

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 W S D - S C E - 0 0 2

To: WSD
Prepared by: Kari Gardner
Job Title: Sr Mgr, Reg Affairs & Compl
Received Date: 3/5/2020

Response Date: 3/10/2020

Question 107 (SCE-43895-G-282):

A. Item Index [For CPUC tracking purposes. Please reference this item index with the response provided.]

SCE-43895-G-282

B. Request Type

Request for additional specificity or clarification regarding information submitted in WMP or maturity survey

C. Relevant section of WMP (if applicable)

5.6.2

D. Relevant question in Maturity Survey (if applicable)

NA

E. Relevant meeting or call (if applicable)

NA

F. Specific Data request

What is SCE's plan or method to timely notify customers including AFN customers?

Response to Question 107 (SCE-43895-G-282):

SCE has a proactive alerts and notifications process and SCE aims to begin notification to all customers (when able to) two days prior to a potential de-energization event. Alerts and notifications are sent to customers through their preferred method of communication (phone, email, text or TTY) and in cases where customers who have selected multiple means of communication that is done as well. In the event that a customer who is identified as Critical Care (life support), if an alert or notification is not successfully delivered, SCE will make further attempts to deliver those notifications to customers including sending technicians to knock on the customers' doors to personally deliver that message.