Thank you for joining us this evening.

This meeting is being recorded.

Please note, the chat function, camera, microphone, and reactions are disabled for this meeting.

To add closed captioning, please click the three dots found at the top right of the tool bar. In the dropdown menu, select turn on live captions.

To submit a question, use the **Q&A window** throughout the session.

Please only submit questions that are relevant to the presentation and topics being presented.
OUR COMMITMENT TO CALIFORNIA
KEEPING OUR COMMUNITIES SAFE FROM WILDFIRES
HOW TO SUBMIT A QUESTION

You can submit a question using the **Q&A window** throughout the session.

Please only submit questions that are relevant to the presentation and topics being presented.
PRESENTERS

Andrew Thomas
Government Relations Manager
Local Public Affairs

Sunny Chu
Principal Manager
Wildfire Safety Strategy

Valarie Hernandez
Principal Manager
Customer Care Outreach & Engagement
A MESSAGE FROM OUR LEADERSHIP

Mike Bushey
Director
Customer Engagement Division

AGENDA

• Welcome
• SCE’s Wildfire Mitigation Activities
• Reducing the Need for PSPS
• Customer Outreach, Programs, and Resources
• Q&A
### SCE SERVICE AREA & HIGH FIRE RISK AREAS

<table>
<thead>
<tr>
<th>Metric</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>50,000 SQ. MI.</td>
<td>5M customer accounts or 15M residents in SCE’s service area</td>
</tr>
<tr>
<td>of SCE service area</td>
<td>14,000 SQ. MI. of high fire risk areas</td>
</tr>
<tr>
<td>across southern, central</td>
<td>1.3M customer accounts or 3.9M residents served by circuits in high fire risk areas</td>
</tr>
<tr>
<td>and coastal California</td>
<td>51,000 MI. of SCE overhead distribution and transmission lines</td>
</tr>
<tr>
<td>14,000 MI.</td>
<td>1.4M power poles and towers</td>
</tr>
<tr>
<td>of high fire risk areas</td>
<td>311,000 in high fire risk areas</td>
</tr>
<tr>
<td>5M</td>
<td>27% of SCE’s service area is in high fire risk areas</td>
</tr>
</tbody>
</table>

**Counties with high fire risk area served by SCE**
- Fresno
- Inyo
- Kern
- Los Angeles
- Mono
- Orange
- Riverside
- San Bernardino
- Santa Barbara
- Tulare
- Ventura

**Counties with no or limited high fire risk areas served by SCE**
- Imperial
- Kings
- Madera
- Tuolumne

**Map**
- SCE Service Area
  - County Lines
  - Tier 2 – Elevated Fire Threat
  - Tier 3 – Extreme Fire Threat
OUR WILDFIRE MITIGATION PLAN

**Grid Hardening**
Improving the electrical system to make the grid more resilient in high fire risk areas, improving reliability and reducing wildfire risk.

**High Fire Risk Inspections**
Annually inspect equipment in high fire risk areas for any needed maintenance, repair or replacement, prioritizing the highest-risk structures.

**Vegetation Management**
Annually inspect, trim and remove trees to prevent vegetation from coming into contact with electrical equipment and potentially sparking a fire.

**Public Safety Power Shutoffs**
Tool of last resort to protect our communities from the threat of wildfire, where we temporarily shut off power to prevent our electric system from becoming the source of an ignition.

**Situational Awareness**
Using a dense network of weather stations and wildfire cameras to monitor location-specific, real-time conditions that help inform operational decision-making.
REDUCING WILDFIRE RISK & PSPS IMPACTS – BY THE NUMBERS

SCE has reduced the probability of catastrophic wildfires associated with its equipment by about 75-80% since 2018

4,580 MILES+ OF COVERED CONDUCTOR

2 MILLION+ TRIMS AND REMOVALS

1 MILLION+ HFRA INSPECTIONS

1,630+ WEATHER STATIONS

180+ HD CAMERAS

IMPROVED PSPS EXECUTION & CUSTOMER SUPPORT

• ~99% less PSPS outage time on frequently impacted circuits in 2022 compared to 2019
• 64 Community Resource Centers and 8 Community Crew Vehicles available
• Deployed 11,800+ Critical Care Back-up batteries to Medical Baseline customers

Data as of 3/31/2023

1. A wildfire directly causing one or more deaths, damaging or destroying more than 500 structures, or burning more than 140,000 acres of land
2. 212M to 2.8M customer minutes of interruption
Continue to implement covered conductor to expeditiously reduce wildfire risk specific to SCE. Undergrounding pursued for certain locations based on unique risk factors.

### Geography

<table>
<thead>
<tr>
<th>Vegetation Type</th>
<th>Chaparral (brushland)</th>
<th>Evergreen Forest</th>
<th>Deciduous Forest</th>
<th>Broadleaved Forest</th>
<th>Grassland</th>
<th>Desert Scrub</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chaparral (brushland)</td>
<td>presents different primary risk factors than heavily forested areas</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Cost to Implement

<table>
<thead>
<tr>
<th>Vegetation Type</th>
<th>Cost per mile¹ $ in Millions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under-ground</td>
<td>~2.9</td>
</tr>
<tr>
<td>Covered Conductor</td>
<td>~0.7</td>
</tr>
<tr>
<td>~4.5+</td>
<td></td>
</tr>
</tbody>
</table>

### Execution Speed

<table>
<thead>
<tr>
<th>Avg. Implementation Time</th>
<th>Covered Conductor</th>
<th>Underground</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiate</td>
<td>~2–3</td>
<td>~2–3</td>
</tr>
<tr>
<td>Plan</td>
<td>~6–9</td>
<td>~9–15</td>
</tr>
<tr>
<td>Schedule</td>
<td>~6–9</td>
<td>~9–15</td>
</tr>
<tr>
<td>Execute</td>
<td>~2–3</td>
<td>~5–15</td>
</tr>
<tr>
<td>Total</td>
<td>16–24+</td>
<td>25–48+</td>
</tr>
</tbody>
</table>

### Unique Factors

Undergrounding is considered where there is:
- Communities of elevated fire concern
- High burn frequency
- Limited exit and entry points to communities
- Wind speeds exceeding covered conductor PSPS thresholds
- Exceptionally high potential consequence (>10,000 acres)
- Operational feasibility
PROTECTIVE DEVICES & SETTINGS

- **13,700+** fast-acting fuses installed or replaced to interrupt electrical current more quickly when there is a fault

- **150+** remote-controlled sectionalizing devices installed to segment and isolate portions of circuits during PSPS events. Thousands installed prior to 2018 before the wildfire mitigation program began

- **Faster grid protection settings** used in high fire risk areas during elevated fire conditions for a quicker reduction in fault energy
PARTNERING WITH LOCAL FIRE AGENCIES

• Year-round support for the quick reaction force of aerial firefighting assets in SCE’s service area, including the world’s largest helitankers

• Continued partnerships with Orange, Los Angeles and Ventura county fire agencies

• All jurisdictions in SCE’s service area can request the support of the quick reaction force
PUBLIC SAFETY POWER SHUTOFFS

• Tool of last resort used during dangerous fire conditions (weather and fuels)

• De-energizing lines to prevent a spark from our equipment starting a significant wildfire

• Primarily impacts circuits in high fire risk areas (and circuits connected “downstream” of these circuits)

• Multiple methods used to notify communities, public safety partners, customers and other residents in affected areas before, during and after a de-energization event

• Continuing efforts to reduce the frequency, scope, duration and customer impacts of PSPS
PSPS OUTREACH & CUSTOMER SUPPORT

• During PSPS events, we activate Access and Functional Needs (AFN) coordinator to engage community-based organizations and 211 to support customers with AFN

• Launched Self ID Pilot to identify opportunities to better serve customers with AFN

• Provide notifications to Medical Baseline customers and follow-up with additional outreach or in-person visits, if necessary

• Provide backup battery programs and in-event support via Community Crew Vehicle and Community Resource Center locations

• Partner with state agencies, public safety partners, critical infrastructure customers and community-based organizations with SCE's Public Safety Partner Portal

• Conduct extensive outreach to community-based organizations, public safety partners and local and tribal governments
PSPS CUSTOMER PROGRAMS & RESOURCES

CUSTOMER RESOURCE CENTERS & COMMUNITY CREW VEHICLES

- Services offered: information, mobile and portable medical device charging, PSPS outage alert enrollment support, access to water, snacks, ice or ice vouchers, restrooms, and insulated cold bags for medications
- Translations services for over 120 languages including American Sign Language (ASL)

CUSTOMER PROGRAMS

- Partner with 211 to help customers with Access and Functional Needs (AFN) develop a resiliency plan and enroll in eligible assistance programs
- Specialized referrals for customers with AFN experiencing PSPS through partnerships with foodbanks and 211. Services may include shelf-stable food, hot meal delivery, transportation and/or temporary lodging
- Ongoing effort to broaden communications access, including using ASL for marketing videos and PSPS notifications

CUSTOMER RESILIENCY EQUIPMENT

- Critical Care Backup Battery program provides eligible customers with a portable backup battery to power a medical device during a PSPS event
- Rebates on portable batteries and generators for customers residing in high fire risk areas on marketplace.sce.com
CARE AND FERA: RATE DISCOUNT PROGRAMS

CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE)

• CARE reduces energy bills for qualified households by about 30%
• To be eligible, customers must participate in an eligible public assistance program (e.g., Medi-Cal, CalFresh, & WIC) or
• Meet income guideline qualifications (up to 200% of federal poverty guidelines)

FAMILY ELECTRIC RATE ASSISTANCE (FERA)

• FERA reduces electric bills for qualified households by 18%
• To be eligible, customers must meet income guideline qualifications
• Larger households with marginally higher incomes may qualify (up to 250% of federal poverty guidelines for households of 3 or more)

HOW DO I APPLY

• Online at SCE.com
• Paper Application
• Over the Phone
• Capitation Agencies
Roughly 1 in 3 Southern California households (1.3M) are eligible to receive Income Qualified Assistance.

SCE provided over $664 Million in CARE and FERA bill discounts in 2022 (avg. discount per household is $45.12 per month).

CARE and FERA are entry level programs which can provide immediate assistance.
MEDICAL BASELINE ALLOWANCE PROGRAM (MBL)

• The Medical Baseline Program is for residential customers who rely on power to operate medical devices, equipment for certain conditions or who have mobility needs.
• The MBL Program is NOT an income eligibility program.
• Customers enrolled in the MBL program receive additional electricity, per day, at the lowest rate.
• Outreach: CBO/FBO partnerships, IHSS training, email to customers, marketing, bill inserts, tribal engagement, community events

**HOW DO I QUALIFY**

- Paraplegic, hemiplegic or quadriplegic condition
- Multiple sclerosis with additional heating and/or cooling needs
- Scleroderma with additional heating needs
- Life-threatening illness or compromised immune system, and additional heating and/or cooling are needed to sustain life or prevent medical deterioration
- Asthma and/or sleep apnea
- Motorized wheelchair/scooter
- CPAP or other breathing machines
- Respirator (all types)
- Hemodialysis machine

A complete list can be found on [sce.com/medicalbaseline]

**Note:** Qualifying medical devices include any medical device used to sustain life and require additional energy. Devices are for home-use only. Devices used for therapy generally do not qualify.
HOW DO I APPLY

We strive to make applying for MBL as convenient as possible by providing the following options to its customers:

1. **Applying online** at [sce.com/mbl](http://sce.com/mbl); or
2. **Printing** an application from the website and mailing it in; or
3. **Calling** the customer service at 1-800-655-4555 to request an application be mailed

✓ Caretakers, family members or agents providing support to qualifying individuals can also assist their clients in applying for the program
✓ Qualified Medical Provider signature is required
✓ Applications for enrollment are processed within 30-days of receipt

Language Options: English (large print) Spanish, Korean, Chinese, Vietnamese, Cambodian, and Tagalog
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

Low Income Home Energy Assistance Program (LIHEAP) Administered by Department of Community Services and Development (CSD), LIHEAP is a Federal low-income home energy assistance, energy crisis intervention, and low-income weatherization program.

Eligible customers may receive funds for home weatherization and/or financial assistance to directly pay their SCE arrearage.

Customers request LIHEAP payment assistance through a Local Service Provider (LSP) who contacts SCE via an Interactive Voice Response system or an online web portal to make online LIHEAP Pledges on behalf of eligible customers.

LIHEAP application can be used as proof of income qualification for Energy Savings Assistance Program (ESA).
**ENERGY ASSISTANCE FUND (EAF)**

- Helps income-qualified residential households pay their electric bill
- Maximum of $200 is available once per 12 months.
- Approximately 10,000 families receive assistance through EAF on an annual basis.
- Funded through voluntary donations from SCE employees, shareholders and customers.
- Customers can also support EAF by donating through their SCE monthly bill.
CRITICAL CARE BACKUP BATTERY PROGRAM

PROGRAM ELIGIBILITY AND OUTREACH

- Customers who are enrolled in SCE’s Medical Baseline Allowance and reside in a HFRA are eligible to receive a free portable backup battery to temporarily power their medical device in the event of an outage or other type of emergency.
- Customers are sent direct mail/email and SCE contractors also perform outbound calls to inform and enroll eligible customers.
- SCE contractor will verify eligibility over the phone, determine battery size for customers medical device and schedule to deliver and set up battery free of charge at customer’s home.

MARKETING EFFORTS AND PROGRAM IMPROVEMENTS

- Expanded program eligibility to all MBL in HFRA (removed CARE/FERA requirement).
- Each month SCE identifies and contact new eligible customers.
- Increased program awareness through outreach with other SCE marketing campaigns and through social media apps/platforms.
- Conducted ‘Door Rings/Knocking’ for hard-to-reach contact customers to further increase participation (deployed over 230 batteries).
- Engage with a network of Community Based Organizations to (CBOs) to help educate community members about the program.
- Regularly meet with IOUs to better align program offerings across the state and share best practices.

Customer Participation Summary

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Batteries Deployed in 2023</td>
<td>1,800+</td>
</tr>
<tr>
<td>Total Batteries Deployed YTD</td>
<td>12,300</td>
</tr>
</tbody>
</table>

*Extended 3-Year warranty provided*
PORTABLE POWER STATION AND GENERATOR REBATES/SCE MARKETPLACE

SCE MARKETPLACE

- SCE Marketplace offers rebates to HFRA* customers who purchase a resiliency product
- Portable Power Stations: Receive up to $150 rebate, 5x per service account
- Portable Generators: Receive up to $600 rebate, 1x per service account**

Website: https://marketplace.sce.com/

* Tier 3 or Tier 2 HFRA/HFTD CPUC Fire Map: https://ia.cpuc.ca.gov/firemap/
** Rebates up to $600 are for CARE, FERA, or MBL customers; all other HFRA customers qualify for $200 rebate
EMERGENCY RESOURCES

LOS ANGELES COUNTY

For more information: fire.lacounty.gov/rsg
Alert LA County: alert.lacounty.gov

VENTURA COUNTY

VC Alert - Ventura County’s mass notification system
Register online - VCAalert.org
VCEmergency.com
Ventura County’s dedicated emergency information website.
Wildfire Preparedness
VCFD.org

SANTA BARBARA COUNTY

Santa Barbara County Links:
https://readysbc.org
www.SBCFire.com/wildfire
STAY INFORMED

• Visit our website
• Attend a community meeting
• Learn about wildfire mitigation progress in your area

SIGN UP & UPDATE CONTACT

• Outage alerts
• SCE’s Medical Baseline program
• SCE programs and rebates

BE PREPARED

• Be prepared with a safety preparedness plan, some basic supplies and advance planning
• Power outage tips

Website: sce.com/wildfire
Energized by Edison Stories & Videos: edison.com/wildfire-safety
County Year-end Progress: on.sce.com/wildfireprogressreport
Circuit Upgrades: sce.com/pspsenhancements

SCE Customer Support: 1-800-655-4555
HOW TO SUBMIT A QUESTION

You can submit a question using the Q&A window throughout the session.

Please only submit questions that are relevant to the presentation and topics being presented.
THANK YOU
HELPFUL INFORMATION & RESOURCES

SCE Notifications
- Sign up for PSPS alerts – sce.com/pspsalerts
- Sign up for the Energized by Edison Wildfire Mitigation Newsletter – energized.edison.com/newsletter

Situational Awareness
- SCE outage map – sce.com/outagemap
- PSPS information – sce.com/psp
- PSPS decision making – sce.com/pspdecisionmaking
- Role of weather in PSPS – sce.com/fireweather
- Weather awareness for PSPS – sce.com/wildfire/weather-awareness
- Situational awareness map – sce.com/wildfire/situational-awareness
- Wildfire cameras – alertwildfire.org
- Weather stations – sce.com/weatherstations
- CPUC wildfire maps – ia.cpuc.ca.gov/firemap/

Preparedness
- SCE emergency preparedness – sce.com/beprepared
- CAL FIRE preparedness – readyforwildfire.org

Vegetation Management
- Vegetation Management – sce.com/safety/power-lines; contact 1-800-655-4555 or safetrees@sce.com

Targeted Undergrounding
- Targeted Undergrounding – sce.com/targetedundergrounding

Customer Programs & Rebates
- SCE Customer Programs & Resources – sce.com/customerresources
- SCE Marketplace (rebates and programs) – marketplace.sce.com
- SCE Critical Care Backup Battery Program – sce.com/ccbb
- SCE Access & Functional Needs Resources – sce.com/afn
- SCE Medical Baseline Program – sce.com/medicalbaseline
- Self Generation Incentive Program (SGIP) – sce.com/sgip or selfgenca.com
- SCE Customer Support: 1-800-655-4555

Community Meetings
- Join SCE’s wildfire safety community meetings – sce.com/wildfiresafetymeetings

Energized by Edison
- Stories and videos on SCE’s wildfire mitigation efforts and PSPS – edison.com/wildfire-safety
ANATOMY OF A POLE – HARDENING THE GRID

**Covered Conductor:** A wire with a protective layer that significantly reduces the possibility of power lines arcing or sparking if foreign objects make contact.

**Composite Crossarms:** Can prevent fires along the crossarm and are more durable and resistant to the elements like rot and woodpeckers.

**Transformer Filled with Biodegradable Fluid:** Helps insulate and cool transformers. The new FRP biodegradable fluid has higher flash and fire points that help reduce the chance of equipment failure.

**Composite Pole:** Made of fire-resistant fiberglass to reduce the risk of fire damage and allow for quicker and safer power restoration after an emergency.

**Remote-Controlled Automatic Reclosers:** Can switch off power when issues such as faults occur, segmenting circuits to potentially minimize customer impact.

**Surge Arresters:** Are devices designed to allow the electrical system to operate without arcs or sparks.

**Current-Limiting Fuses:** Are fast-acting fuses that interrupt electricity if a fault is detected on the grid, and quickly lessens the energy output.

**Early Fault Detection System:** Uses radio frequency sensors placed on power poles to "listen" for abnormal radio frequency signals on power lines that indicate potential problems, such as frayed power lines.

**Covers on All Connection Points:** Help reduce the chance of faults from objects.
### 2023 First Quarter Progress Update

#### Distribution Equipment Inspections
- **2023 Completed/Target**: 27,630/187,000 inspections
- **Completed Since 2018**: 951,300+ inspections
- **Percent Completed**: 15%

#### Transmission Equipment Inspections
- **2023 Completed/Target**: 5,872/28,000 inspections
- **Completed Since 2018**: 130,000+ inspections
- **Percent Completed**: 21%

#### Covered Conductor
- **2023 Completed/Target**: 205/1,100 circuit miles installed
- **Completed Since 2018**: 4,580+ circuit miles installed
- **Percent Completed**: 19%

#### Fast-Acting Fuses
- **2023 Completed/Target**: 11/500 fuses installed or replaced
- **Completed Since 2018**: 13,700+ fuses installed or replaced
- **Percent Completed**: 2%

#### Structure Brushing
- **2023 Completed/Target**: 25,245/63,700 structures cleared
- **Completed Since 2018**: 687,000+ structures cleared
- **Percent Completed**: 40%

#### Weather Stations
- **2023 Completed/Target**: 11/85 weather stations installed
- **Completed Since 2018**: 1,630+ weather stations installed
- **Percent Completed**: 13%

#### High-Definition Wildfire Cameras
- **2023 Completed/Target**: 2/10 cameras installed
- **Completed Since 2018**: 180+ cameras installed
- **Percent completed**: 20%

#### Aerial Fire Suppression Resources
- Expanded aerial fire suppression funding to year-round, continuing partnership with local fire agencies to support their firefighting capabilities

#### Critical Care Backup Battery
- **2023 Completed**: 1,670+ batteries provided to eligible customers
- **Completed Since July 2020**: 11,880+ batteries provided to eligible customers

#### Community Resource Centers
- **64 sites available**

#### Community Crew Vehicles
- **8 vehicles available**

---

1. Data does not include PRC 4292 compliance scope
# CARE AND FERA: RATE DISCOUNT PROGRAMS

## CARE/FERA PROGRAM

<table>
<thead>
<tr>
<th>Number of Persons in Household</th>
<th>CARE</th>
<th>FERA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 to 2</td>
<td>up to $39,440</td>
<td>Not eligible</td>
</tr>
<tr>
<td>3</td>
<td>up to $49,720</td>
<td>$49,721–$62,150</td>
</tr>
<tr>
<td>4</td>
<td>up to $60,000</td>
<td>$60,001–$75,000</td>
</tr>
<tr>
<td>5</td>
<td>up to $70,280</td>
<td>$70,281–$87,850</td>
</tr>
<tr>
<td>6</td>
<td>up to $80,560</td>
<td>$80,561–$100,700</td>
</tr>
<tr>
<td>7</td>
<td>up to $90,840</td>
<td>$90,841–$113,550</td>
</tr>
<tr>
<td>8</td>
<td>up to $101,120</td>
<td>$101,121–$126,400</td>
</tr>
<tr>
<td>Each additional person</td>
<td>up to $10,280</td>
<td>$10,280–$12,850</td>
</tr>
</tbody>
</table>

*Current gross (before taxes) household income from all sources.*