

# PUBLIC SAFETY PARTNER GUIDE TO PSPS CUSTOMER RESOURCES

The following programs and services help customers prepare for Public Safety Power Shutoffs (PSPS) and assist them during PSPS. For information about PSPS, please visit [sce.com/psps](https://www.sce.com/psps).



## BACKUP POWER



### PORTABLE BACKUP BATTERY AND SOLAR PANEL FOR CUSTOMERS IN HIGH FIRE RISK AREAS

The Critical Care Backup Battery Program provides a free portable backup battery to power medical equipment during emergencies. Eligible customers must be enrolled in SCE's Medical Baseline Allowance program and live in a Tier 2 or 3 high fire risk area.

Learn more: [sce.com/ccbb](https://www.sce.com/ccbb)



Please see this [map](#) for high fire risk areas in shaded regions.



## REBATES



### PORTABLE POWER STATION & GENERATOR REBATES FOR CUSTOMERS IN HIGH FIRE RISK AREAS

This program provides customers with rebates to reduce the cost of a portable backup battery or portable generator. Customers who live in a Tier 2 or 3 high fire risk area can receive a \$150 rebate on qualifying portable power stations or a \$200 rebate on qualifying portable generators. Customers enrolled in California Alternate Rates for Energy (CARE), Family Electric Rate Assistance (FERA) or the Medical Baseline Allowance program may receive a \$600 rebate on qualifying portable generators.

Learn more: [marketplace.sce.com](https://www.marketplace.sce.com)



### BATTERY STORAGE/ GENERATION REBATE FOR ALL SCE CUSTOMERS

The Self-Generation Incentive Program (SGIP) provides cash incentives for battery storage or generation equipment.

Learn more: [sce.com/sgip](https://www.sce.com/sgip)



## RESOURCES



### COMMUNITY RESOURCE CENTERS (CRC) AND COMMUNITY CREW VEHICLES (CCV)

CRC and CCV support customers during PSPS and other large public safety events. Services include information, light snacks and resiliency kits. Customers may charge their mobile devices and portable medical equipment. SCE offers in-language support and accommodates customers with disabilities or other access and functional needs.

Learn more: CRC/CCV site locations and operating hours are listed on [sce.com/outagemap](https://www.sce.com/outagemap)



### HOTEL ASSISTANCE

Hotel discounts are available for customers affected by an extended outage. Visit [sce.com/outagemap](https://www.sce.com/outagemap) to see local participating hotels.

Learn more: [sce.com/hotel-discounts](https://www.sce.com/hotel-discounts)



### FOOD BANKS

Customers may visit [sce.com/outagemap](https://www.sce.com/outagemap) to view participating regional food banks in their area during PSPS.



## SUPPORT PROGRAMS FOR CUSTOMERS WITH ACCESS AND FUNCTIONAL NEEDS



### MEDICAL BASELINE NOTIFICATION FOLLOW-UP

Customers enrolled in the Medical Baseline Allowance (MBL) program receive an additional 16.5 kilowatt-hours (kWh) of electricity per day at the lowest baseline rate to help offset the cost of operating medical equipment. In addition, customers enrolled in MBL may also receive an in-person follow-up at their location if their contact information is outdated and SCE is unable to provide PSPS notifications. Customers can enroll in MBL on the program website.

Learn more: [sce.com/mbi](https://sce.com/mbi)



### 211

SCE partners with 211 to support customers before, during and after PSPS. During PSPS, 211 provides referrals for temporary accommodations, transportation and meal support. Outside of PSPS events, 211 provides support through emergency preparedness education and MBL enrollment assistance.

Learn more: dial 211, text 'psps' to 211211 or visit [211.org](https://211.org)



### ACCESSIBLE HAZARD ALERT SYSTEM

SCE's Accessible Hazard Alert System (AHAS) offers PSPS notifications and preparedness information in accessible formats for people who are Blind, Low Vision, Deaf, Hard-of-Hearing or Deaf-Blind.

Learn more: [ahas.sce.com](https://ahas.sce.com)



## PROVIDING INFORMATION

**We urge customers to provide us emergency contact information** so that we can alert them about PSPS or other outages. Non-customers, such as caretakers, can also register for emergency notifications.

**During PSPS**, detailed outage information is available at [sce.com/outagemap](https://sce.com/outagemap) or the [MySCE mobile app](#).

**Customers** can log in to their SCE account online and visit the customer preference center to set their notification preferences at [sce.com/mysce/preference-center](https://sce.com/mysce/preference-center). Notifications are available in all prevalent languages and American Sign Language.

**Non-SCE customers** can sign up for address level alerts at [scepss.com](https://scepss.com).

Resources available for customers with disabilities or other access or functional needs can be found at [sce.com/afn](https://sce.com/afn).

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If you serve customers in high fire risk portions of SCE's service area and need additional information regarding SCE programs and outreach, please reach out via email to [Community\\_Climate\\_Equity@sce.com](mailto:Community_Climate_Equity@sce.com).