



Our Commitment to California

Keeping our communities safe from wildfires

Community Meeting for Los Angeles County
May 20, 2021

HOW TO SUBMIT A QUESTION

- You can submit a question using the Q&A window throughout the session
- If there is a similar question already being asked that you would like answered, you can click on the “thumbs up” icon next to the question to “like” it
- Please only submit questions that are relevant to the presentation and topics being presented

SCE PRESENTERS



Robert Quintero
Director
Local Public Affairs



Erik Takayesu
Vice President
PSPS Readiness



Terry Ohanian
Director
Expedited Grid Hardening



Jill Anderson
Senior Vice President
Customer Service

AGENDA

- 2020 Wildfire Season
- SCE's Wildfire Mitigation Plan
- Public Safety Power Shutoffs
- Reducing the Need for PSPS
- Customer Care Programs
- Engaging Our Communities
- Resources
- Q&A



READY! SET!GO!

YOUR PERSONAL
WILDFIRE ACTION PLAN



fire.lacounty.gov

READY!

Create and maintain defensible space and harden your home against flying embers.

SET!

Prepare your family and home ahead of time for the possibility of having to evacuate.

GO!

Take the evacuation steps necessary to give your family and home the best chance of surviving a wildfire.

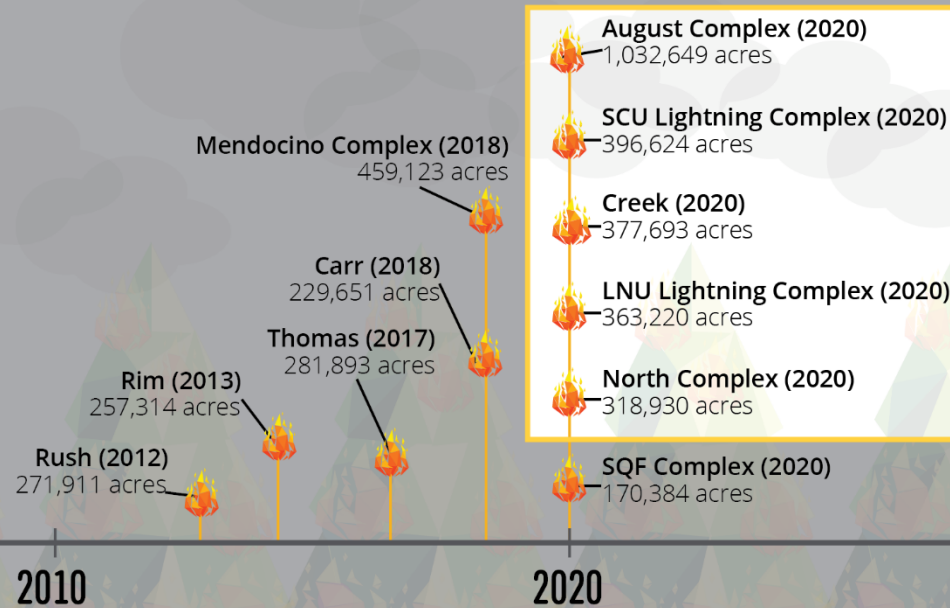
For more information: fire.lacounty.gov/rsg

Alert LA County: alert.lacounty.gov

2020 WILDFIRE SEASON

California's wildfires in 2020 were the worst on record, with dry vegetation and strong winds threatening our communities during an unprecedented fire season

**5 OF THE 6
LARGEST CALIFORNIA
WILDFIRES
HAVE HAPPENED IN
2020***



Source: https://www.fire.ca.gov/media/4jandlhh/top20_acres.pdf

SCE's PSPS EXECUTION

- **To reduce the threat of wildfires, SCE implemented Public Safety Power Shutoffs (PSPS) that impacted about 138,000 customers, with some customers experiencing multiple PSPS outages**
- **We understand the significant impact that PSPS has on communities, especially during a pandemic when many people are working and learning from home**
- **PSPS is used as a tool of last resort to protect public safety under dangerous fire weather conditions**
- **We are working to reduce the impact of PSPS and are continuing to strengthen the electric grid to become more resilient in the face of extreme weather events**

OUR WILDFIRE MITIGATION PLAN



Grid Hardening

Improving the electrical system to make the grid more resilient in high fire risk areas, improving reliability and reducing wildfire risk



Situational Awareness

Using a dense network of weather stations and wildfire cameras to monitor location-specific, real-time conditions that help inform operational decision-making



High Fire Risk Inspections

Annually inspect equipment in high fire risk areas for any needed maintenance, repair or replacement, prioritizing the highest-risk structures



Vegetation Management

Annually inspect, trim and remove trees to prevent vegetation from coming into contact with electrical equipment and potentially sparking a fire

safetrees@sce.com



Public Safety Power Shutoffs

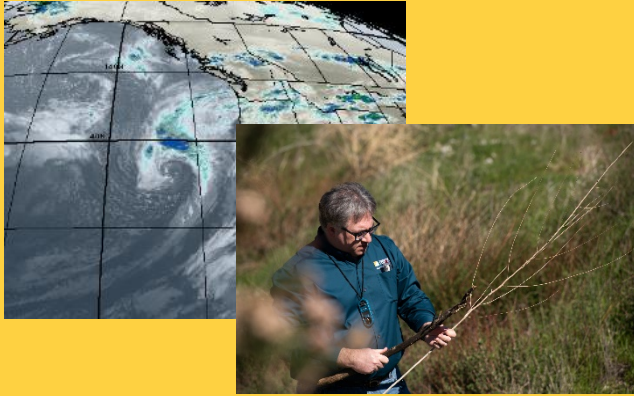
Tool of last resort to protect our communities from the threat of wildfire, where we temporarily shut off power to prevent our electric system from becoming the source of an ignition



PSPS DECISION POINTS

sce.com/pspsdecisionmaking

Decision points include, but are not limited to:



- National Weather Service Red Flag Warnings
- SCE meteorologists forecast **strong wind** conditions in service area
- SCE fire scientist assessment **of fire potential** to include consideration of **weather** and **fuels**



- Real-time observations from qualified electrical workers monitoring for **hazardous conditions** in the field



- Impact of de-energizing circuits on **first responders and essential services**

OUR PSPS ACTION PLAN

We are implementing a plan to reduce the impact of PSPS to our customers and communities

Reducing the Need for PSPS

Expediting grid hardening and other measures

Executing PSPS More Effectively

Making decision-making process transparent, improving communications and notifications

Reducing the Impacts of PSPS

Increasing customer and community resiliency

Keeping Partners and Customers Informed

Educating and engaging our communities and stakeholders

Enhancing Post-Event Reporting

Improving our post-event reports to make them more transparent and clearer

REDUCING THE NEED FOR PSPS

- We are putting specific emphasis on those circuits most frequently impacted by PSPS while continuing work on other circuits subject to PSPS
- Grid hardening make circuits more resilient in the face of extreme weather events and reduce the scope, frequency and duration of future PSPS events



Above photos: SCE crew installing insulated wire

TOOLS TO REDUCE NEED FOR PSPS

Insulated Wires

Targeted replacement of bare wire with insulated wires (covered conductor) to be able to safely raise windspeed thresholds for PSPS

Segmentation

Installing additional automated devices to further isolate and reduce the number of customers that have to be de-energized per circuit

Weather Stations

Adding new weather stations to improve situational awareness and increase accuracy of PSPS operations – so only those circuits facing danger are in scope

Switching Protocols

Continuing to develop circuit-specific protocols to move customers to nearby circuits not impacted by PSPS, to reduce the number of customers remaining on an affected circuit

Operational Protocols

Up-to-date information on ground conditions, such as lack of vegetation, recent burn scars, and location of poles and wires are considered to assess wildfire threat and the need for PSPS

Why Does My Neighbor Have Power and I Don't?

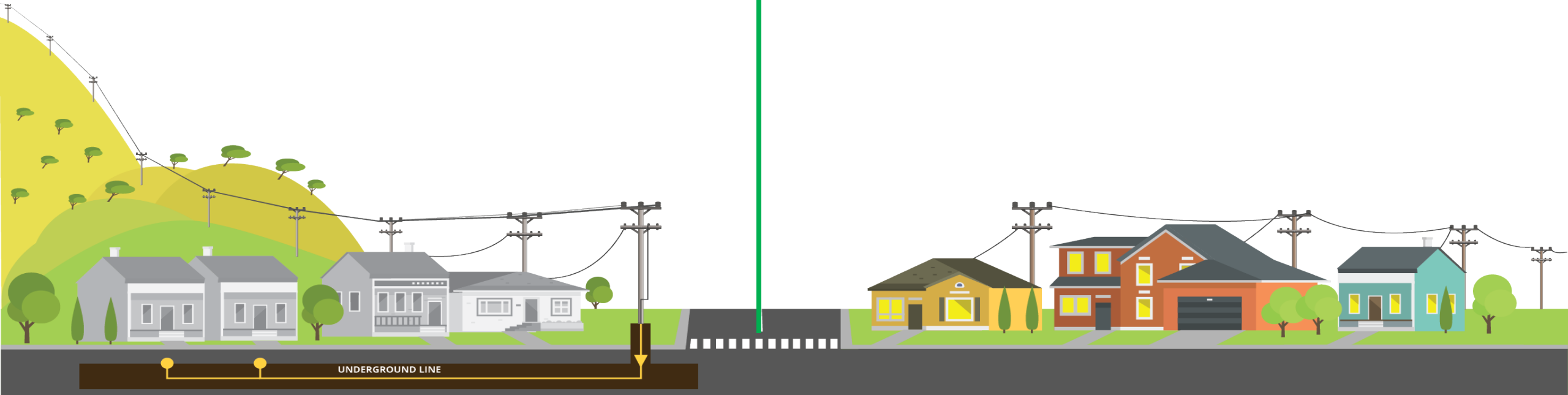
The location of your home or business on a circuit and the area of severe weather relative to your local substation are important factors in determining whether or not you are impacted by a Public Safety Power Shutoff (PSPS)

Neighborhood with power shut off due to PSPS

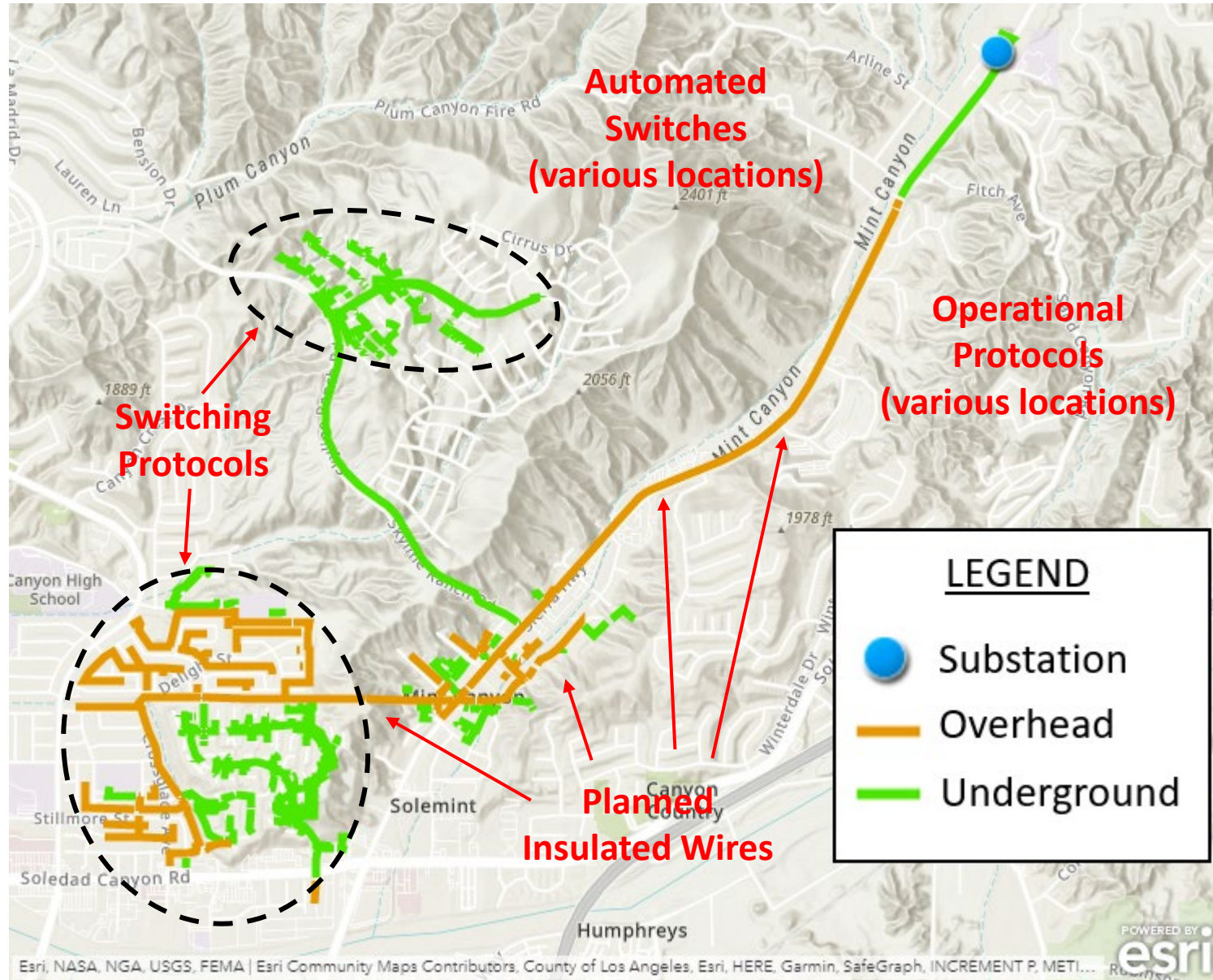
Wires originate in windy area with high fire risk

Neighborhood keeps power during PSPS

Wires originate in area with lower fire risk



EXAMPLE OF REDUCING THE NEED FOR PSPS



Circuit: Hillfield

Community: Santa Clarita

Planned Work:

- Replace 3.5 miles of existing overhead wire with new insulated wire
- Automate 3 switches
- Update switching protocols
- Implement operational protocol for portions of the circuit

Expected Completion Date:

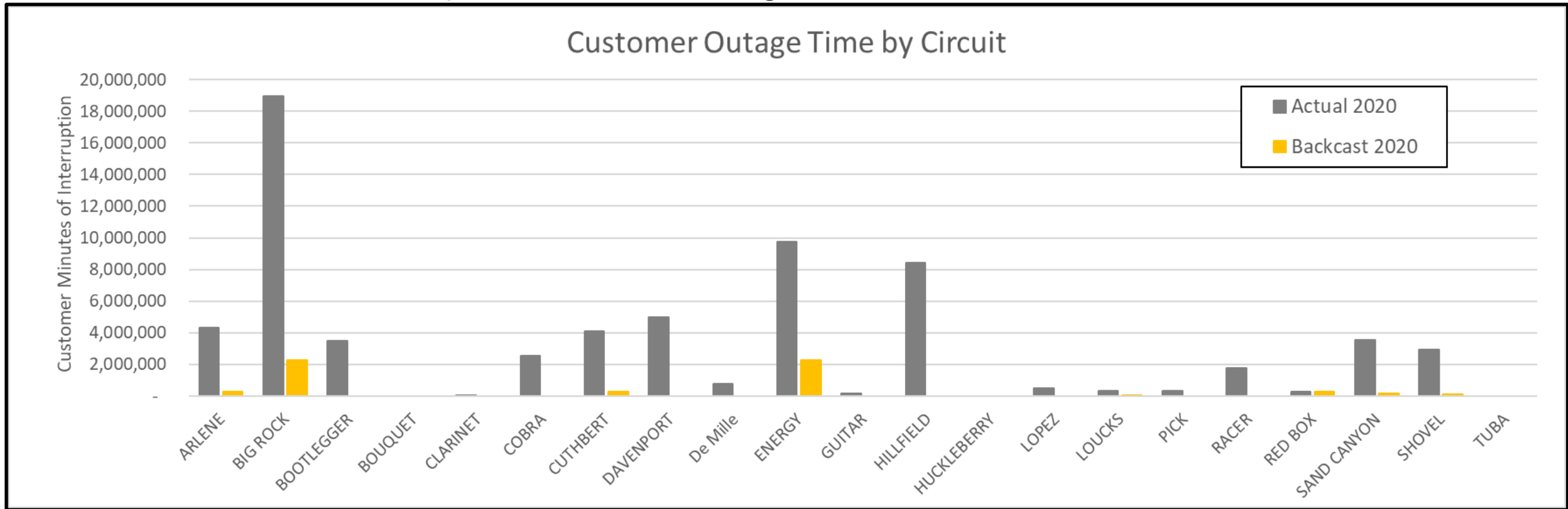
- September 2021

Expected Improvements:

- **100% reduction** in customer outage time, assuming the same weather conditions in 2020

EXPECTED IMPROVEMENTS

With the implementation of our plans, we expect to see a **92% reduction in customer outage time** across the frequently impacted circuits in Los Angeles County communities compared to 2020, assuming the same weather conditions



Updated: 05-18-2021

- 1) Frequently impacted circuits are circuits that have experienced four or more PSPS related outages in 2019-2021.
- 2) Customer outage time is measured as total Customer Minutes of Interruption (CMI).

PSPS COMMUNICATIONS

Notifications

- SCE provides PSPS notifications through various communication channels
 - SCE Account Holders (email, text, and voice call)
 - Zip Code
 - NextDoor
- Sign up to stay informed before, during and after a PSPS event

PSPS Outage Map

- Outage status look up is also available on our website

The screenshot shows the 'View Impacted Areas' section of the SCE website. At the top, there is a search bar with the placeholder text 'Enter an address, county, zip code or place to see if it is impacted.' Below the search bar is a map of Southern California with various cities labeled, including Santa Maria, Lancaster, Palmdale, Santa Barbara, Santa Clarita, Simi Valley, Oxnard, Thousand Oaks, Santa Monica, Rancho Cucamonga, Ontario, Pomona, Riverside, Corona, Banning, Twentynine Palms, Cathedral City, Palm Indio, Desert, Murrieta, Escondido, and Oceanside. The map includes zoom controls on the left and a legend at the bottom. The legend identifies 'PSPS Areas' (orange square) and 'High Risk Fire Areas' (green square). It also includes icons for 'Power Shutoff' (orange square), 'Under PSPS consideration' (blue square), 'Community Crew Vehicles' (yellow truck icon), and 'Community Resource Centers' (green triangle icon). A 'Report an Outage' button is located in the top right corner of the map area. At the bottom of the page, there is a yellow bar with the text 'Get Outage Alerts' and an upward-pointing arrow icon.

CUSTOMER CARE PROGRAMS

Rebates & Programs

- Fully subsidized Critical Care Backup Battery Program
 - Eligible Medical Baseline customers*
- \$50 rebate for portable batteries (small device battery backup)
- \$300 & \$500 portable generator rebates for well water dependent customers
- Self-Generation Incentive Program (SGIP)

Care During Outages

- Community Crew Vehicles and Community Resource Centers
 - Information & Customer Support
 - Resiliency Kits
 - Hotel discounts

Community Resiliency

- Resiliency zones targeting essential services in rural communities providing back-up generation during PSPS
- Community partnerships

*Income-qualified Medical Baseline customers living in high-risk fire areas

HELPING PROTECT COMMUNITIES

- **SCE supports the readiness of fire agencies**
- **SCE's partnership with the LA County Fire Department, Orange County Fire Authority, and Ventura County Fire Department, will bring three fire-suppression helicopters to help combat wildfires across SCE's service area**



ENGAGING OUR COMMUNITIES

- **Customer education and community outreach**
 - Use of digital, social media, media and radio channels
 - Community meetings for impacted communities
 - Annual PSPS newsletter to all customers
 - Engage our most vulnerable customers
 - Partner with community-based organizations to support resiliency and emergency preparedness
- **Ongoing engagement with government officials, public safety partners, essential service providers and other stakeholders**



Website: [sce.com/wildfire](https://www.sce.com/wildfire)

Email: wildfireoutreach@sce.com

Social Media: @SCE on Twitter & Facebook

SCE Customer Support: 1-800-655-4555

LEARN MORE



- Visit our website to learn more about our wildfire safety efforts and Public Safety Power Shutoffs (PSPS)
- Provide feedback through the survey

SIGN UP



- PSPS alerts
- SCE's Medical Baseline program
- SCE programs and rebates

BE PREPARED



- Be prepared with a safety preparedness plan, some basic supplies and advance planning
- Power outage tips

Additional Resources

Energy for What's AheadSM



HELPFUL INFORMATION & RESOURCES

SCE Wildfire Webpage – [sce.com/wildfire](https://www.sce.com/wildfire)

SCE Notifications

- Sign up for PSPS alerts – [sce.com/pspsalerts](https://www.sce.com/pspsalerts)
- Sign up for the Energized by Edison Wildfire Mitigation Newsletter – energized.edison.com/newsletter

Situational Awareness

- PSPS maps and information – [sce.com/psps](https://www.sce.com/psps)
- PSPS decision making – [sce.com/pspsdecisionmaking](https://www.sce.com/pspsdecisionmaking)
- Role of weather in PSPS – [sce.com/fireweather](https://www.sce.com/fireweather)
- CPUC wildfire maps – cpuc.ca.gov/wildfiresinfo
- Fire cameras – [alertwildfire.org](https://www.alertwildfire.org)

Preparedness

- SCE emergency preparedness – [sce.com/beprepared](https://www.sce.com/beprepared)
- CAL FIRE fire preparedness – [readyforwildfire.org](https://www.readyforwildfire.org)
- Red Cross emergency preparedness – [redcross.org/prepare](https://www.redcross.org/prepare)
- Listos California – [listocalifornia.org](https://www.listocalifornia.org)

Vegetation Management

- Vegetation Management – [sce.com/safety/power-lines](https://www.sce.com/safety/power-lines); contact 1-800-655-4555 or safetrees@sce.com

Customer Programs & Rebates

- SCE Customer Programs & Resources – [sce.com/customerresources](https://www.sce.com/customerresources)
- SCE Marketplace (rebates and programs) – [marketplace.sce.com](https://www.marketplace.sce.com)
- SCE Medical Baseline Program – [sce.com/medicalbaseline](https://www.sce.com/medicalbaseline)
- Self Generation Incentive Program (SGIP) – [sce.com/sgip](https://www.sce.com/sgip) or [selfgenca.com](https://www.selfgenca.com)

Community Meetings

- Join SCE's wildfire safety community meetings – [sce.com/wildfiresafetymeetings](https://www.sce.com/wildfiresafetymeetings)

Social Media

- Follow [@SCE](https://twitter.com/SCE) on Twitter and Facebook