

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 these events. For information about PSPS, visit [sce.com/psps](https://www.sce.com/psps).



BACKUP POWER



PORTABLE BACKUP BATTERY AND SOLAR PANEL FOR CUSTOMERS LIVING IN PSPS-AFFECTED 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 an area affected by PSPS.

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 LIVING IN PSPS-AFFECTED AREAS

This program provides customers with rebates to reduce the cost of a portable backup battery or portable generator. Customers who live in an area affected by PSPS can receive rebates on qualifying portable power stations or portable generators. Customers enrolled in California Alternate Rates for Energy (CARE), Family Electric Rate Assistance (FERA) or the Medical Baseline Allowance program may receive an enhanced 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 also 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: Find CRC/CCV site locations and operating hours 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 during PSPS events 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



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 211-211 or visit 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



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 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. Notifications are available in all prevalent languages and American Sign Language.

Non-SCE customers can sign up for address level alerts at scepssp.com.

Resources available for customers with disabilities or other access or functional needs can be found at sce.com/afn.

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.

Messages paid for by ratepayers.