



(U 338-E)

Southern California Edison Company's Progress Report on the Implementation of De-energization Guidelines set forth in Appendix "A" of Decision 19-05-042

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I. Introduction

On December 19, 2018, the CPUC opened R.18-12-005 (Rulemaking) to examine electric de-energization of power lines in dangerous conditions. The Commission outlined the following issues as part of the Rulemaking: 1) examining conditions in which proactive de-energization is allowed and potentially limiting it to essential situations; 2) ensuring electric utilities coordinate with state and local level first responders, and align their systems with the Standardized Emergency Management System framework; 3) mitigating the impact of de-energization on vulnerable populations, state and local government and first responders; 4) providing effective and timely notice to affected stakeholders of possible de-energization and follow-up notice of actual de-energization; and 5) determining best practices for de-energization.

On March 8, 2019, a Scoping Memo was issued to divide the Rulemaking into two phases with the goal of the first phase being completed in advance of the 2019 wildfire season. The first phase of the Rulemaking focuses on notice and communication issues. Phase 2 will take a more comprehensive look at the de-energization practices, including mitigation and additional coordination across agencies.

On June 4, 2019, Phase 1 of the Rulemaking officially closed as the Commission voted to adopt the De-Energization Guidelines in D.19-05-042. The information in the following sections is provided to comply with the first of two reporting requirements set forth in Ordering Paragraph 3 of D.19-05-042. Within this report, SCE outlines progress made towards implementation of the guidelines (as outlined in Appendix “A” of Rulemaking 18-12-005) and outstanding items that will be addressed in the final progress report.

II. Notification Strategy

SCE has created a Public Safety Power Shutoff (PSPS) notification strategy that works to notify State Agencies, Public Safety Partners, critical infrastructure and facilities providers, access and functional needs populations, and all other customers well ahead of a potential PSPS event that may impact them. We understand that a comprehensive alert and warning program is essential to a community's ability to effectively respond to emergencies and that includes notification of SCE's potential use of a Public Safety Power Shutoff. To that end, SCE has established a comprehensive, coordinated, and cohesive messaging protocol that provides priority notifications to Public Safety Partners, is compliant with all standard emergency alerting and warning protocols, and is consistently delivered during a PSPS event.

A. Alerting and Warning Messaging

SCE is committed to full compliance of all notification requirements as outlined by the Commission in Rulemaking 18-12-005. SCE understands its stakeholders have different needs and consequently, require varying methods of alerting and warning to ensure proper notification. For example, first responders, Public Safety Partners, and local governments require as much lead time as practical to begin contacting constituents and preparing to respond to potential de-energization. To support this need, SCE generally provides priority notification to these agencies upon activation of the Emergency Operations Center, typically 72 hours before a potential PSPS event. Additional alerting and warning update notifications are made again at 24-hour intervals to maintain operational coordination. SCE begins initial alerting and warning messaging to its customers up to 48 hours in advance of a potential PSPS event. Notifications are then made to customers in 24-hour intervals to maintain situational awareness and provide updated information regarding the ongoing potential PSPS event. All PSPS event notifications to key stakeholders, including Public Safety Partners and customers, are delivered via voice, and/or email, and TTY formats as per the preference of the recipient.

1. California Alerting and Warning Guidelines

As required by the Commission, SCE has aligned all PSPS alerting and warning notifications with the California Alerting and Warning Guidelines to increase effective information-sharing with Public Safety Partners and customers before, during and after a potential PSPS event. These alerting and warning messages are standardized across email, text and broadcast communications and can be used as templates for secondary messaging by Public Safety Agencies and designated

authorities in Emergency Notification Systems (ENS). Messages contain the criteria identified as required under the California Alerting and Warning Guidelines. This includes who is initiating the warning, what the threat is, where the affected location of the event is, instructions on what to do during the event, when to next expect communication about the event, and links to resources for education and outreach on www.sce.com/psps about preparing for the event.¹

Table II-I below summarizes the stakeholders, timing, and message type SCE currently provides for alerting and warning during a potential PSPS event as required in the guidelines set forth by the Commission. SCE strives to maintain timely, accurate alerting and warning messaging to all stakeholders during these dynamic events using the prescribed methods below. In support of this, SCE regularly collects lessons learned and incorporates all feedback received from Public Safety Partners and customers regarding messaging into refinements of existing protocols for continuous improvement.

¹ SCE includes sample customer messaging for each message type in Appendix A of this report

Table II-1*

Stakeholder	Initial Notification (Alert)	Update Notification (Alert)	Imminent Shut-down (Warning)²	De-Energized (Statement)	Re-Energized (Statement)	PSPS Averted (Statement)
First/Emergency Responders/Public Safety Partners	72 hours before	48 & 24 hours before	1-4 hours	When De-Energization Occurs	When Re-Energization Occurs	When circuits are no longer being considered for PSPS
Critical Infrastructure Providers	48 hours before	24 hours before	1-4 hours	When De-Energization Occurs	When Re-Energization Occurs	When circuits are no longer being considered for PSPS
Customers	48 hours before	24 hours before	1-4 hours	When De-Energization Occurs	When Re-Energization Occurs	When circuits are no longer being considered for PSPS
*SCE will target the schedule above to notify customers. Erratic or sudden onset of hazardous conditions that jeopardize public safety may impact our ability to provide advanced notice to customers.						

While SCE has made strides in developing our notification strategy in a comprehensive and coordinated way, SCE is committed to continuous improvements of its communications as protocols evolve with lessons learned from actual PSPS events. SCE continues to engage and partner with the California Governor’s Office of Emergency Services (CalOES), the California Department of Forestry and Fire Protection (CalFIRE), and the Commission to integrate any identified enhancements into current alert and warning protocols including standardized nomenclature. Identified refinements include in-language translations that reflect specific date, time, and duration in all actual messaging. While SCE has implemented full process for English translation, other languages remain a challenge due to existing system limitations. SCE is currently in the process of addressing these challenges through system upgrades, with a completion goal set for the end of 2019.

² SCE will make every attempt to notify customers at the 1-4 hour warning stage. Given the unpredictability of shifting weather during PSPS events, implementation of this timeframe may vary.

III. Alignment with Existing Emergency Frameworks

SCE realizes a potential PSPS event can pose coordination and communication challenges for our local Public Safety Partners. Therefore, SCE actively supports and engages these stakeholders through existing State and Federal emergency frameworks for collaborative planning and response. This engagement is intended to prevent duplicative effort, increase situational awareness, standardize response operations and integrate existing outreach and collaboration whenever possible.

A. Standardized Emergency Management System (SEMS)

SCE standardizes planning and response frameworks with Public Safety Partners for PSPS events through alignment with the California Governor's Office of Emergency Services SEMS guidelines. These alignments include engaging stakeholders for collaborative planning before PSPS events, creating a process to request agency representation during PSPS events, and implementing an Incident Management Team (IMT) structure to manage PSPS events and consider de-energization and/or re-energization requests from local agencies.

1. Collaborative Planning and Response

SCE's Business Resiliency organizational unit is responsible for the creation, implementation, maintenance, training, and testing of SCE's emergency plans. Its staff also works to create relationships with state and local governments, Public Safety Partners, and other community stakeholders before events occur to increase communication and collaboration during PSPS events. SCE maintains a direct line of communication with impacted communities, the Safety and Enforcement Division of the Commission, CalOES, the California State Warning Center, and the California Utilities Emergency Association as applicable in PSPS events.

2. Agency Representation

SCE utilizes specialized Fire Management staff to monitor, respond to, and report on all fires affecting or having the potential to affect SCE infrastructure. These personnel represent SCE by serving as a Cooperator³ in the field fire incident management structure. Fire Management staff assist in coordinating SCE's response

³A federal, tribal, state, or local agency that participates with another agency(s) in planning and conducting fire or emergency management projects and activities as defined by the National Wildland Coordination Group (NWCG)

to fires by providing information to manage the bulk electric system, repairing damage, restoring the electric system, and providing safe access to begin restoration work. These personnel maintain close working relationships with fire and emergency management agencies throughout the service territory and serve as consultants and subject matter experts on fire risk management.

During times of response, SCE staff may also act as an Agency Representative (AREP), operating as a liaison between SCE's Incident Management teams and the affected communities. AREPs work to identify outages, real and potential issues associated with those outages, and information requests regarding restoration. This relationship allows for increased situational awareness to make informed decisions regarding evacuations, fire-fighting operations and critical restoration times for essential and critical use facilities. SCE also makes every effort to provide space in its Emergency Operations Center for representatives from the CalOES, Public Safety Partners, and water and communications infrastructure providers when requested.

B. National Incident Management System (NIMS)

SCE also aligns Incident Command System response with Federal Incident Response structures to include use of Federal Incident Management team structures during PSPS events. This is a fundamental form of management, with the purpose of enabling incident managers to identify the key concerns associated with the incident, often under urgent conditions, without sacrificing attention to any component of the command system. This alignment allows SCE to respond to both single and multiple incidents simultaneously if need be, while still effectively scaling operations and maintaining effective response.

1. Public Safety Power Shutoff Incident Management Team

In an effort to protect the safety of customers and communities during elevated and extreme fire weather conditions, SCE activates a PSPS Incident Management Team (PSPS IMT) to manage all forecasted weather events with the potential for use of the PSPS protocol. Execution of the PSPS protocol is overseen by a specialized Task Force within the PSPS IMT that manages the Commission required public safety notifications to Public Safety Partners, local agencies and customers potentially affected by its use. The Task Force is also responsible for monitoring and considering conditions and relevant information before recommending the de-energization of any SCE circuit(s) during a PSPS event. The PSPS IMT is also fully

engaged in communication with SCE leadership during PSPS events through the SCE Crisis Management Council (CMC). The CMC maintains a direct line of communication to support the PSPS IMT in decision-making as needed.

a. **Requests for De-Energization and Re-Energization**

When SCE activates a PSPS IMT, potentially impacted Public Safety Partners may request coordination calls to discuss event specifics and potential impacts of the PSPS event. These calls are conducted at the discretion of the Incident Commander to discuss the circumstances and potential impacts surrounding both de-energization and re-energization during PSPS events. As directed by the Commission, SCE designed this coordination process for consideration and awareness of the details of the potential PSPS event, as well as any extenuating circumstances that may arise during the PSPS event that could potentially change the need for de-energization and re-energization for our Public Safety Partners. This enhances operational coordination and identifies any critical facilities that may be needed for fire-fighting or life safety operations. SCE successfully used this coordination process in a recent PSPS event involving Kern County. While de-energization was not ultimately needed, SCE was able to test the process for requesting such considerations while also building trust with our local Public Safety Partners potentially impacted by the PSPS event.

3. **Electrical Services Incident Management Team**

In alignment with standardized organizational structures for effective incident management, SCE activates an Electrical Services Incident Management Team (ES IMT) to manage any emergency or concurrent wildfire event that would require prioritization of restoration when a PSPS IMT is already activated. Given the “new normal” California is facing in terms of extreme fire weather, it is conceivable that both a PSPS IMT and an ES IMT could be activated at the same time to manage each incident independently. When this occurs, both the IMT’s will be organized under a Unified Command structure for effective incident coordination, resource allocation and communications. This structure also enhances operational coordination and helps de-conflict any issues between the two events.

IV. Stakeholder Education and Collaboration

SCE is actively coordinating and collaborating with various entities and key stakeholders on education, outreach, and feedback related to PSPS events. It is important that our customers, government agencies, and Public Safety Partners have access to the information they need to prepare well before an actual PSPS event. This preparedness extends to overall customer resiliency and can be applied to other electricity-related events that may result in extended outages not pro-actively initiated.

As such, SCE has participated in a collaborative education campaign with the other California investor-owned utilities (IOUs) and established both a hotline and webpages on www.sce.com to support customers impacted by potential PSPS events, other outages, and wildfires. These tools and resources allow customers to easily access information for increased understanding and awareness. Below we discuss various programs in which SCE has been involved.

A. Statewide Education Campaign

Since May of 2019, SCE and the other California IOUs have played an integral role in the creation of a coordinated Statewide Education campaign. Created in conjunction with the CPUC, CalOES and CalFIRE, the statewide “Power of Being Prepared” campaign is being jointly led by SCE, San Diego Gas & Electric (SDG&E) and Pacific Gas and Electric Company (PG&E). This multimedia, multilingual campaign includes radio advertisements, preparedness resources and a new webpage (www.prepareforpowerdown.com) which encourages a call to action for all Californians to take important steps to prepare for the 2019 wildfire season. Visitors to the webpage are encouraged to develop a thorough emergency plan and update their contact information with their respective energy company.⁴

B. Local Education Campaign

SCE began running its local mass media awareness and education campaign in August 2019, building on the aforementioned statewide campaign. SCE’s campaign features radio, digital (search, banners, video) and social media advertisements focused on encouraging customers to sign up for PSPS outage alerts and prepare emergency

⁴ “California Energy Companies Announce Wildfire Preparedness Campaign Around Public Safety Power Shutoffs”. Energized by Edison, May 6, 2019.

plans. Though it is too early at this time to evaluate the effectiveness of the local campaign, SCE is tracking metrics and will provide a detailed report to the Commission in early 2020.

Beginning September 4, 2019 SCE (for a second year) will send letters to all customers that could be impacted by a potential PSPS event. One letter is being sent to those customers that reside in High Fire Risk Areas explaining what a PSPS is, how they might be impacted, what to expect, and how to prepare. Another letter is being sent to those customers in non-High Fire Risk Areas explaining that they may also experience a PSPS event, though the likelihood is lower. This letter also encourages customers to prepare for potential PSPS events by creating a power outage plan, checking their emergency kits and updating outage contact information with SCE.

C. Community Meetings

In 2019, SCE has conducted eight community meetings in High Fire Risk Areas and have a few more scheduled for the remainder of the year in addition to the 22 meetings held last year. In 2019 we have briefed city, county, and tribal staff, met with emergency officials, and made presentations or public comments at over a hundred City Council and County Board of Supervisors meetings in the jurisdictions located in High Fire Risk Areas to explain our Wildfire Mitigation Plan⁵. Similar meetings were also held last year. Our goal is to make a presentation to every such jurisdiction by the end of 2019. Additionally, we are conducting briefings on our Wildfire Mitigation Plan with local legislative district offices, key Community Based Organizations, and Government and Business Associations.

D. Customer Access to PSPS Event Information

SCE believes that it is vitally important for our customers to have quick and easy access to the most accurate information available on potential PSPS events. SCE has clearly established lines of communication to answer any customer questions and provide information related to PSPS events. Customers can connect with SCE representatives directly through SCE's call center, through social media channels (Facebook, Twitter, and Instagram) and by visiting its dedicated PSPS webpage at www.sce.com/psps.

1. Customer Contact Hotline

SCE has resources available to support customers impacted by outages that are seeking assistance and information, including information on PSPS events. PSPS

⁵ SCE includes these meetings in Appendix section D and E of this report

event notifications sent to customers include information directing impacted customers to the customer contact center for the most current PSPS information. SCE has also created a special contact number, available 24 hours a day, seven days a week for emergency/first responders and local government officials. The number is included in all PSPS notifications and distributed to the appropriate agencies.

2. SCE Webpage

SCE maintains a regularly updated webpage at www.sce.com/wildfire intended to educate customers about SCE's Wildfire Mitigation Plan, which includes information about PSPS and when SCE may employ the protocol. Furthermore, the page shares information about California's "new normal" of a year-round fire season and the steps that SCE is taking to protect public safety by hardening its electrical grid, enhancing its operational practices, and bolstering its situational awareness. Customers can also learn more about PSPS and find event related status through www.sce.com/psps. This page also includes links to SCE's Customer Contact Center and additional resources to help update customer contact information for PSPS event alerting and warning. SCE is in the process of finalizing PSPS outage information in our online Outage Center to include depictions of outage boundaries and additional information on estimated restoration times during PSPS events as required by the recent rulemaking. While this information is readily available in English, other in-language translation of this information is in the process of being created, with completion slated for the 4th quarter 2019.

E. Obtaining Feedback

As mentioned throughout this document, SCE has continually met with key stakeholders not only to educate, but also to obtain input and feedback on PSPS protocols. These meetings include holding focus groups with various customer segments to get a better understanding on customer's perceptions of the protocol and what SCE can do to improve the existing processes. Examples of the various stakeholder collaborations including the focus groups can be found in the Appendix.

V. Continuous Improvement

By providing and updating our Public Safety Partners and customers with information regarding SCE's overall approach to PSPS, we are fostering a better understanding of the process, as required by the Commission, while also providing insight into our decision-making process and the challenges we face when determining the need for pro-active de-energization in the context of quickly shifting weather conditions. SCE appreciates that the Commission is moving very quickly to address the increasing threat of wildfires. In support of this effort and in compliance with Commission directives, SCE has filed its Grid Safety & Resiliency Program (GS&RP) Application and its Wildfire Mitigation Plan (WMP). While these documents describe the many efforts that SCE is undertaking to address wildfire risks and how we effectively communicate and collaborate during PSPS events, we continue to make improvements to the PSPS process. These improvements include refining High Fire Risk Areas within SCE service territory, utilizing a Fire Potential Index, using geo-spatial technology to communicate impacts during PSPS events and ensuring ongoing access to information regarding PSPS events.

A. Defining and Refining High Fire Risk Areas

In the fall of 2018, SCE filed its Grid Safety & Resiliency Program (GS&RP) application (A.18-09-002). In February of 2019, SCE submitted its 2019 WMP under Rulemaking R.18-10-007. Both SCE's GS&RP and 2019 WMP made explicit that from an operational perspective, SCE's internally-designated High Fire Risk Areas (HFRA) consisted of both (1) Commission-designated Tier 2 and Tier 3 High Fire-Threat District (HFTD) from D.17-12-024's final fire maps (27% of SCE's service territory), as well as (2) areas outside of the HFTD that SCE traditionally considered to be at elevated risk of wildfires (8% of SCE's service territory) (cumulatively, 35%). The areas outside of the Commission's HFTD map that SCE considered to be at elevated risk of wildfires were a combination of SCE's historical map boundaries (based on past fire management and response experiences) and CAL FIRE's Fire Hazard Severity Zone (FHSZ) maps. As discussed in the regulatory proceedings noted above, SCE initially included both of these areas as HFRA to retain a conservative approach from a risk perspective while a thorough analysis of the non-HFTD HFRA was pending.

SCE's WMP described how SCE has historically defined those areas collectively as its "HFRA," and how it has generally employed the same elevated wildfire threat

mitigation strategies, standards, programs and activities in both CPUC-designated HFTD and non-CPUC HFRA. In other words, SCE has generally treated all its designated HFRA consistently, with appropriate risk-based prioritization of some areas over others for certain programs and activities. SCE's 2019 WMP also made clear that at the time of its submittal, SCE was in the process of conducting a rigorous review of its HFRA, non-HFTD areas to assess whether it was appropriate to either continue to classify each of those 1,141 granular sub-areas (known as "polygons") as HFRA. That analysis, (whether to "remove" or "retain" each non-CPUC-HFTD HFRA polygon) is now complete and will result in the removal of approximately 99% of those areas from HFRA designation. From an operational perspective, SCE will treat "removed" areas as non-high-fire risk areas. "Retained" areas will be treated as HFRA. SCE is currently seeking modification of D.17-12-024 (Decision) to align the Commission's HFTD maps with that of SCE's retained HFRA via a Petition for Modification, issued on August 19, 2019.

With regard to the effects of these changes on PSPS, distribution circuits that traverse areas retained as non-HFTD HFRA will continue to be subject to the PSPS protocol. Inversely, distribution circuits that traversed areas removed from HFRA designation, but do not traverse HFTD Tier 2 or Tier 3, will no longer be included on the distribution PSPS candidate list. However, due to the inclusion of possible transmission line de-energizations as part of the PSPS protocol, any distribution circuit served by a substation fed from a threatened transmission line that is de-energized could experience an outage. In these cases, every attempt will be made to mitigate the downstream impacts of such a transmission line outage (e.g. leveraging switching and redundant feeds, if available). Nevertheless, transmission line de-energizations are expected to be less frequent than distribution line de-energizations, so the net result of these changes to HFRA boundaries are anticipated to reduce the overall impact of PSPS events on our customers.

B. Assessing and Communicating Fire Potential

SCE considers a number of factors when assessing conditions that define "an extreme fire hazard". SCE meteorologists are continuously monitoring for elevated fire conditions and will alert the Business Resiliency Duty Manager when they identify weather and fuel conditions that are forecast to exceed wind and Fire Potential Index (FPI) thresholds for each circuit. When this occurs, the Business Resiliency Duty Manager will facilitate a conference call with the on-duty PSPS Incident Management Team to decide if a PSPS IMT will be activated.

SCE has tailored FPI to the unique climate, topography and weather needs of our service territory. The FPI is an internal tool used to define, estimate and articulate wildfire potential based on actual weather and fuel conditions. Weather inputs include not only wind, but the dryness of the air near the ground and how receptive existing fuels are to fire with specific inputs involving the moisture content of the vegetation. The FPI is used in conjunction with wind criteria to identify areas that are likely to have significant fire activity which could threaten communities and SCE infrastructure. This is currently the best method for assessing fire potential across the extensive SCE service territory because it can be customized to address specific fire threats across different weather climates. SCE continues to explore additional inputs to the FPI that may be relevant in assessing fire potential.

The SCE FPI has four categories that relate weather and fuel conditions to fire activity: Normal, Moderate, Elevated, and Extreme. Normal means that fuels are generally unsupportive of fire activity despite the potential for extreme weather events. Moderate means there are some components that could support fire, but in general, the fire potential is marginal. Elevated suggests that fuels are receptive to ignitions and in the event of any critical weather, fires could spread quickly but are unlikely to be as severe or large. Extreme implies that fuels are very dry and will support significant fire activity with dangerous rates of spread during critical weather events.

To increase situational awareness and understanding of the existing thresholds SCE uses to make decisions, we have shared the FPI with Public Safety Partners as required by the Commission. SCE enhances understanding of the FPI and its use and value during potential PSPS events through regular collaboration, information sharing and update meetings with the County Public Safety Partners in our service territory. SCE continues to seek their input moving forward as we refine current processes and procedures related to PSPS events. Refinements to the existing FPI include further tailoring of the index to SCE's unique climate and topography.

SCE also considers the following factors during potential PSPS events that could require de-energization:

- Any National Weather Service issued Red Flag Warnings for counties that contain SCE circuits in high fire risk areas.

- Ongoing assessments from SCE's in-house meteorologists that are informed about local weather conditions by strategically deployed weather stations for wind speeds, humidity, and temperature (435 installed to date)
- Input from SCE's fire scientist on fire potential to include consideration of weather and fuels
- Review of circuits including real-time situational awareness information from highly trained personnel positioned locally in high fire risk areas identified as at risk for extreme fire weather conditions
- Input from our Fire Management experts co-located with the Office of Emergency Management regarding any ongoing firefighting efforts
- Specific concerns from local and state fire authorities regarding the potential consequences of wildfires in select locations
- Awareness of mandatory or voluntary evacuation orders in place
- Expected impact of de-energizing circuits on essential services such as public safety agencies, water pumps, traffic controls
- Other operational considerations to minimize potential wildfire ignitions⁶

C. Utilizing Geospatial Tools and Technology

As previously detailed, SCE has identified all HFRA circuits in its service territory with the potential to be impacted by use of the PSPS protocol. In an effort to increase the situational awareness of potential impacts to Public Safety Partners, SCE has created circuit maps, which contain outage boundary information, and has made them available to first/emergency responders and Public Safety Partners within the service territory ahead of any actual PSPS event as required by the Commission. These circuit maps in both PDF and GIS shape file formats can be accessed on the SCE webpage at www.sce.com/maps.

SCE has also established a secure, online Geographical Information Service (GIS) portal for those first responder, Public Safety Partners and local governments with the ability to utilize the formatted information. As required by the Commission, these interactive GIS maps provide the most accurate and specific information available regarding the boundaries of the areas subject to circuit de-energization, as well as the number of potentially impacted critical facilities and customers, to include the number of Critical Care customers on the impacted circuit ⁷. In the event of a potential PSPS, SCE updates both the maps and the GIS service in real time to provide the most accurate

⁶ Other operational considerations SCE may use to minimize potential wildfire ignitions can be found in the 2019 SCE WMP approved by the CPUC on May 30, 2019

⁷ SCE Critical Care customers are those customers certified by a physician to require continuous power to maintain life safety and are a subset of Medical Baseline customers

information available. SCE works with identified stakeholders within its service territory to provide access to this information both before and during response operations, as necessary.

VI. Maintaining Stakeholder Contact Information

Maintaining accurate contact information for our stakeholders is vital to sharing PSPS event alerting and warning. In line with Commission requirements, SCE is committed to the maintenance of all contact information for any stakeholders that could be impacted by potential use of the PSPS protocol. In support of this, SCE utilizes several different methods for updating contact information depending on the specific stakeholder. This can include individual contact with operational representatives as well as contact with account managers and customer service representatives.

A. State Agencies and SEMS Operational Areas

SCE has established and maintains points of contact with the Commission through our Regulatory Affairs and Compliance organization as well as the CalOES at the State Warning Center and CalFIRE through the Emergency Management Division of our Business Resiliency organizational unit. SCE also maintains relationships with the County Operational Areas within our service territory. As part of maintaining these relationships, SCE regularly updates and shares its contact information (i.e., SCE Watch Office and the Business Resiliency Duty Manager) with County Operational Area representatives as changes occur.

B. Public Safety Partners and Local Governments

SCE maintains multiple contacts for every local government with the potential of being impacted by a PSPS. In June of 2019, SCE requested local governments provide a list of officials to be notified about PSPS events. These contacts include Public Safety Partners, agency management, and elected officials. In August of 2019, SCE performed a communications test utilizing these contacts. In September of 2019, SCE will be updating all local governments potentially impacted by PSPS. The update will include revised circuit lists, information on how to access both physical maps of the HFRA circuits and GIS files. We will also again request they provide updated contact information as required by the Commission. In the future, SCE will perform annual communications tests in advance of the peak wildfire season as defined by the California Department of Forestry and Fire Protection

C. Community Choice Aggregators

SCE has been given primary and secondary points of contact for each of the active Community Choice Aggregators (CCAs) within our service territory, to include 24 hour points of contact for emergency events. To increase the accuracy of existing

contact information, SCE has assigned an account representative to each of the CCAs to maintain regular updates of their contact information.

D. Publicly Owned Utilities and Electric Cooperatives

SCE uses existing alerting and warning notification protocols for notifying Publicly Owned Utilities, Electric Cooperatives, and other utilities served at both the transmission and distribution level of potential impacts from a PSPS event. SCE is in the process of meeting with these entities to discuss the impacts a potential PSPS event may have on their operations and to maintain accurate contact information through primary and secondary contacts. Tertiary contacts will also be gathered when possible as required by the Commission.

E. Water and Communication Providers

SCE has also assigned account managers to many of our water and telecommunications providers to actively manage the update of contact information. For those without an assigned account manager, SCE is currently conducting outreach to update primary, secondary and tertiary contacts where possible as required by the Commission.⁸ Venues for this outreach include leveraging our Annual Water Conference as well as our internal Hydraulic Services Teams to test pump efficiency.

F. Critical Facilities and Infrastructure

As required by the Commission, SCE has been actively engaging our Public Safety Partners to not only identify those critical facilities and infrastructure that may be impacted by a PSPS event as outlined in the Commission guidance, but also those facilities that our Public Safety Partners feel are important but are not currently categorized as “critical facilities” within Rulemaking R.18-12-005. Once completed, SCE will add these additional facilities to the current protocols for regularly identifying and updating primary, secondary and tertiary contacts. SCE is currently performing an assessment of all critical infrastructure and facilities customer contact information and is actively working to identify additional contact points for customers without current contact information on file.

1. Evaluation of Back-Up Generation Needs for Critical Facilities

In addition to obtaining the most updated contact information, SCE’s Business Customer Division is developing processes that will enable SCE to assist business

⁸ SCE includes meetings with Water and Communication Providers in Appendix section F on this report

customers with advance planning for de-energization events, including assessing the needs for back-up facilities needed to operate critical facilities during PSPS events of varying lengths. SCE has provided educational resources and forums⁹ to support critical infrastructure customers' evaluation of their need for back-up generation. Additionally, in the third of quarter 2019 SCE will enable on its Marketplace a portable back-up battery solution that provides customers with access to competitive options for back up generation available in the market. In the first quarter of 2020 SCE will also enable its Clean Generator Solution in the Marketplace. Resources for evaluation of and back-up generation planning have included:

- Ready.gov/business
- Consultations with SCE representatives
- Community meetings
- Industry specific workshops
- SCE Hosted Power Briefing
- Partnerships with outside agencies
- SCE's Marketplace
- Q3 2019 Portable Battery Storage Solutions
- Q1 2020 Clean Generator Solutions

G. Consideration of Special Needs Populations

SCE is committed to meeting the unique needs of its customers and has been actively working on strategies with the joint utilities and the CPUC. SCE has proposed its own unique strategy that will cross its service territory and enhance partnerships with Community Based Organizations (CBO's).

1. Medical Baseline and Critical Care Customers

SCE's Medical Baseline (MBL) program offers its customers a discounted electricity rate to help offset utility costs that could increase due to the use of electrically operated medical equipment. A subset of SCE's MBL program is Critical Care, a designation that indicates electrically operated life sustaining equipment is in use in the home. Customers can enroll in the program by submitting a completed MBL application with physician certification. The Critical Care designation provides additional protections to ensure the safeguarding of these customers personal alerting and warning notification streams by SCE's Consumer Affairs organization and visits to the residence by a field service representative if delivery of PSPS event notifications cannot be confirmed.

⁹ SCE has included a list of all community outreach forums conducted in Appendix section B of this report

SCE has traditionally focused on educating customers about its existing Medical Baseline program and as such has seen an increase in enrollment over the past several years. However, SCE recognizes additional enrollments can and should be ongoing and is committed to establishing targets for these increased enrollments. SCE is also considering additional strategies to increase enrollment including, promotion of the MBL program through various channels including www.sce.com, social media channels, and our contact center representatives when speaking with customers; as well as through CBO's. SCE is currently exploring additional opportunities that include the use of capitation agencies, email campaigns and including MBL in other external customer communications where appropriate through partnerships with local government webpages.

SCE annually sends all of its MBL customers a letter that raises awareness of outages and the importance of ensuring SCE has their most current contact information preferences. This is a call to action for customers to reach out either to SCE's call center or www.sce.com to make sure that their contact information is current. Knowing that outages can impact customers at any time, this campaign also encourages plans for resiliency during non PSPS related outages. In 2019 SCE enhanced its letter to include information regarding PSPS events.

2. Access and Functional Needs Customers

SCE is developing its strategy that will adequately serve those customers in HFRA that identify as Access and Functional Needs (AFN) and is actively working jointly with the California IOU's, CalOES and the CPUC on examining a statewide AFN plan.

To ensure that these populations of customers are receiving outreach and communications, SCE is currently ensuring that its awareness campaigns and PSPS alerts and notifications are designed to reach these customers in a manner that meets their needs. For example, SCE is enhancing all outreach collateral, its webpage on PSPS and the alerts and notifications whose primary language is Spanish, Mandarin, Cantonese, Korean, Tagalog and Vietnamese and ensuring SCE resources are available to support other languages customers speak through use of SCE's translation services vendor.

SCE is working with CBO's that serve the AFN population within its service territory and is including these organizations in strategies that will promote awareness and resiliency during PSPS events as well as other routine outages that may impact these customers.

H. All Other Customers

SCE is focused on ensuring customer contact information is up-to-date and does this through various sources and channels. SCE's contact center procedures require confirmation and updating customer contact information when speaking with our customers, www.sce.com has been enabled with a persistent pop-up that reminds customers to update their contact information with a link that quickly navigates them to the page where updates can be made, our assigned business customers go through an annual review that requests them to ensure contact information is up to date and SCE continues community meetings where representatives update customer contact information in-person.

1. Non-SCE Customers

SCE recognizes that not all individuals impacted by a PSPS event will have an account with SCE. For example, customers who are served through a master-metered configuration and are not the SCE account holder or those vacationing in HFRA's may have interest in receiving these critical notifications. In certain cases, SCE has a solution that allows non-SCE customers to enroll to receive PSPS event communications today. Customers can add an authorized individual to their account through their MyAccount on www.sce.com or by speaking with a customer service representative, or assigned account manager, for outage related alerts and notifications. SCE also offers non-SCE customers the ability to register to receive alerts and notifications by registering on www.sce.com/customer-service/faqs/alert-preference-center. At this time, registration for non-SCE customers requires the individual registering to have the full name on the SCE account and the zip code that corresponds with the SCE account holders address

Recognizing that the options currently offered today do not capture all individuals who may want to register to receive alerts and notifications, SCE is currently working with a vendor who can offer a solution that would provide the option for customers to receive alerts and notifications by enrolling with their zip code through an online portal. Additionally, SCE is also exploring the feasibility of enhancing its existing offerings through the use of Google Public Alerts and Nextdoor as a supplemental

solution to its suite of offerings. SCE expects to have this broader solution available to customers by the end of 2019. While SCE aggressively seeks a solution for any non-SCE customer, we continue promoting existing options to our customers through outreach and awareness campaigns and also ensure that PSPS events are shared more broadly to the public through www.sce.com, social media (Twitter, Facebook, Instagram) and through partnerships with our local governments. Additionally, as PSPS events unfold SCE's Public Information Officer (PIO) responds directly to media inquiries.

VII. PSPS Event Reporting

A. Post Event Reporting Requirements

California Public Utilities Code (PU Code) Sections 451 and 399.2(a) give electric utilities authority to shut off electric power in order to protect public safety. This authority includes shutting off power for the prevention of fires caused by strong winds. Application (A.) 08-12-021 filed by San Diego Gas and Electric (SDG&E) on December 22, 2008, requested specific authority to shut off power as a fire-prevention measure against severe Santa Ana winds and a review of SDG&E's proactive de-energization measures. SDG&E also requested that such power Shutoffs would qualify for an exemption from liability under SDG&E's Tariff Rule 14.

Decision (D.) 12-04-024 issued on April 19, 2012 provided guidance on SDG&E's authority to shut off power under the PU Code also established factors the Commission may consider in determining whether a decision by SDG&E to shut off power was reasonable. The decision ruled that SDG&E has the authority under Public Utilities Code, Sections 451 and 399.2(a) to shut off power in emergency situations when necessary to protect public safety. It also ruled that a decision to shut off power by SDG&E under its statutory authority, including the adequacy of any notice given and any mitigation measures implemented, may be reviewed by the Commission to determine if SDG&E's actions were reasonable. The decision requires SDG&E to take appropriate and feasible steps to provide notice and mitigation to its customers whenever it shuts off power. The decision also requires SDG&E to notify the Commission's Consumer Protection and Safety Division, now the Safety and Enforcement Division (SED), of the Shutoff within 12 hours and submit a report to SED with a detailed explanation of its decision to shut off the power.

The ESRB-8 resolution extends the requirements established in D.12-04-024 to all electric IOUs, and requires that utilities meet with the local communities that may be impacted by a future de-energization event before putting the practice in effect in a particular area, conduct feasible and appropriate customer notifications prior to a de-energization event, and notify the Commission, Safety and Enforcement Division (SED) as soon as practicable after a decision to de-energize facilities and within 12 hours after the last service is restored.

On May 30, 2019 the CPUC approved D. 19-05-042. This decision adopts de-energization (Public Safety Power Shutoff) communication and notification guidelines

for the electric investor-owned utilities along with additional updates to the requirements established in Resolution ESRB-8. This decision also presents the overarching de-energization strategy of the Commission.

SCE is currently complying with all applicable Commission requirements in both the original Resolution as well as the additional Decision by adhering to the following actions after every PSPS event:

- Submitting required Post Event Reporting to the Director of the Safety and Enforcement Division within 10 days of power restoration;
- Serving all Post Event Reporting on the service lists of the proceeding and Rulemaking 18-10-007 or their successor proceedings;
- Contacting Public Safety Partners involved in the de-energization event to encourage them to provide feedback; and
- Collecting lessons learned from de-energization events for inclusion in the 2020 Wildfire Mitigation Plan updates

VIII. Transmission Line De-Energization

A. Transmission Line Protocols

As required by the Commission, SCE recently implemented PSPS protocols for transmission lines that traverse HFRA. As part of these protocols, SCE's IMTs were provided specialized resources to assess potential impacts on the electrical grid that could affect transmission customers and other transmission connected entities during a PSPS event. These resources included additional training on transmission specific protocols and the creation of a specialized Grid Control Liaison position responsible for interfacing between the PSPS IMT, SCE's Grid Control Center and the CAISO during PSPS events. Moving forward, SCE has identified the need for additional power flow studies to better determine actions required during a PSPS event to further protect both public safety and grid reliability.

B. California Independent System Operator Coordination

SCE has met with the California Independent System Operator (CAISO) numerous times over the last several months to discuss transmission and distribution protocols for PSPS events. SCE has reviewed its protocols and procedures related to transmission lines during PSPS events with the CAISO. SCE intends to alert the CAISO as early as three days ahead of a potential PSPS event. This would allow SCE and CAISO to perform the necessary load flow studies to assess possible reliability impacts to the Bulk Electrical System (BES) and neighboring utilities. Decisions to de-energize transmission lines on the BES can have broader impacts to the electric system, and as such, require close coordination with the CAISO and neighboring utilities. Any decisions regarding the BES and neighboring utilities would be made by SCE's IMTs and communicated to CAISO as soon as possible using existing planned outage procedures. CASIO has agreed with SCE that if there is a required de-energization, CAISO would call for an outage in response to an SCE request.

C. Municipal Utility Education and Outreach

SCE has identified all municipal utilities in our service territory potentially impacted during a transmission PSPS event. Calls have been conducted with these utilities to discuss potential impacts when PSPS is implemented and solicit input from them on these protocols as required by the Commission. Additional in-person meetings have been conducted with approximately half of these utilities to discuss specific impacts to operations and to validate existing protocols used in notifying operations personnel. SCE has also shared best practices on customer notifications and outreach

to increase situational awareness and coordinated messaging during PSPS events. Lastly, SCE has conducted town-hall meetings with its transmission generation customers to share and solicit input on these newly developed PSPS protocols.

D. Agency Notifications and Coordination

SCE will provide notifications to CalOES, the California Department of Forestry and Fire Protection, and Public Safety Partners when a transmission line is subject to potential impacts from a PSPS event. All relevant notification and communications guidelines established for distribution lines will also apply to the potential de-energization of transmission lines since these de-energizations can affect downstream distribution customers not necessarily in HFRA. SCE will also maintain the proper notification and coordination in compliance with both the North American Electric Reliability Corporation (NERC) and the Federal Energy Regulatory Commission (FERC) Standards.

IX. Appendix

The Appendix contains additional information for the following sections:

- A. Sample Customer Messaging
- B. Community Meetings
- C. Municipality Meetings
- D. Local Public Affairs Reliability and Wildfire Mitigation Plan with Cities
- E. City Council and Board of Supervisors Presentations
- F. Critical Infrastructure and Facilities Customer Information Forums
- G. Focus Group Meetings
- H. Dear Neighbor Letter to Customers living in High Fire Areas
- I. External Engagement Slides
- J. Exhibit from SCE.com/wildfire
- K. Exhibit from SCE.com/psps
- L. Commission Linking Guide

A. Sample Customer Messaging

Initial Customer Message (48 hours) Message:

- This an important safety message from Southern California Edison. Due to weather in High Fire Risk Areas, SCE is exploring a potential Public Safety Power Shutoff-PSPS of electrical lines in the ^city_variable^ area. These conditions in your area may result in SCE turning off your power on ^Day of week^ ^morning/afternoon/evening^. SCE encourages you to prepare for this potential outage in your area by making a power outage plan and checking your emergency kit. SCE will send daily updates until conditions improve. For more info such as expected duration: please visit www.sce.com/psps. Downed power line? Stay away, Call 911, and SCE at 1-800-611-1911.

Update Customer Message (24 hours) Message:

- This an important safety message from Southern California Edison. Due to weather in High Fire Risk Areas, SCE continues to explore a potential Public Safety Power Shutoff-PSPS of electrical lines in the ^city_variable^ area. These conditions in your area may result in SCE turning off your power on ^Day of week^ ^morning/afternoon/evening^. SCE encourages you to prepare for this potential outage in your area by making a power outage plan and checking your emergency kit. SCE will send daily updates until conditions improve. For more info such as expected duration: please visit www.sce.com/psps. Downed power line? Stay away, Call 911, and SCE at 1-800-611-1911. Press the pound key to repeat this message.

Imminent Shut Down (-1-4 hours) Message:

- This an important safety message from Southern California Edison. Due to weather in High Fire Risk Areas, SCE may proactively turn off power within the next 1 to 4 hours for Public Safety Power Shutoff-PSPS to the ^city_variable^ area. SCE encourages you to prepare for this potential outage in your area by making a power outage plan and checking your emergency kit. SCE will send updates until conditions improve. For more info such as expected duration: please visit www.sce.com/psps. Downed power line? Stay away, Call 911, and SCE at 1-800-611-1911. Press the pound key to repeat this message.

-

De-Energized Message:

- This is an important safety message from Southern California Edison. SCE has proactively turned off power enacting a Public Safety Power Shutoff-PSPS to the

^city_variable^ area due to weather conditions in high fire risk areas. We will update you as conditions change. For more info such as expected duration: please visit www.sce.com/psps. If you see a downed power line, stay away, call 9 1 1, and report this to S C E at 1-800-611-1911. Please press the pound key to repeat this message.

Re-Energized Message:

- This is an important safety message from Southern California Edison. On ^date variable^ date, SCE proactively turned off power enacting Public Safety Power Shutoff -PSPS to the ^city_variable^ area due to weather conditions in high fire risk areas. Power has now been restored. If your power is still off, please call 1-800-611-1911 or please visit our website at www.sce.com/outage. Please press the pound key to repeat this message.

PSPS Averted All Clear Message:

- This is an important safety message from Southern California Edison. Due to improved weather conditions, the ^city_variable^ area, has been removed from Public Safety Power Shutoff-PSPS consideration, and no electric service will be proactively turned off at this time. If a non P S P S outage occurs, S C E will work as quickly as possible to restore your service. For more information please visit our website at www.sce.com/psps. If you see a downed power line, stay away, call 911, and report this to S C E at 1-800-611-1911. Press the pound key to repeat this message.

B. Community Meetings

To date, SCE has held the following Community Meetings throughout its service territory to educate customers on its Wildfire Mitigation Program including PSPS protocols. American Sign Language was provided at every community meeting. Additional meetings are being scheduled.

<u>Date</u>	<u>Venue</u>	<u>Communities Cluster</u>
5/24/2018	Idyllwild	Idyllwild
7/9/2018	Beaumont Community Center	Beaumont Calimesa Cherry Valley Yucaipa Note - Cal Fire has station in Yucaipa
7/19/2018	Wildomar S/C - Assembly Room	Lake Elsinore Murrieta Temecula Wildomar
8/2/2018	Pinnacle Room - Eastvale Community Center	Chino Hills Corona Eastvale Jurupa Valley Norco
8/8/2018	Lake Arrowhead Resort Ballroom	Lake Arrowhead Crestline Mt. Communities
8/15/2018*	Earl Warren Showgrounds	Santa Barbara Goleta Carpinteria Montecito
8/16/2018*	Ventura County Dept. of Education Conference & Educational Center (ESC)	Camarillo Ventura Oxnard

<u>Date</u>	<u>Venue</u>	<u>Communities Cluster</u>
		Fillmore Santa Paula
8/29/2018	Slice of Life Enrichment School 48771 W. Valley Blvd Tehachapi, CA 93561	Bear Valley Springs Caliente Golden Hills Oak Flats Stallion Springs Tehachapi
8/30/2018	Kern River Valley Senior Center 6405 Lake Isabella Blvd Lake Isabella, CA 93240	Canebrake Havilah Kernville Lake Isabella Mt. Mesa Onyx So. Lake Walker Basin Weldon Wofford Heights
9/10/2018	Doubletree Monrovia "Ballroom", 924 W Huntington Dr. Monrovia, CA 91016	San Gabriel Valley - West Alhambra Altadena Arcadia Bradbury Burbank Duarte Glendale Hacienda Hacienda Heights La Canada Flintridge La Crescenta La Habra Heights Monrovia Montrose` Pasadena Pico Rivera

<u>Date</u>	<u>Venue</u>	<u>Communities Cluster</u>
		Rowland Heights San Gabriel San Marino Sierra Madre South Pasadena Whittier
9/12/2018	Veterans' Hall, City of La Verne 1550 Bonita Ave. La Verne, CA 91750	San Gabriel Valley - East Alta Loma Azusa Claremont Covina Diamond Bar Glendora Industry Irwindale La Habra Heights La Verne Pomona San Dimas Upland Walnut West Covina
9/13/2018	Clifton C. Miller Community Center 300 Centennial Way Tustin, CA 92780	Irvine Orange Newport Beach North Tustin (Uninc.) Tustin Villa Park
9/19/2018	South Coast Botanic Garden, Frances Young Hall 26300 Crenshaw Blvd.,	Lomita Palos Verdes Estates Rancho Palos Verdes Rolling Hills Rolling Hills Estates Torrance

<u>Date</u>	<u>Venue</u>	<u>Communities Cluster</u>
	Palos Verdes Peninsula, CA 90274	
9/20/2018	Four Seasons at Hemet 237 Four Seasons Blvd. Hemet, CA 92545	Canyon Lake Hemet Homeland Menifee Moreno Valley Perris Romoland San Jacinto
9/25/2018	Brea Community Center 695 Madison Way Brea, CA 92821	Brea La Habra Placentia Upland Whittier Yorba Linda
10/1/2018	Jessie Turner Community Center 15556 Summit Ave. Fontana, CA 92336	Bloomington Fontana Rancho Cucamonga Rialto
10/3/2018	Hyatt Regency Magic Mountain 24500 Town Center Dr. Valencia, CA 91355	Acton Lancaster Santa Clarita Palmdale
10/4/2018	Bell Tower Regional Community Center Ballroom 22232 El Paseo Rancho Santa Margarita, CA 92688	Aliso Viejo Laguna Hills Laguna Beach Laguna Niguel Mission Viejo Rancho Santa Margarita Lake Forest

<u>Date</u>	<u>Venue</u>	<u>Communities Cluster</u>
10/9/2018	King Gillette Ranch 26800 Mulholland Hwy Calabasas, CA 91302	Agoura Hills Calabasas Malibu Topanga Canyon Westlake Village
10/8/2018	Doubletree San Bernardino 285 E. Hospitality Lane San Bernardino, CA 92408	Grand Terrace Highland Loma Linda Redlands San Bernardino (city)
10/10/2018	Arroyo Vista Recreation Center, Apricot Room 4550 Tierra Rejada Road Moorpark, CA 93021	Moorpark Ojai Simi Valley Thousand Oaks
10/15/2018	Tustin Ranch Golf Clubhouse 12442 Tustin Ranch Tustin, CA 92782	Irvine Newport Beach North Tustin Orange Tustin Villa Park
3/27/19	Big Creek Division Headquarters 54205 Mountain Poplar Road Big Creek, CA 93605	Big Creek
6/9/19	Yucca Valley High School 7600 Sage Ave. Yucca Valley, CA 92284	Yucca Valley Pioneer Town Joshua Tree
6/20/19	Doubletree Hotel 67967 Vista Chino Cathedral City, CA 92234	Desert Hot Springs Palm Springs Palm Desert Whitewater
6/25/19	Wrightwood Community Center 1275 State Highway 2 Wrightwood, CA 92397	Wrightwood

<u>Date</u>	<u>Venue</u>	<u>Communities Cluster</u>
7/9/19	Porterville Veterans Memorial Building 1900 W Olive Ave. Porterville, CA 93257	Tulare County Porterville
7/17/19	Mammoth High School- Multi-Purpose Room 365 Sierra Park Rd. Mammoth Lakes, CA 93546	Mammoth Lakes June Lake Lee Vining Bridgeport
7/23/19	DoubleTree by Hilton Hotel- Los Angeles Westside 6161 West Centinela Avenue Culver City, CA 90230	Culver City Ladera Heights Baldwin Hills Windsor Hills
7/24/19	Holiday Inn 15494 Palmdale Rd Victorville, CA 92392	Victorville Hesperia Apple Valley
8/28/19*	Poinsettia Pavilion 3451 Foothill Road Ventura, CA 93003	Ojai Santa Paula Fillmore Ventura La Conchita

* Translation Services available during event

C. Municipality Meetings

SCE has made contact with and is in the process of conducting in-person meetings with neighboring municipal electric utilities in its service territory. Examples include but are not limited to:

Municipal Utilities	In-person Meeting
Anza Cooperative (Anza PT) Arizona Electric Power Company (AEPCO) - Benson, AZ	7/17/2019
Bear Valley Electric Service (BVES) - Municipality	9/13/2019
City of Anaheim (ANHM) - Municipality	7/23/2019
City of Azusa (COA) - Municipality	7/22/2019
City of Banning - Municipality	8/16/2019
City of Colton (COL) - Municipality	8/15/2019
City of Moreno Valley Utility (MVU) - Municipality	8/29/2019
City of Pasadena (MP)	8/28/2019
City of Riverside (RVSD) - Municipality	7/2/2019
City of Vernon (VERN) - Municipality	9/4/2019
Corona Department of Water and Power (CDWP) - Municipality	7/8/2019
Valley Electric Association, Inc. (VEA) - Pahrump, Nevada	9/9/2019
Bear Valley Electric Services (BVES)	9/16/2019

D. Local Public Affairs Reliability and Wildfire Mitigation Plan Meetings with Cities

SCE has made contact with cities listed below.

Date	Area
1/29/19	Brea
2/05/19	Orange
2/12/19	Rolling Hills Estates
2/26/19	Villa Park
3/05/19	Rancho Palos Verdes
3/06/19	San Gabriel
3/11/19	South Pasadena
3/18/19	Glendora
4/08/19	La Canada Flintridge
4/09/19	San Marino
5/06/19	Whittier
5/06/19	Beverly Hills
5/06/19	West Hollywood
5/09/19	Norco
5/09/19	Santa Monica
5/13/19	Bradbury
5/22/19	La Habra Heights
5/23/19	Orange County District 4
5/28/19	Laguna Beach
5/28/19	Rolling Hills
5/29/19	Mission Viejo
6/03/19	Irvine
6/04/19	29 Palms
6/10/19	Lake Elsinore
6/10/19	Yorba Linda
6/11/19	Laguna Niguel
6/11/19	Soboba Tribe
6/12/19	Canyon Lake
6/17/19	Murrieta
6/18/19	Ventura
6/18/19	Arcadia
6/19/19	Menifee
6/19/19	Rancho Santa Margarita
6/20/19	Orange County District 2
6/20/19	Laguna Hills
6/21/19	Kern County District 4

Date	Area
6/21/19	Kern County District 2
6/24/19	Tehachapi
6/26/19	Riverside County District 3
6/26/19	Aliso Viejo
6/26/19	Lake Forest
6/27/19	Pechanga Band of Luiseno Indians
7/01/19	San Bernardino County
7/02/19	Santa Clarita
7/03/19	Santa Barbara County
7/03/19	Palmdale
7/03/19	Lancaster
7/08/19	Corona
7/09/19	Inyo County
7/10/19	Morongo Band of Mission Indians
7/11/19	Tule River Tribe
7/15/19	Temecula
7/15/19	San Fernando
7/16/19	La Habra
7/16/19	Moreno Valley
7/18/19	Riverside County District 4
7/22/19	Riverside County District 5
7/22/19	Inglewood
7/23/19	Porterville
7/23/19	Agua Caliente Band of Cahuilla Indians
7/29/19	Palm Springs
7/31/19	Torrance
8/12/19	Rialto
8/12/19	Riverside County District 2
8/13/19	Fillmore
8/16/19	Banning
8/20/19	Palm Desert

E. City Council/Board of Supervisors Presentations

Date	Area
2/12/19	Sierra Madre
2/12/19	Rolling Hills Estates
2/26/19	Villa Park
3/12/19	Rancho Palos Verdes
3/12/19	Orange
4/02/19	Brea
4/15/19	Calimesa
4/16/19	Inyo County
5/15/19	Mammoth Lakes
5/28/19	Ojai
6/10/19	La Habra Heights
6/17/19	Montclair
6/18/19	San Jacinto
6/18/19	Yorba Linda
6/25/19	San Bernardino County
6/25/19	Irvine
7/02/19	Desert Hot Springs
7/09/19	Mission Viejo
7/09/19	Laguna Hills
7/09/19	Thousand Oaks
7/10/19	Wildomar
7/10/19	Westlake Village
7/15/19	San Fernando
7/16/19	Moreno Valley
7/16/19	Tustin
7/17/19	Menifee
7/17/19	Aliso Viejo
7/22/19	Upland
7/23/19	Laguna Beach
7/23/19	Riverside County
7/23/19	29 Palms
7/25/19	Mono County
7/29/19	La Canada Flintridge
7/30/19	Covina
7/30/19	Claremont
8/06/19	Beaumont
8/06/19	Palmdale
8/06/19	Victorville

Date	Area
8/06/19	Laguna Niguel
8/13/19	Santa Barbara
8/13/19	Lancaster
8/14/19	Agoura Hills
8/16/19	Hesperia
8/20/19	Goleta
8/21/19	Corona
8/21/19	Santa Paula
8/26/19	Yucaipa
8/27/19	Glendora
8/27/19	Pico Rivera
8/27/19	Grand Terrace
8/27/19	Hemet
8/27/19	Santa Barbara County
8/28/19	Adelanto
9/03/19	Redlands
9/03/19	Yucca Valley
9/04/19	San Bernardino
9/04/19	Canyon Lake
9/05/19	Rancho Mirage
9/09/19	Ventura
9/10/19	Loma Linda
9/10/19	Perris
9/11/19	Cathedral City
9/11/19	Eastvale
9/16/19	West Hollywood
9/17/19	Desert Hot Springs
9/17/19	Highland
9/17/19	Moreno Valley
9/17/19	Lake Forest
9/18/19	Palm Springs
9/23/19	Culver City
9/24/19	Santa Monica
9/24/19	Apple Valley
9/24/19	Temecula
9/24/19	Palos Verdes Estates
9/25/19	Rancho Cucamonga
9/25/19	Rancho Santa Margarita

F. Critical Infrastructure and Facilities Customer Information Forums

To date SCE has completed PSPS outreach to customers in these forums:

Meeting Date	Meeting Type (Phone/Skype/In-Person)	Meeting Title
3/7/2019	In-Person (Irwindale)	SCE PowerTalks (Commercial)
3/7/2019	Skype	PSPS Updates - Association of California Water Agencies
3/12/2019	In-Person (Saddleback)	SCE PowerTalks (Commercial)
3/14/2019	In-Person (Rancho)	SCE PowerTalks (Commercial)
3/19/2019	In-Person (Wildomar)	SCE PowerTalks (Commercial)
3/21/2019	In-Person (Idylwild)	SCE PowerTalks (Commercial/Residential)
3/28/2019	In-Person (Long Beach)	SCE PowerTalks (Commercial / Residential)
4/2/2019	In-Person (Palm Springs)	SCE PowerTalks (Commercial / Residential)
4/9/2019	In-Person (Ventura)	SCE PowerTalks (Commercial)
4/10/2019	In-Person (Valencia)	SCE PowerTalks (Commercial)
4/18/2019	In-Person (Victorville)	SCE PowerTalks (Commercial / Residential)
4/23/2019	In-Person (Fullerton)	SCE PowerTalks (Commercial)
4/25/2019	WebEx	SCE PowerTalks (Commercial / Residential)
4/30/2019	In-Person (Santa Barbara)	SCE PowerTalks (Commercial)
5/2/2019	In-Person (Tulare)	SCE PowerTalks (Commercial / Residential)
5/7/2019	In-Person (Yucca Valley)	SCE PowerTalks (Commercial)
5/8/2019	In-Person (Blythe)	SCE PowerTalks (Commercial)
5/8/2019	In-Person (Santa Monica)	SCE PowerTalks (Commercial)
5/14/2019	In-Person (Lake Arrowhead)	SCE PowerTalks (Commercial / Residential)
5/16/2019	In-Person (Redlands / Forest Fall)	SCE PowerTalks (Commercial/Residential)
5/16/2019	In-Person	Claremont Community Open House
5/22/2019	In-Person (Antelope Valley)	SCE PowerTalks (Commercial)
5/22/2019	In-Person	PowerTalk and Workshop - Telecomm
6/4/2019	In-Person (Laguna Woods)	SCE PowerTalks (Commercial/Residential)
6/6/2019	In-Person (Thousand Oaks)	SCE PowerTalks (Commercial)
6/19/2019	WebEx (Commercial)	SCE PowerTalks (Commercial)
7/17/2019	In-Person	SCE/So Cal Gas Meeting

Meeting Date	Meeting Type (Phone/Skype/In-Person)	Meeting Title
7/24/2019	In-Person and Skype	Wildfire Mitigation PSPS - Santa Barbara USD and Goleta USD
8/1/2019	In-Person	PowerTalk and PSPS Workshop - Hospitals
8/6/2019	In-Person	SCE's Wildfire Mitigation Strategy and PSPS Protocol - Jurupa Community Services Department
8/8/2019	In-Person	SCE's Wildfire Mitigation Strategy and PSPS Protocol _ Water and Power Workshop (EPA mtg)
9/5/2019	In-Person	Deliver SCE's Wildfire Mitigation Strategy and PSPS Protocol at the CPA board meeting
9/10/2019	In-Person	SCE's Wildfire Mitigation Strategy and PSPS Protocol - Mojave Water Agency
9/14/2019	In-Person	Deliver SCE's Wildfire Mitigation Strategy and PSPS Protocol at the CPA board meeting

Additional meetings for Critical Infrastructure and Facilities include:

PSPS Education & Engagement

- August 14, 2018 and August 20, 2018 SCE hosted a PSPS Workshops for Communication customers at SCE's Energy Education Center, Irwindale
- September 24, 2018 & October 8, 2018 – SCE hosted the PSPS Workshops for Water customers at SCE's Energy Education Center, Irwindale.
- October 17, 2018 – SCE presented PSPS/Wildfire Mitigation Strategy at High Desert Community-Based Water Resiliency Workshop (hosted by United States EPA and Mojave Water Agency)
- October 18, 2018 - SCE presented PSPS/Wildfire Mitigation Strategy at Association of Water Agencies of Ventura County (AWAVC). Members include key water agencies, cities, counties, and mutual water companies serving the communities within Ventura County.
- March 7, 2019 – SCE presented jointly with PG&E on PSPS/Wildfire Mitigation Strategy at Association of California Water Agencies' (ACWA) Energy Committee meeting. Membership includes over 430 public agencies responsible for 90% of water delivered to cities, farms, and businesses in the state.
- March 29, 2019 – SCE participated on panel discussion at Water Education for Latino Leaders (WELL) 7th Annual Conference. WELL's membership consists of California Latino water experts with a diverse background. Their primary goals are to educate local Latino elected officials on water policies to promote timely and

equitable actions that will ultimately help develop healthy communities for all Californians.

- May 7, 2019 – SCE presented updated PSPS/Wildfire Mitigation information at ACWA Spring Conference. Additional presenters included PG&E, California Municipal Utilities Association (CMUA).
- May 22, 2019 SCE hosted a Power Talk/PSPS/Business Resiliency Workshop for Communication customers at SCE's Energy Education Center, Irwindale
- Aug 1, 2019 SCE hosted a healthcare workshop for hospitals and healthcare providers

On-going PSPS Outreach Efforts:

- September 10, 2019 - SCE will be hosting a panel discussion on Wildfire Mitigation and PSPS program at the 26th Annual Water Conference with participation from Las Virgenes Municipal Water District General Manager and Los Angeles County, Office of Emergency Management.

G. Focus Group Meetings

From June 5 to June 13, 2019, twelve (12) 2-hour focus groups were conducted with both Residential and Commercial customers in the following PSPS geographic zones:

Location	Residential (English Speaking)		Residential (Language Dependent)	Commercial		Total
	Aware/ Affected	Not Aware/ Affected		Large Business	Small/Med Business	
Irvine 6/5-6/6	1	1	1 (Mandarin)	0	1	4
Ontario 6/10-6/11	1	1	1 (Spanish)	1	1	5
Valencia 6/12-6/13	1	1	1 (Spanish)	0	0	3
Total	3	3	3	1	2	12

H. Dear Neighbor Letter to customers living in High Fire Risk Areas



P.O. Box 800 Rosemead, CA
91770

Important Update:

POWER SHUTOFFS TO HELP PREVENT WILDFIRES

Dear Neighbor,

As Californians, we are witnessing the alarming impact of climate change in the form of bigger, more devastating wildfires. We know that everyone has a role in preparing for any disaster. At Southern California Edison, along with energy companies across the state, we continue to take steps to keep our communities and employees safe. This includes strengthening our equipment, keeping trees and vegetation clear of our power lines and using technology to help with early detection of wildfires.

The area in which you receive your electrical service has been designated a **High Fire Threat District** (<https://ia.cpuc.ca.gov/firemap/>) by the California Public Utilities Commission. If weather conditions indicate fire danger is elevated — for example, if there are strong winds and the vegetation is dry — we may temporarily shut off power to customers in your area. This is called a Public Safety Power Shutoff (PSPS), and it is meant to keep communities safe.

How Public Safety Power Shutoff (PSPS) Works

- When elevated fire conditions present a clear danger, we may shut off power temporarily on specific power lines for the safety of the public.
- We intend to notify affected customers approximately two days in advance of a potential power shutoff. This notification will be via email, text or telephone call. We may also send another notice to customers about one day before a potential power shutoff.
- In advance of PSPS events, SCE will also notify local governments, the emergency management community and first responders.
- We will keep customers updated regularly, via our website and social media channels. We will also notify affected customers once crews have patrolled the area and determined it is safe to restore power.

What You Can Do to Prepare

- Sign up for alerts at www.sce.com/outagealerts.
- Learn more and update your contact information at: www.sce.com/pspss.
- Have an emergency plan in place for every member of your household, including your pets. For additional preparedness resources: www.caloes.ca.gov, www.readyforwildfire.org.
- Stay away from downed power lines and call 911 or 1-800-655-4555.
- Customers who have medical conditions that require electrically operated medical equipment should have a back up power system in place such as a generator. Customers with critical medical needs can learn more at www.sce.com/pspss.

Shutting off power temporarily to customers is not something we take lightly and we thank you for your support. We understand that being without power can be disruptive to you whether at home, school or work. Please know that public safety around our electrical equipment is our highest priority.

Here are some additional safety tips during an outage:

- Disconnect all sensitive electronics to prevent damage or loss of data. If you have a portable gas generator, use it outdoors during a power outage. Never use it indoors.
- Never connect a generator to your home's circuit breaker panel. This can cause "backfeeding," which could electrocute utility workers when trying to restore your power. Always work with a qualified electrical worker when installing back up generation.
- Consider obtaining extra fuel for your generator for extended outages since local fueling stations may be without power. Keep fuel in approved containers in a safe location away from ignition sources.
- If you have electric gates or garage doors, learn how to operate them manually.

Together, we can reduce the threat that wildfires pose to our communities. We are working day and night to meet aggressive targets to mitigate wildfire risk. Please bear with us as we work to keep you and your community safe.

Sincerely,

Phil Herrington
Senior Vice President, Transmission & Distribution

Como habitantes de California, observamos directamente el alarmante impacto del cambio climático con incendios forestales más intensos y devastadores. Por todo esto, queremos que nuestros usuarios estén preparados para los cortes del servicio eléctrico. Si las condiciones climáticas nos indican un riesgo elevado de incendio, es posible que activemos un corte eléctrico temporal a los usuarios de estas zonas en riesgo. Esto se conoce como corte del suministro eléctrico por motivos de seguridad pública y tiene como objetivo mantener la seguridad de la comunidad. Actualice su información de contacto en: sce.com/psps y regístrese para recibir alertas en www.sce.com/outagealerts. Usaremos esta información para enviarle alertas mediante llamadas telefónicas, mensajes de texto y correos electrónicos automáticos, en lo posible, antes del corte eléctrico. Para más información visite: sce.com/PSPS.

Là người dân California, chúng ta đang chứng kiến tác động đáng cảnh báo về biến đổi khí hậu với những vụ cháy rừng lớn hơn, có sức tàn phá mạnh hơn và chúng tôi muốn khách hàng chuẩn bị sẵn sàng cho việc mất điện. Nếu điều kiện thời tiết cho thấy có nguy cơ hỏa hoạn tăng cao, chúng tôi có thể tạm cúp điện đối với các khách hàng trong cộng đồng của quý vị. Đây gọi là Cắt Điện vì An Toàn Công Cộng, nghĩa là giữ cho cộng đồng của quý vị được an toàn. Cập nhật thông tin liên lạc của quý vị tại: sce.com/psps và ghi danh nhận cảnh báo tại www.sce.com/outagealerts. Chúng tôi sẽ sử dụng thông tin này để cảnh báo quý vị bằng những cuộc gọi tự động, tin nhắn và email tự động tại bất cứ thời điểm và địa điểm nào có thể được, trước khi có PSPS. Để biết thêm thông tin, xin ghé vào: sce.com/PSPS.

캘리포니아 주민들은 더욱 심각해진 여러 산불 사태를 보면서 기후 변화의 엄청난 영향력을 실감하고 있으며 저희는 여러분이 정전에 잘 대비할 수 있기를 바랍니다. 화재 위험이 높은 기상 조건에서 저희는 지역 사회 내 고객들에게 일시적으로 전력 공급을 차단할 수 있습니다. 이는 지역 사회의 안전을 지키기 위한 것으로 공공 안전 전원 차단(Public Safety Power Shutoff, PSPS)이라고 합니다. 여러분의 연락 정보를 sce.com/psps 에서 업데이트하고 www.sce.com/outagealerts에서 알림을 신청하세요. 이 정보를 사용하여 해당 시간과 장소의 고객에게 공공 안전 전원 차단이 발생하기 전에 자동 전화와 문자, 이메일을 통해 알림을 보내드립니다. 자세한 내용은 sce.com/PSPS를 참조하세요.

Bilang mga taga-California, nakikita natin ang nakakabahalang kinalalabasan ng pagbabago ng klima na may mas malaki, mas nakasisirang mga wildfire, at nais naming maging handa ang mga customer namin para sa pagputol ng kuryente. Kapag pinapakita sa atin ang kalagayan ng panahon na tumataas ang panganib ng sunog, maaari naming putulin pangsamantala ang kuryente para sa mga customer sa inyong komunidad. Tinatawag itong Public Safety Power Shutoff, at naglalayong panatilihin ang iyong komunidad. I-update ang iyong impormasyon pampag-ugnay sa: sce.com/psps at mag-sign up para sa mga babala sa www.sce.com/outagealerts. Gagamitin natin ito para babalaan kayo sa pamamagitan ng automated na mga tawag, at mga text at email, kung kailan at kung saan maaari bago sa isang PSPS. Para sa higit pang impormasyon: sce.com/PSPS.

我們加州人正在目睹氣候變化帶來的驚人影響，野火及其破壞性越來越大，而我們希望我們的客戶能為停電做好準備。如果天氣狀況表明火災危險在升高，我們可能會暫時給您所在社區的客戶斷電。這稱為公共安全斷電，目的就是為了確保社區的安全。造訪網站 sce.com/psps 更新您的聯絡資訊，並在這個網站 www.sce.com/outagealerts 上註冊接收預警。在公共安全斷電發生之前，我們會盡可能使用此資訊通過自動電話、簡訊和電子郵件提醒您。欲瞭解更多資訊，請造訪 sce.com/PSPS。

I. External Engagement Slides



California's wildfire problem is serious and worsening.

- Ten of the most destructive wildfires have happened since 2015
- About a quarter of our service area is located in high fire risk areas

Source: <http://www.fire.ca.gov>

1

A white outline map of California is shown on a dark teal background. The map is divided into numerous irregular shapes representing utility service areas. The text and bullet points are positioned to the right of the map.

A COMPREHENSIVE STRATEGY to prevent, combat and respond



Bolstering Situational Awareness Capabilities



Enhancing Operational Practices



Hardening the Electric Grid

3

Our Wildfire Mitigation Plan

- Further hardening infrastructure, bolstering situational awareness capabilities, enhancing operational practices and harnessing the power of data and technology
- Incorporating advanced mitigation measures deployed in high fire risk areas around the world





Public Safety Power Shutoff

- De-energizing power lines to prevent ignitions
- Used during elevated fire conditions
- Primarily impacts circuits in high fire risk areas



High-Tech Cameras



- High-tech cameras help monitor potential wildfires in real time
- By 2020, we will install up to 160 cameras, providing 90% coverage of high fire risk areas



Weather Stations



- Technology that provides real-time weather forecasting in high fire risk areas
- Installing 850 weather stations by the end of 2020 as part of our wildfire mitigation program



Advanced Weather Modeling

- New state-of-the-art software with a high-resolution weather model forecasts weather conditions down to less than two miles
- 24/7 monitoring



Partnering with Local and State Agencies

- Coordination and integration with Cal OES, Operation Santa Ana and other emergency response efforts
- Funding a project to demonstrate novel aerial firefighting capability in Southern California



Talking With Our Communities

- More than 30 community meetings held in high fire risk areas
- Meetings scheduled with 120 cities, counties and tribal governments
- Statewide advertising campaign in market educating customers about preparing for power shutoffs
- Letters communicating potential power shutoffs planned for all customers in service territory



PSPS Decision Points

Decision points include, but are not limited to:



- SCE meteorologists forecast **strong wind** conditions in service area
- SCE fire scientist assessment **of fire potential** to include consideration of **weather** and **fuels**



- Real-time observations from qualified electrical workers monitoring for **hazardous conditions** in the field



- Impact of de-energizing circuits on **first responders** and **essential services**

PSPS Ideal Timeline



*Erratic or sudden onset of conditions may impact our ability to provide advanced notice to customers.

J. Exhibit from SCE.com/wildfire

How We're Strengthening Our System



Updating Our Grid

We're reinforcing our grid by replacing current equipment with new technologies that help reduce wildfire risks, including:

- **Insulated wires** that lower the chance of faults or short circuits that can create sparks when they come into contact with animals, vegetation, or other debris.
- **Composite poles** that are stronger and more resilient than wood poles.
- **Fast-acting fuses, advanced lightning arrestors, and other devices** that can react more quickly to minimize fire risks.



Taking Preventative Action

We're proactively working to identify trees and other vegetation that may pose a risk to power lines in fire-prone areas. **In 2018, we removed 24,500 dead, dying, or diseased trees in our service territory.** In addition, we've increased the frequency of our vegetation patrols and **inspect approximately 900,000 trees annually.** Our teams are also monitoring trees outside required clearances that may pose a potential risk to the company's power lines.

[Download Fact Sheet](#) 



Watching Conditions 24/7

We've invested in a number of ways to better forecast potential wildfire conditions and be more effective in responding to fire events when they occur.

Our **Situational Awareness Center** is staffed around the clock with meteorologists and Geographic Information System (GIS) professionals during events and incidents. Our new **high-resolution weather data maps** will help our meteorologists identify future extreme conditions.

We've installed additional **weather stations** that provide real-time information about wind, temperature, and humidity to help us make key decisions during potential fire conditions, including Public Safety Power Shutoff (PSPS) events.

Our live **fire monitoring cameras** will help our incident command teams and first responders more quickly assess and respond to reported fires.

[View Live Cameras](#) 

K. Exhibit from SCE.com/psps

How do PPS events work?

When forecasts indicate elevated weather conditions, we'll begin assessing the potential impact to affected areas. We'll analyze historical data to help predict the likelihood of a wildfire occurring, closely monitor weather watch alerts from the National Weather Service (NWS), and place incident responders on alert, if needed. *Disclaimer: Erratic or sudden onset of conditions may impact our ability to provide advanced notice to customers.*



First Notification: 2 Days Ahead

If weather conditions warrant a possible PPS, we will notify potentially affected customers.



Second Notification: 1 Day Ahead

If weather conditions persist, we will notify impacted customers again.



Third Notification: Power Shutoff

When weather conditions confirm the decision to shut off power, we will send a notification to impacted customers.



Fourth Notification: After Restoring Power

After weather conditions return to safer levels, our field teams will check to make sure that power can be safely restored. We will send a notification telling impacted customers that power has been restored.

L. Commission Linking Guide

Commission Appendix "A"		
Heading	Sub-Heading	SCE Progress Report Section
Who Should Receive Notice and When Should Notice Occur?	Notification and Priority	II-A
		VI-G
Who Should Receive Notice and When Should Notice Occur?	Timing of Notification	II-A
Who Should be Responsible for Notification?		III-A
		III-B
How Should Different Customer Groups Be Identified?	First/Emergency Responders/Public Safety Partners	VI-A
		VI-B
		VI-C
		VI-D
		VI-E
How Should Different Customer Groups Be Identified?	Critical Facilities and Infrastructure	VI-F
How Should Different Customer Groups Be Identified?	Access and Functional Needs Populations	VI-G
How Should Different Customer Groups Be Identified?	All Other Customers	VI-H
What Information Should be Included in Notifications in Advance of and Directly Preceding a De-Energization Event?	Advanced Outreach and Education	III-A
		III-B
		IV-A
		IV-D
		V-A
		V-B
What Information Should be Included in Notifications in Advance of and Directly Preceding a De-Energization Event?	Notification Preceding a De-Energization Event	II-A
		III-A
		IV-C
		V-C
		VI-I
What Methods Should the Electric Investor-Owned Utilities Use to Communicate a De-Energization Event with the Public?		II-A VI-H VI-I
How Should the Electric Investor-Owned Utilities Communicate and Coordinate with Public Safety Partners Before and During a De-Energization Event?		II-A
		III-A
		III-B
		IV-C
Coordination with Emergency Operation Centers and Incident Command Systems		III-A
What Information Should be Included in Post-Event Reporting?		VII-A
Requests to Delay De-Energization and to Re-Energize		III-B
De-Energization of Transmission Lines		VIII-A
		VIII-B
		VIII-C
		VIII-D