

# WELCOME - HOUSEKEEPING

Thank you for joining us this evening.

This meeting is being recorded.

Please note, the chat function, camera, microphone, and reactions are disabled for this meeting.

To add closed captioning, please click the three dots found at the top right of the tool bar. In the dropdown menu, select turn on live captions.

To submit a question, use the **Q&A window** throughout the session.

Please only submit questions that are relevant to the presentation and topics being presented.

# OUR COMMITMENT TO CALIFORNIA

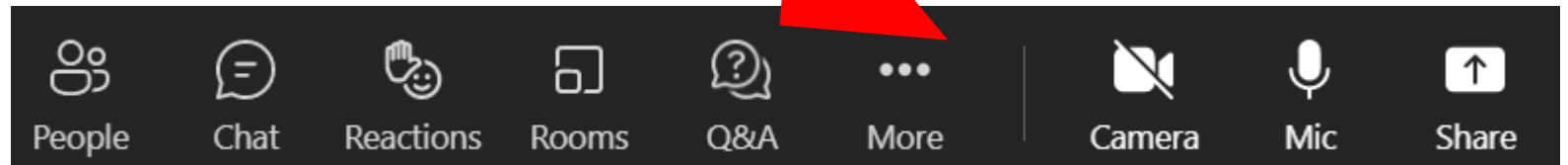
## KEEPING OUR COMMUNITIES SAFE FROM WILDFIRES



# HOW TO SUBMIT A QUESTION

You can submit a question using the **Q&A window** throughout the session.

Please only submit questions that are relevant to the presentation and topics being presented.



# PRESENTERS



**Andrew Thomas**  
Government Relations  
Manager  
Local Public Affairs



**Sunny Chu**  
Principal Manager  
Wildfire Safety Strategy



**Valarie Hernandez**  
Principal Manager  
Customer Care Outreach &  
Engagement

# A MESSAGE FROM OUR LEADERSHIP



**Mike Bushey**  
Director  
Customer Engagement  
Division

## AGENDA

- Welcome
- SCE's Wildfire Mitigation Activities
- Reducing the Need for PSPS
- Customer Outreach, Programs, and Resources
- Q&A

# SCE SERVICE AREA & HIGH FIRE RISK AREAS



**50,000 SQ. MI.**  
of SCE service area  
across southern,  
central and coastal  
California

**14,000 SQ. MI.**  
of high fire risk  
areas



**51,000 MI.**  
of SCE overhead  
distribution and  
transmission lines

**14,000 MI.**  
in high fire risk areas

## Counties with high fire risk area served by SCE

Fresno  
Inyo  
Kern  
Los Angeles  
Mono  
Orange  
Riverside  
San Bernardino  
Santa Barbara  
Tulare  
Ventura



**5M**  
customer accounts  
or 15M residents in  
SCE's service area

**1.3M**  
customer accounts  
or 3.9M residents  
served by circuits in  
high fire risk areas

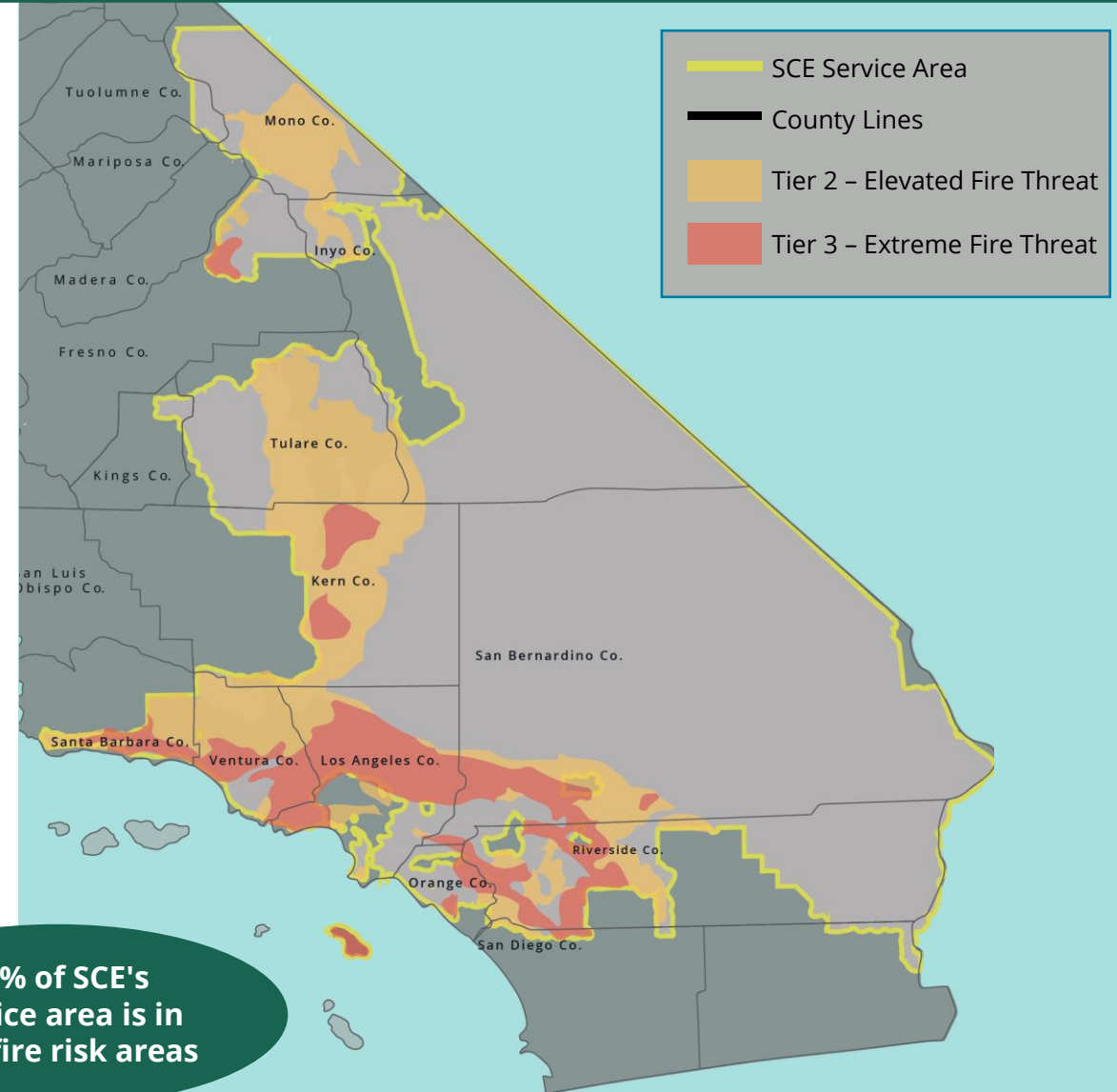


**1.4M**  
power poles and towers

**311,000**  
in high fire risk areas

## Counties with no or limited high fire risk areas served by SCE

Imperial  
Kings  
Madera  
Tuolumne



# 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



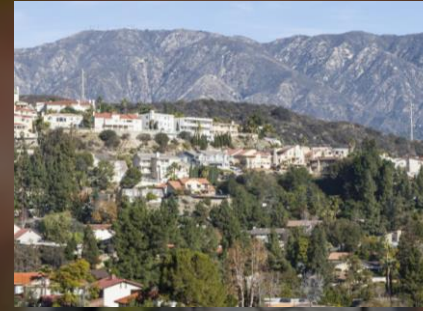
## High Fire Risk Inspections

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



## 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



## 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

# REDUCING WILDFIRE RISK & PSPS IMPACTS – BY THE NUMBERS

SCE has reduced the probability of catastrophic<sup>1</sup> wildfires associated with its equipment by about **75-80%** since 2018

**4,580 MILES+**  
OF COVERED CONDUCTOR



**2 MILLION+**  
TRIMS AND REMOVALS



**1 MILLION+**  
HFRA INSPECTIONS



**1,630+**  
WEATHER STATIONS

**180+**  
HD CAMERAS



*Completed in high fire risk areas since 2018 through March 2023*



## IMPROVED PSPS EXECUTION & CUSTOMER SUPPORT

- ~**99%** less PSPS outage time on frequently impacted circuits in 2022 compared to 2019<sup>2</sup>
- **64** Community Resource Centers and **8** Community Crew Vehicles available
- Deployed **11,800+** 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

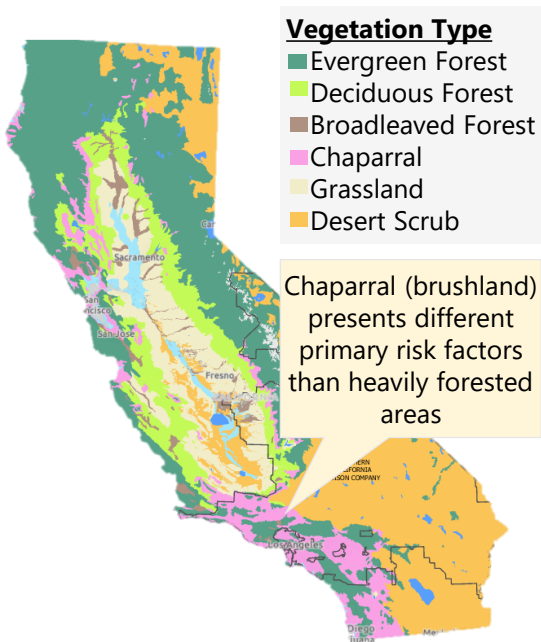


# COVERED CONDUCTOR AND TARGETED UNDERGROUNDING ARE EFFECTIVE MEASURES TO REDUCE WILDFIRE & PSPS RISKS

Continue to implement covered conductor to expeditiously reduce wildfire risk specific to SCE.

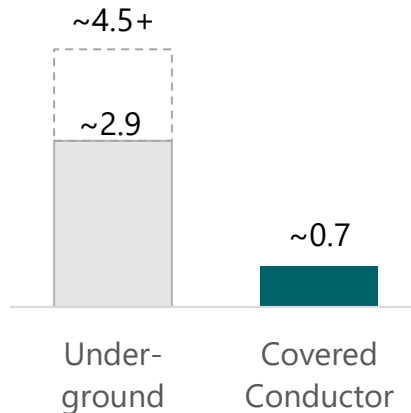
Undergrounding pursued for certain locations based on unique risk factors.

## Geography



## Cost to Implement

Cost per mile<sup>1</sup>  
\$ in Millions



## Execution Speed

Avg. Implementation Time  
In Months

	Covered Conductor	Underground
Initiate	~2-3	~2-3
Plan	~6-9	~9-15
Schedule	~6-9	~9-15
Execute	~2-3	~5-15
<b>Total</b>	<b>16-24+</b>	<b>25-48+</b>

## Unique Factors

Undergrounding is considered where there is:

- Communities of elevated fire concern
- High burn frequency
- Limited exit and entry points to communities
- Wind speeds exceeding covered conductor PSPS thresholds
- Exceptionally high potential consequence (>10,000 acres)
- Operational feasibility

1. Based on data provided in SCE's 2023-25 WMP

# PROTECTIVE DEVICES & SETTINGS

- **13,700+** fast-acting fuses installed or replaced to interrupt electrical current more quickly when there is a fault
- **150+** remote-controlled sectionalizing devices installed to segment and isolate portions of circuits during PSPS events. Thousands installed prior to 2018 before the wildfire mitigation program began
- **Faster grid protection settings** used in high fire risk areas during elevated fire conditions for a quicker reduction in fault energy

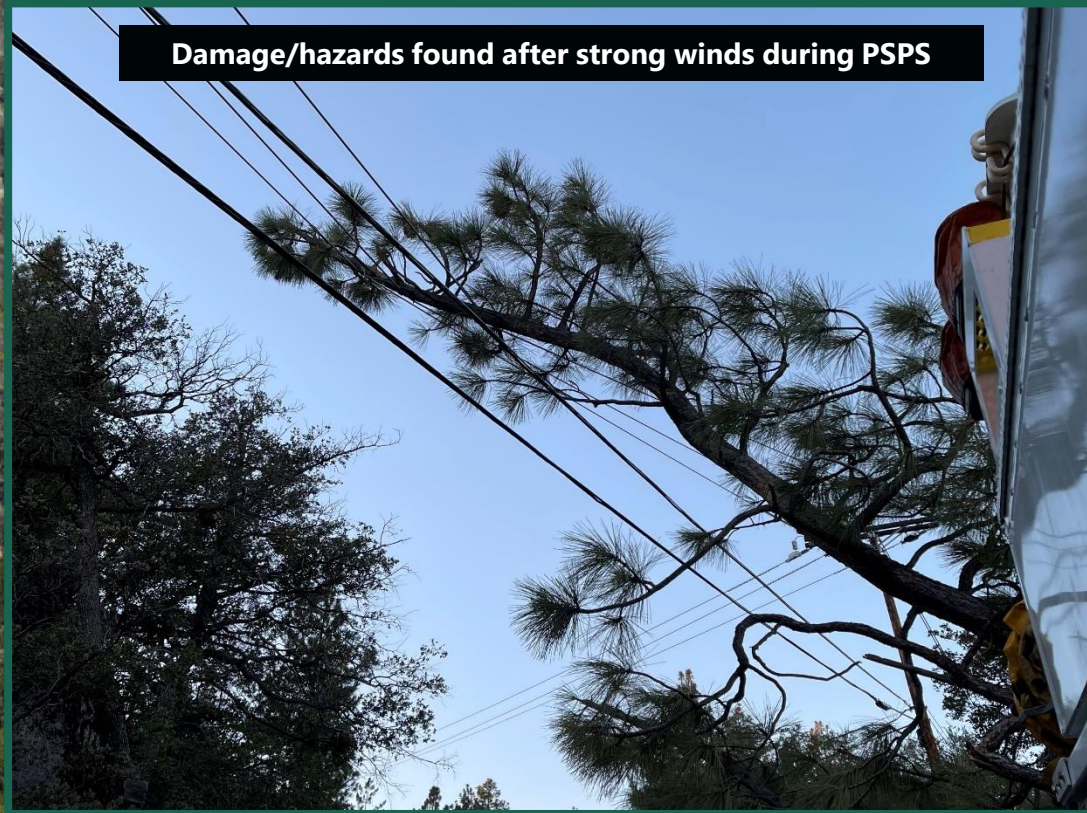
# PARTNERING WITH LOCAL FIRE AGENCIES

## UNIQUE NIGHT-TIME FIREFIGHTING CAPABILITY



- Year-round support for the quick reaction force of aerial firefighting assets in SCE's service area, including the world's largest helitankers
- Continued partnerships with Orange, Los Angeles and Ventura county fire agencies
- All jurisdictions in SCE's service area can request the support of the quick reaction force

# PUBLIC SAFETY POWER SHUTOFFS



- 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 (and circuits connected “downstream” of these circuits)
- Multiple methods used to notify communities, public safety partners, customers and other residents in affected areas before, during and after a de-energization event
- Continuing efforts to reduce the frequency, scope, duration and customer impacts of PSPS

# PSPS OUTREACH & CUSTOMER SUPPORT

- **During PSPS events, we activate Access and Functional Needs (AFN) coordinator to engage community-based organizations and 211 to support customers with AFN**
- **Launched Self ID Pilot to identify opportunities to better serve customers with AFN**
- **Provide notifications to Medical Baseline customers and follow-up with additional outreach or in-person visits, if necessary**
- **Provide backup battery programs and in-event support via Community Crew Vehicle and Community Resource Center locations**
- **Partner with state agencies, public safety partners, critical infrastructure customers and community-based organizations with SCE's Public Safety Partner Portal**
- **Conduct extensive outreach to community-based organizations, public safety partners and local and tribal governments**



# PSPS CUSTOMER PROGRAMS & RESOURCES



## CUSTOMER RESOURCE CENTERS & COMMUNITY CREW VEHICLES

- Services offered: information, mobile and portable medical device charging, PSPS outage alert enrollment support, access to water, snacks, ice or ice vouchers, restrooms, and insulated cold bags for medications
- Translations services for over 120 languages including American Sign Language (ASL)



## CUSTOMER PROGRAMS

- Partner with 211 to help customers with Access and Functional Needs (AFN) develop a resiliency plan and enroll in eligible assistance programs
- Specialized referrals for customers with AFN experiencing PSPS through partnerships with foodbanks and 211. Services may include shelf-stable food, hot meal delivery, transportation and/or temporary lodging
- Ongoing effort to broaden communications access, including using ASL for marketing videos and PSPS notifications



## CUSTOMER RESILIENCY EQUIPMENT

- Critical Care Backup Battery program provides eligible customers with a portable backup battery to power a medical device during a PSPS event
- Rebates on portable batteries and generators for customers residing in high fire risk areas on [marketplace.sce.com](https://marketplace.sce.com)

# CARE AND FERA: RATE DISCOUNT PROGRAMS



## CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE)

- CARE reduces energy bills for qualified households by about 30%
- To be eligible, customers must participate in an eligible public assistance program (e.g., Medi-Cal, CalFresh, & WIC) or
- Meet income guideline qualifications (up to 200% of federal poverty guidelines)



## FAMILY ELECTRIC RATE ASSISTANCE (FERA)

- FERA reduces electric bills for qualified households by 18%
- To be eligible, customers must meet income guideline qualifications
- Larger households with marginally higher incomes may qualify (up to 250% of federal poverty guidelines for households of 3 or more)



## HOW DO I APPLY

- Online at SCE.com
- Paper Application
- Over the Phone
- Capitation Agencies

# CARE AND FERA: RATE DISCOUNT PROGRAMS



Roughly 1 in 3 Southern California households (1.3M) are eligible to receive Income Qualified Assistance



SCE provided over \$664 Million in CARE and FERA bill discounts in 2022 (avg. discount per household is \$45.12 per month)



CARE and FERA are entry level programs which can provide immediate assistance



# MEDICAL BASELINE ALLOWANCE PROGRAM (MBL)



## MEDICAL BASELINE ALLOWANCE PROGRAM (MBL)

- The Medical Baseline Program is **for residential customers who rely on power** to operate medical devices, equipment for certain conditions or who have mobility needs.
- The MBL Program is **NOT an income eligibility program.**
- Customers enrolled in the MBL program receive **additional electricity, per day, at the lowest rate.**
- **Outreach:** CBO/FBO partnerships, IHSS training, email to customers, marketing, bill inserts, tribal engagement, community events



## HOW DO I QUALIFY

- Paraplegic, hemiplegic or quadriplegic condition
- Multiple sclerosis with additional heating and/or cooling needs
- Scleroderma with additional heating needs
- Life-threatening illness or compromised immune system, and additional heating and/or cooling are needed to sustain life or prevent medical deterioration
- Asthma and/or sleep apnea
- Motorized wheelchair/scooter
- CPAP or other breathing machines
- Respirator (all types)
- Hemodialysis machine

A complete list can be found on [sce.com/medicalbaseline](https://www.sce.com/medicalbaseline)

**Note:** Qualifying medical devices include any medical device used to sustain life and require additional energy. Devices are for home-use only. Devices used for therapy generally do not qualify.

# MEDICAL BASELINE ALLOWANCE PROGRAM

## HOW DO I APPLY

We strive to make applying for MBL as convenient as possible by providing the following options to its customers:

1. **Applying online** at [sce.com/mb/](https://sce.com/mb/); or
  2. **Printing** an application from the website and mailing it in; or
  3. **Calling** the customer service at **1- 800-655-4555** to request an application be mailed
- ✓ Caretakers, family members or agents providing support to qualifying individuals can also assist their clients in applying for the program
  - ✓ Qualified Medical Provider signature is required
  - ✓ Applications for enrollment are processed within 30-days of receipt

The Application Process

Step 1: Qualification    Step 2: Apply    Step 3: Re-Certification

1. Submit An Application

- **Enroll Online** For customers who are unable to enroll online, please download the following application, print, and complete pages 1 and 2, and mail the application to SCE \*

2. PowerForm Signer Information

Please inform your Medical Professional that he/she will receive an email from SCE requesting signature to process your application. Once you fill out your application, we will email your Medical Professional for his/her signature.

If you are experiencing any technical difficulties, please contact [CustomerFeedback@sce.com](mailto:CustomerFeedback@sce.com)

Please enter your name and email to begin the signing process.

Customer's Name (As it appears on your bill)

Your Name \*

Full Name

Your Email \*

Email Address

Please provide information for any other signers needed for this document.

Physician, Physician's Assistant, or Nurse Practitioner

Name \*

Full Name

Email \*

Email Address

3. Please Review & Act on These Documents

Agreements: Customers who use electronically governed medical equipment can temporarily enroll in the Medical Baseline Allowance program without a physician's signature for a period of one year beginning March 8, 2025.

View Docs

Please read the Electronic Consent and Signature Disclosure

Agree to use electronic records and signatures

CONTINUE    FINISH LATER    OTHER ACTIONS

FOR CUSTOMERS HELD BY SOMEONE OTHER THAN YOU:

Name of Health Service Applicant (Required)

Relationship to Applicant

Signature of Applicant

Signature of Applicant

Signature of Applicant

SCE MEDICAL BASELINE ALTERNATE CONTRACT INFORMATION

Read agreement of this application, and all attachments with your personal agreement, and clicking continue to enroll. We will have the capability of holding you at jeopardy to enroll, and continuing or terminating (C) if you primary care doctor withdraws you or if you are not a primary care doctor. If you are not a primary care doctor, you must have your primary care doctor's written consent to enroll.

1. Select Enroll Online

2. Sign Into DocuSign: you will need

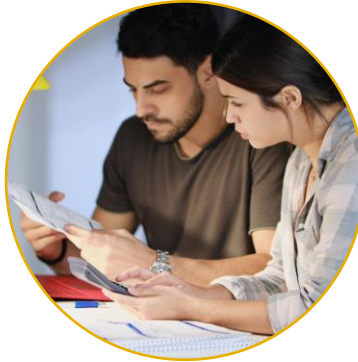
- your email address
- your medical provider's email address

3. Read and accept the electronic disclosure and select continue to launch the MBL application

# LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)



Low Income Home Energy Assistance Program (LIHEAP) Administered by Department of Community Services and Development(CSD), LIHEAP is a Federal low-income home energy assistance, energy crisis intervention, and low-income weatherization program.



Eligible customers may receive funds for home weatherization and/or financial assistance to directly pay their SCE arrearage.



Customers request LIHEAP payment assistance through a Local Service Provider (LSP) who contacts SCE via an Interactive Voice Response system or an online web portal to make online LIHEAP Pledges on behalf of eligible customers.



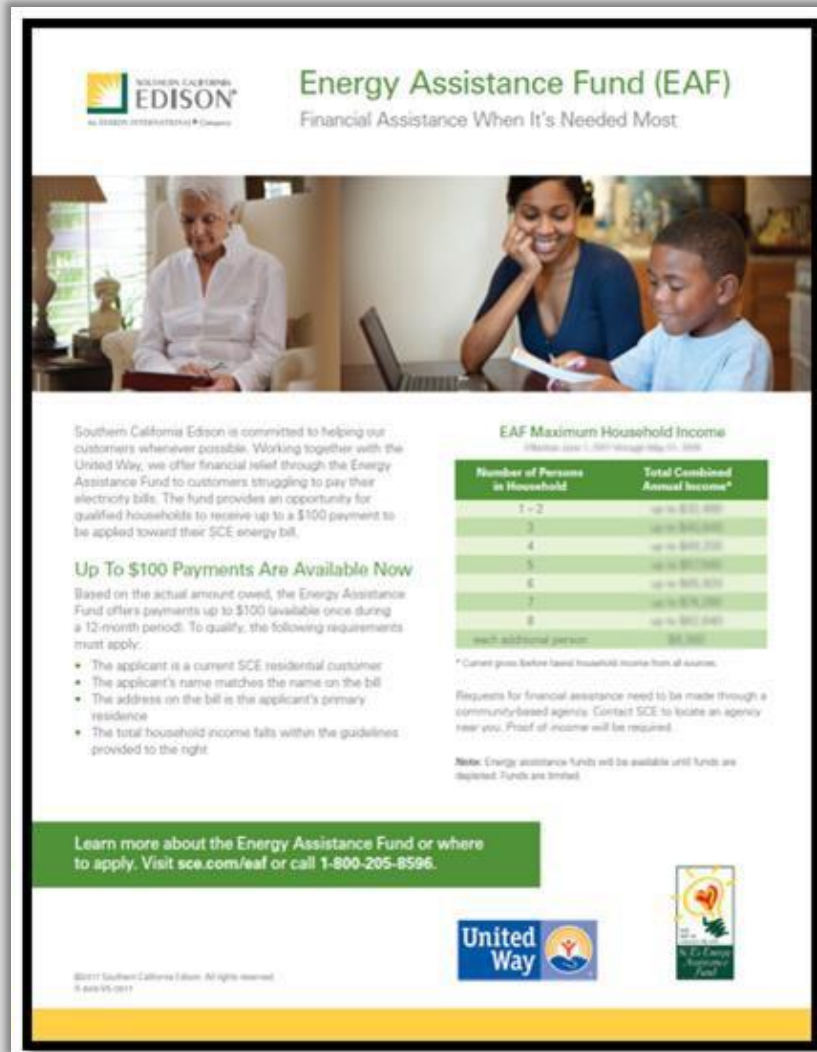
LIHEAP application can be used as proof of income qualification for Energy Savings Assistance Program (ESA)



# ENERGY ASSISTANCE FUND (EAF)

## ENERGY ASSISTANCE FUND (EAF)

- Helps income-qualified residential households pay their electric bill
- Maximum of \$200 is available once per 12 months.
- Approximately 10,000 families receive assistance through EAF on an annual basis
- Funded through voluntary donations from SCE employees, shareholders and customers.
- Customers can also support EAF by donating through their SCE monthly bill.
- Visit [www.sce.com/EAF](http://www.sce.com/EAF).



The flyer features the Southern California Edison logo at the top left and the title "Energy Assistance Fund (EAF)" with the tagline "Financial Assistance When It's Needed Most." Below the title is a photograph of an elderly woman, a woman, and a young boy looking at a laptop. The main text explains that SCE is committed to helping customers and offers financial relief through the EAF. A table titled "EAF Maximum Household Income" lists income limits for households of 1-2 to 8 persons. A section titled "Up To \$100 Payments Are Available Now" details the payment process and eligibility requirements. Logos for United Way and the SCE Energy Assistance Fund are at the bottom.

**EDISON**  
AN EDISON INTERNATIONAL COMPANY

### Energy Assistance Fund (EAF)

Financial Assistance When It's Needed Most.

Southern California Edison is committed to helping our customers whenever possible. Working together with the United Way, we offer financial relief through the Energy Assistance Fund to customers struggling to pay their electricity bills. The fund provides an opportunity for qualified households to receive up to a \$100 payment to be applied toward their SCE energy bill.

#### Up To \$100 Payments Are Available Now

Based on the actual amount owed, the Energy Assistance Fund offers payments up to \$100 (available once during a 12-month period). To qualify, the following requirements must apply:

- The applicant is a current SCE residential customer
- The applicant's name matches the name on the bill
- The address on the bill is the applicant's primary residence
- The total household income falls within the guidelines provided to the right.

#### EAF Maximum Household Income

(Based on 2011 50th Percentile Income)

Number of Persons in Household	Total Combined Annual Income*
1 - 2	up to \$10,000
3	up to \$12,000
4	up to \$14,000
5	up to \$17,000
6	up to \$19,000
7	up to \$21,000
8	up to \$23,000
Each additional person	\$2,000

\*Current gross before taxes household income from all sources.

Requests for financial assistance need to be made through a community-based agency. Contact SCE to locate an agency near you. Proof of income will be required.

**Note:** Energy assistance funds will be available until funds are depleted. Funds are limited.

Learn more about the Energy Assistance Fund or where to apply. Visit [sce.com/eaf](http://sce.com/eaf) or call 1-800-205-8596.

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United Way

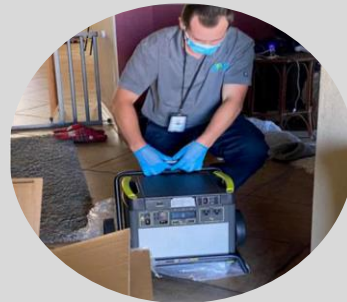
SCE Energy Assistance Fund

# CRITICAL CARE BACKUP BATTERY PROGRAM



## PROGRAM ELIGIBILITY AND OUTREACH

- Customers who are enrolled in SCE's Medical Baseline Allowance and reside in a HFRA are eligible to receive a **free** portable backup battery to temporarily power their medical device in the event of an outage or other type of emergency
- Customers are sent direct mail/email and SCE contractors also perform outbound calls to inform and enroll eligible customers
- SCE contractor will verify eligibility over the phone, determine battery size for customers medical device and schedule to deliver and set up battery free of charge at customer's home



## MARKETING EFFORTS AND PROGRAM IMPROVEMENTS

- Expanded program eligibility to all MBL in HFRA (removed CARE/FERA requirement)
- Each month SCE identifies and contact new eligible customers
- Increased program awareness through outreach with other SCE marketing campaigns and through social media apps/platforms
- Conducted 'Door Rings/Knocking' for hard-to-reach contact customers to further increase participation (deployed over 230 batteries)
- Engage with a network of Community Based Organizations to (CBOs) to help educate community members about the program
- Regularly meet with IOUs to better align program offerings across the state and share best practices

Customer Participation Summary	Total
Batteries Deployed in 2023	1,800+
Total Batteries Deployed YTD (July 2020-2023)	12,300

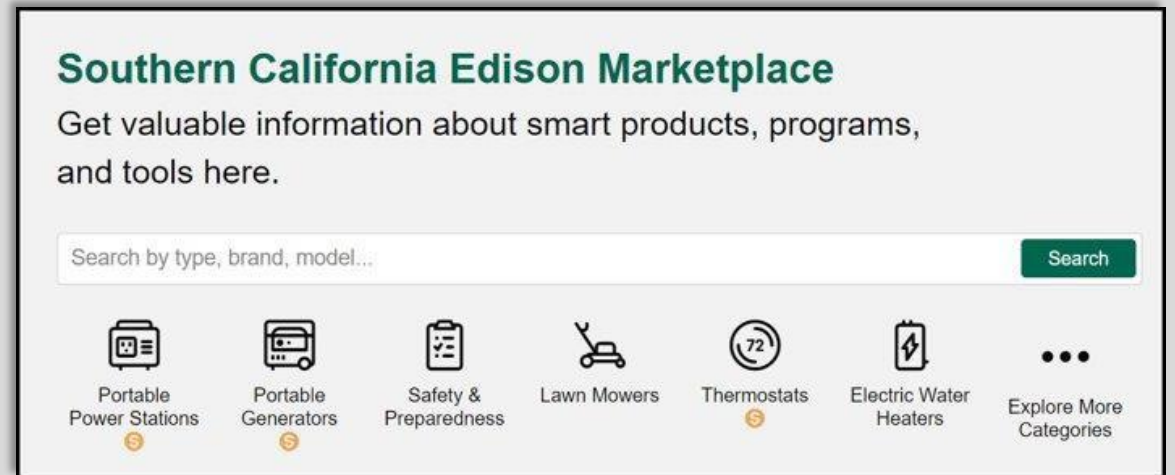
*\*Extended 3-Year warranty provided*

# PORTABLE POWER STATION AND GENERATOR REBATES/SCE MARKETPLACE



## SCE MARKETPLACE

- SCE Marketplace offers rebates to HFRA\* customers who purchase a resiliency product
- Portable Power Stations: Receive up to \$150 rebate, 5x per service account
- Portable Generators: Receive up to \$600 rebate, 1x per service account\*\*



Website: <https://marketplace.sce.com/>

\* Tier 3 or Tier 2 HFRA/HFTD CPUC Fire Map: <https://ia.cpuc.ca.gov/firemap/>

\*\* Rebates up to \$600 are for CARE, FERA, or MBL customers; all other HFRA customers qualify for \$200 rebate

# EMERGENCY RESOURCES



## LOS ANGELES COUNTY

For more information: [fire.lacounty.gov/rsg](https://fire.lacounty.gov/rsg)  
Alert LA County: [alert.lacounty.gov](https://alert.lacounty.gov)

## VENTURA COUNTY

**VC Alert** - Ventura County's mass notification system  
Register online - [VCAAlert.org](https://VCAAlert.org)

### **VCEmergency.com**

Ventura County's dedicated emergency information website.

### **Wildfire Preparedness**

[VCFD.org](https://VCFD.org)

## SANTA BARBARA COUNTY

### **Santa Barbara County Links:**

<https://readysbc.org>

[www.SBCFire.com/wildfire](https://www.SBCFire.com/wildfire)

Website: [sce.com/wildfire](https://www.sce.com/wildfire)  
Energized by Edison Stories & Videos: [edison.com/wildfire-safety](https://www.edison.com/wildfire-safety)  
County Year-end Progress: [on.sce.com/wildfireprogressreport](https://on.sce.com/wildfireprogressreport)  
Circuit Upgrades: [sce.com/pspsenhancements](https://www.sce.com/pspsenhancements)

**SCE Customer Support: 1-800-655-4555**

## STAY INFORMED



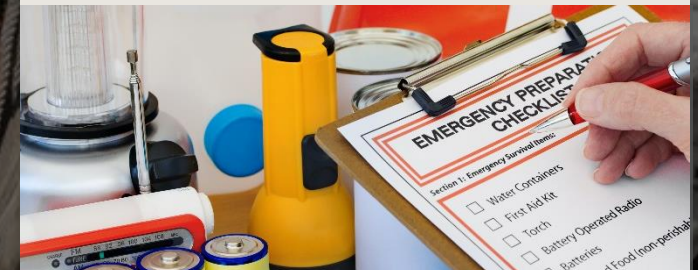
- Visit our website
- Attend a community meeting
- Learn about wildfire mitigation progress in your area

## SIGN UP & UPDATE CONTACT



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

## BE PREPARED



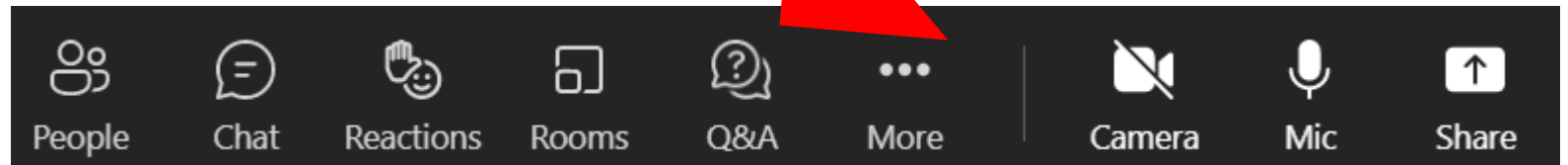
- Be prepared with a safety preparedness plan, some basic supplies and advance planning
- Power outage tips



# HOW TO SUBMIT A QUESTION

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**THANK YOU**



# APPENDIX



# HELPFUL INFORMATION & RESOURCES

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

## SCE Notifications

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

## Situational Awareness

- SCE outage map – [sce.com/outagemap](https://sce.com/outagemap)
- PSPS information – [sce.com/psps](https://sce.com/psps)
- PSPS decision making – [sce.com/pspsdecisionmaking](https://sce.com/pspsdecisionmaking)
- Role of weather in PSPS – [sce.com/fireweather](https://sce.com/fireweather)
- Weather awareness for PSPS – [sce.com/wildfire/weather-awareness](https://sce.com/wildfire/weather-awareness)
- Situational awareness map – [sce.com/wildfire/situational-awareness](https://sce.com/wildfire/situational-awareness)
- Wildfire cameras – [alertwildfire.org](https://alertwildfire.org)
- Weather stations – [sce.com/weatherstations](https://sce.com/weatherstations)
- CPUC wildfire maps – [ia.cpuc.ca.gov/firemap/](https://ia.cpuc.ca.gov/firemap/)

## Preparedness

- SCE emergency preparedness – [sce.com/beprepared](https://sce.com/beprepared)
- CAL FIRE preparedness – [readyforwildfire.org](https://readyforwildfire.org)

## Vegetation Management

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

## Targeted Undergrounding

- Targeted Undergrounding – [sce.com/targetedundergrounding](https://sce.com/targetedundergrounding)

## Customer Programs & Rebates

- SCE Customer Programs & Resources – [sce.com/customerresources](https://sce.com/customerresources)
- SCE Marketplace (rebates and programs) – [marketplace.sce.com](https://marketplace.sce.com)
- SCE Critical Care Backup Battery Program – [sce.com/ccbb](https://sce.com/ccbb)
- SCE Access & Functional Needs Resources – [sce.com/afn](https://sce.com/afn)
- SCE Medical Baseline Program – [sce.com/medicalbaseline](https://sce.com/medicalbaseline)
- Self Generation Incentive Program (SGIP) – [sce.com/sgip](https://sce.com/sgip) or [selfgenca.com](https://selfgenca.com)
- SCE Customer Support: 1-800-655-4555

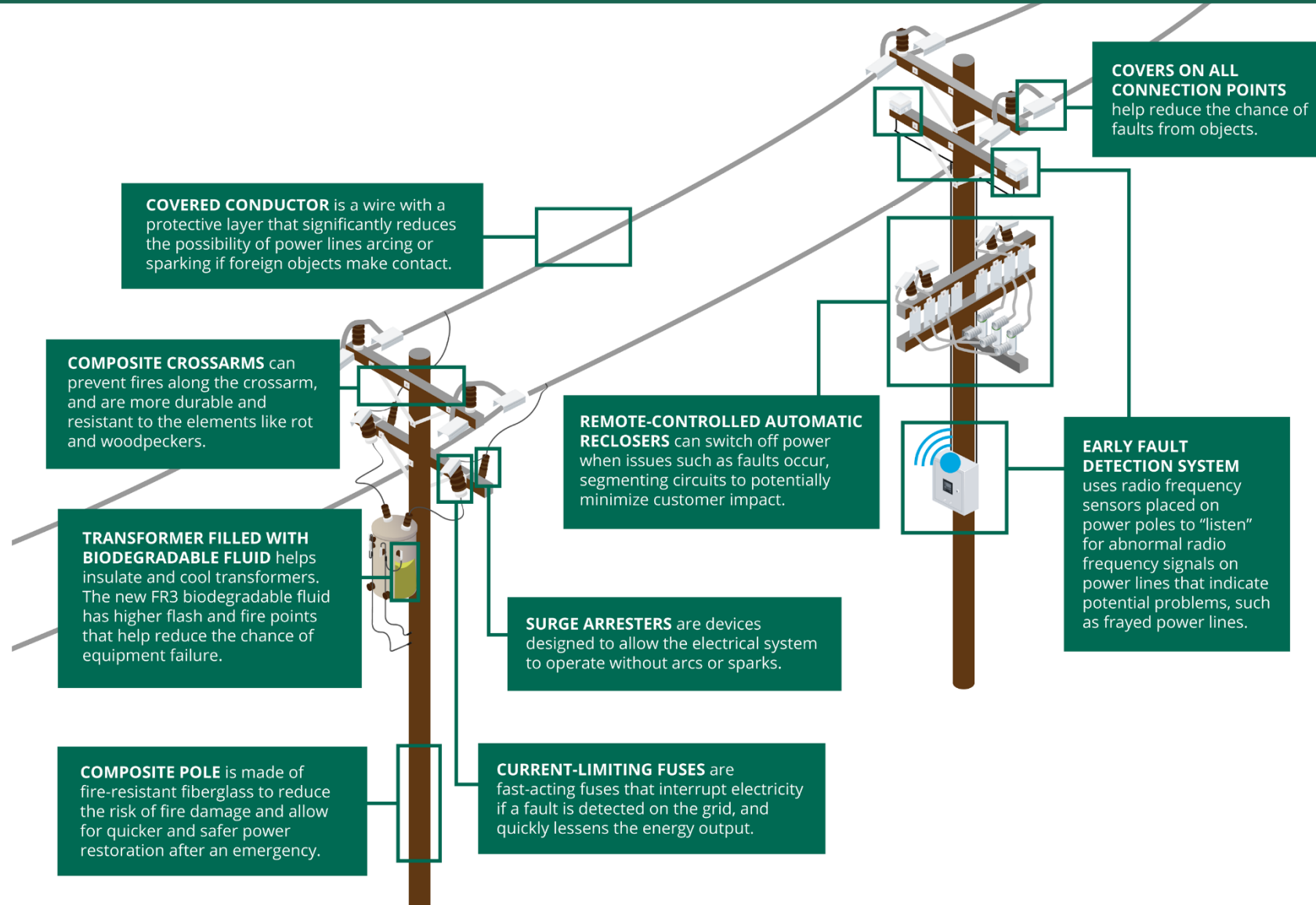
## Community Meetings

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

## Energized by Edison

- Stories and videos on SCE's wildfire mitigation efforts and PSPS – [edison.com/wildfire-safety](https://edison.com/wildfire-safety)

# ANATOMY OF A POLE – HARDENING THE GRID



# 2023 FIRST QUARTER PROGRESS UPDATE



1. Data does not include PRC 4292 compliance scope

# CARE AND FERA: RATE DISCOUNT PROGRAMS

CARE/FERA PROGRAM		
<b>Maximum Household Income</b> <b>(Ingreso Máximo en el Hogar)</b> <i>Effective as of June 1, 2023</i>		
Number of Persons in Household	Total Combined Annual Income*	
	CARE	FERA
1 to 2	up to \$39,440	Not eligible
3	up to \$49,720	\$49,721–\$62,150
4	up to \$60,000	\$60,001–\$75,000
5	up to \$70,280	\$70,281–\$87,850
6	up to \$80,560	\$80,561–\$100,700
7	up to \$90,840	\$90,841–\$113,550
8	up to \$101,120	\$101,121–\$126,400
Each additional person	up to \$10,280	\$10,280–\$12,850

\* Current gross (before taxes) household income from all sources.