# **Customer** Connection

Please visit us at www.sce.com

## **Public Safety Power Shutoffs**

- It is a tool of last resort to mitigate wildfire risk during dangerous fire weather conditions. We recognize these outages are difficult for our customers.
- We continue to reduce the size, frequency and duration of PSPS events.
- It will have to remain available as a tool to mitigate wildfire risk during severe weather and high fire potential index events.

We urge customers to update their contact information and sign up for PSPS alerts at: **sce.com/outage**. To learn more about Public Safety Power Shutoffs, visit: **sce.com/psps** 

## Scam Alert: Don't Get Caught Off Guard by Scammers

- Customers need to be aware of scams. If you suspect one, hang up and go to sce.com/scamalert.
- Do not share your SCE PIN code scammers can access your account information.
- We will never call and ask for financial information or demand payment.
- We do not request or accept prepaid cards (money-pack), cryptocurrency (Bitcoin) or payment apps (Cash-App, Zelle or Venmo).

To learn more go to sce.com/scamalert

## Be Prepared for Outage Emergencies

If your home or business is located in an area designated as a Tier 2 or Tier 3 high fire risk zone, you may want to consider adding a power station or a portable generator to your emergency preparedness plans. These devices may provide backup power for your personal electronics such as a cell phone, computer, or other important household appliances such as refrigerators, lighting, garage door opener and medical devices which helps you to be more prepared for an outage or other emergency. Rebates are available for the purchase of qualifying products.

Watch our backup power educational videos, learn more about available solutions and apply for rebates in the SCE Marketplace at **sce.com/rebates**.

To learn more about the process and method the California Public Utilities Commission used to determine High Fire Threat District maps, visit:

cpuc.ca.gov/industries-and-topics/wildfires/fire-threat-m aps-and-fire-safety-rulemaking

# Support for Customers Affected by a Major Disaster

If you or someone you know has been affected by Hurricane Hillary or any other disaster for which a state of emergency has been declared, please visit sce.com/disastersupport for information about consumer protections, programs and services SCE has available.

### **Get Help If You Use Medical Equipment**

If you or someone in your household requires the regular use of electrically powered medical equipment and devices, you may be eligible for our Medical Baseline Allowance Program (MBL).

The program provides an additional allotment of 16.5-kilowatt hours (kWh) of electricity per day on your monthly bill. MBL can help offset the cost of operating the medical equipment and prioritizes your household to get critical alerts and notifications if outages occur, including Public Safety Power Shutoffs.

To apply, you will need the signature of a medical professional.\* If you submit an online application, you can enter your medical professional's email address, and we will contact them for an electronic signature approval. Please notify your medical professional that they will receive an email communication from SCE.

To learn more about eligibility requirements or if you have questions about medical equipment or criteria, visit sce.com/mbl. MBL application forms are available upon request in various languages and alternative formats, such as large print and braille.

NOTE: We will evaluate the eligibility of the device on your application if it is not listed on **sce.com/mbl**. Medical devices used for therapy but not medically required for sustaining life do not qualify for this program.

\* Includes Medical Doctor (MD), Doctor of Osteopathy (DO), Physician Assistant (PA) or Nurse Practitioner (NP).

October 2023

### **Proposition 65 Warnings**

WARNING: The Safe Drinking Water and Toxic Enforcement Act of 1986, commonly referred to as Proposition 65, requires the governor to publish a list of chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. It also requires California businesses to warn the public of potential exposures to these chemicals that result from their operations.

Providing safe and reliable service to all of our customers is a top priority for Southern California Edison and we want you to be aware of these chemicals so that you can reduce exposure to chemicals associated with electricity generation and distribution. We handle all equipment and materials at our sites carefully for your good health as well as ours. However, if you are at or near our facilities and work sites, you can be exposed to the following chemicals on the state's Proposition 65 list. Reduce, limit, or avoid activities at and near the sources of exposure described below. For more information go to:

#### www.P65Warnings.ca.gov

- 1. <u>Diesel Generation</u>: Diesel Exhaust: SCE uses diesel-fueled emergency generators during emergencies and other times to help minimize the interruption of our customers' supply of electricity. The generators are used at some SCE facilities like substations and service centers, and at locations where repairs are made to the electrical system. SCE also uses diesel as the primary fuel for electricity generation on Catalina Island and in many service vehicles used throughout our service territory. Diesel engines produce exhaust as a by-product of the combustion of diesel fuel. Breathing diesel engine exhaust exposes you to chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. You should avoid breathing diesel fumes whenever possible.
- 2. Wooden Utility Poles: SCE uses wooden poles that have been treated with chemical preservatives. These chemicals include pentachlorophenol, which is known to the State of California to cause cancer, and petroleum products such as diesel fuel, which contains chemicals including toluene and benzene that are known to the State of California to cause cancer and birth defects or other reproductive harm. If you come into contact with a wooden utility pole or the dust, debris, soil surrounding the pole, or water runoff that may contain dust, debris, and soil previously in contact with the pole, you could be exposed to these chemicals. Avoid contact with wooden utility poles and the dust, debris, soil surrounding the poles, or water runoff that may contain dust, debris, soil surrounding the poles, or water runoff that may contain dust, debris, and soil previously in contact with the poles.
- 3. <u>Painted Structures</u>: SCE utilizes metal and wood structures and equipment that may have been coated with paints containing chemicals, such as lead-based paint, that are known to the State of California to cause cancer and birth defects or other reproductive harm. When the paint on these on these structures deteriorates, flakes of paint can impact the soil adjacent to the structure. To avoid exposure, you should avoid contact with any paint flakes or soil near any structure with deteriorating paint.

Los usarios con acceso al Internet podran leer y descargar esta notificacion en espanol en el sitio Web de SCE:

www.sce.com/avisos

# Edison Scholars \$50,000 STEM Scholarships

Edison International, the parent company of Southern California Edison, is offering \$50,000 scholarships to 30 high school seniors that want to make a difference in the world by studying science, technology, engineering or math (STEM) in college.

Students must be passionate about making the world a better place, have at least a 3.0 GPA, plan to pursue a STEM major, and live in SCE's service area. Learn more at **edisonscholars.com**. Applications must be submitted by January 23, 2024.

Disclaimer: The Edison Scholars program is funded by Edison International shareholders, not from SCE customers' electric bills. Dependents of Edison International and SCE employees or retirees are not eligible.

#### **Privacy Notice**

SCE protects your privacy, data and energy usage information. We never sell your information. Your information will be shared only if needed to provide you with utility services, or as required by law or authorized by you. For more information, please visit:

sce.com/privacynotice

# SCE Workers May Inspect Electricity Meters at Any Time

Our field employees are required to randomly access and inspect the operation of Southern California Edison-owned equipment providing your home with electricity service. You can help by keeping the area around the Edison SmartConnect® meter clear of debris and obstacles.

#### Is Your Water Heater Safely Strapped In?

You and your household members may face a serious threat of fire, explosion, or electrocution if your water heater overturns or suffers damage to electrical wiring or plumbing during a disaster, such as an earthquake.

For that reason, California law requires that all water heaters must be braced, anchored, or strapped to avoid falling during an emergency situation.

To safely secure your water heater and to comply with California's safety requirements, have a licensed professional install an approved restraint kit to your water heater. Kits may be found at your local hardware or home improvement store.

### Connect With Us

Get energy-saving tips, safety and outage updates, and much more.



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