



WILDFIRE DISASTER ASSISTANCE FOR SCE CUSTOMERS

Southern California Edison is here to help our customers impacted by the recent wildfires. Customers are eligible to receive support from SCE in a variety of ways that can help ease their recovery.

If you have been impacted by a recent wildfire and in need of assistance, please visit [sce.com/safety/assistance-center](https://www.sce.com/safety/assistance-center).

For timely and accurate wildfire status updates and safety resources, visit [sce.com/assistance-center](https://www.sce.com/assistance-center). Representatives are also available on a dedicated line in SCE's contact center to help our impacted customers and can be reached by calling **1-800-250-7339** Monday – Friday from 6 a.m. – 9 p.m. and Saturdays from 8 a.m. – 5 p.m.

HOW WE CAN HELP:

- Waive deposit requirements for affected small business customers seeking to reestablish service to a new location. SCE does not collect reestablishment deposits from residential customers.
- Discontinue billing for homes that have been destroyed, are deemed uninhabitable or have evacuation periods.
- Offer reasonable payment plans to help ease the financial impacts resulting from the disaster event.
- Suspend disconnection for non-payment, when necessary.

PROGRAMS AVAILABLE TO SCE CUSTOMERS:

- **California Alternate Rates for Energy (CARE)**
 - This program offers income-eligible customers an approximate 30% discount on their monthly utility costs.
 - To learn more about this program you can call SCE directly or you can visit [sce.com/CARE](https://www.sce.com/CARE).
- **Medical Baseline**
 - This program is for customers who are reliant on electrically operated medical equipment. This program provides customers additional electricity per day at a discounted rate, helping to reduce monthly utility costs.
 - To learn more about the program and to complete the application visit [sce.com/medicalbaseline](https://www.sce.com/medicalbaseline) or call SCE directly.



For emergencies, such as power outages and downed power lines, SCE is available 24-hours a day at **1-800-611-1911**.

Please remember to never approach a downed power line. Stay away and call 911 immediately.