



## Improved Outage Notification

**You sure told us...and we listened!**  
**Customers tell us that they want timely, detailed information about planned and unplanned outages so we've created some tools you can use to get this information.**



✓ **Real time, online outage map.** In the near future, the online Outage Map will show more details so you can determine if the outage affects your home or business which is especially helpful if you aren't there. For widespread outages (*affecting 200 or more customers*) we'll provide updates as information comes in from crews making repairs. Access this webpage by going to [www.libertyutilities.com](http://www.libertyutilities.com) and click on the **Emergencies & Outages** link at the top (*also accessible via portable devices*). Check out the **Planned Outages** webpage to prepare for any scheduled outage that may affect your neighborhood; we also notify individual customers by door hangers and neighborhood signage for these types of outages.

✓ **Updated Phone Message.** We always appreciate customers letting us know if they are experiencing an outage — it helps us pinpoint the problem area quicker. When we have enough information to dispatch a crew, we update our emergency number (**1-844-245-6868**) message so you know we're on it!

✓ **Twitter Updates.** Did you know you don't need to have a Twitter account to access our tweets? Just go to our website's homepage and click on the Twitter symbol at the bottom of the screen (*portable device accessible*). Or, follow us on **Twitter@LibertyUtil\_CA** — we often post photos there sent in by crews responding to the outage.

We appreciate our customers' patience during outages as we locate the problem and work to make repairs. We also appreciate your understanding that it may take a while to locate the problem, especially in remote areas where our crew may have to patrol the line or are restricted by closed roads in their attempt to make repairs. Whatever the cause of an outage, you have our commitment to keep you informed and to make repairs as quickly and safely as possible.

### Reliability Reporting Public Meeting

As required by the California Public Utilities Commission, Liberty Utilities will be holding public meetings to inform and answer questions from customers about our service reliability.

**Tuesday, October 3rd: 10 to 11 a.m.**

**North Tahoe Events Center  
8318 North Lake Blvd., Kings Beach, CA**

**Friday, October 6th: 1:30 to 2:30 p.m.**

**Walker Community Center  
442 Mule Deer Road, Coleville, CA**

If you would like to participate in the meeting via WebEx, please contact [Kathy.carter2@libertyutilities.com](mailto:Kathy.carter2@libertyutilities.com) for instructions on how to connect. You can view Liberty's annual Reliability Report by visiting our website and clicking on the **Emergencies & Outages** link at the top; the Reliability Report is located near the bottom on the Outage Map webpage.

RESPONSIVE



**Liberty  
Utilities**<sup>®</sup>

[www.libertyutilities.com](http://www.libertyutilities.com)

[Twitter@LibertyUtil\\_CA](https://twitter.com/LibertyUtil_CA)

## Where Does The Power Come From?



<b>Renewables*:</b>	<b>36%</b>
<b>Large Hydro:</b>	<b>8%</b>
<b>Natural Gas:</b>	<b>53%</b>
<b>Nuclear:</b>	<b>3%</b>

\*Geothermal, Solar, Wind, Biofuel and/or Biomass.

Source: Liberty Utilities' and NV Energy's Annual Power Source Disclosures, year ended December 31, 2016.

Note: In 2016, the State of California's Renewable Portfolio Standard was 25%. Liberty Utilities purchased all of its power from other sources in 2016, including 25% from geothermal resources which included renewable energy credits (RECs) needed to comply with CA's standard. However, Liberty Utilities estimates its total renewable power mix was 36% since the power it purchased from NV Energy also had a renewable component.

### New Solar Incentive Program (SIP) Now Available

As part of our commitment to renewable energy, Liberty Utilities' SIP supports the development of solar distributed generation systems for residential, small business and schools customers within our service territory.

SIP provides a one-time payment to help offset installation costs, and is available on a first-come, first-serve basis.

SIP participants must have their application accepted and approved by Liberty Utilities BEFORE they install their system in order to be eligible for the incentive.

Visit [www.libertyutilities.com](http://www.libertyutilities.com) and click on the **Smart Energy Use** link at the top for more information about this exciting program, including frequently asked questions, the SIP Handbook and access to an online application. Or, call our program coordinator at **530-536-0543** or email [CASolar@libertyutilities.com](mailto:CASolar@libertyutilities.com)



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