



OUTAGE & RESTORATION GUIDE



Learn how to prepare, remain safe, and stay informed in the event of a power outage.

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KEEPING THE LIGHTS ON

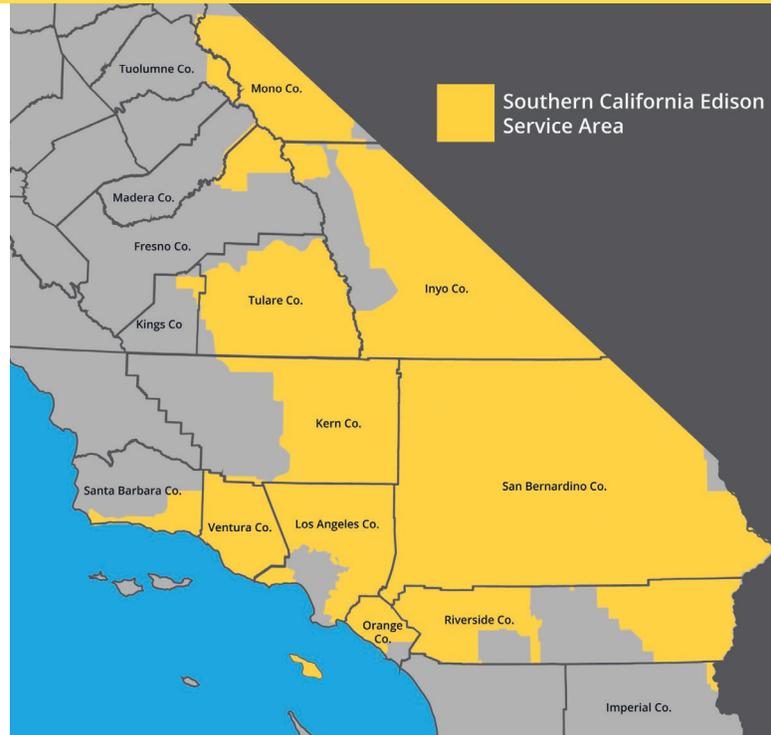
Power. It's something we all rely on every day, and it's something we often take for granted — until an outage occurs. At SCE, we understand safe and reliable power is important to your daily life and we know you depend on us to keep the lights on. What's important to you, is important to us. That's why, if a power outage occurs, we want to help you be prepared, remain safe, and stay informed. While the safety of the public, customers, and employees is our top priority, it is important to us to meet your expectations by continuously improving your power outage experience.

This guide explains the different types of power outages, how SCE restores your power, and how you can prepare for when a power outage happens, including Public Safety Power Shutoff events.

OUR OUTAGE CENTER

Our online Outage Center at sce.com/outage is where you can report an outage, view the outage map, and stay informed. It's also where you can sign up to receive notifications, by your choice of email, mobile text, and/or automated phone message about outages that may affect your service. You may also visit the Outage Center to check the status of an outage and get tips to help you stay safe and comfortable during an outage.

Sign up for outage alerts today at sce.com/outagealerts.



By the Numbers: How We Do It

- 12,635 miles of transmission lines
- 91,375 miles of distribution lines
- 1,433,336 electric poles
- 720,800 distribution transformers
- 2,959 substation transformers

Potential Impact of Power Outages

Extended power outages may impact the whole community and the economy. A power outage is when the electrical power goes out unexpectedly. A power outage may:

- Disrupt communications, water, and transportation
- Close retail businesses, grocery stores, gas stations, ATMs, banks, and other services
- Cause food spoilage and water contamination
- Hinder the use of medical devices

WHAT WE'RE DOING TO PROVIDE RELIABLE SERVICE EVERY DAY.

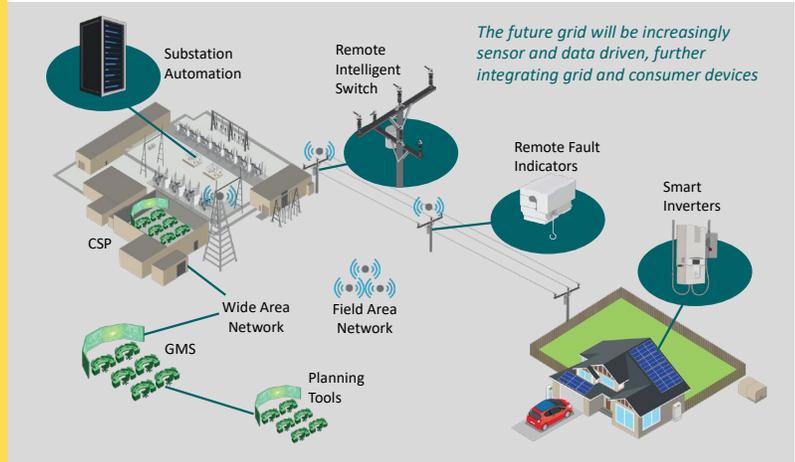
We're executing our long-term plan to upgrade and modernize the grid, improve reliability, and support new energy technologies. The modern grid helps us monitor, control, connect, predict, and optimize energy distribution for California's changing energy needs.

What we're doing to mitigate wildfire risk.

Six of the most destructive California wildfires have occurred since 2017. In November 2018, almost two million acres burned, and close to 100 lives were tragically lost due to catastrophic wildfires exacerbated by climate change. The widespread destruction of wildfires is a major threat to the safety of our communities, the health of our economy and California's ambitious goals for reducing greenhouse gas emissions. Wildfire risk is increasing at the same time that more and more residential and commercial development is occurring in some of the highest-risk areas — with about a quarter of SCE's service area in high fire risk areas.

SCE has long taken substantial steps to reduce the risk of wildfires in its territory, including employing robust design and construction standards, vegetation management activities and operational practices. Today, we're going beyond standard industry practices to address the new conditions we face and reduce the risk of electrical equipment igniting wildfires. Our Wildfire Mitigation Plan is part of a larger, ongoing effort and incorporates and builds on our \$582 million Grid Safety and Resiliency program.

THE GRID OF THE FUTURE



GRID MODERNIZATION

- 1. Automation:** Adding distribution and substation technology to gather data, monitor, and manage grid resources in real time.
- 2. Communications:** Upgrading communication networks, such as expanding the fiber optic and field area networks to support timely data transport.
- 3. Technology Platforms:** Developing improved analytics platforms for planning, operations, outage management, and interconnection.
- 4. Grid Reinforcement:** Updating infrastructure to address capacity, reliability, and equipment obsolescence.

NEW EQUIPMENT TECHNOLOGIES

Replacing current grid equipment with new technologies also helps reduce wildfire risks.

New equipment technologies include:

- **Insulated wires:** Reduce the chance of faults or short circuits that may create sparks when animals, vegetation, or other debris contacts the lines.
- **Composite poles:** Manufactured to be stronger and more resilient than wood poles.
- **Fast-acting fuses, advanced lightning arrestors, and other devices:** Quicker reaction time, to minimize fire risk.

TYPES OF OUTAGES

MAINTENANCE OUTAGE

A maintenance outage is a planned, controlled outage. They're necessary for upgrading electrical equipment and modernizing our grid to better serve you.

What to expect BEFORE a Maintenance Outage

We'll notify you in advance of a maintenance outage.

- Letters are mailed to you for receipt 3 to 8 days prior to the outage.
- If you sign up for alerts at [sce.com/outagealerts](https://www.sce.com/outagealerts), you'll receive automated notifications several days in advance by your choice of email, mobile text, or automated phone call.
- Your city and county also receive emails containing information regarding all maintenance outages scheduled to occur in their areas the following week.

Your notifications include an Outage Number, so you can check your outage status in real time at [sce.com/outage](https://www.sce.com/outage).

What to expect DURING a Maintenance Outage

- You may see SCE crews in your neighborhood, and there may be road closures or increased traffic — so you may want to plan to add some extra time to your commute.
- We may have to turn power on and off more than once during the maintenance process.
- As soon as our crews report when power will be restored, our online Outage Map will show the updated information.



HELPFUL TIP

Fill a cup $\frac{3}{4}$ full of water and freeze. Place a quarter on top of the ice and leave it in your freezer. Once power is restored, check the cup. If the quarter is still on top of the ice, your freezer was able to maintain its temperature. If the quarter has sunk below the top of the ice, check your food for signs of spoilage.

What to expect AFTER a Maintenance Outage

There should be little (if anything) for you to do once power is restored:

- Reset your clocks, automatic timers, and alarms.
- Plug in appliances and electronics, if any were unplugged prior to the outage.

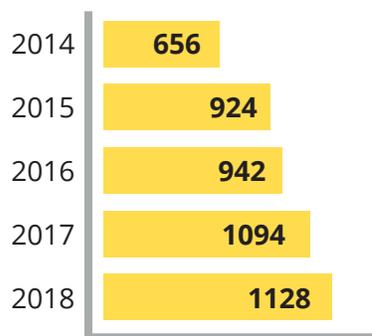
TYPES OF OUTAGES

REPAIR OUTAGE

Unexpected events may cause repair outages. Whether it's a car crashing into a utility pole, high temperatures causing energy demand to overload power lines and transformers, severe weather, or something as simple as a metallic balloon caught in a line, an outage may occur. Whatever the cause, preparation will help your family stay safe and comfortable while we work to restore your power.

METALLIC BALLOON OUTAGES

Past 5 Years



How to prepare BEFORE a Repair Outage

- Register at sce.com/outagealerts to receive outage alerts. You may choose to be notified via email, text, or automated phone call. Stay informed by visiting our online Outage Center at sce.com/outage.
- **Place flashlights** in handy locations and test them regularly to ensure they're in working order. Keep a supply of batteries.
- **Save important phone numbers** (fire department, police, hospital, doctor, relatives) near the phone and on your mobile device.
- Have alternative charging methods available for mobile phones. See <https://energized.edison.com/stories/7-ways-to-keep-your-phone-charged-during-an-outage>.
- **Learn how to manually open** your automatic garage doors or gates.

What to do DURING a Repair Outage

First and foremost, make **safety** your **first** priority until our crews can locate and repair damage. We work hard to restore power as quickly and safely as possible.

- Remember to **never go near a downed power line** and **call 911** to report it. Stay clear of pooled water, and do not touch anything in contact with the wire or water.
- As soon as we have information from our crews about when the power will be restored, our online Outage Map will reflect it.
- **Be patient** — depending on the amount of damage, the amount of time to restore power may vary.

HELPFUL TIP

Keep refrigerator and freezer doors closed to help keep food cool. Use coolers with ice, if necessary. Before eating food items, check carefully for signs of spoilage.



TYPES OF OUTAGES

ROTATING OUTAGE

While extremely rare, controlled power outages are enacted when there is a statewide emergency, to help ease the demand on the overall electrical grid. Rotating outages last for one hour, rotating through geographical groups to prevent larger, longer power outages.



We contact the news media, especially radio and television stations, and ask them to broadcast outage news immediately. We may have as few as 10 minutes after officials of the California Independent System Operator (CAISO) declare a Stage 3 Emergency before we begin rotating outages. This is not enough time to provide individual notifications for impacted customers. You can check online at [sce.com/outage](https://www.sce.com/outage) or call us at **1-800-611-1911** to find out whether you will be impacted.

How to PREPARE for Rotating Outages

- **Plan ahead** — learn your own and your friends' and family's assigned rotating outage group numbers, which are found at the top of SCE bills and searchable at [sce.com/rotatinggroup](https://www.sce.com/rotatinggroup) by entering a ZIP code.

Note: Customers in rotating outage group N001 are normally not subject to rotating outages.

- **Turn off** appliances and electronic equipment. This helps prevent circuits from overloading when power is restored.



HELPFUL TIP

Leave one lamp or light on to indicate when power has been restored.

TYPES OF OUTAGES

PUBLIC SAFETY POWER SHUTOFF (PSPS)

Another proactive measure we've taken to reduce wildfire risks is Public Safety Power Shutoff (PSPS). During these events, we proactively shut off power in high fire-risk areas as a result of elevated weather conditions. Turning off our customers' electricity is not something we take lightly; PSPS events allow us to do our part to contribute to the safety of the public, our customers, and our employees.

HELPFUL TIP

Prepare an emergency plan and update your outage alert contact information at [sce.com/outage](https://www.sce.com/outage) or call 1-800-655-4555.

What you can expect BEFORE a PSPS event

- **2 Days Ahead (or as soon as your circuit has been identified):** When **elevated weather conditions** are forecast, we assess the potential impact and coordinate with the emergency management community, first responders, and local government. We notify potentially affected customers.
- **1 Day Ahead:** When **elevated weather conditions** persist, we notify affected customers again.
- **Power Shutoff:** Once **elevated weather conditions** are confirmed, we shut off the power in affected areas and notify affected customers.
- **After Restoring Power:** After weather conditions return to safer levels, our field teams ensure it is safe to restore power. We send a notification indicating power is restored.

Notifications may occur via a combination of phone call, text, [sce.com](https://www.sce.com), email, and social media. It is important you register for outage alerts to receive this information. If you haven't already signed up for alert notifications, do so now at [sce.com/outage](https://www.sce.com/outage).

Certain situations may prevent SCE from providing advance notice. The status of PSPS and other power outages is available online at [sce.com/outage](https://www.sce.com/outage).

PREPARE NOW

A PSPS event will last as long as the dangerous fire weather conditions exist. If circuits are shut off, those circuits and lines will be inspected to ensure there are no problems that might create a danger before power can be safely restored. SCE crews will need to visually inspect the power lines during daylight hours so operations may be limited during overnight hours. Customers should be prepared to be without power for an extended period of time during a PSPS event. Anyone in California could be impacted by PSPS events and needs to be ready. Customers should prepare emergency plans now, especially those who rely on electrically-powered medical devices for their health and safety. For more information visit [sce.com/beprepared](https://www.sce.com/beprepared).



HOW WE RESTORE POWER

Our grid modernization efforts help us react, communicate, and restore power as quickly as possible during outage events. But when a power outage occurs, be sure to make safety your top concern until our crews can locate and repair damage. Remember: Never go near a downed power line. We are continually working to optimize our response and restoration times. Our teams are trained to restore power through a three-phase process to get your lights back on as quickly and safely as possible.

Phase 1: Assess & Protect: Safety is Key!

We send highly-trained workers into the field to locate and monitor safety hazards. These hazards may include downed wires and poles. Power may be turned off to ensure you, your family, and your neighbors are safe while repairs are made. Crews may re-route power to critical facilities like hospitals, fire stations, and other essential services, when possible.

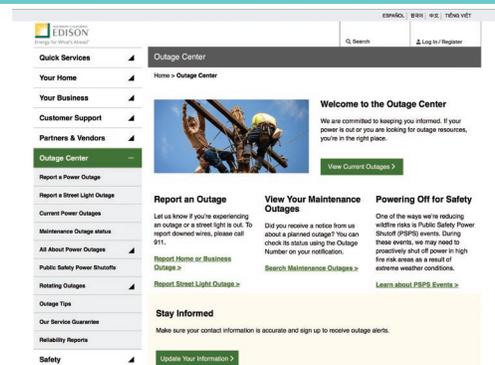
Phase 2: Repair Damage

Simultaneously, repair crews are dispatched. As damage is assessed and safety measures are enacted, the crews begin repairing substations, main electric lines, and wires to restore your power. Even if you do not see our crews, rest assured we're working nearby to get your power restored. New smart technology allows us to more accurately estimate when repairs will be finished.



Phase 3: Restore Power

Our goal is to safely restore power as quickly as possible, and ensure you are updated with the cause of the outage and when we estimate power will be restored. Visit sce.com/outage to view our Outage Map and obtain real-time information about current outages and estimated repair times. Sign up to receive updates via email, mobile text, or phone at sce.com/outagealerts.



BE PREPARED

What YOU can do.

When power outages occur, these tips can help reduce the impact until the lights come back on.

- Update your outage alert contact information at [sce.com/outagealerts](https://www.sce.com/outagealerts) or call **1-800-655-4555** to receive regular updates on our power restoration progress.
- Take an inventory of the items you need that rely on electricity.
- Create a hardcopy list of emergency phone numbers — police, fire, hospital, doctors, and personal emergency contacts.
- Make sure flashlights and lanterns are in working order and stationed throughout the house.
- Know how to manually open electric garage doors and gates.
- Use a thermometer in the refrigerator and freezer so you can know the temperature when the power is restored to determine if your food is safe to eat.
- Keep mobile phones and other electric equipment charged and the gas tank in at least one of your vehicles half full at all times.
- Purchase a power back-up for your cellphone.
- If you use a generator, place it outdoors and plug individual appliances directly into it, using a heavy-duty extension cord. Connecting generators directly to household circuits creates “backfeed,” which is dangerous to repair crews. Please consult your manufacturer’s manual.
- Install carbon monoxide detectors with battery backup in central locations throughout your home, to ensure they continue to function and alert you of toxic emissions.
- Power outages in the area may impact traffic signals so use extreme caution and treat all intersections as a four-way stops. Allow yourself extra time to make it to appointments.
- **If you see a downed power line, do not touch it. Call 911 immediately and keep others away.**

Have medical needs that require electricity?

Some people depend on uninterrupted power to operate medical equipment in their homes. Since we cannot guarantee uninterrupted service you should always have a backup plan. This could mean a backup power system or other arrangements.

- **Equipment backup:** If your medical equipment is supplied by a hospital or a durable medical equipment company, work with them to develop an emergency or backup plan. Some companies may supply additional medical equipment and other services during emergency situations.
- **Refrigerated medications:** If you take medications that require refrigeration, take precautions and have a plan in place to continue storing at the appropriate temperature.
- **Get on “Special needs” lists:** Contact your local fire department to learn whether they maintain a list of people with medical needs. Being on his list may help them better respond to you during emergencies.
- **Emergency contacts:** Keep emergency phone numbers handy.
- **Backup plan:** Develop plans to leave your home in the event of a lengthy power outage. Share this plan with family, friends, and others that should be aware.

HELPFUL PROGRAM

SCE’s Medical Baseline Program

This program provides additional kilowatt hours of electricity at the lowest baseline rate to help offset the cost of operating medical equipment. Call 1-800-655-4555 or visit [sce.com/baseline](https://www.sce.com/baseline) to learn more about the program and enroll.

EMERGENCY SUPPLY KIT CHECKLIST



First Aid Kit

In addition to the typical items, include any prescribed and over-the-counter medications, as well as extra eyeglasses and hearing-aid batteries



Bottled Water

Experts recommend a gallon of water per person per day.



Food

Include non-perishable, easy-to-prepare (without electricity) food for your household and pets. Along with eating and cooking utensils, include a hand-operated can opener, paper towels, and garbage bags.



Flashlights & Batteries

Store them where you can easily find them, and ensure batteries are replaced regularly.



Battery or Crank-Operated Radio

This can be used to access news reports or other important messages if your phone and internet are not available.



Coolers or Ice Chests

In case of a lengthy outage, use coolers to store ice and perishable foods and medications.



Special-Needs Items

This includes items for infants, the elderly, or the disabled.

For additional tips, visit sce.com/outage.





P.O. Box 800
Rosemead, CA 91770

PRESORTED
STANDARD
U.S. POSTAGE
PAID
SOUTHERN
CALIFORNIA
EDISON

CONTACT US

Report an outage: 1-800-611-1911 or [sce.com/outage](https://www.sce.com/outage)

Update your outage alert preferences: [sce.com/outagealerts](https://www.sce.com/outagealerts)

Rotating Outage Group Information: 1-800-611-1911 or visit [sce.com/rotatingoutage](https://www.sce.com/rotatingoutage)

Maintenance Outage Updates: 1-888-759-6056 or visit [sce.com/outage](https://www.sce.com/outage)

Generator Operation: 1-888-759-6056, press 2

Public Safety Power Shutoff — Am I Impacted? [sce.com/PSPS](https://www.sce.com/PSPS)

RESIDENTIAL ONLINE RESOURCES

[sce.com/outage](https://www.sce.com/outage)

[sce.com/customer-service/faqs/poweroutages](https://www.sce.com/customer-service/faqs/poweroutages)

[sce.com/safety/wildfires](https://www.sce.com/safety/wildfires)

[ready.gov](https://www.ready.gov)

[prepareforpowerdown.com](https://www.prepareforpowerdown.com)