



PRESS RELEASE 045

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LIBERTY UTILITIES ASKS CUSTOMERS TO ONCE AGAIN PREPARE FOR LATEST STORMS

Lake Tahoe, CA January 20, 2017. Liberty Utilities wants to once again remind customers to be prepared for possible extended power outages due to incoming storms this weekend.

As of 10:30 am this morning, only five customers were without power due to the remoteness of their service. Since initial storms hit on January 3rd causing severe damage to the Liberty's infrastructure, crews worked round-the-clock restoring power to thousands of customers using additional contracted crews and helicopters to reach remote areas.

"We are so appreciative of our customers' understanding and patience as we addressed the worst damage sustained in years," states Paulette Sproul, Director for Care Operations in California. "While we hope not to experience that type of situation again, we ask customers to plan for possible extended outages, especially if they live in remote areas."

Liberty Utilities offers the following advice if your power goes out:

- Report outages and monitor outage information by going to our website, www.libertyutilities.com and click on the Emergencies & Outages link at the top. Outages may also be reported to Liberty Utilities at 1-844-245-6868.
- People should stay away or in their car if they encounter a downed power line.
- Do not approach any downed power lines even if you think they are dead; call 911 to report if they pose an immediate danger.
- If someone in your house is on life support, develop a backup plan.
- Review safety rules for portable generators if you own one.
- Learn how to override your electric garage door opener
- Keep refrigerators and freezers closed to reduce food spoilage.
- If unopened and full, food can last for two days.
- Create an emergency kit that includes a blanket, flashlight, batteries and first aid supplies. Store these items in a water-tight container.

In anticipation of possible damage to wires and power poles as trees and branches fall, Liberty has reached out to the municipalities in our service territory to coordinate road access and prioritize responses based on public safety concerns.

"We appreciate the partnership we had with the first responders and other groups responsible for recovery efforts in the communities we serve," states Jeff Matthews, Liberty's Manager of Engineering and Planning. "We'll continue to work with them on any recovery efforts this weekend."

Liberty asks that customers go to the website at www.libertyutilities.com to get the latest information available so phone lines can remain available for emergencies only. Customers should click on the Emergencies & Outages link at the top of the homepage, where they will be directed to an outage map as well as emergency messages that will be regularly updated. Liberty's website is accessible on mobile devices.

About Liberty Utilities

Liberty Utilities Co. owns and operates regulated water, wastewater, natural gas and electric transmission and distribution utilities in 13 states, delivering responsive and reliable essential services to approximately 800,000 customers across the United States. With a local approach to management, service and support, we deliver efficient, dependable services to meet the needs of our customers. Liberty Utilities provides a superior customer experience through walk-in customer centers, locally focused conservation and energy efficiency initiatives, and programs for businesses and residential customers. We measure our performance in terms of service reliability, an enjoyable customer experience, and an unwavering dedication to public and workplace safety. Liberty Utilities currently operates in Arizona, Arkansas, California, Georgia, Illinois, Iowa, Kansas, Massachusetts, Missouri, Montana, New Hampshire, Oklahoma and Texas. For more information, please visit www.LibertyUtilities.com.