15%	<b>26%</b>

Bold denotes statistically significant difference between Recallers and Non-Recallers

**Attachment 11**  
**Wildfire and PSPS Survey Template**

## Liberty

### 2025 Wildfire Outreach Web Questionnaire – Wave 2

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Date:	October 28, 2025
Universe:	General public, Liberty service areas in California
Sample size:	580 California residential and/or business customers (up to 500 web surveys, 50 random phone surveys, and 30 critical customer phone surveys)
Screener:	Head of household or business, most likely to contact utility company
Objective:	Measure the public’s awareness and affinity for wildfire mitigation awareness

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#### LANDING PAGE

MDC Research is conducting a survey on behalf of Liberty regarding their services and outreach.

This survey usually takes a few minutes. We are only interested in your opinions. We are not selling anything.

We thank you in advance for taking the time to help us serve you better.

To begin the survey, please click '>>>' below.

Q1 **[Screener 1]** Is Liberty your electricity provider?

- 1 Yes
- 2 No → **THANK & TERMINATE**
- 3 Prefer not to say → **THANK & TERMINATE**

Q2 Have you seen or heard any communications about wildfire safety in the past year?

- 1 Yes
- 2 No → **SKIP TO Q7**
- 7 Don't know → **SKIP TO Q7**

Q5 Who was the communication about wildfire preparedness from?

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B1 What was your main takeaway from the communications?

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Q3 What were the messages of the communications you saw or heard about wildfire preparedness?

**RANDOMIZE**

*Select all that apply.*

- 11 Liberty's Wildfire Mitigation Plan
- 12 Public Safety Power Shutoff – De-Energization of Power, Maps
- 13 Weather Stations
- 14 Vegetation Management
- 15 Infrastructure Hardening (lines, poles, new technology)
- 16 Personal Preparedness – What to do when power is out, how to prepare emergency kits, defensible space, etc.
- 17 Local Emergency Services – Support Tools
- 18 Local Emergency Services – Resources
- 19 Notifications & Updating Customer Information
- 20 Medical Needs – Plan for any medical needs (e.g., meds needing to be refrigerated, devices requiring power)
- 21 Community Resource Centers available for information and support
- 22 California Public Utility Commission designation of high wildfire threat areas
- 26 Enhanced Wildfire Safety Settings
- 99 Other: \_\_\_\_\_

Q4 Where did you see or hear the communications about wildfire preparedness? **RANDOMIZE**

*Select all that apply.*

- 11 Billboard
- 12 Bill insert
- 13 Community meeting or event
- 14 Direct mail
- 15 Family, friends, co-workers
- 16 Local organization or community center (senior citizen center, food bank, church, etc.)
- 17 Magazine
- 18 Newspaper
- 19 Radio
- 20 Social media (e.g., blogs, Facebook, X/Twitter)
- 21 TV news
- 22 Trade publication
- 23 Website (Liberty)
- 24 Website (other than Liberty) - SPECIFY
- 25 Email
- 34 Local agency (e.g., Health and Human Services)
- 99 Other: \_\_\_\_\_

Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? Please use a scale of 1-5, where 1 is “not at all clear” and 5 is “extremely clear.”

	<b>RECALL Q4 MENTIONS; RANDOMIZE</b>	Not at all clear 1	2	3	4	Extremely clear 5
A	Billboard	1	2	3	4	5
B	Bill insert	1	2	3	4	5
C	Community meeting or event	1	2	3	4	5
D	Direct mail	1	2	3	4	5
E	Family, friends, co-workers	1	2	3	4	5
F	Local organization or community center (senior citizen center, food bank, church, etc.)	1	2	3	4	5
G	Magazine	1	2	3	4	5
H	Newspaper	1	2	3	4	5
I	Radio	1	2	3	4	5
J	Social media (e.g., blogs, Facebook, X/Twitter)	1	2	3	4	5
K	TV news	1	2	3	4	5
L	Trade publication	1	2	3	4	5
M	Website (Liberty)	1	2	3	4	5
N	Website (other than Liberty)	1	2	3	4	5
O	Email	1	2	3	4	5
Q	Local agency (e.g., Health and Human Services)	1	2	3	4	5
P	Other ( <b>RECALL Q4=99</b> )	1	2	3	4	5

Q4A How useful was the information about wildfire preparedness from each of these sources? Please use a scale of 1-5, where 1 is “not at all useful” and 5 is “extremely useful.”

	<b>RECALL Q4 MENTIONS; SYNC ORDER WITH Q4B</b>	Not at all useful 1	2	3	4	Extremely useful 5
A	Billboard	1	2	3	4	5
B	Bill insert	1	2	3	4	5
C	Community meeting or event	1	2	3	4	5
D	Direct mail	1	2	3	4	5
E	Family, friends, co-workers	1	2	3	4	5
F	Local organization or community center (senior citizen center, food bank, church, etc.)	1	2	3	4	5
G	Magazine	1	2	3	4	5
H	Newspaper	1	2	3	4	5

I	Radio	1	2	3	4	5
J	Social media (e.g., blogs, Facebook, X/Twitter)	1	2	3	4	5
K	TV news	1	2	3	4	5
L	Trade publication	1	2	3	4	5
M	Website (Liberty)	1	2	3	4	5
N	Website (other than Liberty)	1	2	3	4	5
O	Email	1	2	3	4	5
Q	Local agency (e.g., Health and Human Services)	1	2	3	4	5
P	Other ( <b>RECALL Q4=99</b> )	1	2	3	4	5

Q5 In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? For each source, please indicate the number of times you recall seeing, hearing, or seeking information about wildfire preparedness. Your best guess is fine.

	<b>RECALL Q4 MENTIONS; SYNC ORDER WITH Q4B</b>	<b>Record Number of Times Recalled SHOW DROPDOWN: 1 time, 2-5 times, 6-10 times, 10+ times</b>
A	Billboard	
B	Bill insert	
C	Community meeting or event	
D	Direct mail	
E	Family, friends, co-workers	
F	Local organization or community center (senior citizen center, food bank, church, etc.)	
G	Magazine	
H	Newspaper	
I	Radio	
J	Social media (e.g., blogs, Facebook, X/Twitter)	
K	TV news	
L	Trade publication	
M	Website (Liberty)	
N	Website (other than Liberty)	
O	Email	
Q	Local agency (e.g., Health and Human Services)	
P	Other ( <b>RECALL Q4=99</b> )	

- Q7 What efforts by Liberty are you aware of to reduce the risk or impact of wildfire? **RANDOMIZE**  
*Select all that apply.*
- 11 Pruning vegetation around power lines in higher-risk areas
  - 12 Enhancing utility corridor access and clearance
  - 13 Performing more frequent inspections by air and ground to ensure facilities are able to operate as expected
  - 14 Investing in covered conductors, wood pole alternatives, and additional control devices
  - 15 Installing local weather monitoring points and sharing data collected by local weather and fire teams
  - 99 Other: \_\_\_\_\_
  - 97 I don't know
  - 88 I am not aware of any efforts
- Q8 In the past year, do you recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS?"
- 1 Yes
  - 2 No → **SKIP TO Q11**
- Q8A Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? **RANDOMIZE**  
*Select all that apply.*
- 11 Billboard
  - 12 Bill insert
  - 13 Community meeting or event
  - 14 Direct mail
  - 15 Family, friends, co-workers
  - 16 Local organization or community center (senior citizen center, food bank, church, etc.)
  - 17 Magazine
  - 18 Newspaper
  - 19 Radio
  - 20 Social media (e.g., blogs, Facebook, X/Twitter)
  - 21 TV News
  - 22 Trade publication
  - 23 Website (Liberty)
  - 24 Website (other than Liberty) - SPECIFY
  - 25 Email
  - 99 Other: \_\_\_\_\_

Q9 Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? **RANDOMIZE; SINGLE MENTION**

- 11 Website (Liberty)
- 12 Website (other than Liberty) - SPECIFY
- 13 Facebook
- 14 Local TV or radio station
- 15 State government
- 16 Federal government
- 17 Cal Fire
- 27 Local Firewise Group
- 28 Local Facebook Group
- 29 X (formerly Twitter)
- 99 Other: \_\_\_\_\_
- 97 Don't know

P10A Are you aware that the utility could proactively shut off power to prevent the ignition of a catastrophic wildfire?

- 1 Yes
- 2 No

**AFTER QUESTION NOTE:** For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.

P10B Are you aware that a proactive PSPS is a measure of last resort?

- 1 Yes
- 2 No

**AFTER QUESTION NOTE:** A Public Safety Power Shutoff is a last resort by the utility in an effort to prevent a fast-moving, hard to fight wildfire to help ensure customer and community safety. Liberty 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.

P10C Are you aware that the likelihood of a PSPS is reduced when the utility takes steps to harden its infrastructure?

- 1 Yes
- 2 No

**AFTER QUESTION NOTE:** Liberty works year-round to increase service reliability and reduce the risk of an electrical infrastructure-ignited wildfire. Liberty makes prudent investments to harden infrastructure as a part of our wildfire mitigation plan.

P6 In the past year, have you taken any actions to prevent or prepare your home or business in the event of a Public Safety Power Shutoff?

- 1 Yes
- 2 No → **SKIP TO Q11**
- 3 Prefer not to say → **SKIP TO Q11**

P6A What actions have you taken in your home or business to prevent or prepare in the event of a Public Safety Power Shutoff?

99 RECORD: \_\_\_\_\_

**DO NOT DISPLAY; FOR CODING USE ONLY**

- 11 Prepared an emergency kit
- 12 Prepared an emergency readiness plan and resource contact information
- 13 Planned for medical needs that may be impacted by loss of power
- 14 Stored supply of food and drink needs for family and pets
- 15 Planned ahead for fuel and cash needs
- 16 Updated contact information and/or signed up for notifications from Liberty
- 99 Other: \_\_\_\_\_
- 97 Don't know

Q11. Are you aware you can update your contact information with Liberty to receive proactive notification prior to a Public Safety Power Shutoff?

- 1 Yes
- 2 No → **SKIP TO Q14**
- 7 I don't know → **SKIP TO Q14**

Q11A Have you updated your contact information with Liberty to receive notifications prior to a Public Safety Power Shutoff?

- 1 Yes
- 2 No
- 7 I don't know

Q14. Does anyone in your home or business rely on electricity for medical needs/equipment?

- 1 Yes
- 2 No → **SKIP TO PS1**

Q14a. Are you aware that Liberty provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment?

- 1 Yes
- 2 No

Q14e. Are you enrolled in Liberty's Medical Baseline Allowance Program?

- 1 Yes, currently enrolled
- 2 No, but previously enrolled
- 3 No, have never enrolled
- 7 I don't know

QPS1. Did you experience a Public Safety Power Shutoff (PSPS) this year?

- 1 Yes
- 2 No → **SKIP TO QSAT1**

QPS1a. Did you receive adequate notification and information to prepare for the Public Safety Power Shutoff?

- 1 Yes
- 2 No

**ASK A13 IF Q14=1 AND QPS1=1**

A13 Were you able to use necessary medical equipment during the PSPS outage?

- 1 Yes
- 2 No
- 3 Did not need to use any medical equipment during the PSPS outage

**ASK PS1C IF QPS1=1**

QPS1c. Are you aware of Community Resource Centers set up during the Public Safety Power Shutoff?

- 1 Yes
- 2 No → **SKIP TO A1**

QPS1d. Did you visit a Community Resource Center?

- 1 Yes
- 2 No → **SKIP TO A1**

QPS1e. Did the Community Resource Center meet your needs with sufficient capacity and other functional requirements?

- 1 Yes
- 2 No

A1 During the power outage, did you engage with any community-based organizations (CBOs) or resource networks to assist in meeting your needs with food replacement, transportation, translation services, etc.?

- 1 Yes
- 2 No → **SKIP TO PS1B**

A2 What local Community Based Organizations (CBOs) or resource networks did you engage with?

99 RECORD: \_\_\_\_\_

A3 How did you engage with the CBO or resource networks you mentioned?

- 11 Phone
- 12 Email
- 13 In person (at facility)
- 14 In person (home visit)
- 99 Other (specify)

A4 At what point during the outage did you engage the CBOs or resource networks?

- 1 0-1 days
- 2 1-2 days
- 3 2-3 days
- 4 3+ days

QPS1b. What about the Public Safety Power Shutoff (PSPS) notification and information could have been improved?

99 RECORD: \_\_\_\_\_

QSAT1 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the outreach and engagement you received from Liberty regarding:

	<b>RANDOMIZE</b>	Not at all satisfied									Very satisfied
		1	2	3	4	5	6	7	8	9	10
A	Where to find information to help you stay safe and prepare before a wildfire	1	2	3	4	5	6	7	8	9	10
B	What the utility does to reduce wildfire risk	1	2	3	4	5	6	7	8	9	10
C	Availability of resources in your community for wildfire safety information	1	2	3	4	5	6	7	8	9	10

D	What to expect in the event of a Public Safety Power Shutoff	1	2	3	4	5	6	7	8	9	10
E	In preparing you to act in the event of a wildfire	1	2	3	4	5	6	7	8	9	10
F	Amount of information and outreach you received about wildfire safety	1	2	3	4	5	6	7	8	9	10

A5 In the event of an extended power outage, what are your most significant concerns or challenges?

**MULTIPLE MENTIONS**

- 11 Transportation
- 12 Powering medical equipment
- 13 Cold storage of medication
- 14 Heating/cooling
- 15 Food replacement
- 16 Mobility equipment
- 17 Shelter
- 18 Communication
- 19 Utility pumps (well water)
- 99 Other (SPECIFY)

OSAT2 How many Public Safety Power Shutoff (PSPS) notifications have you received in the past year?

**RECORD # NOTIFICATIONS**

- 97 Don't know

**ASK OSAT3 IF QPS1=1**

OSAT3 How many Public Safety Power Shutoffs have you experienced in the past year? **AUTOPUNCH 0 IF QPS1=2**

**RECORD # OUTAGES**

- 97 Don't know

OSAT4 Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications?

- 1 Notifications should be sent if there is any possibility of a PSPS
- 2 Notifications should only be sent if there is a high likelihood of a PSPS
- 3 Notifications should only be sent if a PSPS is certain to occur

**ASK OSAT5 IF OSAT2>OSAT3**

OSAT5 In what ways did “false alarm” Public Safety Power Shutoff (PSPS) notifications, where you received a notification but did not have a PSPS, affect you, personally?

Please be specific.

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Q15. Is a language other than English primarily spoken in your household?

- 1 Yes
- 2 No

Q16. Would it be helpful for you or anyone else in your household to receive communications in another language?

- 1 Yes
- 2 No

Q16b. What is your preferred language to receive communications? **SINGLE MENTION**

- 11 English
- 12 Spanish
- 13 Traditional Chinese
- 14 Simplified Chinese
- 16 Tagalog
- 17 Vietnamese
- 18 Mixteco
- 19 Zapoteco
- 20 Hmong
- 21 German
- 22 Korean
- 23 Japanese
- 24 Russian
- 99 Other (specify)

A6 What method of communication from Liberty do you find most effective? **SINGLE MENTION, RANDOMIZE**

- 11 Website
- 12 Notifications via text
- 13 Notifications via phone
- 14 Email
- 15 Direct mailing
- 16 Community-based organization (CBO) / resource networks
- 17 Community meetings: in person
- 18 Community meetings: virtual
- 99 Other (specify)

A12 Regardless of how communications from Liberty are received, which, if any, of the following would be helpful for you? **MULTIPLE MENTION; RANDOMIZE**

- 11 American Sign Language (ASL)
- 12 Larger font
- 13 Braille
- 14 Audio recordings of written text
- 15 TTY compatibility
- 16 Speech-to-Speech (STS) Service
- 17 Video Relay Service (VRS)
- 18 Captioning
- 19 Capability with screen reader
- 20 ADA compliant color palette
- 99 Other (specify) **[ANCHOR]**
- 88 None of these would be helpful **[ANCHOR; EXCLUSIVE]**

A7 Liberty supports a number of resources that are available to the public. Before today, which of the following resources have you heard of? **RANDOMIZE**

		Yes	No	Not Sure
A	CARE California Alternate Rates for Energy	1	2	8
B	Medical Baseline Allowance	1	2	8
C	ESA Energy Savings Assistance program	1	2	8
D	Residential Energy Audit	1	2	8
E	Access and Functional Needs (AFN) Self-Identification	1	2	8
F	Special Payment Arrangements	1	2	8
I	Calling 211	1	2	8
J	Low Income Home Energy Assistance Program (LIHEAP)	1	2	8

A8 What statement best describes your familiarity with the resources you just reviewed?

**RANDOMIZE; SINGLE MENTION**

- 11 Have not investigated the resources
- 12 Did not pay attention to communications from Liberty
- 13 Have not seen any communications from Liberty
- 14 No need for these resources
- 15 Impairment or disability makes it difficult to learn about these resources
- 16 Not interested in these resources
- 99 Other (SPECIFY)

A9 Which, if any, of these resources have you used in the past? **SYNC ORDER WITH A7; SHOW**

**RESOURCES AWARE IN A7**

		Yes	No	Not Sure
A	CARE California Alternate Rates for Energy	1	2	8
B	Medical Baseline Allowance	1	2	8
C	ESA Energy Savings Assistance program	1	2	8
D	Residential Energy Audit	1	2	8
E	Access and Functional Needs (AFN) Self-Identification	1	2	8
F	Special Payment Arrangements	1	2	8
I	Calling 211	1	2	8
J	Low Income Home Energy Assistance Program (LIHEAP)	1	2	8

A10 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the resources you've used in the past? **SYNC ORDER WITH A9; SHOW RESOURCES USED IN A9**

	<b>RANDOMIZE</b>	Not at all satisfied	1	2	3	4	5	6	7	8	9	Very satisfied
		1	2	3	4	5	6	7	8	9	10	
A	CARE California Alternate Rates for Energy	1	2	3	4	5	6	7	8	9	10	
B	Medical Baseline Allowance	1	2	3	4	5	6	7	8	9	10	
C	ESA Energy Savings Assistance program	1	2	3	4	5	6	7	8	9	10	
D	Residential Energy Audit	1	2	3	4	5	6	7	8	9	10	
E	Access and Functional Needs (AFN) Self-Identification	1	2	3	4	5	6	7	8	9	10	
F	Special Payment Arrangements	1	2	3	4	5	6	7	8	9	10	
I	Calling 211	1	2	3	4	5	6	7	8	9	10	
J	Low Income Home Energy Assistance Program (LIHEAP)	1	2	3	4	5	6	7	8	9	10	

We are about done. We have some additional questions to help us categorize and reconcile your responses so we can better communicate to your needs.

A14 Are you, or anyone else in your household, at increased risk of harm to health, safety, and independence during a power outage?

- 1 Yes
- 2 No

**ASK IF A14=1**

A15 For what reasons are you, or anyone else in your household, at increased risk of harm to health, safety, and independence during a power outage? **MULTIPLE MENTIONS**

- 11 Physical, developmental, or intellectual disability
- 12 Chronic conditions or injuries
- 13 Limited English proficiency
- 14 Adults age 62+ in the household
- 15 Limited access to transportation in the case of an emergency
- 16 Low income household
- 17 Children in household
- 18 Individual living in an institutionalized setting
- 19 Currently pregnant
- 20 Do not have stable housing
- 99 Other (specify)
- 88 None of these apply

**IF A15=11-99, OR Q14=1 FLAG AS AFN**

**ASK L2 IF AFN**

L2 Are you aware that Liberty looks to identify households with access and functional needs to provide targeted communication and earlier notification of PSPS?

- 1 Yes
- 2 No

**ASK L3 IF AFN OR A9A=1 OR Q14=1 OR LIST=CRITICAL**

L3 Do you recall receiving direct communication regarding available Liberty customer programs and/or preparedness?

- 1 Yes
- 2 No

**ASK L3 IF AFN OR A9A=1 OR Q14=1 OR LIST=CRITICAL**

L4 Do you or members of your household engage with Community Based Organizations or local Health and Human Services agencies within your community outside of the “during PSPS” context covered earlier in the survey?

- 1 Yes
- 2 No

Q17 What is your gender?

- 1 Male
- 2 Female
- 3 Non-binary or third gender
- 7 Prefer not to say

Q18 What is your age category?

- 1 18 to 24
- 2 25 to 34
- 3 35 to 44
- 4 45 to 54
- 5 55 to 64
- 6 65 or over
- 7 Prefer not to say

Q19 Do you own or rent your home?

- 1 Rent
- 2 Own/ buying
- 3 Other
- 7 Prefer not to say

Q20 Which of the following best describes your annual household income?

- 11 Less than \$20,000
- 12 \$20,000 to \$39,999
- 13 \$40,000 to \$59,999
- 14 \$60,000 to \$89,999
- 15 \$90,000 to \$129,999
- 16 \$130,000 to \$199,999
- 17 \$200,000 or more
- 97 Prefer not to say

Q21 What percentage of the year do you reside in Liberty service territory?

- 1 Less than 50% of the year
- 2 Greater than 50% of the year but not year round
- 3 Full time, year round resident

#### **EXIT (IF Q14=2)**

Thank you very much for your help with this important research! We appreciate you taking the time to provide us with your feedback.

For questions about the survey or data collection, please email [liberty@mdcinvite.com](mailto:liberty@mdcinvite.com).

To submit your survey responses, please click the >>> button below.

#### **EXIT2 ([IF Q14=1 OR IF AFN] AND LIBERTY)**

Thank you very much for your help with this important research! We appreciate you taking the time to provide us with your feedback.

#### **IF Q14=1:**

**During the survey, you mentioned that you have a medical device. To learn more about Liberty's medical baseline program and to apply for reduced rates and other programs, please call Liberty at 1-800-782-2506.**

#### **IF AFN:**

**During the survey, you mentioned that you identified with an access and functional need. To self-identify, visit: <https://california.libertyutilities.com/south-lake-tahoe/forms/afn-customer-application.html>**

**IF Q11=2 OR 7:**

**During the survey, you mentioned that you were not aware that you could update your contact information with Liberty to receive proactive notification prior to a Public Safety Power Shutoff. To update your contact information, please call Liberty at 1-800-782-2506.**

For questions about the survey or data collection, please email [liberty@mdcinvite.com](mailto:liberty@mdcinvite.com).

To submit your survey responses, please click the >>> button below.

**DP NOTE: DIRECT RESPONDENTS TO**

**Liberty Utilities: <https://california.libertyutilities.com/south-lake-tahoe/residential/safety/electrical/wildfire-mitigation.html>**

**Attachment 12**  
**PSPS Notification Scripts**

## Attachment 12 – PSPS Notification Scripts

### Customer Onsolve Alert Templates

#### Stage 2a and 2b – Imminent PSPS

##### Email:

This is an important alert from your electric provider, Liberty Utilities. Due to extreme weather conditions that increase the risk of a potential wildfire, a Public Safety Power Shutoff (PSPS) will likely be implemented for your area on Wednesday, November 5, at or around 1:00 a.m. The estimated time of restoration is XX but may last more than 40 hours.

Customers are encouraged to visit our Community Resource Center at the Walker Community Center, 442 Mule Deer Drive, Walker, CA starting on Wednesday, November 5 from 8 a.m. -10 p.m. if they are unable to secure necessary alternative power. When CRCs are closed, you can use the outage map to identify energized areas for power. <insert link to outage map>

Details of the PSPS can be found on our website and will be updated as necessary. <https://california.libertyutilities.com/south-lake-tahoe/residential/emergencies/electrical/public-safety-power-shutoff-update.html>. La página web de Liberty está en español.

For additional updates, please follow us on [Facebook](#) (@LibertyUtilitiesLT) and [X](#) (@LibertyUtil\_CA).

##### Phone/Text:

1. This is an important alert from your electric provider, Liberty Utilities. Due to extreme weather conditions that increase the risk of a potential wildfire, a Public Safety Power Shutoff (PSPS) will likely be implemented for your area on Wednesday, 11/5, at or around 1 a.m. The estimated time of restoration is XX but may last more than 40 hours.

2. Customers are encouraged to visit our Community Resource Center at the Walker Community Center, 442 Mule Deer Drive, Walker, CA on Wednesday, November 5 from 8 a.m. -10 p.m. if they are unable to secure necessary alternative power. When CRCs are closed, you can use the outage map to identify energized areas for power. <insert link to outage map>. Details of the PSPS can be found on our website. La página web de Liberty está en español

#### Stage 2c – Imminent

##### Email:

This is an important alert from your electric provider, Liberty Utilities. Due to extreme weather conditions that increase the risk of a potential wildfire, a Public Safety Power Shutoff (PSPS) may be implemented for your area on or about Wednesday, November 5 at 1:00 a.m. The estimated time of restoration is XX but may last more than 40 hours.

Customers are encouraged to visit our Community Resource Center at the Walker Community Center 442 Mule Deer Drive, Walker, CA starting on Wednesday, November 5 from 8 a.m. -10 p.m. if they are unable to secure necessary alternative power. When CRCs are closed, you can use the outage map to identify energized areas for power. <insert link to outage map>

Details of the PSPS can be found on our website and will be updated as , necessary. <https://california.libertyutilities.com/south-lake-tahoe/residential/emergencies/electrical/public-safety-power-shutoff-update.html> . La página web de Liberty está en español

For additional updates, please follow us on [Facebook](#) (@LibertyUtilitiesLT) and [X](#) (@LibertyUtil\_CA).

Phone/Text:

1. This is an important alert from your electric provider, Liberty Utilities. Due to extreme weather conditions that increase the risk of a potential wildfire, a Public Safety Power Shutoff (PSPS) may be implemented for your area on or about Wednesday, 11/5 at 1:00 a.m. The estimated time of restoration is XX but may last more than 40 hours.

2. Customers are encouraged to visit our Community Resource Center at the Walker Community Center 442 Mule Deer Drive, Walker, CA, starting on Wednesday, November 5 from 8 a.m. -10 p.m. if they are unable to secure necessary alternative power. When CRCs are closed, you can use the outage map to identify energized areas for power. <insert link to outage map> Details of the PSPS can be found on our website. La página web de Liberty está en español

### **Stage 3 – Implemented PSPS**

Email:

This is an important alert from your electric provider, Liberty. Due to extreme weather conditions that increase the risk of a potential wildfire, a Public Safety Power Shutoff (PSPS) was initiated on Wednesday, November 5 at 1:00 a.m. Estimated time of restoration is XX, but the power shutoff could last more than 40 hours. Customers are encouraged to

visit our Community Resource Center at the Walker Community Center, 442 Mule Deer Drive, Walker, CA from 8 a.m. - 10 p.m., if they are unable to secure necessary alternative power. When CRCs are closed, you can use the outage map to identify energized areas for power. <insert link to outage map>

Details of the PSPS can be found on our website and will be updated as necessary.

<https://california.libertyutilities.com/south-lake-tahoe/residential/emergencies/electrical/public-safety-power-shutoff-update.html> . La página web de Liberty está en español

For additional updates, please follow us on [Facebook](#) (@LibertyUtilitiesLT) and [X](#) (@LibertyUtil\_CA).

#### Phone/Text:

1. This is an important alert from your electric provider, Liberty. Due to extreme weather conditions that increase the risk of a potential wildfire, a Public Safety Power Shutoff (PSPS) was initiated on Wednesday, November 5 at 1:00 a.m. Estimated time of restoration is XX, but the power shutoff could last more than 40 hours.

2. Customers are encouraged to visit our Community Resource Center from 8 a.m. - 10 p.m. at the Walker Community Center, 442 Mule Deer Drive, Walker, CA, if they are unable to secure necessary alternative power. Details of the PSPS can be found on our website. La página web de Liberty está en español

### **Stage 4 – Restoration Initiated**

#### Email:

Liberty crews are conducting inspections on power lines and electric infrastructure throughout the community. This is an essential action that must be completed prior to restoring power. Liberty expects to begin restoring power this evening. This time may be extended if necessary repairs are identified during the inspections.

Thank you for your cooperation as we work to keep our communities safe.

The Community Resource Center at the Walker Community Center, 442 Mule Deer Drive, Walker, CA will remain open until 10:00, as long as the PSPS is still in effect. When CRCs are closed, you can use the outage map to identify energized areas for power. <insert link to outage map>

**For additional information and real-time updates**, please visit our [PSPS website](#) or follow us on [Facebook](#) (@LibertyUtilitiesLT) and [X](#) (@LibertyUtil\_CA). La página web de Liberty está en español

Phone/Text:

1. Liberty crews are conducting inspections on power lines and electric infrastructure throughout the community, an essential action that must be completed prior to restoring power. We expect to begin restoring power this evening. This time may be extended if necessary repairs are identified during the inspections. Thank you for your cooperation as we work to keep our communities safe.
2. The Community Resource Center at the Walker Community Center, 442 Mule Deer Drive, Walker, CA will remain open until 10:00, as long as the PSPS is still in effect. When CRCs are closed, you can use the outage map to identify energized areas for power. **For additional information and real-time updates**, please visit [libertyutilities.com](#) or follow us on Facebook (@LibertyUtilitiesLT) and Twitter (@LibertyUtil\_CA). La página web de Liberty está en español

**Stage 5 – Power Restored**

ONSOLVE: Customer in Power

This is an important alert from your electric provider, Liberty.

Liberty crews conducted inspections on the affected power lines and power has been restored.

If you are still experiencing a power outage, please contact us at 1-844-245-6868.

We appreciate your understanding as we took this proactive measure to keep the community safe.

**Cancelled PSPS**

Email

This is an important alert from your electric provider, Liberty. The Public Safety Power Shutoff (PSPS) considered for your area will not occur in light of improved fire weather conditions.

Liberty will continue to monitor the situation. Protecting the safety of our customers and the community is our top priority, and we appreciate your patience and cooperation.

If you are experiencing non-PSPS outage issues, please contact Liberty so crews can be dispatched to investigate and safely restore service.

For additional updates, please follow us on [Facebook](#) (@LibertyUtilitiesLT) and [Twitter](#) (@LibertyUtil\_CA) or visit our website at [libertyutilities.com](http://libertyutilities.com). La página web de Liberty está en español

### Phone/Text

This is an important alert from your electric provider, Liberty. The Public Safety Power Shutoff (PSPS) considered for your area will not occur in light of improved fire weather conditions. Liberty will continue to monitor the situation. Protecting the safety of our customers and the community is our top priority, and we appreciate your patience and cooperation.

If you are experiencing non-PSPS outage issues, please contact Liberty so crews can be dispatched to investigate and safely restore service.

For additional updates, please follow us on [Facebook](#) and [Twitter](#) or visit our website at [libertyutilities.com](http://libertyutilities.com). La página web de Liberty está en español

### **Webpage**

<https://california.libertyutilities.com/south-lake-tahoe/residential/emergencies/electrical/public-safety-power-shutoff-update.html>

### **Public Safety Power Shutoff Update for Liberty Customers**

Liberty may implement a Public Safety Power Shutoff (PSPS) for **THESE AREAS (Topaz, Coleville, and Walker customers)** due to extreme weather conditions that increase the risk of a potential wildfire **on or about Friday, November 22, 2024, at about 5 a.m.** The estimated time of restoration is XX but may last more than 40 hours.

Customers are encouraged to visit our Community Resource Center from 8 a.m. - 10 p.m. at the Walker Community Center, 442 Mule Deer Drive, Walker, CA, if they are unable to secure necessary alternative power. When CRCs are closed, you can use the outage map to identify energized areas for power. <insert link to outage map>

<b>Monitored Fire Weather Conditions</b>		
<b>Energy Release Component</b>	<b>Wind Gusts</b>	<b>Fosberg Fire Weather Index</b>
<20% safety threshold: 92nd percentile	>60 mph safety threshold: 40 mph	>80 safety threshold: 50

**What Do I Need to Know?**

- Power is expected to be shut off on or about Friday, November 22, 2024, at about 5 a.m.
- Predicted weather conditions warrant a PSPS forecasted for the aforementioned areas, date, and time.
- Approximately 1,490 customers will be impacted.
- Public safety partners were contacted on Thursday, November 21 and made aware of medically sensitive customers who will be impacted by the PSPS.
- One Community Resource Center (CRC) is being activated. The CRC will remain open during the event between the hours of 8 a.m. to 10 p.m. throughout the de-energization event to provide customers with resources.

- Customers who require power to operate life-essential medical equipment are strongly encouraged to visit our Community Resource Center from 8 a.m. - 10 p.m. at the Walker Community Center, 442 Mule Deer Drive, Walker, CA if they are unable to secure necessary alternative power. <insert link to CRC flyer with details> When CRCs are closed, you can use the outage map to identify energized areas for power. <insert link to outage map>
- For additional information and real-time updates, please follow us on [Facebook](#) (@LibertyUtilitiesLT) and [X](#) (@LibertyUtil\_CA)

View Areas Impacted by the PSPS [HERE](#)

### **When Will Power Be Restored?**

Liberty will begin the process to restore power when weather conditions retreat below the aforementioned safety thresholds. The restoration process includes conducting safety inspections on power lines and electric infrastructure throughout the impacted communities, an essential action that must be completed prior to lifting the PSPS and restoring power. The power shutoff could last more than 24 hours. Thank you for your patience. We will provide additional updates as they become available.

### **About Public Safety Power Shutoffs**

A public safety power shutoff (PSPS) is a safety procedure utilized by electric utilities to proactively turn off power when and where weather conditions create a high wildfire risk. The practice of de-energization, which is becoming more and more frequent, is supported by the California Public Utilities Commission (CPUC) as a safety best practice.

In partnership with fire weather experts, Liberty monitors real-time weather data and forecasts and regularly tests fuel moisture during the fire season. If it is determined that the forecasted conditions meet or exceed safety thresholds, Liberty will initiate a PSPS.

### **Safety Thresholds:**

- The Energy Release Component (measures dry fuel conditions) exceeds 92nd percentile
- Wind gusts exceed 40 miles per hour

- Fosberg Fire Weather Index (measures speed of potential fire) exceeds 50

In the event that a PSPS is a possibility, Liberty will attempt to contact customers through calls, texts, and emails using contact information on file. Customers should keep their contact information up-to-date and follow Liberty on Facebook and X to receive timely PSPS updates.

### **What Other Wildfire Mitigation Efforts Does Liberty Have in Place to Protect Our Community?**

Catastrophic wildfires have become all too common in California. Due to the dense vegetation and dry brush that characterize much of our landscape, the Lake Tahoe Basin and surrounding forested areas have been designated either "High" or "Very High" Fire Hazard Severity Zones by CAL FIRE.

Liberty is taking steps to mitigate the risk of wildfires in the communities we serve. Outlined below are the key components of our Wildfire Mitigation Plan.

[View Mitigation Plan](#)

### **Infrastructure Hardening**

Infrastructure hardening is an ongoing system infrastructure improvement and replacement process aimed at lowering the potential of fires sparked by electric infrastructure. Over the next several years, Liberty will conduct the following improvements to support this process:

- Install covered conductors
- Replace conventional fuses with limiting fuses
- Test and replace aging poles
- Underground sections of the grid
- Remove tree attachments (electrical infrastructure attached to trees)
- Decommission the old wood structure Brockway Substation and replace with a new modern substation
- Complete system audit (inspect 100% of all poles and infrastructure in the system)

## **Vegetation Management**

Liberty crews are deployed year-round throughout the region to inspect trees and vegetation in the vicinity of power lines. In compliance with state law and safety best practices, Liberty will trim or remove trees or branches that have grown too close to power lines in order to mitigate wildfire risk.

When trees are identified for trimming, crews are instructed to prune branches and vegetation back to a minimum of 12 feet from the high voltage power lines to maintain adequate clearance over the maintenance cycle period. Crews will additionally identify trees for removal that are dead, diseased, or structurally unsound, despite being within the acceptable clearance zone, if they have the potential to fall on power lines.

Customers should never attempt to conduct the tree trimming activities themselves, due to the risk of coming into contact with power lines during the process.

Liberty offers complimentary tree-trimming services to customers who believe a tree or branch may be hazardous to nearby electric infrastructure. If you spot a tree or branch you feel may be a hazard, please call us at 530-546-1787.

## **Important**

If we have your current contact information, Liberty will be sending outreach updates to affected customers. If we don't have your current contact information on file, please email it to us immediately at: [DLWestRegionCustomerCare@libertyutilities.com](mailto:DLWestRegionCustomerCare@libertyutilities.com).

Please help to keep our customer service phone lines clear for emergencies.

## **All Customer Multi-Language Email**

### **ATTENTION Topaz, Coleville, and Walker Area Customers**

Due to extreme weather conditions that increase the risk of a potential wildfire, a Public Safety Power Shutoff (PSPS) may be implemented for THESE AREAS (**Topaz, Coleville, and Walker Area Customers**) on Tuesday, November 4 at about 10 p.m. The estimated time of restoration is XX but may last more than 40 hours. Customers are encouraged to visit our Community Resource Center from 8am-10pm throughout the duration of the event starting at 8am on Wednesday at the Walker Community Center, 442 Mule Deer Drive, Walker, CA, if

they are unable to secure necessary alternative power. When CRCs are closed, you can use the outage map to identify energized areas for power. <insert link to outage map>

<insert flyer with details of CRC>

A Public Safety Power Shutoff (PSPS) is a safety procedure utilized by electric utilities to proactively turn off power when and where conditions present an increased wildfire risk. The practice of de-energization is supported by the California Public Utilities Commission (CPUC) as a safety best practice.

### **How to Prepare for a PSPS**

Below are resources in multiple languages to help you understand, prepare for, and endure a PSPS event. [Here is the website with PSPS information in multiple languages.](#)

Debido a las condiciones climáticas extremas, se puede implementar un corte de energía de seguridad pública (PSPS) para ESTAS ÁREAS (**Topaz, Coleville, and Walker**) en o alrededor del martes 4 de noviembre, a las 22:00 horas, pero podría durar más de 40 horas. Se anima a los clientes a visitar nuestro Centros de recursos comunitarios de 8 a.m. a 10 p.m. en el Walker Community Center, 442 Mule Deer Drive, Walker, CA, si no pueden conseguir la energía alternativa necesaria.

Un corte de energía de seguridad pública (PSPS) es un procedimiento de seguridad utilizado por las empresas eléctricas para apagar proactivamente la energía cuando y donde las condiciones presentan un mayor riesgo de incendios forestales. La práctica de la de energización es apoyada por la Comisión de Servicios Públicos de California (CPUC) como una mejor práctica de seguridad.

### **Cómo prepararse para un PSPS**

A continuación se presentan recursos en varios idiomas para ayudarlo a comprender, prepararse y soportar un evento PSPS.

### **Resources in Other Languages**

#### **PSPS Fact Sheet**

- [Español](#)
- [Français](#)

- [Deutsch](#)
- [中国人](#)
- [Tiếng Việt](#)
- [Tagalog](#)

### **PSPS Preparation**

- [Español](#)
- [Français](#)
- [Deutsch](#)
- [中国人](#)
- [Tiếng Việt](#)
- [Tagalog](#)

### **Medical Customer Communication: Call Script**

- Good afternoon, my name is <<insert>> and I'm calling from Liberty with an important update regarding the possibility of an extended power outage, or Public Safety Power Shutoff. Can you please verify your account? [Verify according to Customer Service standards]
- Our records show that you or a member of your household is enrolled in our medical baseline program or may have special medical needs that require electric service. Can you confirm that information?
- Liberty is alerting our medically dependent customers of the possibility that we may implement a Public Safety Power Shutoff as early as Wednesday, November 5 at 1:00 a.m., for some portions of our service area, including your neighborhood.
- Are you familiar with what a Public Safety Power Shutoff is?
- A PSPS is a tool used to prevent wildfires used by utilities as a last resort. During a PSPS, Liberty may temporarily shut off power to your property to keep you and your

community safe. The power could be off for **more than 40 hours** and will be restored only when it's safe. 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.
- Going forward throughout this event, you will receive notification through our automated system that texts, calls, and emails the information on file. As a medical customer, it's important that you confirm you received the notification. Here's how:
  - **Text:** Reply with the number 1; **Email:** click the link in the email; **Phone:** press 1 at the end of the call
  - [If the customer reports not receiving notification, please confirm all contact information is correct and direct them to add 866-609-8026 and liberty@notifications.onsolve.com to their safe contacts list]
- If a Public Safety Power Shutoff is going to be activated, we will post that information to our website at [www.LibertyUtilities.com](http://www.LibertyUtilities.com) and our social media accounts. You can also find preparedness information, PSPS videos, and outage tips on our website. Lastly, our website can be translated into Spanish by clicking the button on the top right.
- During Public Safety Power Shutoffs, Community Resource Centers provide water, information, and device charging starting on Wednesday, November 5 from 8 a.m. - 10 p.m. if they are unable to secure necessary alternative power. When CRCs are closed, you can use the outage map to identify energized areas for power.
  - The Walker Community Center 442 Mule Deer Drive, Walker, CA.
- [If customer reports needing emergency assistance, instruct them to **call 9-1-1** directly]
- I'd like to personally thank you for being a Liberty customer. We appreciate your understanding as we work to keep the community safe.
- [Record the required call details in the MBL Contact Tracker and document any complaints received in Complaint Tracker]

- <<Close Call>>

###

**Voicemail:**

- This is Liberty calling to notify you of the possibility of an extended power outage, or Public Safety Power Shutoff in your area as early as Wednesday, November 5 at 1:00 a.m.. Due to your account status, without confirmation of notification receipt, we may send staff to your residence to attempt to connect with you. Please call Liberty back at 1-800-782-2506 to confirm receipt of this notification and for more information.

**Email to Public Safety Partners, CBOs, Elected Officials**

**Stage 2a / 2b – Imminent PSPS**

**Timeframe:** Approximately 48–24 hours prior to anticipated de-energization

**ICS Posture:** Escalated Planning and Pre-Implementation

**Subject:** WARNING: Notice of Potential Public Safety Power Shutoff (PSPS) from Liberty for Topaz, Coleville, and Walker area customers

This is an important alert from the local electric provider, Liberty. Please be advised of a potential Public Safety Power Shutoff (PSPS) event for Liberty’s customers in **Markleeville, Woodfords, Desolation Hotel (Hope Valley), Topaz, Coleville, and Walker areas**, as detailed in the map attached **that may be required due to extreme weather conditions that increase the risk of a potential wildfire.**

Liberty has activated its PSPS protocol and has alerted public safety partners, Medical Baseline Customers, all customers that may be impacted, and other key stakeholders regarding the possibility of a PSPS.

Here's what you need to know:

- **\*Expected start of PSPS outage:** Wednesday, November 5 at 1:00 a.m.
- **Expected duration of PSPS outage:** from 18-40 hours
- **Number of customers potentially impacted:** Approximately 1,535 customers may be impacted by Liberty's potential PSPS. See map for details.

To view the affected areas and stay up-to-date, please visit our Public Safety Partner portal [HERE](#).

Liberty will activate two Community Resource Centers on starting on Wednesday, November 5 at 8 a.m.- 10 p.m. The Woodfords Community Center, 96 Washoe Blvd. Markleeville, CA and Walker Community Center 442 Mule Deer Drive, Walker, CA that will remain open throughout the PSPS. Liberty will also provide regular updates to customers via [website](#), email, social media, and Onsolve (text/phone platform).

In addition, [here is the website with PSPS information in multiple languages](#).

Thank you for your support and cooperation as we work to keep our customers and communities safe.

### **About Public Safety Power Shutoffs**

A public safety power shutoff (PSPS) is a safety procedure utilized by electric utilities to proactively turn off power when and where weather conditions create a high wildfire risk.

The practice of de-energization, which is becoming more and more frequent, is supported by the California Public Utilities Commission (CPUC) as a safety best practice.

In partnership with fire weather experts, Liberty monitors real-time weather data and forecasts and regularly tests fuel moisture during the fire season. If forecasted conditions meet or exceed safety thresholds, Liberty may initiate a PSPS.

To view the affected areas and stay up-to-date, please visit our Public Safety Partner portal [HERE](#).

**For additional information and real-time updates**, please visit our [PSPS website](#) or follow us on [Facebook](#) (@LibertyUtilitiesLT) and [X](#) (@LibertyUtil\_CA)

[What is a PSPS? Video](#)

[PSPS Criteria Video](#)

[Preparing for a PSPS Video](#)

[What to do during a PSPS Video](#)

[What to do after a PSPS Video](#)

## **Stage 2c – Imminent PSPS**

**Subject: Notice of Potential Public Safety Power Shutoff from Liberty for Topaz, Coleville, and Walker area customers**

This is an important alert from the local electric provider, Liberty. Please be advised of a potential Public Safety Power Shutoff (PSPS) event for Liberty's customers in the **Topaz, Coleville, and Walker areas**, as detailed in the map attached **that may be required due to extreme weather conditions that increase the risk of a potential wildfire.**

Liberty has activated its PSPS protocol and has alerted public safety partners, Medical Baseline Customers, all customers that may be impacted, and other key audiences regarding the possibility of a PSPS.

Here's what you need to know:

- **Expected start of PSPS outage:** Wednesday, November 5 at 1:00 a.m.
- **Expected end of PSPS outage:** XX
- **Expected duration of PSPS outage:** from 18-40 hours
- **Number of customers potentially impacted:** Approximately 1,535 customers may be impacted by Liberty's potential PSPS. See map for details.

To view the affected areas and stay up-to-date, please visit our Public Safety Partner portal [HERE](#).

Liberty will activate one Community Resource Center starting on Wednesday, November 5 at 8 a.m.- 10 p.m. at the Walker Community Center, 442 Mule Deer Drive, Walker, CA that will remain open throughout the PSPS. <insert CRC flyer with details> When CRCs are closed, you customers use the outage map to identify energized areas for power. <insert link to outage map>

Liberty will also provide regular updates to customers via [website](#), email, social media, and Onsolve (text/phone platform). Our website can be translated into Spanish by clicking the button in the upper right.

In addition, [here is the website with PSPS information in multiple languages.](#)

Thank you for your support and cooperation as we work to keep our customers and communities safe.

### **About Public Safety Power Shutoffs**

A public safety power shutoff (PSPS) is a safety procedure utilized by electric utilities to proactively turn off power when and where weather conditions create a high wildfire risk. The practice of de-energization, which is becoming more and more frequent, is supported by the California Public Utilities Commission (CPUC) as a safety best practice.

In partnership with fire weather experts, Liberty monitors real-time weather data and forecasts and regularly tests fuel moisture during the fire season. If forecasted conditions meet or exceed safety thresholds, Liberty may initiate a PSPS.

### **Stage 3 – Implemented PSPS**

Liberty is currently implementing a Public Safety Power Shutoff (PSPS) for **Topaz, Coleville, and Walker customers** due to extreme weather conditions that increase the risk of a potential wildfire. Customers will need to plan for an extended power shutoff that began at 1:00 a.m. on Wednesday, November 5. The estimated time of restoration is XX but may last more than 40 hours.

Customers are encouraged to visit our Community Resource Center at the Walker Community Center, 442 Mule Deer Drive, Walker, CA from 8 a.m. - 10 p.m. if they are unable to secure necessary alternative power. When CRCs are closed, you can use the outage map to identify energized areas for power. <insert link to outage map>

Further details can be found on our webpage: <https://california.libertyutilities.com/south-lake-tahoe/residential/emergencies/electrical/public-safety-power-shutoff-update.html>. Website can be translated into Spanish by clicking on the upper right hand button.

#### **Stage 4 – Restoration Initiated**

##### Email:

Liberty crews are conducting inspections on power lines and electric infrastructure throughout the **Topaz, Coleville, and Walker** communities. This is an essential action that must be completed before restoring power. Liberty expects to begin restoring power this evening. This time may be extended if necessary repairs are identified during the inspections.

Thank you for your cooperation as we work to keep our communities safe.

The Community Resource Center at the Walker Community Center, 442 Mule Deer Drive, Walker, CA, will remain open until 10:00, as long as the PSPS is still in effect. When CRCs are closed, you can use the outage map to identify energized areas for power. <insert link to outage map>

**For additional information and real-time updates**, please visit our [PSPS website](#) or follow us on [Facebook](#) (@LibertyUtilitiesLT) and [X](#) (@LibertyUtil\_CA). Website can be translated into Spanish by clicking on the upper right hand button.

## **Stage 5 – Event Concluded**

**Timeframe:** Following full restoration and demobilization

**ICS Posture:** Incident Close-Out and Demobilization

**Subject:** POWER RESTORED: Notice of Public Safety Power Shutoff (PSPS) Restoration from Liberty for Topaz, Coleville, and Walker area customers

We have **restored power** in the Topaz, Coleville, and Walker communities following the extreme weather conditions that necessitated a Public Safety Power Shutoff (PSPS).

We appreciate your understanding as we took this proactive measure to keep the community safe.

Again, please reach out with any feedback you may have from this event.

## **Cancelled PSPS / Deactivation**

**Subject:** PSPS CANCELLATION: Notice of Cancelled Public Safety Power Shutoff (PSPS) from Liberty for Topaz, Coleville, and Walker area customers

Good afternoon,

Due to evolving weather conditions and real time on site observations, the PSPS event has been cancelled at this time.