

Southern California Edison
R.18-10-007 – SB 901

DATA REQUEST SET A b r a m s - S C E - 0 0 1

To: Abrams
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Job Title: Senior Advisor
Received Date: 3/5/2019

Response Date: 3/7/2019

Question 20: Please, provide any data that indicates the relative effectiveness of PSPS Notification Strategies or communication tactics including but not limited to IVR, texts, emails, mailers, door knockers, and advertisements from January 2015 to today. Please, provide a record of all customer complaints relative to these communications.

Response to Question 20:

SCE objects to the question on the grounds that it is overbroad, unduly burdensome, and beyond the scope of this proceeding (which is scoped to examine SCE's 2019 Wildfire Management Plan and not historical data from 2015). Notwithstanding this objection, SCE responds as follows with regard to customer complaints: Complaints as a result of any PSPS related concern are tracked and reported to the Commission following an event. Three events have occurred since the program around the PSPS protocol was launched in 2018 and the corresponding ESRB-8 reports are attached. ESRB-8 reports can also be found on the Commission's website at <http://www.cpuc.ca.gov/deenergization/>.