

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

DATA REQUEST SET C E J A - S C E - 0 0 1

To: SCE
Prepared by: Cameron McPherson
Job Title: Senior Project Manager
Received Date: 2/15/2019

Response Date: 2/22/2019

Question 3: 3. San Diego Gas & Electric's plan includes Community Resilience Centers. Are you also planning to develop Community Resilience Centers for communities at risk from wildfires and deenergization? If so, please describe the work you anticipate doing in 2019 to develop these centers. If not, please describe why not. In your response, please describe whether your plan will include: transportation for community members that do not have access to transportation, filtered air if outside air quality is poor, and whether your plan includes work with community organizations and translators to ensure that hard-to-reach and linguistically isolated populations are aware of these centers.

Response to Question 3:

In addition to a multifaceted outreach program aimed at educating customers, county Offices of Emergency Management (OEM), local and tribal governments, public safety agencies and community members (including selected groups through specialized workshops) on the importance of community resiliency (see Section 4.6.5 of the Wildfire Mitigation Plan for additional details), SCE will be working closely with county OEMs to deploy mobile Community Outreach Vehicles equipped with back-up power, water, snacks, and other sundries so that customers can charge their personal devices (mobile phones, tablets, laptops, etc.) and continue to receive information/updates from SCE about the outage, listen for relevant public safety broadcasts, and/or connect with friends and family concerned with their well-being during Public Safety Power Shutoff events.

In the event that a wildfire does threaten a community, SCE will activate additional measures according to the Disaster and Emergency Preparedness Plan, as noted in Section 5.2 of the Wildfire Mitigation Plan. This plan includes additional provisions for reaching customers during and following wildfire events based primarily on impacted customer population. These methods are described below:

- * Toll-free (1-800) phone line staffed with trained resources in SCE's customer contact center who receive calls from impacted customers as a priority; they provide customer-service-related protections to customers.
- * Home page alerts on SCE.com that directs customers to a dedicated webpage regarding consumer protections.
- * Targeted paid social media campaigns to areas specifically impacted by a disaster (e.g., a wildfire) to inform customers about emergency protections available to those impacted by a specific disaster.
- * Trained staff deployed to local assistance centers to work in-person with impacted customers, and advertising on city/county websites about services offered by SCE at these venues.
- * Media releases to inform customers about protections and direct customers to reach SCE through its website or via the toll-free (1-800) phone line.

* Outreach to partnering community-based organizations that serve income-eligible customers to enable awareness of customer-service protections for their organizations' staff who might be working with SCE customers.

SCE will continue adapting its outreach efforts to further educate customers and local government officials, enhance partnerships, increase awareness, and discuss lessons learned.