

*Southern California Edison*  
*2023-WMPs – 2023-WMPs*

**DATA REQUEST SET Cal Advocates - SCE - 2023 WMP - 07**

**To: Cal Advocates**  
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**Job Title: Senior Manager, Compliance**  
**Received Date: 4/4/2023**

**Response Date: 4/7/2023**

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**Question 03:**

Referring to section 8.2.2.1 Routine line clearing, customer refusals, in your 2023 WMP, please provide:

- a) The number of customer refusals for year 2022, and
- b) Customer refusals as a percentage of the total issued customer notifications.

**Response to Question 03:**

a. In 2022, SCE had 264 customer refusals for its routine line clearing program. SCE defines a customer refusal as a situation where the contractor and/or SCE personnel have been unable to resolve a customer's concern through the internal escalation process, specifically to allow SCE to obtain the minimum vegetation-to-conductor clearance required by regulations. In these cases, SCE must proceed with formal notification of intent to perform the necessary mitigation.

b. While SCE does not calculate a customer refusal rate, we estimate it would be less than 1%. SCE does not formally track the quantity of customer notifications, with many notifications being verbal and/or involving leaving a door hanger. In addition, a single notification could potentially cover multiple trims taking place on the same customer's property. This further complicates the quantification of a refusal rate as a percentage of the total issued customer notifications.