

Contact your account representative for additional information and assistance.

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SOUTHERN CALIFORNIA EDISON

POWER BULLETIN

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How to Prepare for a Power Outage and What To Do When Experiencing One

At SCE, we strive to provide the highest level of electrical reliability. However, sometimes SCE needs to temporarily interrupt electric service for a planned outage to make system improvements that will enhance reliability in the future or unexpected events might occur which result in the lights going out.

Knowing what to do during an outage can help keep you safe and reduce any inconvenience:

- If your electricity stays off longer than a few minutes, report the outage by calling (800) 611-1911.
- If you are experiencing an outage and have access to the Internet, visit www.sce.com/outage to check on the status of the outage.
- Have an outage plan for critical equipment, and use surge protectors. If an outage occurs, shut off or disconnect sensitive electronic equipment to prevent the loss of data, equipment damage and/or strain on the system when power returns.

- Maintain emergency lighting, and keep a kit with flashlights, battery powered radios, bottled water and other emergency provisions.
- Know how to override or manually operate security gates.
- Before a planned outage, inform security and/or the phone companies that provide your business with alarm systems and private phone service of the outage.
- If you plan to operate an emergency generator during an outage, notify SCE by calling (800) 990-7788 and your account representative to protect against possible dangerous electrical back feed.
- For additional outage-related resources and tips, visit www.sce.com/outage.

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What Causes an Unplanned Outage?

SCE remains alert to events that can affect unplanned power outage which may include:

- **Storms.** Wind, heat, ice and snow are the most common causes of widespread power outages.
- **Trees.** During high winds, or trimming by an untrained professional, limbs can come into contact with power lines, causing power interruptions.
- **Vehicles.** A vehicle accident with a utility pole can cause a power outage.
- **Earthquakes.** Quakes of all sizes can damage electrical facilities and power lines.
- **Animals.** Squirrels, birds, and other small animals may cause power equipment to short circuit.
- **Lightning.** When lightning strikes transmission towers, wires, and poles, outages can occur.
- **High Power Demand.** During heat waves and other times of unusually high power demand, overburdened electric cables, transformers, and other electrical equipment can fail.

We understand that outages cause inconvenience and business downtime, and getting your power back on quickly and safely is our greatest priority. SCE continues to enhance its restoration process and communications with customers about emergency and planned outages.

For more information, contact your account representative.

Downed Power Lines – “Do Not Approach, Do Not Touch”

It is not uncommon for high winds and stormy conditions to damage power lines. To ensure the safety of your employees, and customers if you see



SCE's "Sunday Drive" ad reminds viewers of this key public safety message: if you see a downed power line, do not approach or touch the line or anything in contact with the line; call 911 immediately.

a downed power line, call 911 and inform the operator it is an electrical emergency. Do not approach or touch the line or any person or object in contact with it. Only a qualified electrical worker knows when it's safe to be around electrical wires. ALWAYS assume all wires are energized.



To learn more about safety around electricity and to view SCE's latest television ad about downed power lines, visit www.sce.com/staysafe.

CUSTOMER FOCUS

Plains All American Pipeline Pumps Up Energy Savings

It started with a higher-than-average electricity bill in late summer 2010 at a Southern California terminal of Plains All American Pipeline, L.P., a North American company engaged in crude oil transportation and marketing.

Plains met with SCE to examine its electricity usage in more detail, and determined that by participating in SCE's Pump Test Programs, it could reduce costs. Plains' pumping operations at its Dominguez Hills terminal did not change from prior months; however, it received impressive results from the Pump Test Programs: the ability to pump the same amount of product, but with electricity costs reduced by about \$35,000 per month, or approximately 30%.

SCE's free pump testing services helped Plains identify energy- and money-saving operational adjustments. These recommendations and

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strategies included pumping less during on-peak hours and changing configurations, such as re-routing pipelines to eliminate unnecessary turns and keep runs as straight as possible.

Terminal Manager John Rifilato explained that the company formerly used all of its pumps as a routine practice, regularly turning on 2,200 horsepower. After receiving SCE's recommendations, he said, "We reduced that down to about 1,200 horsepower. Instead of running four pumps all the time, we started running two pumps, unless we needed to move heavier products. Lighter products could be run with two centrifugal pumps and heavier products could be run with two positive displacement pumps."



Plains All American Pipeline, L.P. increases overall pumping plant efficiency and lowers electricity costs by using SCE's free pump testing services. Left to right: Plains All American Pipeline Terminal Manager John Rifilato.

Projected \$15,000 in Additional Savings Annually

Working with SCE, Plains currently is pursuing additional energy- and money-saving opportunities. With SCE's energy efficiency incentives to help offset the upfront costs, Plains plans to retrofit a pump and replace a motor at the Dominguez Hills site. Rifilato estimated this project will lead to another \$15,000 a year in electricity bill savings.

For the future, Plains is looking at further savings opportunities at its various sites, including upgrades to HVAC units and to high-efficiency lighting systems, plus use of variable frequency drives.

More Than \$135,700 in TOU-BIP Credits

Besides working on energy efficiency improvements, Plains saves energy, money and helps the environment by participating in Demand Response (DR) programs. For several years, three of its Southern California facilities have taken part in the Time-of-Use Base Interruptible Program (TOU-BIP), which provides monthly credits to customers who commit to reduce load to a pre-determined level during state- or SCE-initiated interruption events.

In 2011, Plains' participation in TOU-BIP earned the company more than \$135,700 in bill credits.

In keeping with SCE's guidelines for dual participation in DR programs, at some of its Southern California facilities Plains now is moving forward with participation in DR events through third-party aggregators (under SCE's Demand Response Contracts portfolio), and is taking steps to also participate in the Demand Bidding Program. At one site, the company is looking at using Automated Demand Response to automatically take part in DR events with no manual intervention, providing increased flexibility and ease of use to shed load during a DR event.

"You See It in the Bottom Line"

Rifilato credited SCE, Account Executive Kristopher Murphy and Kenyard Bilal from the Pump Test and Hydraulic Services team for helping the company identify new energy efficiency and DR opportunities to help save energy and money while still satisfying customer demand and maintaining employee safety. He also praised the company's team for its responsiveness to new ideas.

"I don't mind change, and we've got people who don't mind change," Rifilato said. "It's being open to any type of recommendation that's out there." As for SCE, he added, "We totally appreciate all of the effort SCE's put together. Who's not happy saving a bunch of money? You see it in the bottom line, and that's the big thing."

For more information on how you also can benefit from SCE's wide array of energy management solutions, including Pump Test Programs, contact your account representative or visit www.sce.com/solutions.