

2024 SCE Reliability Review

December 4, 2025

Livestream

Meeting Topics

- Safety
- Overview of Southern California Edison (SCE)
- What is an Outage?
- Reliability Definition and Measurement
- SCE's 2024 System Reliability Performance
- 2024 Reliability Improvements
- How to Obtain Reliability Reports

Safety

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Downed Lines?

- Dangerous weather conditions, including Santa Ana wind events and stormy weather, can cause power lines to fall.
- Don't approach or touch anyone or anything in contact with a downed power line.
- Water conducts electricity, so don't touch or step in water near a downed wire.
- Never attempt to extinguish a fire near a downed power line.



Stay 100 ft away and call 911 immediately

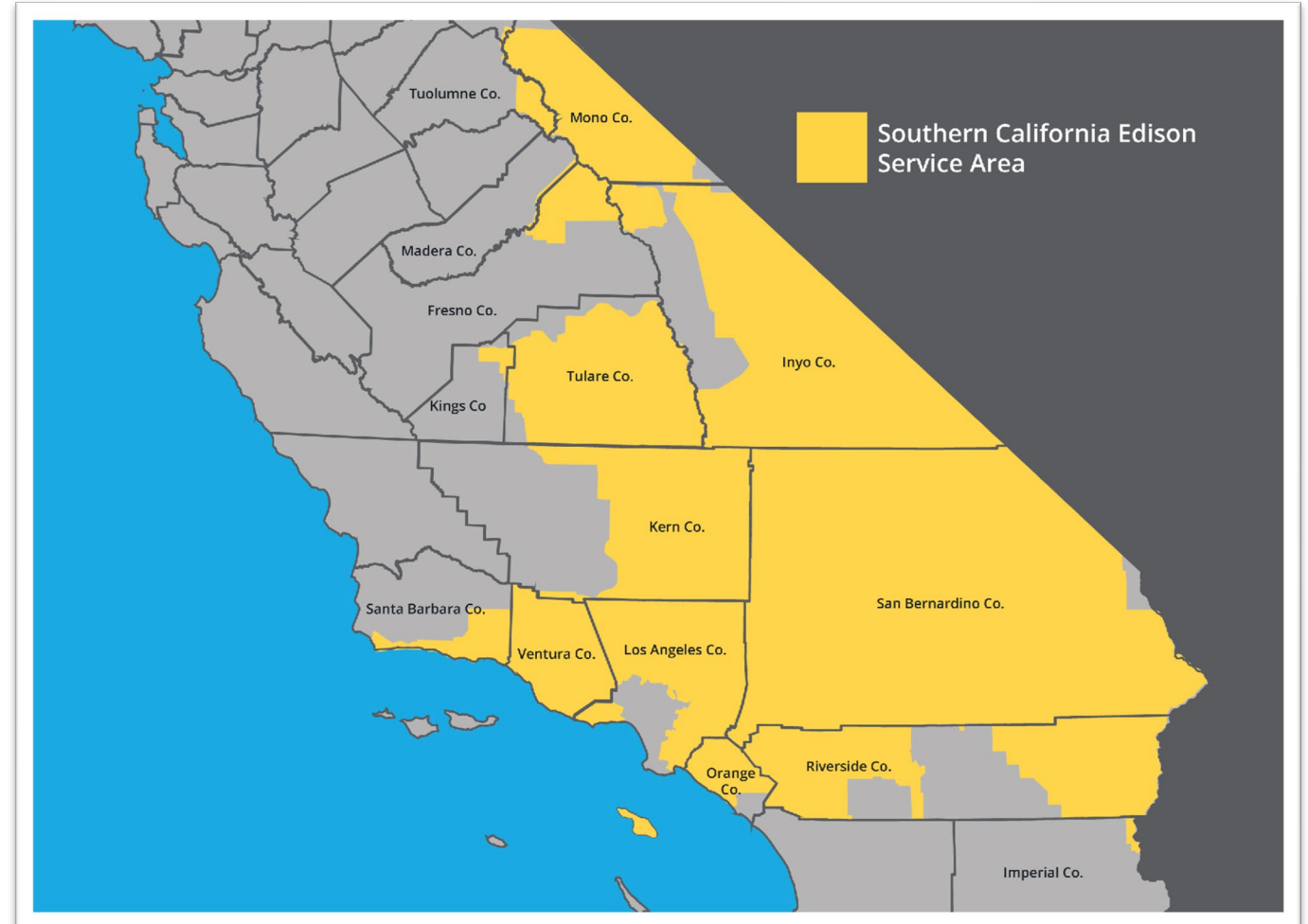
Overview of SCE

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Who We Are

- Southern California Edison (SCE) is an Edison International company
- One of the nation's largest electric utilities
- More than 130 years of history
- Headquartered in Rosemead, California
- Regulated by the California Public Utilities Commission (CPUC) and the Federal Energy Regulatory Commission (FERC)
- 50,000 square miles of SCE service area across Central, Coastal, and Southern California
- 15 million residents through 5 million customer accounts
- 15 counties, 185 cities and 13 Native American tribes



Our Grid

To deliver safe, reliable, and affordable power, we monitor and maintain a vast electricity system

Generation

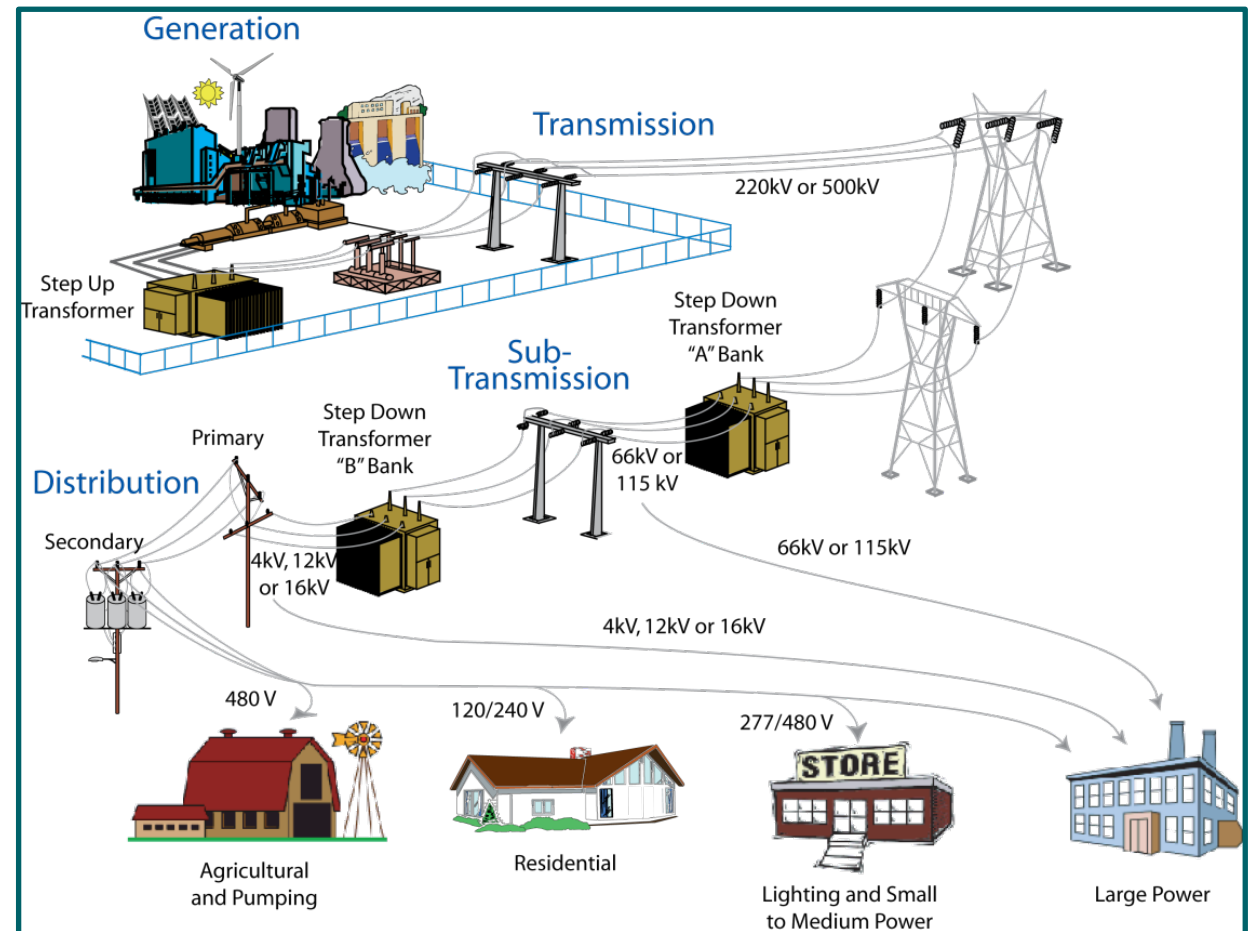
Electrical energy is generated from various power plants throughout the state

Transmission

Transformers step up voltage and transformer lines carry the electricity long distances

Distribution

Distribution lines carry electricity to houses where neighborhood transformers step down the voltage before it enters homes



What is an Outage?

What is an Outage?

A power outage is a temporary or unexpected loss of electricity.

What are the Different Types of Outages?



Maintenance Outage

A scheduled outage that occurs when we turn the power off for equipment upgrades. We notify you in advance if you will be affected by a maintenance outage.



Rotating Outage

Sometimes called a "rolling blackout," a rotating outage is a controlled outage of last resort following declaration of a statewide Energy Emergency Alert 3.

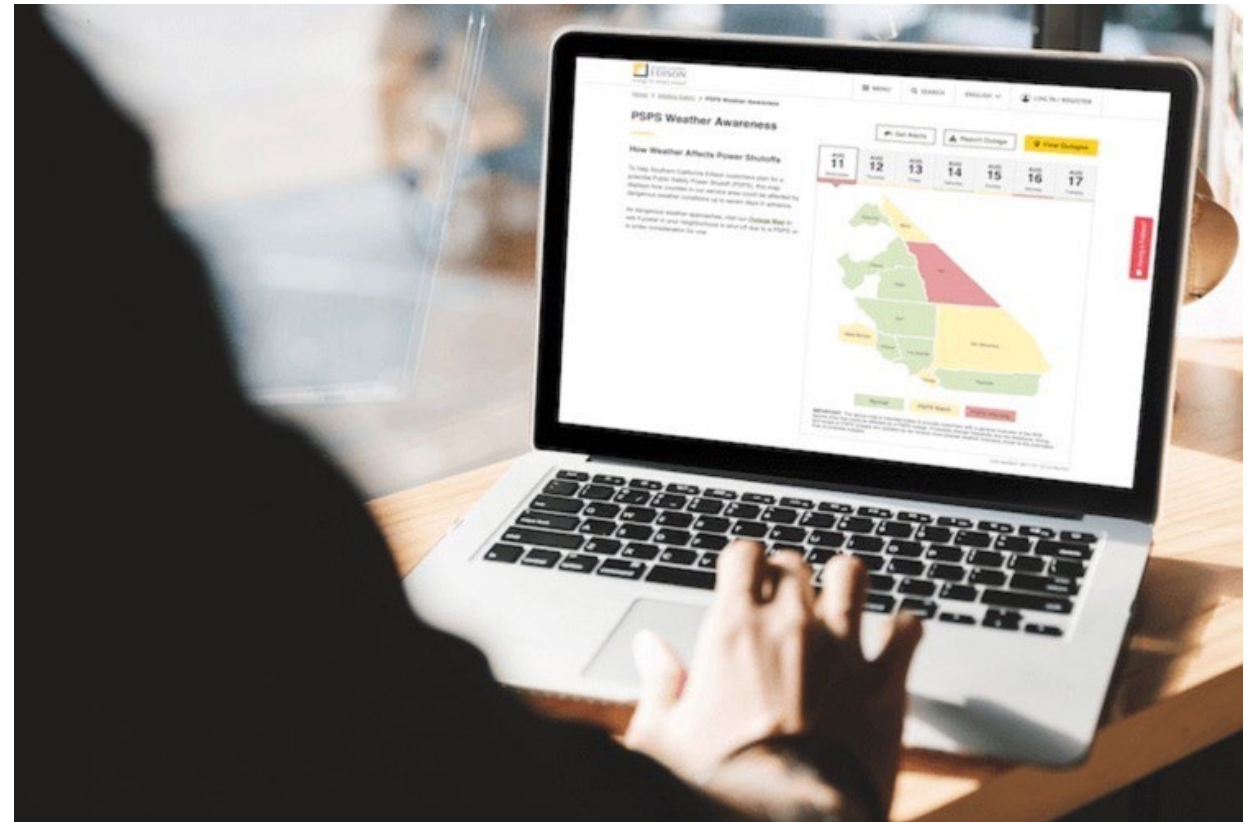


Repair Outage

An outage caused by unexpected circumstances, such as traffic accidents or severe weather. We work to repair these outages quickly.

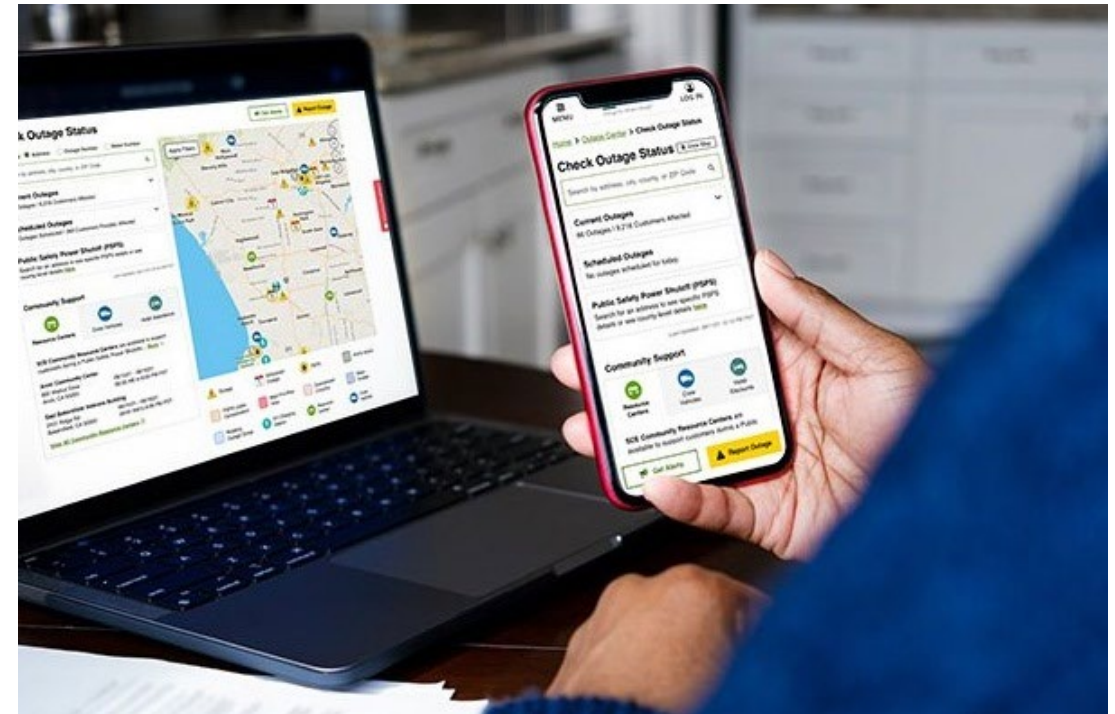
What is a Public Safety Power Shut Off?

- The threat of wildfires in California is real and growing.
- 1/4 of SCE's service area is high-risk fire areas.
- Keeping our communities safe by preventing wildfires is a top priority.
- One critical tool we use to prevent wildfires is the **Public Safety Power Shutoff (PSPS)**, in which we may temporarily shut off power to your neighborhood during dangerous weather conditions to prevent our electric system from becoming a source of ignition.



How Can I Be Informed?

- SCE's Outage Center is a great starting point for all of your outage-related needs!
 - Report an outage
 - Find out when your power will be restored
 - Learn about the different types of outages
- Our interactive **Outage Map** helps you quickly determine if your address is affected by an outage, including when an outage is scheduled to start or estimated to end.
- Be in the know
 - Sign up for alerts
 - Get tips that help you and your family stay safe during an outage
 - Quickly connect to important resources and support programs should you require additional assistance during an outage emergency.



SCE.com > Outage Center
<https://www.sce.com/outage-center>

How We Restore Power



- SCE teams are trained to get your lights back on as quickly and safely as possible through a three-phase power-restoration process.
- Since restoration times vary depending on the level of damage, when a power outage occurs, we ask you to make safety your top concern until our crews can locate and repair the damage.

Three Phases to Restoration

PHASE 1

Assess and Protect

Highly trained workers are sent into the field to locate and monitor safety hazards.

PHASE 2

Repair Damage

Once damage is assessed and safety measures enacted, crews begin repairing damaged equipment. Even if you cannot see our crews, they are working to get your power restored. New smart technology allows us to more accurately estimate when repairs will be finished.

PHASE 3

Restore Power

After the damage is repaired, we begin restoring power to homes and buildings. If you notice that a neighbor's power is back before yours, do not worry. Your home may be on a different circuit or line.

Reliability Definition and Measurement

What is Reliability?

In the simplest terms:

***Reliability is
having
dependable
electricity when
YOU need it***



How Do We Measure System Reliability?

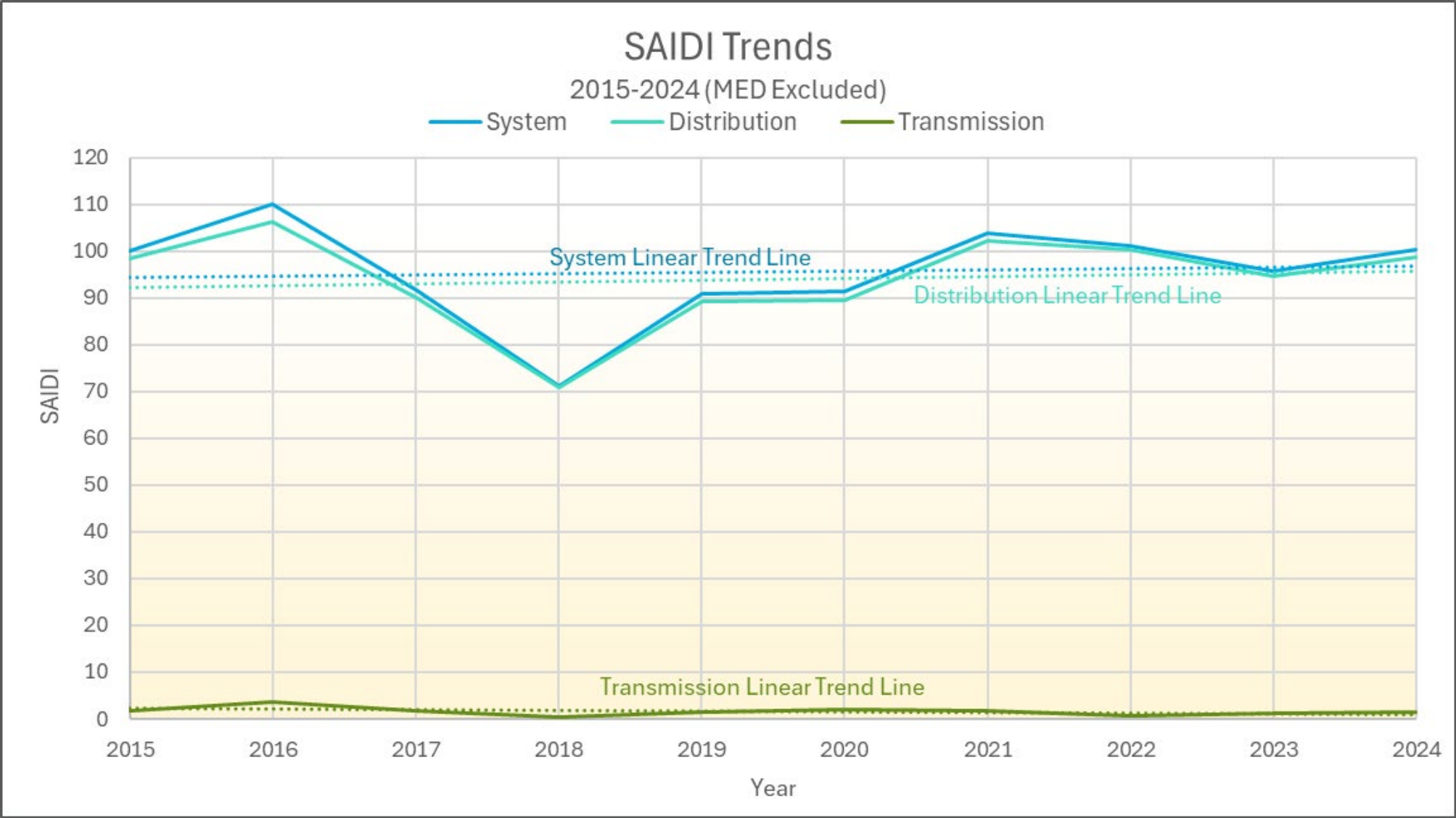
SAIDI <i>System Average Interruption Duration Index</i>	=	Total minutes every SCE customer was without power due to sustained outages (CMI)	÷	Total number of customers	"How long my power service was unexpectedly interrupted this year?"
SAIFI <i>System Average Interruption Frequency Index</i>	=	Number of sustained customer outages experienced by all SCE customers (CI)	÷	Total number of customers	"How many times my power service was unexpectedly interrupted this year?"
CAIDI <i>Customer Average Interruption Duration Index</i>	=	System Average Interruption Duration Index (SAIDI)	÷	System Average Interruption Frequency Index (SAIFI)	"How long it took to restore my power after an unexpected interruption?"
MAIFI <i>Momentary Average Interruption Frequency Index</i>	=	Number of Momentary customer outages experienced by all SCE customers (MI)	÷	Total number of customers	"How many times my power service was momentarily interrupted (≤5 minutes) this year?"

SCE 2024 System Reliability Performance

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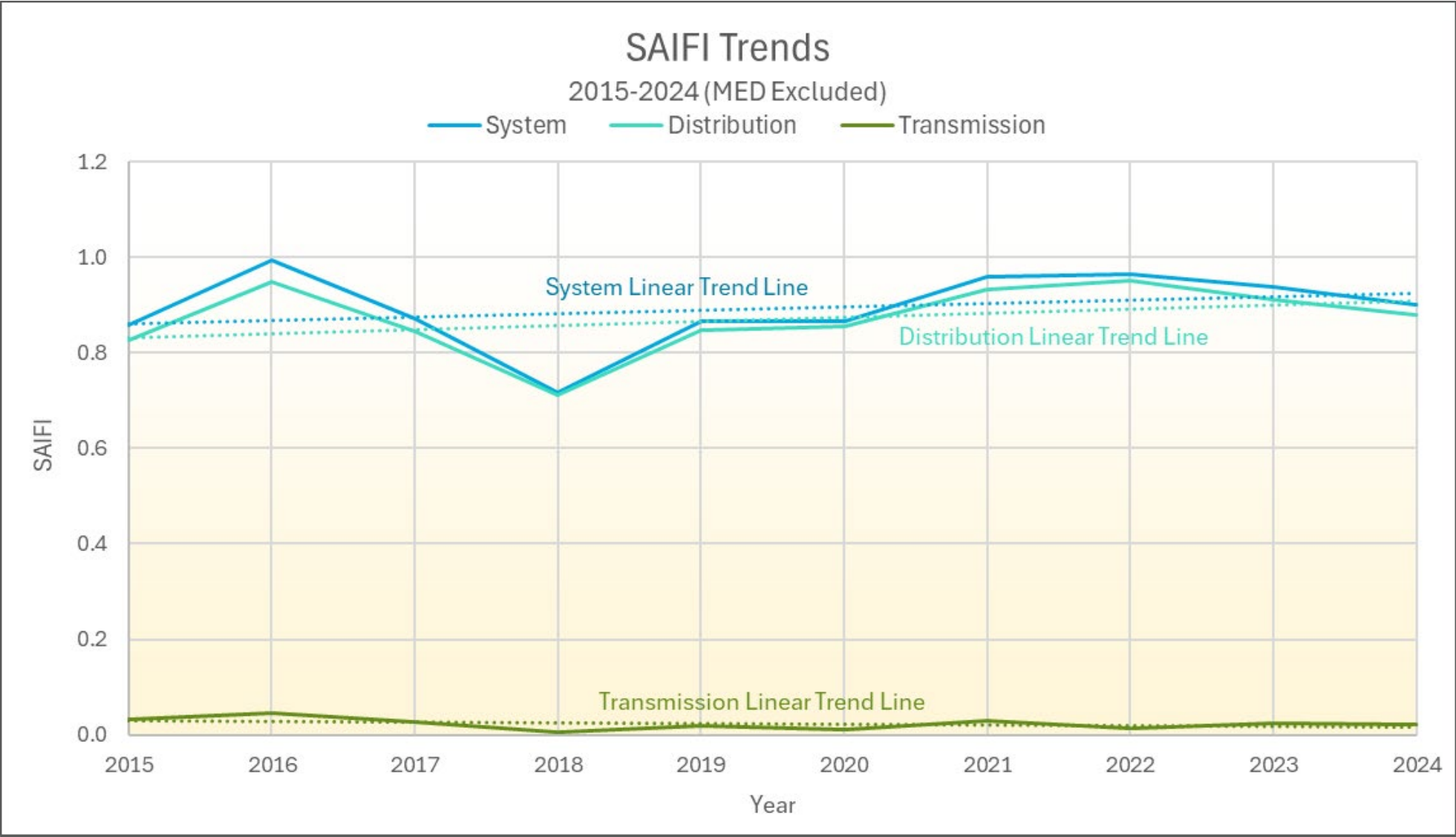


2015-2024 System Reliability History: SAIDI (Excluding MED¹) - Unplanned



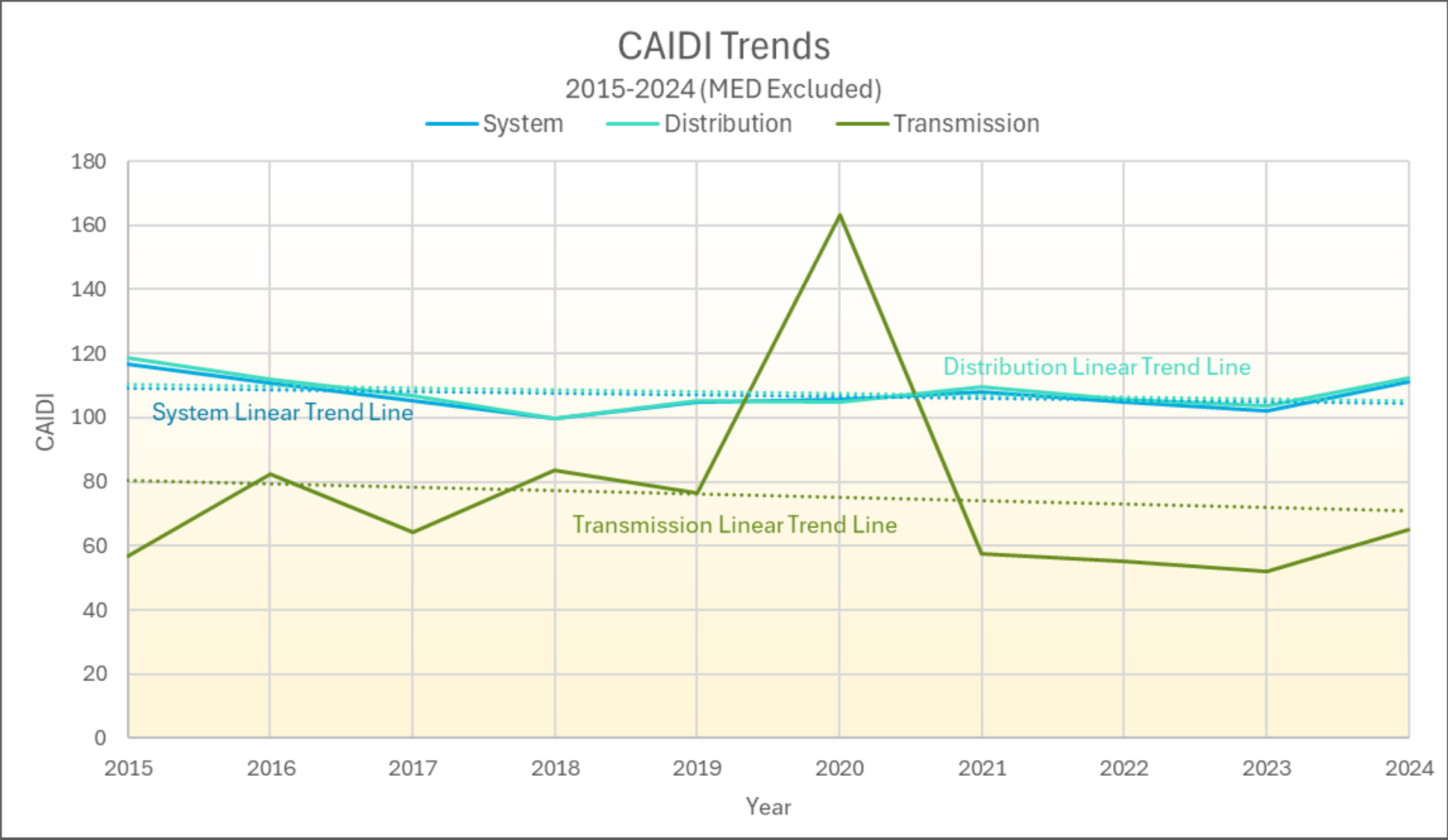
¹Exclusions are days which utilities are allowed to remove from their metrics because the outages on those days were caused by a severe acts of nature and meet the Major Event Day threshold.

2015-2024 System Reliability History: SAIFI (Excluding MED¹) - Unplanned



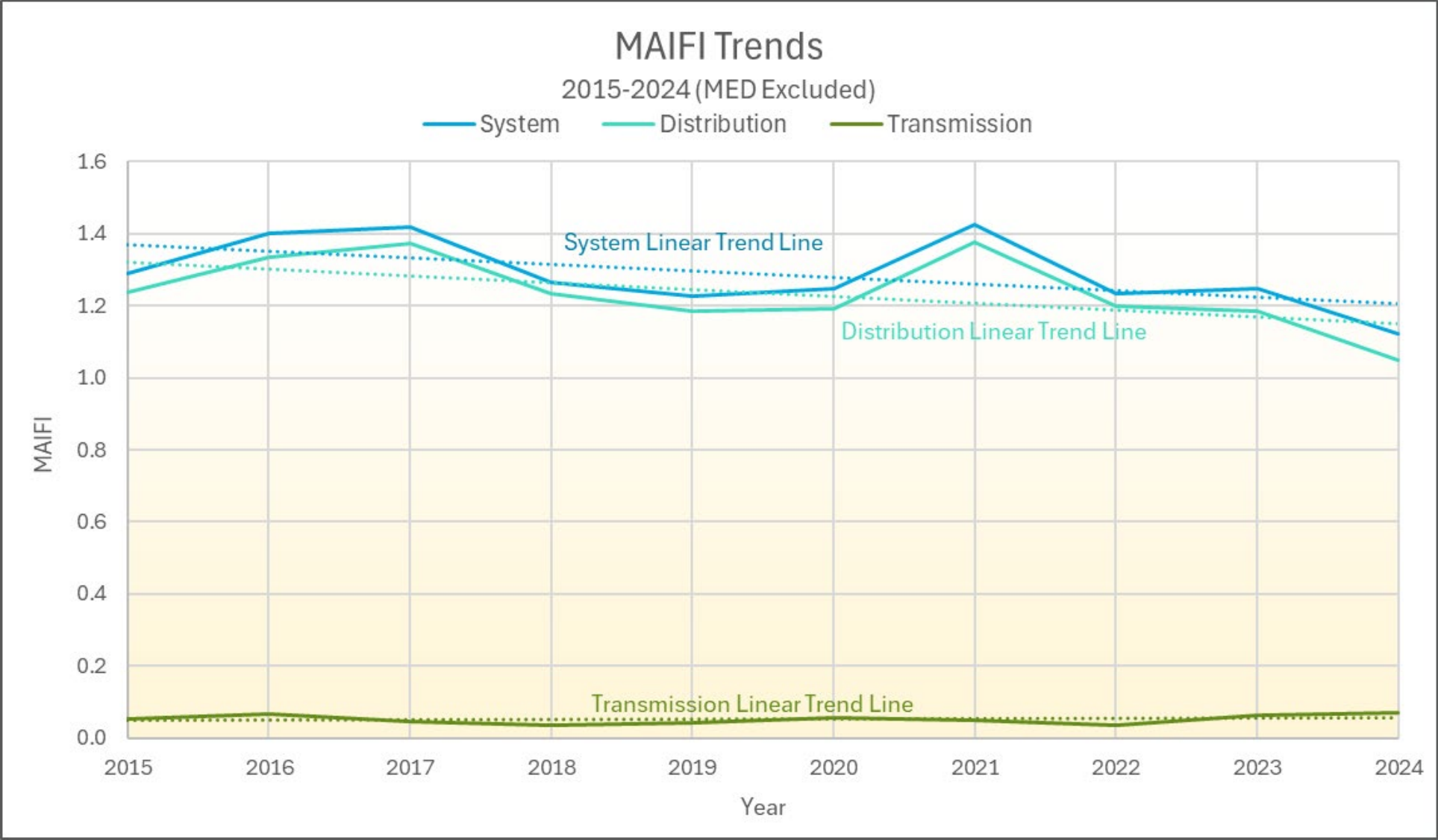
¹Exclusions are days which utilities are allowed to remove from their metrics because the outages on those days were caused by a severe acts of nature and meet the Major Event Day threshold.

2015-2024 System Reliability History: CAIDI (Excluding MED¹) - Unplanned



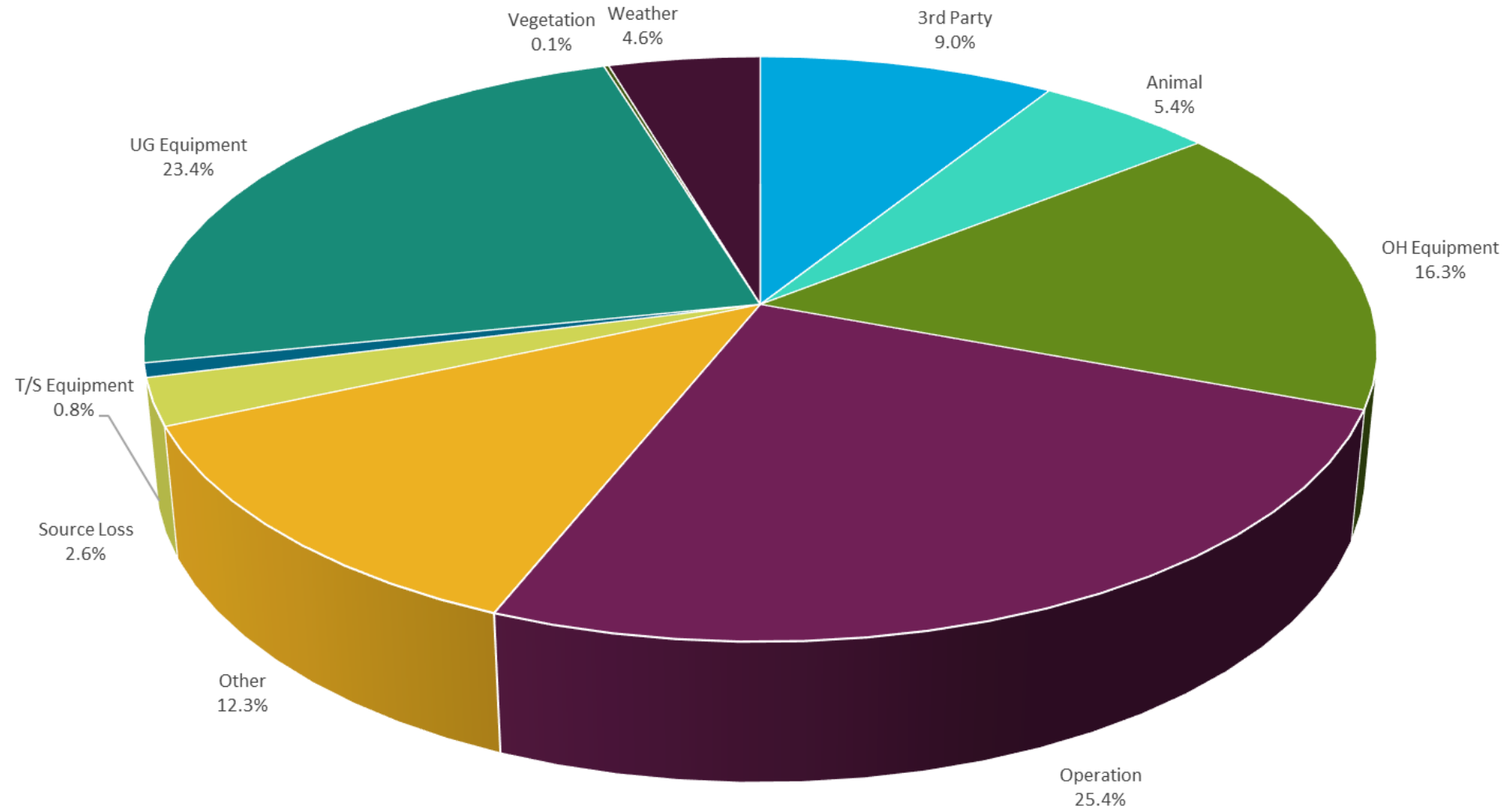
¹Exclusions are days which utilities are allowed to remove from their metrics because the outages on those days were caused by a severe acts of nature and meet the Major Event Day threshold.

2015-2024 System Reliability History: MAIFI (Excluding MED¹) - Unplanned



¹Exclusions are days which utilities are allowed to remove from their metrics because the outages on those days were caused by a severe acts of nature and meet the Major Event Day threshold.

2024 Outage Causes



2024 Reliability Improvements

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2024 Infrastructure Improvements

SCE plans to spend more than \$5B each year to maintain, improve, and harden its infrastructure

- **Infrastructure reliability** – updating underground cables, poles, switches, and transformers
- **Wildfire mitigation** – hardening infrastructure, bolstering situational awareness capabilities, and enhancing operational practices
- **Transmission** – connecting renewables, installing new substations, and updating lines
- **Grid readiness** – updating the grid for impacts from new technologies
- **Long-term energy policy** – supporting energy storage, electric vehicles, and renewables

2024 Capital Investments

47.58 miles of
underground cable replaced

91.11 miles of overhead conductor replaced for
public safety

6984k distribution poles replaced

2150k transmission poles replaced

78 underground structure replacements

SCE's investments support safe, reliable, affordable, and clean energy for our customers

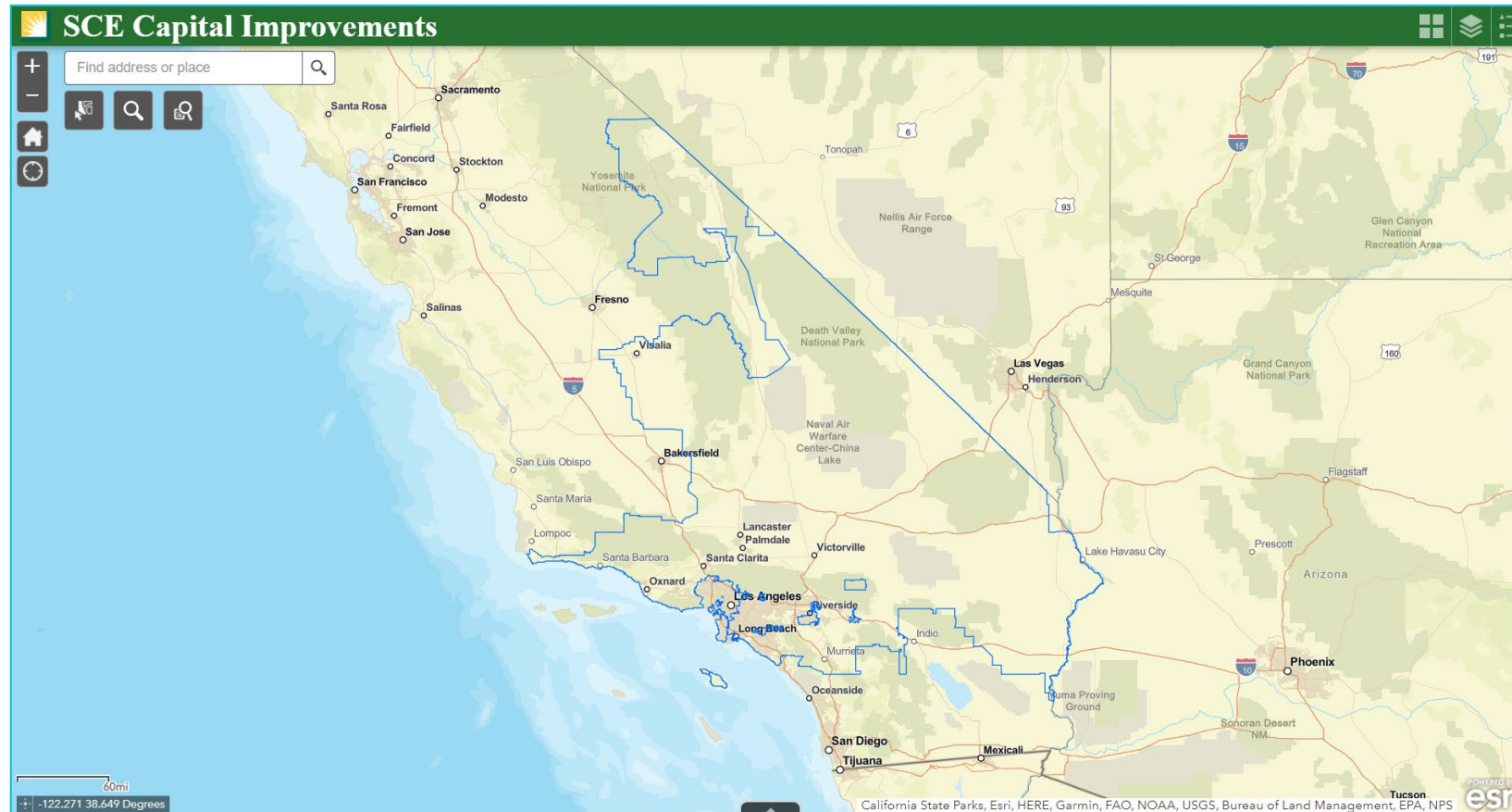
Worst Performing Circuit Program

- The Worst Performing Circuit (WPC) Program tracks and targets the top 1% of circuits (SAIDI and SAIFI).
- Details of which circuits fall under the WPC program are available in the annual reliability report.
- Worst performing circuits are calculated based on a historical three-year weighted average.
- Targeted reliability interventions are implemented to improve the reliability of circuits that consistently appear on the WPC list.



Capital Improvement Map

- The capital improvement map has transitioned to a virtual format via [SCE Capital Improvements](https://www.sce.com/CapitalImprovements) and can be accessed using the link provided or [sce.com/CapitalImprovements](https://www.sce.com/CapitalImprovements).



Keeping Bills Manageable

Our Commitment to Customers

SCE is continually seeking innovative ways to get more work done at less cost to customers, running our business to get the most productivity out of each dollar. That's the commitment SCE makes to the residents, businesses and communities in our service area who depend on us 24/7 to safely deliver, reliable, affordable and clean energy.



Here are ways SCE provides help to customers facing challenges with their energy bills



Discounted Rates

Our California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) financial assistance programs help qualifying families of all sizes lower their monthly energy bills when they need it most.



Assistance Options

Offering a range of options to support you, including payment extensions and monthly installment plans for past due balances, debt forgiveness and new energy-efficient appliances as low or no cost.



Demand Response

Energy-saving programs such as the Smart Energy Program, Power Saver Rewards and Summer Discount Program reward customers with bill credits for reducing electricity usage when the demand for energy is high.



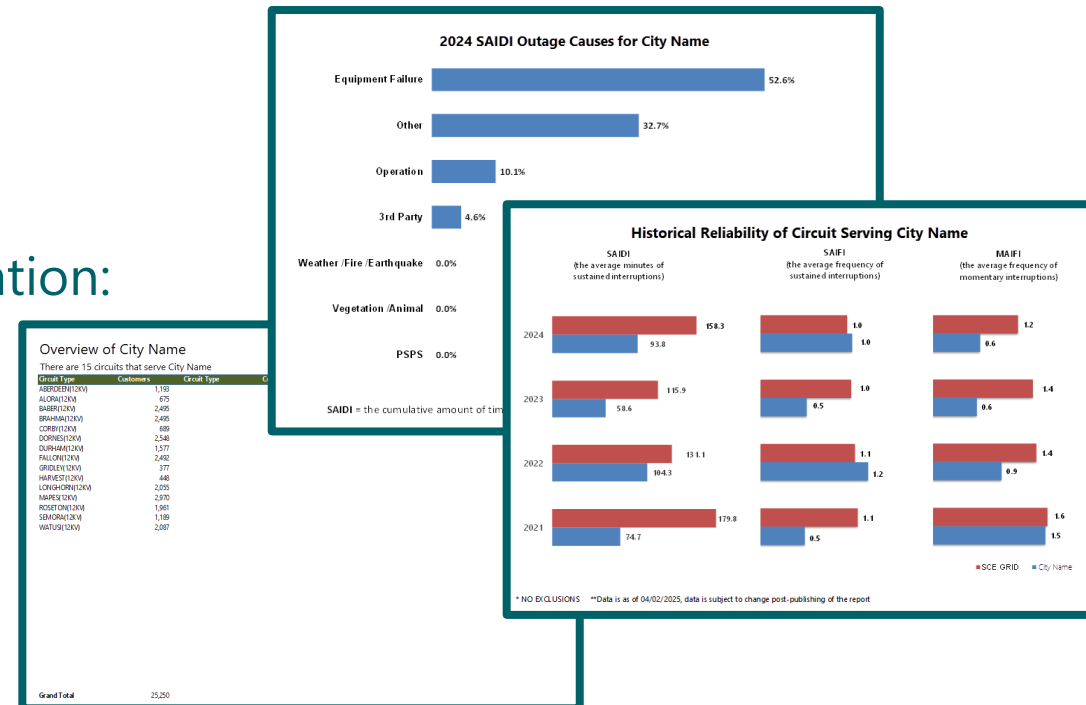
Rebates and Incentives

Get discounts or money back when purchasing smart thermostats and other products that help reduce energy usage, which in turn helps lower monthly bills.

How to Obtain Reliability Reports

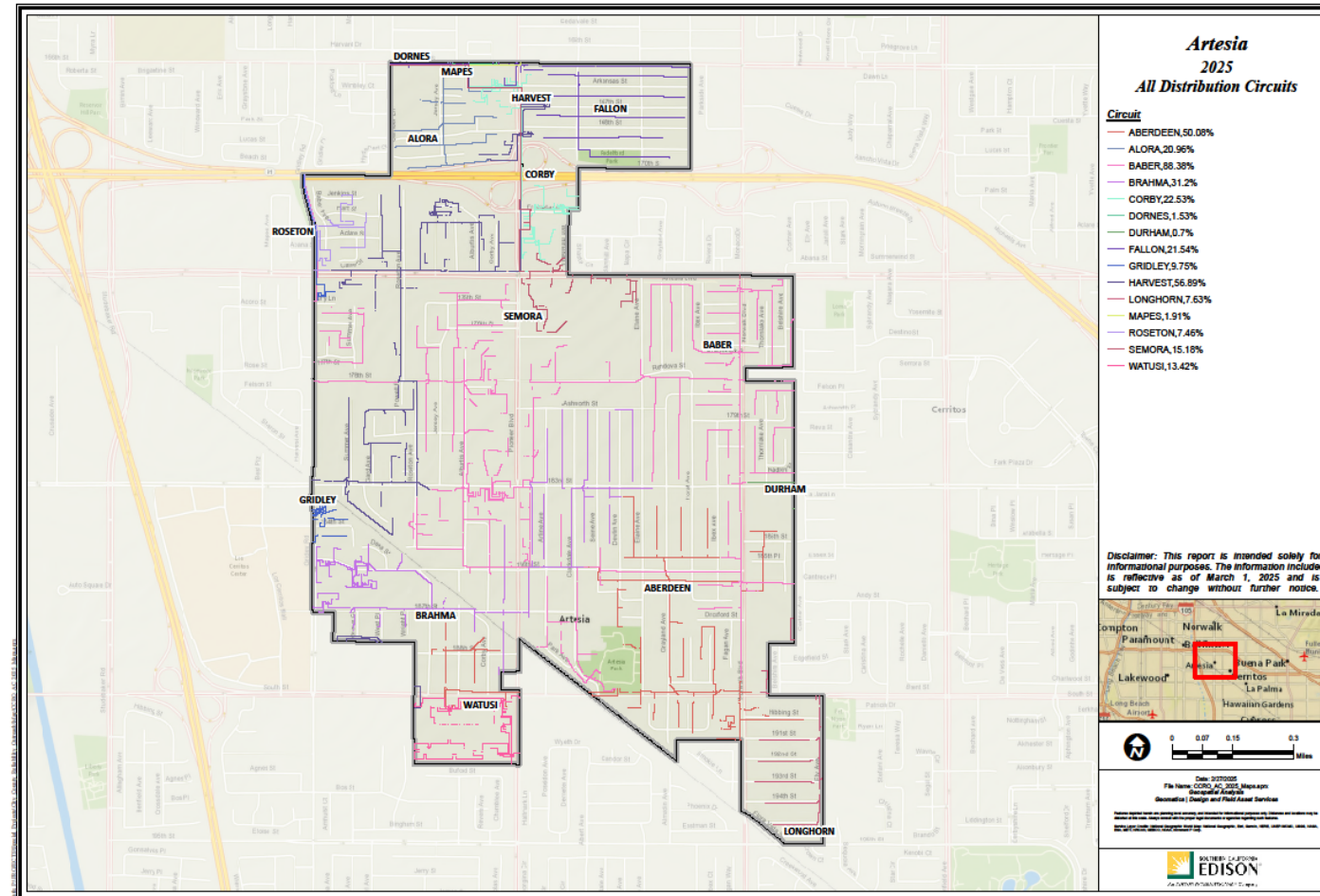
How can I get Reliability Information?

- Annual and City Reliability Reports can be found **at SCE > Outage Center > Outage Reliability Reports (<https://www.sce.com/outage-center/outage-information/reliability-reports>)**
- There are over 240 City Reliability Presentations available, including unincorporated cities
- These reports are updated annually
- City Reliability Reports include the following information:
 - Listing of circuits serving that city
 - Circuit reliability performance
 - Causes of repair outages on those circuits
 - Capital Improvement Plans on those circuits
 - Historical SAIDI/SAIFI for circuits



Circuit Maps

- The report provides a map of all the circuits that serve the jurisdiction, PSPS circuits, and shows the percentage of primary conductor or cable mileage within city boundaries



Questions?

Contact

CircuitReliability@sce.com