

**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 2025 POST-SEASON REPORT**

Dated: March 2, 2026

Jordan Parrillo
Manager, Rates & Regulatory Affairs
Liberty Utilities (CalPeco Electric) LLC
701 National Avenue
Tahoe Vista, CA 96148
Telephone: (530) 721-7818
Jordan.Parrillo@libertyutilities.com

**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 2025 POST-SEASON REPORT**

Liberty Utilities (CalPeco Electric) LLC (“Liberty”) hereby submits its Public Safety Power Shutoff (“PSPS”) 2025 Post-Season Report pursuant to Commission Decision 21-06-034 in Phase Three of R.18-12-005.

Respectfully submitted,

/s/ Jordan Parrillo

Jordan Parrillo
Manager, Rates & Regulatory Affairs
Liberty Utilities (CalPeco Electric) LLC
701 National Avenue
Tahoe Vista, CA 96148
Telephone: (530) 721-7818
Jordan.Parrillo@libertyutilities.com

Dated: March 2, 2026

Attachment A
Public Safety Power Shutoff 2025 Post-Season Report



Liberty Utilities (CalPeco Electric) LLC (U 933-E)

2025 PSPS Post-Season Report

Section I. Background: Overarching Regulation

1. Each electric investor-owned utility must file a comprehensive [prior year] Post-Season Report, no later than March 1 of each year, in R.18-12-005 or its successor proceeding. The report must follow a template provided by SED no later than 60 days after SED posts a [prior year] Post-Season Report template on the Commission's website. Parties may file comments on these reports within 20 days after they are filed and reply comments within 10 days after the final date to file comments.

[Authority: Decision (D.) 21-06-034; Guidelines at p. A15, Section K-3]

2. The [prior year] Post-Season Report must include but will not be limited to:
 - f. Annual report, as applicable, required by Ordering Paragraph 66 of D.21-06-014.

[Authority: D.21-06-034; Guidelines at p. A15, Section K-3. f]

3. To the extent a required item of information is also required to be included in the electric investor-owned utility's Wildfire Mitigation Plan, the [prior year] Post-Season Report may refer to the electric investor-owned utility's Wildfire Mitigation Plan rather than repeat the same information; such reference must specify, at minimum, the page and line number(s) for where the required information is contained within the electric investor-owned utility's Wildfire Mitigation Plan. In cases where this reference is to data, a summary table of the data shall be provided in the report.

[Authority: D.21-06-034; Guidelines at p. A17, Section K-3]

Section II: Amendments to Post-Event Reports

A. Regulatory Requirements

1. *Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company must provide aggregate data, as identified above [D.21-06-014, Ordering Paragraph (OP) 65], in an annual report, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report and must contact the Commission's Safety and Enforcement Division if the utility requires additional guidance to ensure adequate reporting on the requirement to provide information on affected customers in the 10-day post-event reports.*

[Authority: D.21-06-014; OPs 65 and 66]

N/A

2. *Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), and San Diego Gas & Electric Company (SDG&E) must address, among other things, each element of Resolution ESRB-8 reporting requirements, as clarified herein, in the 10-day post-event reports, including the below [OP 65] and, if no information is available, PG&E, SCE, and SDG&E must respond to these Resolution ESRB-8 reporting requirements by indicating the reason this information is not available.*

[Authority: D.21-06-014; OPs 65 and 66]

N/A

B. Direction

1. *Provide any information missing [including, but not limited to the specific topics listed below] from any Post-Event Report for Public Safety Power Shutoffs (PSPS) filed in the previous year by:*
 - a. *Identify the date and name of the PSPS.*
 - b. *Identify the Section of the Post-Event Report template for which the missing information will be added.*
 - c. *Provide the missing information under that heading.*

[Authority: D.21-06-014; OPs 65 and 66]

N/A

2. *Community Resource Centers:*

Provide aggregate data, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report:

- a. *Address and describe each Community Resource Center during a de-energization event.*

[Authority: D.21-06-014, OPs 65 and 66]

N/A

3. *Notification:*

Provide aggregate data that may not have been available at the time the utility filed the 10-day post-event report:

- a. *Identify who the utility contacted in the community prior to de-energization and whether the affected areas are classified as High Fire Threat District Tier 1, Tier 2, or Tier 3 (as defined in General Order 95, Rule 21.2-D22);*
- b. *Explain why notice could not be provided at least two hours prior to a de-energization, if such notice was not provided;*

[Authority: D.21-06-014, OPs 65 and 66]

N/A

4. *Restoration:*

Provide aggregate data, as identified in OP 65, in an annual report, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report:

a. Provide a detailed description of the steps the utility used to restore power.

[Authority: D.21-06-014, OPs 65 and 66]

N/A

Section III: Decision-Specified

C. Education and Outreach

Include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the Post-Season Report. See D.21-06-034, Sections E-1 for specific requirements on the surveys.

[Authority: D.21-06-034, Guidelines at p. A7, Section E-1]

Liberty conducts biannual Wildfire Awareness Surveys in pre-season and post-season waves utilizing contractor MDC Research. Survey results from Liberty’s post-season survey wave conducted in November 2025 showed an increase in wildfire safety communication awareness amongst customers, reporting an increase of 65% to 76% from June to November respectively. Surveyed customers also showed an increase in recall of seeing, hearing, or reading the phrase “Public Safety Power Shutoff or PSPS”, migrating from 55% in June to 68% in November. Cumulative MDC Research recommendations informed by customer and partner feedback are shown below.

- Consider more targeted outreach efforts to engage the public on wildfire safety and knowledge of PSPS.
- 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.
- Evaluate communication efforts during the off season.
- Consider year-round outreach efforts in an attempt to educate the public on wildfire safety and knowledge of PSPS.
- Increase efforts to drive customers to the Liberty website.

Liberty plans to further review survey results in Q1 and analyze potential areas for implementation of feedback and continued improvement.

Refer to attachments: “Attachment 1-Liberty-Survey_Results_June2025” and “Attachment 2-Liberty-Survey_Results_November2025.”

D. Medical Baseline and Access and Functional Needs

1. Describe in detail all programs and/or types of assistance, including:

- a. Free and/or subsidized backup batteries
- b. Self-Generation Incentive Program Equity Resiliency Budget
- c. Community Microgrid Incentive Program [sic] [“Microgrid Incentive Program” per D.21-01-018]
- d. Hotel vouchers
- e. Transportation to CRCs
- f. Any other applicable programs or pilots to support resiliency for persons with access and functional needs and vulnerable populations.

Identify and describe the costs and associated funding source(s) for all partnerships, each unique program and form of assistance (e.g., backup batteries as distinct from hotel vouchers), and any other efforts aimed at mitigating the impacts of public safety power shutoff events on persons with access and functional needs and vulnerable populations. Use the below table to provide this information.

Program	Cost	Funding Source(s)	Program/Cost Description
Community-Based Organization (CBO) Partnerships	Liberty does not track costs at this level.	N/A	Liberty seeks opportunities to provide PSPS preparedness information through established CBOs throughout the year. Liberty also continues to grow and expand CBO networks throughout its service territory, providing materials and resource information for CBOs to share within the communities they serve.
Community Engagement	Refer to Liberty_POSTR3_3-1-2026	DCA.WPCMTRE.CO.CMTE.5932	Liberty hosts community meetings throughout its service territory to educate customers on the PSPS notification process. Liberty discusses PSPS preparation with CBOs during physical and virtual meetings throughout the year. Liberty also provides PSPS materials to CBOs, cities, counties, and schools.
AFN Outreach	Refer to Liberty_POSTR3_3-1-2026	DCA.WPCMTRE.CO.CMTE.5932	Liberty executes customer outreach to share information about PSPS awareness 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 (including multicultural media), digital ads, print ads, and through call center staff.
In-Language/Accessible Materials	Liberty does not track costs at this level.	N/A	Liberty provides PSPS toolkit information in English, Spanish, French, German, Chinese, Vietnamese, and Tagalog.
Community Resource Centers (CRCs)	\$59,376	DCA.WPEMPRP.EP.EMPR.5932 – Emergency Preparedness	Liberty has CRC agreements established throughout its service territory and continues to seek additional options to meet customer needs during potential PSPS events. Liberty has established an internal working group comprised of representatives from a variety of departments, including Emergency Management and Wildfire Mitigation, to focus on CRC planning. The group meets regularly to develop plans,

			determine priorities, and execute required action for CRC preparedness.
Tribal Engagement	Liberty does not track costs at this level.	N/A	Liberty maintains a working relationship with the Washoe tribal community, the only tribal community in Liberty’s service territory. Liberty includes the Washoe Tribe as an essential public safety partner (PSP) and has worked closely with tribal contacts regarding PSPS event preparation and the establishment of a CRC on tribal land.
211 Care Coordination and Referral Service	Liberty does not track costs at this level.	N/A	211 offers support to residents in most counties Liberty serves, excluding residents in Sierra and El Dorado counties. Liberty does not currently participate in 211 Care Coordination contracts. In 2023, Liberty established new relationships with Connecting Point in Nevada and Placer Counties, resulting in ongoing 211 inclusion in tabletop exercises. Liberty continues to seek CBO and agency connections throughout the service territory, including areas where 211 is not yet active.
Preparation Exercises and Training	Liberty does not track costs at this level.	N/A	In preparation for wildfire season, Liberty will conduct a Public Safety Partner Workshop on April 3, 2025, a tabletop PSPS exercise on May 15, 2025, and a full-scale PSPS exercise on June 19, 2025. The full-scale exercise and the planning meetings leading up to the exercise will include Cal OES, CPUC, CAL FIRE, and Office of Energy Infrastructure Safety (“OEIS”), along with other public safety partners, including government, critical facilities, and AFN Community advocates.

2. Funding source(s) shall specify applicable utility balancing accounts or other accounting mechanisms, and non-utility funding sources, if applicable.

Costs related to WMP emergency preparedness and community outreach & engagement are charged to the following Liberty work codes, respectively: “DCA.WPEMPRP.EP.EMPR.5932” and “DCA.WPCMTRE.CO.CMTE.5932.” The following table shows Liberty work codes that are used to capture costs when PSPS is activated:

Work Codes	Purpose
DCA.PSPSCAP.CE.1125.1070	To record capital installation activities.
DCA.PSPSCAP.CE.1125.1080	To record capital removal activities.
DCA.OPSTORM.PS.1125.5800	To record supervision related activities.
DCA.OPSTORM.PS.1125.5920	To record activities related to substation.
DCA.OPSTORM.PS.1125.5930	To record activities related to OH line expense.
DCA.OPSTORM.PS.1125.5940	To record activities related to UG line expense.
DCA.OPSTORM.PS.1125.5950	To record activities related to transformers.
DCA.OPSTORM.PS.1125.5980	To record miscellaneous distribution related activities.

DCA.OPSTORM.PS.1125.9210	To record administrative activities.
--------------------------	--------------------------------------

3. Identify any communities or areas not served by utility partnerships with CBOs that provide assistance to persons with access and functional needs or vulnerable populations in preparation for or during a public safety partner event;

[Authority: D.21-06-034, Guidelines at p. A16, Sections K-3.d]

None.

E. Mitigation

1. For each proactive de-energization event that occurred during the prior calendar year:
 - a. i. Circuit-by-circuit analysis of mitigation provided from backup power and microgrid pilots.

[Authority: D.21-06-034, Guidelines at p. A15, Section K-3.a.i.]

November 5, 2025, PSPS Event

During the event, Liberty limited PSPS impacts to only the Muller 1296 and Topaz 1202 circuits, avoiding additional outages through targeted mitigation strategies. Several circuits were placed into Extreme Fire Mode, to enable fast trip settings, which maintained service to customers while reducing fire risk under elevated conditions. Recent pole replacements and other grid hardening activities on the impacted circuits performed well during high winds. This minimized the duration of the PSPS since minimal repairs were required after the extreme weather event. Liberty also reduced the restoration time by strategically staging crews in the affected PSPS area to continuously patrol the circuits and address any hazards or failures found because of the weather conditions. Additionally, Liberty had additional contract crews staged to deploy to emergency situations beyond its normal staffing levels.

F. Public Safety Partners

1. Identification of all requests for selective re-energization made by public safety partners during a de-energization event, whether each such request was granted or denied, and the reason for granting or denying each such request.

[Authority: D.21-06-034, Guidelines at p. A16, Section K-3.c.]

Liberty did not receive requests for selective re-energization made by public safety partners (“PSPs”) during any of its 2025 PSPS event.

G. Transmission

2. Description of the impact of de-energization on transmission.
3. Evaluation of how to mitigate and prepare for those impacts in future potential de-energization events.
4. Identify and describe all studies that are part of such analysis and evaluation.

5. Identify all efforts to work with publicly owned utilities and cooperatives to evaluate the impacts of de-energization on transmission.

[Authority: D.21-06-034, Guidelines at pp. A15-A16, Section K-3.b.]

N/A

Section IV: Safety and Enforcement Division-Specified

Response no longer than two pages.

1. Discuss how your PSPS meteorology and fire science predictive models performed in the prior year. What changes were made to the models in the prior year? What are the planned modeling improvement efforts?

During the 2025 fire season, Liberty utilized its current meteorology and fire science predictive models with the support of CloudFire, Inc. These models performed qualitatively well, and incoming weather events were identified with advanced warning to allow for sub-PSPS (e.g., enabling fast trip) and PSPS mitigations to be taken as appropriate. For more information on the weather forecasting and fire potential models Liberty utilized during the 2025 fire season, please refer to section 8.3 (Situational Awareness and Forecasting) of Liberty's Updated 2023-2025 WMP.

2. What were the challenges in quantifying risks and benefits in terms of determining the scope (size and duration) of the PSPS you conducted?

When determining the scope of a potential PSPS event, Liberty analyzes high weather forecasts from global- and CONUS-scale weather models promulgated by national meteorological organizations as well as a regional model from the California and Nevada Smoke and Air Committee (CANSAC). These models are used to drive fire behavior models to forecast asset-level risk, primarily through a Composite Risk Index (CRI) that combines wind gust and fire spread rate into a single forecastable index. With the CRI formulation, the decision around whether PSPS is appropriate is strongly sensitive to wind gust forecast. Due to differences in weather model physics parameterizations and spatial resolutions (e.g., from 1.33 km for the CANSAC model to approximately 11 km for the European HRES model), in some cases the scatter in wind gust forecast across models confounds decision making. The same applies to inter-cycle variations (forecasts typically run 4x per day) even with the same weather model.

3. Explain mitigations conducted for each PSPS event in the year, including but not limited to circuit switching, sectionalization, and microgrid activations.

Liberty's 11/5/2025 PSPS Event:

During the event, Liberty limited PSPS impacts to only the Muller 1296 and Topaz 1202 circuits, avoiding additional outages through targeted mitigation strategies. Several circuits were placed into Extreme Fire Mode, to enable fast trip settings, which maintained service to customers while reducing fire risk under elevated conditions. Recent pole replacements and other grid hardening activities on the impacted circuits performed well during high winds. This minimized the duration of the PSPS since minimal repairs were required after the extreme weather event. Liberty also reduced the restoration time by strategically staging crews in the affected PSPS area to continuously patrol the circuits and address any

hazards or failures found because of the weather conditions. Additionally, Liberty had additional contract crews staged to deploy to emergency situations beyond its normal staffing levels.

4. Explain how you fully incorporated public safety partners in your exercise planning. How many were invited to, and attended each planning meeting? Describe your communication efforts-dates and methods-to solicit participation.

Public Safety Partners were fully integrated into the planning and execution of Liberty’s exercises in 2025. Communication with Liberty’s Public Safety Partners continued throughout the year, and participation was solicited through email invitations to the planning meetings and exercises, which were held in a hybrid environment. Public Safety Partners were invited to and represented at the following planning meetings and exercises:

Date	Topic	Participant Organizations
3/27/2025	Exercise Concepts and Objectives Meeting	CPUC, CAL FIRE, South Tahoe Public Utility District, Lukins Water, Southwest Gas, NV Energy, Fire Dawg, City of South Lake Tahoe, Barton Hospital, South Lake Tahoe Community Emergency Response Team, 211, Cal OES.
4/3/2025	Exercise Initial Planning Meeting	
5/1/2025	PSPS Midterm Planning Meeting	
5/28/2025	PSPS Tabletop Exercise	
6/26/2025	PSPS Functional Exercise	

5. Recap the lessons learned from all of your de-energization exercises, the resulting action items, their implementation, and observed consequences.

A synopsis of lessons learned from Liberty’s de-energization exercises in 2025, the resulting action items, and their implementation and consequences are provided in: “Attachment 3 – POSTSR1 Section IV.5.”

6. Discuss how you fully implemented the whole community approach into your de-energization exercises.

Liberty continues to successfully integrate public safety partners, community-based organizations, and critical infrastructure into the exercise planning process and the exercises. Access and Functional Needs (AFN) focused exercise inject scenarios are included in exercises to test response and surface improvements. In addition to planning and exercising, stakeholders provide input after the exercise that is included in the after-action review and exercise documentation. Emergency Management works closely with Liberty External Affairs to participate in meetings with city, county, state officials and key CBOs. This approach allows Emergency Management to be familiar with community partners and their concerns throughout the year.

7. Discuss the complaints you received (as documented in POSTSR4) and any lessons learned and implementation of changed business practices.

Liberty's 11/5/2025 PSPS Event:

Liberty did not receive any formal customer complaints nor claims related to this PSPS event; however, it did receive seven informal complaints from CRC attendees related to notification timing (notifications received in early morning hours), confusion regarding notification content, and requests for updates as weather improved. All questions, concerns, and observations were responded to directly.

Refer to Liberty_POSTR4_3-1-2026

8. How did your PSPS notifications, to both customers and public safety partners/local governments, perform over the year? What changes will you make to improve performance?

Throughout the November 5, 2025 PSPS event, Liberty consistently and diligently attempted to notify and successfully notified PSPs, local/tribal governments, critical facilities and infrastructure, and customers in alignment with the minimum timelines outlined in the CPUC's PSPS Phase 1 Guidelines (D.19-05-042), to the extent possible based on the available information on the weather conditions. Liberty encouraged PSPs to amplify PSPS messages on their platforms as appropriate.

Liberty's 11/5/2025 PSPS Event:

Due to the rapidly evolving weather conditions, it was not possible to meet the CPUC's prescribed 72–48-hour pre-de-energization notification window. Nevertheless, Liberty prudently activated its IMT within 48 hours of the forecasted PSPS event and continued to issue notifications as soon as it was practicable to do so.

Although the 72–48-hour advance notification could not be provided for this event, per the minimum timelines set forth in D.19-05-042, Liberty initiated notifications promptly once a PSPS event became reasonably anticipated, based on ongoing monitoring of dynamic weather forecasts and input from its fire experts. As the Commission recognized in D. 52-05-051, utilities have “the impossible feat of anticipating every emergency situation resulting in proactive de-energization, the Commission held that [the utility] should provide as much notice as feasible before shutting off power so the affected providers of essential services (e.g., hospitals, prisons, public safety agencies, communications providers, and water districts) and customers who are especially vulnerable to power interruptions (e.g., customers who rely on medical life support equipment) may implement their own emergency plans.” (emphasis added). With this event, Liberty provided the required notifications, which were delivered at the earliest feasible opportunity under the circumstances at the time of the PSPS event.

Liberty recognizes that sudden, unpredictable changes in weather conditions may prevent Liberty from providing its customers with the 72-48-hour advance notice prior to a PSPS event. To mitigate this challenge, Liberty proactively offers year-round education on PSPS events to its customers, including suggestions on how to prepare for a PSPS. In relation to this November 5, PSPS event, Liberty had distributed a PSPS preparedness information sheet via email to all customers- including those in the impacted areas – on October 7, 2025, less than one month before this PSPS event.

Liberty will continue to make every effort to notify PSPs, local/tribal governments, critical facilities and infrastructure, and customers in accordance with the minimum timelines set forth by the CPUC in PSPS Phase 1 Guidelines (D.19-05-042), weather and other factors permitting. If Liberty is unable to provide notice in accordance with the minimum timelines, Liberty will provide as much notice as feasible to any

impacted customers prior to shutting off power. In addition, and as discussed above, Liberty will continue to provide education to its customers about PSPS events and suggestions on actions to take to prepare for a PSPS event.

Additionally, to improve Liberty's notification performance, Liberty will seek to evaluate and improve:

- Liberty will conduct a review to determine whether a notification should be issued when weather conditions indicate that a PSPS is possible but not likely.
 - Liberty will review and update its notification templates to include language that communicates evolving conditions that may change PSPS timing or likelihood. Liberty will review and update its educational materials to explain the weather conditions that contribute to the likelihood of PSPS events as well as limitations of longer-range forecasts.
9. Describe feedback received from CBOs and customers on CRC performance last year. How was the feedback collected and how is feedback being incorporated into future CRC plans?

CRC feedback gathered from Liberty's 2025 PSPS event was logged by CRC staff during the PSPS event and in AAR discussion.. Notable feedback informing future planning included:

- Regarding CRC staffing, Liberty will reassess its list of CRC leads to address recent staffing changes;
- Regarding CRC signage, Liberty will put up signs outside CRC locations during future PSPS events; and
- Regarding CRC supplies, 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.

Attachment 1
Liberty Survey Results, June 2025



Wildfire Messaging Awareness

Prepared by

MDC Research

Jakob Lahmers - 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.

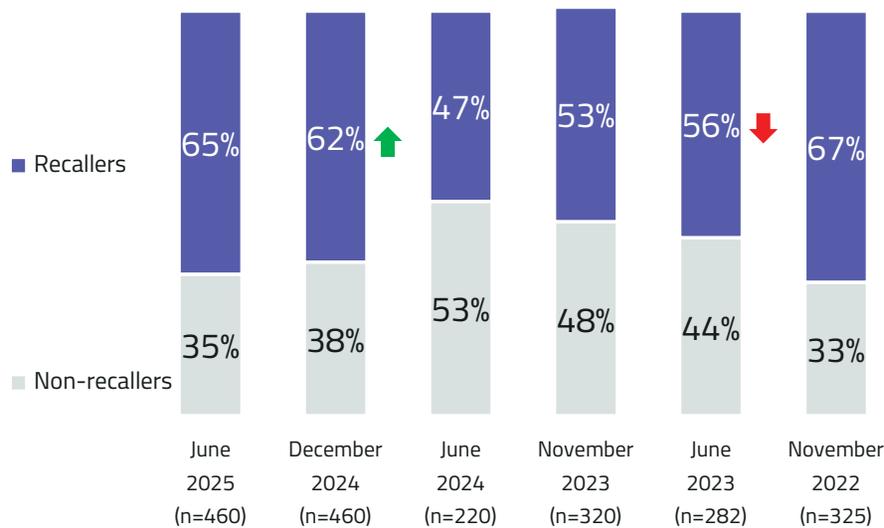
- The liberty website remains the number one source mentioned by customers seeking information about a Public Safety Power Shutoff by a considerable margin.
- Despite being ranked second in terms of clarity of information, the website is ranked seventh in terms of usefulness, highlighting the possibility 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

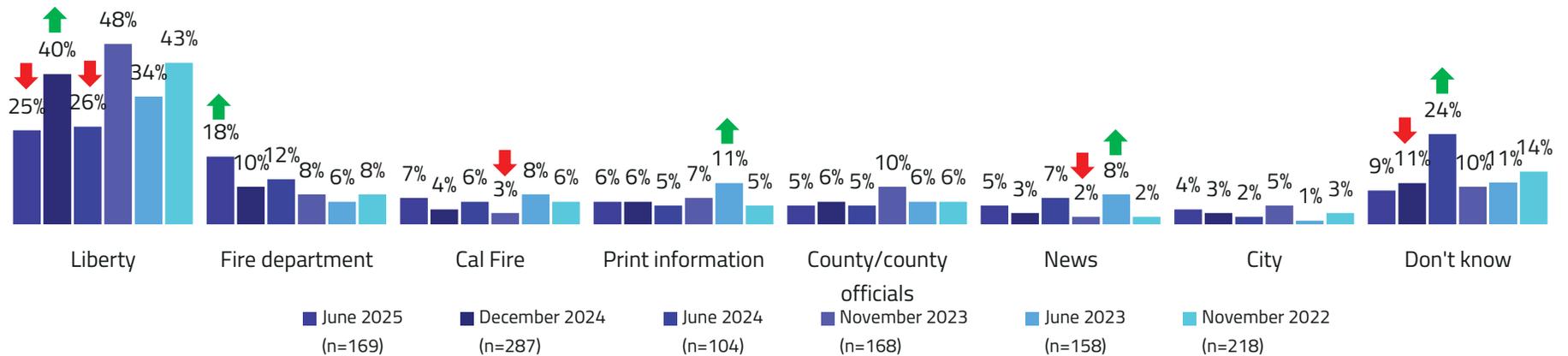
(among those aware of communications)



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

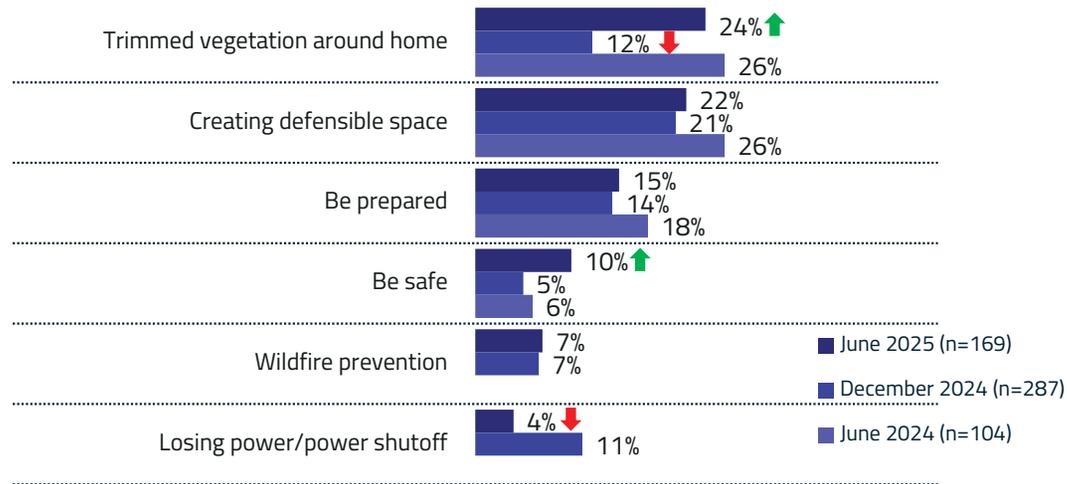


Unaided Message Recall

- 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

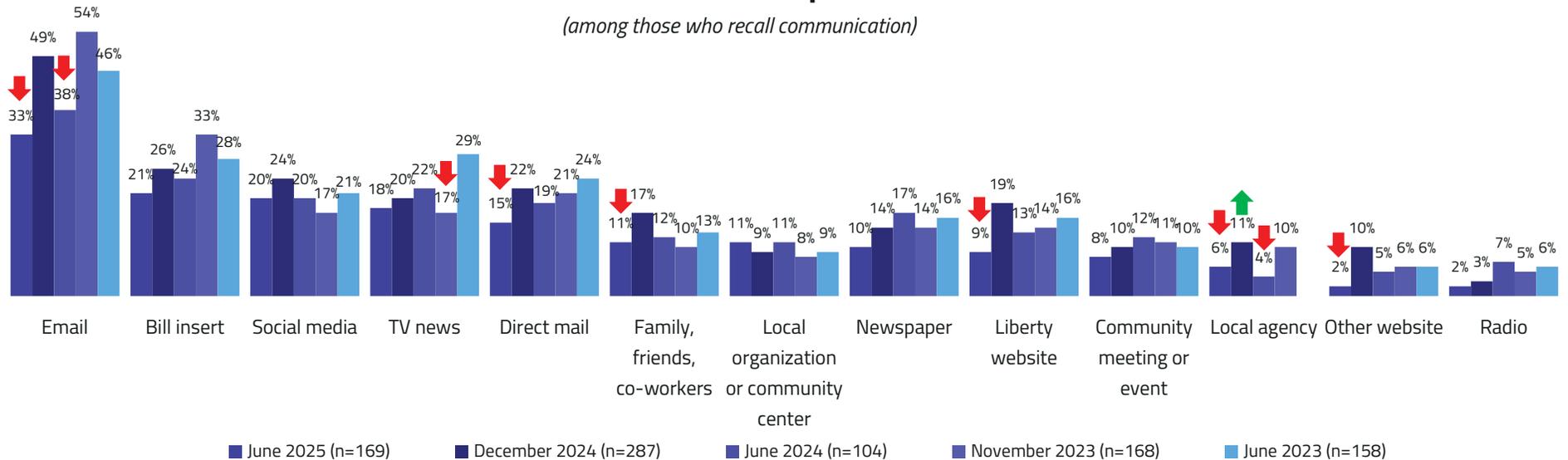


Information Channels for Wildfire Communications

- 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)

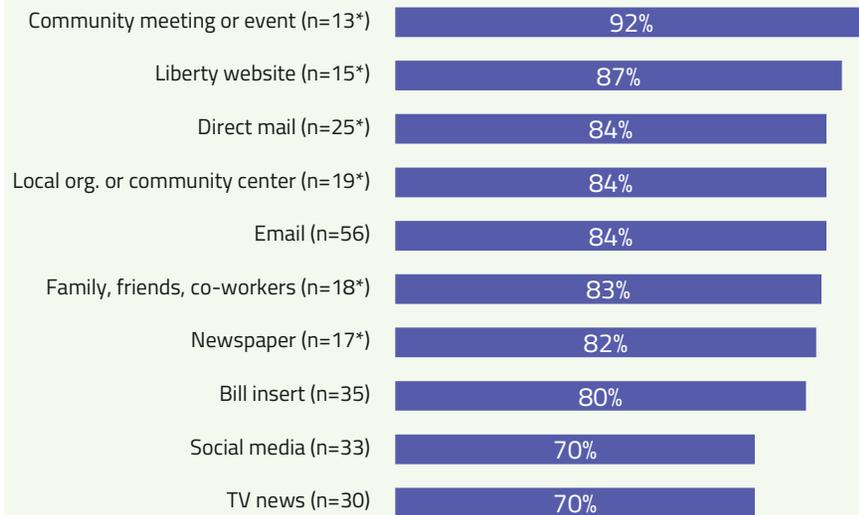
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



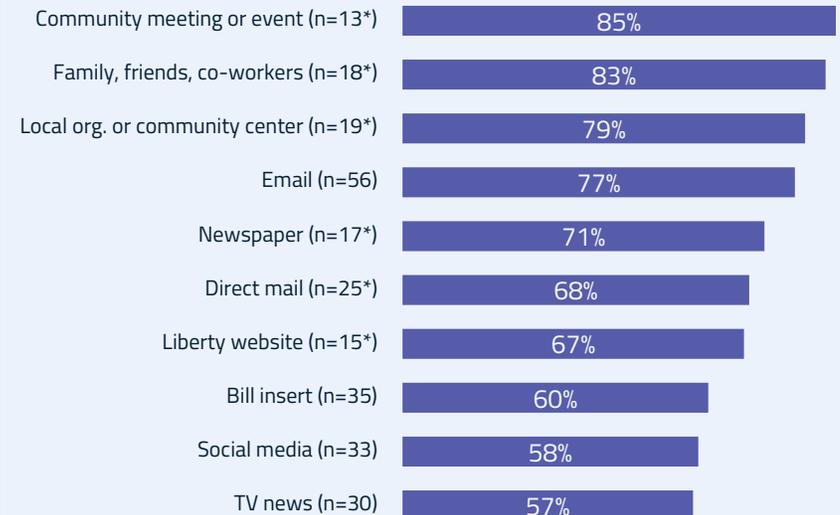
Information Usefulness and Clarity

- 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)

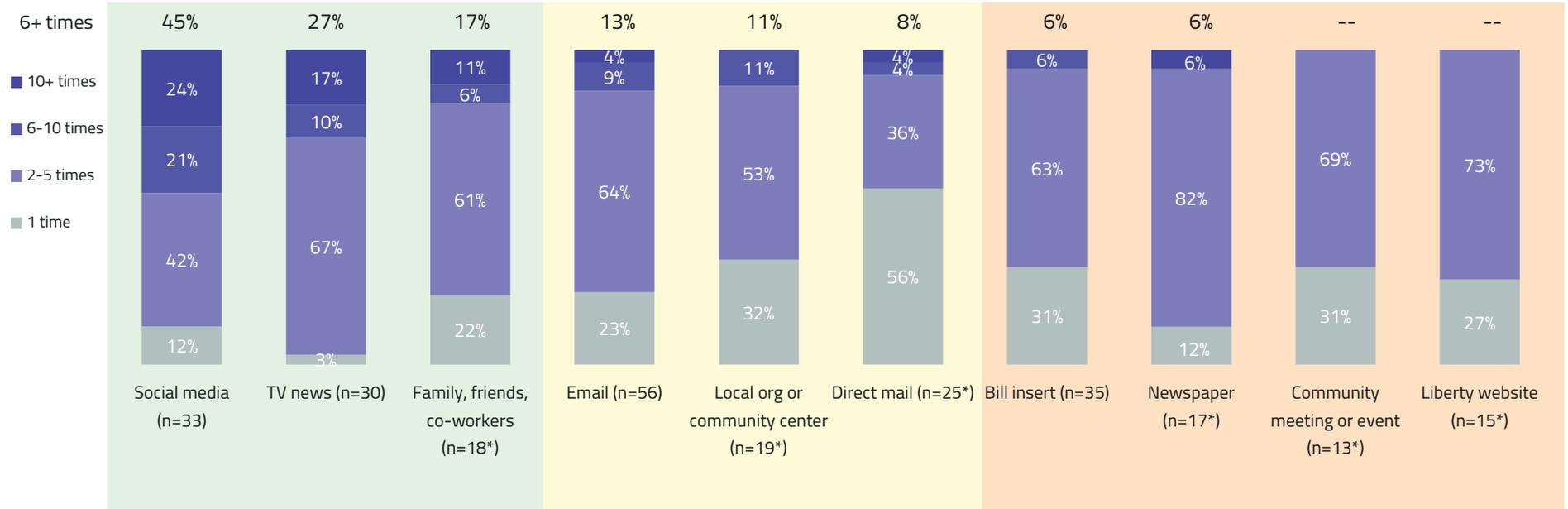
*Small sample size (n<30)



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)

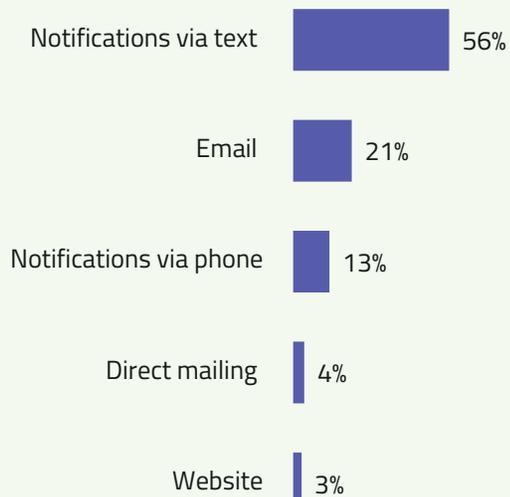
*Small sample size (n<30)



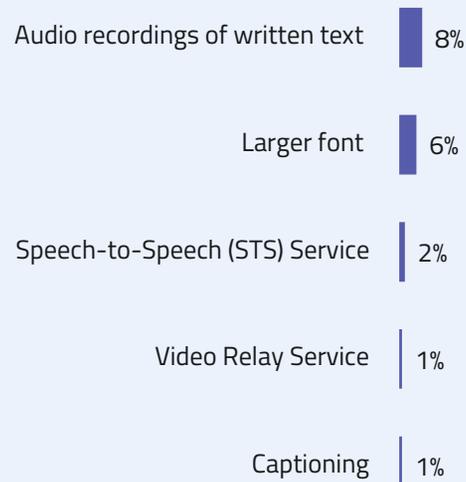
Effective and Helpful Communication

- 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%)

Most Effective Communications



Helpful Elements



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)



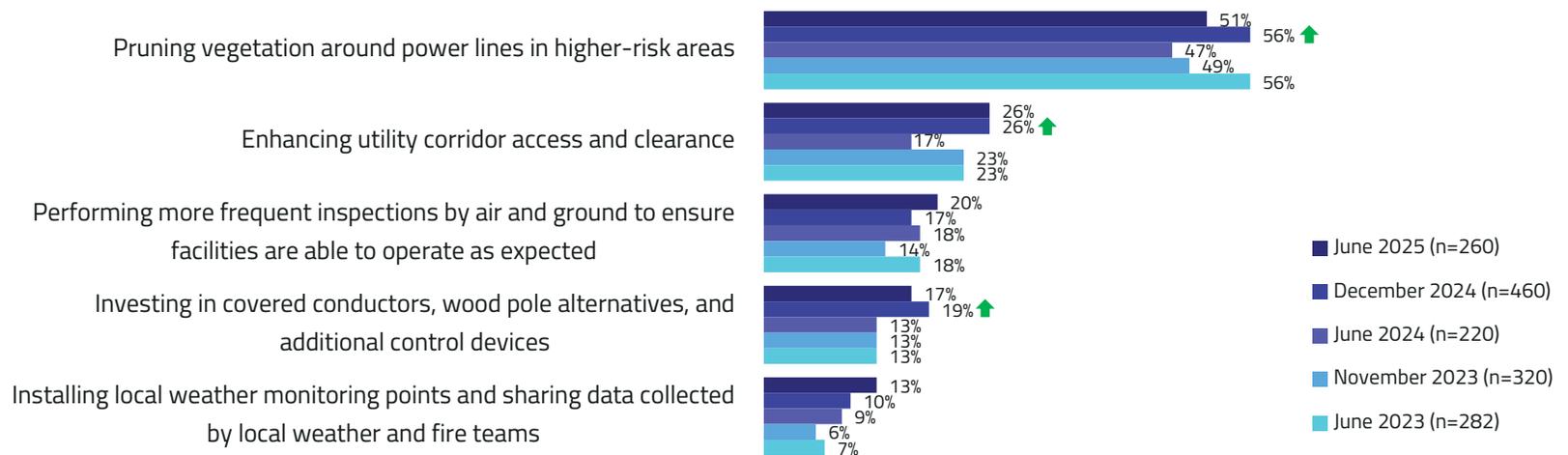
Wildfire Preparedness Actions Taken



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



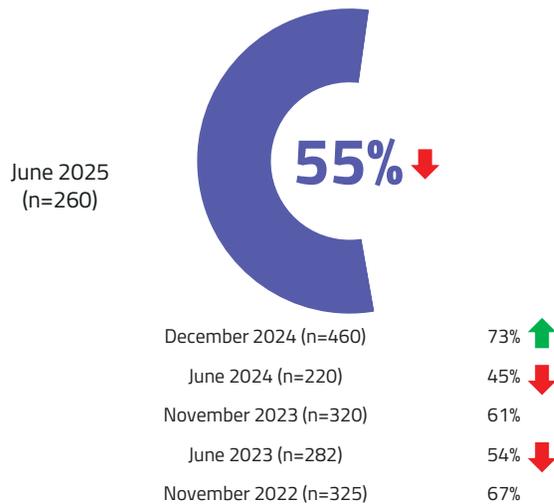
Awareness of Public Safety Power Shutoff



PSPS Awareness

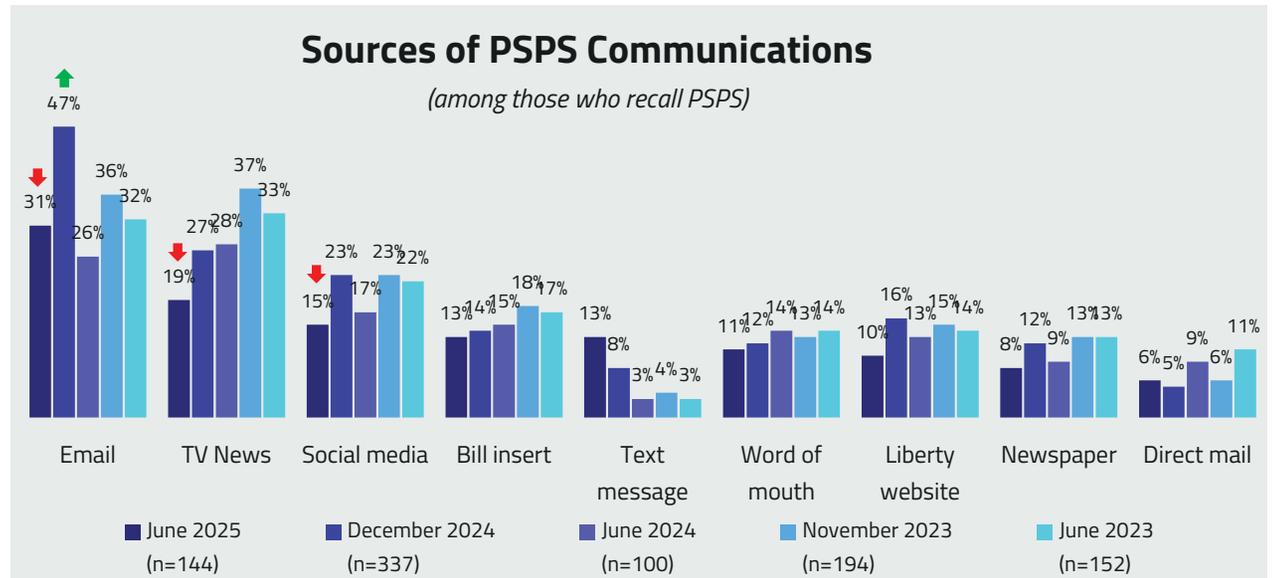
- Just over half (55%) say they recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS,” down significantly from December 2024 (73%); **Recallers** remain significantly more likely than Non-Recallers to be aware of PSPS (66% vs 37%)
- Email is the leading source of PSPS communications (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)

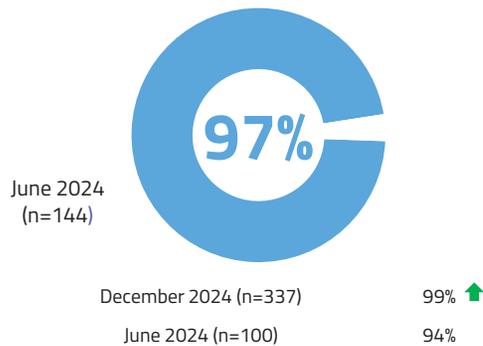
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



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%)

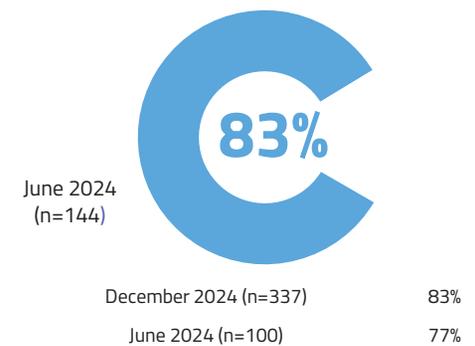
Awareness of Potential Proactive Shutoff



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)

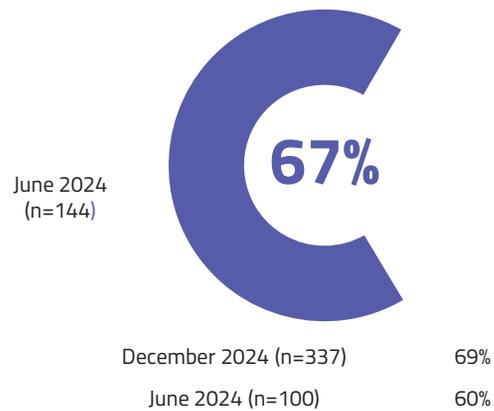
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



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



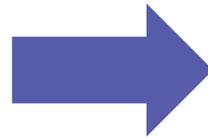
Contact Information for PSPS

- 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

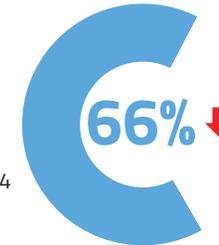


December 2024 (n=460)	62% ↑
June 2024 (n=220)	51%
November 2023 (n=320)	59%
June 2023 (n=282)	57%
November 2022 (n=325)	60%



Have Updated Contact Information

(among those aware they can update contact info)



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)

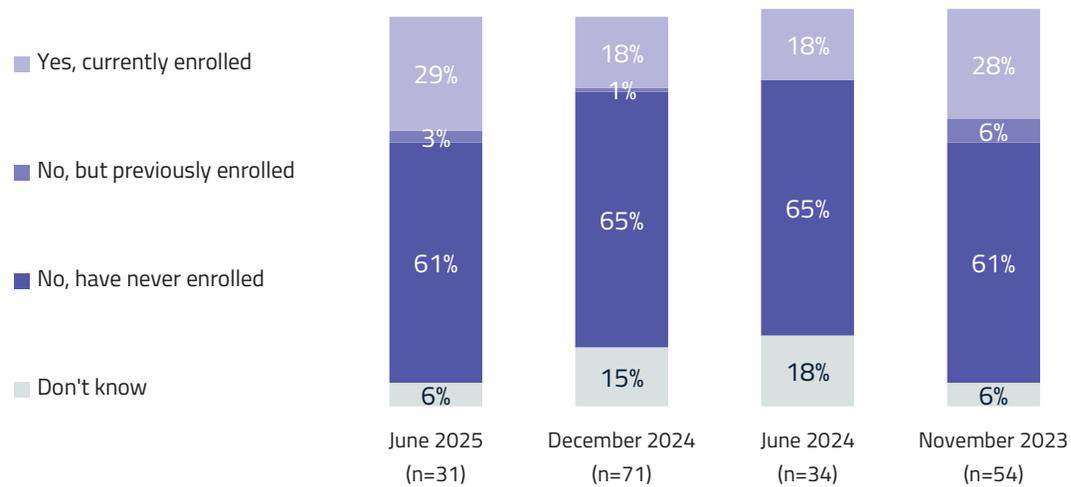
Q16B What is your preferred language to receive communications? (n=260; Total)



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

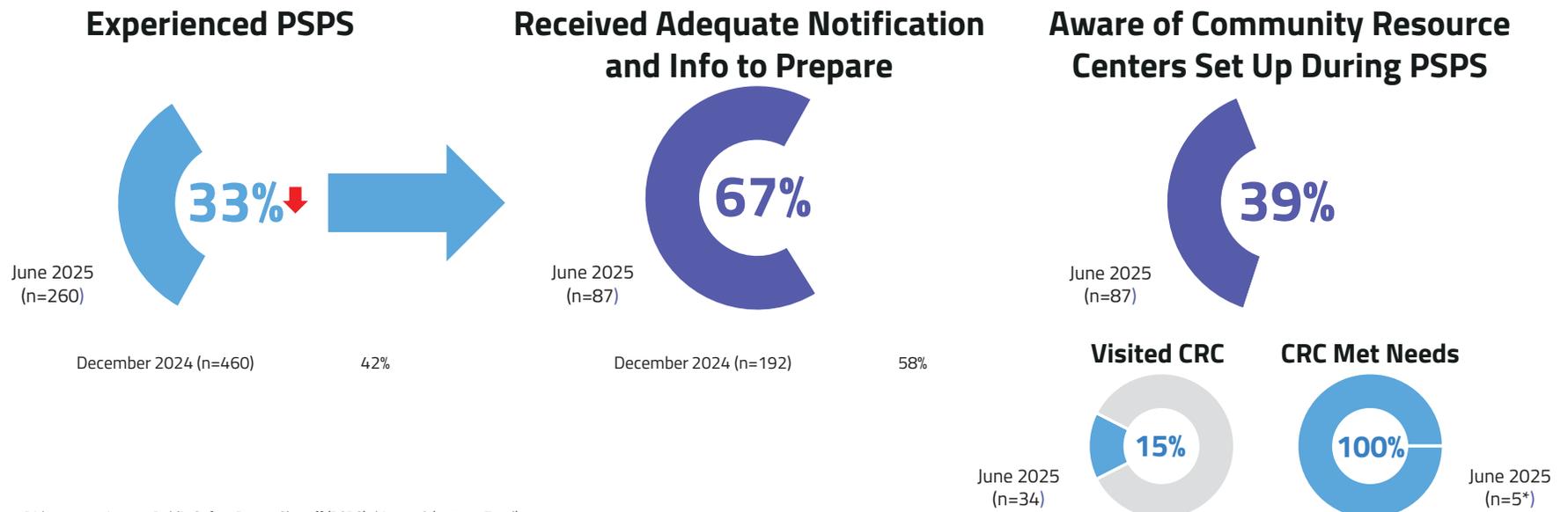


PSPS Experience



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)

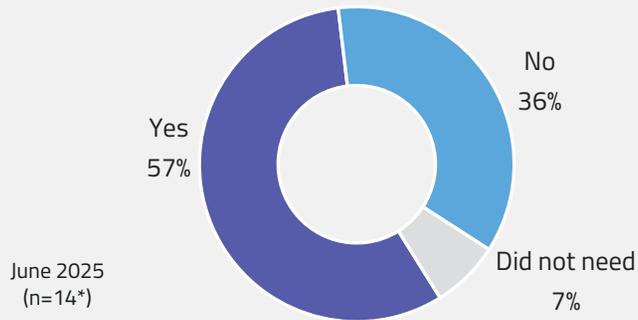
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave
 *Small sample size (n<30)



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)

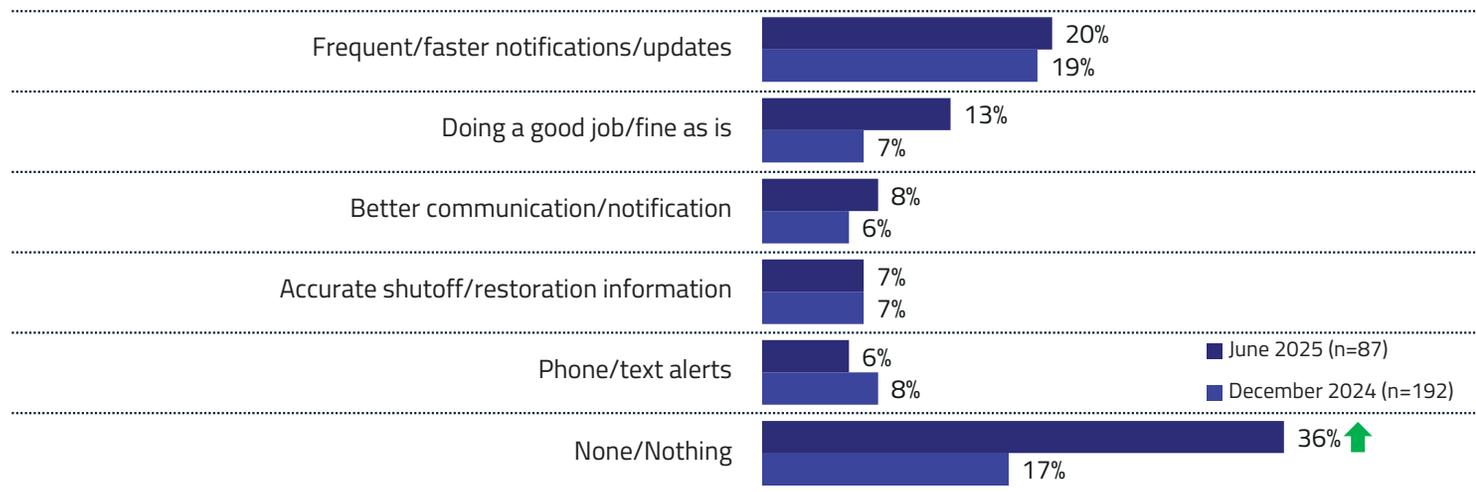
QA4 At what point during the outage did you engage the CBOs or resource networks? (n=1; Engaged with CBO)



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)

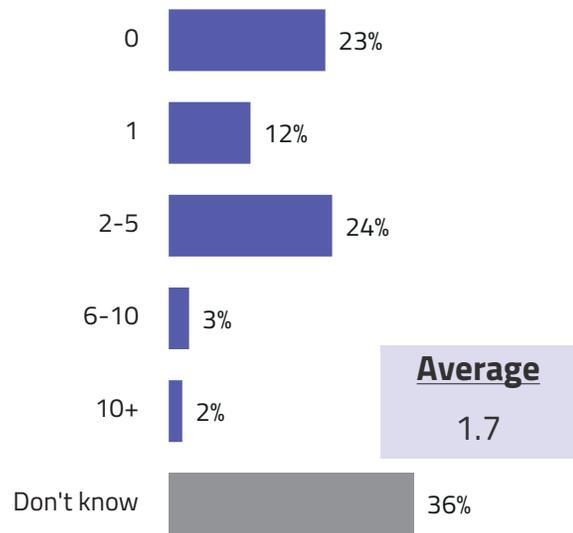
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



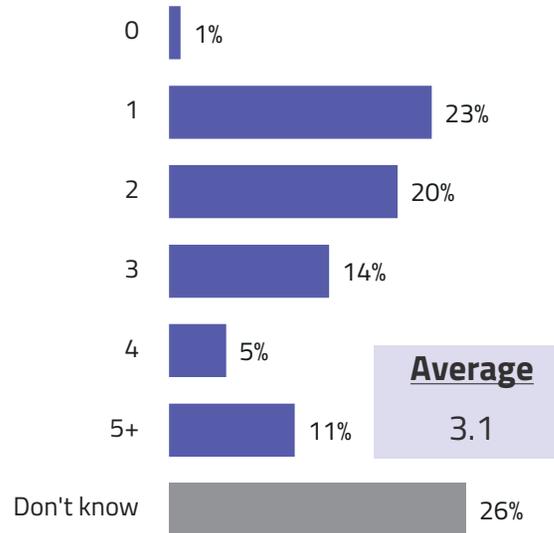
PSPS Notifications

- 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

PSPS Notifications Perception	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)

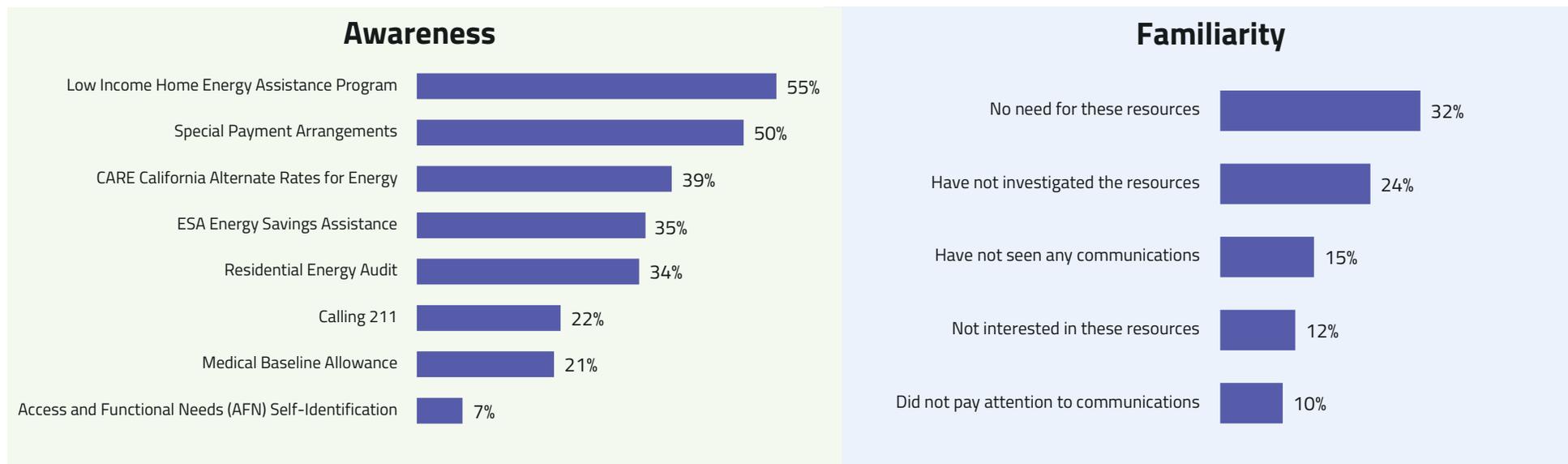


Arrows signify statistical difference at the 95% confidence level compared to the previous wave



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



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)

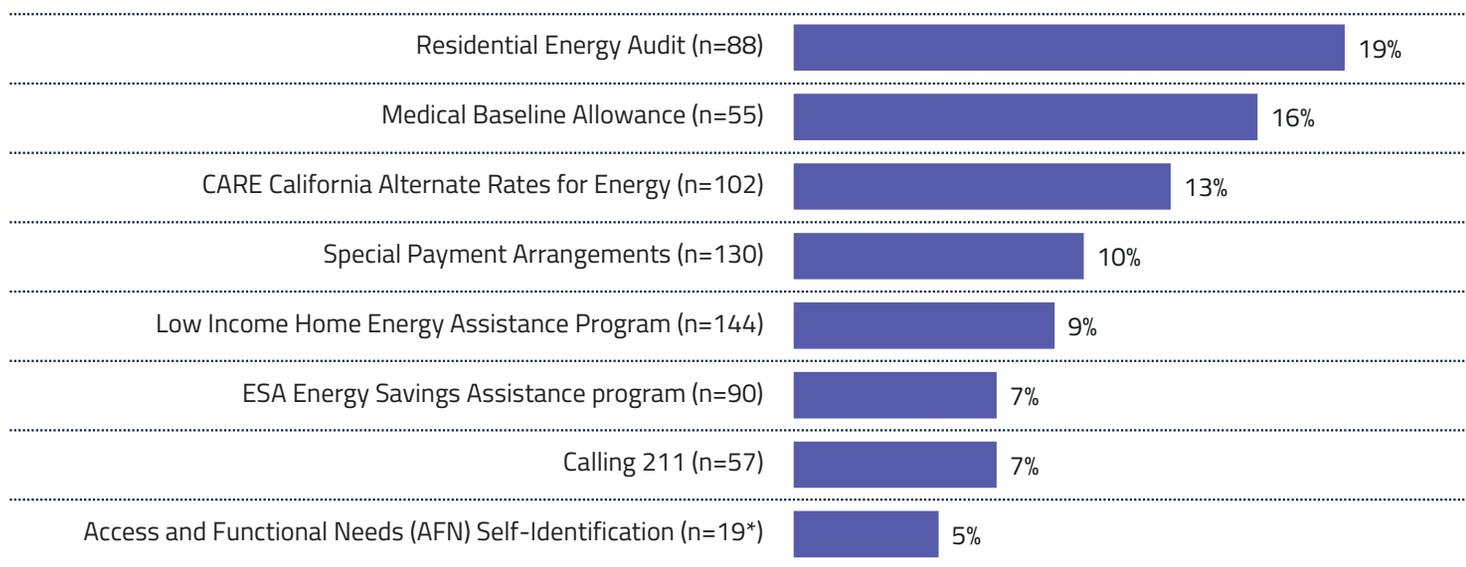


Resources Used

- 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)

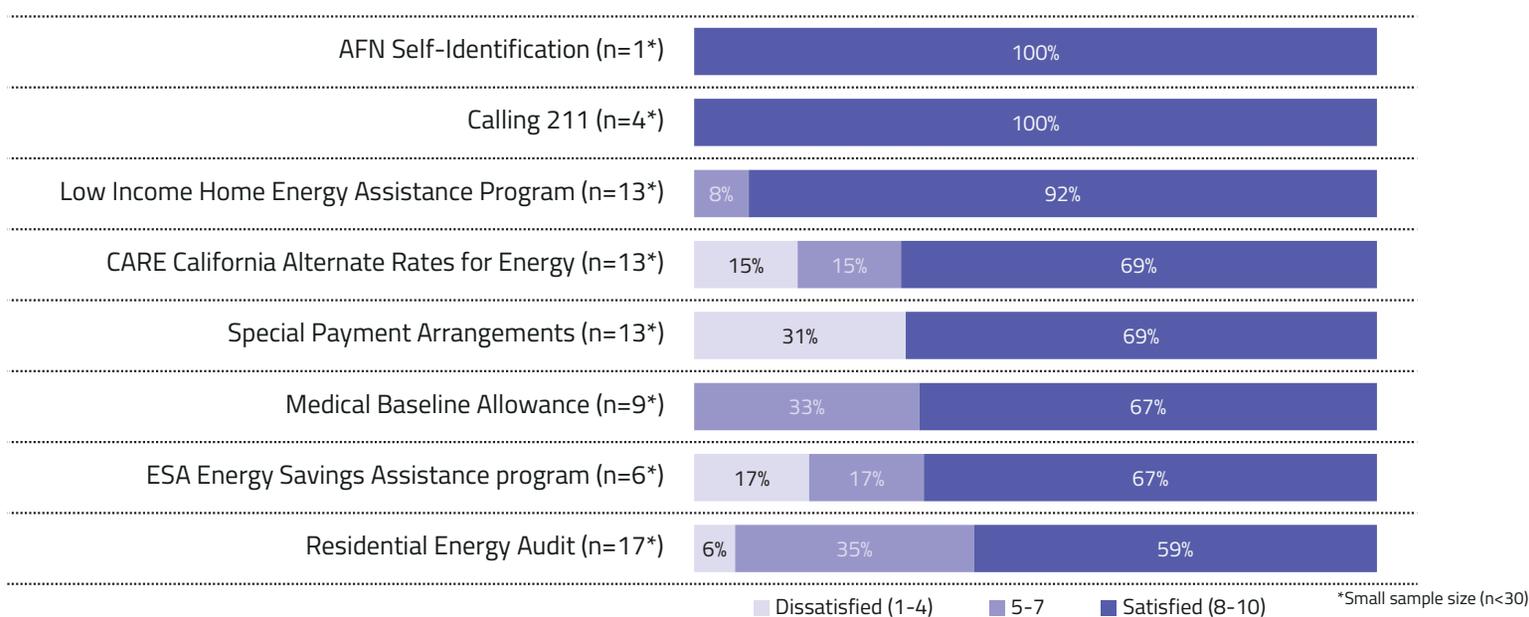
*Small sample size (n<30)



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



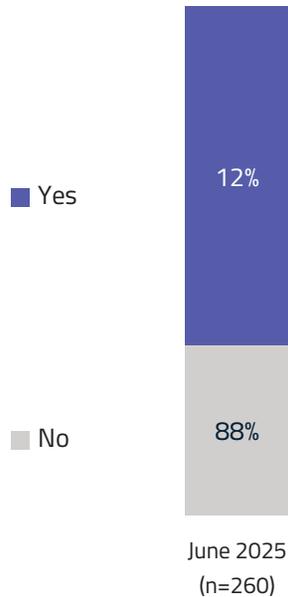
A10 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the resources you've used in the past?



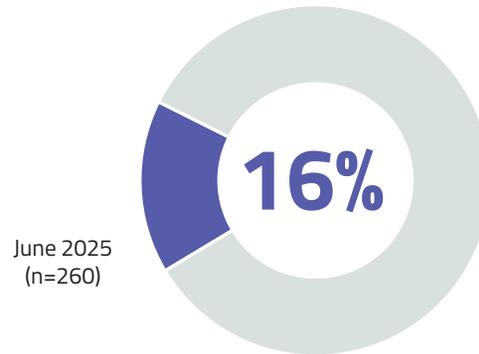
Self-Identified AFN Status

- 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

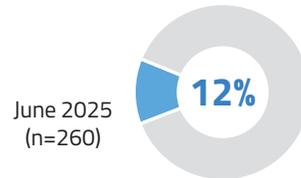
Households With Increased Risk of Harm to Health, Safety, and Independence During Power Outage



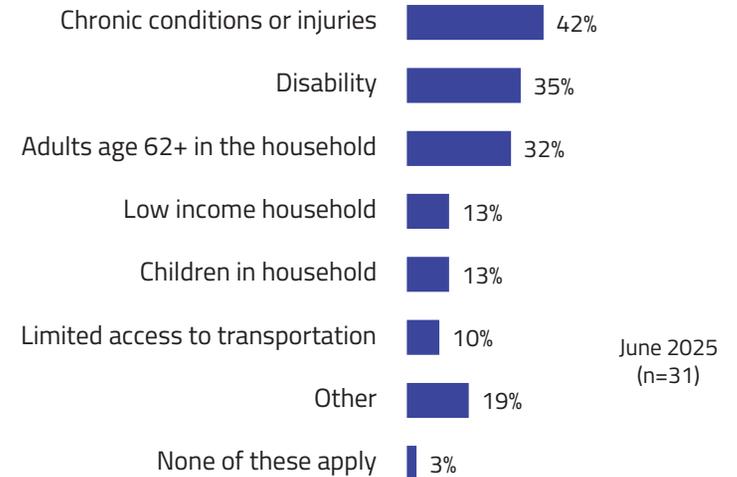
Access and Functional Needs



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)

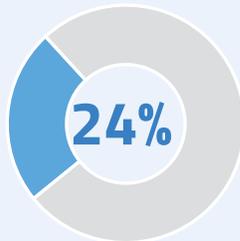
Q14. Does anyone in your home or business rely on electricity for medical needs/equipment? (n=260; Total)

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

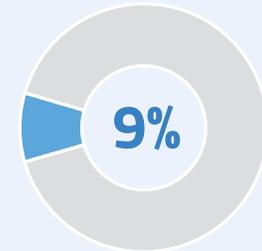
(among AFN/Critical customers)



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

	AFN Customer (n=42)	Non-AFN Customer (n=218)
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%	46%
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

	AFN Customer (n=42)	Non-AFN Customer (n=218)
Gender	Male – 45% Female – 48%	Male – 59% Female – 38%
Age	18-54 – 26% 55-64 – 12% 65+ – 52%	18-54 – 22% 55-64 – 28% 65+ – 44%
Median Income	\$63K	\$132K
Home Ownership	Own – 74% Rent – 17%	Own – 84% Rent – 10%
Reside in Liberty Service Territory	Year round – 69% 6 to 11 months – 10% Under 6 months – 21%	Year round – 53% 6 to 11 months – 11% Under 6 months – 36%
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



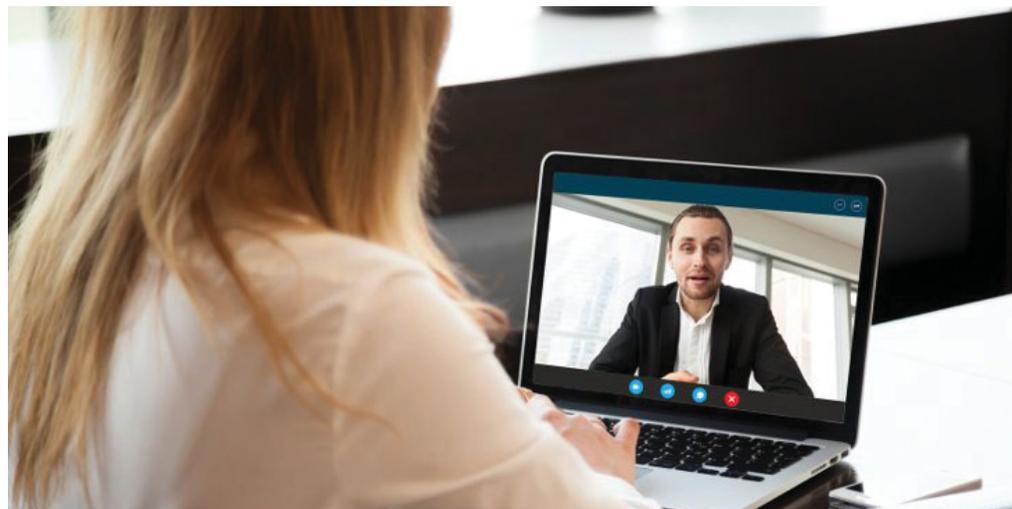
CBO Interviews



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

	Total (n=260)	Recallers (n=169)	Non-Recallers (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 2
Liberty Survey Results, November 2025



Wildfire Messaging Awareness

Prepared by

MDC Research

Jakob Lahmers - 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 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.

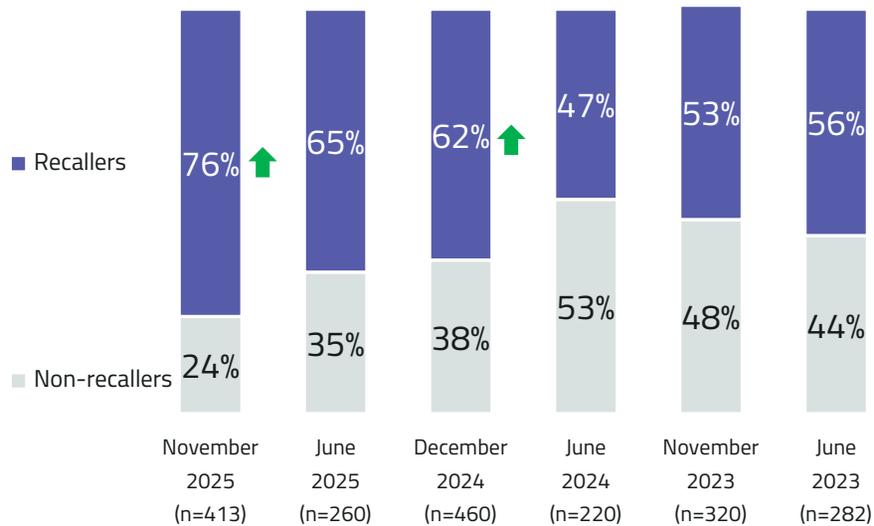
- In November 2025, information recall about wildfire preparedness from Liberty saw significant improvements across all evaluated messages when compared with June 2025 results. A similar pattern was observed between December 2024 and June 2024, hinting at the cyclical nature of messaging in addition 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% 65+ – 58%	18-54 – 28% 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%	26%

↑ ↓ 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

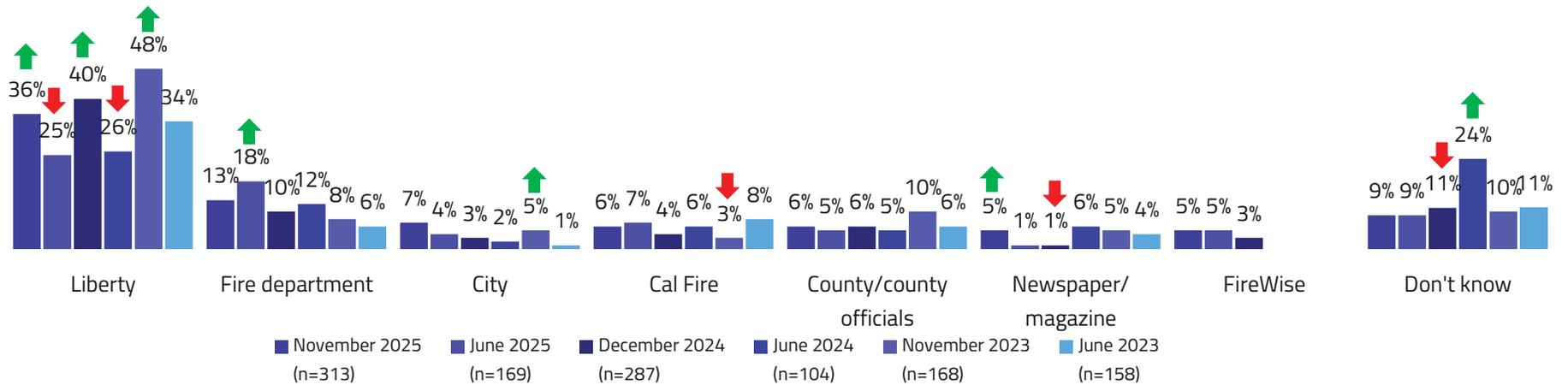
(among those aware of communications)



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

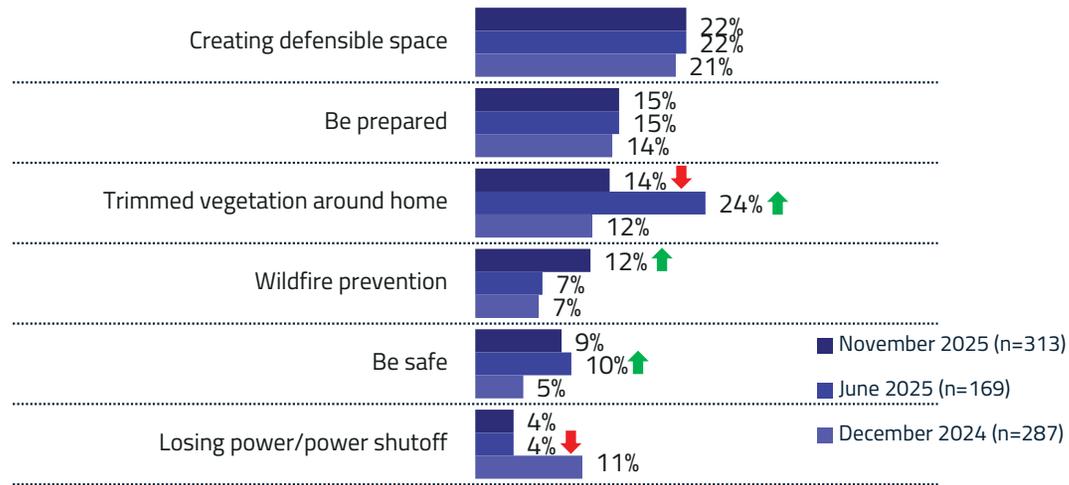


Unaided Message Recall

- 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%
Personal Preparedness	60% ↑	34% ↓	56%	43%	55%
Public Safety Power Shutoff	44% ↑	16% ↓	57% ↑	19% ↓	32%
Infrastructure Hardening	30% ↑	18%	27%	21%	18% ↑
Notifications & Updating Customer Information	30% ↑	7% ↓	28% ↑	10% ↓	23%
Liberty's Wildfire Mitigation Plan	29% ↑	9% ↓	28%	29%	38%
Local Emergency Services – Resources	26% ↑	17% ↓	26% ↑	13% ↓	26%
Local Emergency Services – Support Tools	22% ↑	8% ↓	19%	13%	20%
Medical Needs	21% ↑	8% ↓	20% ↑	12% ↓	22%
CPUC designation of high wildfire threat areas	20% ↑	8% ↓	17%	12%	20%
Enhanced Wildfire Safety Settings	19% ↑	5% ↓	18% ↑	10%	16%
Community Resource Centers available for info & support	16% ↑	8% ↓	18% ↑	8%	14%
Weather Stations	8% ↑	4%	7%	5%	7%

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

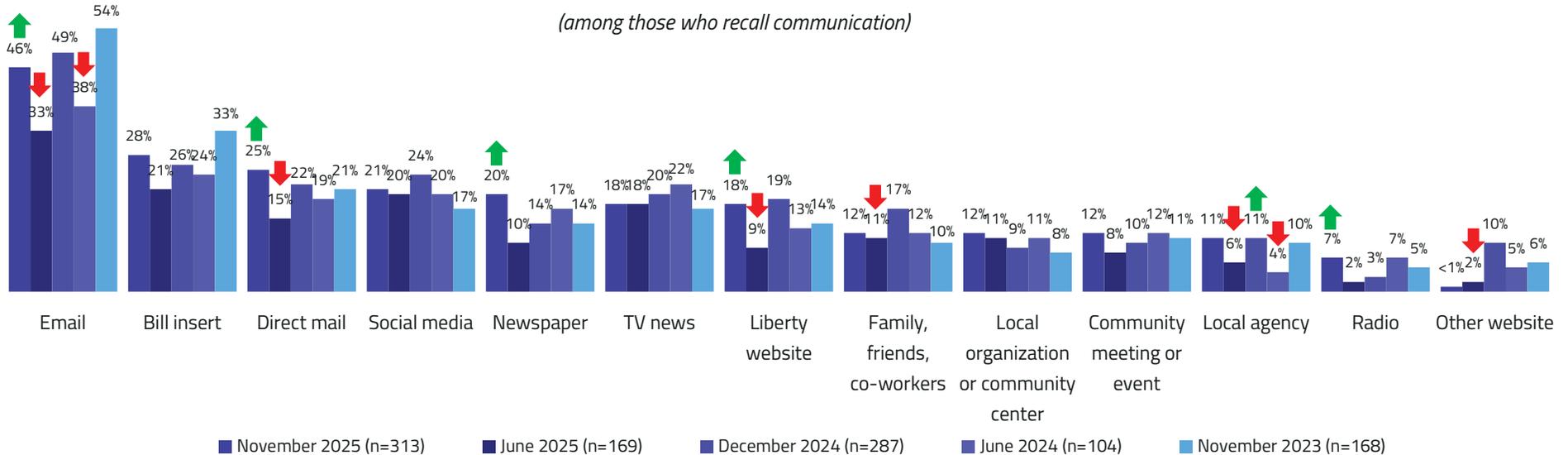


Information Channels for Wildfire Communications

- 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)

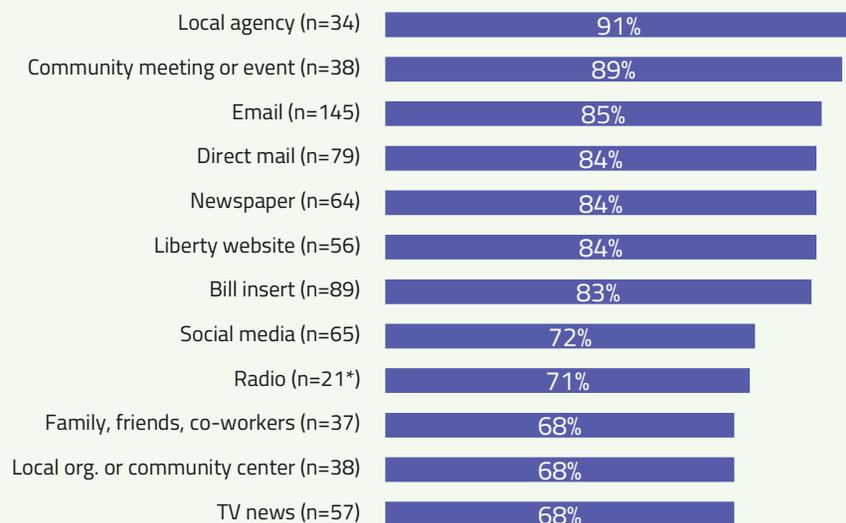
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



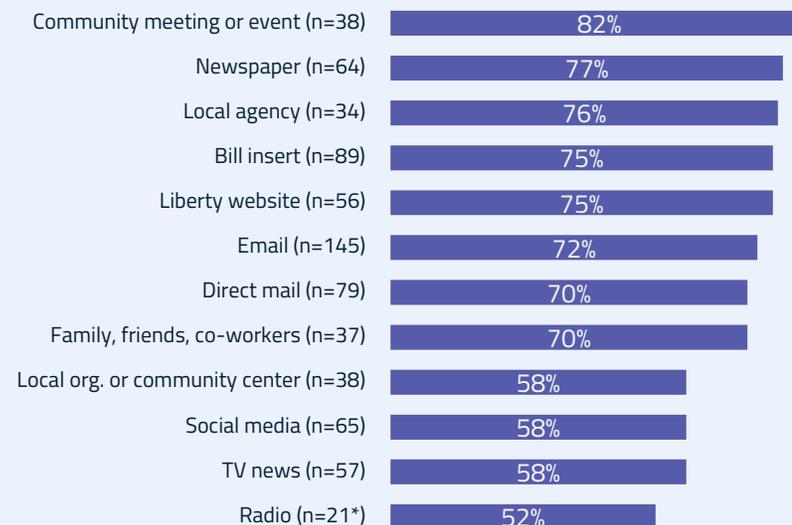
Information Usefulness and Clarity

- 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)

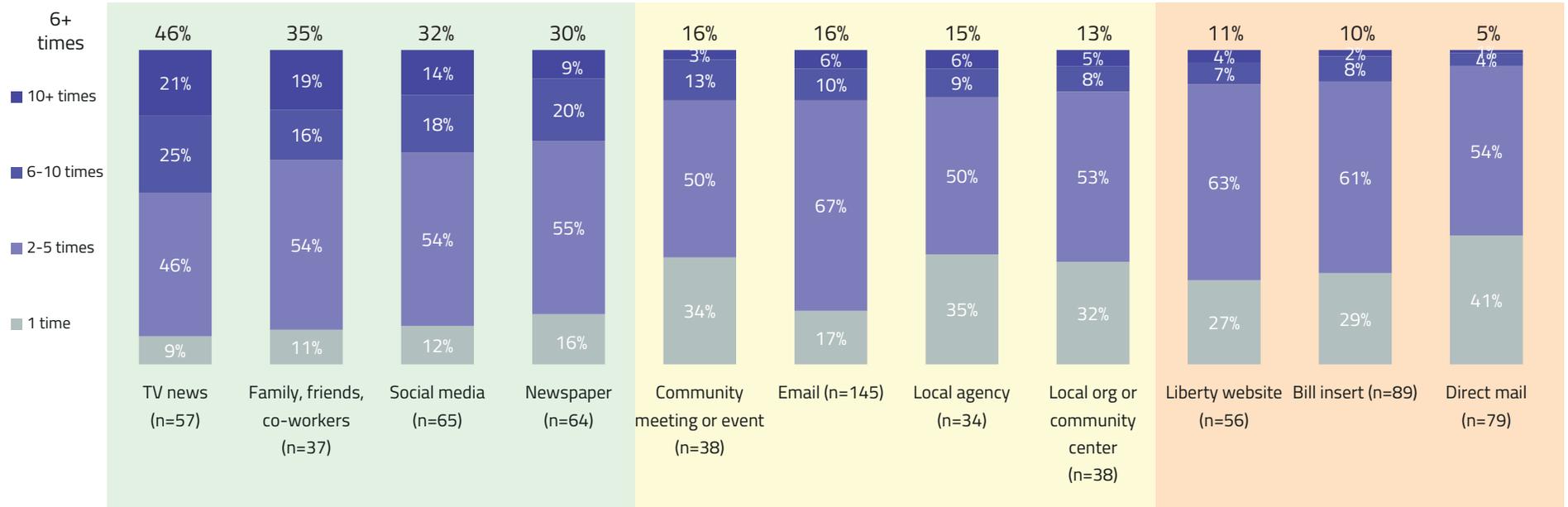
*Small sample size (n<30)



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



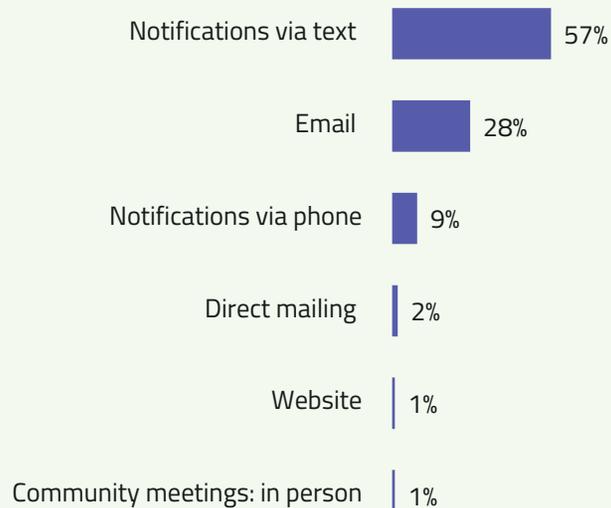
Q5A In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? (n=313; Aware of Communication)



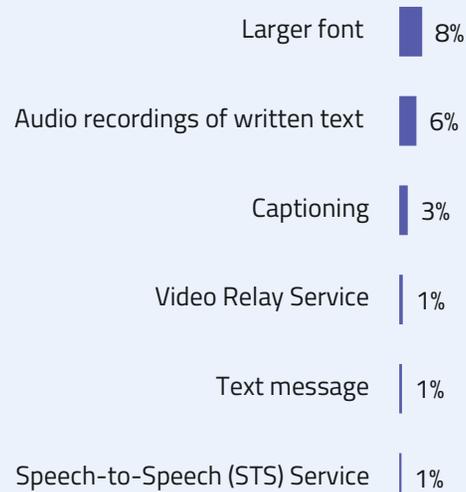
Effective and Helpful Communication

- 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)



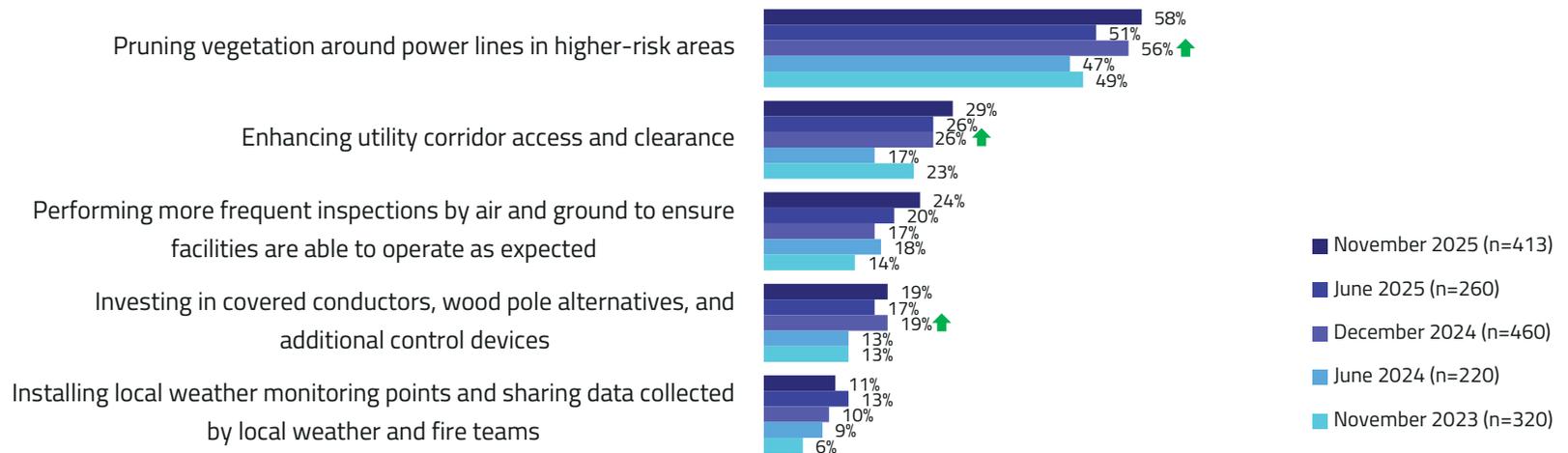
Wildfire Preparedness Actions Taken



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

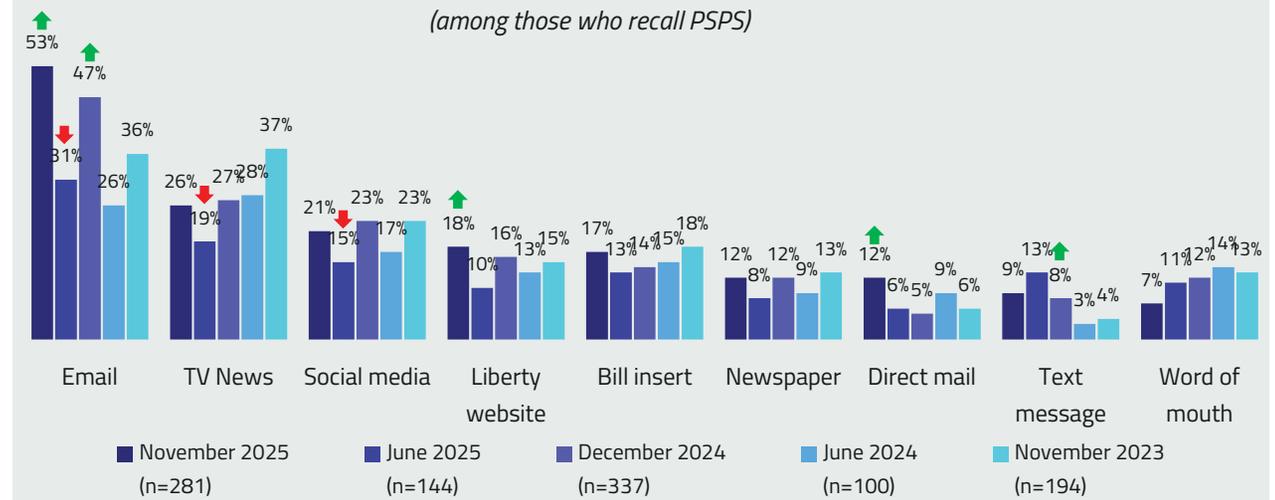
- Just over two thirds (68%) say they recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS,” up significantly from June 2025 (55%); **Recallers** remain significantly more likely than Non-Recallers to be aware of PSPS (75% vs 45%)
- Email is the leading source of PSPS communications (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)

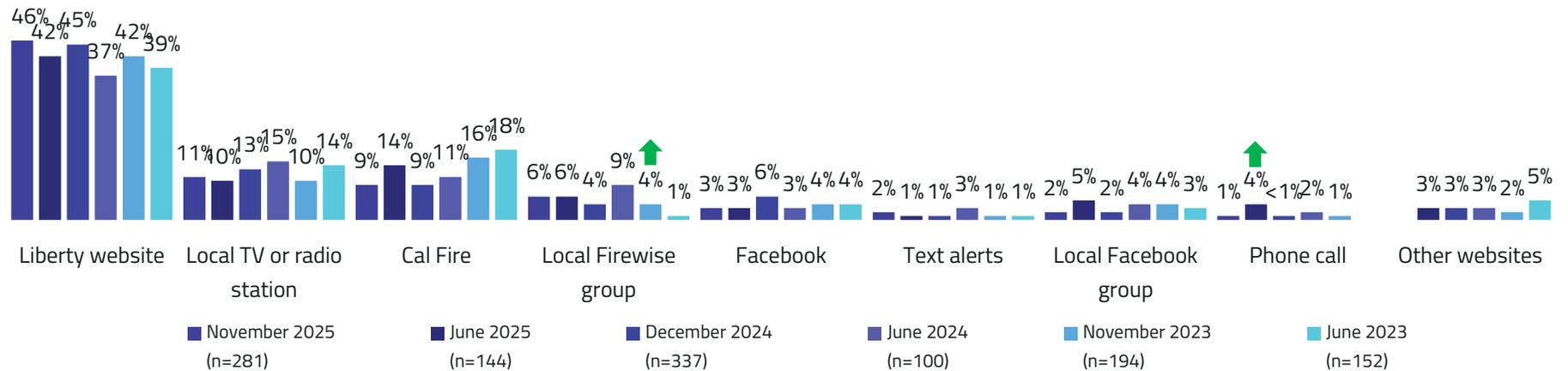
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



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)

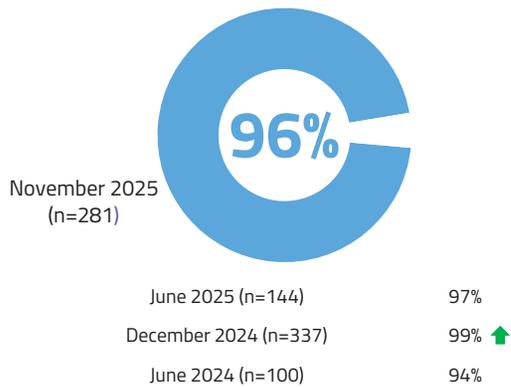
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



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



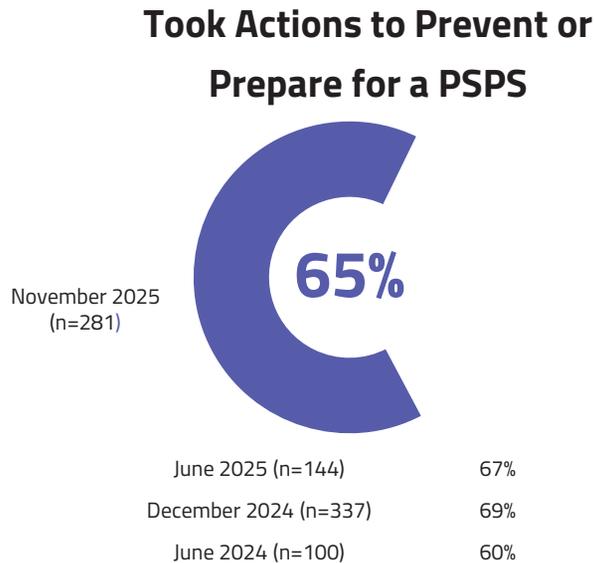
QP10A Are you aware that the utility could proactively shut off power to prevent the ignition of a catastrophic wildfire? (n=281; Recall PSPS)
 QP10B Are you aware that a proactive PSPS is a measure of last resort? (n=281; Recall PSPS)
 QP10C Are you aware that the likelihood of a PSPS is reduced when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



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)

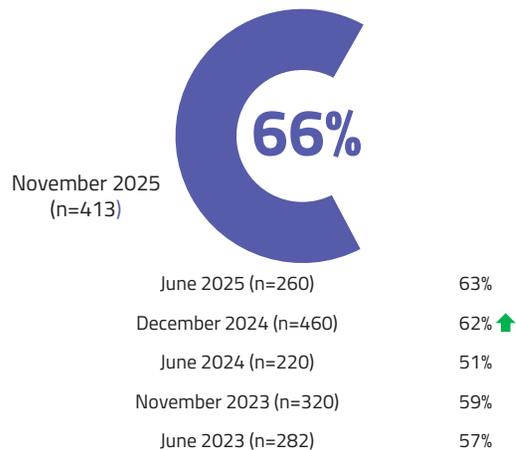
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



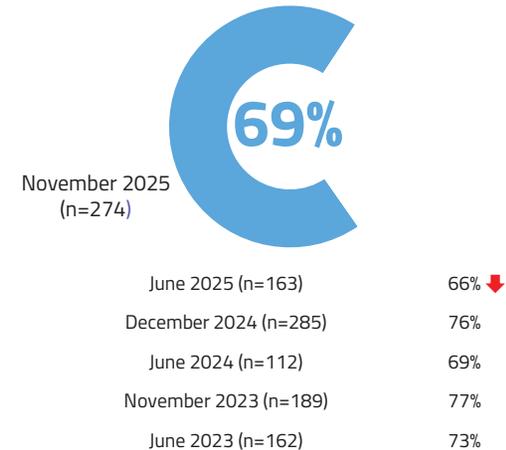
Contact Information for PSPS

- 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)

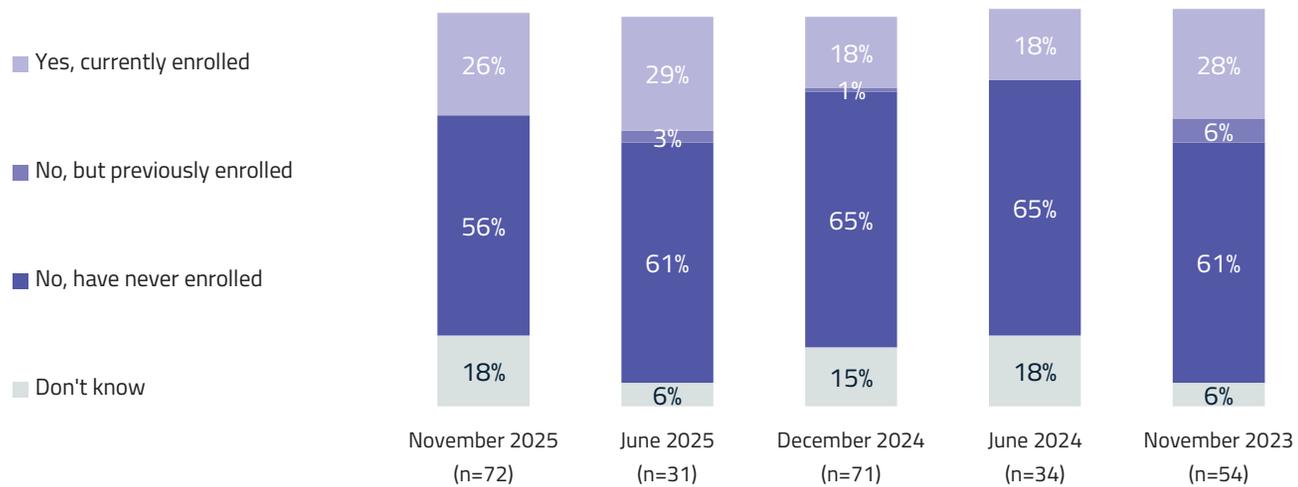
Q16B What is your preferred language to receive communications? (n=413; Total)



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

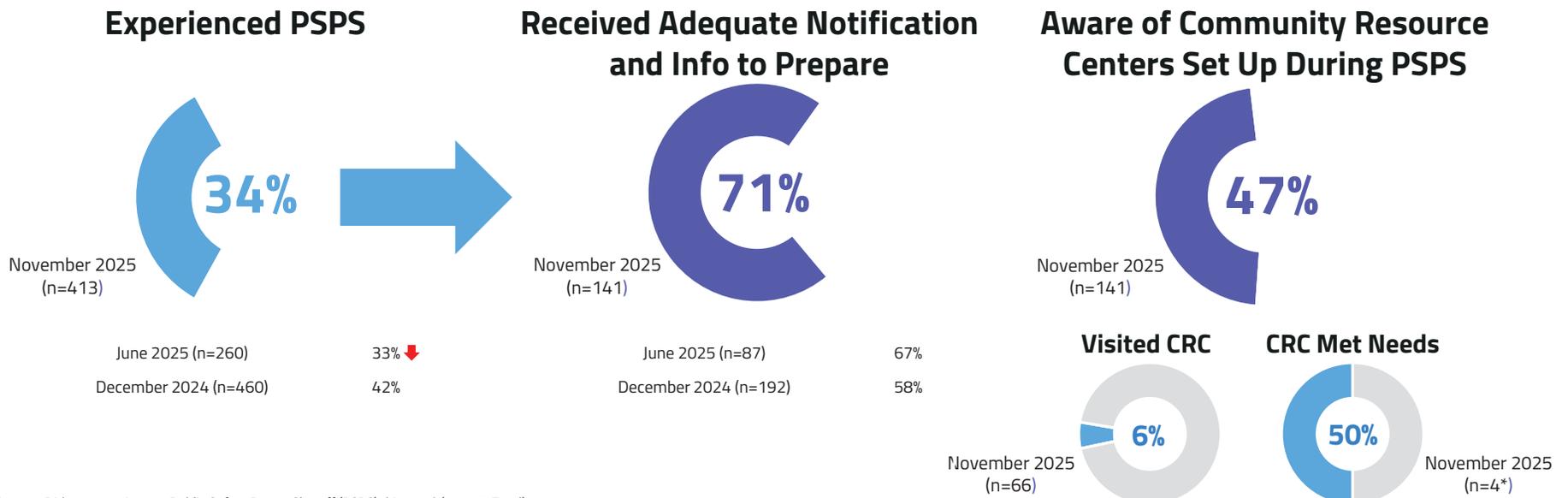


PSPS Experience



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



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)

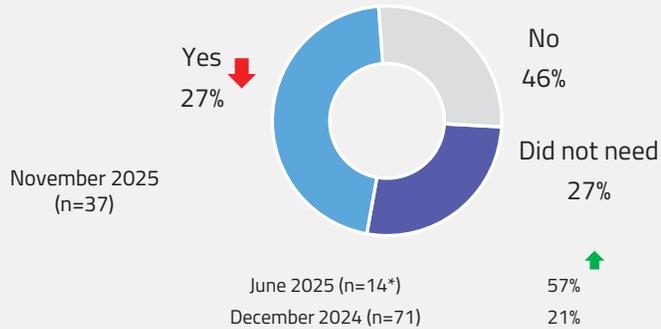
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave
 *Small sample size (n<30)



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= 14 1; 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)

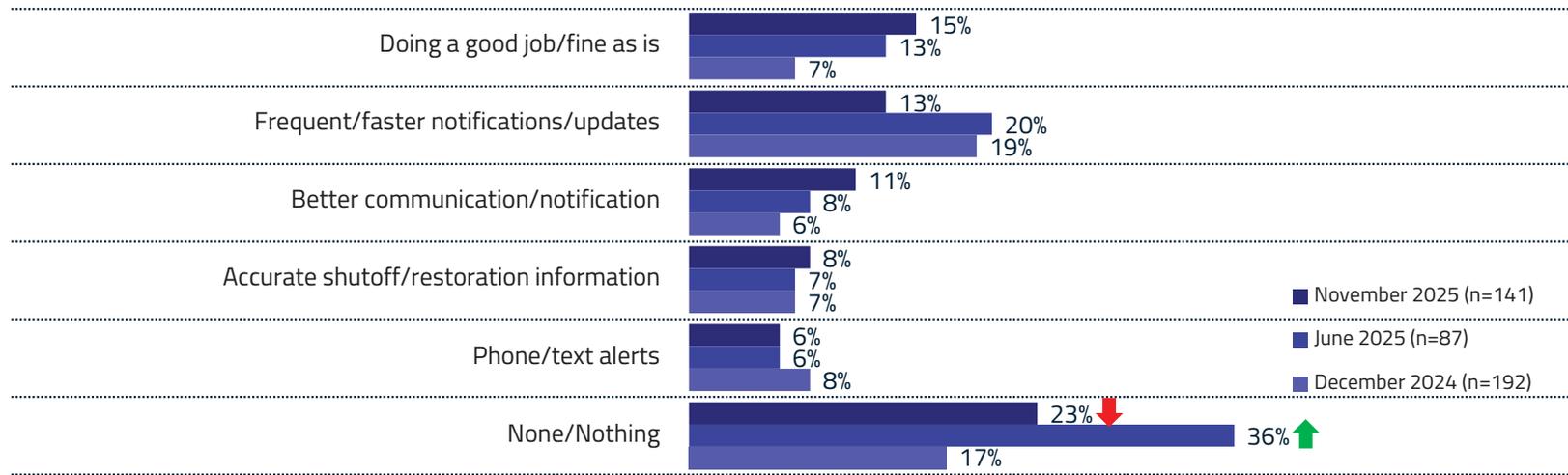
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave
*Small sample size (n<30)



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)

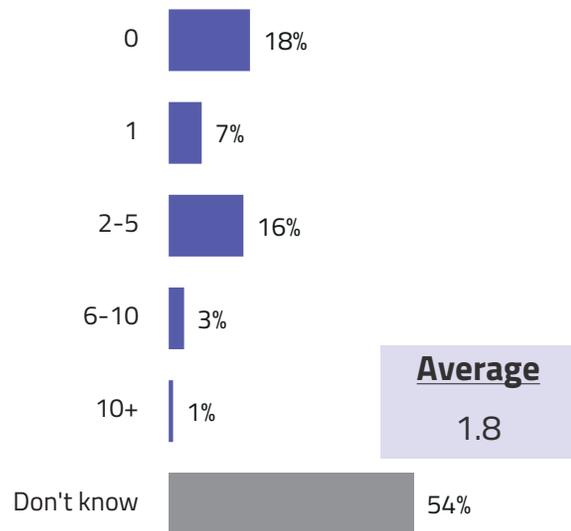
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



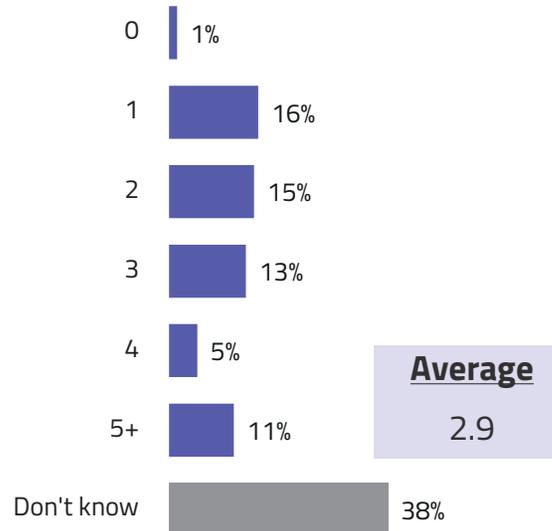
PSPS Notifications

- 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)

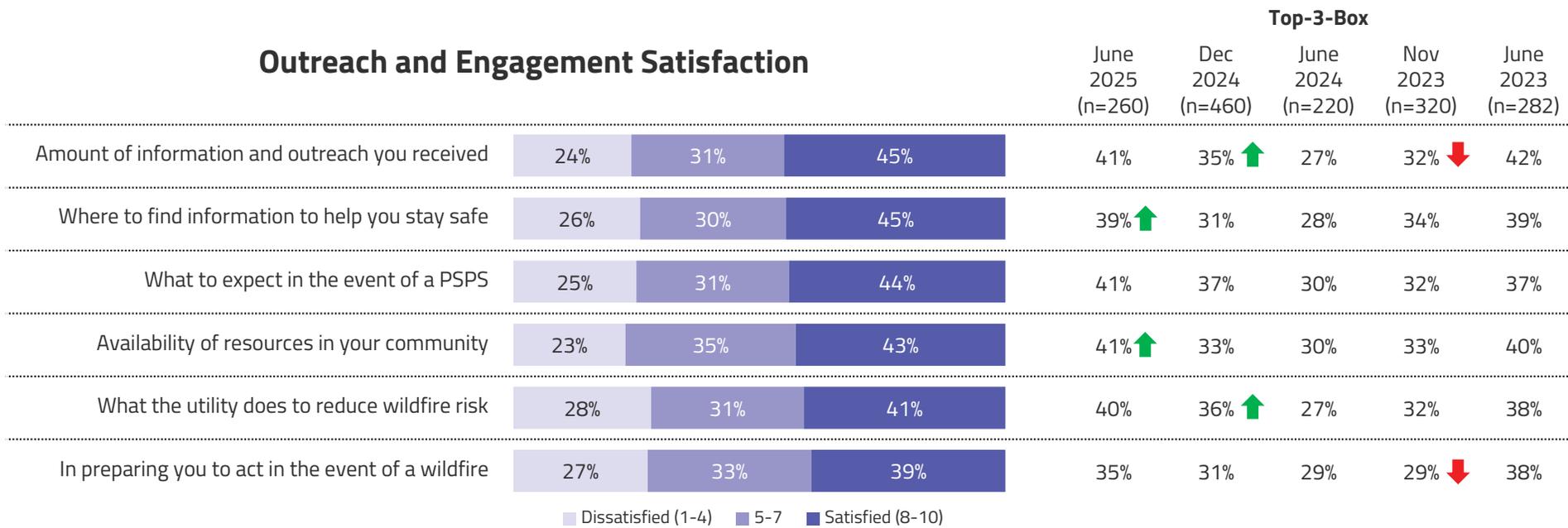


Post-PSPS



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

PSPS Notifications Perception	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)

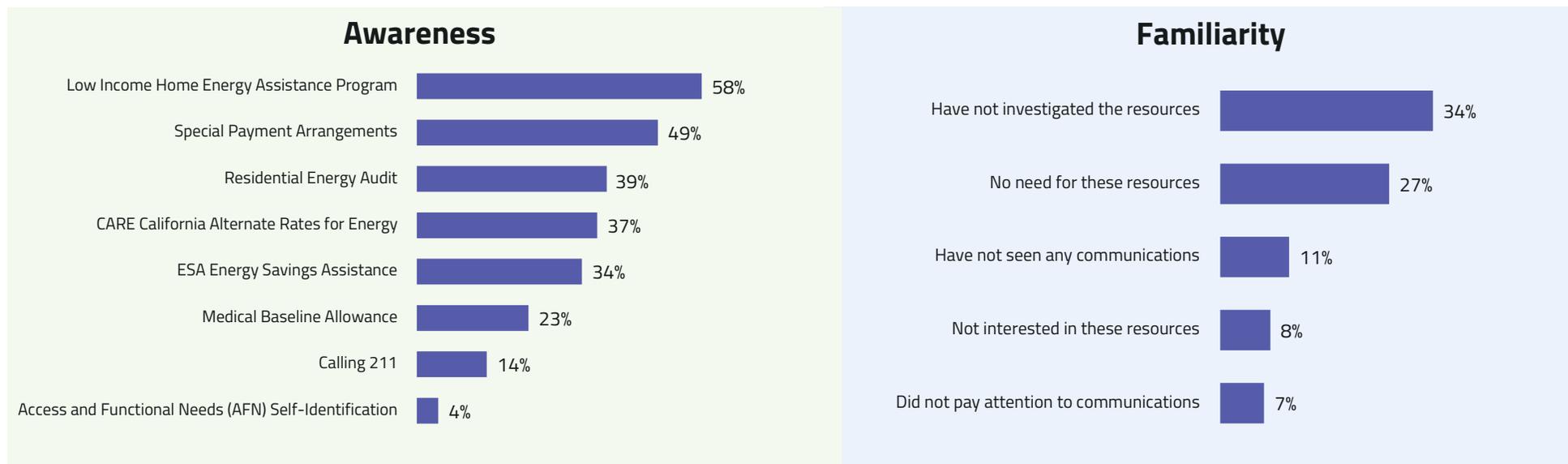


Arrows signify statistical difference at the 95% confidence level compared to the previous wave



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



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)

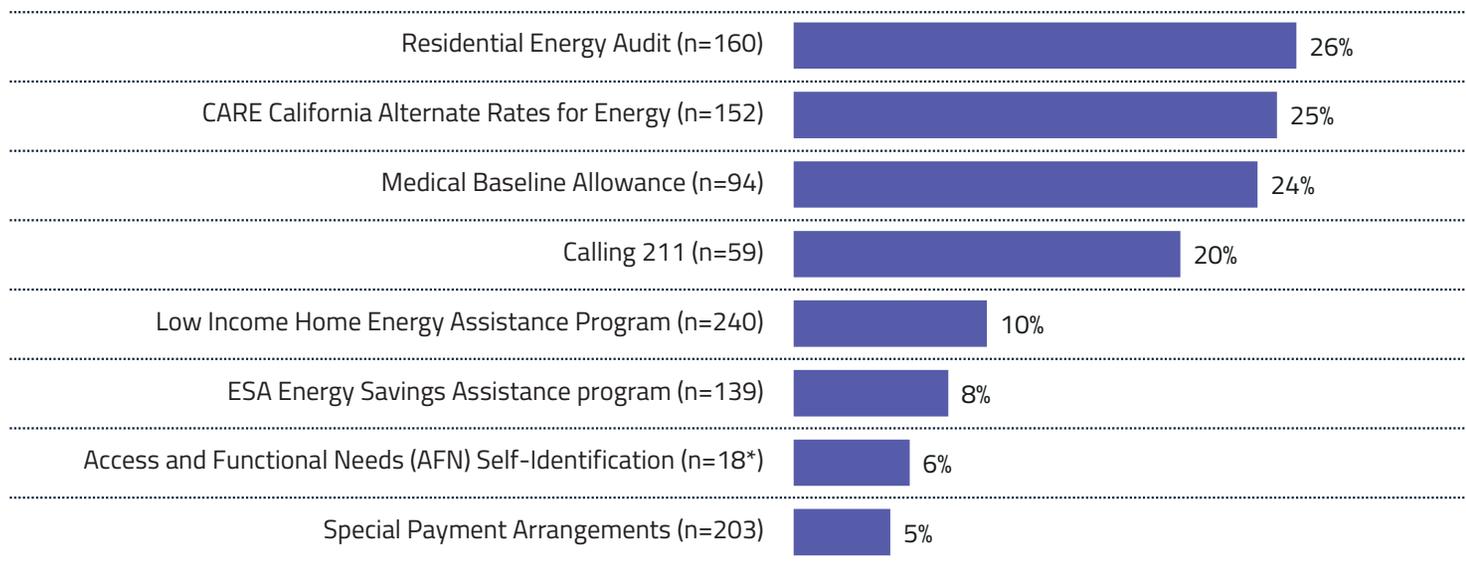


Resources Used

- 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)

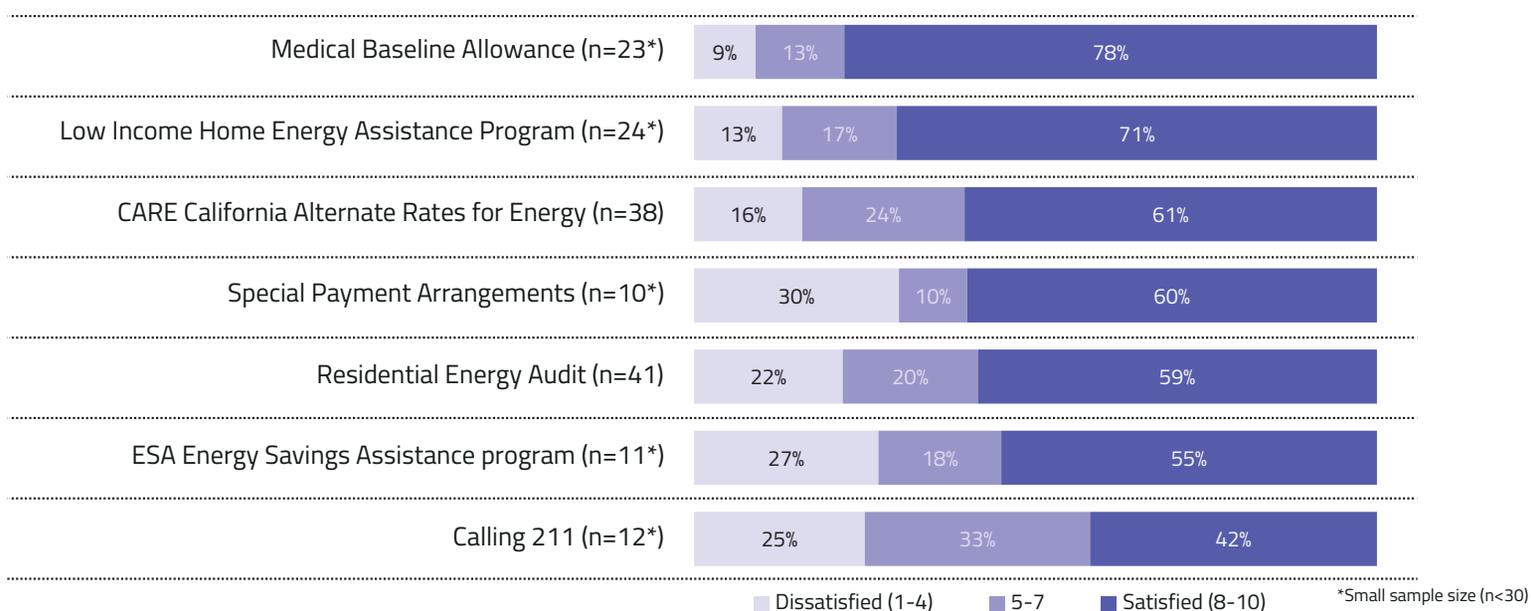
*Small sample size (n<30)



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



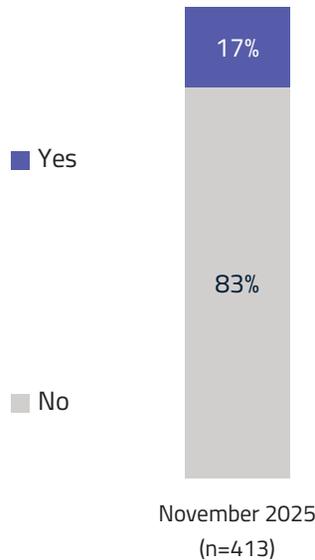
A10 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the resources you've used in the past?



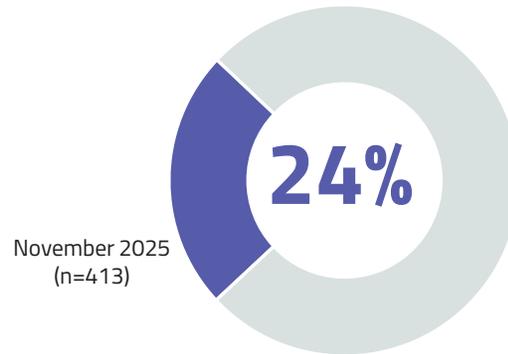
Self-Identified AFN Status

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

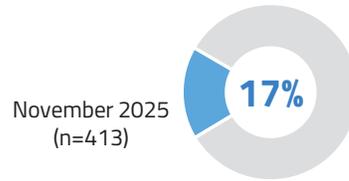
Households With Increased Risk of Harm to Health, Safety, and Independence During Power Outage



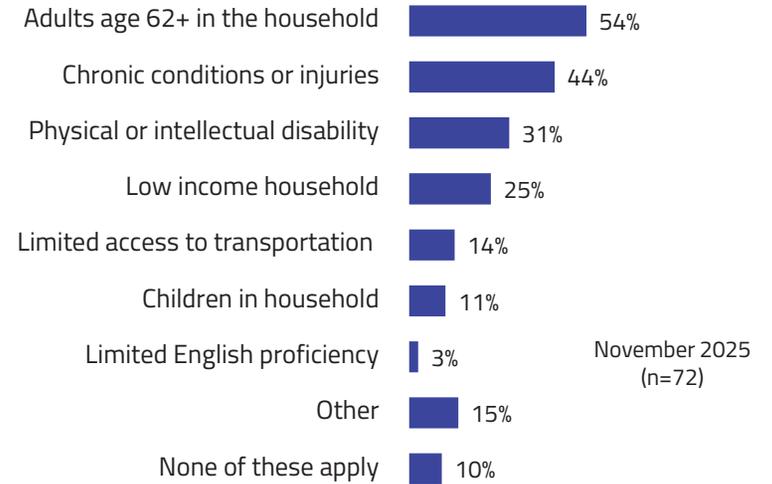
Access and Functional Needs



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)

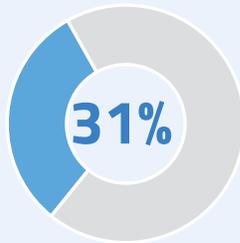


Access and Functional Needs Resources

- 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

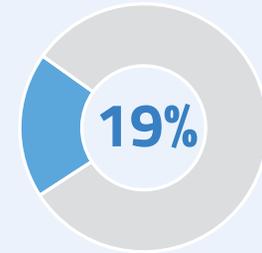
(among AFN/Critical customers)



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

	AFN Customer (n=98)	Non-AFN Customer (n=315)
Aware of Wildfire Safety Communications	66%	79%
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%	48%
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

	AFN Customer (n=98)	Non-AFN Customer (n=315)
Gender	Male – 40% Female – 48%	Male – 52% Female – 41%
Age	18-54 – 22% 55-64 – 10% 65+ – 55%	18-54 – 19% 55-64 – 21% 65+ – 55%
Median Income	\$50K	\$127K
Home Ownership	Own – 69% Rent – 17%	Own – 86% Rent – 10%
Reside in Liberty Service Territory	Year round – 72% 6 to 11 months – 14% Under 6 months – 13%	Year round – 50% 6 to 11 months – 12% Under 6 months – 37%
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%	58%	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%	66%
6 to 11 months	13%	13%	10%
Under 6 months	32%	34%	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%	12%	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%	33%
Age 65+	55%	58%	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%	26%

Bold denotes statistically significant difference between Recallers and Non-Recallers

Attachment 3
POSTR1 Section IV.5

Liberty Utilities De-Energization Improvement Items

Exercise Objective	Observation	Corrective Action
May 28, 2025 Tabletop Exercise Improvement Items		
Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.	It was noted that the PSPS Playbook lists responsibilities by the job titles of people holding Incident Command (IC) positions rather than by IC position titles. This can create confusion within the Incident Command structure.	Edit the Playbook to reflect Incident Command titles rather than the job titles.
Objective 4: Simulate activation of CRCs in the operational area.	This scenario required that a CRC be set up in South Lake Tahoe. The South Lake Tahoe CRC site (SLT Middle School) does not have backup power.	Add a CRC site in SLT with backup power. The new SLT Rec Center coming online in 2026 will have backup power. Write an MOU for use of the new Rec Center as a CRC.
Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.	Field Services and Vegetation Management fall under Ops in the Incident Command structure but were not included in “report outs”. They have vital roles in real world scenarios.	Include Field Services and Vegetation Management in the Incident Command report out agenda.
Objective 1:	The water public utilities participating in the exercise reminded everyone that in a PSPS	

Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.	water will be in short supply if the power is curtailed. Due to the water utilities heavy reliance on electric power.	Update the PSPS messaging to include reminding customers to conserve water.
Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.	It was determined that customers could use some “just in time” basic information on what is a PSPS, what to do before a PSPS, during a PSPS, and after a PSPS.	During PSPS events post on social media the following Liberty videos on social media: what is a PSPS, what to do before a PSPS, during a PSPS and after a PSPS.
June 26, 2025 Functional Exercise Improvement Items		
Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.	More staff could use additional ICS training prior to the exercise. Also, the TTX was well attended by Public Safety Partners (PSPs), but fewer attended the Functional Exercise.	Check with the CPUC to see if we can conduct the PSPS TTX as internal training and invite PSPs to the Functional Exercise.
Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.	More Public Safety Partner play in the exercise was needed for their perspectives. Although they were invited, we did not have the Fire Dept and Sheriff Dept present.	Follow up with the Fire Department and Sheriff/CHP to get a commitment from them to attend.
Objective 7: Test operational response time.	The ability to back up the Stateline and Meyers substations with generators could impact response times in the event of a PSPS.	Check with NV Energy to see if they can offer generator support in the event of a PSOM that impacts one of the Liberty Substations.

<p>Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.</p>	<p>The Operations Playbook is not up to date with the revised PSPS Playbook.</p>	<p>Update the Operations PSPS Playbook to reflect changes in the PSPS Playbook</p>
<p>Objective 1: Test Liberty Utilities revised PSPS Playbook in executing the 5 stages of a PSPS.</p>	<p>Business Continuity Plans would play a role in a PSPS and the PSPS exercise would provide a good opportunity to test them.</p>	<p>Include items in future PSPS exercises to test Liberty Business Continuity Plans.</p>