



Residential PowerTalk

Keeping our communities informed

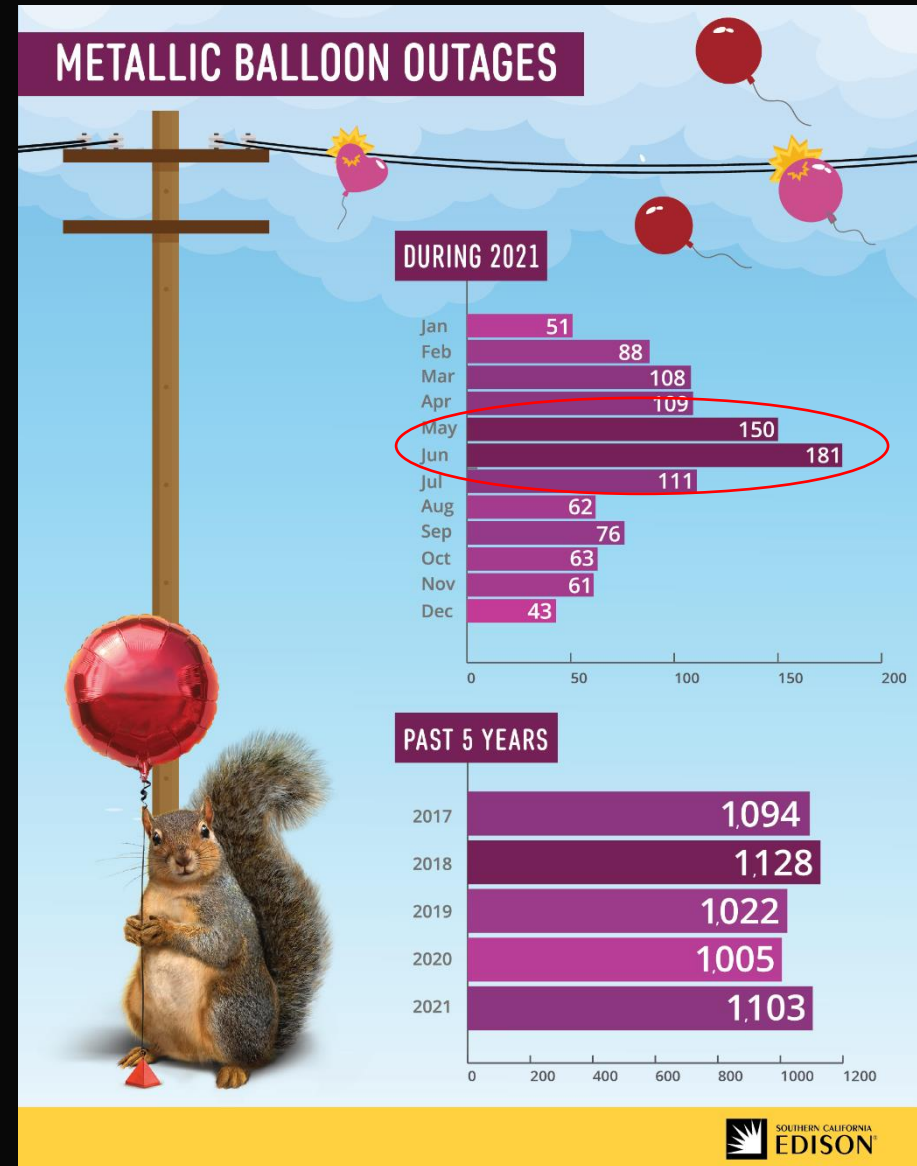
AGENDA

- Outage Overview
- SCE's Wildfire Mitigation Strategy
- Preparedness is Key
- Communications Resources
- Questions

SAFETY MOMENT

Tips on how to handle metallic balloons safely:






- Metallic balloons should never be released outdoors.
- Metallic balloons should always be tied to a weight.
- Stores and vendors should only sell properly weighted balloons.
- Keep the balloons indoors when possible.
- Never try to retrieve balloons tangled in power lines or electrical equipment. Call 911 instead.
- Cut the knot or puncture balloons before disposing of them.



Outage Overview



Majority of outages are maintenance outages with advance notice provided customers to minimize impacts

Outage Types	
	<p>Maintenance Outages: A scheduled outage that occurs when SCE turns the power off for equipment upgrades. Customers are notified a minimum of three days in advance if they will be affected.</p>
	<p>Repair Outages: An outage caused by unexpected circumstances, such as a car crashing into a pole resulting in a power outage.</p>
	<p>Emergency Operational Outage: An outage taken to make emergency repairs before the condition deteriorates further resulting in a repair outage.</p>
	<p>Public Safety Power Shutoff (PSPS): A preventive outage called during extreme and potentially dangerous weather conditions to mitigate effects of catastrophic wildfire. These last-resort shutoffs are temporary measures to keep customer and communities safe.</p>
	<p>Public Agency Outages: Outages requested by a public/government agency (i.e., firefighters) where SCE's facilities could pose a danger to emergency first responders.</p>

Maintenance Outage Process



- Maintenance outages are entered into SCE's outage management system (usually less than 13 days before the outage)
- Outage requests are further reviewed for opportunities to reduce the number of customers impacted and/or reduce the duration of the outage
- Outage notification letters are distributed to impacted customers 3 to 8 days in advance of the outage (If time does not allow for a letter to be mailed, a door hanger is used)
- All customers receive automated notifications 11 days in advance of the outage through the communications channel of their choice (e-mail, text, automated phone call)

Common Repair Outages

- Private Underground Dig-in 811
- Fire
- Contamination Flashover (dirt on the lines creating arc, bird droppings etc.)
- Birds or animals on equipment
- Heavy rain flooding vaults and/or washing out poles
- Overloaded equipment during heat storm
- Vandalism/Theft
- Car hit pole



Mylar Balloons on Power Lines



Rotating Outage Site

Why Rotating Outages?

- When demand for power begins to outpace available supply
- CAISO will direct utilities to reduce load immediately

Information Available

- Status of current outage event
- Order of Rotating Outage Groups
- Maps of Rotating Outage Groups
- FAQs

Need Your Help

- Update Contact Information
- Critical Care / Medical Baseline

[Home](#) > [Outage Center](#) > [Outage Types](#) > [Rotating Outage](#)

[Get Alerts](#) [Report Outage](#) [View Outages](#)

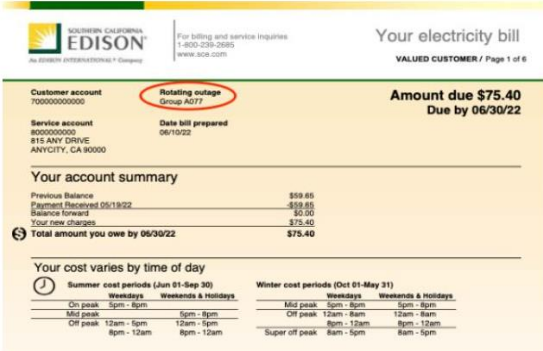
Rotating Outage

What is a Rotating Outage?

While rare, rotating outages are controlled power outages enacted during a statewide Energy Emergency Alert Level 3 (EEA 3) to help ease demand on the overall electrical grid to prevent larger, longer power outages.

Typically lasting one hour, rotating outages are imposed sequentially across groups of customers throughout the service territory to protect the integrity of our electric system, which limits the inconvenience to any one customer or community.

Visit our [Outage Map](#) to see if power in your neighborhood is shut off due to a rotating outage or is under consideration for one.



The screenshot shows an Edison electricity bill with a red circle highlighting the "Rotating outage Group A277" in the customer account information. The bill also shows a total amount due of \$75.40 by 06/30/22 and a table of time-of-day rates for summer and winter periods.

Your cost varies by time of day				
	Summer cost periods (Jun 01-Sep 30)		Winter cost periods (Oct 01-May 31)	
	Weekdays	Weekends & holidays	Weekdays	Weekends & holidays
On peak	5pm - 8pm	5pm - 8pm	5pm - 8pm	5pm - 8pm
Mid peak	12am - 5pm	12am - 5pm	8pm - 12am	8pm - 12am
Off peak	8pm - 12am	8pm - 12am	8am - 5pm	8am - 5pm

Is Your Group Affected by the Rotating Outage?

System Status: Normal

There are no rotating outages at this time.

[View Outage Map >](#)

[View Past Rotating Outages Groups](#)

Who Calls a Rotating Outage?

PHASES OF A CAISO EMERGENCY



Energy Emergency Alerts



EEA Watch:
Analysis shows all available resources are committed or forecasted to be in use, and energy deficiencies are expected.

EEA 1

Real-time analysis shows all resources in use or committed for use, energy deficiencies expected. Market participants encouraged to offer supplemental energy and ancillary service bids.

EEA 2

ISO requests emergency energy from all resources and activated emergency demand response program. Consumers urged to conserve energy.

EEA 3

ISO unable to meet minimum Contingency Reserve requirements. Controlled power curtailments imminent or in progress according to utility's emergency plan. Maximum conservation requested.

SCE on alert and Electrical services IMT

Demand-response programs triggered

Rotating Outages called

Flex Alerts-Issued by CAISO as stand-alone request for conservation:

"A Flex Alert is typically issued in the summer when extremely hot weather drives up electricity use, making the available power supply scarce. This usually happens in the evening hours when solar generation is going offline, and consumers are returning home and switching on air conditioners, lights, and appliances."

--from flexalert.org

FINDING ROTATING OUTAGE GROUPS

- Rotating outage group numbers are on customer bills and tied to addresses on the sce.com outage map.
- Once a group has participated in a rotating outage, it is moved to the bottom of the outage list and unlikely to be called again in the same emergency.

Past Rotating Outage Groups	
Below are the customer groups that were affected by a past California Independent System Operator (CAISO) rotating outage. Power has been restored to all groups.	
Rotating Outage Group	Details
A081, A082	Date: 8/14/2020 Start: 6:45 PM End: 6:51 PM
A080, A080	Date: 8/14/2020 Start: 6:50 PM End: 7:00 PM
A087, A088	Date: 8/18/2020 Start: 6:45 PM End: 7:45 PM

Home > Outage Center > Check Outage Status

Check Outage Status

Search by: Address Outage Number Meter Number

2244 Walnut Grove Ave, Rosemead, CA, 91770, USA

Search Results

With a bit more information, we can help you retrieve more accurate outage data for your location. Please [use this form](#) to see detailed results for current outages.

This location is not in a High Fire Risk Area.

Rotating Outage Group: A078

Current Outages

Use the address look-up feature on the outage map to determine the group number for any address

Group A078 has not been called recently. After A080, groups will cycle back to A001.

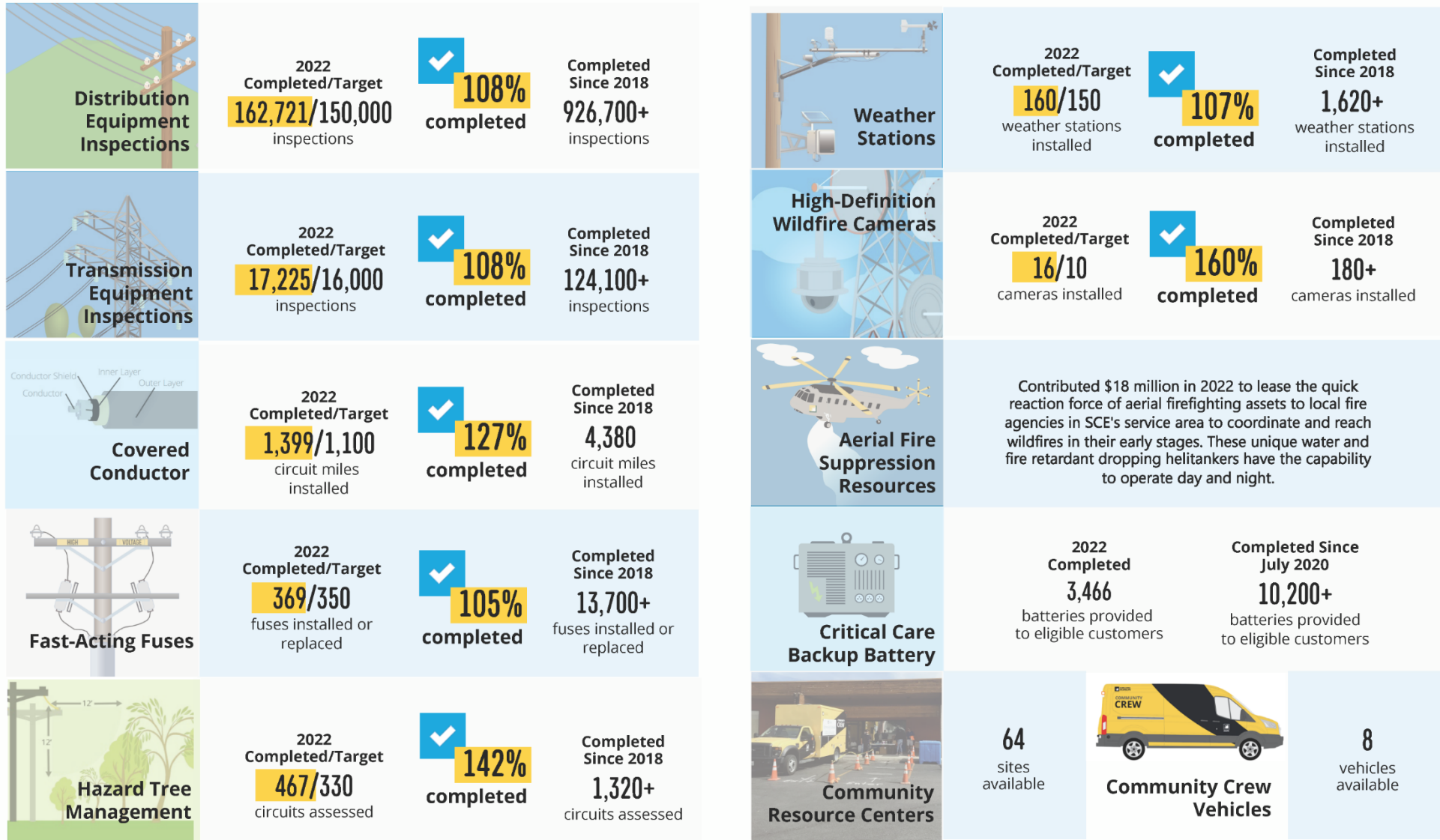


Public Safety Power Shutoff (PSPS) Critical Infrastructure Workshop

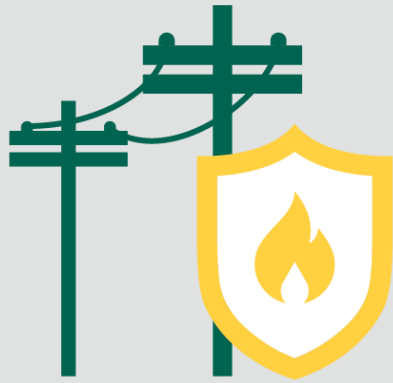
OUR COMMITMENT TO CALIFORNIA KEEPING OUR COMMUNITIES SAFE FROM WILDFIRES



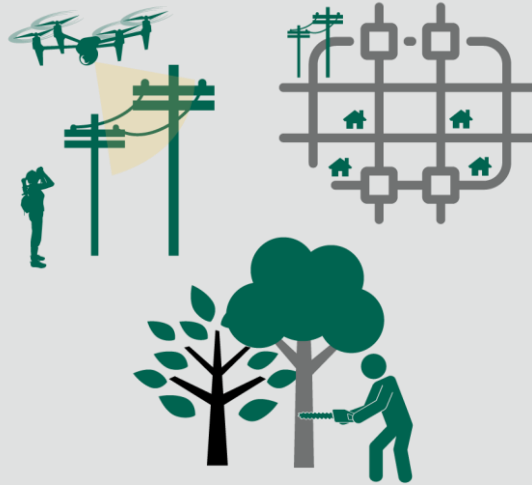
2022 YEAR-END PROGRESS UPDATE



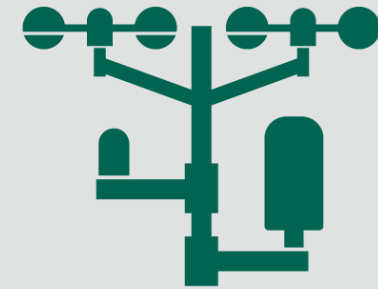
A COMPREHENSIVE STRATEGY TO PREVENT, COMBAT AND RESPOND



**HARDENING
THE ELECTRIC
GRID**

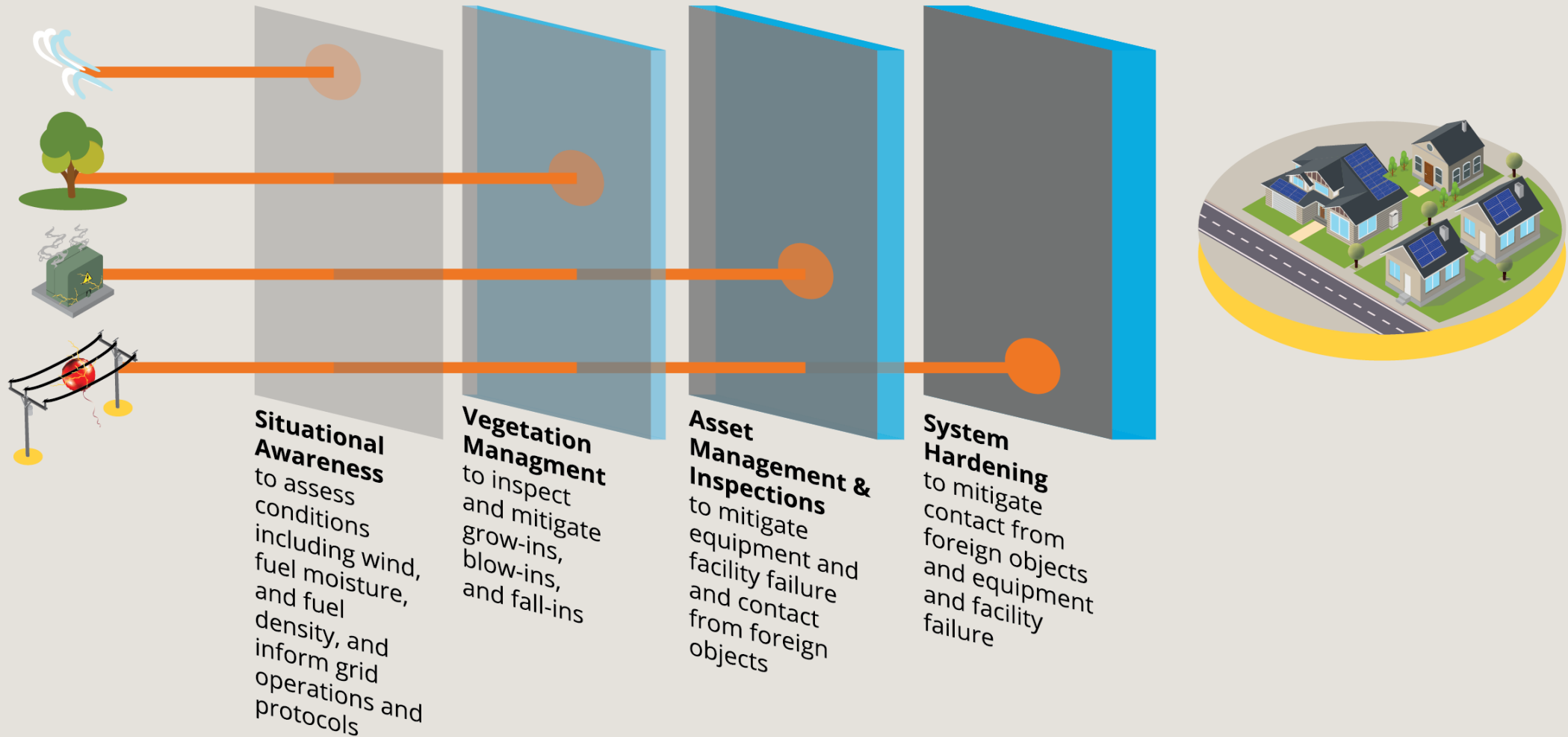


**ENHANCING
OPERATIONAL
PRACTICES**



**BOLSTERING
SITUATIONAL
AWARENESS
CAPABILITIES**

MULTI-LAYERED WILDFIRE MITIGATION STRATEGY



PSPS COMMUNICATIONS

Notifications

- SCE provides PSPS notifications through various communication channels
 - SCE Account Holders (email, text, and voice call)
 - Address Level Alerts
- You can manage your outage notifications and ensure your information is current in the customer preference center.

SCE Outage Map

- Consolidated outage map that incorporates PSPS outages at [sce.com/outagemap](https://www.sce.com/outagemap)

Power Outages

Search by address, city, county or ZIP

[Click here to enter the outage number and check the status](#)

Current Outages ▼
28 Outages | 1,065 Customers Impacted

Upcoming Scheduled Outages ▼
1,531 Outages Scheduled | 68,293 Customers Possibly Impacted

Public Safety Power Shutoff (PSPS)
Search for an address to see specific PSPS details or see county-level details [below](#).

Not Seeing Your Outage? Report
Last Updated: 5/2/2022 - 6:02 PM PST

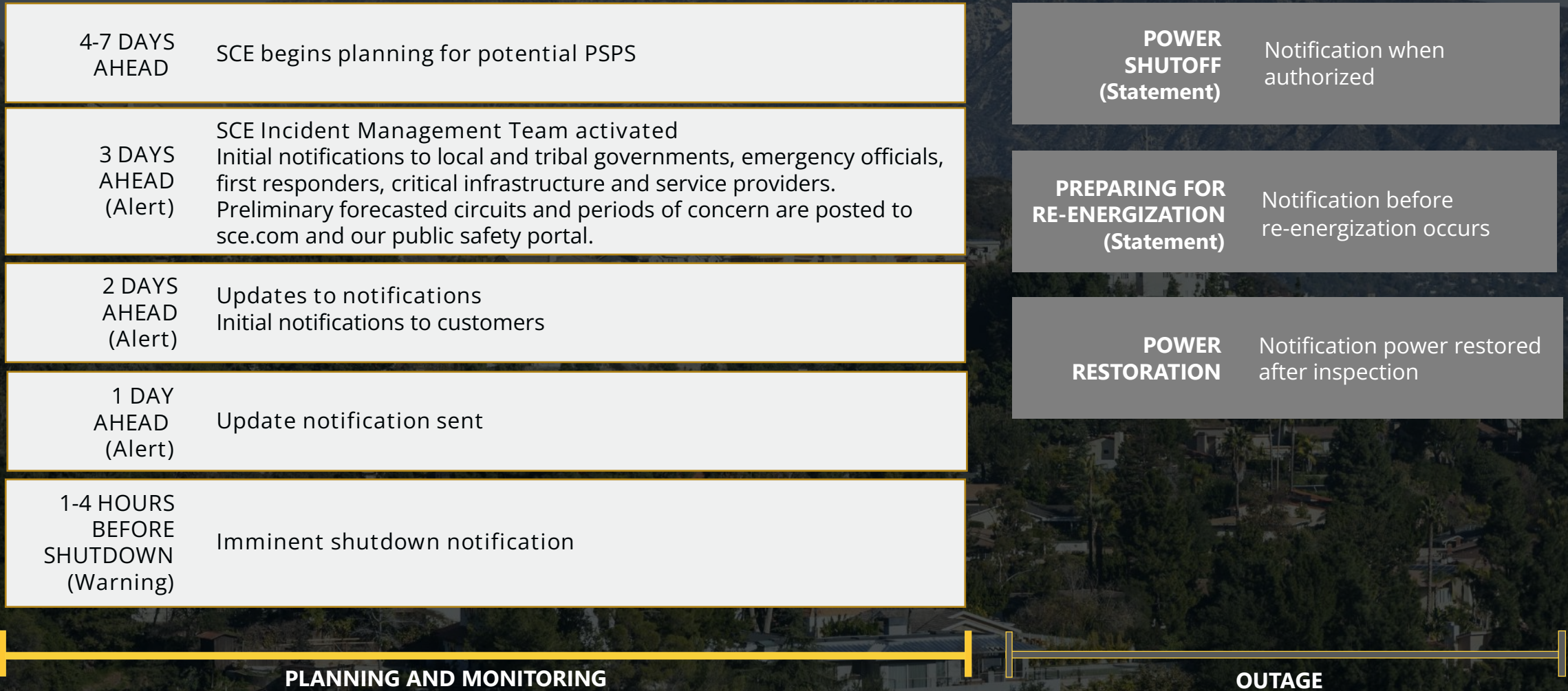
Outage Alerts
Stay informed about unplanned repair and planned maintenance outages. Get Alerts >

Community Support

Resource Centers Crew Vehicles Further Assistance

SCE Community Resource Centers are available to support customers during a Public Safety Power Shutoffs... [More >](#)

PSPS IDEAL TIMELINE

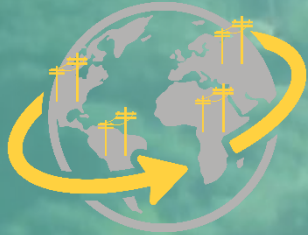


SCE will target the schedule above to notify customers. Sudden onset of hazardous conditions that jeopardize public safety may impact SCE's ability to provide advanced notice to customers. Notifications can be provided via email, text, voice call, and TTY formats and address-level alerts.

REDUCING WILDFIRE RISK & PSPS IMPACTS – BY THE NUMBERS

SCE has reduced the probability of catastrophic¹ wildfires associated with its equipment by about **75-80%** since 2018

~4,400 MILES
OF COVERED CONDUCTOR



1.9 MILLION+
TRIMS AND REMOVALS



1 MILLION+
HFRA INSPECTIONS



1,620+ WEATHER STATIONS
180+ HD CAMERAS



Completed in high fire risk areas since 2018 through 2022



IMPROVED PSPS EXECUTION & CUSTOMER SUPPORT

- **~99%** less PSPS outage time on frequently impacted circuits in 2022 compared to 2019²
- **64** Community Resource Centers and **8** Community Crew Vehicles available
- Deployed **10,200+** Critical Care Back-up batteries to Medical Baseline customers

1. A wildfire directly causing one or more deaths, damaging or destroying more than 500 structures, or burning more than 140,000 acres of land
2. 212M to 2.8M customer minutes of interruption

MAINTAINING FOUNDATIONAL STRATEGY WHILE ADVANCING KEY INCREMENTAL FOCUS AREAS EACH YEAR

2019

FOUNDATIONAL STRATEGY

Updated grid hardening strategy

Bolstered situational awareness capabilities

Enhanced operational practices

2020 - 2022

GRANULAR WILDFIRE RISK, PSPS MITIGATION

Refined risk analysis models

Enhanced inspection strategy

Reduced PSPS impacts

Funded aerial fire suppression

Piloted new technologies

2023-2025

INTEGRATED WILDFIRE MITIGATION STRATEGY

Advance transmission hardening

Continue reducing PSPS impacts

Expand aerial fire suppression funding to year-round in 2023

Further advance new technologies

PUBLIC SAFETY POWER SHUTOFFS

- A tool of last resort used during dangerous fire conditions (weather and fuels)
- De-energizing lines to prevent a spark from our equipment starting a significant wildfire
- Primarily impacts circuits in high fire risk areas
- Use of multiple methods to notify customers and partners in affected areas before, during and after a PSPS event
- Continue efforts to reduce the frequency, scope, duration and customer impacts of PSPS



Damage/hazards found after strong winds during PSPS

Website: [sce.com/wildfire](https://www.sce.com/wildfire)
Energized by Edison Stories & Videos: [edison.com/wildfire-safety](https://www.edison.com/wildfire-safety)

SCE Customer Support: [1-800-655-4555](tel:1-800-655-4555)

STAY INFORMED



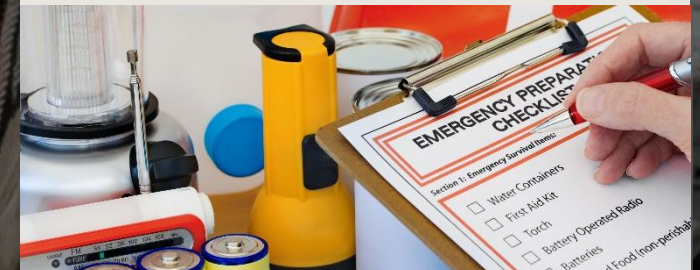
- Visit our website
- Attend a community meeting

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






Preparedness is Key

Keeping safe during outages

OUTAGE PREPAREDNESS KIT

- Create a safety preparedness plan for your family, including any special needs and pets
- Keep important phone numbers nearby (hospital, doctor, relatives, etc.)
- Learn how to manually open automatic garage doors or gates
- Familiarize yourself with your home's utility boxes and how to turn them off
- Install surge protectors to help safeguard electronic equipment
- If considering a generator, consult with a licensed electrician to determine the proper equipment and safe set up




		
First Aid Kit Remember to include prescription medications and check the expiration dates	Bottled Water At least a gallon per person per day	Flashlights Store them where you can easily find them
		
External Rechargeable Battery Pack These can be used to charge cell phones and other electronic devices	Battery-Operated or Hand-Crank Radio Radios can be used to access news reports during an emergency event	Fresh Batteries Have extra batteries for all battery-powered equipment
		
Non-perishable Food Choose items that don't require cooking or heating, and have a manual can opener	Special-Needs Items This includes items for infants, the elderly, the disabled, or pets	Coolers or Ice Chests Have a few to store ice in case of a lengthy outage

DOWNLOADABLE EMERGENCY PREPAREDNESS GUIDE



SOUTHERN CALIFORNIA EDISON
Energy for What's Ahead™

Primary Contact Information	
Name:	Chevy Chase
Phone:	805-123-4567
Cell Phone:	909-987-6543
Street Address:	1234 Main Street, My City, CA
Emergency Contact Information #1	
Name:	Steve Martin
Phone:	
Cell Phone:	626-456-9535
Emergency Contact Information #2	
Name:	Martin Short
Phone:	
Cell Phone:	323-856-7459
Emergency Location Information:	
Emergency Kit Location:	Pantry
Emergency Meeting Location:	Costco at 8945 Short Street, That City, CA
Nearest Hospital:	ACME Hospital at 8161 Swing Drive, This City
Evacuation Center:	My City Community Center at 5543 Putter Drive, This City
Location for Supplies (EX: Ice):	Local Grocery Store
Generator Rental:	ACME Generators
Nearest Cooling Station:	My City Community Center at 5543 Putter Drive, This City
Notes and Additional Information:	
1. Medicine; 2. Medical Equipment; 3. Pet Food	

Medical Contact Information			
Doctor's Name:	Michaela Quinn	Prescription #1:	Morning Meds
Phone:	213-555-6985	Prescription #2:	Afternoon Meds
Pharmacy Phone:	231-486-7512	Prescription #3:	Bedtime Meds
		Prescription #4:	
		Prescription #5:	
		Prescription #6:	
Important Links			
Community Safety: sce.com/wildfire/Community-Safety-Events			
View Outages: sce.com/outage			
Manage Outage alert preferences: sce.com/outagealerts			
Medical Baseline Application: sce.com/medicalbaseline			
	SCE Facebook: Facebook.com/sce		
	SCE on Twitter: @sce		
	SCE on YouTube: YouTube.com/sce		

sce.com > Outage Center > Outage Tips > Outage Information Kit

- Redcross.org – American Red Cross
- Caloes.ca.gov – California Governor’s Office of Emergency Services
- Ready.gov – US Department of Homeland Security

FOOD SAFETY TIPS

- **Keep it closed:** Open refrigerator and freezer doors only when necessary. Depending on the outside temperature an unopened refrigerator can keep foods cold enough for several hours. Check food carefully for signs of spoilage.
- **Draw the line at 40 degrees:** Perishable foods should not be held above 40 degrees Fahrenheit for more than two hours.
- **Coolers & ice chests:** For outages longer than two hours, food items such as dairy products, meats, fish, poultry, eggs and leftovers should be packed into a cooler with ice. A separate cooler can be packed with frozen items.
- **Cans & dry goods:** Canned and dry goods and powdered or boxed milk, can be eaten cold or heated on a grill.
- **Leave a light on:** When you go to bed, leave a bedroom light switched on. It will wake you when power returns, so you can check the condition of your food.
- **If you're not home:** If a power outage happens while you're out of the house, try to determine how long it has been out. Check the internal temperature of perishables in your refrigerator with a quick-response thermometer; any item above 40 degrees should be thrown out.



Communication Resources

Keeping our communities informed



SIGNING UP FOR NOTIFICATIONS

1. Sign in or set up your account on SCE.com

2. Once signed in, click on Settings

The screenshot displays the SCE Edison website interface. At the top, there is a navigation bar with the Edison logo, a search bar, and language options (ESPAÑOL, 한국어, 中文, TIẾNG VIỆT). Below the navigation bar, there are two notification banners: "Wildfire Assistance" and "PSPS Update". The main content area is titled "My Account Overview" and features a "Your Bill" section showing a balance due of \$0.00. The left sidebar contains a navigation menu with items such as "My Account", "Billing & Payments", "Settings", "Device Management", "Data Sharing & Download", "Quick Services", "Your Home", "Your Business", "Customer Support", "Partners & Vendors", and "Outage Center". A red circle with the number 2 is placed over the "Settings" menu item, and another red circle with the number 1 is placed over the user profile icon in the top right corner.

SIGN UP FOR NOTIFICATIONS - CONTINUED

My Account — Preference Center

Billing & Payments ▲

Settings —

Identity

Outage Alert Preferences 3

CPP Notification Preferences

Contact Information

Security

Services

Device Management

Data Sharing & Download

Quick Services ▲

Your Home ▲

Your Business ▲

Customer Support ▲

Partners & Vendors ▲

Home > My Account > Outage Alert Preferences

Manage Alert Preferences

Tell us how you would like to receive alerts.

Outage Alerts

You are receiving alerts for the following accounts and associated service locations:

[View Service Locations\(1\)](#)

[View / Edit Accounts](#) [Details](#)


You will be alerted of outages in the following ways:

Email	jaz*****@gmail.com	
Voice Message	NONE	
Text Message	NONE	

3. Clicking on the Settings will open some new Options. Select Outage Alert Preferences

4. Finally, input your desired contact information for either email, texts or phone call notifications

SCE.COM OUTAGE CENTER AND MAP

 SOUTHERN CALIFORNIA EDISON
Energy for What's Ahead®

Q Search Log In / Register

- Quick Services ▲
- Your Home ▲
- Your Business ▲
- Customer Support ▲
- Partners & Vendors ▲
- Outage Center** —
- Report a Power Outage
- Report a Street Light Outage
- Current Power Outages**
- Maintenance Outage status
- All About Power Outages ▲
- Public Safety Power Shutoffs ▲
- Rotating Outages ▲

Current Power Outages

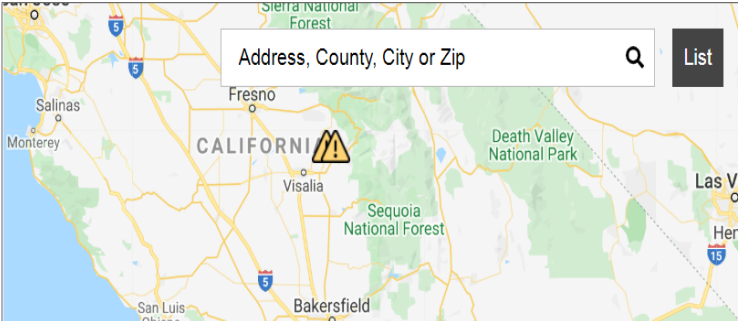
Home > Outage Center > Current Power Outages

Public Safety Power Shutoff (PSPS)

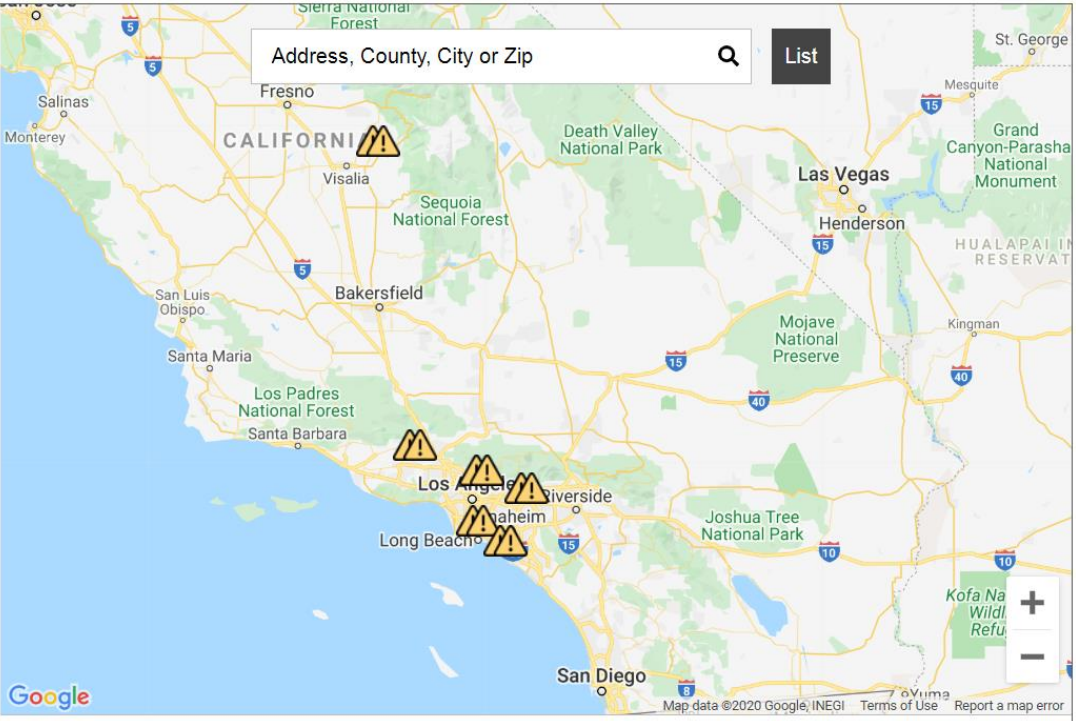
View a map of current and potential PSPS areas, in addition to areas of high fire risk. You can also see the number of affected SCE customers by county.



View Current Power Outages

Select an icon on the map to learn more about the outage and our estimated restoration time



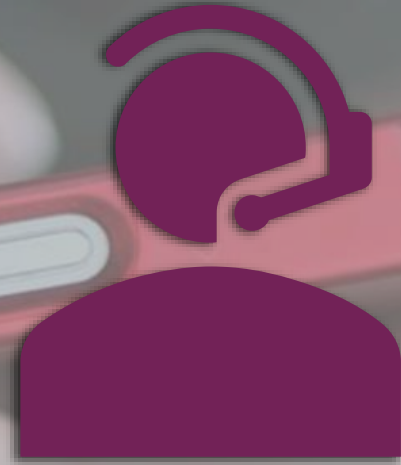
Address, County, City or Zip List



Legend:  Current Outage  Multiple Outages

[Report An Outage](#)

CONTACT INFORMATION



(800) 655-4555



(800) 611-1911

Questions...

**Thank you for joining us
today...**

Energy for What's Ahead[®]

