SCE Virtual Residential PowerTalk

Mon., 01/30/23 at 6:00 PM – 7:00 PM

Our session will begin shortly...
Redondo Beach Residential PowerTalk
Keeping our communities informed
AGENDA

- Safety Moment
- About SCE
- Why: Capital Improvement Plan in Your Neighborhood
- Maintenance Notifications
- What: Upcoming Pole Replacements
- Repair Outage Overview
- Preparedness is Key
- Communications Resources
- Questions
SAFETY MOMENT

Tips on how to handle metallic balloons safely:

• Metallic balloons should never be released outdoors.
• Metallic balloons should always be tied to a weight.
• Stores and vendors should only sell properly weighted balloons.
• Keep the balloons indoors when possible.
• Never try to retrieve balloons tangled in power lines or electrical equipment. Call 911 instead.
• Cut the knot or puncture balloons before disposing of them.
SCE SERVICE AREA & HIGH FIRE RISK AREAS

50,000 SQ. MI. of SCE service area across southern, central and coastal California

14,000 SQ. MI. of high fire risk areas

52,000 MI. of SCE overhead distribution and transmission lines

14,000 MI. in high fire risk areas

5M customer accounts or 15M residents in SCE’s service area

1.3M customer accounts or 3.9M residents served by circuits in high fire risk areas

1.4M power poles

300,000 in high fire risk areas

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

27% of SCE’s service area is in high fire risk areas
Why We Are Working in Your Area

Replacing Power Poles
Why We Are Working in Your Area

Replacing Power Poles

Energy for What's Ahead®
### Customer Notifications for Maintenance Outages

<table>
<thead>
<tr>
<th>11 Days Out</th>
<th>8-10 Days Out</th>
<th>Less than 10 days</th>
<th>3 Days Out</th>
<th>1 Day Out</th>
<th>Day of Outage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automated messages sent to enrolled customers</td>
<td>Notifications sent via mail</td>
<td>Our goal is for, customers to receive letter with at least 5 days-notice. Automated notifications sent. If necessary, staff will provide notification via Door Hangers</td>
<td>Critical care customers are called to remind them of outage</td>
<td>Automated reminders</td>
<td>Automated updates if changes occur</td>
</tr>
</tbody>
</table>

*For Planned Maintenance Outages, SCE makes reasonable attempts to follow this timeline, however there may be instances when adjustments must be made.*
MANAGING YOUR NOTIFICATION PREFERENCES AT SCE.com

1. Sign in or set up your account on SCE.com

2. Once signed in, click on the Preference Center

3. This will open some new options and allow you to manage your Outage Alert Preferences

4. Finally, input your desired contact information for either email, texts or phone call notifications
Transmission & Distribution

Infrastructure Upgrades

The sce.com/CapitalImprovements site is updated monthly. You can search for Redondo Beach, click Distribution Work from the Layer List. The purple dots symbolize Pole Replacements.
# 2022-23 Infrastructure Upgrades

**What's in an Electric Pole?** To learn more about the complex role each distribution pole plays in the electric system and the anatomy of a pole please visit: [InsideEdison_December2012DistributionPole.pdf](https://sce.com)

<table>
<thead>
<tr>
<th>Total Distribution Poles in Redondo Beach</th>
<th>4708</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022 Replacements</td>
<td>180</td>
<td>3.8%</td>
</tr>
<tr>
<td>2023 Replacements</td>
<td>150</td>
<td>3.2%</td>
</tr>
</tbody>
</table>
2022-23 Poles between Artesia and Manhattan Beach Blvd
2022-23 Poles between Artesia and Garnet Street
2022-23 Poles between Garnet Street and PCH
2023 Projects Q3-Q4

**Underground Replacement Project**
- Location: Portofino Way and Harbor Drive
- Purpose: Underground structure and cable replacement

**Overhead Grid Modernization**
- Location: Carnelian St and Del Amo St
- Purpose: Install multiple automation devices and possible pole replacements
Outage Overview
Outage Types

• A **Maintenance Outage** is a controlled event where equipment or a portion of the circuit needs to be temporarily taken out of service to allow crews to safely make repairs, or network alterations.

• A **Repair Outage** is an unplanned event where a section of the power network loses power unexpectedly due to a fault.

• An **Emergency Outage**, an unsafe condition requires the immediate action of taking equipment or part of the network out of service to make repairs, often to prevent a larger outage.

• A **Rotating Outage**, are controlled events to turn off electricity to selected areas to keep the electricity supply and load in balance.
Common Causes for Repair Outages

- Private Underground Dig-in 811
- Fire
- Contamination Flashover (dirt on the lines creates arc conditions)
- Birds or animals on equipment
- Heavy rain flooding vaults and/or washing out poles
- Overloaded equipment during heat storm
- Vandalism/Theft
- Metallic Balloons
- Car hit pole
Preparedness is Key
Keeping safe during outages
OUTAGE PREPAREDNESS KIT

• Create a safety preparedness plan for your family, including any special needs and pets
• Keep important phone numbers nearby (hospital, doctor, relatives, etc.)
• Familiarize yourself with your home’s utility boxes and how to turn them off
• Install surge protectors to help safeguard electronic equipment
• If considering a generator, consult with a licensed electrician to determine the proper equipment and safe set up
• Purchase LED Smart Emergency Light Bulb with Rechargeable Battery That Stays on During an Outage
• **Keep it closed**: Open refrigerator and freezer doors only when necessary. Depending on the outside temperature an unopened refrigerator can keep foods cold enough for several hours. Check food carefully for signs of spoilage.

• **Draw the line at 40 degrees**: Perishable foods should not be held above 40 degrees Fahrenheit for more than two hours.

• **Coolers & ice chests**: For outages longer than two hours, food items such as dairy products, meats, fish, poultry, eggs and leftovers should be packed into a cooler with ice. A separate cooler can be packed with frozen items.
Communication Resources
Keeping our communities informed
SCE.COM OUTAGE CENTER AND MAP

Map is updated approx. 30 minutes after reported outage
Insert address: https://www.sce.com/outage-center/check-outage-status
Customer Care Programs

California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA)
- Electric bill discount (18% - 30%) for income qualified households
- Application can be submitted online, download and submit via US Mail or call for support at (800) 447-6620

Energy Assistance Fund
- One-time direct payment assistance with energy bill for qualifying customers in need, including seniors on fixed income, young families with children, and veterans
- Apply via one of 80 Community Based Organizations

Take advantage of SCE’s rebates on
- SCE Marketplace for a portable battery backup or generator for your laptops, cellphone, tablets and router.
Medical Baseline

Medical Baseline: Enroll: https://www.sce.com/residential/assistance/medical-baseline or call 1-800-655-4555

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.

All customers who depend upon electrically-operated medical or life-support equipment for survival should be prepared at all times with a back-up power system or other plans necessary to ensure their health and welfare during outages.

SCE does not provide back-up generation.
Tips for Creating an Emergency Back-Up Plan for Medical Baseline Customers

- Work with the hospital or medical company that supplied your life-support device to develop a back-up plan. They may offer special services during an emergency. Customers who rely on medical devices should have a discussion with their physicians or their device provider about having a reliable back up supply of their batteries or equipment.

- Create a plan for leaving your home in the event of a lengthy outage and share this plan with your family and friends. https://www.sce.com/wildfire/customer-resources-and-support/hotel-discounts

- Keep a fully-charged cell phone or spare battery pack on hand.

- For more emergency plan tips, please visit www.redcross.org. (310) 445-9900

- Dial 2-1-1 They might be helpful in terms of referral services, e.g., helping a customer connect to an independent living center for a battery loan or helping them get connected with a paratransit agency. https://211la.org
CONTACT INFORMATION

(800) 655-4555
General Inquiries

(800) 611-1911
Outage Related
Questions...