

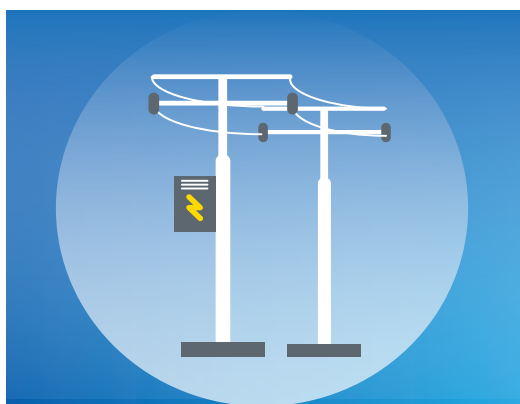


Community Wildfire Safety


Public Safety Power Shutoff (PSPS)


How Liberty Utilities Decides When a PSPS is Required


Liberty Utilities utilizes weather stations throughout the local service area and collaborates with the National Weather Service in Reno, Nevada, and local fire officials to monitor the local weather conditions and evaluate when a PSPS is required to limit wildfire risk.





Contributing Factors

 **Red Flag Warnings.** Issued by the National Weather Service to alert of the onset, or possible onset, of critical weather or dry conditions that would lead to swift increases in wildfire activity.

 **Forecast Sustained Winds and Gusts.** High winds can result in several factors that may result cause a fire to ignite. Sustained winds can also cause the fire to spread and even throw embers into the air and create additional fires.

 **Low Humidity Levels.** Potential fuels are more likely to ignite when there is a lower amount of water vapor in the air.






 **Dry Fuel Conditions.** Trees and other vegetation act as fuel for wildfires. Fuels with low moisture levels ignite easily and spread rapidly as no heat energy is wasted trying to drive water out of the fuel.

 **24/7/365 Monitoring.** Liberty Utilities installed ten weather stations throughout our service area to monitor potential wildfire risk factors. Additionally, we are supported by around-the-clock monitoring service Reax Engineering and the National Weather Service.

PSPS Notification Process

In the event that a PSPS is a possibility, Liberty Utilities will alert customers, local government and safety agencies of the potential need to shut off power and will keep the community apprised as weather conditions evolve.





Timing of Notifications (when possible)

-  Approximately 48 hours before power is shut off.
-  Approximately 24 hours before power is shut off.
-  Just before power is shut off.
-  During the PSPS.
-  Once power has safely been restored.

The multiple factors Liberty Utilities assesses before deciding to shut off power are unpredictable. Therefore, customers should prepare for a scenario where a PSPS might need to be instituted without 48 hours' notice.

How Customers Can Prepare

Liberty Utilities is working tirelessly to educate and prepare our customers and communities from the risk of wildfires and potential implementation of a PSPS, but we can't do it alone. Customers should consider the following to ensure their homes, businesses and families are prepared:

-  Call **1-800-782-2506** to confirm your contact information is up-to-date and ensure you receive future alerts.
-  Keep your important documents in a fireproof place and create password-protected digital copies to ensure they are not lost in a disaster.
-  Plan for medical needs that may be impacted by a power shutoff, including medications that need refrigeration or devices that require power. Be sure to register an energy-related medical needs at **1-800-375-7412**.
-  Create an emergency kit including, but not limited to, flashlights, first aid supplies and local maps. Consult **Ready.gov** for additional emergency kit necessities.



**Liberty
Utilities®**

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CA Proposition 65 Warning

Liberty Utilities uses natural gas and petroleum products, solvents and other chemicals in our operations. We also use wooden utility poles treated with wood preservatives. Petroleum products and their combustion by-products, wood preservatives and other chemicals used in our operations contain chemicals known to the State of California to cause cancer, birth defects or other reproductive harm. Please avoid contact with wooden utility poles.

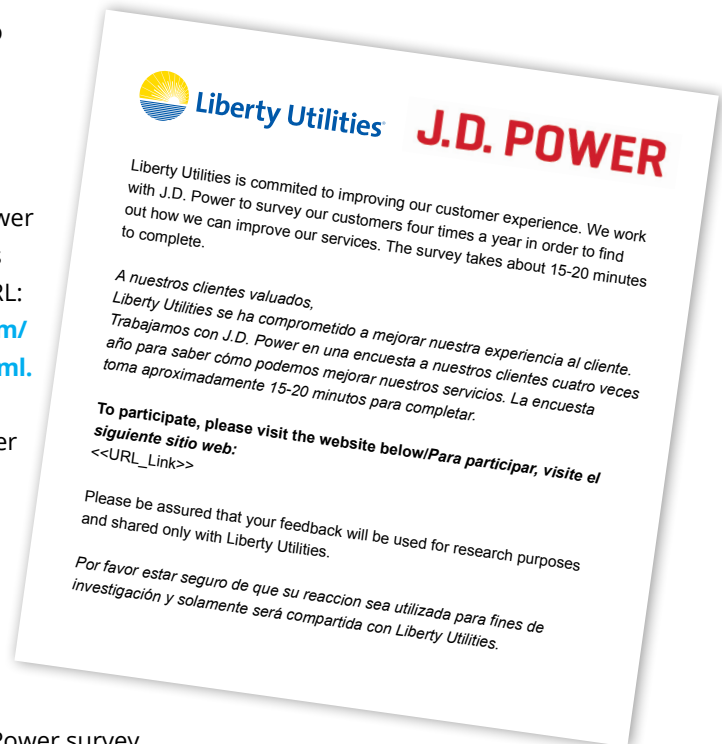
More safety information can be found at <http://oag.ca.gov/prop65/chemicals>

J.D. Power Customer Survey

Delivering exceptional customer satisfaction is something each and every member of the Liberty Utilities team makes their top priority. It is our mission to ensure we provide safe, reliable electric service and exceptional customer care.

We value your feedback and want to know how we're doing. During the months of July and August, you may be invited via email to participate in a Customer Satisfaction survey, administered by our partner J.D. Power and Associates. You may also access the survey directly by visiting this URL: <https://california.libertyutilities.com/north-lake-tahoe/electricsurvey.html>.

These surveys are an important tool that we use to measure our customer service experience. We encourage you to participate so we can ensure we are meeting or exceeding your expectations and if not, identify how we can improve. For your convenience (and to mitigate risk from scams), we've included an example of what the official J.D. Power survey invitation will look like at right. If you have any questions about the survey or your electric service, please don't hesitate to contact us directly at **1-800-782-2506**.



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