(U 338-E)

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

Amended March 13, 2020

Rosemead, CA
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I. Overview

California's residents, and the electric utilities who serve them, are confronted with the substantial challenges posed by our global climate crisis. As we continue to collectively take action in the coming years to dramatically reduce greenhouse gases and improves air quality, California is also faced with immediate and unprecedented safety risks from catastrophic wildfires, the magnitude of which even a few years ago was unforeseeable. On March 22, 2019, Governor Newsom issued a State of Emergency proclamation noting the "conditions of extreme peril to the safety of persons and property [that] exist" with respect to the wildfires across the state. In the face of such conditions, SCE's foremost mission is the safety of the public, our customers, and our employees. As such, SCE has undertaken and is continuing significant efforts to mitigate the risk of wildfires that are associated with electric facilities.

To that end, SCE has developed a robust infrastructure program. The program is aimed at hardening the grid to reduce wildfire risks (i.e., reducing the number of ignitions) and enhancing system resiliency (i.e., reducing electrical infrastructure damage and improving power restoration time during and after a fire event) in its service area. SCE also conducts ongoing assessments and refinements of its grid hardening program to identify technologies and protocols that may reduce the probability of an ignition event and public exposure to hazardous conditions during periods of high fire risk. Proactive de-energization of power lines, referred to as Public Safety Power Shutoffs (PSPS) is yet another important tool to mitigate wildfire risk. SCE recognizes that while PSPS lowers the risk of wildfire ignitions from utility equipment, it also creates concerns, including customer disruptions, and other risks associated with the loss of power. SCE does not take lightly the use of PSPS to mitigate the risk of wildfires and has implemented operational enhancements to existing processes and procedures that will reduce the customer impact of PSPS.

In 2019, SCE made progress in multiple areas related to PSPS. SCE has developed new technical and operational capabilities to improve its ability to strategically execute PSPS. SCE continues to use the Incident Command System (ICS) with trained Incident Management Teams (IMT) to conduct all operational activities related to PSPS. This framework allows SCE to (1) continue to be consistent with federal emergency response doctrine and (2) provide more effective communications and better coordination with external agencies at various state, county and city levels. SCE's PSPS analysis takes into account forecasted weather information and real-time grid conditions. Decisions to de-energize are done at an individual circuit level and are

based on actual real-time weather conditions paired with circuit health conditions. This capability was achieved by significantly increasing weather station installations to cover high fire risk area (HFRA) circuits and, wherever possible, SCE leverages grid automation and sectionalizing capabilities to de-energize only a portion of circuits at risk, thus minimizing the number of customers impacted by PSPS. In 2019, approximately 122,000 individual customers in the SCE service area were impacted by PSPS, which equates to approximately 9 percent of our HFRA customers. If fire weather conditions remain similar to 2019, SCE expects the count of impacted customers to be reduced in 2020 as a result of grid hardening and situational awareness enhancements. .

In 2019, SCE conducted over 550 meetings and presentations with local government, Public Safety Partners, tribal officials, community-based organizations (CBOs), and the general public. SCE focused on listening to its partners and customers to identify pain points and opportunities for improvement, took to heart the feedback received, and continues to implement changes that address these concerns. In addition to this feedback, SCE has examined its internal processes and is making improvements to help serve customers better during a PSPS. SCE is committed to a process of continuous review and improvement of its PSPS processes as part of SCE's commitment to making PSPS as safe, limited, transparent, and focused on customer needs as possible.

While SCE diligently prepared for and executed PSPS in 2019, SCE recognizes that the 2019 wildfire season tested its capacity to implement PSPS and that there are additional improvements that can be made. Table I-1 below discusses some improvements SCE made based on feedback from customers and stakeholders. These improvements are discussed in greater detail in this progress report.

Table I-1

Opportunity for Improvement	SCE Action	Status
Customer feedback that there were not enough updates to SCE.com during PSPS	Implemented more timely updates for the number of customers impacted by PSPS from twice a day to every two hours during PSPS.	Complete
Customer feedback regarding confusion about whether their address would be affected by PSPS	Transitioned from a static mapping solution to an interactive PSPS map on SCE.com that shows PSPS impacted areas, HFRA and is searchable by customer address.	Complete
Customer feedback for SCE to share locations of Community Resource Centers (CRC) and Community Crew Vehicles (CCV) on a map	Implementing ability to view CRC and CCV locations on the interactive SCE.com PSPS map.	Ongoing
Customer feedback regarding multiple notifications without experiencing a PSPS	Implementing improvements to revise SCE protocols to address this issue, such as adjusting triggers for notifications	Ongoing
Critical facilities were de-energized and did not have proper back-up power supply	Upon request SCE provides back-up generation during PSPS events, when public health, life or safety are at issue, and prioritizes requests through the County's Emergency Operations Center (EOC). Although SCE does not provide or guarantee back-up generator for every customer, SCE works with customers providing critical public services to help them build resiliency and is continuing to develop new ways to address this issue.	Ongoing
Providing more specific PSPS information to local governments and First Responders	Providing information to local governments and First Responders on specific hours of the day when PSPS may occur instead of just the specific days of concern.	Ongoing
Difficulties with SCE.com due to increased traffic during PSPS	Making website technology enhancements to support significantly increased visitor traffic and optimize content delivery.	Ongoing

In addition to all of the improvements discussed above, SCE has been implementing enhancements to its PSPS operations and outreach, including:

- Developing enhanced overhead inspection procedures to help with asset maintenance;

- Focusing on measures to reduce the impacts PSPS has on customers, such as providing potable water to rural locations, providing back-up battery support to income qualified critical care customers, exploring rebate programs for customer purchase of resiliency equipment such as portable battery stations, and exploring the creation of resiliency zones which would utilize in front of the meter or behind the meter generation to power specific important services such as food, fuel, medicine, and public safety services in remote communities;

- Expanding dialogue and partnerships with CBOs and government agencies to assist vulnerable customers in enhancing outage preparedness;

- Meeting with Independent Living Center (ILC's) and 211 organizations to learn about unique needs of Access and Functional Needs (AFN) customers and partnering on solutions that will serve the unique needs of this population (outreach needs, resiliency needs, back-up needs, CRC);

- Partnering with organizations that serve the indigenous populations in SCE territory to support translation of PSPS materials into languages such as Mixteco;

- Providing customer notifications and website content in additional languages;

- Expanding PSPS notification options to include zip code-based notifications, Google Public Alerts/Nixle alerts based on the Common Alerting Protocol, and use of Nextdoor application in order to provide notifications to those potentially affected by a PSPS event if they do not have an SCE account; and

- Providing more advanced notification to Critical Infrastructure providers, increasing initial notification from 48 hours before PSPS to 72 hours.

Overall, SCE has made significant progress in its notification and outreach efforts, improved website functionality and content, and installed grid hardware that allows more precise de-energization (thus reducing the number of affected customers). Our work, however, is not done. SCE continues to diligently work on additional improvements before the 2020 wildfire season and has added resources to make these improvements

quickly and safely. Among the areas where SCE continues to seek improvements are: (1) a reduction in the frequency and length of PSPS events; (2) enhancements of resiliency options for customers (especially those that are most vulnerable) and critical facilities; and (3) effective communications and outreach with the communities we serve.

II. Background

On December 19, 2018, the California Public Utilities Commission (Commission or CPUC) opened Order Instituting Rulemaking (OIR) R.18-12-005 to examine the rules that allow electric utilities, under the Commission's jurisdiction, to de-energize power lines in case of dangerous conditions that threaten life or property in California.

In the Rulemaking, the Commission focused on: 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 dividing the OIR into two phases, with the first phase to be completed in advance of the 2019 wildfire season. Phase 1 of the OIR focused on notice and communication issues. Phase 2 was initially established to examine issues outside the scope of Phase 1 and revisit some of the Phase 1 issues that required additional examination and development,[1] but was later revised to consider whether the existing PSPS Guidelines in Resolution ESRB-8 and Decision (D.)19-05-042 should be amended in light of significant PSPS de-energizations in late 2019.[2] The Commission issued proposed amended PSPS requirements on January 30, 2020.[3]

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1 Assigned Commissioner's Phase 2 Scoping Memo and Ruling, issued August 14, 2019.

2 Assigned Commissioner's Amended Phase 2 Scoping Memo and Ruling, issued December 19, 2019.

3 The Commission has initiated another phase of the OIR directing Pacific Gas and Electric Company to show cause why it should not be sanctioned by the Commission for violation of Public Utilities Code Section 451, D.19-05-042, and Resolution ESRB-8. Separately from the OIR, the Commission has initiated I.19-11-013 to determine whether California's investor-owned utilities prioritized safety and complied with the Commission's regulations and requirements with respect to their Public Safety Power Shutoff (PSPS) events in late 2019. Both these efforts are currently ongoing.

On June 4, 2019, the Commission issued D.19-05-042, which adopted the Phase 1 PSPS Guidelines and ended Phase 1 of the OIR. On September 4, 2019, SCE filed a progress report on the Implementation of De-energization (i.e., PSPS) Guidelines set forth in Appendix A of D.19-05-042, which provided details on the process and procedures implemented by SCE to comply with the PSPS Guidelines (first PSPS Progress Report). The Commission required SCE to file an update to the first PSPS Progress Report on March 4, 2020. This report provides an update on the progress SCE has made towards implementing the PSPS Guidelines since the first PSPS Progress Report was submitted on September 4, 2019 and describes efforts SCE has taken to meet (or exceed where possible) the requirements for communication regarding PSPS. This report also describes any outstanding items that are still in progress as SCE prepares for the upcoming 2020 wildfire season.

The sections below address SCE's work and progress in each of the major PSPS preparation areas.

III. Notification Strategy

SCE continues to make improvements to the PSPS notification strategy that was discussed in the first PSPS Progress Report. SCE's notification strategy is intended to notify State Agencies, Public Safety Partners,[4] Critical Infrastructure,[5] and all other customers ahead of a potential PSPS that may impact them. SCE's messaging protocol provides priority notifications to Public Safety Partners consistent with all applicable standards of emergency alerting and warning. SCE is also working with agencies that serve its AFN populations and continues to enhance communications during PSPS as there are lessons learned on the unique needs of these individuals. In circumstances where SCE identifies the notification to critical care customers (customers using life-support device and has two hour or less tolerance time without the use of electrically operated medical device(s) as indicated by their physician) was undelivered, a subsequent attempt is made to deliver the notification. If the subsequent notification fails to be delivered, SCE's Field Service Representatives are dispatched to perform door knocks for such customers to inform them of the PSPS.

SCE continues to provide notifications in line with the guidelines provided by the Commission, as shown on Table III-1. SCE also engages and partners with the California Governor's Office of Emergency Services (CalOES), the California Department of Forestry and Fire Protection (CalFIRE), and the Commission to identify enhancements for notification protocols. These meetings include Emergency Operations working level meetings and executive level meetings that are scheduled every two to four weeks.

SCE sends notifications via multiple methods and through customer-preferred methods of communication, including SMS texts, voice, TTY, and email. SCE's messages are compliant with the State of California Alert and Warning Guidelines and can be shared by any public alerting authority that is willing and able to do so. This method of

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[4] Public Safety Partners refers to First/emergency Responders at the local, state and federal level, water, wastewater and communication service providers, affected community choice aggregators and publicly-owned utilities/electrical cooperatives, the Commission, the California Governor's Office of Emergency Services and the California Department of Forestry and Fire Protection (jointly Partners).

[5] Critical Infrastructure refers to infrastructure (e.g. water & telecommunication service providers) that is essential to the public safety and that require additional assistance and advance planning to ensure resiliency during de-energization events.

communication delivery can reach groups that do not have access to other forms of notification (e.g. rural areas which lack access to broadband services).

Table III-1

Stakeholder	Initial Notification (Alert)	Update Notification (Alert)	Imminent Shut down (Warning)[6]	De-Energized (Statement)	Preparing for Re-Energization (Statement)[7]	Re-Energized (Statement)	PSPS Averted (Statement)
First/Emergency Responders/Public Safety Partners, local governments, and tribes	72 hours before	48 & 24 hours before	1-4 hours	When De-Energization Occurs	Before Re-energization Occurs	When Re-Energization Occurs	When circuits are no longer being considered for PSPS
Critical Infrastructure / Service Providers	72 hours before	48 & 24 hours before	1-4 hours	When De-Energization Occurs	Before Re-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	Before Re-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 SCE's ability to provide advanced notice to customers.

SCE is committed to continuous improvements of its notification processes. As protocols evolve and lessons are learned from PSPS, SCE continues to adapt and modify its notification strategies. Currently, SCE is working on trying to enable the following capabilities:

- Updating its dedicated PSPS website on SCE.com with circuit specific information such as estimated start and end time of PSPS Period of Concern, and its best estimation of time for restoration;

- Providing more timely updates for the number of customers impacted by PSPS based on feedback that there were not enough updates to SCE.com during a

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

[7] SCE will attempt to notify customers before re-energization when possible.

PSPS event. Rather than updating the website twice a day, SCE has started providing these updates every two hours during PSPS; and

- Enhancing its notifications to include communication options in multiple languages, including English, Spanish, Mandarin, Cantonese, Tagalog, Vietnamese and Korean. These languages were selected because these languages are spoken most widely in the SCE service area.[8]

In addition to the updates discussed above, SCE implemented other notification options in 2019. Zip code-level notification enables anyone, including non-SCE customers, to receive information about PSPS by selecting zip codes of interest to them (i.e. tenants at master metered locations or individuals wanting to monitor the situation impacting family members). As noted above, in 2020, SCE will further enhance zip code level notification to provide this information in multiple language such as Spanish, Mandarin, Cantonese, Tagalog, Vietnamese and Korean, aligning with SCE's other in-language notifications. Additionally, SCE will enable area specific PSPS notifications, similar in function to "Amber Alerts," using the Common Alerting Protocol in partnership with Google and Nixle. These Google/Nixle notifications will allow SCE to reach people within the PSPS event boundaries without requiring any proactive sign-up process.

SCE also began using the Nextdoor application as a resource to ensure that customers are notified of a PSPS in a timely manner. Nextdoor currently has 2.5 to 3 million verified users in SCE's service area that can be targeted by region, county, city, circuit, or neighborhood. The Nextdoor platform allows city, county, state, and now private utility organizations, to build strong ties with the neighborhoods they serve, improving service delivery and civic engagement. With unique mapping and targeting features, public agencies can effectively communicate with residents. SCE made its first Nextdoor post in December 2019, providing information to users on how to stay up to date on PSPS, and SCE will continue to utilize Nextdoor to direct customers to pertinent resources on SCE.com.

[8] SCE did not provide Russian translation of its PSPS notifications based on the following: In a 2015 demographics report of SCE's service area ("2009-2013 American Community Survey 5-Year Estimates"), the top five non-English languages sorted by populations who don't speak English "very well" included (in rank order): Spanish (1,893,791), Chinese (227,281), Vietnamese (144,042), Korean (97,179) and Tagalog (72,633). In the same survey, Cambodian ranked 9th (19,749) and Russian ranked 13th (10,233)

IV. Alignment with Existing Emergency Frameworks

SCE continues to communicate with its Public Safety Partners on a regular basis to ensure alignment with existing State and Federal emergency frameworks, prevent duplicative efforts, increase situational awareness, and standardize response operations. These interactions include regular bi-weekly meetings with County Offices of Emergency Management where PSPS refinements such as information sharing, notifications and customer care during PSPS are discussed and feedback considered. The meetings give SCE an opportunity to focus on the unique planning and response needs of each county within the SCE service area and establish consensus on implementation of the existing and proposed PSPS protocols.

SCE also continues to implement the guidelines established by California's Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). As discussed in detail in the first PSPS Progress Report, SCE's alignment with SEMS includes engaging stakeholders for collaborative planning before PSPS, creating a process to request in-person liaisons to participate in the EOC during PSPS, and implementing an Emergency Response structure to manage PSPS and consider de-energization and/or re-energization requests from local agencies. SCE's alignment with NIMS includes an ICS response to include use of Federal IMT structures during PSPS. SCE has created a robust information sharing protocol during PSPS to provide updates to Public Safety Partners and Critical Infrastructure providers. This protocol includes making provisions for Agency Representatives to be present at the SCE EOC during PSPS. All these efforts allow SCE to respond to both single and multiple incidents simultaneously, should the need arise, while still effectively scaling operations and maintaining effective response.

V. Stakeholder Education and Collaboration

Promoting customer awareness and education about PSPS continues to be one of SCE's top priorities. SCE is also continuing its coordination, partnership, and collaborative efforts to identify and address the needs of impacted customers. SCE partners with various agencies, CBOs, local governments and key stakeholders to educate, provide outreach, obtain feedback, and develop solutions to customer concerns related to PSPS. In 2019, SCE conducted more than 550 meetings and presentations with local government, Public Safety Partners, tribal officials, CBOs, and the general public. SCE proactively reached out and gathered feedback from those impacted by PSPS and used this feedback to improve its customer outreach on PSPS. As an example, SCE received feedback from customers that they were not certain if their address was included in a PSPS event. Based on this feedback, SCE made modifications to SCE.com to display interactive maps that would show the PSPS impacted area and is searchable by customer address.

In 2020, SCE will continue to enhance communications with its community partners and focus significant customer care efforts in communities that were impacted by multiple de-energizations in 2019. SCE's customer care strategy includes programs, services and circuit level plans that are intended to minimize impacts to customers from PSPS de-energization. Additionally, the customer care strategy, along with SCE's outreach strategy, will continue to focus on supporting customers' resiliency planning for PSPS. SCE will launch several products and programs that will help achieve these objectives. Some examples of these programs include the launch of (1) the income eligible critical care battery back-up program, (2) rebate programs for customers for battery back-up purchases making the back-up power options more affordable, (3) enhancing customer surveys to continually improve outreach and communications and (4) hosting Resiliency Workshops.

A. Community Outreach

SCE conducted extensive community outreach to increase public awareness of PSPS and emergency preparedness in 2019. In addition to the in-person discussions and meetings described above, SCE sent "Dear Neighbor" letters to all SCE account holders, which included details on PSPS protocols, guidance on where to go for additional information, emergency preparedness tips, and an emphasis on updating contact information. In 2020, SCE will send letters to all SCE account holders in

multiple languages (English, Spanish, Mandarin, Cantonese, Tagalog, Vietnamese and Korean) and will continue to provide information on emergency preparedness tips, resources, and ways to contact SCE customer representatives during PSPS.

In addition, SCE updated its annual master-metered letter to inform property owners (i.e., SCE account holders) of the options available to their tenants, which can be posted in community areas for awareness and passed on to these customers.

SCE's customer research and education strategy used focus groups and customer surveys (residential and business) to inform SCE's approach to educating and supporting customers on PSPS. The results of various customer focus groups were used to target SCE's messaging.

SCE conducted a comprehensive radio and digital media campaign to educate customers and the public about PSPS and how to sign up for alerts and prepare for PSPS. SCE's education campaign ran from May through December 2019. The campaign was multi-channel and multi-lingual, and used digital, social media, web-based search and radio ads. The campaign reached customers and the general public throughout SCE's service area, including the following metro radio markets: Los Angeles, Bakersfield, Fresno, Oxnard, Palm Springs, Riverside, Santa Barbara and Victor Valley. To avoid conflicting messages and appropriately focus attention on safety imperatives, information and resources, SCE aligned its local education campaign with the statewide PSPS education campaign that was delivered in collaboration with the other two large electric Investor Owned Utilities (IOUs) and CalOES. SCE plans to run an education campaign again beginning in May 2020.

In May 2019, customer awareness of PSPS was 39% as measured by SCE's monthly customer awareness survey. PSPS awareness surged to 75% in October and 73% in November 2019, coinciding with SCE's largest PSPS that impacted approximately 150,000 customers over a two-month period. Approximately 2% of customers in SCE's service area were affected during the company's most severe PSPS last year. In addition, research was used to determine which channels, messages and media were most effective in reaching customers in accordance with advertising best practices. For example, based on focus group findings, SCE learned that customers understood the importance of being prepared, and wanted to learn more about emergency preparedness around PSPS. SCE focused its messaging and enhanced its emergency

preparedness materials on SCE.com and on its social media channels so when customers clicked on the ads, they were directed to the information they were seeking.

B. Meetings and Workshops

SCE continues to meet with cities, counties, and tribes, including Emergency Management and First Responders, to review SCE's PSPS protocols. SCE also made presentations to city councils, boards of supervisors, and CBOs. SCE hosted community meetings throughout its service area from June through November 2019 to raise awareness of PSPS protocols. SCE mailed invitations to nearly 260,000 customers in SCE's HFRA and sent emails or utilized social media to invite customers to attend the community meetings. SCE will continue to evaluate additional ways to increase attendance at these meetings in order to educate stakeholders about PSPS.

In 2019, SCE met with municipal utilities, electric cooperatives, and IOUs for which SCE provides transmission in its service area to discuss how they may be impacted by PSPS. In these meetings, SCE extensively reviewed its Wildfire Mitigation Plan (WMP), PSPS protocols, and included an examination of the circuits that feed each utility and where PSPS may impact their service. Additionally, SCE reviewed the protocols for providing PSPS notifications to the municipal utilities and discussed how SCE notifies and educates its customers on PSPS. The major concern raised by the municipal utilities was ensuring that they received adequate notification of a potential PSPS event. SCE informed them that its PSPS protocols call for municipal utilities to be treated as a Public Safety Partner which means they should receive the initial notification within 72 hours of a potential de-energization. SCE plans to continue dialogue with these stakeholders in 2020.

SCE also held meetings with 145 local governments potentially impacted by PSPS in 2019 and maintains a regularly scheduled bi-weekly meeting with all County Offices of Emergency Management as recommended by the SEMS to continue planning and coordination of PSPS.

In 2019, SCE held 12 community meetings to educate customers on the company's WMP and PSPS protocols. These meetings also provided an opportunity for customers to update their customer contact information. In 2020, SCE will primarily hold community meetings in areas that were impacted by multiple PSPS de-energizations in 2019. Based in part on input received in past meetings, the 2020 meetings will highlight

specific activities SCE is taking to harden the grid in these communities and the customer programs available during de-energization such as Community Resource Centers.

Additionally, SCE has added workshops to educate customers about power issues. SCE continues to host “PowerTalks” across its territory for its business and residential customers. PowerTalks are informational sessions pertaining to all aspects of power outages including PSPS, maintenance and repair outages, grid hardening, and wildfire mitigations. Over 100 PowerTalks were conducted in 2019, with both residential and business customers being invited to attend. During PowerTalks sessions, customers are introduced to types of outages, why they occur, how they can prepare, and how they can stay informed. Recent PowerTalks discussed SCE’s WMP and PSPS.

In 2020, SCE also began hosting Resiliency Workshops to assist non-residential customers in making their facilities more prepared. SCE plans to expand these meetings moving forward to include other customer segments such as telecom, healthcare facilities, chemical Critical Infrastructure, and schools. The workshops highlight lessons learned from PSPS including insights from other customers and discuss customer resiliency. Discussions during these workshops included: (1) SCE’s advanced planning strategies, (2) technical issues encountered by water agencies (e.g. ensuring connection of back up generation were compatible), and (3) mutual aid that water agencies may be able to request.

C. Customer Access to PSPS Information

SCE continues to provide access to PSPS information on its website (SCE.com). Radio, digital banners/videos and social media ads also drive visitors to SCE.com for more information. SCE maintains a toll-free (1-800) phone line staffed with trained multilingual personnel in SCE’s customer contact center who take calls from impacted customers as a priority.

SCE provides PSPS information in its online Outage Center. This information is readily available in English as well as several other languages, including Spanish, Mandarin, Cantonese, Tagalog, Vietnamese and Korean.

SCE has identified additional contingency plans in the event of SCE.com site unavailability and has an alternate PSPS website on standby. The alternate website

replicates the content for PSPS information and emergency preparedness found on SCE.com. Additionally, SCE has migrated SCE.com to the cloud, which enables shutdown of non-PSPS transactional services, such as turn-on/turn-off services and bill payment, when required to make additional capacity available for PSPS information. This will ensure SCE's customers are able to access PSPS information without interruption.

SCE is committed to making continuous improvements to the information provided to customers regarding PSPS. Based on feedback from Public Safety Partners and customers throughout the past wildfire season, SCE is making several updates to SCE.com including:

- Improving capacity and stability, after having previous difficulties due to increased traffic;

- Providing updates for the number of customers impacted by PSPS every two hours during PSPS, rather than twice a day;

- Providing customers with information regarding the locations of its CRCs and CCVs for impacted areas; and

- Transitioned from a static mapping solution to an interactive PSPS map on SCE.com that shows PSPS impacted areas and HFRA and is searchable by customer address.

Due to a PSPS event, on October 8th, traffic on SCE.com spiked from 1 million-page views to 1.7 million-page views, then spiked again to 2.5 million on Wednesday, October 9. SCE began monitoring site traffic during five-minute increments and noticed the site's response time slowed down, from three to five second page loads to page loads taking over 30 seconds. To mitigate this performance issue and ensure customers can access the most critical PSPS updates, SCE moved a subset of PSPS information to an alternate website and redirected customers to the new site while increasing bandwidth and fixing the issues on SCE.com, which were attributed to a network tunnel capacity constraint. The tunnel allows SCE to pass information securely from SCE.com to customers. This issue on the tunnel required a bandwidth upgrade to increase capacity demands on the website. After increasing the network tunnel capacity bandwidth, the site performance returned to page load times of three to five seconds despite the significantly increased site traffic.

In the third quarter of 2019, SCE completed migration of its SCE.com website from on-premise data centers to a Microsoft Azure cloud platform in order to increase bandwidth availability to better serve peak demand. SCE's bandwidth capacity improvements include implementation of a Content Delivery Network solution, resulting in the ability to cache static content pages. SCE is also implementing a vNet Peering solution that provides bandwidth auto-scaling capability, performance improvement due to latency reduction, and improved reliability as the number of network hops is reduced. SCE's Solution Architects, Domain Architects and Operational Engineers continuously collaborate with each other and external entities to identify SCE.com website and performance improvements. SCE's IT Operations organization provides 24/7 support and has established PSPS incident management protocols for increased monitoring and technical support during de-energization.

SCE recognizes there will be additional website improvements that we can make and we will continue to look for opportunities to improve on our website to address our needs and concerns.

D. Obtaining Feedback

SCE administered a PSPS customer survey in late December 2019 and completed it in early February 2020 with participation from 2,000 residential customers who experienced power shutoffs due to PSPS in 2019. The purpose of this survey was to understand customers' perception of PSPS, and apply lessons learned to future processes. Some of the questions in the survey included (1) what customers felt about the number of notifications received during PSPS, (2) what customers felt about the amount of information shared about PSPS, and (3) if customers were aware their power would be shut off prior to PSPS de-energization. Feedback received from these surveys will be proactively leveraged to future processes. Below are example highlights from the study.

SCE administered a PSPS customer survey in late December 2019 and completed it in early February 2020 with participation from 2,000 residential customers who experienced power shutoffs due to PSPS in 2019. The purpose of this survey was to understand customers' perception of PSPS, and apply lessons learned to future processes to reduce the impact to SCE customers. Some of the questions in the survey included (1) what customers felt about the number of notifications received during PSPS, (2) what customers felt about the amount of information shared about PSPS,

and (3) if customers were aware their power would be shut off prior to PSPS de-energization. Feedback received from these surveys will be proactively leveraged to adapt future PSPS processes to reduce impact to its customers. Below are example highlights from the study.

Favorability: The majority of residential customers who were de-energized (56%) do not believe PSPS events were necessary to keep their communities safe and have a significantly less favorable opinion of SCE than do other customers. This indicates the need to focus on improving the experience for de-energized customers, while continuing efforts to explain the importance of PSPS events are for the safety of customers in general.

Notifications: On the whole, de-energized customers report being the most prepared for PSPS events, though 33% reported having no knowledge of the PSPS event before it happened. Compared to de-energized customers who *were* aware of the PSPS event prior to it happening, de-energized customers who *were not* aware of it prior to happening report significantly lower 'feeling towards SCE'. This indicates that while customers are taking PSPS seriously, communication is critical to the overall perception of SCE's efforts to keeping customers safe and building/maintaining trust.

Customer Care: In general, customers believe rebates for purchase of equipment or supplies (generators, backup chargers, emergency kits) are most beneficial, suggesting SCE continue focus on these activities.

To help evaluate the success of community meetings, SCE provides a post-meeting questionnaire to meeting attendees to request feedback on PSPS. In addition, SCE staff immediately debriefs for lessons learned and corrective actions after the meetings. SCE uses the feedback from the surveys and debrief meetings to improve future strategies related to PSPS.

SCE has increased efforts to obtain direct feedback from customers about their PSPS experiences and use their feedback to better prepare customers for such events. The information gathered from these activities has led to focused efforts in addressing customer needs based on unique customer profiles. The information is also used in the implementation of long-term solutions that promote self-sufficiency and resiliency.

In 2019, SCE received feedback from customers to consider hosting both in-person and online community meetings, improve the presentation materials so that it is easier to read, and improve access to community event information.

For 2020, SCE plans to host in-person community meetings in areas that have been highly impacted by PSPS as well as with livestream meetings to reach a broader audience. The meetings will be recorded and posted on SCE's website so that customers can watch them at their convenience. SCE is also improving access to meeting information by adding dates and locations of the meetings on its website.

The presentations will include lessons learned from PSPS and what SCE is doing to reduce PSPS or minimize its impacts. SCE will be making improvements to its presentation by increasing the font and reducing the text on the slides for improved readability. We will also include resources such as information about our customer programs. We will continue to seek feedback from meeting participants and will incorporate their input where possible.

SCE will continue to obtain feedback through various activities such as:

- Community meetings in areas that have been impacted by PSPS;
- On-line and telephone surveys for both residential and business customers who have been impacted by PSPS which will be focused on obtaining feedback on their experiences with PSPS;
- Hosting focus groups with key populations, to identify how outages impact their day-to-day activities and how they manage during a PSPS; and
- Assessments of programs and services that have been designed to better prepare customers before PSPS and provide support during PSPS.

E. Access and Functional Needs Education

SCE engaged directly with organizations and agencies that serve AFN populations to understand and learn about the unique needs of these individuals. Throughout 2019 SCE partnered with the State and used the joint utilities weekly meetings to discuss AFN activities. As a result of learning from partner organizations and agencies, SCE took action to add a representative from the AFN community to its Consumer Advisory

Panel (CAP). CAP is made up of nonprofit and community leaders representing SCE's diverse customer base with additional consideration given to age, gender, disability, and geography. CAP meetings are scheduled three times a year, where members hear directly from SCE's executive leadership and provide feedback on programs and initiatives. In 2019 and 2020, CAP members have been briefed on WMP and PSPS.

In 2019, SCE participated in the statewide AFN Advisory Council, partnering with CBOs such as 211s, ILCs, and Mixteco/Indigena Community Organizing Project (MICOP)[9] to find channels to best reach and address the needs of AFN communities. 211 service providers provide free information and referral services using rich data and access to live, trained specialists to connect people to services in their communities 24/7. These providers will be assessing and developing their databases specific to AFN resources and referrals. ILCs will be conducting community outreach, providing preparedness education, and helping promote enrollment of medical baseline and critical care customers to support advance notifications for PSPS. SCE is also partnering with MICOP to coordinate direct outreach to community members and to deliver PSPS public service announcements in the indigenous languages of Mixteco, Zapoteco and Purapecha.

In 2020, SCE will continue collaborating with the various California IOU's on its AFN outreach programs, will coordinate AFN CAP meetings to discuss lessons learned, and will strive to incorporate feedback into the 2020 plans.

Several programs and efforts geared towards advancing offerings to SCE's AFN population include:

- Launching programs, such as SCE's income eligible battery back-up program for critical care customers;

- Ongoing community meetings and listening sessions to understand the needs of AFN populations;

- AFN specific communications including audio clips, visuals for deaf/hard hearing and signed/captioned options;

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[9] MICOP is a nonprofit organization in Ventura County that SCE is partnering with to provide outreach to indigenous communities. MICOP serves 9,000 individuals annually. See their website for additional details: http://mixteco.org/.

- Open houses, safety/preparedness fairs, and WebEx educational events, including efforts to obtain onsite Medical Baseline (MBL) enrollments where possible;

- SCE's participation in the Statewide AFN Advisory council;

- SCE's participation in local AFN collaborative meetings (County, Regional Centers, Disability Collaboratives, Safety Committees, etc.);

- Identifying joint training and educational opportunities with AFN coordinators and CBOs;

- Expanding partnerships with CBOs and local agencies to assist with MBL enrollments;

- Providing training and establishing on-going collaboration with local county emergency officials and AFN coordinators;

- Incorporating partnerships with ILCs into SCE's CRC strategy to support AFN customers during PSPS; and

- Ensuring SCE's customer care programs serve to meet the unique needs of communities and customers impacted by PSPS.

VI. Continuous Improvement

SCE continues to make improvements to its PSPS process. Several of these improvements have been implemented based on feedback obtained via lessons-learned sessions with stakeholders. Some of the PSPS continuous improvements include:

- Providing information to local governments and First Responders on specific hours of the day when PSPS may occur instead of just the specific days of concern;

- Process improvements to ensure imminent power shut-down notifications are sent in a timely manner -- these notifications are provided to give customers advance notification that power shut-down is expected to happen very shortly due to a PSPS event;

- Process change to include notifications for preparing for re-energization -- these notifications are provided to customers to give advanced notification they will be re-energized shortly;

- Establishing new organizations within SCE dedicated to PSPS operations and support; existing organizational structure relied on realigning operational staff to support IMT needs during PSPS;

- Installation of additional weather stations that improve SCE's predictive weather modeling capabilities as well as provide real-time data on de-energization decisions that could allow SCE to sectionalize circuits and minimize customer impacts. Additional HD camera installations completed in 2019, which cover almost 90% of tier 2 and tier 3 HFRAs across SCE service area; and

- Adoption of a calibrated weather model: In 2019, SCE leveraged super computing capabilities to calibrate its proprietary weather model by modeling multiple high impact weather events and comparing forecast output to actual weather station observations. As a result, the calibrated model output is more accurate in forecasting wind speeds across the SCE service area. In 2020, SCE will implement a combination of GIS-enabled software platforms to enhance SCE's ability to simulate wildfire risk.

VII. Maintaining Stakeholder Contact Information

In the first PSPS Report, SCE discussed how contact information for stakeholders is gathered and maintained. SCE remains committed to maintaining contact information for all stakeholders that could be impacted by PSPS. SCE continues to utilize different methods for updating contact information depending on the specific stakeholders. Based on lessons learned during 2019, SCE has improved on its processes for gathering and keeping up-to-date the contact information for PSPS stakeholders.

A. State Agencies and SEMS Operational Areas

SCE has established and continues to update contact information for state agencies and maintains relationships with County Operational Areas within SCE's service area. SCE continues to adhere to the SEMS.

B. Public Safety Partners and Local Governments

SCE requested and received multiple points of contact from all local jurisdictions in 2019 including First Responders and other emergency personnel. In addition, SCE provided Public Safety Partners and local governments with contact information for SCE IMT personnel who could be contacted 24 hours a day. SCE has a process to update the contact list for Public Safety Partners and local government personnel.

C. Community Choice Aggregators

SCE has established contacts for all Community Choice Aggregators (CCAs) and SCE account managers have been assigned to each of the CCAs to maintain regular updates of their contact information. SCE has primary, secondary, and tertiary contacts on record for PSPS notifications for its CCAs. SCE partners with the six CCAs in its service area for PSPS related matters. SCE has held multiple informational workshops to address CCA questions.

D. Publicly Owned Utilities and Electric Cooperatives

In 2019, SCE met with representatives of Publicly Owned Utilities it serves from its transmission system. In these meetings SCE provided an update on its WMP and the

PSPS protocols. SCE continues to maintain points of contacts with Publicly Owned Utilities, electric cooperatives, and other utilities, as required by the Commission.

E. Water and Communication Providers

SCE account managers assigned to its water and telecommunication providers have actively worked to keep their customer contact information updated. For small customers without an assigned account manager, SCE Hydraulic Services Team conducted and completed an outreach to update primary, secondary and tertiary contacts, where possible. Venues for this outreach include leveraging SCE's Annual Water Conference, associations, vendor fairs, and industry specific PowerTalks workshops.

In addition, SCE participated in multiple customer sponsored events such as California Water Association Annual Conference, Association of California Water Associations, and Western Municipal Water District Public Power Safety Shutoff Forum. By engaging with these associations and agencies SCE was able to share PSPS protocols and hear feedback from a diverse group of water customers. SCE has learned that sharing best practices and lessons learned was valuable to its customers. Additionally, SCE has hosted two PSPS Resiliency Workshops in the first quarter of 2020 focused on Critical Infrastructure providers and tribal customers. These workshops provided resources to assist resiliency and included information on: (1) representational state transfer (REST) -- this service allows SCE's Critical Infrastructure providers to log onto a web service that shows circuits that are de-energized and can map their facilities to this information using a GIS application; (2) SCE's Self Generation Incentive Program for Battery Storage, (3) back-up generation.

The workshops also provided information and tools for small, medium and large sized water customers as they build or enhance their business resiliency plans. At these workshops, SCE also provided information about its current PSPS processes, activities, resources available from SCE, requirements from other regulatory agencies, mutual aid resources, and customer case studies. The workshops provided interactive presentations and discussions by the Environmental Protection Agency (EPA), including EPA's Incident Action Checklist and the America's Water Infrastructure Act requirements, which water districts found as a helpful resources to build or enhance their resiliency plans. California State Water Resources Control Board, California Water/Wastewater Agency Response Network Districts 1 and 6, water customers and

Morongo Band of Mission Indians shared lessons learned about mutual aid and the need for resiliency for all events not just PSPS. SCE intends on hosting additional workshops targeting additional tribes and small water agencies in 2020.

F. Critical Facilities and Infrastructure

SCE developed a standard process to identify Critical Infrastructure providers by referencing the North American Industry Classification System codes for businesses that fall in the following sectors: Emergency Services, Government Facilities, Healthcare and Public Health Sector, Energy Sector, Water and Wastewater Sector, Communications Sector, Chemical Sector, Transportation Sector. As of February 10, 2020, a total of 15,345 service accounts have been identified as Critical Infrastructure providers SCE considers the following customer categories as C[10]I[11], Government Facilities, Healthcare and Public Health Sector, Hospitals, Energy Sector, Inter-connected Publicly Owned Utilities, Water and Wastewater System Sector, Communication Sector, Chemical Sector and Transportation Sector. This number may fluctuate as customers move in and out of SCE's service area. SCE's business customers are categorized as assigned or mass market depending on their level of service. SCE has identified that approximately 80% of the Critical Infrastructure service accounts fall into the assigned category. Of these assigned customers, currently 99% of the service accounts have two or more methods of contact. SCE Business Customer Division (BCD) account managers consistently engage with these customers. Customer contact verification is an integral part of the account manager role. On an annual basis, BCD account managers complete a review of outage contacts by April 30 and manager review takes place by May 31 in order to ensure valid Critical Infrastructure contacts have been confirmed prior to the start of wildfire season.

In the mass market segment, verification of outage contact data will follow the same process and schedule as the assigned segment for Critical Infrastructure customers. SCE has identified approximately 20% of the Critical Infrastructure customers fall into the mass market space. SCE has confirmed that 28% of the mass market customers

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10 Assigned account managers manage a portfolio of approximately 4,500 medium to large businesses, serving as the first point of contact and providing customer care and consultation through face-to-face interactions and routine phone and email communications.

11 Unassigned business customers that are defined as Critical Infrastructure

have two or more methods of contact. In order to confirm the required methods of contact for this segment, SCE plans to send letters to all mass market customers asking them to verify/update their contact data. In addition, customers will be reminded to update their contact information across various interaction points with SCE including, but not limited to, SCE.com, call center interactions, yearly mailings to customers in HFRA and Community Meetings/PowerTalks/PSPS Workshops held throughout SCE's service area. On an annual basis, BCD account managers will also perform contact verification for all customers in this segment. If needed, SCE will also solicit the assistance of third parties to assist with identifying contact data.

SCE continues to work collaboratively with local governments, First Responders, and Critical Infrastructure providers to provide awareness of PSPS and to educate them on the importance of developing a resiliency plan that addresses back-up power needs for their facilities which provide critical life and safety functions. Many of these customers are required to have back-up generation in place to sustain operations in the event of a power outage, regardless of outage type. Other customers not required to have back-up generation, but are encouraged to consider adding this capability if they feel they have critical needs and want to continue to operate during a power outage.

However, if Critical Infrastructure providers are unable to sustain critical life/safety operations during an outage event, SCE will consider and has honored requests to provide temporary mobile backup generation. SCE has and will continue to coordinate closely with the Emergency Management community at the county level to identify and prioritize back-up generation needs requested by the county. If the county is unable to prioritize the back-up generation needs, SCE will perform this prioritization on their behalf.

In addition to obtaining the most updated contact information, BCD has processes that will enable SCE to assist business customers with advance planning for PSPS, including assessing the needs for back-up generation needed to operate critical facilities during PSPS of varying lengths. At SCE's PSPS Resiliency Workshops for water customers and tribes, SCE provided educational resources and discussed the process for requesting back-up generation.

G. Access and Functional Needs

In 2019, SCE worked with the Commission, California IOUs, CalOES Office of AFN, CBOs, and other agencies that serve vulnerable individuals on communication and outreach strategies. SCE is committed to supporting the development of solutions that will enable its most vulnerable populations to remain resilient during PSPS. SCE recognizes that some customers are more vulnerable than others when de-energization occurs. SCE continues enhancing its strategy to adequately serve customers who meet the broad definition of AFN.

SCE is dedicating resources to establishing a new external statewide AFN Advisory Council where the utilities, CBOs, and agencies supporting the AFN populations can come together to discuss needs of the AFN population. The first meeting of the council will be held in April 2020. SCE is working with CBOs (211s and ILCs in Riverside, San Bernardino, Orange, Los Angeles, Kern, Ventura, Santa Barbara) that serve the AFN population within its service area and is including these organizations in strategies that will promote awareness before, during, and after PSPS events as well as other routine outages that may impact these customers. Specifically, SCE held three meetings with local ILCs and also provided a tour of its EOC to gain feedback on PSPS preparedness and notifications processes, with the intent that the ILCs will in turn share this information with AFN customers.

SCE is currently ensuring its awareness campaigns and PSPS notifications are designed to reach these customers in a manner that meets their needs, such as providing the information in multiple languages. SCE has made enhancements to its PSPS website by providing notifications in various languages including English, Spanish, Mandarin, Cantonese, Tagalog, Vietnamese and Korean. SCE has also used additional methods for PSPS notification sign-up processes for AFN SCE and non-SCE customers such as Nextdoor, zip code notifications, and partnering with CBOs.

SCE will continue to track MBL and income eligible customers under the AFN definition and will partner with other organizations that serve this specific AFN population to address outreach, awareness, and education around PSPS. SCE will leverage these partnerships as one effort to increase MBL enrollments and offer programs that meet the needs of these populations. Additionally, SCE will promote its MBL program through its website (SCE.com), social media channels, bill onserts, community meetings and through contact with customers directly in SCE’s contact centers. In 2020, SCE will

be focused on increasing MBL enrollment through partnerships with local CBOs as well as state agencies with local field offices and representatives such as the State Council of Development Disabilities.

H. All Other Customers

SCE discussed processes in place for updating customer contacts in the first PSPS Progress Report. SCE continues to use various sources and channels to ensure customer contact information is up-to-date.

For non-SCE customers, SCE has made continuous improvements to its outreach strategy. In late 2019, SCE implemented zip code-based notifications, Nextdoor alerts, and is implementing Google Public Alerts/Nixle notifications using the Common Alerting Protocol as discussed in previous sections of this report. These offerings are supplemental solutions that allow non-SCE customers to receive communications regarding PSPS.

VIII. PSPS Reporting

As discussed in the first PSPS Progress Report, SCE continues to submit post-PSPS reports in accordance with the Commission's requirements resulting from both Resolution ESRB-8 and D.19-05-042. After a PSPS event, SCE submits required Post Event Reporting to the Director of the Safety and Enforcement Division within 10 days of power restoration and serves all Post Event Reporting on the service lists of R.18-12-005 and R.18-10-007 or their successor proceedings. In addition, SCE contacts Public Safety Partners affected by the de-energization to encourage them to provide feedback.

IX. Transmission Line De-Energization

In 2019, as required by the Commission, SCE implemented PSPS protocols for transmission lines that traverse HFRAs. The specific mitigations deployed to reduce PSPS are generally the same mitigations being deployed to reduce wildfire ignition risk and include the following: (a) accelerating repairs that would otherwise be scheduled according to a 6 or 12 month compliance obligation and (b) replacing/upgrading assets to improve resiliency. In 2019, SCE deployed resources to perform live field observations (monitoring) on approximately 128 unique sub-transmission circuits during PSPS, many of which were monitored multiple times.

In September of 2019, SCE introduced a new operating protocol that will help mitigate wildfire risk by further restricting transmission line operations. The protocol, called Proximity Threat, is designed to prevent testing of these lines when live field monitoring is taking place on a distribution line that is within one mile of a transmission line. When a distribution line is being monitored in the field due to extreme weather conditions, SCE performs a geospatial analysis to determine if there are transmission lines that run parallel to or cross over the distribution line being monitored. When a transmission line is within the one-mile boundary of the monitored distribution line, the transmission line has operating restrictions placed into effect to prevent a test if the transmission line was to relay. If the transmission line relayed it would require a patrol of the HFRA to ensure the line is safe, prior to being re-energized.

To expand its outreach effort, SCE designed and produced a second Wildfire Customer Direct Mailer that was mailed in November 2019 to reach non-HFRA customers. In the course of developing the annual mailer for customers in HFRA, SCE determined that additional wildfire awareness for customers in its non-HFRA was appropriate as PSPS associated with sub-transmission or transmission lines may impact customers residing beyond HFRAs. In 2020, SCE will continue its outreach efforts to communicate these new sub-transmission and transmission protocols to impacted stakeholders.

X. Closing

SCE's progress in hardening the grid and enhancing operational practices will further grid resiliency, should reduce overall PSPS customer impacts (e.g., fewer de-energized customers), and could have additional benefits over time, assuming that environmental conditions such as weather and fuel remain consistent with 2019. SCE's continued collaboration with its Public Safety Partners will help communities and customers prepare for PSPS. While SCE is improving customer notifications and education throughout the service area, its focus in 2020 will be on building resiliency for customers (especially vulnerable customers) and communities that were frequently impacted by PSPS in 2019. SCE remains committed to meeting and exceeding the PSPS guidelines as SCE listens and responds to its customers and stakeholders. SCE is striving to reduce the number of de-energizations in 2020 to minimize the impact on customers and communities when it must de-energize.

XI. Appendix

The Appendix contains additional information for the following sections:

A. Sample Customer Messaging;

B. Community Meetings;

C. Municipality Meetings;

D. Local Public Affairs Meetings with Cities;

E. City Council/Board of Supervisors Presentations;

F. Local Public Affairs – Other;

G. Community Engagement Forums hosted by BCD;

H. SCE Emergency Operations Center Tours;

I. Focus Group Meetings;

J. Dear Neighbor Letters;

K. Wildfire Mitigation Fact Sheets;

L. Exhibit from SCE.com/wildfire;

M. Exhibit from SCE.com/psps;

N. Customer Awareness Statistics;

O. Community Meeting Questionnaire; and

P. Water Resiliency Workshop Agenda.

A. Sample Customer Messaging

Initial Customer Message (48 hours) Message:

This is an important safety message from Southern California Edison. Due to forecast fire weather conditions, Southern California Edison is exploring a potential Public Safety Power Shutoff of electrical lines in the ^city variable^ area. These conditions may result in SCE turning off your power. SCE anticipates that this may occur on ^Day of week^ ^morning/afternoon/evening^ though it may occur earlier or later depending on actual weather conditions. We encourage you to prepare by having an outage plan and emergency kit. SCE will send daily updates until conditions improve. For more information, please visit sce.com/psps. Downed power line? Stay away, call 911, and SCE at 1-800-611-1911.

Update Customer Message (24 hours) Message:

This is an important safety message from Southern California Edison. Due to forecast fire weather conditions, Southern California Edison continues to explore a potential Public Safety Power Shutoff of electrical lines in the ^city_variable^ area. These conditions may result in SCE turning off your power. SCE anticipates that this may occur on ^Day of week^ ^morning/afternoon/evening^ though it may occur earlier or later depending on actual weather conditions. We encourage you to prepare by having an outage plan and emergency kit. SCE will send daily updates until conditions improve. For more information, please visit sce.com/psps. Downed power line? Stay away, call 911, and SCE at 1-800-611-1911.

Imminent Shut Down (1-4 hours) Message:

This an important safety message from Southern California Edison. Due to forecast fire weather conditions, SCE may proactively turn off power within the next 1 to 4 hours for a Public Safety Power Shutoff to the ^city_variable^ area though it may occur earlier or later depending on actual weather conditions. We encourage you to prepare by having an outage plan and emergency kit. SCE will send updates until conditions improve. For more information, please visit sce.com/psps. Downed power line? Stay away, call 911, and SCE at 1-800-611-1911.

De-Energized Message:

This is an important safety message from Southern California Edison. Southern California Edison has proactively turned off power to the ^city_variable^ area due to fire weather conditions. Your power may be restored at any time. To ensure you are ready for service, please turn off or unplug any appliances or equipment that may automatically start when your power is restored. We will update you as conditions change. For more information, please visit SCE.com/psps. If you see a downed power line, stay away, call 911, and report this to SCE at 1-800-611-1911.

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 PSPS 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 area 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.

Table XI-1

Event Date(s)	Location	Communities Invited
6/19/19	Yucca Valley High School 7600 Sage Ave. Yucca Valley, CA 92284	Yucca Valley, Morongo Valley, Flamingo Heights, Pioneertown, Pipes Canyon, Burns Canyon, parts of Johnson Valley, Joshua Tree & 29 Palms
6/20/19	Doubletree Hotel 67967 Vista Chino Cathedral City, CA 92234	Desert Hot Springs, Palm Springs, Cathedral City, Rancho Mirage, Indian Wells, Coachella, Indio, Thermal
6/25/19	Wrightwood Community Center 1275 State Highway 2 Wrightwood, CA 92397	Wrightwood
7/9/19	Porterville Veterans Memorial Building 1900 W Olive Ave. Porterville, CA 93257	Tulare, Woodlake, Farmersville, Lindsay. Strathmore, Springville, Porterville. East Porterville, Terra Bella, Ducor
7/17/19	Mammoth High School-Multi-Purpose Room 365 Sierra Park Rd. Mammoth Lakes, CA 93546	Mammoth Lakes, Mesa Round Valley, West Bishop, Dixon Lane Meadow Creek, Wilkerson
7/23/19	DoubleTree by Hilton Hotel- Los Angeles Westside 6161 West Centinela Avenue Culver City, CA 90230	Culver City, Ladera Heights, Windsor Hills
7/24/19	Holiday Inn 15494 Palmdale Rd Victorville, CA 92392	Victorville, Apple Valley, Hesperia, Wrightwood
8/28/19	Poinsettia Pavilion 3451 Foothill Road Ventura, CA 93003	Ventura, Ojai, Meiners Oak, Mira Monte, Oak View, Santa Paula, Fillmore
9/19/19	LAKE ARROWHEAD RESORT AND SPA 27984 HWY 189 Lake Arrowhead, CA 92352	Arrowbear Lake; Blue Jay; Cedar Glen; Cedar Pines; Cedarpines Park; Crest Park; Crestline; Green Valley Lake; Hesperia; Lake Arrowhead; Rimforest; Running Springs; Skyforest; Twin Peaks

Event Date(s)	Location	Communities Invited
10/3/19	Eastern Sierra Tri-County Fair (Tallman Pavilion Building) 475 Sierra Street Bishop, CA 93515	Inyo and Mono County
10/10/19	Kern River Valley Senior Center 6405 Lake Isabella Blvd, Lake Isabella, CA 93240	Lake Isabella
11/7/19	Earl Warren Showgrounds Warren Hall 3400 Calle Real Santa Barbara, CA 93105	Santa Barbara County

* Translation Services available during event

C. Municipal Utility Meetings

SCE has made contact with and is in the process of conducting in-person meetings with neighboring municipal electric utilities in its service area. 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 Meetings with Cities

SCE has made contact with cities listed below.

Meeting Date	Area
1/15/19	La Verne
1/28/19	Tustin
1/29/19	Brea
2/4/19	Pomona
2/5/19	Orange
2/12/19	Rolling Hills Estates
2/26/19	Villa Park
3/5/19	Rancho Palos Verdes
3/6/19	San Dimas
3/6/19	San Gabriel
3/7/19	Diamond Bar
3/11/19	South Pasadena
3/18/19	Glendora
3/25/19	Hemet
4/8/19	La Canada Flintridge
4/9/19	San Marino
4/9/19	Irwindale
4/10/19	La Puente
4/15/19	Calimesa
4/22/19	Hidden Hills
5/6/19	Whittier
5/6/19	Beverly Hills
5/6/19	West Hollywood
5/9/19	Santa Monica
5/9/19	Norco
5/13/19	Bradbury
5/13/19	Malibu
5/14/19	Claremont
5/22/19	La Habra Heights
5/28/19	Laguna Beach
5/28/19	Ojai

Meeting Date	Area
5/28/19	Rolling Hills
5/29/19	Mission Viejo
6/3/19	Irvine
6/4/19	29 Palms
6/6/19	Newport Beach
6/10/19	Yorba Linda
6/10/19	Lake Elsinore
6/11/19	Soboba Tribe
6/11/19	Laguna Niguel
6/12/19	Canyon Lake
6/17/19	Murrieta
6/18/19	Tulare
6/18/19	San Jacinto
6/18/19	Ventura
6/18/19	Wildomar
6/19/19	Los Angeles County
6/19/19	Rancho Santa Margarita
6/19/19	Menifee
6/20/19	Laguna Hills
6/20/19	Orange County
6/21/19	Kern County
6/24/19	Tehachapi
6/26/19	Aliso Viejo
6/26/19	Lake Forest
6/26/19	Oxnard
6/27/19	Pechanga Band of Luiseno Indians
7/1/19	San Bernardino County
7/2/19	Desert Hot Springs
7/2/19	Santa Clarita
7/3/19	Lancaster
7/3/19	Palmdale
7/3/19	Santa Barbara County
7/8/19	Corona
7/9/19	Inyo County
7/9/19	Thousand Oaks

Meeting Date	Area
7/10/19	Westlake Village
7/10/19	Morongo Band of Mission Indians
7/10/19	Palos Verdes Estates
7/11/19	Tule River Tribe
7/15/19	San Fernando
7/15/19	Temecula
7/16/19	La Habra
7/16/19	Moreno Valley
7/17/19	Bishop Paiute Tribe
7/18/19	Riverside County
7/18/19	Placentia
7/22/19	Inglewood
7/22/19	Upland
7/23/19	Porterville
7/23/19	Agua Caliente Band of Cahuilla Indians
7/24/19	Arcadia
7/29/19	Palm Springs
7/30/19	Chino
7/30/19	Covina
7/31/19	Torrance
8/6/19	Beaumont
8/12/19	Rialto
8/13/19	Santa Barbara
8/13/19	Fillmore
8/14/19	Agoura Hills
8/16/19	Hesperia
8/20/19	Palm Desert
8/20/19	Goleta
8/21/19	Santa Paula
8/22/19	Duarte
8/22/19	Monrovia
8/26/19	Victorville
8/26/19	Yucaipa
8/26/19	Carpinteria
8/27/19	Exeter

Meeting Date	Area
8/27/19	Lindsay
8/27/19	Montclair
8/28/19	Calabasas
8/28/19	Culver City
8/28/19	Adelanto
8/29/19	Grand Terrace
8/29/19	Chino Hills
8/29/19	Fresno County
8/29/19	Madera County
8/30/19	Redlands
9/3/19	Yucca Valley
9/3/19	Redondo Beach
9/3/19	Delano
9/3/19	Mammoth Lakes
9/3/19	Fontana
9/4/19	Mono County
9/4/19	San Bernardino
9/5/19	Lomita
9/5/19	Pico Rivera
9/9/19	Ontario
9/9/19	Avalon
9/10/19	Cathedral City
9/10/19	Loma Linda
9/10/19	Perris
9/11/19	Eastvale
9/16/19	Tuolumne County
9/16/19	Woodlake
9/16/19	Bishop
9/17/19	Tulare County
9/17/19	Ventura County
9/18/19	Moorpark
9/18/19	Alhambra
9/23/19	Jurupa Valley
9/23/19	Simi Valley
9/23/19	West Covina

Meeting Date	Area
9/24/19	Apple Valley
9/24/19	Highland
9/25/19	Rancho Cucamonga
9/25/19	Camarillo
9/27/19	Los Angeles
9/30/19	Sierra Madre
9/30/19	Industry

E. City Council/Board of Supervisors Presentations

Meeting Date	Organization Name
2/12/19	Sierra Madre
2/12/19	Rolling Hills Estates
2/26/19	Rialto
2/26/19	Villa Park
3/5/19	Rancho Palos Verdes
3/12/19	Orange
3/27/19	Fresno County
4/2/19	Brea
4/15/19	Calimesa
4/16/19	Inyo County
4/22/19	Hidden Hills
5/7/19	Covina
5/7/19	West Covina
5/13/19	Malibu
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
6/19/19	Los Angeles County
6/25/19	Irvine
6/25/19	San Bernardino County
6/26/19	Oxnard
7/9/19	Thousand Oaks
7/9/19	Laguna Hills
7/9/19	Mission Viejo
7/10/19	Westlake Village
7/10/19	Wildomar
7/15/19	San Fernando
7/15/19	Hesperia

Meeting Date	Organization Name
7/16/19	Kern County
7/16/19	Tustin
7/17/19	Menifee
7/17/19	Aliso Viejo
7/22/19	Upland
7/23/19	29 Palms
7/23/19	Laguna Beach
7/23/19	Riverside County
7/25/19	Mono County
7/29/19	La Canada Flintridge
7/30/19	Claremont
8/6/19	Beaumont
8/6/19	Laguna Niguel
8/6/19	Palmdale
8/13/19	Lancaster
8/13/19	Santa Barbara
8/13/19	Fillmore
8/14/19	Agoura Hills
8/20/19	Goleta
8/21/19	Corona
8/21/19	Santa Paula
8/26/19	Yucaipa
8/26/19	Carpinteria
8/27/19	La Puente
8/27/19	Lake Elsinore
8/27/19	Pico Rivera
8/27/19	Exeter
8/27/19	Lindsay
8/27/19	Torrance
8/27/19	Glendora
8/27/19	Inglewood
8/27/19	Santa Barbara County
8/28/19	Calabasas

Meeting Date	Organization Name
8/28/19	Adelanto
8/28/19	Irwindale
8/28/19	Rancho Santa Margarita
8/29/19	Madera County
8/29/19	Grand Terrace
9/3/19	La Verne
9/3/19	Yucca Valley
9/3/19	Redondo Beach
9/3/19	Delano
9/3/19	Ontario
9/3/19	Redlands
9/3/19	Tulare
9/3/19	Canyon Lake
9/3/19	Moreno Valley
9/4/19	San Bernardino
9/9/19	Culver City
9/9/19	Bishop
9/9/19	Woodlake
9/9/19	Ventura
9/10/19	Loma Linda
9/10/19	Santa Monica
9/10/19	Chino Hills
9/10/19	San Dimas
9/10/19	Whittier
9/10/19	Perris
9/11/19	Cathedral City
9/11/19	Eastvale
9/11/19	Walnut
9/12/19	Palm Desert
9/12/19	Industry
9/16/19	Tehachapi
9/16/19	Tuolumne County
9/16/19	La Habra

Meeting Date	Organization Name
9/17/19	Chino
9/17/19	Arcadia
9/17/19	Beverly Hills
9/17/19	Bradbury
9/17/19	Monrovia
9/17/19	Murrieta
9/17/19	Porterville
9/17/19	San Gabriel
9/17/19	Tulare County
9/17/19	Ventura County
9/17/19	Diamond Bar
9/17/19	Lake Forest
9/17/19	Victorville
9/17/19	Lomita
9/17/19	Desert Hot Springs
9/18/19	Moorpark
9/18/19	Norco
9/18/19	South Pasadena
9/18/19	Pomona
9/18/19	Palm Springs
9/19/19	Jurupa Valley
9/23/19	Simi Valley
9/23/19	Alhambra
9/23/19	West Hollywood
9/23/19	Rolling Hills
9/24/19	Newport Beach
9/24/19	Placentia
9/24/19	Santa Clarita
9/24/19	Apple Valley
9/24/19	Highland
9/24/19	Orange County
9/24/19	Temecula
9/24/19	Fontana

Meeting Date	Organization Name
9/24/19	Hemet
9/24/19	Palos Verdes Estates
9/25/19	Camarillo
9/25/19	Duarte
9/25/19	Rancho Cucamonga
9/27/19	San Marino
9/27/19	Los Angeles

F. Local Public Affairs – Other

Event Date(s)	Event Name	Organization
1/9/19	CPUC Disaster Relief OIR workshop on PSPS in So Cal	CPUC
1/9/2019	Riverside County Response Plan Review and PSPS AOR	Riverside County
1/10/19	CPUC Voting Meeting	CPUC
1/16/2019	LA County Wildfire Response Plan Review and PSPS AOR	Los Angeles County
1/26/19	Town Hall Meeting with LA County Fire Chief Daryl Osby	City of Malibu
1/28/19	VerdeXchange Green Marketers Conference	VerdeXchange
1/31/19	Annual Inaugural Dinner	Los Angeles Area Chamber of Commerce
2/1-2/3/2019	ICA Winter Seminar	Independent Cities Association (ICA)
2/6/19	Meeting with Chief Brian Fennessy	Orange County Fire Authority
2/6/2019	Santa Barbara County Wildfire Response Plan	Santa Barbara County
2/12/19	PEMA February Luncheon	Professional Environmental Management Association (PEMA)
2/13/19	Forest Health Education and Outreach Campaign Meeting	Rural County Representatives of California (RCRC)
2/14/19	CCMF Annual Dinner	California City Management Foundation (CCMF)
2/16/19	USC EXED Forum for Local Leaders	USC Sol Price School

Event Date(s)	Event Name	Organization
2/19/19	Electric Program Investment Charge (EPIC) Symposium	Sacramento Convention Center
2/19/19	Claremont Chamber of Commerce Government Relations Committee	Claremont Chamber of Commerce
2/20/19	Morongo Basin Emergency Managers Meeting	Yucca Valley
2/21/19	SCE Business Customer Division (BCD) 17th Annual Black History Month Event – Chino	SCE
2/21/19	Environmental Impacts of Wildfires and Mitigation Measures Forum	City of Calabasas
2/21/19	Assemblymember Holden Wildfire Town Hall	Pasadena High School Auditorium
2/25/19	Eastern Goleta Valley Community Wildfire Prevention Plan Meeting	TBD
2/25/19	Community Forum	Hispanic Access Foundation
2/26/2019 - 2/28/2019	Energy Summit	AABE
2/27/19	BizFed Sacramento Day	LA County Business Federation (BizFed)
2/27/19	Claremont Meeting to discuss EOI and vegetation management	Claremont
3/5/19	City of Carpinteria - Wildfire Response Plan Presentation	City of Carpinteria
3/6/19	CAP Meeting	Consumer Advisory Panel

Event Date(s)	Event Name	Organization
3/6/19	La Canada Flintridge Meeting Request to discuss new vegetation management plan	City of La Canada Flintridge
3/7/19	California's Wildfires - The New Abnormal	Ventura Land Trust
3/12/19	City and County Emergency Manager and First Responder review of Storm and Wildfire Response Plans	All
3/14/19	CCCA LA County Advocacy Day	California Contract Cities Association (CCCA)
3/11/2019-3/13/19	LA Chamber Access DC	LA Area Chamber of Commerce
3/14/19	Extraordinary You	League of Women in Government (LWG)
3/17/19	Disaster Response & Recovery Ad Hoc Committee Meeting	Malibu
3/19/19	Malibu Vegetation and Repair Update w/ City Staff	Malibu
3/20/19	CPUC Wildfire Technology Summit	CPUC
3/21/19	Meeting with Supervisor Kuehl Third District Staff	LA County
3/21/19	BizFed Institute Energy Forum	BizFed Institute
3/21/19	Ventura County Energy Partnership	Ventura County Energy Partnership
3/27/19	Big Creek Hydro/WMP Update	SCE Northern Hydro
3/28/19	Crescenta Valley Community Association Meeting	Crescenta Valley Community Association

Event Date(s)	Event Name	Organization
3/28/19	ACCOC Legislative Committee	Association of California Cities - Orange County
3/28/19	City and County Emergency Manager and First Responder review of Storm and Wildfire Response Plans	All
3/29/19	WELL Annual Conference	Water Education for Latino Leaders
4/1/2019	Southern California Fire Chiefs WMP Discussion	SCE
4/5/19	Sustainability Summit	LA Business Council
4/6/19	Assemblymember Al Muratsuchi's Natural Disaster Town Hall	Assemblymember Al Muratsuchi (CA Assembly District 66)
4/8/19	La Cañada Flintridge and SCE Community Meeting	City of La Cañada Flintridge
4/8/19 - 4/10/19	Building Resilient Homes & Communities: Innovations and Lessons Learned From Australia	TreePeople
4/10/19	Our Mesa Neighborhood Inc (OMNI) Speaker's Bureau	Our Mesa Neighborhood Inc (OMNI)
4/11/2019	Meeting with Supervisor Kuehl Third District Staff and Las Virgenes HOA	Supervisor Shiela Kuehl
4/11/19	Extraordinary You	League of Women in Government (LWG)
4/11/19	Meeting with RCRC regarding their Motion for Party Status on CPUC Proceedings	Rural County Representatives of California

Event Date(s)	Event Name	Organization
4/11/2019 - 4/20/19	Burn Cycle: Living with Fire (Wildifre Exhibit)	UCSB Bren School of Environmental Sciences and Management
4/19/19	Burning Down and Building Up - Wildfires and Resiliency	Westside Urban Forum
4/24/19	Community meeting on Wildfire mitigation efforts	Anza Electric
4/25/19	San Bernardino County Fire Marshal Meeting on High Priority Project	San Bernardino County Fire Marshal
4/27/19	Wildfire Town Hall	Assemblymember Chris Holden
5/1/2019-5/3/19	Regional Conference	Southern California Association of Governments (SCAG)
5/2/19	Meeting to review Wildfire Mitigation Plan and Wildfire Response Plan	San Bernardino CountyOrganizational Area - City/County Emergency Managers
5/4/19	Wildfire Town Hall	Senator Anthony Portantino and LA County Supervisor Kathryn Barger
5/5/19	Eucalyptus Hill Improvement Association Emergency Preparedness Presentation	Eucalyptus Hill Improvement Association
5/5/19	Emergency Fair	Topanga Coalition for Emergency Preparedness
5/7/19	Annual Conference	Congress of CA Seniors
5/7/2019 - 5/8/19	Wildfire Awareness Week Legislative Day	California Fire Safe Council
5/8/19	Outage Communication Training	Southern California Edison

Event Date(s)	Event Name	Organization
5/9/19	Extraordinary You	League of Women in Government (LWG)
5/9/19	Meeting to review Wildfire Mitigation Plan and Wildfire Response Plan	Orange County Organizational Area - City/County Emergency Managers
5/11/19	Orange County Fire Watch Symposium	OC Fire Watch
5/14/19	Meeting to review Wildfire Mitigation Plan and Wildfire Response Plan	Los Angeles County Disaster Management Area Coordinators (DMACs)
5/14/19-5/15/19	ACCESS Sacramento	LA Area Chamber of Commerce
5/16/19	Claremont Open House - An Evening With Edison	SCE
5/16/2019 - 5/19/2019	Annual Municipal Conference	California Contract Cities Association (CCCA)
5/18/19	Wildfire Town Hall	Assemblymember Laura Friedman
5/19/2019 - 5/23-2019	California Fire EMS Disaster (CFED) Conference	CFED
6/14/19	Wildfire; What Cities Can Do	Climate Resolve
6/19/19	Topanga Emergency Management (TEM) Task Force Meeting	Topanga Town Council
6/20/19	Wildfire Mitigation Plan Presentation	Riverside County Fire Chief's Association
6/24/19	Wildfire Mitigation Meeting with SD 29 Staff	Senator Stone's Office

Event Date(s)	Event Name	Organization
7/3/19	Wildfire Mitigation Meeting with Senator Jackson and Assemblymember Limon Staff	Senator Jackson's Office
7/3/19	EMC Meeting on PSPS	Santa Barbara County Office of Emergency Management
7/3/19	Wildfire Mitigation Meeting with Assemblymember Daly's Staff	Assemblymember Daly's Office
7/3/19	Wildfire Mitigation Meeting with Assemblymember Diep's Staff	Assemblymember Diep's Office
7/3/19	Wildfire Mitigation Meeting with Congressmember Correa's Staff	Congress member Lou Correa's Office
7/9/19	Wildfire Meeting with Colleen Oinuma Deputy District Director for Congressman Adam B. Schiff	Congressman Adam Schiff's Office
7/11/19	ICA Summer Seminar	Independent Cities Association
7/13/19	Seminole Mobile Home Park Town Hall Meeting	Seminole Springs Mobile Home HOA
7/17/19	Montecito Planning Commission Meeting on Wildfire Mitigation and Resiliency Programs	County of Santa Barbara
7/22/19	Santa Clarita Wildfire Community Meeting	Senator Wilk, Assemblymember Lackey, LA County Supervisor Barger

Event Date(s)	Event Name	Organization
7/22/19	Riverside County Supervisor Hewitt WMP Presentation	Riverside County Supervisor Hewitt
7/23/19	Meeting with Agua Caliente on PSPS	Agua Caliente Band of Cahuilla Indians
7/23/19	Riverside County Supervisor Hewitt WMP Presentation	Riverside County Supervisor Hewitt
8/3/19	Assemblymember Holden's Block Party and Resource Fair	Assemblymember Holden
8/21/19 - 8/23/19	High Sierra Workshop for Government & Business Orgs	SCE
8/22/19	Congressman Salud Carbajal WMP Presentation	Congressman Carbajal
8/23/19	Assemblymember Jose Medina WMP Presentation	Assemblymember Medina
9/19/19	Montecito Community WMP Presentation	Montecito Community
9/25/19	Assemblymember Freddie Rodriguez WMP Presentation	Assemblymember Rodriguez
9/28/19	Community Discussion on Wildfire	Hispanic Access Foundation
9/30/19	Congresswoman Maxine Waters WMP Presentation	Congresswoman Maxine Waters
9/30/19	Congresswoman Nanette Barragan WMP Presentation	Congresswoman Nanette Barragan
10/1/19	Clean Energy Expo	NextGen Employee Resource Group (SCE)
10/7/19	Assemblymember Richard Bloom WMP Presentation	Assemblymember Bloom

Event Date(s)	Event Name	Organization
10/7/19	Wildfire Panel Discussion and Toolkit	Hispanic Access Foundation
10/10/19	Senator Benjamin Allen WMP Presentation	Senator Allen
10/16/19	Catalina Island Conservancy WMP Presentation	Catalina Island conservancy
10/21/19	Wildfire Panel Discussion and Toolkit	Hispanic Access Foundation
10/21/19	Public Works Technical Advisory Committee WMP Update	SGVCOG
10/26/19	Woolsey Fire Task Force Report	Los Angeles County Supervisor Sheila Kuehl
10/28/19	La Canada Flintridge Public Safety Commission WMP Presentation	City of La Canada Flintridge
11/5/19	Soboba Tribal Emergency Response Committee Meeting WMP Presentation	Soboba Tribe
11/8/19	Emergency Preparedness for Seniors in Ventura	Congress of California Seniors and Assemblymember Jacqui Irwin
11/12/19 - 11/13/19	SCRI Resilience Accelerator Workshop	Southern California Resilience Initiative (SCRI) Hilton Foundation
11/13/19	Battery Storage Event PSPS Presentation	Community Environmental Council (CEC)
11/13/19	WMP Presentation to Government Agencies in the Riverside Pass Area	Beaumont Police Department
11/17/19	Woolsey Fire Task Force Meeting	LAC Supervisor Sheila Kuehl

Event Date(s)	Event Name	Organization
11/18/19	Rosena Ranch Community Meeting	San Bernardino County Supervisor Josie Gonzales
11/18/19	Sen. Portantino & Sup. Barger Wildfire Town Hall	LAC Supervisor Kathryn Barger and State Senator Anthony Portantino
11/20/19	Energy, Environment, and Natural Resources Committee WMP Update	SGVCOG
11/25/19	Sen. Stern Town Hall	State Senator Henry Stern
11/25/19	La Canada Public Safety Commission WMP Presentation	La Canada Flintridge City Council
12/2/19	CEC Ventura Energy Storage Workshop PSPS Presentation	Community Environmental Council (CEC)
12/3/19	CEC Santa Barbara Energy Storage Workshop PSPS Presentation	Community Environmental Council (CEC)
12/6/19	LGSEC Forum Energy Disruption: How Local Governments Can Respond to the New Normal	Local Governments Sustainable Energy Coalition (LGSEC)
12/18/19	San Bernardino County CA Insurance Commissioner Meeting	CA Insurance Commission Ricardo Lara
1/21/20	Beaumont Tree Trimming Permit Meeting	City of Beaumont
1/21/20	La Cañada Flintridge WMP and PSPS Presentation	La Cañada Flintridge City Council
1/28/20	ACONA WMP/PSPS Presentation	ACONA (Altadena Coalition of Neighborhood Associations)
1/31/20	Local Government EOC Tours	SCE

Event Date(s)	Event Name	Organization
2/3/20	Santa Paula Rotary Club WMP Presentation	Santa Paula Rotary Club
2/5/20	Topanga Emergency Management Meeting	Topanga Emergency Management Task Force
2/7/20	Tehachapi PSPS Town Hall	State Senator Shannon Grove
2/7/20	Local Government EOC Tours	SCE
2/10/20	Leona Valley WMP Presentation	Leona Valley Town Council
2/11/20	Yucaipa PSPS Presentation	Yucaipa Rotary Association
2/11/20	Topanga Coalition for Emergency Preparedness EOC Tour	SCE
2/11/20	Crestline Community Meeting (Winter Storm/Wildfire)	San Bernardino County Supervisor Janice Rutherford

G. Community Engagement Forums hosted by BCD

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

Meeting Date	Customer Segment	Meeting Title	Location Address
1/23/2019	Business - Assigned/Unassigned	TOU/CPP presentation-San Bern CC	546 W 6th Street, San Bernardino
1/23/2019	Residential	PSPS Mtg	Ojai Valley Community Hospital
1/28/2019	Residential	PSPS Mtg	SA Water District
2/1/2019	Business - Assigned/Unassigned	SCE Black History Month Celebration	Tulare, CA
2/4/2019	Business - Unassigned	PSPS Mtg	Trabuco Canyon Water District, 32003 Dove Canyon Dr, Trabuco Canyon, CA
2/12/2019	Major	Power Talk-Commercial	City of Sierra Madre (232 W Sierra Madre Blvd, Sierra Madre, CA, United States)
2/20/2019	General	PSPS Mtg	24300 Narbonne Ave, Lomita
2/21/2019	Business - Assigned/Unassigned	SCE Black History Month Celebration	Chino, CA
2/21/2019	Major	Booth/Conf	Planes of Fame Air Museum 14998 Cal Aero Dr., Chino, CA. 91710
2/26/2019	Business - Assigned/Unassigned	San Bernardino Rotary	3433 Parkside Dr., San Bernardino

Meeting Date	Customer Segment	Meeting Title	Location Address
2/26/2019	Residential	PSPS Mtg	Arrowhead Country Club San Bernardino; 3433 Parkside Dr., San Bernardino
2/27/2019	Advocacy Group	CLECA Briefing	Fairfield, CA
3/7/2019	Major	PowerTalks - Commercial	EEC-I | 6090 N. Irwindale Ave. Irwindale, CA 91702
3/11/2019	Major	Power Talk-Commercial	600 Emerald Bay, Laguna Beach
3/12/2019	Major	SCE PowerTalks (Commercial)	28951 Los Alisos Blvd, Mission Viejo, CA 92692
3/14/2019	Advocacy Group	CMTA Briefing	Santa Ana, CA
3/14/2019	Major	SCE PowerTalks (Commercial)	9299 Haven Avenue, Rancho Cucamonga, CA 91730
3/19/2019	Major	SCE PowerTalks (Commercial)	Wildomar
3/21/2019	General	SCE PowerTalks (Commercial/Residential)	Idylwild
3/26/2019	Major	Power Talk-Commercial	Marriot Torrance, 3536 Fashion Way, Torrance, CA
3/28/2019	Residential	Power Talk-Residential	Marriott Long Beach Airport - 4700 Airport Plaza Drive, Long Beach, CA 90815

Meeting Date	Customer Segment	Meeting Title	Location Address
3/28/2019	General	SCE PowerTalks (Commercial / Residential)	4700 Airport Plaza Drive, Long Beach, CA 90815
3/30/2019	Major	Power Talk-Commercial	
4/2/2019	Major	Power Talk-Commercial	36100 Cathedral Canyon Dr, Cathedral City, CA, 92234
4/2/2019	Residential	Power Talk-Residential	36100 Cathedral Canyon Dr, Cathedral City, CA, 92234
4/9/2019	Major	SCE PowerTalks (Commercial)	10060 Telegraph Rd, Ventura, CA, 93004
4/10/2019	Major	SCE PowerTalks (Commercial)	25625 W. Rye Canyon Rd, Valencia, CA, 91355
4/18/2019	General	SCE PowerTalks (Commercial / Residential)	12603 Mariposa Rd, Victorville, CA 92395
4/23/2019	Major	SCE PowerTalks (Commercial)	1851 W. Valencia Dr, Fullerton, CA, 92833
4/24/2019	Residential	Power Talk-Residential	
4/25/2019	Residential	PSPS Mtg	Chino Hills Community Center
4/25/2019	General	SCE PowerTalks (Commercial / Residential)	
4/30/2019	Business - Assigned/Unassigned	AABE National Conference	

Meeting Date	Customer Segment	Meeting Title	Location Address
4/30/2019	Major	SCE PowerTalks (Commercial)	103 David Love Place, Goleta, CA, 93117
4/30/2019	Residential	SCE PowerTalks (Residential)	103 David Love Place, Goleta, CA, 93117
5/2/2019	General	SCE PowerTalks (Commercial / Residential)	4175 South Laspina, Tulare, CA, 93274
5/3/2019	Business - Assigned/Unassigned	SCE Asian American Pacific Islander Heritage Month Celebration	Cerritos, CA
5/8/2019	Major	SCE PowerTalks (Commercial)	1721 22nd St, Santa Monica, CA, 90404
5/14/2019	General	SCE PowerTalks (Commercial / Residential)	, 27984 CA-189, Lake Arrowhead, CA 92352
5/15/2019	Business - Unassigned	PSPS Mtg	Community Action Partnership, 2038 Iowa Ave. Suite #B-102, Riverside, CA
5/16/2019	General	Claremont - Open House	Claremont
5/16/2019	Business - Unassigned	PSPS Mtg	Community Action DHS Satellite Office (WIC Office), 14320 Palm Drive, Desert Hot Springs, CA
5/16/2019	General	SCE PowerTalks (Commercial/Residential)	287 Tennessee St, Redlands, CA, 92373
5/16/2019	Major	SCE PowerTalks (Commercial)	

Meeting Date	Customer Segment	Meeting Title	Location Address
5/17/2019	Local Government	Association of California Water Agencies Spring Conference	Monterey, CA
5/18/2019	Business - Unassigned	SCE Small Business Advisory Panel	Diamond Bar, CA
5/20/2019	Business - Unassigned	DI-Santa Barbara Energy Walk	Santa Barbara
5/20/2019	Business - Assigned	SCE Executive Customer Briefing	Irwindale
5/22/2019	Business - Assigned/Unassigned	Telecom Workshop	Irwindale, CA
5/22/2019	General	WebEx	42060 10th St West, Lancaster, CA, 93539
5/22/2019	Major	PowerTalk and Workshop - Telecomm	
6/4/2019	General	SCE PowerTalks (Commercial/Residential)	Laguna Woods
6/6/2019	Major	SCE PowerTalks (Commercial)	3589 Foothill Dr, Thousand Oaks, CA 91361
6/11/2019	Major	PSPS Mtg	Skype
6/18/2019	Business - Unassigned	Barstow Chamber of Commerce	1520 E Main Street, Barstow
6/19/2019	Major	SCE PowerTalks (Commercial)	
6/21/2019	Business - Unassigned	4Th Annual Faith & Nonprofit Business Summit	Irwindale

Meeting Date	Customer Segment	Meeting Title	Location Address
6/21/2019	General	SCE 4th Annual Faith & Nonprofit Business Summit	Irwindale, CA
6/25/2019	General	PowerTalk Session	4501 Casa Loma Ave., Yoba Linda
6/26/2019	Major	SCE Business Advisory Panel	Irvine, CA
7/8/2019	Major	PSPS Mtg	1421 Manhattan Ave., Fullerton
7/8/2019	Major	PSPS Mtg	Skype
7/11/2019	Major	PSPS Mtg	550 Blumont St. Laguna Beach, CA
7/12/2019	Major	PSPS Mtg	
7/17/2019	General	SCE/So Cal Gas Meeting	
7/17/2019	Major	PSPS Mtg	EOC Tour
7/17/2019	Business - Unassigned	PSPS Mtg	111 Innovation Drive, Irvine
7/18/2019	Major	PSPS Mtg	40971 North Shore Drive, Fawnskin
7/19/2019	Medical Baseline/Critical Care		
7/22/2019	Business - Unassigned	WebEx	
7/24/2019	General	Wildfire Mitigation PSPS - Santa Barbara USD and Goleta USD	
7/24/2019	General	PSPS Mtg	4400 Cathedral Oaks Rd., Santa Barbara
7/27/2019	Business - Unassigned	PSPS Mtg	Skype

Meeting Date	Customer Segment	Meeting Title	Location Address
7/30/2019	Major	PSPS Mtg	16451 El Sobrante Rd, Riverside
7/31/2019	General	PSPS Mtg	Devers Substation - 62030 16th ave., N. Palm Springs, CA. 92258
7/31/2019	Major	PSPS Mtg	515 S Figueroa St, Los Angeles
8/1/2019	Major	PowerTalk and PSPS Workshop - Hospitals	
8/1/2019	General	PSPS Mtg	Terr-Gen Facility 7021 Oak Creed Rd., Mojave, CA. 93501
8/1/2019	Major	PowerTalk-Commercial	Irwindale
8/6/2019	General	SCE's Wildfire Mitigation Strategy and PSPS Protocol - Jurupa Community Services Department	Jurupa Community Services Department 11201 Harrel Street, Jurupa Valley
8/6/2019	General	PSPS Mtg	11201 Harrel St., Jurupa Valley
8/7/2019	Major	PSPS Mtg	Skype
8/8/2019	Advocacy Group	SCE's Wildfire Mitigation Strategy and PSPS Protocol _ Water and Power Workshop (EPA mtg)	140 S Glendora Ave., Glendora

Meeting Date	Customer Segment	Meeting Title	Location Address
8/9/2019	Business - Unassigned	Carpinteria Legislative Breakfast	Carpinteria
8/13/2019	Major	PSPS Mtg	Mojave Water Agency Hesperia
8/14/2019	Business - Assigned/Unassigned	Telecom Workshop	Irwindale, CA
8/14/2019	General	PSPS Mtg	Lugo Substation Address 6655 Escodido Ave., Hesperia, CA. 92345
8/14/2019	Business - Unassigned	PSPS Mtg	5300 6th St., Carpinteria
8/19/2019	Business - Unassigned	DI-Lomita Energy Walk	Lomita
8/19/2019	Major	PSPS Mtg	1760 W 16th St., San Bernardino
8/20/2019	Business - Assigned/Unassigned	Telecom Workshop	Irwindale, CA
8/21/2019	Business - Assigned/Unassigned	CHCC Convention 2019	Stockton
8/21/2019	Major	PSPS Mtg	515 S Figueroa St, Los Angeles
8/22/2019	Major	PSPS Mtg	1955 Workman Mill Rd., Whittier
8/27/2019	Business - Unassigned	GREEN BIZ ACADEMY MTG	Goleta
8/28/2019	Medical Baseline/Critical Care	PSPS Mtg	28400 McCall Blvd., Menifee
8/31/2019	Major	PSPS Mtg	Downtown LA
9/5/2019	Advocacy Group	Deliver SCE's Wildfire Mitigation Strategy and	

Meeting Date	Customer Segment	Meeting Title	Location Address
		PSPS Protocol at the CPA board meeting	
9/10/2019	Local Government	2019 Annual Water Conference	6090 N. Irwindale, Irwindale, CA
9/10/2019	Major	SCE's Wildfire Mitigation Strategy and PSPS Protocol - Mojave Water Agency	Skype
9/11/2019	Business - Unassigned	Adelanto Chamber of Commerce	12000 Stadium Way, Adelanto
9/16/2019	Advocacy Group	CLECA Briefing	Irwindale, ca
9/16/2019	Local Government	Western Municipal Water District PSPS Forum	16451 El Sobrante Road, Riverside CA
9/16/2019	Major	Deliver SCE's Wildfire Mitigation Strategy and PSPS Protocol at the WMWD	1645 El Sobrante Blvd., Riverside
9/17/2019	Business - Unassigned	Small Business Summit	6090 N. Irwindale Ave. Irwindale CA
9/19/2019	Major	FAA Los Angeles Regional Office - PSPS Presentation	777 S Aviation Blvd, El Segundo
9/20/2019	Business - Assigned/Unassigned	Hispanic Heritage Month - Montclair	
9/20/2019	Business - Assigned/Unassigned	Hispanic Heritage Month - Tulare	
9/23/2019	General	SCE's Wildfire Mitigation Strategy and PSPS	1400 Janss Rd., Thousand Oaks

Meeting Date	Customer Segment	Meeting Title	Location Address
		Protocol - Conejo Valley USD	
9/27/2019	Major	PSPS Mtg	1212 N Valencia Dr, Colton
10/2/2019	Advocacy Group	SCE's Wildfire Mitigation and PSPS - Annual Southern California Frequency Coordinating Committee, Inc.	
10/2/2019	Major	SCE's Wildfire Mitigation and PSPS - HASC Inland Empire	10800 Magnolia Ave., Riverside
10/3/2019	Major	Coachella Valley Water District - PSPS Presentation / Updates	75515 Hovley Lane E, Palm Desert
10/3/2019	Major	PSPS Mtg	1200 Gene Autry Trail, Palm Springs
10/4/2019	Advocacy Group	SCE's Wildfire Mitigation and PSPS - Tri-County Education Coalition (TCEC)	401 Fairview Avenue, Goleta
10/8/2019	Major	SCE's Wildfire Mitigation Strategy and PSPS - HASC Ventura / Simi Valley	
10/10/2019	Local Government	PSPS Tour and Dinner with	Irwindale, CA

Meeting Date	Customer Segment	Meeting Title	Location Address
		Michael Luu, Cal Water	
10/10/2019	Major	SCE's Wildfire Mitigation Strategy and PSPS - Rialto USD	
10/17/2019	Major	Hospital Association of So Cal - Orange County	330 Placentia Ave., Newport Beach
10/22/2019	Major	SCE's Wildfire Mitigation and PSPS - Oxnard Fire Department	
10/25/2019	Major	SCE's Wildfire Mitigation Strategy and PSPS - UC / CSU District	
10/29/2019	Major	Cabazon Water District - PSPS	
10/30/2019	Advocacy Group	Greater Antelope Valley Water Emergency Coalition	34304 30th St. W, Lancaster
11/7/2019	Local Government	2019 Annual Water Conference	
11/7/2019	Major	PSPS Mtg	16451 El Sobrante Rd, Riverside
11/13/2019	General	PSPS Mtg	15556 Summit Ave., Fontana
11/13/2019	General	PSPS Mtg	15556 Summit Ave., Fontana
11/14/2019	Business - Assigned/Unassigned	California Water Association Annual Meeting	Monterey, CA

Meeting Date	Customer Segment	Meeting Title	Location Address
11/14/2019	Business - Assigned/Unassigned	CHCC Business Owner Forum	Ontario
11/18/2019	Advocacy Group	CMTA Briefing	Santa Ana, CA
11/18/2019	Business - Assigned/Unassigned	Keystone Group Meeting	6090 N. Irwindale Ave. Irwindale CA
11/19/2019	Major	SCE's Wildfire Mitigation Strategy & PSPS - Sunvair Aerospace	29145 The Old Rd., Valencia
11/19/2019	Major	PSPS Mtg	1 City Drive, Irvine
11/21/2019	Major	SCE's Wildfire Mitigation Strategy and PSPS - City of Temecula	
12/3/2019	Business - Assigned/Unassigned	City of Fontana Meeting regarding Business Park on Casmalia Circuit	
12/3/2019	Business - Unassigned	SCE Small Business Advisory Panel	Irwindale, CA
12/5/2019	Business - Unassigned	OC Small Business Mixer	1535 W. Katella Ave. Orange CA
12/5/2019	Business - Assigned/Unassigned	SCE Holiday Business Mixer Multi Chamber	Orange
12/5/2019	Major	PSPS Mtg	430 N Gilbert St, Anaheim
12/5/2019	Major	PSPS Mtg	Webinar
12/6/2019	Business - Assigned/Unassigned	Black Chamber of IE Event	Riverside
12/6/2019	Major	PSPS Mtg	Webinar
12/9/2019	Business - Unassigned	SCE Business Advisory Panel	Irwindale, CA

Meeting Date	Customer Segment	Meeting Title	Location Address
12/11/2019	Business - Unassigned	PSPS Workshop	
1/6/2020	Business - Assigned	Lincoln Properties	Santa Clarita, CA
1/17/2020	Business - Unassigned	2nd Annual Business Salute To MLK	Central Valley
1/22/2020	Local Government	PSPS Resiliency Workshop	1993 Rancho Conejo Thousand Oaks CA
1/27/2020	Business - Assigned/Unassigned	SCE Skilled Nursing Homes, Dialysis Community Meeting with LA County	10100 Pioneer Blvd., Suite 200, Santa Fe Springs, CA 90670
2/4/2020	Local Government	PSPS Resiliency Workshop	31111 Greenspot Rd, Highland, CA
2/6/2020	Local Government	the Resilient Investment Planning Development Group	Arlington, VA
2/7/2020	General	SCE Black History Month Celebration	Inglewood, CA
2/21/2020	General	SCE Black History Month Celebration	Tulare, CA
3/3/2020	Advocacy Group	CLECA Briefing	San Francisco, CA

H. SCE Emergency Operations Center Tours

Date	Event
1/16/2019	Copy: EOC TOUR CPUC VISIT
4/8/2019	PG&E TOUR OF EOC
4/23/2019	CBS interview on fire cameras
4/23/2019	Copy: CBS interview on fire cameras
5/3/2019	BRIMS for BC Planners
5/14/2019	Copy: EOC Tour for EPM
5/22/2019	Power Talk and Workshop - Telecommunications
5/28/2019	Ameren Tour
5/28/2019	Ameren Visit w/Edison (Details Attached)
5/29/2019	Wildfire Best Practice Visit-Pacific Corp.
5/29/2019	Pacific Corp Wildfire Visit - Don D
6/11/2019	MWD Meeting - Jenny Pearce
6/19/2019	LADWP Meeting
6/28/2019	Copy: Hold for Senator Rubio EOC tour/presentation
7/8/2019	Copy: Fitch Visit to EOC
7/15/2019	CISA Infrastructure Security and Resilience Forum (ISRF)
7/17/2019	SOCAL GAS TOUR/MEETING
7/22/2019	Public Safety Power Shutoff (PSPS) Coordination Meeting - Azusa/SCE
7/23/2019	PSPS Meeting W/Anaheim Utilities
8/28/2019	HOLD Survey for EOC Expansion
10/3/2019	Federal Aviation Administration Tour
10/4/2019	PG&E Site Visit
10/8/2019	BPA CEO Tour of EOC and ROC
10/10/2019	HOLD for CalWater Tour
10/30/2019	Los Angeles City EMD’s Intern Program Tour

Date	Event
11/6/2019	PSPS SITL Training (New Time: 12pm-2pm)
11/7/2019	CEC Commissioner McAllister Visit to SCE
11/8/2019	FirstEnergy for a Public Safety Benchmarking Tour
11/12/2019	RIVERSIDE UTILITIES MEETING
12/9/2019	EOC tour Business Advisory Panel - Winter Meeting
1/10/2020	tour of SCE Emergency Operations Center for Eric Borden, Katy Morsony, Ignacio Hernadez, and Marcel Hawiger
1/10/2020	TURN visit and Tour
1/15/2020	EOC tour/meeting with MWD
1/16/2020	Western Municipal Water District Tour
1/22/2020	POST FEMA TOUR MEETING
1/22/2020	FEMA Greater Los Angeles Federal Executive Board Meeting-SCE EOC
1/24/2020	Government Advisory Panel (GAP) Meeting
1/24/2020	Government Advisory Panel tour (LPA)
2/5/2020	2020 CA IOU Underwriters Tour EIX
2/7/2020	EOC TOUR ELECTED OFFICIALS
2/10/2020	ASSOCIATED PRESS INTERVIEW W/ DON DAIGLER
2/11/2020	Topanga Coalition For Emergency Preparedness
2/18/2020	METRO EOC Tour
2/26/2020	CITY OF INDUSTRY MCC BENCHMARKING TOUR
3/5/2020	TRIBAL COUNCILMEMBERS LPA EOC TOUR
3/12/2020	TRIBAL COUNCILMEMBERS LPA EOC TOUR
3/26/2020	LPA-INDEPENDENT LIVING CENTERS
3/30/2020	KEYSTONE LPA EOC TOUR
5/15/2020	CD&E Tour and Conference Room Booking

I. 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

J. Dear Neighbor Letter to customers

Letter to customers served by a HFRA distribution circuit

SOUTHERN CALIFORNIA EDISON®
Energy for What's Ahead®

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/psps.
- 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 backup power system in place such as a generator. Customers with critical medical needs can learn more at www.sce.com/psps.

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,

P.R. Herrington

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 panatilihing ligtas 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。

Letter to customers served by non-HFRA distribution circuit

SOUTHERN CALIFORNIA EDISON®
Energy for What's Ahead®
P.O. Box 800 Rosemead, CA 91770

Important Update:

POWER SHUTOFFS TO HELP PREVENT WILDFIRES

Dear Neighbor,

All Californians must be prepared for natural disasters like earthquakes and wildfires. At Southern California Edison, we are doing our part to keep communities safe. We are strengthening our equipment, clearing vegetation away from power lines and using technology for early detection of wildfires.

We may also use Public Safety Power Shutoffs (PSPS) where power is temporarily shut off to help reduce the likelihood of a wildfire and keep communities safe. PSPS is most likely to affect those in high fire risk areas (https://ia.cpuc.ca.gov/firemap), but it is important that all communities be prepared. **For more information about PSPS, visit: sce.com/psps.**

When an emergency occurs, you could be without power for an extended period of time. You can take steps now to be prepared by having an emergency plan and kit in place for every member of your household.

You can also stay in touch with us by updating your contact information and signing up for outage alerts at sce.com/outagealerts or by calling 1-800-655-4555. When an outage occurs, we will notify you by email, text or phone call depending on your preference.

What You Can Do to Prepare

- Have an emergency plan in place for every member of your household, including your pets. Please visit sce.com/outagetips. For additional preparedness resources, visit: caloes.ca.gov or readyforwildfire.org.
- Stay away from downed power lines — call 911 or 1-800-655-4555.
- If you or someone in your household has a medical condition that requires electrically operated medical equipment, you should have a backup power system in place such as a generator. You can learn more at sce.com/psps.
- If you have electric gates or garage doors, learn how to operate them manually.

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 backup generation.
- If you have a generator, consider obtaining extra fuel since local fueling stations may be without power. Keep fuel in approved containers in a safe location away from ignition sources.
- In case of any emergency, please follow the direction of local law enforcement and firefighters.
- 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 and we thank you for your patience and support.

Sincerely,

P.R. Herrington

Phil Herrington
Senior Vice President, Transmission & Distribution

Todos los habitantes de California deben estar preparados para desastres naturales como terremotos e incendios forestales. En SCE, queremos que nuestros usuarios también estén preparados para apagones. Si las condiciones climáticas nos indican que el peligro de incendio es elevado, es posible que interrumpamos temporalmente el servicio eléctrico a nuestros usuarios. Esto se denomina corte del suministro eléctrico por motivos de seguridad pública. Las personas que viven en zonas de alto riesgo (https://ia.cpuc.ca.gov/firemap) son las más susceptibles de verse afectadas por estos cortes, pero es importante que todas las comunidades estén preparadas. Regístrese para recibir alertas de cortes eléctricos en sce.com/outagealerts. En la medida de lo posible, antes de activar un corte del suministro eléctrico por motivos de seguridad pública le enviaremos una alerta mediante llamada telefónica, mensaje de texto o correo electrónico. Para obtener más información: sce.com/PSPS.

Mọi người dân California đều phải chuẩn bị trước những thiên tai như động đất và cháy rừng, chúng tôi cũng muốn khách hàng chuẩn bị cho tình huống cắt điện. Nếu điều kiện thời tiết cho thấy nguy cơ cháy tăng cao, chúng tôi có thể tạm thời cắt điện. Đây được gọi là Cắt Điện Vì An Toàn Công Cộng (PSPS). PSPS rất có thể sẽ ảnh hưởng tới những người sống trong khu vực có nguy cơ cháy cao (https://ia.cpuc.ca.gov/firemap), nhưng điều quan trọng là tất cả các cộng đồng đều phải chuẩn bị sẵn sàng. Ghi danh nhận cảnh báo cắt điện tại sce.com/outagealerts. Chúng tôi sẽ cảnh báo cho quý vị bằng cách gọi điện, gửi tin nhắn hoặc email, những lúc và nơi có thể thực hiện được, trước mỗi lần cắt điện PSPS. Để biết thêm thông tin, xin vào trang mạng: sce.com/PSPS.

모든 캘리포니아 주민은 지진이나 산불과 같은 자연 재해에 대비해야 하며, 저희는 고객 여러분이 정전에 잘 대비할 수 있기를 바랍니다. 기상 악화로 인해 화재의 위험이 높아지면 저희는 일시적으로 전력 공급을 차단할 수 있습니다. 이를 공공 안전 전원 차단(Public Safety Power Shutoff, PSPS)이라고 합니다. 공공 안전 전원 차단은 화재의 위험이 높은 지역(https://ia.cpuc.ca.gov/firemap)에 영향을 줄 가능성이 높긴 하지만, 모든 지역 사회가 이에 대비하는 것이 중요합니다. 정전 알림을 받으시려면 sce.com/outagealerts에 가입하십시오. 공공 안전 전원 차단이 발생하기 전에 해당 시간과 장소에 있는 고객에게 전화, 문자 또는 이메일을 통해 알림을 보내드립니다. 자세한 내용은 sce.com/PSPS을 참조하세요.

Kailangang maging handa ang lahat ng mga taga-California sa mga natural na kalamidad gaya ng mga lindol at mga wildfire [di-makontrol na sunog], at gusto naming maging handa ang aming mga kustomer sa mga pagkawala ng kuryente. Kapag natukoy namin batay sa lagay ng panahon na naging mas mapanganib ang sunog, posible naming pansamantalang putulin ang kuryente ng mga kustomer. Ang tawag dito ay Pagputol ng Kuryente para sa Kaligtasan ng Publiko (Public Safety Power Shutoff o PSPS). Pinakamalamang na maapektuhan ng PSPS ang mga taong nasa mga lugar na pinakamapanganib sa sunog (https://ia.cpuc.ca.gov/firemap), pero mahalagang handa ang lahat ng mga komunidad. Mag-sign up para sa mga alerto sa pagkawala ng kuryente sa sce.com/outagealerts. Bibigyan ka namin ng alerto sa pamamagitan ng tawag sa telepono, text o email, kung kailan at saan ito mangyayari, bago ang isang PSPS. Para sa higit pang impormasyon: sce.com/PSPS.

所有加州人都必須為地震和森林火災等自然災害做好準備，我們也希望客戶能為斷電做好準備。如果天氣狀況表明火災危險在升高，我们可能會暫時給客戶斷電。這就是公共安全斷電。雖然公共安全斷電最有可能影響火災風險高的地區(https://ia.cpuc.ca.gov/firemap)，所有社區也都必須做好準備。請造訪 sce.com/outagealerts，註冊接收斷電提。在公共安全斷電發生之前，我們會儘可能透過電話、簡訊和電子郵件提醒您。欲瞭解更多資訊，請瀏覽sce.com/PSPS。

K. Wildfire Mitigation Fact Sheets

Link to fact sheets: https://newsroom.edison.com/fact-sheets/fs/topics/wildfire?id=5cf980602cfac279ea539319

Public Safety Power Shutoff – Decision making factors

SOUTHERN CALIFORNIA EDISON®

PUBLIC SAFETY POWER SHUTOFF

DECISION-MAKING FACTORS

During elevated weather conditions when there is a high risk for a wildfire, we may temporarily shut off power to prevent our electric system from becoming the source of an ignition.

Climate change is increasing the severity and duration of fire season with a greater frequency of catastrophic fires across California.

Nothing is more important to us than the safety of our communities. Public Safety Power Shutoffs are one preventative measure to help protect our communities against wildfires.

PRIOR TO A SHUTOFF

We understand the impact that turning off power can have on our customers. We will only shut off power when weather conditions pose a significant threat — such as strong winds that may cause debris to be blown into wires, possibly igniting a fire.

We use several tools to monitor current conditions before shutting off a circuit.

OUR WEATHER NETWORK

We have installed more than 400 weather stations in our fire-prone areas. The stations provide wind speed and gusts, temperature, humidity and solar radiation readouts every 10 minutes. We currently have plans to install more than 850 weather stations.

VEGETATION MOISTURE SAMPLING

Moisture sampling is the main factor in determining how susceptible the vegetation is to fire. SCE's fire science expert analyzes fuel moisture from wet and dry brush to better predict the chances of an ignition becoming a larger wildfire. The data is also shared with fire agencies and the public through the National Fuel Moisture Database.

SUPERCOMPUTING TECHNOLOGY

SCE uses high-performance computing technology to run high-resolution weather and fuel models twice a day. This modeling helps pinpoint where and when critical conditions may occur that can lead to catastrophic fires.

FIRE DANGER INDEXES

In addition to our internal Fire Potential Index, we use a variety of indices from the U.S. Forest Service, the National Weather Service and other government agencies to help accurately asses fire danger across our service area on a daily basis.

Updated: 12/18/2019

PUBLIC SAFETY POWER SHUTOFF: THE DECISION PROCESS

FORECASTING THE WEATHER

Before a power shutoff happens, SCE meteorologists will begin, up to a week in advance of a predicted severe weather condition, running computerized weather simulations of expected conditions. They will look at more than 80 variables like temperature, projected wind speed, relative humidity and how dry vegetation is throughout SCE's 50,000-square-mile service area. This information is then combined with our Fire Potential Index to better assess and determine the potential risk.

ACTIVATING EMERGENCY RESPONSE TEAMS

In advance of elevated weather and fire conditions, we activate our Emergency Operations Center three days prior to the forecasted weather event. SCE emergency management and response teams use the center to monitor a power shutoff event and coordinate decisions.

FIELD OBSERVATIONS

As we continue monitoring the weather, we deploy our crews to observe critical locations. SCE crews use drones, helicopters and on-the-ground patrolling to visually inspect our power lines and facilities. Typically, they are looking for damaged or weakened wires, poles and surrounding trees that could potentially fall from strong winds. The number of poles, transformers and lines in SCE's high fire risk areas is about 400,000.

ROUND-THE-CLOCK ASSESSMENT

As the weather and operational conditions progress, our emergency management teams monitor on-the-ground conditions 24/7 and take appropriate actions to diminish any fire threat.

TURNING THE POWER OFF

Over the past several years, we have invested in a smarter, stronger grid to help reduce the number of customers impacted by power shutoffs. By upgrading and modernizing the grid and dividing the grid into sections, we are reducing the scale of PSPS events. Combined with our weather technology and modeling, we are improving our ability to impact as few customers as necessary. In 2019, an estimated 3.5% of our 5 million customers were impacted by a power shutoff due to PSPS. More than half of these outages occurred during a severe wind event in October.

Power will only be shut off after the weather data, confirmed by SCE crews in the field, show there is an imminent danger of objects such as tree limbs, palm fronds or other vegetation blowing into power lines. The shutoff will be done in consultation with local officials and emergency response personnel such as local fire departments. It is not a decision we take lightly. It is done to keep you and your community safe.

POWER RESTORATION

It is difficult to predict the duration of a power shutoff event. It depends on a range of factors, including the duration of strong winds, time it takes our crews to patrol the lines and possible damage along with repairs needed to our system while the power was out. We will restore power once it is safe to do so.

PUBLIC SAFETY POWER SHUTOFF DECISION TIMELINE

4-7 DAYS AHEAD	When forecasts indicate extreme weather, SCE will begin predictive modeling to assess potential impact.	PLANNING AND MONITORING
3 DAYS AHEAD	SCE will monitor government-issued indices that may signify an impending critical weather event. Internal predictive weather models are refined. The PSPS Incident Management Team (IMT) is activated.	
2 DAYS AHEAD	Critical or extreme fire weather conditions are forecasted. Coordinate with local government and emergency responders first. Initiate notifications on possible power shutoff.	
1 DAY AHEAD	Extreme fire weather conditions imminent; continued modeling and more accurate forecasts determine affected areas. Continue to coordinate and communicate with local government, agencies and customers of possible power shutoff.	
POWER SHUTOFF	Extreme fire weather present and dangerous conditions validated by field resources; notify local government, agencies and customers of power shutoff	OUTAGE
POWER RESTORATION	Extreme fire weather subsides to safe levels and conditions validated by field resources; inspections and patrols of equipment begin, then power is restored to affected communities; agencies and customers notified of power restoration.	

KEEPING CUSTOMERS AND COMMUNITIES INFORMED

Each year in advance of fire season, SCE meets with local officials in high fire risk areas to discuss Public Safety Power Shutoffs, critical infrastructure and community resiliency needs.

That dialogue continues before, during and after a Public Safety Power Shutoff. We notify public safety authorities, first responders, affected communities and local municipalities in impacted areas.

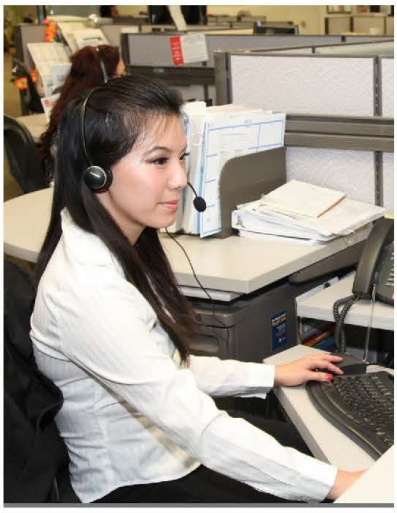
NOTIFYING CUSTOMERS

We will always make every attempt to alert customers two days and one day in advance of a shutoff event, prior to shutting off power and when power is being restored. These notifications are sent via email, text or phone call.

We also provide regular updates through social media, local news, radio and our website at sce.com/psps and energized.edison.com.

We urge customers to update their contact information and sign up for PSPS alerts at: sce.com/OutageAlerts. You can also sign up for PSPS alerts using a zip code.

We also encourage customers to visit sce.com/beprepared for tips to help you prepare for outages and lessen the impact until the lights come back on.



SPECIAL NEEDS AND MEDICAL BASELINE CUSTOMERS

We also reach out to Access and Functional Needs populations and organizations that support them. We realize that emergency situations like power outages may disproportionately affect people with disabilities, seniors, children, limited English proficiency and transportation disadvantaged. We communicate power shutoff notifications to customers in multiple languages, including: English, Spanish, Mandarin, Cantonese, Vietnamese, Korean and Tagalog.

We take special care to reach critical care customers before a shutoff occurs. We start with automated calls, texts and emails. If we don't speak to you or a family member directly or receive confirmation of the email or text we send, we will follow up with a phone call. If a phone call is not successful, we will attempt to notify you in person at your address.

If you're a Medical Baseline customer and depend on powered medical equipment, you should plan to have a backup power source, such as an uninterruptible power supply or a backup location in case of a power outage.

COMMUNITY RESOURCES DURING A SHUTOFF

COMMUNITY CREW VEHICLES

During power shutoff events, we will deploy Community Crew Vehicles to locations near affected areas. The vehicles are staffed with SCE personnel to answer questions about the specific power shutoff. They are also equipped with water, light snacks and backup power so customers can charge their personal mobile devices and continue to receive updates about the outage.

COMMUNITY RESOURCE CENTERS

During extended outages, we will staff temporary community centers in communities near affected areas. These pop-up centers will be communicated via sce.com, social media and energized.edison.com. Hours of operation will typically range from 8 a.m.-6 p.m. when the power is off.

ADDITIONAL RESOURCES

For more information about SCE's wildfire mitigation efforts sce.com/safety/wildfire.

Preparing for an outage sce.com/beprepared.

Power Outage and Fire Recovery Resources response.ca.gov.

SOUTHERN CALIFORNIA EDISON®

Hazard Tree Fact Sheet

SOUTHERN CALIFORNIA EDISON®
Energy for What's Ahead®

HAZARD TREE FACT SHEET

WHY IS SCE REMOVING TREES?

The safety of our customers, communities and employees is our No. 1 priority. State regulations require utilities to trim or remove trees and vegetation so they don't grow or fall into high-voltage power lines, which could not only cause a power outage but could spark a fire or be a danger to the public. Trained SCE personnel have inspected trees throughout SCE's service area and have identified site and/or tree conditions that pose a hazard. Trees that pose a hazard must be mitigated, which can mean complete removal.

WHAT IS A HAZARD TREE?

Hazard trees are trees, or portions of trees, that may strike our overhead equipment. Tree, site and environmental conditions are all considered when assessing whether a tree is a hazard. Every tree in a high fire risk area that is within striking distance of our overhead equipment will be assessed for its potential to fail or make contact with our equipment.

WHY IS SCE REMOVING SO MANY TREES AT ONE TIME?

SCE understands that removing trees can be disruptive to the community, but the work is necessary in high fire risk areas for public safety. Based on a hazard assessment tool created by certified arborists, SCE assesses each tree within striking distance of SCE equipment to determine if the tree is deemed a hazard. Tree removal crews specially trained to work near power lines will remove the tree. They include crews working for Core Tree Care, Mowbray's Tree Service and Utility Tree Service.

Please note that in addition to the hazard tree mitigation crews, there may also be routine tree maintenance crews tasked with maintaining clearance requirements also working nearby.

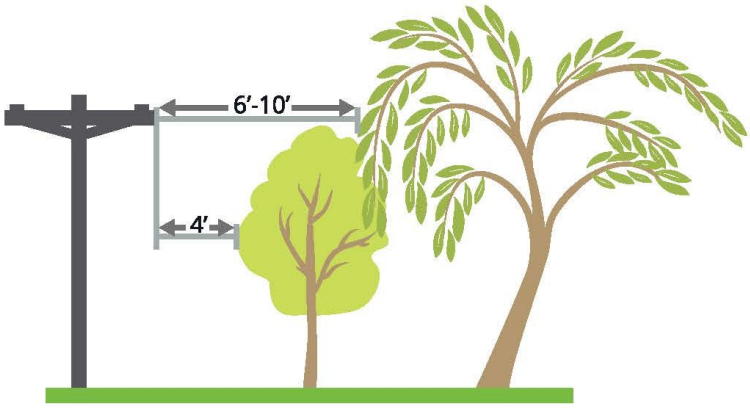
Updated: 11/22/2019

WHAT CAN THE PUBLIC EXPECT?

- Trained personnel will conduct assessments of trees in high fire risk areas with the potential to fall, blow or grow into an electrical line.
- SCE will attempt to contact the property owner prior to removal, then the tree will be scheduled for mitigation by specialized tree removal crews.
- An SCE-authorized crew will attempt to notify the property owner 24-48 hours before the tree removal. If there is no answer, a door hanger will be left with contact information.
- SCE vehicles will feature the company's logo and contractor vehicles will have signage indicating they are SCE "approved contractors." Anyone associated with the work will also carry ID badges.
- Hazard trees that are cut will be removed within 24 hours unless otherwise noted or by direct request from the property owner. All removals will be at no cost to the property owner.
- Large trucks and heavy equipment will be in the area. Traffic control will be set up to ensure traffic and pedestrian safety.

SAFETY CONSIDERATIONS

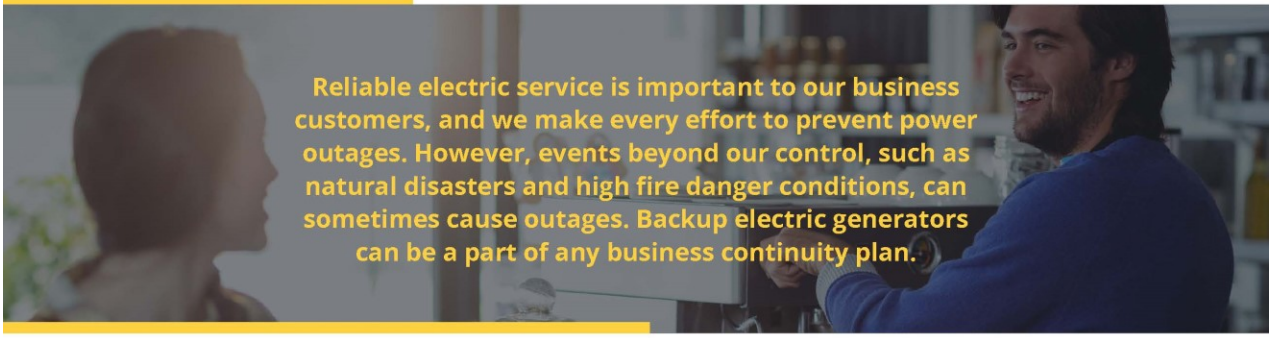
Only qualified contractors are authorized to work within 10 feet of SCE's overhead facilities. If a property owner would like to use their own contractor, SCE will arrange to clear the tree to a safe distance from the wire prior to the private contractor starting work. Please do not engage tree crews removing trees. If you have an urgent concern, please contact hazardtree@sce.com or call (833) 744-1393 between 8 a.m.-3 p.m. Monday through Friday.



Understanding Backup Generation Fact Sheet

SOUTHERN CALIFORNIA EDISON®
Energy for What's Ahead®

UNDERSTANDING BACKUP GENERATION



Reliable electric service is important to our business customers, and we make every effort to prevent power outages. However, events beyond our control, such as natural disasters and high fire danger conditions, can sometimes cause outages. Backup electric generators can be a part of any business continuity plan.

CHOOSING THE RIGHT GENERATOR

There are two main types of backup generators you can consider for your business. Each has its own characteristics, benefits and disadvantages which should be researched before purchasing.

Permanent standby generators are permanently connected to a building's electrical system. When a power outage occurs, these generators can either automatically or manually restore power to the building. Standby generators are typically powered by diesel or natural gas.

Portable generators run on gasoline or diesel and must be manually installed once a power outage occurs.

Most backup systems are designed to operate independently from SCE's electric system by using an automatic transfer switch to sense the loss of power from SCE and initiate power use from the generator. Once SCE's electric service is restored, the generator's automatic transfer switch will shift the customer's usage back to SCE and will signal the backup generator to shut-off.

Updated: 10/30/2019

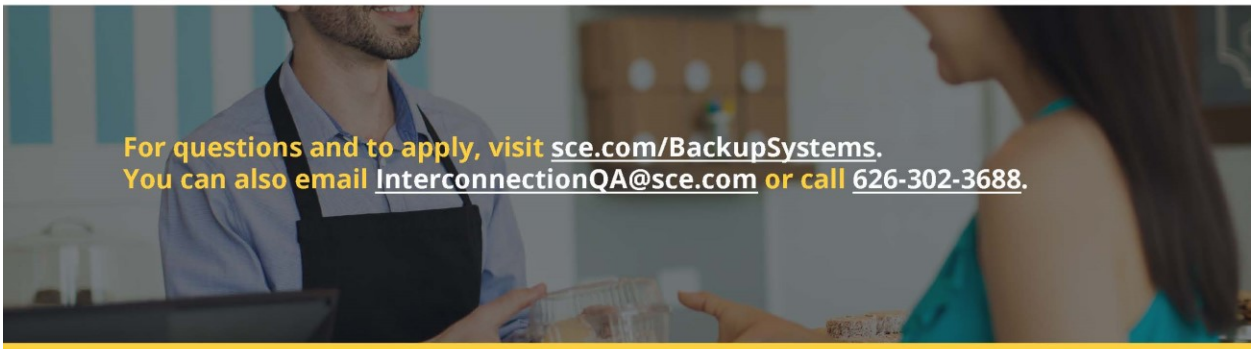
SAFETY, ABOVE ALL ELSE

Regardless of the type of generator you use, always consult with a licensed electric contractor for proper installation and setup. If you install or use your generator incorrectly, you risk damaging your property and endangering lives.

Backup generators must meet electrical codes and have a transfer switch to prevent dangerous back feed of electricity onto SCE's power lines. Back feed onto power lines can endanger the lives of SCE crews who may be working on downed power lines.

SCE REQUIREMENTS

Prior to installing a backup generator that will be connected to your home or business electrical system, you must notify SCE of the location of the generator by completing and submitting an application for interconnection to SCE pursuant to California Health and Safety Code Section 119085 (b).



L. Exhibit from SCE.com/wildfire

Our Wildfire Safety Measures

Home > Safety > **Our Wildfire Safety Measures**

Wildfire Safety Is Our Priority

As California's climate conditions have changed, the traditional idea of a fire "season" has evolved into a year-long battle against stronger, faster wildfires. About a quarter of SCE's service territory is categorized as a high fire risk area. In order to keep our customers, employees, and the public safe, we've made it our priority to invest in improvements to help prevent wildfires and act quickly when they occur.

In addressing the wildfire challenges in High Fire Risk Areas, our proposed **2020-22 Wildfire Mitigation Plan (WMP)** outlines areas of exploration and application of a variety of innovative, new technologies that can be used to predict and prevent equipment failures that could spark fires.

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

Proactive Power Shutoffs

One of our preventative measures to help protect against wildfires is **Public Safety Power Shutoff (PSPS)** events. These events may be called during extreme and potentially dangerous weather conditions.

Find Out More >

Stay informed about outages and Public Safety Power Shutoff (PSPS) events

Sign up or update your contact information in My Account to receive notifications about outages near you including Public Safety Power Shutoff (PSPS) events. **Manage Notifications >**

Don't have an SCE account? You can still **get alerts** about PSPS-only events for specific ZIP code(s).

Our Partners

Our fire management team works with fire agencies throughout our service territory to:

- Improve service reliability during critical incidents
- Support public and firefighter safety
- Foster relationships that improve response times

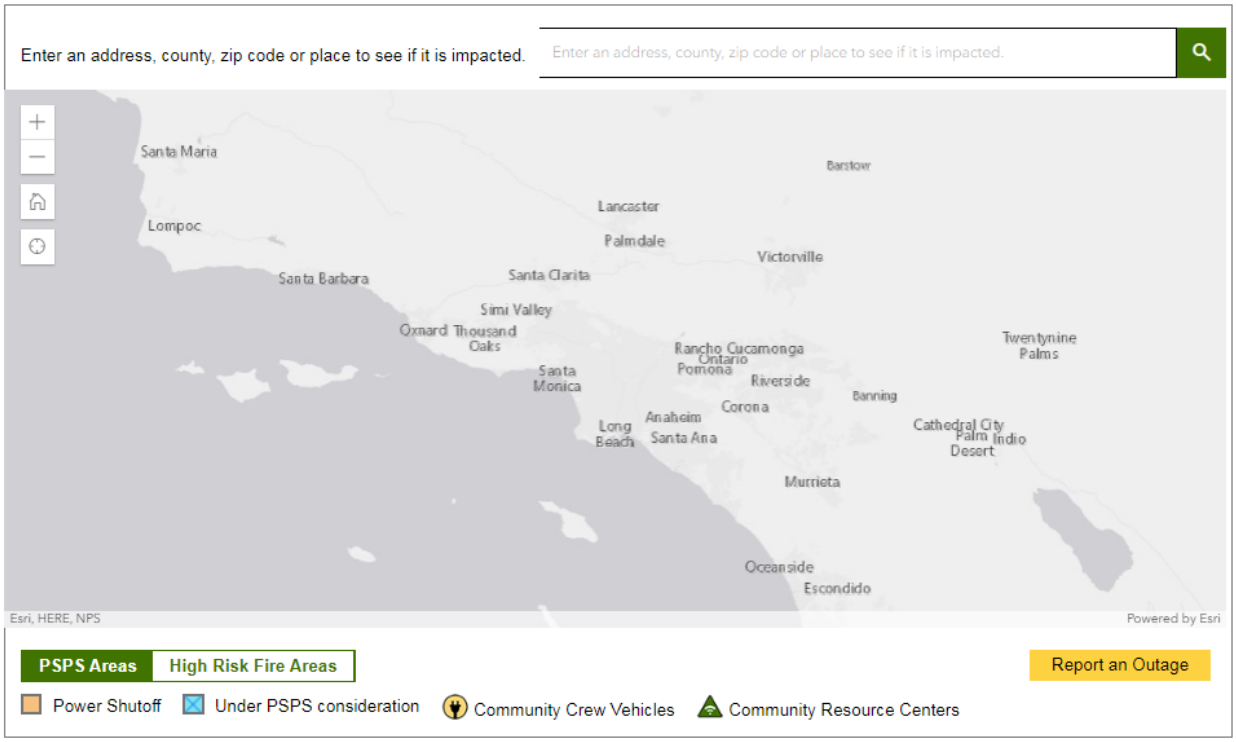
CALIFORNIA FireSafe COUNCIL

M. Exhibit from SCE.com/psps

Public Safety Power Shutoff - Am I Impacted?

Due to improved fire weather conditions brought on by widespread rains and snowfall in fire-prone areas at the end of last year, we have not had any Public Safety Power Shutoff events since early November. Please check back for regular updates.

View Impacted Areas



If your power has been shut off, we will restore power as soon as the weather conditions permit, and crews have inspected the power lines to confirm it is safe to restore power. For status on an outage, please sign up to receive alerts, or call 800-655-4555.

To learn more about PSPS, please scroll down this page for detailed information about customer notifications, how to sign up for updates, and how to prepare.

During a Public Safety Power Shutoff event, there may be some customers who are not impacted within the highlighted boundaries.

PSPS CLAIMS UPDATE: SCE will pay qualified spoilage claims for food and medicine to eligible customers. More information is available at SCE.com/claims.

Current PSPS Status

Power Is Shutoff		Power Shutoff Under Consideration	
Of SCE's 5 million customers:	0 (0%)	**Of SCE's 5 million customers:**	0 (0%)

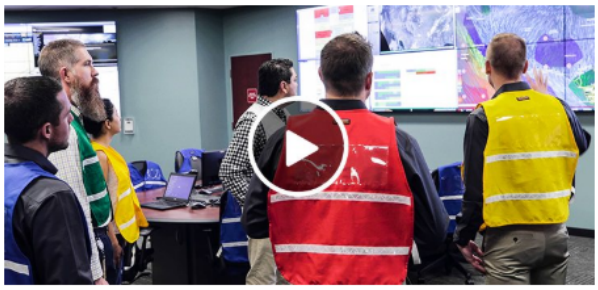
Customer Resources During a PSPS

Community Crew Vehicles

When a Public Safety Power Shutoff is called, Community Crew Vehicle(s) will be available for customers in the affected areas. These vehicles are equipped with backup power so customers can charge their personal mobile devices and continue to receive updates about the outage. Agents are also on-site to help customers update their account information and get assistance with questions. Snacks and water are also provided.

Community Resource Centers

Community Resource Center(s) will be available for customers in affected areas when a Public Safety Power Shutoff is called. These centers will allow customers to power up their personal mobile devices and, where available, to have access to Wi-Fi. Customers will also have access to water and light snacks, a sitting area, restrooms, and updated information on the proactive power shutoff.



Powering Off for Wildfire Safety

When there are potentially dangerous weather conditions in fire-prone areas, we may need to call a **Public Safety Power Shutoff (PSPS)** event. During these events, we will proactively turn off power in high fire risk areas to reduce the threat of wildfires. Turning off our customers' power is not something we take lightly, but PSPS events are one of the ways we can better ensure the safety of the public, our customers, and our employees.

Stay informed about outages and Public Safety Power Shutoff (PSPS) events

Sign up or update your contact information in My Account to receive notifications about outages near you including Public Safety Power Shutoff (PSPS) events. Manage Notifications >

Don't have an SCE account? You can still get alerts about PSPS-only events for specific ZIP code(s).

How do PSPS 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.

Read our PSPS Decision-Making Factors fact sheet to learn more.

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 PSPS, 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.

View the full process

How can I prepare for PSPS events?

Start Planning Today

Find out how to set up an outage supply kit, prepare your home for future outages, and stay safe when an outage occurs.

Get Tips

Understanding Backup Generation

Backup Generator Safety

Rely on medical equipment?

If you're a Medical Baseline customer and depend on powered medical equipment, you should plan to have a backup power source, such as an uninterruptible power supply, or a backup location in case of a power outage.

Emergency Power Planning Fact Sheet

View Energy Star® Certified Products

Want more information?

For more outage tips and resources, visit PrepareforPowerDown.com.

PSPS Reports to the CPUC

Power Outage and Fire Recovery Resources

Customer Service: 1-800-655-4555
ESPAÑOL: 1-800-441-2233
한국어: 1-800-628-3061
中文: 1-800-843-8343
TIẾNG VIỆT: 1-800-327-3031
Cambodian: 1-800-843-1309

Frequently Asked Questions

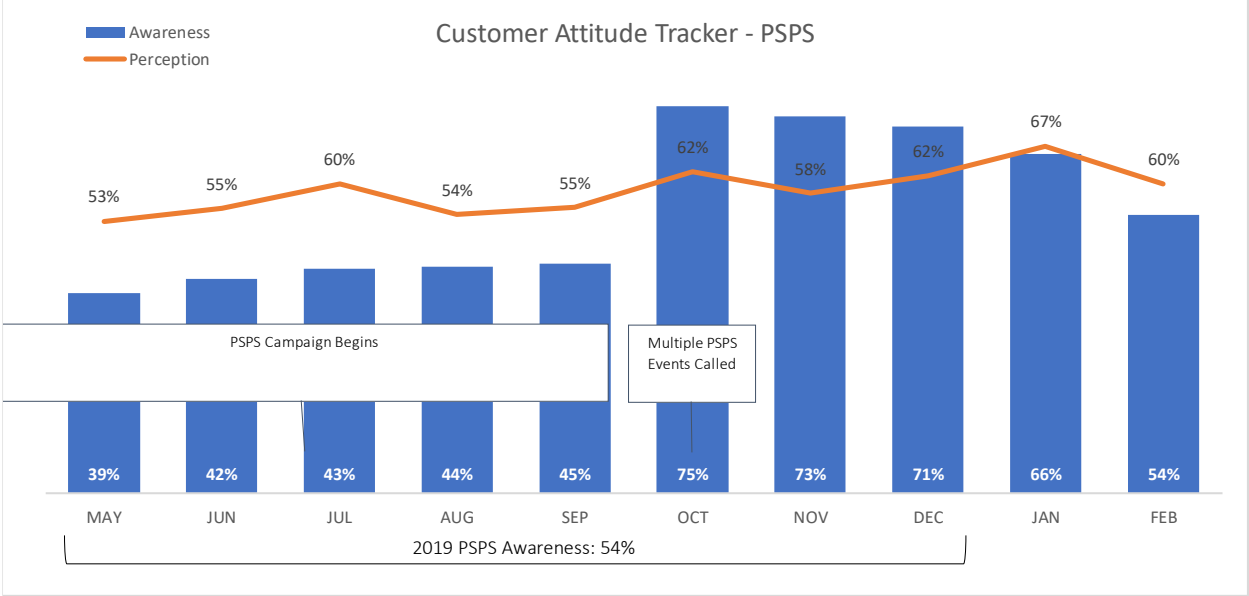
Public Safety Power Shutoff: What is it and how does it work?

How will customers be impacted by a Public Safety Power Shutoff?

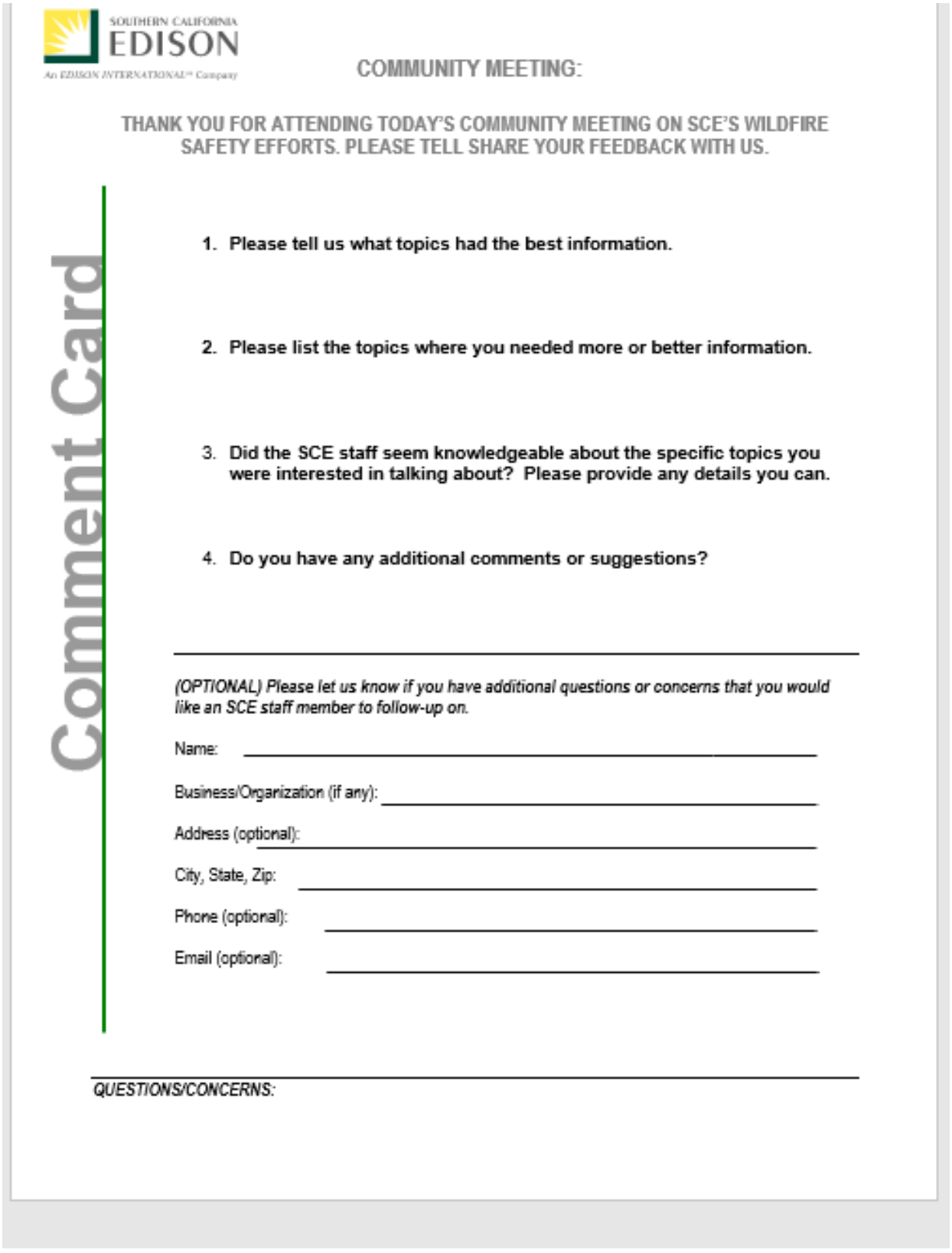
What happens before, during and after a Public Safety Power Shutoff?

N. Customer Awareness Statistics

Question	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Awareness: In the last three months, do you recall reading, seeing, or hearing any of the following? (Messaging about Public Safety Power Shutoff, California's program to reduce the risks of wildfires)	39%	42%	43%	44%	45%	75%	73%	71%	66%	54%
Perception: To what extent do you agree with the following statements regarding the preparedness of your electric utility? (SCE is taking proactive measures to protect communities from the risks of wildfires)	53%	55%	60%	54%	55%	62%	58%	62%	67%	60%



O. Community Meeting Questionnaire



SOUTHERN CALIFORNIA EDISON
An EDISON INTERNATIONAL Company

COMMUNITY MEETING:

THANK YOU FOR ATTENDING TODAY'S COMMUNITY MEETING ON SCE'S WILDFIRE SAFETY EFFORTS. PLEASE TELL SHARE YOUR FEEDBACK WITH US.

Comment Card

1. **Please tell us what topics had the best information.**

2. **Please list the topics where you needed more or better information.**

3. **Did the SCE staff seem knowledgeable about the specific topics you were interested in talking about? Please provide any details you can.**

4. **Do you have any additional comments or suggestions?**

_____

(OPTIONAL) Please let us know if you have additional questions or concerns that you would like an SCE staff member to follow-up on.

Name: _____

Business/Organization (if any): _____

Address (optional): _____

City, State, Zip: _____

Phone (optional): _____

Email (optional): _____

_____

QUESTIONS/CONCERNS:

P. Water Resiliency Workshop Agenda

Feb 4:

Topic	Speaker	Time
Welcome & Safety	Chris Tran, SCE Business Customer Division (BCD)	9:00 – 9:05 am
PSPS Update	Luis Lara, SCE Outage Communications	9:05 – 9:45 am
Resiliency Plan Considerations & Takeaway Resources	Amy Olson, Key Accounts Manager SCE BCD	9:45 – 10:00 am
EPA Power Resilience Resources	Lauren Wisniewski, U.S. EPA Water Security Division	10:00 – 10:30 am
State Water Resources Control Board Resources	John Elkin & Joseph Crisologo, State Water Resources Control Board	10:30 – 10:50 am
Break	All	10:50 – 11:00 am
CalWARN Resources	Gary Sturdivan, Chair, CalWARN Region 6	11:00 – 11:20 am
Customer Case Studies	1. Michael Pollack, Water Department Supervisor, Morongo Band of Mission Indians 2. David Brown, Bill Nealeigh & Sam Robinson, Eastern Municipal Water District	11:20 – 11:55 am
Closing Remarks & Wrap Up	Chris Tran, Senior Manager SCE BCD	11:55 - Noon
Lunch	All	Noon – 1 pm