

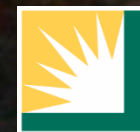
Our Commitment to California

Keeping our communities safe from wildfires

Southern California Edison Presentation to Low Income Oversight Board

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SOUTHERN CALIFORNIA
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California's wildfire problem is serious and worsening.

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

Our Wildfire Mitigation Plan

- Further hardening infrastructure, bolstering situational awareness capabilities, enhancing operational practices and harnessing the power of data and technology.
- Incorporating advanced mitigation measures deployed in high fire risk areas around the world.
- Working with our customers to ensure preparedness and resiliency during a PSPS event.



Customer Care for Vulnerable Populations

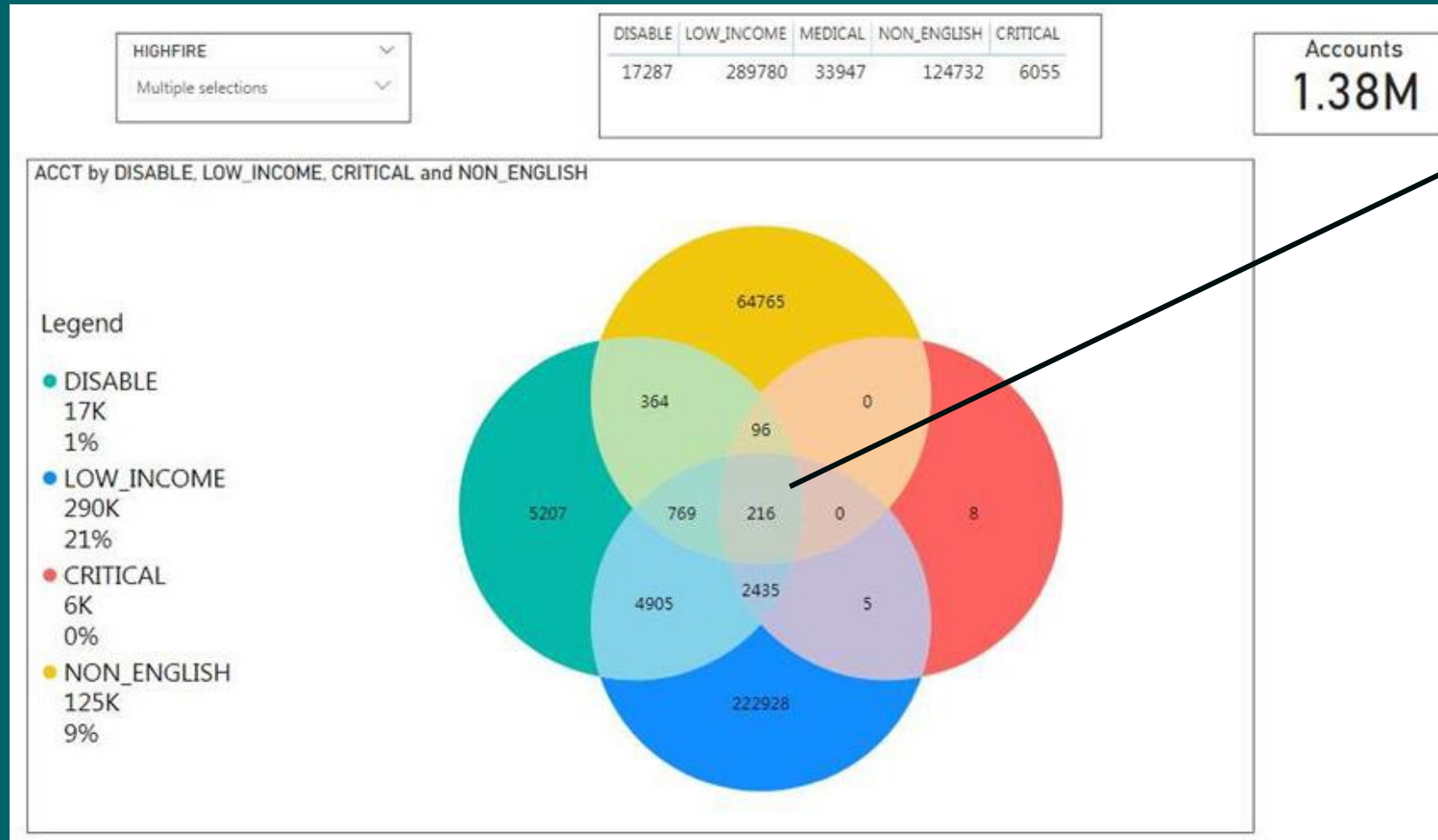
In the Wildfire proceeding, the CPUC defined “vulnerable populations” as Access and Functional.

- AFN Populations include:
 - Physical, developmental or intellectual disabilities
 - Chronic conditions or injuries
 - Limited English proficiency
 - Elderly
 - Children
 - Low income
 - Homeless
 - Transportation disadvantaged

Customer Care

- SCE has conducted analysis on the different AFN definitions and found some AFN definitions can make up nearly 80% of the SCE population.
- SCE has met with agencies that represent and serve the needs of vulnerable populations to understand unique impacts.
- SCE will place specific customer care and outreach focus on the most vulnerable of the populations of customers and provide varying levels of support to the remaining.
- SCE is using data and customer feedback from the 2019 PSPS events to develop specific customer care plans for vulnerable areas

Analysis of the “Most Vulnerable” customers in SCE High Fire Risk Areas (HFRAs)



200+ Customers Meet All Criteria in HFRAs

- (1) Disabled
- (2) Low income
- (3) Medical Baseline or Critical Care Customers
- (4) Non-English Speaking

Vulnerability Spectrum

We will address all categories of AFN but not equally. We will focus the greater attention and resources to the most vulnerable

Proposed Customer Care Plan Contents

Customer Statistics by sectionalized circuit	<ul style="list-style-type: none">1.# of customers2.Types of customers (schools, libraries, hospitals, independent living centers)3.Other
Special Customer Concerns	<ul style="list-style-type: none">•Well water•Livestock•Other
Customer Care Options	<ul style="list-style-type: none">•Pre-event (e.g., alerts, IQCC, Battery Rebate, etc.)•During event (e.g., notifications, CRC, CCVs, EV charging, Ice, Water, Blankets, Resiliency zones, etc.)•Post-event (e.g., surveys, potential claims, etc.)
Community Specific Information and Resources	<ul style="list-style-type: none">•211, shelters, resiliency zones•Community Resource Centers and Community Outreach Vehicles•Outreach materials•Special community notes or concerns
Downstream Distribution Equipment	<ul style="list-style-type: none">•Industrial Customers with Electrical Equipment•Downstream utilities
Employees	<ul style="list-style-type: none">•Volunteer Employees on Circuit to help:•Community Resource Centers and Community Outreach Vehicles•Outreach (e.g., speakers bureau, etc)

Customer Outreach

SCE 's outreach strategy includes the following tactics to reach and support vulnerable populations:

- In the public, meeting with customers who reside in high fire risk areas to educate about PSPS and promote resiliency planning.
- Statewide and SCE specific advertising campaigns in market educating customers about preparing for power shutoffs.
- Direct mail letters to communicate Public Safety Power shutoff information to all customers in service territory and those in HFRAs with specific call to action (preparedness, updating contact information, where to go to receive information, etc.).
- Bill inserts and partnerships with CBOs to raise awareness and increase enrollments in SCE's medical baseline percentage.
- Enhancing processes and services to ensure accessibility and in-language notifications and community outreach.
- Deploying Community Resource Centers and Community Outreach Vehicles to bring SCE resources into the community during PSPS events.

Partnerships

- Adding a member from the AFN community to SCE's Consumer Advisory Panel, creating an AFN Regional Advisory Committee and participating in Statewide AFN Consumer Advisory Panel to learn unique needs during power shutoffs.
- Partnering with CBOs and other trusted agencies that serve the vulnerable populations to educate about PSPS and provide support to build customer resiliency.
- Partnering with cities and counties when de-energization notices fail delivery and in-person contact cannot be established for those most medically vulnerable (Critical Care).
- Partnering with Independent Living Centers throughout SCE's territory to design meaningful programs and services to meet customers needs during de-energization events.
- Allocating philanthropic grants to trusted agencies and CBOs to help build resiliency in vulnerable communities.
- Partnering with state agencies, such as Cal Fresh programs, for support to impacted customers enrolled in the program.

Highlighted Programs and Services

- Critical Care - Income eligible battery back-up solution (*details on following slide*)
- Providing impacted customers who visit our Community Resource Centers with Solar/USB Cell Phone Chargers
- Back-up Battery Rebate for HFRA residents impacted by PSPS
- Reimbursement insurance for food losses/medication losses or lodging resulting from PSPS events
- Updated sce.com to allow for non-SCE customers to register for alerts and notifications
 - Tenants, family members, temporary residents
- Enhanced communications and website to provide information in multiple languages
- Provide timely information to Cal Fresh to ensure that emergency benefits can be provided to customers impacted by PSPS events

Critical Care - Income Eligible Battery Back-up

- Those most vulnerable during de-energization events are those reliant on medical devices for life sustaining purposes. Of these populations, those who live on limited incomes are even more impacted because they do not have the financial means to purchase solutions that will provide back-up for their critical equipment needs.
- SCE has developed a program that will provide a full subsidy for a “right sized” portable battery back-up solution that will allow customers to remain resilient during most PSPS events.
- Eligibility:
 - Income Qualified
 - Life support device (per medical baseline enrolment and physician certification)
 - High fire risk area resident
- Launching Q2 2020

Appendices

A COMPREHENSIVE STRATEGY to prevent, combat and respond



**Bolstering Situational
Awareness Capabilities**



**Enhancing
Operational Practices**



**Hardening the
Electric Grid**

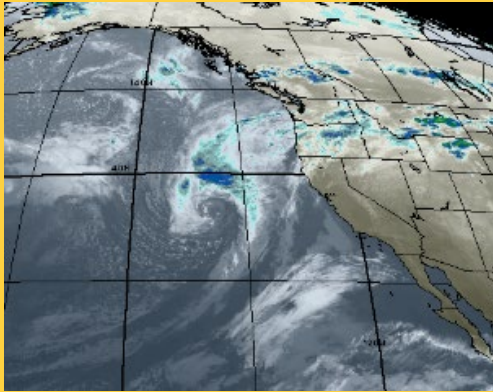


Public Safety Power Shutoff

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

PSPS Decision Points

Decision points include, but are not limited to:



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

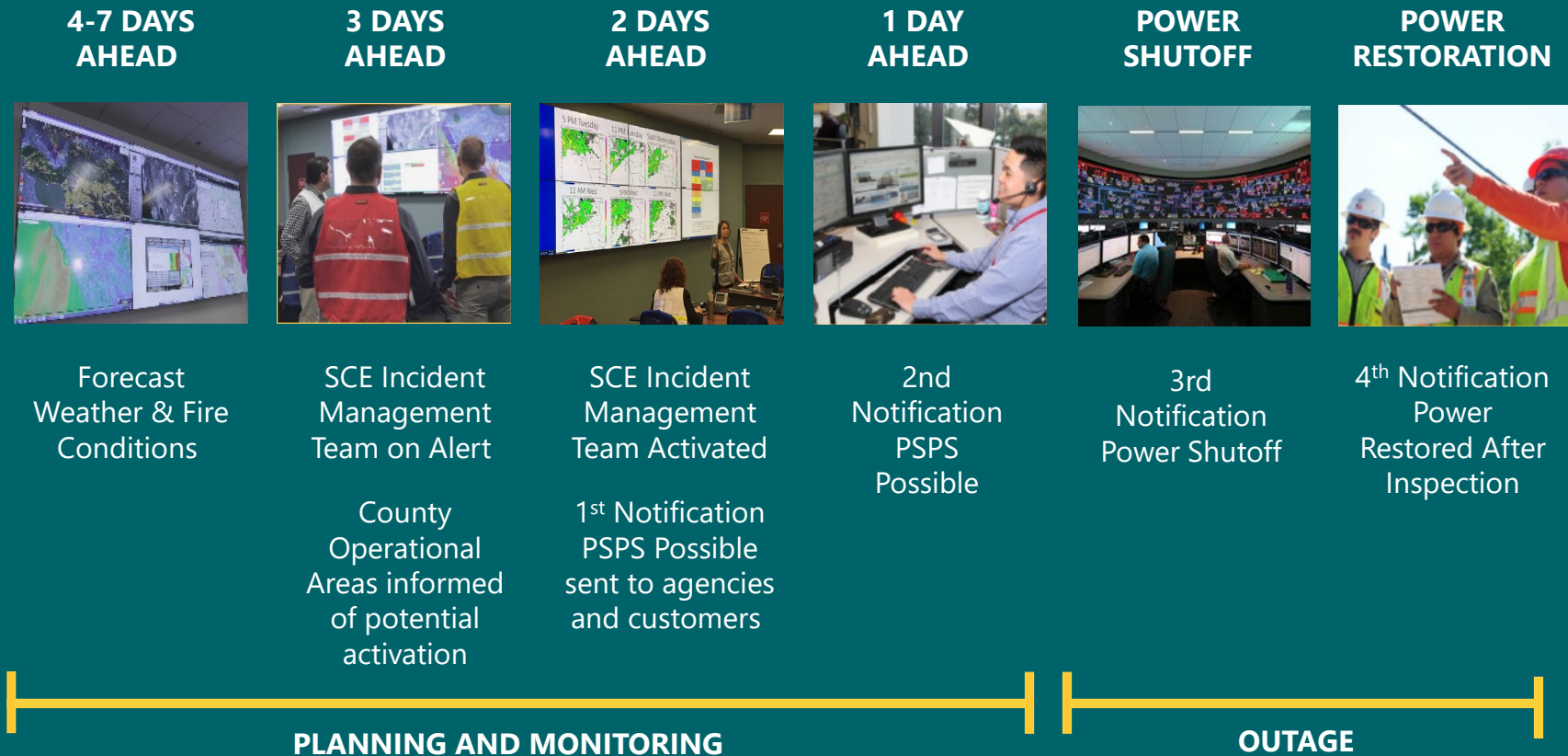


- Real-time observations from qualified electrical workers monitoring for **hazardous conditions** in the field



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

PSPS Ideal Timeline



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

Useful Information

- Update Account Information www.sce.com/psps
- Information on SCE Wildfire Management Plan www.sce.com/wildfire
- Twitter - [@sce](https://twitter.com/sce)
- Facebook – www.facebook.com/sce
- Fire Cameras- www.alertwildfire.org
- Weather Stations – mesowest.utah.edu
- CPUC Wildfire Maps Information - www.cpuc.ca.gov/wildfiresinfo/
- Fire Preparedness - calfire.ca.gov/fire_protection/fire_protection_be_prepared
- Red Cross Emergency Preparedness
www.redcross.org/get-help/how-to-prepare-for-emergencies.html
- FEMA Emergency Preparedness – www.ready.gov



Community Resilience and Preparedness

Power Outages Can Occur for Many Reasons

- Maintenance
- Emergency Repairs
- Requests From Fire Agencies
- Natural Disasters

Have a Plan and Be Prepared

- ✓ Be Informed
- ✓ **Plan Ahead**
- ✓ Take Action

