

Southern California Edison
2023-WMPs – 2023-WMPs

DATA REQUEST SET Cal Advocates - SCE - 2023 WMP - 10

To: Cal Advocates
Prepared by: Sally Jeun
Job Title: Senior Manager
Received Date: 4/11/2023

Response Date: 4/14/2023

Question 07:

Regarding communications to customers for Fast Curve setting enablement:

- a) Does SCE provide notifications or other communication to customers when Fast Curve settings are enabled? (This may include, but is not limited to, notifications that an unplanned outage may occur, notifications of expected restoration time when a Fast Curve setting outage has occurred, or all-clear notifications when Fast Curve settings are de-activated.)
- b) If the answer to part (a) is yes, please describe SCE's approach to notifying customers about Fast Curve settings.
- c) Please provide an example of the message sent to a customer for each possible situation where SCE enables Fast Curve settings.
- d) At what point (i.e., number of hours) prior to enabling Fast Curve settings does SCE notify customers?
- e) At what point (i.e., number of hours) after the beginning of an outage triggered by Fast Curve does SCE notify customers?
- f) At what point (i.e., number of hours) after restoration of a line impacted by Fast Curve does SCE notify customers?

Response to Question 07:

SCE objects to the terms "Fast Curve setting outage," "outage triggered by Fast Curve," and "restoration of a line impacted by Fast Curve [outage]" that incorrectly assume unplanned outages on Fast Curve-enabled circuits are caused by the protection settings rather than an unexpected fault condition. SCE interprets these terms to refer to unplanned repair outages, as there is no distinct "Fast Curve setting outage" type.

SCE's data shows that installation of Fast Curve settings has not affected reliability, as there has been no increase in unplanned outages on Fast Curve-enabled circuits overall in the five years since SCE began deployment of this wildfire mitigation tool, as compared to historical outage data for these circuits.¹ Unplanned outages occur for a variety of reasons (e.g., faults due to animal or vegetation contact) and cannot be causally linked to the operation of fast curve settings. As such, SCE cannot provide data on notifications specific to "Fast Curve setting outages" requested in parts (a), (e) and (f). Based on available SCE data, these types of outages would have occurred with or

¹ Most Fast Curve-enabled circuits experienced no increase in outages after deployment of Fast Curve settings, with a majority of the circuits experiencing fewer outages. For the remainder, no association between outages and Fast Curve settings has been established.

without Fast Curve settings due to hazards beyond SCE's control. The main difference is quicker reaction time to a fault and enhanced public safety.

SCE uses protection settings on protective devices, such as circuit breakers at substations or remote-controlled automatic reclosers on poles, across its entire electric system to maintain the reliability of power and prevent damage to equipment caused by an electrical disruption or fault, such as a metallic balloon getting caught in a power line. Protective devices detect and respond to fault conditions to prevent a potentially more dangerous and uncontrolled reaction. Fast Curve settings reduce the response time of protective devices and turn off power faster when an electrical disruption or fault is detected on SCE's system as compared to normal operating conditions. This difference in response timing further reduces ignition potential and thus wildfire risk.

Outages caused by a fault on the system are, by definition, unplanned. It is inappropriate to apply CPUC guidelines for PSPS event notifications to unplanned outages.² Advance notifications for unplanned repair outages cannot be provided because they occur due to unexpected events, regardless of whether Fast Curve settings are enabled or not. Unplanned repair outages, such as outages due to a metallic balloon on a power line or a car hitting a power pole, can happen at any time without warning.

a) Does SCE provide notifications or other communication to customers when Fast Curve settings are enabled? (This may include, but is not limited to, notifications that an unplanned outage may occur, notifications of expected restoration time when a Fast Curve setting outage has occurred, or all-clear notifications when Fast Curve settings are de-activated.)

Information about Fast Curve settings is available online ([Faster Grid Protection Settings in High Fire Risk Areas Fact Sheet](#)) and included in SCE's wildfire mitigation-related outreach materials such as the annual newsletter sent to HFRA customers.

SCE does not provide additional communications when fast curve settings are enabled or when they are de-activated to avoid redundancy with the aforementioned materials. SCE also seeks to avoid causing unnecessary customer confusion or alarm, given that SCE has not seen a decline in overall reliability performance on circuits where Fast Curve settings were installed (most of these circuits experienced no change or fewer outages).

When an unplanned outage occurs on any circuit, SCE follows its standard repair outage notification process, and impacted customers will receive alerts and updates through their preferred channel. Customers enrolled in outage notifications or who report an outage through [sce.com](#), the

² Although Fast Curve is a wildfire mitigation tool, it is distinct from PSPS events when SCE proactively de-energizes circuits or segments of circuits to prevent faults from occurring during dangerous fire weather conditions (as distinct from reacting to a fault). Whereas PSPS is an SCE-initiated planned outage, there is no evidence that Fast Curve settings, as deployed by SCE, have resulted in outages that would not have otherwise occurred.

Interactive Voice Response unit (IVR) or through the Call Center, will receive digital alerts via their outage preference channel (email, text, phone). As field personnel provide updates to estimated restoration times (ERTs) or restore power, customers enrolled in outage notifications and customers who reported the outage will continue to receive outage updates or receive restoration notices when their power is restored.

The outage information will also be available on SCE.com, My SCE and the IVR. Customers can look up outage details on SCE's interactive outage map at sce.com/outagemap and learn more about outages at sce.com/outage-center. SCE.com, My SCE and the IVR are updated throughout the outage life cycle.

b) If the answer to part (a) is yes, please describe SCE's approach to notifying customers about Fast Curve settings.

N/A. See response to part (a) regarding information about Fast Curve settings made available to customers.

c) Please provide an example of the message sent to a customer for each possible situation where SCE enables Fast Curve settings.

N/A. See response to part (a) regarding information about Fast Curve settings made available to customers.

d) At what point (i.e., number of hours) prior to enabling Fast Curve settings does SCE notify customers?

N/A. See response to part (a) regarding information about Fast Curve settings made available to customers.

e) At what point (i.e., number of hours) after the beginning of an outage triggered by Fast Curve does SCE notify customers?

N/A. SCE incorporates its objection stated above to the term "outage triggered by Fast Curve." See response to part (a) regarding SCE's unplanned repair outage notification procedures. SCE strives to initiate customer communication as soon as possible once the outage is detected.

f) At what point (i.e., number of hours) after restoration of a line impacted by Fast Curve does SCE notify customers?

N/A. SCE incorporates its objection stated above to the term "line impacted by Fast Curve [outage]." See response to part (a) regarding SCE's unplanned outage notification procedures. SCE strives to notify customers as soon as an estimated restoration time is available, and again when service has been restored.