

Outages: Expect the Unexpected

Do you wonder how SCE can provide the highest level of power reliability? There is no electrical demand crystal ball that tells us when and how much electricity is needed on any day. Power generation availability is at best an approximation. An outage can occur unexpectedly at any time, for a variety of reasons, from weather events to grid overload. Knowing the difference between the types of outages and what to do during each can make the outage less inconvenient and help keep you safe.

Planned Outages

A planned outage usually means important maintenance or upgrades are coming to your neighborhood. Turning off your power is a safety precaution we take to protect our crews. We isolate the smallest possible area and provide advance notice so you can plan as appropriate. Customers are notified at least 3 days in advance via postcard, e-mail, phone, or, in some cases, personal contact.

Rotating Outages

Rotating Outages might occur if other actions are not effective at reducing the demand for energy. The California Independent System Operator (CAISO) may declare a Stage 3 Emergency, which initiates rotating outages, when it determines that the demand for electricity exceeds the minimum reserve requirement of available supply. A rotating outage is a temporary and scheduled electric outage conducted under utility control that lasts approximately one hour, depending on circumstances. SCE's service territory is divided into groups and the outages are rotated amongst these groups to limit the impact on any one customer. SCE manages and rotates outages to protect the integrity of the overall electric system and prevent system failures. This rotation would continue occur until the CAISO determines that demand no longer exceeds supply.

The amount of power the CAISO designates for curtailment will determine the number of groups that are interrupted at any one time. The groups will be interrupted, as operating conditions permit, and each outage is expected to last approximately one hour. At the end of the hour, service will be restored to the affected groups and the next groups on the list will be interrupted to maintain the amount of load reduction requested by the CAISO. Once a group has been used in a rotating outage, it is moved to the bottom of the list. We track the order of the groups that have been interrupted and rotate among them to ensure that all groups have been interrupted prior to any one group experiencing multiple interruptions.

Your Role During A Rotating Outage

As soon as the CAISO declares a Stage 3 Emergency, we will contact the news media, especially radio and television stations, which are encouraged to broadcast the news immediately. Because we may have as few as 10 minutes after a Stage 3 Emergency is declared before we begin rotating outages, individual notifications may not be possible. You can also contact us at 1-800-611-1911 to find out whether your business is part of a current rotating outage.

When outages occur, we ask you to make safety your top priority until power is restored. Ensure that that you and your employees are properly equipped with flashlights so that you can move around your facility safely. Turn off and unplug all electrical equipment and appliances to ensure that they don't unexpectedly turn back on with power is restored.

To learn more about SCE's response to power outages, plus to see outage preparation and safety checklists, visit www.sce.com/outages.

For more information contact your account representative or visit www.sce.com_Tools/Business/online-energy-guide.htm or phone 1-800-990-7788.

Turn On To SCE At Your Favorite Social Media Channel

Are you on Twitter? Do you like watching videos on YouTube? Would you like to receive timely information on these networks? If yes, make sure to stay connected with SCE via our social media channels.

- **Twitter:** Follow [@SCE_Business](https://twitter.com/sce_business) (twitter.com/sce_business) for energy-saving tips, initiatives, summer readiness tips and much more.
- **LinkedIn:** Join the **Business Energy Solutions** group on LinkedIn to discuss programs, pose questions, collaborate with peers, and communicate with SCE representatives.
- **Facebook:** Like SCE's Facebook page ([Facebook.com/socal Edison](https://www.facebook.com/socal Edison)) to learn about rebates, tips, and ask questions.
- **YouTube:** View videos on SCE's YouTube channel ([YouTube.com/SCE](https://www.youtube.com/SCE)).

These channels provide helpful information to efficiently manage your energy use and another means to follow updates in case of an outage.

Electric Vehicle (EV) Basics for Your Business

What You Need to Know About EVs and EV Charging...

Learn more about installing EV charging stations by attending this free SCE seminar on August 8 from 9 a.m. to 11 a.m. at SCE's Energy Education Center in Irwindale (also available via webinar). Space is limited. To register, e-mail EEC-Registration@sce.com or call 1-800-336-2822.

CUSTOMER FOCUS

Express Solutions, AP-I and Free Pump Testing from SCE Help the City of San Bernardino Municipal Water Department Maintain Quality and Save Money

Product, process, and price: Since 1905, the San Bernardino Water Department has strived to deliver quality on all three to its ever-growing customer base. For almost that long, hydraulic pump test services from Southern California Edison (SCE) have helped the Department optimize water delivery and maintain the integrity of its water systems as demand increases; while SCE's Express Solutions and Agricultural and Pumping Interruptible (AP-I) programs helped the Department save energy and money.

CONTINUED FROM FRONT

Margo Burns, Water Production Energy Conservation Technician II, a 20-year veteran, explains that “the Department has over 43,000 service connections serving more than 200,000 people; over sixty (60) groundwater production wells; fifty five (55) pumping stations; and over 550 miles of distribution and transmission water mains. The two keys to saving money,” she says, “are maintaining the efficiency of our equipment, and using the correct SCE rate schedules and programs. We monitor system efficiency with SCE’s no-cost Pump Test Program. Financial incentives from SCE’s Express Solutions help to rehabilitate poorly performing equipment, which results in savings of approximately \$300,000 a year.”

Money Saving Programs for Water Services from SCE

SCE’s Pump Test Program offers improved energy efficiency and system reliability to help control costs for water system customers. The service has been provided at no cost to participating customers for nearly 100 years. Available optional fee-based services, such as infrared panel inspection and cleaning, vibration detection analysis, meg-ohm testing, and industrial services, make it a one-stop resource for customers seeking to get the best return on their electricity dollars. SCE’s Express Solutions helps water pumping customers adopt energy-efficient equipment and practices, and take advantage of SCE’s Demand Response Programs. With SCE’s AP-I rate schedule, customers like San Bernardino Water Department can earn a year-round monthly bill credit when they agree to allow SCE to temporarily interrupt electric service to their equipment during a power emergency.

A Pumping Facility that Maximizes Energy Efficiency and Reduces Operating Cost

About 24 percent of the San Bernardino Water Department’s operating budget pays for electricity to power pumps, so calibrating the equipment with no-cost Pump Tests is a proven money-saver, and the rebates from Express Solutions help the city maintain the hardware at its highest level of efficiency. The Department reported savings in 2007 of approximately 4.7 million kWh, and the city received \$386,575 in incentives for pump rehabilitations under Express Solutions. The result is pumping facilities that maximize energy efficiency and reduce operating costs, savings which can affect the Department’s water commodity rates. The Department has participated in SCE’s AP-I rate schedule since 1994. AP-I has contributed to maintaining system reliability while saving money.

SCE has performed free efficiency tests of water pumping systems for our customers since 1911, and today’s efficiency test program continues to be offered at no cost. We incorporate the latest in fluid flow and electronics measurement instrumentation to test thousands of pumps annually.

The City of San Bernardino Municipal Water Department: Estimated Savings by Managing Energy

Location: San Bernardino, California

Industry: Municipal/Water

SCE Programs Utilized: Express Solutions, Agricultural & Pumping Interruptible (AP-I), and Pump Test Program

Results: \$386,575 in incentives for pump rehabilitation under Express Solutions; over \$89,000 saved with AP-I; 4.7 million kWh saved

Earn Even More Savings with Other SCE Offerings

SCE offers a range of energy management solutions to help you better manage your electricity cost.

- Save more with other SCE Demand Response Programs which offer free or low cost ways to reduce your electrical bill for agreeing to temporarily reduce electricity usage during peak hours. (866) 334-7827 or visit www.sce.com/drp.
- Purchase qualifying energy-efficient equipment or technologies and receive incentives and rebates through SCE’s Express and Customized Solutions. (800) 736-4777 www.sce.com/Express_Solutions, www.sce.com/Customized_Solutions

To learn more about SCE’s Pump Test and Hydraulic Services, as well as other energy management solutions for agricultural and utility properties, contact your account representative or visit www.sce.com/b-rs/agriculture/agriculture.htm. To schedule a pumping test, log onto www.sce.com/forms/RequestPumpTest.aspx