

February 2026

# Customer Connection

Please visit us at [www.sce.com](http://www.sce.com)

## Celebrate Safely: Metallic Balloon Do's and Don'ts

- Keep metallic balloons indoors and always tied to a weight.
- Never release them outside -- if they touch wires they can cause outages, fire and possible injury.
- Be sure to puncture balloons before throwing them away to prevent them from floating into power lines.
- Do not attempt to retrieve objects tangled in wires. **Stay at least 100 feet away and call 911.**

More electrical safety tips: [www.sce.com/staysafe](http://www.sce.com/staysafe)

## Stay Alert: Protect Yourself from Payment Scams

- Question requests for personal or financial information over the phone, by mail, by email or in person.
- Remember: SCE does not have a "disconnection department" and will never demand payment over the phone.
- SCE will never request payment in the form of a gift card, prepaid card, prepaid store barcode, cryptocurrency or third-party payment app.

Stay informed on the latest fraud tactics by visiting [www.sce.com/scamalert](http://www.sce.com/scamalert).

## Support for Customers Affected by a Major Disaster

If you or someone you know has been affected by a disaster for which a state of emergency has been declared, please visit [www.sce.com/disastersupport](http://www.sce.com/disastersupport) for information about consumer protections, programs and services SCE has available.

## Be Prepared for Outage Emergencies

Homes and small businesses in PSPS-affected areas should consider adding a portable backup battery or portable generator into their emergency preparedness strategies. These devices can supply backup power for essential personal electronics, such as mobile phones and computers, as well as critical household appliances including refrigerators, lighting, garage door openers and medical equipment, helping you stay prepared during outages. Rebates are available for qualifying products.

Watch our backup power educational videos, learn more about available solutions and apply for rebates in the SCE Marketplace at [www.sce.com/outages-safety/safety-resources-support/backup-power-solutions](http://www.sce.com/outages-safety/safety-resources-support/backup-power-solutions).

## Get Help If You Use Medical Equipment

If you or someone in your household requires the regular use of electrically-powered medical equipment or other qualifying medical devices, you may be eligible for our Medical Baseline Allowance program which:

- 1) Provides an additional allotment of 16.5-kilowatt hours (kWh) of electricity per day on your monthly bill which can help offset the cost of operating the medical equipment.
- 2) Prioritizes your household to get critical alerts and notifications if outages occur, including Public Safety Power Shutoffs.

To apply, you will need the signature of a medical professional.\* If you apply online, you can enter your medical professional's email address and we will contact them for an electronic signature approval. Please let them know they will receive an email from SCE.

To learn more about eligibility requirements or if you have questions about medical equipment or criteria, visit [www.sce.com/mbl](http://www.sce.com/mbl) or call **1-800-655-4555**. Application forms are available in several languages online and alternative formats (such as large print and braille) upon request.

NOTE: We will evaluate the eligibility of the device on your application if it is not listed on [www.sce.com/mbl](http://www.sce.com/mbl). Medical devices used for therapy but not medically required for sustaining life do not qualify for this program.

\*Includes Medical Doctor (MD), Doctor of Osteopathy (DO), Physician Assistant (PA) or Nurse Practitioner (NP).

[www.cpuc.ca.gov/industries-and-topics/wildfires/fire-threat-maps-and-fire-safety-rulemaking](http://www.cpuc.ca.gov/industries-and-topics/wildfires/fire-threat-maps-and-fire-safety-rulemaking)

Electronic version available at [www.sce.com/inserts-onserts](http://www.sce.com/inserts-onserts).

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## Proposition 65 Warnings

**⚠ WARNING:** The Safe Drinking Water and Toxic Enforcement Act of 1986, commonly referred to as Proposition 65, requires the governor to publish a list of chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. It also requires California businesses to warn the public of potential exposures to these chemicals that result from their operations.

Providing safe and reliable service to all of our customers is a top priority for Southern California Edison and we want you to be aware of these chemicals so that you can reduce exposure to chemicals associated with electricity generation and distribution. We handle all equipment and materials at our sites carefully for your good health as well as ours. However, if you are at or near our facilities and work sites, you can be exposed to the following chemicals on the state's Proposition 65 list.

Reduce, limit, or avoid activities at and near the sources of exposure described below. For more information go to:

[www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

**1. Diesel Generation:** Diesel Exhaust: SCE uses diesel-fueled emergency generators during emergencies and other times to help minimize the interruption of our customers' supply of electricity. The generators are used at some SCE facilities like substations and service centers, and at locations where repairs are made to the electrical system. SCE also uses diesel as the primary fuel for electricity generation on Catalina Island and in many service vehicles used throughout our service territory. Diesel engines produce exhaust as a by-product of the combustion of diesel fuel. Breathing diesel engine exhaust exposes you to chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. You should avoid breathing diesel fumes whenever possible.

**2. Wooden Utility Poles:** SCE uses wooden poles that have been treated with chemical preservatives. These chemicals include pentachlorophenol, which is known to the State of California to cause cancer, and petroleum products such as diesel fuel, which contains chemicals including toluene and benzene that are known to the State of California to cause cancer and birth defects or other reproductive harm. If you come into contact with a wooden utility pole or the dust, debris, soil surrounding the pole, or water runoff that may contain dust, debris, and soil previously in contact with the pole, you could be exposed to these chemicals. Avoid contact with wooden utility poles and the dust, debris, soil surrounding the poles, or water runoff that may contain dust, debris, soil surrounding the poles, or water runoff that may contain dust, debris, and soil previously in contact with the poles.

**3. Painted Structures:** SCE utilizes metal and wood structures and equipment that may have been coated with paints containing chemicals, such as lead-based paint, that are known to the State of California to cause cancer and birth defects or other reproductive harm. When the paint on these structures deteriorates, flakes of paint can impact the soil adjacent to the structure. To avoid exposure, you should avoid contact with any paint flakes or soil near any structure with deteriorating paint.

Los usuarios con acceso al Internet podrán leer y descargar esta notificación en español en el sitio Web de SCE:

[www.sce.com/avisos](http://www.sce.com/avisos)

## Thinking of Installing Solar?

SCE's Marketplace\* makes the shopping process easier. Simply enter your address, type of residential dwelling and average monthly bill to find out if going solar makes sense.

If it does, you will get a rooftop solar and storage system tailored to your home, bids from a network of vetted solar installers, financing options, and a dedicated energy advisor to assist you through the entire process. Plus, you will also receive a \$500 Marketplace discount from SCE.

For more information visit:

[https://solarmarketplace.sce.com](http://https://solarmarketplace.sce.com)

\*SCE's solar and storage marketplace is run by Electrum, a third-party company not affiliated with SCE. SCE does not endorse, or accept any liability for, the content of, services or products sold on any third-party websites.

## Connect With Us

Get energy-saving tips, safety and outage updates, and much more.

 [www.facebook.com/sce](http://www.facebook.com/sce)

 [www.twitter.com/sce](http://www.twitter.com/sce)

 [www.instagram.com/sce](http://www.instagram.com/sce)