

# Our Commitment to California

Keeping our communities safe from wildfires

#PoweringThruTogether

May 2020



# AGENDA

- Wildfire Preparedness Tips
- SCE's Response to COVID-19
- 2019 Lessons Learned / What's New for 2020
- SCE's Wildfire Mitigation Plan
- Public Safety Power Shutoffs (PSPS) Outages
- Customer Care Programs
- Community Engagement
- Resources
- Q&A

# WILDFIRE PREPAREDNESS TIPS



## GET READY, GET SET, GO!

Wildfire Is Coming. Are You Ready?

GET PREPARED FOR WILDFIRE BEFORE IT STRIKES BY FOLLOWING THE READY, SET GO! GUIDE:

### BEING READY



CREATE DEFENSIBLE SPACE: 100-FEET OF DEFENSIBLE SPACE IS REQUIRED AROUND YOUR HOME. LEARN HOW TO MAINTAIN THE TWO ZONES OF DEFENSIBLE SPACE NEEDED.

HARDEN YOUR HOME: FLYING EMBERS CAN DESTROY HOMES UP TO A MILE FROM WILDLAND AREAS. LEARN HOW TO PROTECT AND HARDEN YOUR HOME FROM A WILDFIRE THREAT.

### GETTING SET



PREPARE YOUR HOME AND FAMILY FOR THE POSSIBILITY OF HAVING TO EVACUATE.

1. WHAT
2. HOW
3. WHO
4. WHEN

CREATE A WILDFIRE ACTION PLAN.



ASSEMBLE AN EMERGENCY SUPPLY KIT.



FILL OUT A FAMILY COMMUNICATION PLAN.

### BEING READY TO GO



PRE-EVACUATION STEPS: PREPARE BOTH THE INSIDE AND OUTSIDE OF YOUR HOUSE FOR EVACUATION. GET THE CHECKLISTS.



REVIEW YOUR EVACUATION PLAN CHECKLIST.

### GO!

EVACUATION STEPS: WHEN IMMEDIATE EVACUATION IS NECESSARY, GET READY TO GO!



ENSURE YOUR EMERGENCY SUPPLY KIT IS IN YOUR VEHICLE.



COVER-UP TO PROTECT AGAINST HEAT AND FLYING EMBERS. WEAR LONG PANTS, LONG SLEEVE SHIRT, HEAVY SHOES/BOOTS, CAP, DRY BANDANNA TO COVER FACE, GOGGLES OR GLASSES. 100% COTTON IS PREFERABLE.



LOCATE YOUR PETS AND TAKE THEM WITH YOU.

ONE LESS SPARK  
ONE LESS WILDFIRE



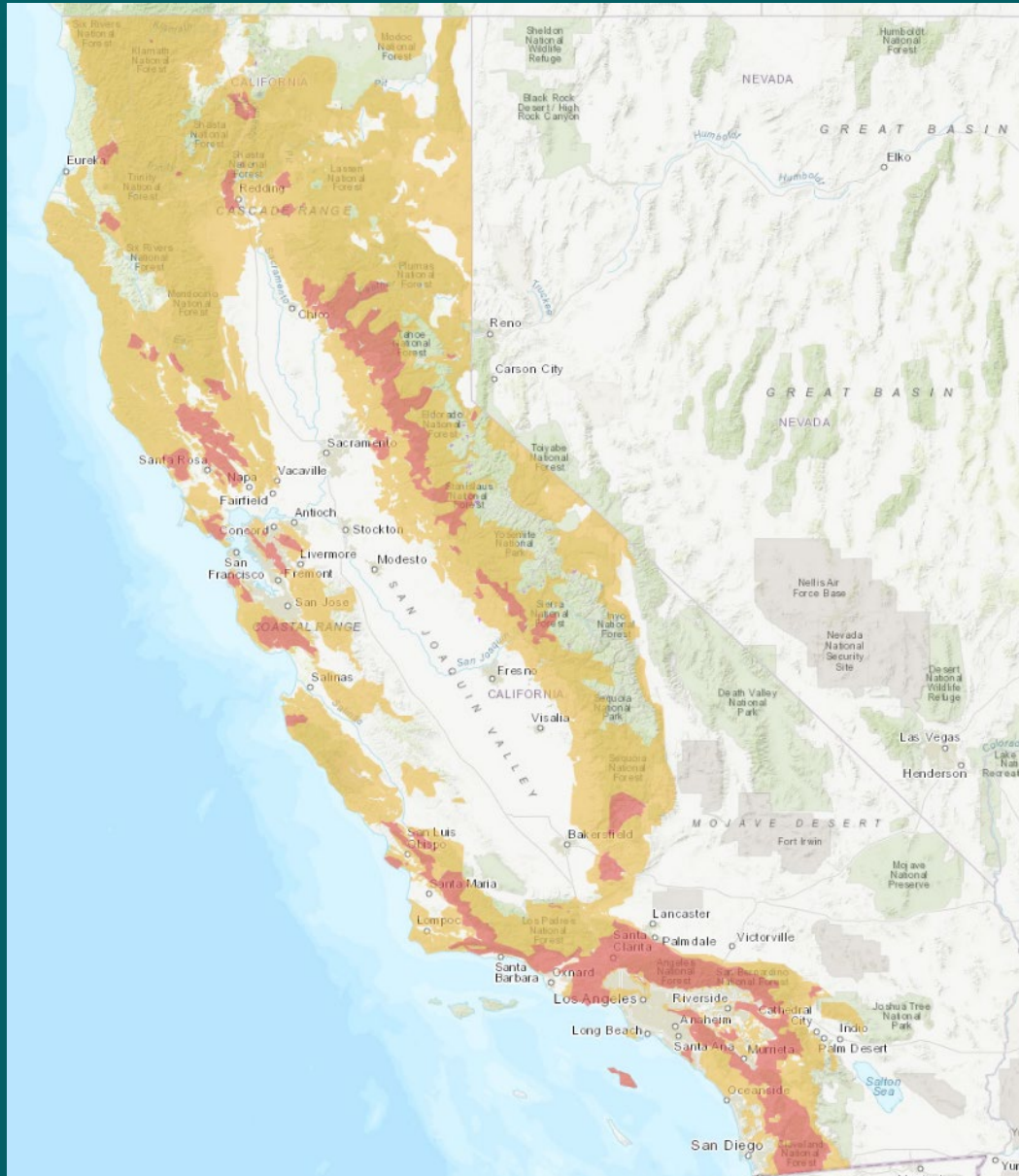
FOR MORE INFORMATION VISIT:  
[READYFORWILDFIRE.ORG](http://READYFORWILDFIRE.ORG)  
#READYFORWILDFIRE

# OUR RESPONSE TO THE COVID-19 OUTBREAK

- Continuing to deliver safe and reliable service to our communities
- Safety of our workforce, our customers and the public remain our top priority
- Prioritizing critical work necessary to protect our communities and public safety
- Enhancing programs to ensure customers continue receiving benefits (Medical Baseline and CARE), suspending service disconnections for nonpayment, and waiving late fees
- Supporting the communities we serve by donating more than \$1 million to local nonprofits responding to the pandemic. *(Edison International's charitable causes are funded entirely by shareholders and not customers.)*
- For more information, visit [sce.com/safety/coronavirus](https://www.sce.com/safety/coronavirus)

# SCE SERVICE AREA





# California's wildfire problem is serious and worsening.

- Ten of the 20 state's most destructive wildfires have happened since 2015
- About a quarter of our service area is located in high fire risk areas

# WHAT WE LEARNED / WHAT'S NEW FOR 2020

- **Wildfire Mitigation Tools**

- Implementing grid hardening activities and hi-tech tools and technologies
- Improving our ability to sectionalize to reduce the number of people impacted

- **Customer Care Programs and Communications**

- Actively pursuing new programs to help customers
- Improving website and communications capabilities to provide additional, timely information and notifications

- **Stakeholder Engagement**

- Enhancing communication and collaboration with stakeholders and partners
- Partnering with community-based organizations to better assist vulnerable customers



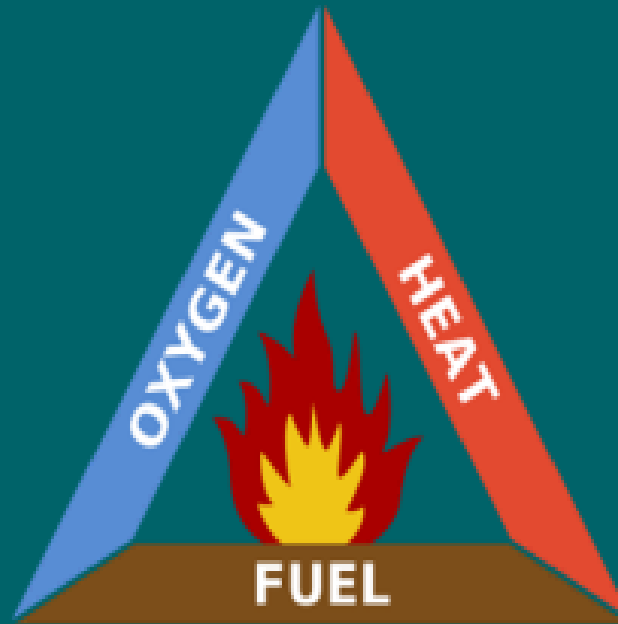
# WILDFIRE MITIGATION PLAN



# MITIGATION STRATEGY BASED ON FIRE SCIENCE

Eliminating any side of the fire triangle can prevent ignitions

**Weather  
Conditions  
(Wind, Humidity)**



**Energy from  
Electrical  
Infrastructure**

**Vegetation &  
Structures**

# Our Wildfire Mitigation Plan

- Further hardening infrastructure, bolstering situational awareness capabilities, enhancing operational practices and harnessing the power of data and technology
- Incorporating advanced mitigation measures deployed in high fire risk areas around the world



# A COMPREHENSIVE STRATEGY to prevent, combat and respond



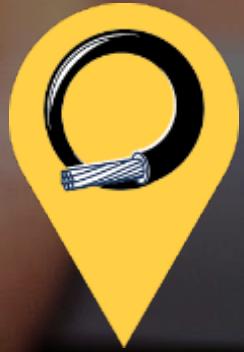
**Hardening the  
Electric Grid**



**Bolstering Situational  
Awareness Capabilities**



**Enhancing  
Operational Practices**



# INSULATED WIRES

**650+ MILES**

INSTALLED

**1200+ MILES**

INSTALLED BY THE END OF 2020



# PROTECTIVE & SECTIONALIZING DEVICES

**12,000+**

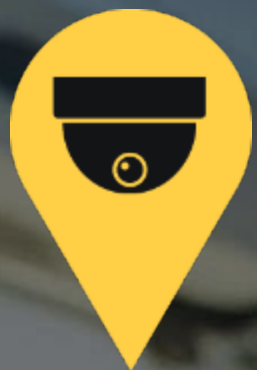
**FUSES AND SECTIONALIZING DEVICES APPLIED TO INTERRUPT ELECTRICAL CURRENT MORE QUICKLY & BOOST RELIABILITY BY SEGMENTING CIRCUITS TO ISOLATE PROBLEMS**



# UNDERGROUNDING

- Evaluation of targeted undergrounding in high fire risk areas





# WEATHER STATIONS

700+

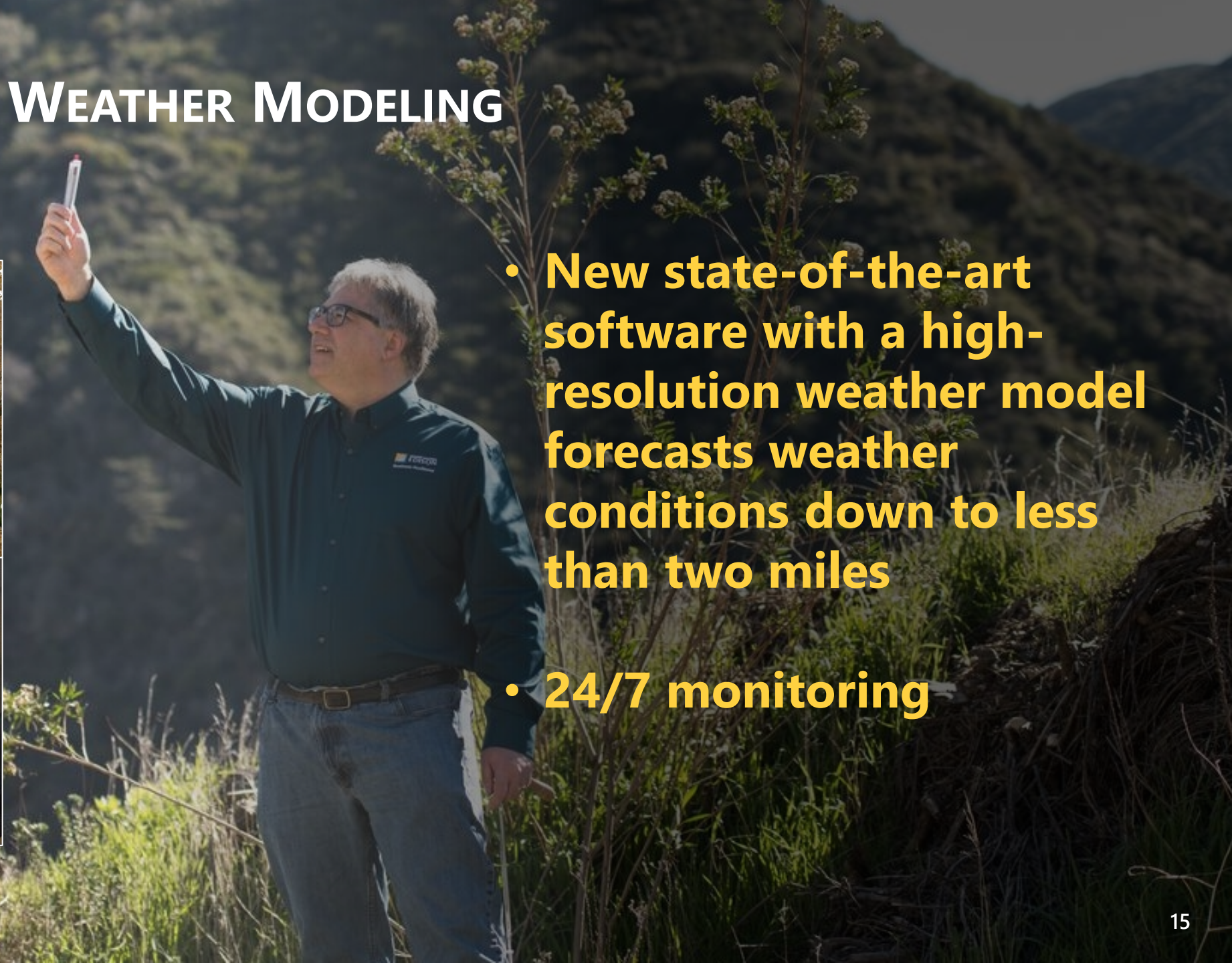
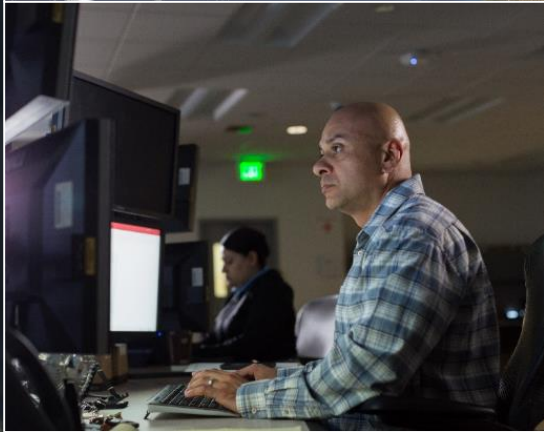
WEATHER STATIONS INSTALLED

MORE THAN 850

INSTALLED BY THE END OF 2020



# ADVANCED WEATHER MODELING



- **New state-of-the-art software with a high-resolution weather model forecasts weather conditions down to less than two miles**
- **24/7 monitoring**





# WILDFIRE CAMERAS

161

CAMERAS INSTALLED

THOROUGHLY COVERING HIGH FIRE RISK AREAS





# HIGH FIRE-RISK INSPECTIONS

**CONTINUE GROUND AND AERIAL  
INSPECTIONS TO ADDRESS WILDFIRE  
RISKS IN 2020**





# VEGETATION MANAGEMENT

- **Hazard tree removal (beyond traditional trim zone)**
- **More than 20 in-house certified arborists**
- **More than 650 vegetation management crews, totaling nearly 1,500 workers**
- **1.1 million trees inspected annually; 500,000+ trees in high fire risk areas**
- **750,000 pruned per year**
- **Vegetation removal at poles**
- **LiDAR surveying**



# INCIDENT MANAGEMENT TEAM

**500+**

**QUALIFIED RESPONSE TEAM MEMBERS, WHO  
ARE ON-CALL FOR DUTY 24/7**



# PUBLIC SAFETY POWER SHUTOFF

- **De-energizing power lines to prevent ignitions**
- **Used during elevated fire conditions**
- **Primarily impacts circuits in high fire risk areas**
- **Use of multiple methods to notify people in affected areas before, during and after a de-energization event**



# PSPS DECISION POINTS

Decision points include, but are not limited to:



- NWS 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**

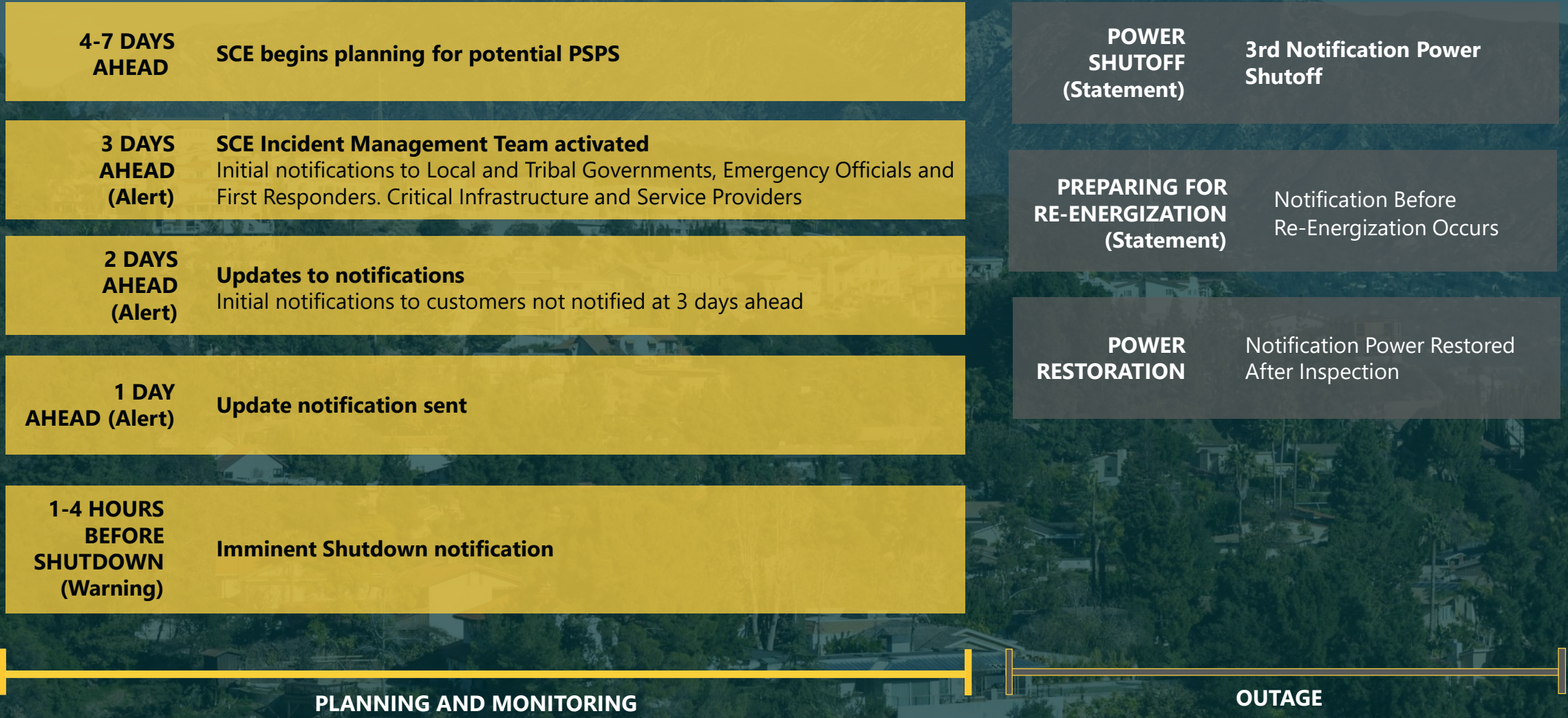


- Real-time observations from qualified electrical workers monitoring for **hazardous conditions** in the field



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

# 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; zip code-level alerts; and NextDoor.

- More than 100 risk areas
- Meetings scheduled with 120 cities, counties and tribal governments
- Statewide advertising campaign in market educating customers about preparing for power shutoffs
- Two letters communicating potential power shutoffs planned for all customers in service territory
- 2020 plans coming soon, please look for updates on [www.psp.com](http://www.psp.com)

# CUSTOMER CARE & ENGAGEMENT



# ENHANCEMENTS TO COMMUNICATIONS

## Website Improvements

- Dedicated PSPS page
- Fire Weather and PSPS information
- Increased capacity to handle website visits
- Improved maps
  - Look up PSPS events and status by address
  - Maps showing locations of Community Resource Centers and Community Crew Vehicles
  - Providing estimated restoration times

## Notifications

- Zip code PSPS notifications
- Expanded use of social media (e.g. Nextdoor)
- Imminent notifications when possible

# CUSTOMER CARE PROGRAMS

## Local Community Resources

- Community Crew Vehicles and Community Resource Centers
  - May include water, ice, blankets, solar powered USB chargers, onsite phone charging, outage information, other resources

## Rebates & Programs

- Self-Generation Incentive Program (SGIP)
  - Rebates for whole home energy storage
  - May 28<sup>th</sup> CPUC Webinar ([selfgenca.com](http://selfgenca.com))
- \$50 rebate for small appliance & device battery backup
- \$300-\$500 generator rebate for well water dependent customers
- Fully subsidized Critical Care customer battery back-up (income qualified)

# TALKING WITH OUR COMMUNITIES

- On-going community meetings held in high fire risk areas
- Meetings with cities, counties and tribal governments
- Outreach to essential service providers
- Advertising campaign in market educating customers about preparing for power shutoffs
- Letters communicating potential power shutoffs planned for all customers in service territory



# REACHING VULNERABLE COMMUNITIES

- Engaging with our most vulnerable customers
- Partnering with community-based organizations and community stakeholders such as Independent Living Centers and 211 organizations
- Supporting resiliency, working with existing philanthropic partners and deploying customer programs for PSPS preparedness, all-hazard awareness and emergency planning
- Encouraging customers to sign up for medical baseline and critical care programs

# INVESTING IN OUR COMMUNITIES

A firefighter in full gear, including a helmet with the number 6, is walking towards the camera while holding a leaf blower. In the background, other firefighters are visible near a fire station entrance. The station has a large glass door and a red metal frame structure to the left. The number 16 is visible on the wall above the glass door.

- **Keeping our communities safer through wildfire mitigation and preparedness**
  - **First responder safety**
  - **Community readiness**
  - **Resiliency and disaster recovery**

**Website: [sce.com/wildfire](http://sce.com/wildfire)**  
**Email: [wildfireoutreach@sce.com](mailto:wildfireoutreach@sce.com)**  
**Social Media: @SCE on Twitter & Facebook**  
**SCE Customer Support: 1-800-655-4555**

## GIVE FEEDBACK



- Provide us your feedback through the email survey or our website
- Presentation and meeting recording available

## 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 Ahead<sup>SM</sup>



# USEFUL INFORMATION

## SCE Wildfire Web Page – [sce.com/wildfire](https://www.sce.com/wildfire)

### SCE Notifications

- Sign up for PSPS alerts – [sce.com/pspsalerts](https://www.sce.com/pspsalerts)

### Situational Awareness

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

### Preparedness

- SCE outage tips – [sce.com/outagetips](https://www.sce.com/outagetips)
- SCE emergency preparedness – [sce.com/beprepared](https://www.sce.com/beprepared)
- SCE Medical Baseline Program – [sce.com/medicalbaseline](https://www.sce.com/medicalbaseline)
- CAL FIRE fire preparedness – [readyforwildfire.org](https://www.readyforwildfire.org)
- Red Cross emergency preparedness – [redcross.org/prepare](https://www.redcross.org/prepare)
- FEMA emergency preparedness – [ready.gov](https://www.ready.gov)

### 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](mailto:safetrees@sce.com)

### Rebates

- SCE Marketplace (rebates and programs) – [marketplace.sce.com](https://www.marketplace.sce.com)
- Self Generation Incentive Program (SGIP) – [sce.com/sgip](https://www.sce.com/sgip) or [selfgenca.com](https://www.selfgenca.com)

### Social Media

- Follow **@SCE** on Twitter and Facebook



# SCE COVID-19 CUSTOMER CARE PROGRAMS

[www.sce.com/safety/coronavirus](http://www.sce.com/safety/coronavirus)

Resource	Description	Link
<b>Energy Assistance Fund (EAF)</b>	Income-qualified customers experiencing COVID-19 financial hardship due to quarantine, illness, caring for loved ones or business closures can apply for assistance to pay their electric bill.	<a href="http://sce.com/eaf">sce.com/eaf</a>
<b>California Alternate Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) Programs</b>	The CARE program provides income-qualified households a discount of about 30% on monthly electric bills. FERA provides a reduced monthly discount of 18% for income-qualified households of three or more.	<a href="http://sce.com/fera">sce.com/fera</a>
<b>Medical Baseline</b>	Customers who use electrically operated medical devices in their homes are eligible and those enrolled will receive additional electricity per day at a discounted rate.	<a href="http://sce.com/medicalbaseline">sce.com/medicalbaseline</a>
<b>Suspension of service disconnections for nonpayment, waiving late fees</b>	SCE has suspended service disconnections for nonpayment and is waiving late fees for residential and business customers impacted by the COVID-19 emergency.	<a href="http://sce.com/billhelp">sce.com/billhelp</a>
<b>Rate Plan Comparison Tool</b>	SCE offers several Time-of-Use rates that offer lower rates during daytime hours when people are now home.	<a href="http://sce.com/rateplantool">sce.com/rateplantool</a>
<b>Budget Assistant</b>	You can also sign up for alerts if your next projected bill is expected to exceed your spending goal using SCE's free Budget Assistant tool.	<a href="http://sce.com/budgetassistant">sce.com/budgetassistant</a>

# POWER OUTAGE SAFETY TIPS

- If you see a downed power line, do not touch it or anything in contact with it. Call 911 immediately.
- Power outages in the area may impact traffic signals so motorists should use extreme caution and treat all intersections as four-way-stops.
- Remember to check emergency supplies to be sure you have a battery-operated radio, a flashlight and fresh batteries.
- Use flashlights instead of candles to avoid fire hazards in your home or business.
- Consider using LED light bulbs with a battery backup, which can stay on during outages.
- If you're in a vehicle with a fallen power line on it, stay in the vehicle and remain calm until help arrives. It is OK to use your cellphone to call 911. If you must leave the vehicle, remember to exit away from downed power lines and exit by jumping from the vehicle and landing with both feet together. You must not touch the vehicle and the ground at the same time. Then proceed away from the vehicle by shuffling and not picking up your feet until you are several yards away.
- If you use a generator, place it outdoors and plug individual appliances directly into it, using a heavy-duty extension cord. Connecting generators directly to household circuits creates "backfeed," which is dangerous to repair crews. Please consult the manufacturer's manual for operating the generator.
- If someone in your home is dependent on electric-powered, life-sustaining medical equipment, have an emergency plan that includes a back-up power source, or make arrangements to relocate.
- Do not use outdoor cooking equipment to cook indoors. Such equipment can release carbon monoxide and other toxic gases.
- Use stairs instead of an elevator. Elevators are powered by electricity and may stop functioning during an outage. Be safe by taking the stairs and use a flashlight when necessary.
- For more information, visit [sce.com/outagetips](https://www.sce.com/outagetips)

# HOME GENERATOR TIPS

Using a backup source of power can keep you up and running during an outage, but generators can be dangerous if connected or used improperly. Consult an electrician before you bring a generator home to determine the proper equipment and set you up safely.

- 1. Equipment Options:** [Choose a generator](#) for more power than you think you will need, depending on what lighting, appliances, and equipment you plan to connect to the generator. Again, this is best determined by an electrician.
- 2. Safety Hazards:** Every year people die in portable generator-related incidents. The primary hazards to avoid when using a generator are carbon monoxide (CO) poisoning, electric shock, electrocution and fire. Follow the directions supplied with the generator.
- 3. Getting Hooked up:** Connect electrical equipment to a portable generator using a heavy duty, outdoor extension cord that is rated more than the sum of the connected appliance loads. Make sure the entire cord has no cuts or tears and that the plug has all three prongs, especially a grounding pin. Do not run portable generators indoors, and don't connect a portable generator to your home's electrical wiring or electrical panel as this can lead to serious injury or electrocution.
- 4. Beware of Backfeeding:** Never try to power the house wiring by plugging a generator into a wall outlet, otherwise known as "backfeeding". This is extremely dangerous and can electrocute utility workers and even neighbors. Electrocution is the fifth leading cause of all reported occupational deaths.
- 5. Connect with an Electrician:** If you decide to wire a generator directly to your home, California state law mandates that you notify Southern California Edison. The only recommended method to connect a generator to house wiring is by having a qualified electrician install a power transfer switch, in compliance with national, state and local electrical codes. Find a licensed electrician to see if you can install the appropriate equipment.
- 6. Portable vs. Permanent:** Even a properly connected portable generator can become overloaded, become overheated and stress the generator components, which can lead to generator failure. For power outages, permanently installed, stationary generators are better suited for providing backup power to a home or business.

For more information, see the [Understanding Backup Generation fact sheet](#).