

SCE Unveils More Improvements to Summer and Fall Schedules for Maintenance Outages

Updated guidelines are in place to ease the impacts on customers from maintenance outages scheduled during extreme heat.

With climate change, hot weather can be a year-round event in many parts of California, but **summer days remain some of the hottest.**

Yet even when the weather sends temperatures soaring, the electric grid must be maintained and updated to ensure its reliability.

SCE has developed new criteria that take into consideration extreme temperatures and humidity to better schedule needed maintenance outages in the summer and fall.

“We’ve Listened to Our Customers”

These changes were developed to limit the impacts of outages on customers and help ensure the safety of field crews. They include:

- Scheduling outages earlier in the day or overnight;
- Limiting the length of time so the work is completed before the worst heat of the day; and
- Bundling maintenance jobs when possible so only one outage is needed.

When temperatures rise well above 100 degrees, maintenance outages may, on a case-by-case basis, be rescheduled to another day.

“We’ve listened to our customers,” said Tomaso Giannelli, a senior manager on SCE’s outage communications team. “We are working to minimize the impacts.”

Maintenance outages are scheduled in advance to repair or upgrade vital equipment needed so the electrical system can work at its best. These outages also help prevent more serious unplanned emergency repairs that could impact larger numbers of customers and take longer to address.



An SCE crew makes repairs during a heat wave.
Credit: Jean Anderson

“It’s just like your car,” Giannelli said. “You can’t run it all day every day without getting the oil changed or you are going to break down.”

In the past few years, SCE has upgraded the power grid to accommodate and **add new and helpful technology**. This new technology helps to isolate the area being worked on, reducing the number of customers impacted by the outage. The technology also provides timelier information when outages occur because of weather or damage to a pole or transformer.

Last year, SCE conducted nearly 32,000 maintenance outages. This year, about 35,000 are expected. Because so much work needs to be scheduled, some maintenance work must be completed during summer and fall months.

However, we are continuing to improve planning and scheduling maintenance outages to reduce impacts to customers. In 2017, more than 90 percent of all maintenance outages began as scheduled and 74 percent ended within SCE restoration guidelines. At times, delays in completion are necessary in order to safely complete the work.

We also have implemented several changes to improve emergency outage response, including rerouting circuits or using generators if crews determine the outage could last for an extended period.

Giannelli urged customers to ***sign up for the automated notifications*** and reminded them to always have a plan in place for an outage or disaster.

Tips to Prepare for a Maintenance Outage

- Make sure food stays as cold as possible by keeping refrigerator and freezer doors closed and placing blocks of ice inside.
- Learn how to manually open security gates and garage doors.
- Notify any security companies that monitor your business.
- Protect computers, televisions, and other sensitive equipment by unplugging them.

For additional information, visit our online ***Outage Center***, and contact your Account Manager to discuss maintenance outage issues specific to your business.

SCE Celebrates Businesses and Community Partners for Annual Asian American Pacific Islander Heritage Month

Highlighting our mission to give back to the communities we serve, our recent 13th annual Asian American Pacific Islander (AAPI) Heritage Month celebration honored AAPI energy-efficiency and supplier diversity business champions, as well as community partners.

The month of May marks the National AAPI Heritage Month in commemoration of the earliest Japanese immigrants who arrived in May 1843, in addition to recognition of the transcontinental railroad completion in May 1869 – a feat accomplished through the hard work of many Chinese immigrants.

Congratulations to the following awardees from SCE's AAPI celebration:





(Left to right) SCE Business Customer Division Vice President Mike Marelli; 99 Ranch Market Vice President & General Counsel Iris Leong; and SCE Account Manager Chris Escañuelas.

Energy Efficiency Participation Award:

99 Ranch Market: Well known in Southern California for its diverse pan-Asian and domestic offerings, 99 Ranch Market is now the largest Asian supermarket chain in the United States, with more than 50 store locations in California and several other states. Partnering with SCE, 99 Ranch Market has implemented energy-saving measures in several of its regional stores, such as installing new LED lights, energy-efficient distributed rack systems, and refrigerated cases to minimize the amount of refrigerant used. As of this year, the company is reducing its energy use by 411,000 kWh annually, resulting in lower bills and a smaller carbon footprint.

Community Partnership Award:

Center for the Pacific Asian Family (CPAF):

CPAF, based in the greater Los Angeles area, is recognized nationally for its pioneering work in providing culturally sensitive services for Asian and Pacific

Islander (API) survivors of domestic violence and sexual assault. With its experienced and dedicated team of 40 full-time staff, who collectively speak 14 different API languages/dialects, CPAF provides critical services such as a 24-hour crisis hotline, emergency shelter and transitional housing programs, and prevention and community education.



(Left to right) CPAF Community Program Director Ellen Hong; CPAF Development & External Relations Director Michelle Esperanza; and SCE Senior Corporate Giving Advisor Viki Goto.



(Left to right) SCE CEO Kevin Payne; Cho Estrada Communications Founder Vicki Cho Estrada; SCE Principal Manager of Supplier Diversity and Development Tarrance Frierson; and SCE Business Customer Division Vice President Mike Marelli.

Diverse Business Enterprise Award:

Cho Estrada Communications: Cho Estrada Communications has been providing public relations consulting, writing, and editorial services to a variety of clients since 2000. Founded by industry veteran Vicki Cho Estrada and backed by more than 30 years of proven experience in public relations, the company's team provides quality support for projects big and small. Its award-winning work involves serving clients in a variety of industries, including energy, media, technology, the environment, health care, and nonprofit organizations.

If you are interested in our upcoming annual customer heritage events such as Hispanic Heritage Month (celebrated from Sept. 15 to Oct. 15 each year), including potential opportunities for recognition, contact your SCE Account Manager for details. Additional background information and registration options are available at sceheritageevents.com.

Also follow us on Twitter @SCE_Business and @SCE_Communities, and join our Business and Community Partnerships **Facebook** page, to learn more about our business programs and community initiatives. For more details on SCE's diversity commitment, cultural awareness, and outreach, visit sce.com/diversity.