

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 M G R A - S C E - 0 0 5

To: MGRA
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Received Date: 3/18/2020

Response Date: 3/23/2020

Question 004:

For your vegetation management program, please list the following summary data for customer refusals between 2015 and 2019:

- a) Total number of refusals
- b) Number of refusals resolved by customer outreach
- c) Number of refusals resolved by forced action, such as court orders
- d) Number of refusals resolved by other means
- e) Number of refusals unresolved (or no trim)
- f) Average time between customer refusal and final trim

Response to Question 004:

SCE's Vegetation Management (VM) refusal process was implemented in May 2019, and therefore, the data provided below reflects customer refusals after May 2019. Prior to implementation of the refusal process, refusals were not tracked, but simply managed by our field personnel and escalated as needed.

Additionally, to clarify what SCE constitutes as a refusal, we are providing the following high-level explanation for SCE's VM program for routine compliance work and our Hazard Tree Program.

Routine Compliance – In June 2019, SCE implemented expanded clearances in HFRA in accordance with CPUC D.17-12-024. Given that obtaining expanded clearances is a recommendation, SCE field personnel attempt to obtain the expanded clearance distance, when achievable. During initial discussions and interactions between VM field crews and the customer, customers may refuse permission to obtain the additional clearance recommended by the CPUC. When this initial refusal occurs, SCE uses a field escalation process where SCE employees meet with the customer in an effort to gain permission to achieve the expanded clearances. This field escalation process is not tracked, but most of the time the customers permit the work after meeting with SCE personnel. It is only when a customer does not permit SCE to trim vegetation to achieve the regulation clearance distance (and what it takes to maintain that clearance for an annual cycle) that SCE starts the official refusal process, which is supported by Public Resource Code 4295.5 in HFTD. This process is tracked.

Hazard Tree – During the first quarter of 2019, SCE implemented its Hazard Tree program in

HFRA. When a tree or palm is considered a Hazard or reliability tree that requires mitigation, if a customer refuses that mitigation (which is often removal), then SCE starts the official refusal process which is supported by PRC 4295.5. This process is tracked.

The below data reflects SCE's refusal process as described above.

2019 Data			
Question		Compliance	Hazard Tree
a	Total number of refusals	32	589
b	Number of refusals resolved by customer outreach	2	377
c	Number of refusals resolved by forced action, such as court orders	0	0
d	Number of refusals resolved by other means	22	119
e	Number of refusals unresolved (or no trim)	8	93 (See Note 1)
f	Average time between customer refusal and final trim	30 days	(See Note 2)

Note 1. 38 of 93 are pending resolution (unresolved). 55 of 93 are currently assigned to tree crews to complete the required mitigation, but are considered unresolved until the mitigation is complete.

Note 2. Unlike the records for routine compliance work, Hazard Tree records are located in a user application that requires a manual search to determine an average time between customer refusal and final trim. As a result of this, determining an average time would require considerable resources to review the individual records.