

*Southern California Edison*

*WSD-001 – Resolution WSD-001 to Establish Procedures for the Wildfire Safety Division's Review of 2020 Wildfire Mitigation Plans Pursuant to PUC Sections 8386 and 8386.3*

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

**To: CEJA**

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**Job Title: Manager**

**Received Date: 2/25/2020**

**Response Date: 2/27/2020**

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**Question 007:**

On 5-138 of your WMP, you describe the outreach you are conducted to support customers in emergencies. How are you providing outreach to ensure that customers impacted by wildfires in 2019 understand the customer protections available to them? How do you define “impacted customer” on page 5.138? Did you provide services to customers whose employment was impacted by wildfires? If so, how did you determine whether a customer’s employment was impacted by wildfires?

**Response to Question 007:**

*How are you providing outreach to ensure that customers impacted by wildfires in 2019 understand the customer protections available to them?*

SCE has been actively working to ensure that its customers are informed about consumer protections available to them since protections went into effect in 2018. SCE takes a variety of measures and executes tactics that can effectively reach its consumers. SCE has a dedicated website, [sce.com/disaster](http://sce.com/disaster), that educates customers about the protections available to them both before, during and following a disaster event. This page is also translated into the following languages, other than English: Spanish, Korean, Chinese, Vietnamese and Tagalog. When an event is unfolding, SCE will update its home page with an “alert” so impacted customers can be taken directly to the page with the protections and what to do. SCE also includes information on its bill inserts (message on bills) to raise awareness about the protections. Further, SCE will update its social media through targeted campaigns, perform outbound messaging to targeted areas, provides in person support at local assistance centers and also reaches out to community based organizations and agencies to make them aware of the protections. Lastly, SCE has a dedicated and trained workforce in its contact center that will assist customers impacted by disasters as well, ensuring protections are made available to them as appropriate.

*How do you define “impacted customer”?*

SCE defines impacted customer as any individual who has been directly, or indirectly, affected by the disaster. SCE allows its customer to self-certify that they have been impacted and does not require customers to provide evidence of the impact. Impacts from disasters can be widespread and varying. As such, if a customer indicates they have been impacted, they will receive the protections applicable to their account. Not all protections apply to all customers based on their individual impact.

*On 5-138 of your WMP, you describe the outreach you are conducted to support customers in emergencies. How are you providing outreach to ensure that customers impacted by wildfires in 2019 understand the customer protections available to them? How do you define “impacted customer” on page 5.138? Did you provide services to customers whose employment was impacted by wildfires? If so, how did you determine whether a customer’s employment was impacted by wildfires?*

Yes, as stated above, impacts are varying and those customers whose employment has been impacted are equally at risk and needing the benefits of the protections. In these circumstances, a customer would self-certify the impact and SCE would apply the protections, including offering of CARE and other programs available to them as appropriate.