

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE
STATE OF CALIFORNIA**

Order Instituting Rulemaking to Examine
Electric Utility De-Energization of Power
Lines in Dangerous Conditions

Rulemaking 18-12-005

**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) PUBLIC SAFETY
POWER SHUTOFF 2024 AMENDED PRE-SEASON REPORT**

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Dated: **July 17, 2024**

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Pursuant to the California Public Utilities Commission’s Decisions (D.) 21-06-014 and D.21-06-034, Southern California Edison Company (SCE) files its 2024 Amended Pre-Season Report (Attachment A hereto). SCE amends this report by updating Appendix A – Community Resource Center Plan and Appendix C – SCE’s Notification Plan to correct for various formatting changes detailed below and an inadvertently omitted PSPS Variable Notification Templates for Local/Tribal Governments and Community-Based Organizations (CBOs). The table has been in SCE’s Post Event Reports since 2022. Appendices B, D, E, and F were not changed.

SCE also provides the following link to access and download the 2024 Amended Pre-Season Report and its Appendices A through F, *available at*

<https://on.sce.com/PSPSPreSeasonReporting>

This amended pre-season report supersedes SCE’s Pre-Season Report filed on July 1, 2024. The following is the full description of changes provided in the Amended Report:

Appendix A

- Two hyperlinks have been corrected.

Appendix C

- Document formatting has been corrected and updated, including section numbering and page numbers.

- The Table of Contents has been updated.
- Hyperlinks throughout the document have been corrected.
- The timing for Transmission-Level Customer notifications has been clarified (Section 17 - Transmission-Level Customer Notifications).
- Updated section title to clarify topics covered (Section 18 - Impacted Customer Information Available to Public Safety Partners and Critical Facilities and Critical Infrastructure from Outset of PSPS).
- Updated Data availability to Public Safety Partners and access requirements related to the Public Safety Portal have been clarified (Section 18 - Impacted Customer Information Available to Public Safety Partners and Critical Facilities and Critical Infrastructure from Outset of PSPS).
- Updated to include PSPS Variable Notification Templates for Local/Tribal Governments and Community-Based Organizations (CBOs) working within the Access and Functional Needs (AFN) Community.

Appendices D, E and F, which are unchanged, have already been filed via mixed media with the Commission's Docket Office.

Respectfully submitted,

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Attachment A
2024 Amended Pre-Season Report

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Instructions

1. Each electric investor-owned utility (IOU) must file and serve its Public Safety Power Shutoff (PSPS) Pre-Season Report no later than July 1 of each year in Rulemaking (R.) 18-12-005 or its successor proceeding.
2. Respondents to the requirements are Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), San Diego Gas & Electric Company (SDG&E), Bear Valley Electric Service (Bear Valley), Liberty Utilities (CalPeco Electric LLC), and PacifiCorp d.b.a. Pacific Power (PacifiCorp) unless indicated otherwise.
3. Parties may file comments on these reports within 20 days after they are filed, and reply comments within 10 days after the final date to file comments.
4. Any files that are required as part of this Pre-Season Report that cannot be accepted through the Commission's e-filing system may be provided via a uniform resource locator (url) link to a publicly available webpage where the files can be accessed and downloaded. Any such files and their associated url links should remain active and unchanged for a minimum of five years.
5. Any confidential documents may be filed via the CPUC Kiteworks under a confidentiality declaration.
6. The reporting period for the required tables is from June 1 of last year through May 31 of current year unless it is specifically stated otherwise in the guidelines or the template.
7. Any plan submitted should have a version number and the date of the last update.
8. To the extent a required item of information is also required to be included in other submissions such as the IOU's Wildfire Mitigation Plan, Post-Season report, AFN plan, the Pre- Season Report may refer to such submissions rather than repeat the same information; such reference must specify, at minimum, the page and line number(s) for where the required information is contained within the submission. In cases where this reference is to data, a summary table of the data shall be provided in the report.
9. For any PSPS exercise report data that is not available at the time of PSPS Pre-Season Report due date, an IOU must request an extension in advance in accordance with the CPUC Rules of Practice and Procedure.
10. Each IOUs should follow the file name convention and syntax below:

 <Proceeding Number><Utility Abbreviation><Year>PSPS Pre-Season Report_<Submission Date>

 <Utility Abbreviation><Year><Plan Name or Document Name><Submission Date>
11. The Pre-Season Report and each Plan should have a table of contents.

12. The required tables should include the minimum fields listed in the template. Additional fields may be added as needed.
13. If a specific date is not tracked and not known in a table field for first year of reporting, please use the month and year.
14. All tables must be combined into one Excel workbook with different worksheets to differentiate the topics/tables. A template for the required tables is attached in file named Required Pre-Season Tables 05.01.2022. IOUs may provide additional tables as needed.
15. All the submitted documentation including the appendices must be legible.
16. The IOUs should include, among other items, in the required plans sufficient information to demonstrate compliance with PSPS guidelines.

If there are any questions regarding the template, please email mw7@cpuc.ca.gov.

Section I. Authorities

All reporting plans concurrently required to be included in the (current year) Pre-Season Report herein, must be produced in a single document submitted by each electric investor-owned utility. Specifically, these include the community resource center plan (A.1, A.3, and A.6), critical facilities plan (B.2), PSPS Exercise Reports (C.2), education and outreach-related surveys and accessibility efforts and associated costs (E.1, E.2 and E.3), and notification plan (I.3). The (current year) Pre-Season Report must also include the following items of information:

- a. Description of lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and how the electric investor-owned utility has applied such lessons to its current and future efforts in preparation for the upcoming wildfire season.
- b. Identify circuits at greatest risk of de-energization during the upcoming wildfire season. Include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit.
- c. Annual reports, as applicable, required by Ordering Paragraphs 8, 21, 27, 30, 33, 36, 38, 41, 46, 47, 51, and 57 of D.21-06-014.

(Decision (D.) 21-06-034; Appendix A at p. A14, Section K-1.)

Section II: Community Resource Center Plan

1. *Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. The IOUs should incorporate and address the following minimum topics in the CRC plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)*
 - a. *CRC objectives (SED Additional Information.)*
 - b. *CRC strategies, actions, and timing (SED Additional Information.)*
 - c. *CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS events (D.21-06-034, Appendix at p. A1, Sections A-2.)*
 - d. *Engagement with local populations on Access and Functional Needs (AFN) needs (D.20-05-051, Appendix at p. 5, Sections d; D.21-06-034, Appendix at p.A1, Section A-3.)*
 - e. *Stakeholder recommendations on AFN needs of services and supplies (D.21-06-034, Appendix at p.A1, Section A-3.)*
 - f. *Criteria used to determine the types of CRCs needed during each event (D.21-06-034, Appendix at p. A1, Sections A-4.)*
 - g. *Services and supplies available at each CRC to customers and AFN populations*

(D.21-06-034, Appendix at p. A1, Sections A-7; ESRB-8, p.5, Section II.A.)

- h. CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event (D.21-06-034, Appendix at p. A1, Sections A-5.)*
- i. COVID-19 considerations, (D.20-05-051, Appendix at p. 5, Sections d.)*
- j. Prior year CRC usage metrics (D.21-06-034, Appendix at p. A1, Sections A-6.)*
- k. CRC program evaluation including customer feedbacks, CRC related surveys, survey results, survey evaluation, and IOU's related challenges (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)*
- l. Lessons learned protocol (SED Additional Information.)*
Please include the lessons learned related to CRC in Table 14 of Section VII.

Response: SCE's Community Resource Plan is in Appendix A of this report. Lesson's Learned are captured in Table 14 in the PSPS Pre-Season Tables excel workbook in Appendix F.¹

2. *The IOUs must provide a list of all CRCs available in the IOUs' service territories in advance of wildfire season with the following minimum fields: (ESRB-8, p.5, Section II.2.A; D.20-05-051, Appendix at p. 5&6, Sections d; SED Additional Information.)*

Table 1 – List of Available Community Resource Centers (as of cut off date of current year)

- a. CRC Unique ID*
 - b. Location Name*
 - c. County or Tribe*
 - d. CRC Type (e.g., fixed facility or mobile location, indoor or outdoor, tent, micro, mobile)*
 - e. Standard Operation Hours*
 - f. List of Planned Supplies**
 - g. List of Planned Services**
 - h. List of Planned AFN Services and Supplies**
 - i. Contracted (Yes or No)*
 - j. Date of Contract*
 - k. Location Address*
 - l. Latitude (with at least five digits after decimal point)*
 - m. Longitude (with at least five digits after decimal point)*
- * Sub-table(s) may be provided for the Lists.*

Response: SCE's list of available community resource centers is in Table 1 of its PSPS Pre-Season Tables in Appendix F.

3. *The annual CRC plan must detail how the utility will provide the services and supplies*

¹ Appendix F is available at <https://on.sce.com/PSPSPreSeasonReporting>.

required to serve Medical Baseline (MBL) and AFN populations as recommended by regional local government, Advisory Boards, public safety partners, representatives of people/communities with access and functional needs, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. In the annual CRC plans, the utilities must set forth the specific recommendations made by the above-noted entities, whether the utilities adopted the recommendation (or did not adopt the recommendation), the reason it was adopted (or not adopted), and the timeline for implementation. The IOUs must provide a summary table of stakeholder recommendations on AFN needs for services and supplies including, at a minimum, the following fields: (D.21-06-034, Appendix at p.A1, Section A-3; SED Additional Information.)

Table 2 - Stakeholders' CRC Recommendations on AFN Needs

- a. Recommendation Description*
- b. Recommended Date*
- c. Recommending Party Type (e.g., tribal, local government, non-profit entity, Advisory Boards, public health and healthcare provider)*
- d. Adopted? (Yes or No)*
- e. Reasoning for Adoption/Denial*
- f. Initiative(s) As a Result of Recommendation*
- g. (Estimated) Initiative Planning Start Date*
- h. (Estimated) Initiative Organization Completion Date*
- i. (Estimated) Initiative Equipment Completion Date*
- j. (Estimated) Initiative Training Completion Date*
- k. (Estimated) Initiative Exercise Completion Date*

If an adopted recommendation is not completed in the current reporting period, it should be carried into future annual reporting period(s) until it is finished or no longer relevant.

Response: Stakeholders' CRC Recommendations on AFN needs are in Table 2 of the PSPS Pre-Season Tables in Appendix F.

4. *The IOU CRC plan must include prior year CRC usage metrics including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6.)*

Table 3 – Prior Year PSPS CRC Usage Metrics

- a. Event ID*
- b. Event Name/Period*
- c. County or Tribe*
- d. Date Service Area De-energized*
- e. Time Service Area De-energized (24-hr. clock)*
- f. Date CRC Opened*
- g. Time CRC Opened*

- h. Date Service Area Re-energized*
- i. Time Service Area Re-energized (24-hr. clock)*
- j. Date CRC Closed*
- k. Time CRC Closed*
- l. Total Days Opened Total Hours Opened (Integer)*
- m. Type of CRC (Indoor, Outdoor, Mobile)*
- n. Average AQI during Operation*
- o. Was CRC powered by Backup Generation? (yes/no)*
- p. Operation Hour Compliance Indicator (Yes or No, if CRC was operable at least 8 AM-10 PM during an active de-energization event)*
- q. If Not in Compliance with Operation Hour Requirements, Provide an Explanation*
- r. Service or Supply Provided (List the name of each service or supply provided by the utility in a separate field and fill the description in the cell such as Bottle Water "Yes", Charging Station "Yes", Cellular Network Services "Yes", Chairs "Yes", PSPS Information Representatives "Yes", Restrooms "Yes", ADA Accessible "Yes")*
- s. Total Number of Visitors*
- t. Location Address*
- u. Latitude (with at least five digits after decimal point)*
- v. Longitude (with at least five digits after decimal point)*

Response: SCE's prior year CRC usage metrics are in Table 3 of its PSPS Pre-Season Tables in Appendix F.

5. *The IOU CRC plan must include a prior year CRC customer feedback summary including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)*

Table 4 - Prior Year CRC Customer Feedback

- a. Customer Feedback Type (e.g. resource availability, operation hour, location, customer service)*
- b. Customer Feedback Description/ Open Comments on Areas in Need of Improvement*
- c. Feedback Submission Count (for this feedback type)*
- d. Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.*
- e. Initiative Implementation Start Date*
- f. Initiative Estimated Completion Date*

- g. Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)*

Response: SCE's prior year CRC customer feedback are in Table 4 of its PSPS Pre-Season Tables in Appendix F.

6. *The IOU CRC plan must include prior year CRC challenges faced when setting up and operating CRCs. The challenge summary includes, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6.)*

Table 5 - Prior Year IOU CRC Challenges

- a. Challenge Type*
- b. Description of Challenge*
- c. Initial Month and Year Challenge Discovered*
- d. Initiative(s)/Responsive Action(s) – List the responsive initiatives to address the challenge if any. If there is none, please explain.*
- e. Implementation Start Date*
- f. Estimated Completion Date*
- g. Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)*

Response: SCE's prior year CRC challenges are in Table 5 of its PSPS Pre-Season Tables in Appendix F.

Section III: Critical Facilities and Infrastructure Plan

1. *Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. The IOUs should incorporate and address the following minimum topics in the CFI plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)*
 - a. CFI objectives (SED Additional Information.)*
 - b. CFI strategies, actions, and timing (SED Additional Information.)*
 - c. CFI definition and IOU CFI contact on PSPS website (D.21-06-034, Appendix at p. A3, Sections B-1.)*
 - d. Identification method of CFI (D.21-06-034, Appendix at p. A3, Sections B-2; D.19-05-042, Appendix p.A11.)*
 - e. Changes in CFI since prior annual report (D.21-06-034, Appendix at p. A3, Sections B-2.)*

- f. Maintenance and update process of CFI list (D.21-06-034, Appendix at p. A3, Sections B-2), (D.21-06-014, Ordering Paragraph 21, D.19-05-042, Appendix p.A11-12.)*
- g. Collaboration with transmission-level customers (D.21-06-034, Appendix at p. A3, Sections B-2.)*
- h. Comparison of current year CFI request total with last year (D.21-06-034, Appendix at p. A3, Sections B-2.)*
- i. CFI backup power assessment efforts/actions, backup power provisions and terms (D.21-06-034, Appendix at p. A3, Sections B-2; D.21-06-014, Ordering Paragraph 21; D.21-06-014, Ordering Paragraph 57; D.19-05-042, Appendix p.A12.)*
- j. Engagement with local government and public safety partners on CFI identification and back-up generation need (D.20-05-051, Appendix at p. A7, Sections (f).)*
- k. Maintenance and accessibility of CFI list (D.21-06-034, Appendix at p. A3, Sections B-3.)*
- l. Consultation with local and tribal governments (D.21-06-034, Appendix at p. A3, Sections B-3.)*
- m. Coordination with CFI to maintain energization during PSPS events of varying lengths (D.19-05-042, Appendix at p.A12.)*
- n. Lessons learned protocol*

Please include the lessons learned related to CRC in Table 14 of Section VII.

Response: SCE's Critical Facilities and Infrastructure Plan is in Appendix B of this report. Lesson's Learned are captured in Table 14 in the PSPS Pre-Season Tables in Appendix F.

2. *The IOUs must include a list of critical facilities and infrastructure within the utility's service area. The list must include, at a minimum, the following fields. The list must be posted in the IOUs' PSPS web portal with restricted access to confidential information. (D.21-06-034, Appendix at p. A3-4, Sections B-1 and B-3; D.21-06-014, Ordering Paragraphs 21, 30, 33 & 57.)*

Table 6 - Critical Facilities and Infrastructure List (as of last updated date)

- a. Facility/Infrastructure Name*
- b. CFI Type*
- c. CFI Address*
- d. County/Tribe*
- e. Date Identified as CFI*
- f. Primary Point of Contact Name*
- g. Primary Point of Contact Title*
- h. Primary Contact Phone Number*
- i. Primary Contact Email Address*
- j. Secondary Point of Contact Name*

- k. *Secondary Point of Contact Title*
 - l. *Secondary Contact Phone Number*
 - m. *Secondary Contact Email Address*
 - n. *Last Date of Update on Contact Information**
 - o. *Indicator if CFI has been contacted with backup power needs**
 - p. *Date of Contact**
 - q. *Indicator if CFI has been assessed with backup power needs (Yes or No)**
 - r. *Date of Assessment**
 - s. *Results of Assessment**
 - t. *Whether or not CFI provided any needed backup power generation (Yes or No)**
- *These fields are applicable to PG&E, SCE, and SDG&E only.*

Response: SCE’s Critical Facilities and Infrastructure List contains confidential information, as such SCE has filed this table as confidential consistent with CPUC guidelines and SED instructions for this report.² Due to the confidential nature of this information, table 6 is not included in the public version of Appendix F.

3. *The IOUs must include, in the CFI plan, the number of requests from customers to be designated as critical facilities and infrastructure in the current year and the prior year, whether the utility accepted or denied the request, and the reasons for any denial. The list must include the following minimum fields. (D.21-06-034, Appendix at p. A3, Sections B-2.)*

Table 7 – List of Requests to Be CFI Over Last Two Years

- a. *Facility/Infrastructure Type*
- b. *Facility/Infrastructure Location (The city where the CFI customer is located in.)*
- c. *Date of Request*
- d. *Accepted or Denied?*
- e. *Reason for Denial*

Response: SCE’s list of requests to be CFI over the last two years is in Table 7 in its PSPS Pre-Season Tables in Appendix F.

Section IV. PSPS Exercise Reports

1. *Each investor-owned utility must prepare and file a PSPS Exercise Report as part of the [current year] Pre-Season Report. These PSPS Exercise Reports must include, at a minimum, provisions for both table-top (TTX) and functional PSPS exercises (FSE), how many PSPS exercises were held, the dates held, and what entities participated. Please provide the following tables with the minimum fields listed. (D.21-06-034, Appendix at p. A1, Sections C-2; SED Additional Information.)*

² Due to the confidential nature of information in this table, SCE is filing this table consistent with the instructions set forth in California Public Utilities Commission (CPUC or Commission) Decision (D.) 20-08-031 and General Order (G.O.) 66-D, Revision 2, which govern the submission of confidential documents or data to the Commission. In addition, per SED instruction 5 above, SCE will also submit this table to SED through CPUC Kiteworks under a confidentiality declaration.

Table 8 - PSPS Exercise Summary (January 1 through December 31 of current year)

- a. *Starting Date of Exercise*
- b. *Ending Date of Exercise*
- c. *Total Hours of Exercise*
- d. *Type of Exercise (e.g., table-top, functional, full-scale)*
- e. *Region (if applicable)*
- f. *Counties*
- g. *Number of utility personnel participating in the exercise*
- h. *Number of public safety partners actively participating as a player in the exercise*
- i. *Number of AFN community representatives participating as a player in the exercise*
- j. *Total Number of Participants*

Table 9 - List of Exercise Participated Entities

- a. *Name of Entity*
 - b. *Exercise Date Range*
2. *For each exercise, please provide the items below. (SED Additional Information.)*
- a. *After-Action Report*
 - b. *What written materials (e.g., slides, instructions) do you provide to telecommunication carriers and other public safety partners during and after they participate in TTXs, FSEs or other trainings/briefings?*
 - c. *Please provide copies of the written materials and/or links to web-based information.*
 - d. *Indicate if this information is also posted in your public safety partner portal.*

Response: Please see bullet points below with SCE’s response.

All materials are provided in Appendix D.³ These include:

- a. April/June After Action Reports “SCE 2024 PSPS TTX 4.29.2024 AAR Final.pdf” and “SCE 2024 PSPS FE 6.10-11 20.24.2024 AAR Final.pdf”
- b. Other written materials for the functional exercise that were provided to all participating public safety partners including:
 - i. Invitation sent to more than 9,000 Public Safety Partners inviting them to participate in the planning process
 - ii. Planning meeting slides and notes
 - iii. Plan, Controller/Evaluator Handbook, Controller/Evaluator/Simulator Training Deck, Master Scenario Events List, Player Briefing Deck, Ground Truth

³ Appendix D is available at <https://on.sce.com/PSPSPreSeasonReporting>.

- iv. Observer Agenda and Briefing Deck
- c. Other written materials for the tabletop exercise that were provided to all participating public safety partners including:
 - i. Presentation
 - ii. Evaluation Worksheet
 - iii. Player Placement

This information is not posted in the Public Safety Partner Portal. The portal was used during the exercises however it displays planning information and real-time data for PSPS circuits.

Section V. Education and Outreach

1. *Each utility must conduct, at a minimum, two PSPS education and outreach surveys accessible to all customers each calendar year. The Commission’s Safety and Enforcement Division is authorized to direct an IOU to modify or issue more of these surveys. Please provide a survey summary table with the following minimum fields. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)*

Table 10 – Survey Summary

- a. *Period Survey Conducted*
- b. *Overall Objectives*
- c. *Surveyed Scope (e.g., pre-season, during-season, post-season, all)*
- d. *Methods (e.g., online, text messages, letter, telephone, in-person)*
- e. *Target Audiences (e.g., residential customer, commercial, CFI, AFN)*
- f. *Total Number of Surveys Sent*
- g. *Total Number of Survey Responses Received*
- h. *Indicate if the survey was conducted in all “prevalent” languages, as defined in D.20-03-004*
- i. *If so, please list the number of “prevalent” languages used during survey*
- j. *If not, please provide an explanation*

Response: SCE’s survey summary is in Table 10 of its PSPS Pre-Season Tables in Appendix F.

2. *The IOUs must provide copies of all PSPS education and outreach surveys templates. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)*

Response: SCE provided the following document which is the combined Pre-/ Post-Wildfire Survey template “HINER 2023 PRE-POST Q'aire RESBIZ In-Language

PSPS.pdf” in Appendix E.⁴

- 3. The IOUs must provide the languages the education and outreach surveys were conducted in and assess if the in-language surveys meet the “prevalent” languages requirement as defined in D.20-03-004.*

Response: SCE uses English and 19 other prevalent languages to conduct surveys as shown in the Pre-/Post-Wildfire Surveys template, which are offered as email or phone surveys to customers to take in their preferred language.

- See Pre-WildFire Survey template “HINER 2023 PRE-POST Q'aire RESBIZ In-Language PSPS.pdf” in Appendix E.
- See “Languages Used/Preferred” section in Pre-Wildfire and Post-Wildfire Survey Reports in “BIZ 2023 PSPS Pre Post Final Report SCE.pdf” and “RES 2023 PSPS Pre Post Final Report SCE.pdf” in Appendix E.

The analysis of prevalent languages spoken within SCE’s service territory yielded 19 non-English languages. See “SCE Prevalent Languages Determination with PUMS.pdf” in Appendix. E

- 4. Each IOU must collaborate with relevant community-based organizations and public safety partners to develop these surveys, which must include, at a minimum, metrics to evaluate whether the education and outreach is effectively helping communities and residents before, during, and after a PSPS event to plan for alternatives electricity arrangements and/or avoid the impacts of de-energization events. (D.21-06-034, Appendix at p. A7, Sections E-1.)*

Response: In compliance with D. 20-03-004, in 2020, the three major California IOUs developed nearly identical survey instruments and a comparable methodology to administer the Pre-/Post- questionnaires in English and “prevalent” non-English languages – and to include metrics to evaluate communications effectiveness as described above. In July 2020, prior to launch, the survey plan was presented in a formal open review meeting which included CBOs, public safety partners and others to provide input and approval. 2023 was the fourth year of administering the Pre-/Post- surveys with only minor adjustments year-over-year to the questionnaires and 2024 will be the fifth consecutive year for conducting the study.

- 5. IOUs must include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the [current year] Pre-Season Report and the [prior year] Post-Season Report. (D.21-06-034, Appendix at p. A7, Sections E-1.)*

⁴ Appendix E is available at <https://on.sce.com/PSPSPreSeasonReporting>.

Response: The current year (2024) Pre-Wildfire Survey will be conducted starting in June/July 2024 and the report will be available in late Q3 2024.

The current year (2024) Post-Wildfire Survey will be conducted starting in November/December 2024 and the report will be available in Q1 2025.

See Pre-Wildfire and Post-Wildfire Survey Reports “BIZ 2023 PSPS Pre Post Final Report SCE.pdf” and “RES 2023 PSPS Pre Post Final Report SCE.pdf” in Appendix E.

6. *IOUs must provide an evaluation of PSPS education and outreach effectiveness and the takeaways from the survey results for PSPS protocol improvements. (D.19-05-042, Appendix A p.A24; SED Additional Information.)*

Response: Please See Pre-Wildfire and Post-Wildfire Survey Reports “BIZ 2023 PSPS Pre Post Final Report SCE.pdf” and “RES 2023 PSPS Pre Post Final Report SCE.pdf” in Appendix E.

7. *Each IOU must report prior year costs for PSPS-related education and outreach in the format of the SED POSTRS3 Template 2021, or reference it if it has been provided in the prior post-season report. (D.21-06-034, Appendix at p. A7, Sections E-3 and K-1)*

Response: SCE provided prior year costs for PSPS-related education and outreach in its 2023 post-season report.⁵

8. *PG&E, SCE, and SDG&E are required to describe how it works, in advance of each wildfire season and during each wildfire season, with local jurisdictions, in a proactive manner, to identify and communicate with all people in a de-energized area, including visitors. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 38.)*

Response: In advance of wildfire season, SCE sends a resource guide and questionnaire to local and tribal governments providing updates, including tools and resources to share with their residents and businesses. The questionnaire also asks for input on a number of PSPS and wildfire related issues. SCE specifically asks for input on communicating with all people in a de-energized area.

Based on previous responses, SCE developed and distributed a Social Media Kit for local and tribal governments to use during PSPS events. The social media kit was also distributed to CBOs and AFN groups to use with their clients. SCE sent the 2024 Resource Guide and questionnaire in late May 2024 and will review and act upon recommendations.

⁵ SCE’s “SCE_POSTSR3_3-1-2024.xlsx” is available at <https://on.sce.com/PSPSPostSeasonReporting>.

9. *Each IOU must file information pertaining to, at a minimum, discussions at Working Group meetings regarding the accessibility of the utility's education and outreach efforts, including surveys, for individuals with access and functional needs, the recommendations, if any, made by individuals with or representatives of communities with access and functional needs to enhance education and outreach pertaining to PSPS events, and whether those recommendations, if any, were incorporated into the utility's PSPS protocols. (D.21-06-034, Appendix at p. A7, Sections E-2.)*

Table 11 - AFN Outreach Recommendations

- a. Recommendation Type*
- b. Description of Recommendation*
- c. Party Name*
- d. Date of Recommendation*
- e. Incorporated into PSPS Protocols? (Yes or No)*
- f. Reason for Decision Made*
- g. Description of PSPS Protocol Change*

Response: SCE's AFN Outreach Recommendations are in Table 11 of its PSPS Pre-Season Tables in Appendix F.

10. *PG&E, SCE, and SDG&E must include a detailed summary to substantiate all efforts to develop and implement, in advance of wildfire season, a communications strategy to rely on during a proactive de-energization when restrictions due to the power loss exist. This detailed summary must address how the utility worked in coordination with public safety partners to develop this communication strategy. (D.21-06-014, Ordering Paragraph 41.)*

Response: In 2024, SCE continues to partner with multiple agencies and organizations to educate, provide outreach, obtain feedback, and develop solutions to customer concerns related to PSPS. In the second quarter of 2024 SCE sent a PSPS Resource Guide to all local and tribal governments in High Fire Risk Areas (HFRA). The resource guide provides a way for these entities to provide feedback on important PSPS issues such as the AFN Plan and locations for CRCs and CCVs. Additionally, the guide includes information on tools and resources for local and tribal governments to plan for and respond to PSPS events. SCE also shares an update on the company's WMP activities and provides information on PSPS customer mitigation programs. Recipients are requested to share the information with residents and businesses in their community. SCE also offers to meet with recipients to review the material.

Another tool SCE uses to inform local and tribal governments in 2024 was the All Hazards Emergency Planning meeting. This meeting was held twice (once in person and once online). The meeting covered and integrated SCE's PSPS plan, wildfire mitigation plan, all hazards plan and EEAP plan, and each session included a roundtable to elicit feedback from attendees.

Invitations were sent to 7,226 individual email addresses across our service area. A total of 99 emergency responders attended, the meeting on either March 28th or April 11th 2024.

SCE also hosts an annual Workshop for Critical Facility and Critical Infrastructure Customers. In 2024 SCE will be hosting its annual Critical Facility and Critical Infrastructure workshop for customers in the nine sectors. Customers will be provided information on how to prepare for the upcoming wildfire season, to be resilient and prepared for power outages. Below are the nine sectors listed:

- Emergency Services
- Government Facilities
- Healthcare and Public Health
- Energy Sector
- Water and Wastewater Systems
- Communication
- Chemical
- Transportation
- Food and Agricultural

11. PG&E, SCE, and SDG&E must provide all methods used to promote operational coordination with public safety partners. (D.21-06-014, Ordering Paragraph 47.)

Response: SCE reviewed 2023 PPS lessons learned with Public Safety Partners during 2023 4th quarter PPS Advisory Panel and 2024 2nd quarter PPS Working Group meetings.

During PPS activations, SCE hosts daily operational calls with county operational areas and critical infrastructure customers. SCE also participates in calls organized by county operational areas as requested. SCE also sends surveys to Public Safety and Critical Infrastructure Customers after PPS events. Also during events, all Public Safety Partners provide 24/7 contact information for SCE personnel. SCE's Local Public Affairs staff, who are pre-assigned to each city, are available for coordination as needed during all events.

Upon request, SCE will also meet with local and tribal government officials after PPS events.

12. PG&E, SCE, and SDG&E must provide all methods used to work with public safety

partners to improve responses to concurrent emergencies. (D.21-06-014, Ordering Paragraph 51.)

Response: During a PSPS outage, there could be additional emergencies occurring at the same time (e.g., wildfires, capacity events). SCE includes more information on how we work with Public Safety Partners to improve the response to concurrent emergencies below:

- **Incident Command System (ICS), Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) protocols:** These nationally standardized emergency management protocols rely heavily on guidelines to manage concurrent emergencies. This includes coordinating with appropriate incident leaders through a chain of command during events and managing existing lines of communication through dedicated Agency Representatives and other channels. This may include conducting live calls to Public Safety Answering points (PSAP) or dispatch centers when SCE's EOC is first activated to inform them ahead of customers of a potential event, hosting daily Systemwide Cooperators Calls, where all Public Safety Partners in the service territory are invited to join and hear the latest event information, and embedding with local or state OES agencies or having agencies embedded in SCE EOC as circumstances warrant. SCE Agency Representatives who engage with Public Safety Partners received regular trainings and are well versed in emergency management systems.
- **Fire Agency Management:** Provides liaison to fire agencies during wildland fire incidents by responding to field incident command posts and serving as the SCE subject matter expert for the fire IMT, coordinating SCE access and ensuring powerline safety measures are in place for first responders, the public and SCE employees.
- **Direct Engagement:** In 2024, SCE used the consolidated All Hazards Planning meetings to engage in direct discussion with emergency operations personnel from across SCE territory.

SCE also coordinates meetings on emergency plans with Public Safety Partners and facilitates SCE EOC tours to support coordination with Public Safety Partners.

Situational Awareness Sharing: SCE shares the following situational awareness tools with our public safety partners:

- ALERT Wildfire HD Cameras ([Home | ALERT Wildfire](#))
 - SCE Weather Station Data (mesowest.utah.edu/cgi-bin/droman/station_status_monitor.cgi?order=id&mnet=229)
 - Temperature
 - Dew Point
 - Wind Speed
 - Wind Gust
 - Wind Direction
 - Relative Humidity
- [Websites:](#)

- [PSPS Public Safety Partner Portal \(https://publicsafetyportal.sce.com/\)](https://publicsafetyportal.sce.com/)
- [SCE PSPS Weather Awareness \(SCE Weather Awareness\)](#)
- [Consolidated Outage Map \(Power Outage Awareness Map | Outage Center | Home – SCE\)](#)

Section VI. Notification Plan

1. *Each IOU must provide an updated annual PSPS notification plan as Appendix C. The IOUs should incorporate and address the following minimum topics in the notification plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; D.21-06-034, Appendix at p. A11, Section H-1 through Section H-9; D.21-06-014, Ordering Paragraph 41; SED Additional Information.)*
 - a. *Notification objectives*
 - b. *Notification strategies, actions, and timing*
 - c. *Notification process planning and improvement*
 - d. *Updated/Current Notification script and templates*
 - e. *In-language translations*
 - f. *Notification methods*
 - g. *Meeting notification timeline requirements*
 - h. *Notification accuracy and precision*
 - i. *Entity responsible for notifications*
 - j. *Consistency of PSPS notification information across all platforms*
 - k. *Coordination with stakeholders*
 - l. *Affirmative notifications to MBL populations and any self-identified vulnerable populations*
 - m. *Notification strategies on AFN population subsets*
 - n. *Public warning of PSPS events such as week-ahead forecasts*
 - o. *Notification cancellation*
 - p. *Transmission-level customers notification*
 - q. *Impacted customer information available to public safety partners from outset of PSPS*
 - r. *Secure portal for public safety partners*
 - s. *Lessons learned protocol*

Please include the lessons learned related to notification in Table 14 of Section VII.

Response: SCE's Notification Plan is in Appendix C of this report. Lesson's Learned are captured in Table 14 in the PSPS Pre-Season Tables in Appendix F.

2. *Each electric investor-owned utility must develop a notification plan jointly with Cal OES, public safety partners, county, tribal, and local governments, independent living centers, paratransit agencies, durable medical equipment vendors, agencies that serve individuals who receive Medi-Cal home and community-based services, and other organizations representative of all subsets of people or communities with access and functional needs. Each electric investor-owned utility must specifically describe its plans for notifications according to specific access and functional needs, for instance, the needs of persons with vision impairments as distinct from the needs of persons with a developmental disability. Each electric investor-owned utility must finalize its notification plan for inclusion in its [current year] Pre-Season Report. Provide a list of the joint efforts to develop the AFN population notification plan with the aforementioned stakeholders. The table should include the following minimum fields. (D.21-06-034, Appendix at p. A11, Sections H-3.)*

Table 12 - List of Joint Efforts on AFN Notification Plan

- a. *Date of Joint Effort*
- b. *Participant Type*
- c. *Participant Name*
- d. *AFN Subsets or Topics Discussed*
- e. *Result/Proposal*

In addition, IOUs provide a list of AFN population subsets and notification plans including the following minimum fields.

Table 13 AFN Population Subset Notification Plan (as of cutoff date)

- a. *AFN Population Type (e.g. vision impairment, developmental disability, older adult, children, limited English proficiency)*
- b. *Subset Notification Plan*
- c. *(Estimated) Initiative Planning Start Date*
- d. *(Estimated) Initiative Organization Completion Date*
- e. *(Estimated) Initiative Equipment Completion Date*
- f. *(Estimated) Initiative Training Completion Date*
- g. *(Estimated) Initiative Exercise Completion Date*

Response: SCE's list of joint efforts on AFN notification plan is in Table 12 of its PSPS Pre-Season Tables in Appendix F. In addition, SCE's list of AFN population subsets and notification plans in Table 13 of its PSPS Pre-Season Tables in Appendix F.

3. *PG&E, SCE, and SDG&E must include a detailed summary of efforts to develop, in advance of wildfire season, notification and communication protocols and systems to*

reach all customers and communicate in an understandable, accessible manner. This detailed summary must include, at a minimum, an explanation of the actions taken by the utility to ensure customers understand (1) the purpose of proactive de-energizations, (2) the process relied upon by the utility for initiating a Public Safety Power Shutoff (PSPS) event, (3) how to manage safely through a PSPS event, and (4) the impacts on customers when a proactive power shutoff is deployed by the utility. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 41.)

Response: SCE’s PSPS newsletter (versioned for HFRA and Non HFRA customers) is emailed to all customers prior to the onset of wildfire season. Customers without an email address (or whose deployed email is undeliverable) will be mailed a postcard directing them to SCE’s Wildfire Communications Center where they can access the newsletter in the preferred language. The HFRA version highlights SCE’s wildfire mitigation efforts and efforts SCE is undertaking to reduce the impacts of PSPS events. Customer Care Resources are prominently featured, as is a link to SCE’s PSPS decision-making video to help customers understand why PSPS may be used as tool of last resort to help keep customers and communities safe. The Non HFRA version focuses on outage safety tips and how customers can prepare for emergencies. It also includes an update on SCE’s wildfire mitigation efforts. Other SCE notification and communication protocols are described in detail in the attached Notification Plan (Appendix C).

Section VII. PSPS Event Lessons Learned

1. *IOUs must provide a list of all lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and explain how the IOU has applied such lessons to its current and future PSPS activities. (D.21-06-034, Appendix at p. A14, Sections K-1.)*

Table 14 – PSPS Event Lessons Learned Summary

- a. Type of Issue (e.g., CRC, notification)*
- b. Description of Issue*
- c. Date of Discovery/Applicable Activation*
- d. Risk Priority (high, medium, low)*
- e. Overall Resolution (Explanation of how IOU has applied lessons learned to its current and future PSPS activities)*
- f. Responsive Actions (in detail)*
- g. Implementation Starting Date*
- h. Estimated Completion Date*
- i. Status of Action (e.g., Planning, Implementing, or Complete)*

If a responding action is not completed by the reporting cutoff date, it should be carried into future annual reporting period(s) until it is fully implemented or

irrelevant.

Response: SCE’s PPS Event Lessons Learned are in Table 14 of its PPS Pre-Season Tables in Appendix F.

Section VIII. High Risk Circuits

1. *IOUs should describe the methodology and criteria used to identify circuits at greatest risk of PPS in the upcoming wildfire season. (D.21-06-034, Appendix at p. A14, Sections K-1.b SED Additional Information)*

Response: This table lists SCE circuits from 2019-present that have had three or more PPS de-energizations in a single calendar year. Because weather is extremely variable and difficult to predict in the medium to long term, along with other exogenous factors, SCE reviewed historical PPS de-energizations as an indicator of future risk to identify High Risk Circuits in Table 15 in the attached PPS Pre-Season Tables. While this represents SCE’s best estimate of potential high-risk circuits, PPS outages are driven by local weather patterns and fuel conditions that cannot be forecast year-over-year. Weather and fuel conditions can vary drastically year-over-year, causing differences in the intensity, duration and location of PPS events.

Because PPS-driven grid hardening and other mitigations lead to higher PPS thresholds, SCE did not include circuits that have been upgraded with covered conductor along the entire length of the circuit or those that have received circuit exceptions, as they now have higher wind speed thresholds than overhead lines with bare wire and are less likely to be de-energized. However, SCE elected to include circuits that experienced one or more de-energizations in 2022 which were already upgraded with covered conductor along the entire length of the circuit. These circuits are in areas that routinely experience high winds and dry fuels that SCE forecasts may exceed the higher windspeed thresholds and may increase the risk of de-energization in the future. Lastly, SCE did not include circuits that have been eliminated (e.g., cutover to other existing circuits) or are expected to be upgraded with covered conductor along the entire length of the circuit prior to the height of PPS season this year.

2. *IOUs must include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit. (D.21-06-034, Appendix at p. A14, Sections K-1.b; SED Additional Information.)*

Table 15 – High Risk PPS Circuits (as of date of last update)

a. Circuit ID

b. Circuit Name

- c. Segment ID (optional field)*
- d. Segment Name (optional filed)*
- e. Indicator for Distribution Line or Transmission Line*
- f. Number of Times De-energized (in last four calendar years)*
- g. Total MBL Customers*
- h. Total AFN Customers (including MBL)*
- i. Total CFI*
- j. Total Customers*
- k. Steps Toward Risk-reduction and PSPS Mitigation (including effect of PSPS mitigation/risk-reduction on PSPS thresholds or the change in expected de-energizations per year, specific outreach and education efforts, and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit)*
- l. Start Date of Step Implementation*
- m. Estimated Completion Date*

Response: SCE included a list of high-risk PSPS circuits in Table 15 of its PSPS Pre-Season Tables in Appendix F. These circuits were identified based on the methodology described in question 1 above.

Section IX Others

Section IX requirements are applicable to PG&E, SCE, and SDG&E only.

1. *PG&E, SCE, and SDG&E must provide, with the following minimum fields, the dates/times when the Joint Utility Public Safety Power Shutoff Working Group (JUPSPSWG) convened and the webpage links to all meeting reports filed with the Commission. (D.21-06-014, Ordering Paragraph 8)*

Table 16 – JUPSPSWG Meetings

- a. Date of Meeting*
- b. Time of Meeting*
- c. Report Name*
- d. Webpage Link to Report*

Response: SCE includes JUPSPSWG meeting information in Table 16 of its PSPS Pre-Season Tables in Appendix F.

2. *PG&E, SCE, and SDG&E must identify the status of the list of public safety partners, including the last date updated, on their Public Safety Power Shutoff webpages. (D.21-06-014, Ordering Paragraph 27.)*

Response:⁶ SCE's PSPS contact list are updated on a continuous basis. SCE has multiple methods for updating contact information for Public Safety Partners (PSP):

- In advance of fire season, SCE (Business Resiliency, Local Public Affairs, and Customer Service) sends a list of current contact information to each public safety partner organization and requests that they review and update their contact list. SCE subsequently updates its PSP contact databases.
- In advance of fire season, SCE (Local Public Affairs and Customer Service) conducts two communication tests with PSPs including communication and water/wastewater customers. Subsequently bounce backs or bad phone numbers are flagged to the PSPs for updating.
- PSP contacts are also updated on a real time basis, updating records any time a change in personnel is flagged.
- SCE will also update contact information during a PSPS event as requested.
 - Not all of changes to the database result in a near time update to the notification systems and the PSP requesting will receive notifications for the current event

3. *PG&E, SCE, and SDG&E must confirm that the utility (1) contacted its Medical Baseline customers, at least annually, to update contact information; (2) sought to obtain from Medical Baseline customers, at least annually, an alternative means of contact for Public Safety Power Shutoff (PSPS) events; (3) contacted all customers that use electricity to maintain necessary life functions, at least annually, to update contact information; and (4) sought to obtain from these customers that use electricity to maintain necessary life functions, at least annually, an alternative means of contact for PSPS events. Provide the IOU's protocol on maintaining the Medical Baseline customer contact list and the electricity reliance customer contact list in a timely manner. The maintenance protocol should include the steps, the staffing, and the deadlines to achieve the objectives. (D.21-06-014, Ordering Paragraph 36.)*

Response: Each year, SCE sends a letter to all customers enrolled in its Medical Baseline Allowance program. The letter highlights that medical baseline customers should have an emergency plan including backup power solutions for electrically powered medical or mobility equipment during power outages. The letter also encourages customers to subscribe to outage alerts and to update their emergency contact information on sce.com. SCE's customer database tracks customer program enrollment status and is updated daily to reflect the most current customer information, preferences, and contact details to ensure seamless communication and service.

⁶ SED staff clarified through an email on May 9, 2022 that D.21-06-014 does not require that the public safety partner list be posted on IOU's PSPS Public Safety Partner Portals. SCE does not post such lists on its Public Safety Power Shutoff Portal and, therefore, cannot include a last date updated on its Public Safety Power Shutoff Portal in its response.

In addition, SCE maintains a backup record of all MBL program participants, stored in the SCE SharePoint system. This backup record is a fail-safe measure, allowing authorized personnel to identify and assist MBL customers during emergencies quickly. The MBL information is maintained annually during the fourth quarter of the year and supported by a data team.

Appendix

Appendix A: Amended Community Resource Centers Plan

Appendix B: Critical Facilities and Infrastructure Plan

Appendix C: Amended Notification Plan

Appendix D: PSPS Exercises

Appendix E: Education and Outreach

Appendix F: PSPS Pre-Season Tables

IOUs may include any additional appendices as deemed appropriate. Each appendix must include page numbers.

Appendix A

Amended Community Resource Center Plan

July 17, 2024



Southern California Edison's Community Resource Center Plan for Public Safety Power Shutoff Support Pursuant to Commission Decision in OIR Phase Three of R.18-12-005

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I. Background

On December 19, 2018, the California Public Utilities Commission (Commission or CPUC) opened Public Safety Power Shutoff (PSPS) Order Instituting Rulemaking (R.)18-12-005 (OIR) 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. On June 4, 2019, the Commission issued Decision (D.)19-05-042 (PSPS OIR Phase 1 Decision), which established the PSPS Guidelines. The PSPS OIR Phase 2 Decision, D.20-05-051, adopting updated and additional PSPS guidelines was issued on June 5, 2020 and required SCE to provide a Community Resource Center (CRC) Plan. Subsequently, SCE submitted its CRC Plan on August 4, 2020. The PSPS OIR Phase 3 Decision, D.21-06-034, updated the PSPS guidelines and rules to be applied with the Phase 2 and Phase 1 Decision. The PSPS OIR Phase 3 Decision requires SCE to provide an updated CRC Plan annually in the pre-season report. Pursuant to this directive, SCE hereby submits its updated CRC Plan (the Plan).

The Plan includes a description of the steps taken by SCE in identifying potential CRC sites, the criteria for siting CRCs, the considerations for contracting with a CRC site, SCE's process for obtaining feedback from external parties on the Plan, determination of the resources needed to serve the community members who visit the CRC during PSPS events.

II. Objective

SCE established CRCs in and adjacent to High Fire Risk Areas (HFRA) to help customers navigate and mitigate the impact of PSPS events. CRCs provide access to device charging, restrooms, water, snacks, ice or ice vouchers, cellular network services, and information about SCE's PSPS resiliency programs and incentives. Beginning in 2020, SCE has prepackaged fact sheets including CARE/FERA and Medical Baseline applications, pre-charged solar phone batteries, emergency LED lightbulbs, PPEs, and small resiliency items in reusable tote bags to help customers manage the event with minimal COVID-19 exposure risk.

III. CRC Strategies, Actions & Timing

In Fall 2019, SCE first began providing in-person local support to its customers through Community Crew Vehicles (CCVs). In the days leading up to the declaration of a PSPS

event, SCE coordinates with local government to identify suitable locations to deploy a CCV. CCVs are equipped with backup power that will allow customers to charge their personal mobile devices and may be deployed to communities impacted by PSPS. At CCVs, customers received information/updates from SCE staff about the outage, relevant public safety broadcasts, bottled water, and snacks.

Simultaneously, to streamline the coordination with local government and to enable quicker activation and more robust customer support, SCE contracted with facilities in communities at high risk of PSPS ahead of PSPS. CCVs can be quickly activated to serve customers and can be set up in open areas without a standing facility. The flexibility and extended coverage that these resources provide enhance SCE's ability to support customers during PSPS events.

As discussed previously, CRCs are temporary public meeting locations that provide support and services to impacted communities during PSPS de-energization events. In 2019, SCE contracted 13 sites. As of the filing of this CRC Plan, SCE has 68 contracted locations, 66 of which are indoor facilities. SCE currently has eight CCVs that can be deployed to areas affected by an outage event. SCE supplements its portfolio of contracted CRCs with CCVs and pop-up CRCs.

Although CCVs may not offer all the same services and amenities as CRCs (e.g., chairs, tables, etc.), CCVs offer similar informational and resiliency support to community members during PSPS events.

SCE also provides support using pop-up CRCs. Pop-up CRCs are locations that become available through communities and agencies, often as needed with limited pre-planning and without a contract. Pop-up CRCs are useful where there are no contracted CRCs available for SCE to activate in a community. These sites could be indoor or outdoor facilities (e.g., parking lots) not under contract with SCE, offered to SCE for use during PSPS events.

An area of focus for SCE has been improving support for customers with Access and Functional Needs (AFN). In late 2021, SCE made available medical thermal bags to keep small medical items like insulin cold for de-energized customers and language translation service for over 120 languages including American Sign Language. In 2022, SCE made available wheelchairs and privacy screens, and piloted a service that gives customers the option to leave their medical devices at a CRC for charging. In 2023,

SCE made available an in-event battery loan pilot program and offered [Disability Disaster Access & Resources](#) (DDAR) for customers. In 2024, SCE continues to explore additional CRC services to support customers with AFN.

In 2022, SCE began participating in Community Safety Fairs (CSF) to better prepare customers ahead of potential PSPS events. This includes helping customers update their contact information, enroll in outage alert notifications, and be made aware of all the relevant programs and local community resources that can help them during a PSPS event. CSF also provide SCE with opportunities to meet in person with members of the local emergency response team such as the Sheriff's Department, Fire Department, local Community Emergency Response Teams, and the American Red Cross. In 2022, SCE connected with over 1,000 customers in 9 communities. Because of the positive feedback from the communities, SCE has continued to participate in community safety fairs in 2023. In 2023, SCE participated in six Community Safety Fairs, four of which were tribal communities, resulting in over 1,000 customer connections. So far in 2024, SCE has participated in seven CSF resulting in over 800 customer connections.

IV. CRC Contracting Effort

SCE considers various factors in identifying optimal locations for the CRCs. One of the key considerations in SCE's siting of CRCs is to identify the communities that were impacted by a PSPS event where we did not have a CRC. This list of identified communities is then adjusted based on feedback from external community stakeholders who are familiar with community needs and can inform SCE whether there is a need to site a CRC in a community. External stakeholders include local and tribal governments, Public Safety Partners, representatives of people/communities with access and functional needs, senior citizen groups, business owners, public health/healthcare providers, and community-based organizations.

SCE prioritizes facilities that already serve as community meeting places and are accessible by public transportation. For a facility to qualify as a CRC, a site must meet certain minimum requirements, including:

- Operating hours of 8AM to 10PM, unless the site is a government facility (government facilities may offer shorter hours if mandated to close before 10PM)
- Space to accommodate at least 15 people in an open, comfortable space
- Compliance with the American with Disabilities Act (ADA) or accessible

- Climate control
- Access to restrooms
- Adequate electrical outlets that can charge multiple electronic devices
- A parking lot
- At least two 2 egress routes
- Cellular network reception

Some additional factors SCE considers in deciding whether to contract with CRC sites include proximity of the recommended site to HFRA, community demographics and the proximity of the proposed location to other CRC locations already contracted or under consideration. SCE also prefers that CRCs be in publicly known areas. SCE's current portfolio of CRCs is the result of community partnership and include facilities owned or operated by small businesses, retail businesses, public recreational centers, non-profit organizations, and public offices.

SCE solicited recommendations for CRC locations and services from all cities, counties, and tribal governments whose communities are most likely to be impacted by a PSPS event. Starting in early May 2020, the request to identify CRC sites was included in SCE's annual Wildfire and PSPS communication update to all local/tribal governments in HFRA. In 2020, SCE invited various entities to participate in SCE-hosted webinars to review and provide feedback on SCE's CRC Plan. Additionally, SCE's Local Public Affairs representatives requested and received recommendations for CRC locations through ongoing meetings with local and tribal governments and included requests to identify locations during meetings with county emergency management officials. Since the issuance of the Phase 3 Decision, SCE also requests recommendations and guidance for CRC services and where customers may access electricity during the hours that CRCs are closed.

SCE reviewed each recommended site and currently has signed agreements for 68 CRCs. **Sixty-one** of these CRCs can support SCE's customers during de-energization events through the required operating hours of 8AM to 10PM. Since many CRC agreements were executed prior to the issuance of D.20-05-051, the contracted operating hours of some CRCs differed from the mandated hours in the decision. SCE has requested CRCs with shorter contracted operating hours to extend operating hours to comply with mandates. For all previously contracted CRCs that are unable to accommodate the operating hours specified in D.20-05-051, SCE has retained them as potential backup sites and activates these sites on an as-needed basis. For example, if there are no potential locations/facilities that are willing to operate during the required

hours of 8AM to 10PM in an impacted community, SCE will activate sites with shorter operating hours. For any new CRCs, SCE requires operating hours of 8AM to 10PM, unless they are government-owned facilities. As directed in D.20-05-051, CRCs located at government-owned facilities shall have closing times that align with the required closure of the building.¹

SCE continues to work with entire community to increase the number of CRCs to support impacted customers during PSPS de-energizations. Please see Table 1 of the Pre-Season Report for a list of all currently contracted CRCs.

To ensure adequate and timely availability and seamless activation of CRCs as needed, SCE formalizes CRC arrangements in the form of a contract, which includes details on activation protocols, response times, and key contact information for the site.

After identifying the communities that have a greater need for CRCs, SCE reaches out to local governments and community-based organizations (CBOs) for recommendations of suitable CRC sites and services to be offered at CRCs. While SCE has received recommendations from local and tribal governments, local offices of emergency management, and public health officials on where to site additional CRCs, SCE has received very limited feedback on additional CRC services. Please see Section VII. CRC Services and Supplies Available. In addition, SCE has not received feedback on where customers may access electricity during the hours that a CRC is closed. To support customers during the hours the CRC is closed, SCE has published resources on its website resources² which include: (1) SCE's outage map, which shows the state of energization of specific addresses, (2) list of hotels that have agreed to provide impacted SCE customers discounts on overnight stays, and (3) contact information for 211, a non-profit organization that provides essential community services.

V. Stakeholder Engagement and Feedback

SCE reached out to regional local government, Advisory Boards, public safety partners, representatives of people/communities with access and functional needs, tribal nation representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers for recommendations on services and supplies to better serve medical baseline and AFN populations. Please

¹ See D.20-05-051, pp. 39-40.

² See <https://www.sce.com/outage-center/check-outage-status>

see Table 2 of the Pre-Season Report for all recommendations that SCE received, whether the recommendation was adopted, reason for adopting or not adopting the recommendation, and timeline for implementation.

VI. Type of CRCs Needed

SCE uses contracted CRCs, CCVs, and pop-up CRCs to support communities impacted by PSPS. Please see III (CRC Strategies, Actions & Timing) for details.

VII. CRC Services and Supplies Available

When there is an active PSPS event, SCE will notify contracted CRCs in consultation with Public Safety Partners in the communities impacted by the PSPS event. Upon confirmation of site availability, SCE communicates the CRC information to Public Safety Partners who share this information with their respective community stakeholders to publicize using their own communication channels. SCE also shares CRC information publicly on SCE.com and various social media sites including Facebook and Twitter as appropriate. Information on CRCs include facility name, address, services, operating hours, and whether it's an indoor or outdoor facility.

Unless otherwise required by circumstances, standard services available to customers at CRCs include ability for customers to charge personal mobile devices, bottled water and light snacks, ice or ice vouchers, chairs, tables, restrooms, cellular network services, information about SCE's PSPS resiliency programs and incentives, ability to enroll in outage alerts, ability to update customer contact information, and PSPS event information. SCE's standard CRC offerings also include support for customers with access and functional needs. Customers can charge medical devices at the CRCs if the devices can charge using a three-pronged outlet or if the customer brings an adapter. CRCs are also accessible facilities; before activation, SCE confirms accessibility of the facility with the site owner. If SCE activates outdoors, SCE deploys an accessible porta-potty to ensure restroom facilities are accessible to all customers. Moreover, SCE's CRCs have available emergency preparedness information and programs specific to customers with access and functional needs. SCE has partnered with six Independent Living Centers (ILC) that stand ready to activate their sites as CRCs if needed. These ILCs are not only ready to serve as CRCs but also partner with SCE to strengthen the resiliency and emergency preparedness of customers with disabilities.

As previously discussed, SCE continues to consider additional services to better support customers with AFN. In Q4 2021, SCE began offering medical thermal bags to customers and language translation for more than 120 languages including American Sign Language. In 2022, SCE made available privacy screens and wheelchairs and piloted a service that gives customers the option to leave-behind their devices for charging. SCE continues to meet with the AFN Core Planning Team and solicits recommendations from various stakeholder groups on services that can better support customers with AFN.

While standard services provided at the CRCs meet the needs of most communities during PSPS de-energization events, SCE considers specific community demographics when it activates a CRC in a community impacted by a potential PSPS de-energization event. Based on the demographics and characteristics of the impacted community, SCE may provide supplemental services. An example of a community-specific need is bulk water for well water customers who depend on electricity to pump water to their homes.

Even though SCE does not control the availability or operation of cellular network services, SCE sites CRCs in locations that have cellular reception under normal circumstances. Consistent with Decision (D).20-07-011 issued by the Commission on July 16th, 2020, SCE has worked with telecommunication service providers to enable their development of resiliency solutions to ensure cellular network service to customers during a PSPS event. When a PSPS de-energization event is expected, telecommunication service providers are notified three days in advance of a potential PSPS event, so they are prepared to take appropriate action to support the needs of the customers during the PSPS event.

In 2021, SCE took additional measures to ensure telecommunication capability: First, all CRCs are equipped with two MIFIs, one Verizon and one AT&T. These devices create a protected WiFi signal based on nearby telecom equipment to make phone calls and access the internet. SCE provides the passwords to CRC visitors who are unable to make or receive calls or access the internet for information. In certain situations where a MIFI is unable to reach nearby telecom equipment due to the scope of an event, SCE will dispatch plum cases, which are like MIFIs but with longer ranges. If both MIFIs and plum cases do not work, then SCE will contact local telecommunication carriers to discuss solutions such as backup generators or cell on wheels. In 2023, SCE procured Starlink satellite devices to support HFRA communities as a third solution if neither

MIFIs nor plum cases can enable communication. SCE has successfully tested these devices in communities that have had communication challenges in past PSPS events. In 2024, three of the Starlink devices were installed onto three CCVs to improve efficiency.

SCE's CRC offerings will continue to adapt to changes in circumstances, evolving needs of its customers, and emergence of new information.

VIII. CRC Information Transparency and Accessibility

SCE has made comprehensive CRC information, including potential or actual locations publicly available and accessible with searchable functions on a de-energization webpage in advance of fire season. SCE's PSPS webpage³ and Outage Map⁴ provide a comprehensive list of all SCE's contracted CRC locations.⁵

When a PSPS de-energization event has been activated, SCE posts on SCE's PSPS webpage the hours, locations, and whether it's an indoor or outdoor site for each CRC as each facility's availability is confirmed. Due for release later this year is information on whether an activated site is indoor or outdoor. SCE makes every attempt to post CRC hours and locations within the 24 hours prior to opening the site. Description of CRC services are posted ahead of PSPS de-energization events and are generally standard across all CRCs.

PSPS notices direct customers to SCE's website for the latest information and availability of community resources. SCE also shares this information with local emergency response teams and CBOs to share through their respective communication channels with the communities.

The PSPS preparedness information shared at the in-person CRCs and CCVs will also be available virtually on our website at www.sce.com. Customers can visit www.sce.com/wildfire/pssp for activated CRC and CCV sites during PSPS events.

³ See <https://www.sce.com/wildfire/pssp>

⁴ See <https://www.sce.com/outage-center/check-outage-status>

⁵ See [Potential SCE Community Resource Centers During PSPS Events](#)

IX.COVID-19 Considerations

As described in section III (CRC Strategies, Actions, & Timing) above, during the COVID-19 pandemic, SCE modified community support to customers impacted by PSPS de-energizations. With the end of the pandemic, SCE will no longer continue its social distancing protocols unless required by local communities but will continue to make available hand sanitizers to help control spread of any contagion.

X.CRC Usage Metrics, Program Evaluation, Lessons Learned

Please see Tables 3, 4, and 5 of SCE’s 18-12-005_SCE_2023_PSPS Pre-Season Tables_07.01.2023⁶ for SCE’s CRC usage metrics, customer feedback, and challenges when setting up CRCs.

XI.Lessons Learned

SCE has included lessons learned in Table 14 of its 2023 PSPS Pre-Season Tables.

⁶ This excel workbook is *available at* <https://on.sce.com/PSPSPreSeasonReporting>.

Appendix B

Critical Facilities and Infrastructure Plan

July 1, 2024



Southern California Edison’s Critical Facilities and Infrastructure Plan for Public Safety Power Shutoff Support Pursuant to Commission Decision in OIR Phase Three of R.18-12-005

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I. Background

On December 19, 2018, the California Public Utilities Commission (Commission or CPUC) opened Public Safety Power Shutoff (PSPS) Order Instituting Rulemaking (R.)18-12-005 (OIR) 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. On June 4, 2019, the Commission issued Decision (D.)19-05-042 (PSPS OIR Phase 1 Decision), which established the PSPS Guidelines. The PSPS OIR Phase 2 Decision, D.20-05-051, adopting updated and additional PSPS guidelines was issued on June 5, 2020. On June 29, 2021, the Commission issued Decision 21-06-034 (PSPS OIR Phase 3 Decision), adopting updated and additional PSPS guidelines and required IOUs to provide annually in a pre-season report a Critical Facilities and Infrastructure (CFI) Plan. On June 3, 2021, the Commission issued Decision 19-11-013 (PSPS OII Decision) adopting certain corrective actions based on the 2019 fire season. Pursuant to these directives, SCE hereby submits its CFI Plan (the Plan).

II. Objectives

The objective of SCE’s CFI plan is to provide State Agencies, Public Safety Partners, critical infrastructure and facilities providers, customers, and all interested stakeholders with accessible, actionable and easy to understand information on how SCE defines, identifies, and coordinates with CFI customers to support resiliency before, during and after Public Safety Power Shutoff events that may impact them.

III. Strategies, action and timing

SCE aims to work collaboratively with Critical Facilities and Infrastructure customers to help them prepare for wildfire season. SCE conducts various actions throughout the year including: annual communication prior to wildfire season to verify contact information, remind customers to be prepared, provide backup generation information. SCE also hosts annual CFI workshops which provide a PSPS program overview and education, information on customer programs and available resources. SCE’s annual workshops also include demonstrations of the Public Safety Partner Portal and customer-shared best practices on resiliency during a PSPS event.

IV. Critical Facilities and Infrastructure Definition and Identification Method

Facilities and infrastructure deemed to be critical are those that perform essential functions for public safety. Some examples include, but are not limited to: police facilities, emergency operation centers (EOCs), fire stations, schools, shelters, telecommunications towers, and numerous other essential facilities. These facilities may require additional assistance and advanced planning to ensure resiliency and continuity during de-energization events. SCE offers assistance to those facilities with advanced planning consultations that support their functional resiliency during de-energization and re-energization.

The Commission adopted the following list of CFI, aligned with the Department of Homeland Security's Critical Infrastructure Sectors.¹

Critical Infrastructure Sectors:

- Emergency Services Sector
 - Police Stations
 - Fire Station
 - Emergency Operations Centers
 - Tribal government providers
- Government Facilities Sector
 - Schools
 - Jails and prisons
 - Homeless Shelters
 - Community Centers
 - Senior Centers
 - Independent Living Centers
 - Voting centers and vote tabulation facilities
- Healthcare and Public Health Sector
 - Public Health Departments
 - Medical facilities, including hospitals, skilled nursing facilities, nursing homes, blood banks, health care facilities, dialysis centers and hospice facilities
 - Cooling (or warming) Centers
 - Temporary facilities established for public health emergencies
- Energy Sector
 - Public and private utility facilities vital to maintaining or restoring normal service, including, but not limited to, interconnected publicly-owned utilities and electric cooperatives
- Water and Wastewater Systems Sector
 - Facilities associated with the provision of drinking water or processing of wastewater including facilities used to pump, divert, transport, store, treat and deliver water or wastewater
- Communications Sector
 - Communication carrier infrastructure including selective routers, central offices, head ends, cellular switches, remote terminals and cellular sites
- Chemical Sector
 - Facilities associated with the provision of manufacturing, maintaining, or distributing hazardous materials and chemicals.
- Food and Agriculture Sector
 - Emergency Feeding Organization, as defined in 7 U.S.C. § 7501.(Food Banks)
- Transportation Systems Sector
 - Traffic Management Systems

¹ See D.19-05-042, D.20-05-051 and D.21-06-34 in Rulemaking 18-05-012.

SCE identifies Critical facilities and Infrastructure customers by utilizing the Commission’s adopted list and the North American Industry Classification System (NAICS) process. NAICS allows us to verify the sectors identified by the CPUC. We verify customer data against the NAICS.

V. SCE’s Critical Facilities and Infrastructure Contact on PSPS website

SCE’s PSPS site on SCE.com² includes a CFI page that displays a contact for customers, in addition to their Account Managers, designated to address related questions.

Website Contact on PSPS Website:

Contact Us

To add your business to our designated roster of critical facilities and critical infrastructure, or if you have other questions, please contact your account manager, or send an inquiry to:

Maria Rios
Senior Advisor, Business Customer Division
scebcdcustomersupport@sce.com 

VI. Critical Facilities and Infrastructure list

SCE describes below its maintenance and update process for its critical facilities and infrastructure list and the accessibility of this list on its Public Safety Partner Portal.

Maintenance and update process

In this section, SCE’ describes its process to maintain and update primary and secondary contacts for critical facilities and infrastructure.

SCE’s Customer Engagement Division (CED) verifies contact information annually and during one-on-one meetings with customers. An annual communication is sent out asking CFI customers to update their contact information with SCE, along with an online link CED Account Managers also verify contact information during their one-on-one meetings. SCE conducts annual Critical Infrastructure workshops where customers are asked to update their contact information by reaching out to their Account Mangers. SCE also conducts two annual communication tests per year prior to wildfire season. Test notifications are sent to Water/Wastewater and Communication customers and public safety partners via email, phone calls, and text messages using the contact information we have on file. A communication delivery status report is reviewed for any devices not delivered successfully. SCE follows up with the customers to update their contact information, as needed, based on the results from these tests.

² SCE Critical Facilities and Critical Infrastructure webpage is available <https://www.sce.com/wildfire/critical-facilities-infrastructure>.

Key communication service providers are assigned to an Account Manager that serves as their single point of contact. Account Manager facilitates ongoing one-on-one meetings to help customers prepare for PSPS events reviewing the current PSPS notifications process, maintain and update primary and secondary contacts, and available online tools and services. Finally, SCE continues to partner with telecommunication customers through broader outreach and direct leader to leader engagement.

Accessibility on Public Safety Partner portal

SCE's Public Safety Partner (PSP) Portal provides Public Safety Partners and Critical Facilities and Infrastructure customers a list of their own contacts and related facilities if they agree to the terms and conditions of the portal as well as setup and maintain multi-factor authentication. SCE has also made available a Critical Infrastructure contact list to provide Critical Facilities and Infrastructure customers a contact list to validate and/or provide a contact to update contact information, along with their SCE CED Account Manager.

Annually, Critical Facilities and Infrastructure customers receive a communication to update/verify their contact information via SCE.com preference center as well as their SCE CED Account Manager.

Critical Infrastructure information is updated, at least monthly, and available on the Public Safety Partner Portal. However, these reports will be visible only to those who have access. For example, Telecom Public Safety Partner 1 will have only access to see their own information, and not that of Telecom Public Safety Partner 2. Data is typically updated the first Tuesday of every month unless SCE is in a PSPS event.

VII. Consultation with local and tribal governments

SCE Customer Engagement Division Account Managers and Local Public Affairs Government Relations Managers meet with Local and Tribal Governments to review circuit reliability, PSPS data and customer specific impacts relative to year over year PSPS designations as a result of SCE's Grid-Hardening efforts. When meeting with governments, their needs and opportunities are discussed which may include: SCE educational workshops, critical infrastructure designation, contact updates, PSPS Public Safety Partner Portal, Community Resource Center locations (CRC), and SCE Community Crew Vehicle (CCV) deployments. In addition, before, during, and after PSPS events, communication channels are reviewed. CED Account Managers review tribal accounts to assist in identifying specific CFI customers.

In addition to consultations, tribal focused opportunities are available through workshop forums, such as the Tribal Nation PSPS Workshops and the Tribal Community Resiliency workshop. SCE also works with the SoCal Tribal Emergency Managers group to engage and educate on critical infrastructure, tribal resiliency and PSPS. Workshops also provide an overview to critical infrastructure customers on programs, such as the Self-Generation Incentive Program (SGIP) program and grant opportunities available to the Tribes through other agencies and resources such as the Environmental Protection Agency (EPA).

VIII. Collaboration with transmission-level customers

We work with transmission level customers to understand their unique needs with supporting their own customers, which may include CFCI, and to prepare them for the upcoming wildfire season. An annual communication is sent to help them prepare, and remind them to confirm their systems readiness during PSPS events. An annual workshop is conducted to update them on PSPS protocols and how to prepare for the upcoming wildfire season.

IX. Coordination to maintain energization (including backup power assessment)

SCE provides its public safety partners with an annual resource guide which gives them information, links and contacts for accessing the Public Safety Partner Portal, links to Community resource centers, as well as programs available for customers with Access and Functional Needs (AFN). We also encourage our customers to be resilient and prepared for power outages. Many of these customers are required by law, or industry standards to have backup generation in place to sustain critical operations in the event of a power outage, regardless of outage type. Other customers that are not required to have backup generation are still encouraged to consider adding this capability if they feel they have critical needs that must continue in a power outage.

In 2023, SCE conducted workshops for water agencies, communications sector, organizations serving individuals with AFN, food banks, healthcare sector, schools, chemical, sub-transmission level customers, tribal nations transportation, and primary-metered customers. These workshops stressed the importance of having a resiliency plan, and potentially including backup generation in preparation for the wildfire season. SCE Account Managers also met with CFI customers in one-on-one meetings to discuss this and other topics.

Notwithstanding these efforts and requirements, if essential service providers do not have the ability to sustain critical life and safety operations during an extended power outage, SCE will consider requests to provide temporary mobile backup generation on a case-by-case basis. SCE typically coordinates these requests with its county emergency management agency partners to identify and prioritize backup generation needs requested by the county.

X. Lessons Learned

SCE included lessons learned in Table 14 of its 2023 PSPS Pre-Season Tables.

Appendix C

Amended Notification Plan

July 17, 2024



**Southern California Edison’s Notification Plan for
Public Safety Power Shutoff Support Pursuant to
Commission Decision in OIR Phase Three of
R.18-12-005**

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I. Background

On December 19, 2018, the California Public Utilities Commission (Commission or CPUC) opened Public Safety Power Shutoff (PSPS) Order Instituting Rulemaking (R.)18-12-005 (OIR) to examine the rules that allow electric utilities, under the Commission’s jurisdiction, to de-energize power lines if dangerous conditions threaten life or property in California. On June 4, 2019, the Commission issued Decision (D.)19-05-042 (PSPS OIR Phase 1 Decision), which established the PSPS Guidelines. The PSPS OIR Phase 2 Decision, D.20-05-051, adopting updated and additional PSPS guidelines was issued on June 5, 2020 and required SCE to develop notification plans jointly with CALOES, county and local governments, independent living centers, and representatives of people/communities with access and functional needs.¹ The PSPS OIR Phase 3 Decision, D.21-06-034, updated the PSPS guidelines and rules to be applied with the Phase 2 and Phase 1 Decision. The PSPS OIR Phase 3 Decision required SCE to provide annually in a PSPS pre-season report its Notification Plan. Pursuant to this directive, SCE submits its updated Notification Plan (the Plan).

II. Objectives

The objective of SCE’s notification strategy is to provide customers and Public Safety Partners; critical infrastructure and facilities providers; including those with access and functional needs; and impacted communities with accessible, actionable, and easy to understand information before, during and after Public Safety Power Shutoff (PSPS) events that may impact them. Customers and community members should be informed at all stages of a PSPS so they can be safe and secure during PSPS outages.

III. Strategies, Actions, and Timing

A comprehensive alert and warning program is essential to a community’s ability to effectively respond to emergencies, including Public Safety Power Shutoffs. SCE has established a comprehensive, coordinated, and cohesive messaging protocol that provides priority notifications to Public Safety Partners, critical facilities and infrastructure customers, and transmission-level customers, and it complies with all standard emergency alerting and warning protocols.

SCE continues to partner with multiple agencies and organizations to educate, provide outreach, obtain feedback, and develop solutions to customer concerns related to PSPS. SCE understands that insufficient advance notice could result in customers and the public not being adequately prepared. As such, SCE continues to enhance processes and technology to improve the informativeness, accuracy and timeliness of notifications.

¹ D.21-05-051, p. 3.

Timing and Notification Types

In accordance with the State of California Alert and Warning Guidelines, SCE divides PSPS event planning into phases (plus normal/no activity phase). These are reflected in customer and public safety notifications, on [SCE.com/PSPS](https://www.sce.com/PSPS) and on [SCE.com/weather-awareness](https://www.sce.com/weather-awareness):

- PPS Normal: No activity
- PPS Watch: 4-7 days
- PPS Alert: 2-3 days
- PPS Warning: ≤1 day
- In-event notifications
- Event concluded/cancellation notifications

**Table 1
Notification Descriptions**

Type of Notification	Recipients	Description
Advance Initial or Initial (Alert)	Public Safety Partners and Critical Facilities & Infrastructure, including local and Tribal governments, Community Choice Aggregators (CCA), hospitals, water/wastewater and telecommunications providers, Community Based Organizations (CBOs) and paratransit agencies serving the Access and Functional Needs (AFN) community.	Initial notification of potential PSPS event when circuits are first identified for potential de-energization (72-48 hours before potential de-energization)
Initial or Update (Alert)	Customers including multi-family building account holders and address level alert (ALA) enrolled non-account holders.	Initial notification of potential PSPS event (48-24 hours before potential de-energization).
Update (Alert)	Public Safety Partners and Critical Facilities & Infrastructure including local and Tribal governments, CCA, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community.	PSPS event status update notification to alert for any changes or additions/deletions to current scope, including all clear for circuit(s) removed from scope (timing varies and may also occur daily).
Expected Shutoff (Warning)	Public Safety Partners and Critical Facilities & Infrastructure including local and Tribal governments, CCA, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community.	Power shutoff expected soon (1-4 hours before potential de-energization). Notification is refreshed at 3 hours post time originally sent if 70% wind threshold AND within 1 FPI point OR 90% wind threshold AND with 2 FPI points; potential to send out a refresh of the expected notification when exceeds 4 hours.

Type of Notification	Recipients	Description
Expected (Warning)	Customers including multi-family building account holders and ALA enrolled non-account holders.	Power shutoff expected soon (1-4 hours before potential de-energization).
Shutoff	Public Safety Partners and Critical Facilities & Infrastructure including local and Tribal governments, CCA, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community.	Power has been shut off (when de-energization is initiated).
	Customers including multi-family building account holders and ALA enrolled non-account holders.	
Continued Shutoff	Customers including multi-family building account holders and address level alert ALA enrolled non-account holders.	Status update to customers with overnight de-energization.
Prepare to Restore	Public Safety Partners and Critical Facilities & Infrastructure including local and Tribal governments, CCA, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community.	Inspection/patrols of de-energized circuits for PSPS restoration has begun and power will be restored shortly. (re-energization is imminent)
	Customers including multi-family building account holders and address level alert ALA enrolled non-account holders.	
Restoration Time Pending	Customers including multi-family building account holders and address level alert ALA enrolled non-account holders.	Customer is de-energized and estimated restoration time is pending inspection results.
Restoration Time Update	Customers including multi-family building account holders and address level alert ALA enrolled non-account holders.	Restoration exceeds 8 hours or updated timing for customers who received Restoration Time Pending notification

Type of Notification	Recipients	Description
Restore	Public Safety Partners and Critical Facilities & Infrastructure including local and Tribal governments, CCA, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community.	Power has been restored.
Public Safety Partner Event Concluded	Public Safety Partners and Critical Facilities & Infrastructure including local and Tribal governments, CCA, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community.	PSPS event is concluded, and no further de-energization expected.
Cancellation	Customers including multi-family building account holders and address level alert ALA enrolled non-account holders.	PSPS event cancelled no de-energization expected.
Restored No Longer in Scope	Customers including multi-family building account holders and address level alert ALA enrolled non-account holders.	Power has been restored and the PSPS event concluded-no further PSPS expected.
Restored In Scope	Customers including multi-family building account holders and address level alert ALA enrolled non-account holders.	Power has been restored but the PSPS event remains ongoing, re-energization is temporary and additional PSPS risk is possible.

IV. Notification Process Planning and Improvement

SCE is committed to improving the clarity, cadence, and accuracy of customer notifications to better meet customers’ needs, and to evaluate and improve the effectiveness of our notification delivery systems. SCE continues to prioritize promoting customer awareness and education and implementing lessons learned from current and past PSPS events. In preparation for the 2024 season, significant enhancements were implemented to improve PSPS notifications.

Systems

Workflow optimization allows for more accurate and swift responses to real-time circuit configuration changes. Additionally, user interfaces and in-event reports were upgraded for better situational awareness. Operational workflows were aligned with CPUC naming conventions, enhancing reporting clarity. Overall, these improvements aim to enhance PSPS notifications and response efficiency.

Estimated Restoration Times

Customers and public safety partners are seeking additional clarity regarding power restoration, which is why SCE is committed to examining current protocols for providing estimated restoration times (ERTs) to determine if enhancements can be made to improve specificity.

The ability to provide more specificity is currently limited by technical constraints including a lack of historical predictive data, technical limitations in coordinating individual ERT notifications at the circuit or circuit segment level given the potential number of circuit segments involved, translation requirements for ad hoc messaging, and the difference in approach between patrolling after PSPS and patrolling in response to other types of outages. While other outages are focused on a single point of failure and a repair plan, PSPS outages require patrolling the entire length of every de-energized circuit by truck or helicopter. In large events, this also involves crews having multiple circuits to patrol.

In 2024, SCE has updated messaging to include a general estimate of restoration times to customers. Additionally, SCE continues to evaluate options to overcome these limitations to improve the precision and specificity of the ERT information provided to customers and public safety partners during PSPS events.

Training and Performance

SCE streamlined processes by reorganizing reporting structures, improving timeliness of messaging during events. The notifications team (for both customers and public safety partners) have been meeting and training regularly on new tools, system enhancements and processes throughout the year.

Complaints

SCE captures and tracks PSPS-related customer complaints received through a complaint tracking system. Complaint number and nature are documented in post-event reports. SCE also provides additional details on complaints in its annual post-season report filed on March 1.

V. Updated/Current Notification Script and Templates

Please see Appendix for SCE's current notification scripts and templates.

VI. In-language translations

SCE currently distributes PSPS customer notifications in twenty-three languages:

English	Korean	Arabic	Hmong	Mixteco
Spanish	Tagalog	Japanese	Portuguese	Zapoteco
Mandarin	Khmer	Russian	Hindi	Purapecha
Cantonese	Armenian	Punjabi	French	
Vietnamese	Farsi	Thai	German	

Customers can sign up for language preferences at the SCE preference center, and then will receive all notifications in their chosen language.

Additional static translations into all prevalent languages are available through various channels. For voice calls, numerical options allow customers to receive their message in their preferred language. For emails, links to read the message in another language are embedded in email correspondence. Once selected, the links lead customers to customized landing pages on SCE.com. SMS text messages include links for Spanish and Asian languages directing customers to customized landing pages on SCE.com.

Notifications will also be made available via an American Sign Language (ASL) link in early August 2024. ASL notifications will include English voice over and a screen, and Braille refresh reader accessible transcript of the notification.

PSPS website information, including PSPS outage landing pages, FAQ and outreach materials are available in all 19 prevalent languages (including English).

The wildfire and PSPS pages on SCE.com have been translated into all of the prevalent languages mandated by the CPUC in D.20-03-004.²

VII. Notification methods

Customers

In advance of potential PSPS activations that may impact them, the PSPS notification program informs state agencies, public safety partners, critical facilities and infrastructure, and all customers (including access and functional needs populations).

SCE delivers PSPS notices in the recipient's preferred channel: voice, email according to the cadence in Table 1.

² Decision on Community Awareness and Public Outreach Before, During and After a Wildfire, and Explaining Next Steps for Other Phase 2 Issues (March 12, 2020.)

Public Safety Partners and Local Jurisdiction Notifications

SCE provides multiple notifications to stakeholder groups including local governments, tribal governments, first responders, critical infrastructure owners, and other public safety partners across email, text, during, and after a potential PSPS event.

SCE aligns PSPS alert and warning notifications with the California Alert and Warning Guidelines. Messages contain the criteria required by the Guidelines including who is initiating the warning, the threat, the location of the potential event, instructions on what to do during the event, links to resources on the [SCE.com PSPS webpage](#) and contact resources to help prepare for the event. These alerts can be used as templates for secondary messaging by public safety agencies and designated authorities in Emergency Notification Systems (ENS).

SCE sends preliminary alerts to key public safety partners and local jurisdictions via text messages or phone calls and follows up via official notifications including specific, time-sensitive event details.

SCE refreshes stakeholder lists in advance of fire season. Incremental changes are made in real time as needed, both before and during PSPS activations.

SCE works closely with public safety partners to align PSPS communications and to solicit feedback on PSPS planning and execution, identifying opportunities to improve communication. SCE also has a designated email address for the SCE Liaison Officer as well as a dedicated 800 number for local governments to use during PSPS events.

SCE provides company specific PSPS information for local and tribal governments and CBOs to use in communications with their residents and businesses if they choose to do so.

Non-Customers including Stakeholders and Transient Populations

Notifications are directed to stakeholders who sign up for alerts. Accessible address level alerts (ALA) allow all stakeholders access to notifications for any address. This program allows caregivers, tenants, landlords, family members, and transient parties including travelers and those with no fixed address to be regularly informed about PSPS events affecting specific addresses. Other channels assure that all parties have access to event information. These other channels include [sce.com](#) and social media.

VIII. Meeting Notification Timeline Requirements

SCE makes every effort to send notifications at each phase of the event (Table 1.)

Watch Phase:

Seven Days Out

At seven-days out, or when initially forecast (if less than 7 days), SCE provides county-level watch information on [sce.com/weather-awareness](#).

Alert Phase

Three Days Out

SCE activates the Incident Management Team (IMT) up to 72 hours prior to when circuits are forecast to meet or exceed PSPS criteria.

This triggers direct communications with County Offices of Emergency Services as well as the initiation of the notification program.

The POC identifies the expected timing for the event at the circuit level, and the monitored circuit list (MCL) lists the circuits in scope. The POC and MCL are based on weather forecasting. Emergent weather might shorten the time span for notification. Additionally, changing weather conditions mean that some of those notified this far in advance from the start of POC might ultimately not be impacted by the most severe weather, and might not be subject to PSPS.

As forecasting becomes more precise over the next three days, the notification program at this point is limited to priority notification entities – public safety partners, critical infrastructure and facilities providers, and transmission level customers. Event information is also posted to both the public safety partner portal and to sce.com/outages.

Public Safety notifications are sent on a jurisdictional basis, consolidating all circuits within the jurisdiction that are in scope on a spreadsheet. Similar information is posted to the public safety partner portal.

Critical infrastructure customers receive location-specific notifications for each customer location on the monitored circuit list.

Two Days Out

Between 24 and 48 hours out from any event, SCE makes every effort to notify all customers in scope (including access and functional needs populations) about the upcoming potential event. This notification window is dependent on the weather forecast, and emergent weather might shorten the time span. Additionally, changing weather conditions mean that some of those notified this far in advance from the POC might not be impacted by the most severe weather, and might not be subject to PSPS.

Warning and De-energization Phases

Public Safety Partner daily update

All jurisdictional partners still on the monitored circuit list will receive an updated consolidated spreadsheet of circuits within their jurisdiction that continue to be in scope for the event.

Within 24 hours and during POC.

Whenever possible, all customers at risk of being de-energized are provided with a “PSPS Expected” notification within 1-4 hours of the initiation of de-energization. Some customers

notified at this stage will not be de-energized due to successful switching efforts³ or changing weather conditions. Emergent or fast-moving weather might mean that some customers will not receive this notification within the 1–4-hour timeframe.

If customers who receive this notification are not de-energized within this 3-hour window but continue to be at risk of de-energization, they could still receive additional subsequent “Expected” notifications.

De-Energization Notification

When circuits or circuit segments are authorized by the Incident Commander to be de-energized, notifications are sent to all impacted customers, public safety partners and jurisdictions, and are posted on the Public Safety Partner Portal, and on sce.com/outages.

Restoration Phase

Prepare to Restore

Prepare to Restore notifications are sent to all impacted customers and public safety partners as soon as restoration has been authorized. These notifications specify that the process “typically takes up to 8 hours but could take longer if we need daylight for safe inspections”. When power is restored, customers are alerted via a PSPS Ended notification. Customers who remain at risk of further de-energization will get a notification advising them of the continued risk. Jurisdictions are sent an email as each circuit is restored and a final email at the conclusion of the event within their jurisdiction.

IX. Notification Accuracy and Precision

Accuracy and Precision

The Central Data Platform (CDP), introduced in 2022, automates the data flows between operations and the notifications teams. CDP has improved the timeliness and accuracy of notifications in 2023, ahead of the 2024 season a number of enhancements have been implemented to further improve notification timeliness and accuracy. Although sudden onset of unexpected weather continued to introduce notification challenges, when compared to 2021 and earlier seasons, automation has reduced the number of missed notifications attributable to reliance on manual notification processes in previous years.

SCE’s decision-making process for PSPS events prioritizes safety. In some cases, emergent weather results in emergency de-energization decisions. These decisions prioritize safety over timely notifications.

SCE continues to make every effort to avoid over-notifying customers during PSPS events, and to inform customers as quickly as possible via cancellation notifications when changing weather

³ Switching efforts include, but are not limited to, sectionalizing lines to minimize the amount of the line that is de-energized, transferring customers from overhead sections of a line to underground sections, or transferring customers to another circuit outside the HFRA or not at risk of de-energization.

removes them from scope. However, factors such as the changing nature of emergent weather and efforts to reduce the number of customers de-energized through switching schemes and real-time weather observations may impact notifications.

Increased Stability of Forecasting

SCE Weather Services is rolling out two major expansions to machine learning forecasting capabilities in 2024. The first major advancement is the addition of 1km ensemble-driven machine learning forecasts to run in parallel to the existing 2km deterministic model-driven machine learning forecasts. These higher resolution ensemble-driven forecasts have demonstrated improved accuracy in case studies and will provide the forecaster with more stable forecast outcomes. More stable forecast outcomes will often allow Weather Services to identify circuits of concern with more confidence and lead time.

The other expansion relates to probabilistic forecasts for new variables. These additional variables will help Weather Services better analyze the probability for the FPI to reach thresholds during PSPS events. Combining existing probabilistic wind forecasts and probabilistic FPI forecasts will allow forecasters to achieve a more complete understanding of the chance of reaching PSPS criteria.

Finally, we are also adding over 400 new machine-learning based forecast locations in 2024. This increased coverage will mean that the vast majority of weather stations used for PSPS monitoring will have associated machine learning models.

X.Entity Responsible for Notifications

SCE follows principles of the National Incident Management System and components of the Standardized Emergency Management System during PSPS events. This includes using an Incident Management Team structure to execute PSPS events, assigning an Incident Commander responsible for all de-energization decision-making and coordinating at the Operational Area level during PSPS events. The assigned Incident Commander is responsible for all de-energization and re-energization decisions made during any PSPS event.

All notifications have been consolidated and are implemented by the Customer Care team, a subsection of the operations section within the Incident Management Team.

XI.Consistency of PSPS Notification Information Across All Platforms

Customer Access to PSPS Event Information on [sce.com](https://www.sce.com)

SCE continues to provide our customers and communities access to PSPS information on [SCE.com](https://www.sce.com). The [sce.com/outagemap](https://www.sce.com/outagemap) webpage now provides a search feature and a map to display each circuit under consideration for de-energization or currently de-energized. The website also provides additional information such as anticipated start date and time,

anticipated end date and time for the Period of Concern, and a range for estimated restoration date and time. Community Resource Centers and Community Crew Vehicles activation and availability information is also provided on SCE's outage map website.

Mass media

SCE reaches out to local media on an ongoing basis to inform them about PSPS and customer resiliency. In the 2024 pre-season, the media relations team contacted approximately 140 reporters across the designated market areas in its service area. This provided for network coverage about SCE's wildfire mitigation efforts and grid hardening work to reduce the frequency and scope of PSPS.

Direct mail

SCE publishes PSPS newsletters for all customers annually. In 2024, newsletters were mailed or emailed to all customers. The HFRA version featured wildfire mitigation and PSPS efforts and customer support information, and the version for non-HFRA customers was focused on emergency and outage preparedness. These newsletters encourage customers to prepare for PSPS or other outages by creating a power outage plan, checking their emergency kits, and updating outage notification preferences with SCE. Both versions of the newsletter are also available in the sce.com wildfire communications center, at sce.com/wcc in all prevalent languages.

Advertising

SCE's local media education campaign features radio, digital (i.e., search, banners, video) and social media advertisements encouraging customers to update their outage alert preference, take advantage of SCE's programs and resources (Medical Baseline Program, Back-up Battery Rebate, etc.) and prepare for emergencies. SCE Corporate Communications tracks campaign metrics and reports them to the CPUC.

In 2024, through May, SCE advertising has received over 120 million impressions and an overall awareness level of 54%.

Direct Communications

Phone

Customers can connect with SCE representatives directly through the SCE call center. SCE has a special contact number, available 24/7 for emergency/first responders and local government officials. The number is included in all PSPS partner notifications and distributed to appropriate agencies.

Online

Customers can connect directly through social media channels (i.e., Facebook, Twitter, and Instagram) and by visiting the [PSPS web page](https://www.sce.com/wildfire/psps) on SCE.com.⁴

⁴ <https://www.sce.com/wildfire/psps>

Additional Collateral

Information on SCE's PSPS decision-making process is available to customers in a technical paper, a fact sheet written for general audiences and a 3-minute animated video. These are available at [sce.com/pspsdecisionmaking](https://www.sce.com/pspsdecisionmaking) and are regularly shared with stakeholders through public meetings.

XII. Coordination with Stakeholders

Plans for notifications are shared with stakeholders through pre-existing meetings that take place both year-round, and in advance of fire season.

Community Meetings

SCE regularly conducts community meetings for customers in HFRA to discuss its Grid Safety and Resiliency Program (GSRP), Wildfire Mitigation Plan (WMP), and PSPS. Since 2020, meetings have been attended remotely, and audiences invited grouped by county. Customers are invited to those meeting by direct mail and paid Facebook ads. In addition, SCE invites first-responders, local government contacts, and community-based organization partners (e.g., American Red Cross and local Fire Safe Councils) to participate. Community meetings, in community-relevant languages, include a presentation and discussion featuring SCE's subject matter experts. There has been a decline in meeting participation likely due to SCE's grid hardening activities and reduction in PSPS events.

SCE regularly engages with local government officials, tribal staff and first responders to educate stakeholders on its WMP and its potential impact on their community. These meetings focus on educating local and tribal governments about the PSPS de-energization process and how the company will communicate and work with government agencies and emergency operations during outages.

SCE receives input from these meetings and other discussions with local government officials and incorporates the input in its PSPS notifications. SCE conducts these meetings to further enhance partnerships, increase awareness, and discuss lessons learned. These meetings are tailored for information at a more granular level, specific to the business, organization or community needs.

Stakeholder meetings

SCE meets with key stakeholders to receive input and feedback on PSPS protocols. These meetings include Regional Working Groups (RWG) and a territory-wide Advisory Board (AB). Regionalized Working Groups providing the opportunity for participation from small multi-jurisdictional electric utilities, community choice aggregators (CCAs), publicly owned electric utilities, communications and water service providers, CPUC staff, tribal and local government entities, and representatives of people/communities with access and functional needs (AFN) and vulnerable communities. The AB provides advisory functions regarding issues, opportunities, and challenges related to minimizing the impacts of PSPS. The members consist

of Public Safety Partners, communications and water service providers, local and tribal government officials, business groups, non-profit organizations, representatives of AFN people/communities, and academic organizations. Community input from customer service phone calls, emails and social media, and employee debriefs provide additional feedback.

XIII. Affirmative notifications to Medical Baseline populations and any self-identified vulnerable populations

SCE takes additional steps to ensure Medical Baseline populations, as well as self-certified sensitive customers, receive PSPS notifications. If there is no affirmative confirmation that the first notification sent through these customers' selected channel(s) was received, a second communication attempt is made. If this second attempt is likewise unsuccessful, Field Service Representatives (FSRs) are dispatched from District Offices to the customer's location. FSRs will knock on customers' doors and leave a doorhanger if direct contact is unsuccessful.

XIV. Notification strategies for reaching AFN Customers

SCE's Outage Alerts landing page highlights the importance of self-certification. The page features prominent messaging and a link to a self-certification form so customers can notify SCE if any member of their household uses life-sustaining medical equipment or relies on electricity to manage a medical condition but are not currently enrolled in our Medical Baseline Allowance program. SCE's notification approach includes using accessible language for notifications, leveraging Community Based Organization (CBO) networks to augment SCE's messaging, notifying paratransit agencies as well as owners and managers of multi-family dwellings, providing address level alerts for non-account holders and taking additional steps to ensure MBL and self-certified customers are receiving notifications about potential PSPS.

When possible, SCE notifies community-based organizations that serve individuals with AFN between 48 and 72 hours before a potential PSPS de-energization. Priority notifications allow CBOs to prepare in advance, amplify messaging, and perform safety preparedness checks on their constituents as needed. A daily coordination call is held for these organizations during PSPS activation.

Paratransit agencies are considered critical infrastructure customers and receive priority advance notifications through their preferred channel, including text, email or voice, as early as 72 hours prior to events. Paratransit agencies may also request access to the Public Safety Partner Portal, where they can obtain detailed information about potential PSPS activations, including access to aggregated information on customers served by the circuits being monitored.

In 2023, SCE collaborated with apartment owners and associations for opportunities to provide PSPS education and outreach to their tenants and association members. In late September, The California Apartment Association (CAA) published a wildfire season preparedness article on

behalf of the Joint IOUs to educate Californians about wildfire safety and the importance of preparing for potential PSPS outage emergencies. The article was featured on CAA's website⁵ and in their e-newsletter. SCE will continue to promote Address Level Alerts for non-account holders, which gives sub-metered tenants, property managers, tenants, and any individual with AFN (e.g., out-of-town travelers, caregivers, individuals struggling with homelessness, etc.) access to valuable notifications.⁶

SCE continues to request feedback from local/tribal governments and Public Safety Partners on opportunities to reach management and owners of multi-family properties. AFN population subsets and individually metered multifamily building tenants are also reached through the PSPS Newsletter (see Section XI). SCE also sends out an annual letter requesting landlord/property owners' assistance to educate their sub-metered tenants about PSPS. The letter includes copies of a flyer, in Spanish and English, which can be posted on the property.

XV. Public warning of PSPS events such as week-ahead forecasts

The PSPS weather awareness page, sce.com/weather-awareness, provides a week-ahead forecast by county to indicate potential for PSPS weather.

During the normal phase of operations, SCE maintains sce.com/weather-awareness and monitors forecasts for upcoming potential events.

XVI. Notification cancellation

SCE makes every attempt to provide notification of the cancellation of a PSPS event, or removal from scope, by notifying all affected entities, including public safety partners, within two hours of the decision to cancel.

XVII. Transmission-level customer notification

SCE sends annual communications and hosts workshops for transmission level customers to educate them about PSPS.

When transmission level customers are in scope for PSPS, dedicated account managers will notify these customers directly. Whenever possible, the account manager will provide a priority notification at least 48-72 hours in advance of de-energization event and will also provide notification to a transmission-level customer to the extent possible within two hours

⁵ CAA website is available at <https://caanet.org/are-you-prepared-for-wildfire-season-2>

⁶ SCE conducts outreach to multi-family building account holders, building managers and tenants to provide education on PSPS notifications and programs that offer resiliency support. See D.21.06.034, Appendix A at A9.

after it has begun surveying de-energized lines. SCE is planning to automate the transmission-level customer communication as part of the updated Central Data Platform process.

XVIII. Impacted customer information available to Public Safety Partners, Critical Facilities and Critical Infrastructure from outset of PSPS

To the extent feasible, SCE notifies Public Safety Partners and Critical Facilities and Critical Infrastructure according to the notification cadence in Table 1. Critical Infrastructure notifications provide meter information, rate and facilities in scope for impacted customers. Public Safety Partner “Advanced Initial” notifications include links to the Public Safety Partner Portal where additional password protected customer information and maps and shapefiles can be found. SCE continues to provide meter data during events on the Public Safety Partner Portal to Public Safety Partners with elevated access.

XIX. Secure Portal for Public Safety Partners

SCE's Public Safety Partner Portal, launched in 2021, offers public safety partners and critical facilities and infrastructure customers PSPS emergency information including planning data to be used ahead of PSPS events, as well as in-event PSPS data to be accessed for near real-time information related to the event.

As of early June 2024, there were 300+ active subscribers to this access-controlled site. SCE expects this number to fluctuate as a result of SCE’s annual portal re-certification process that is conducted yearly. Portal enhancements based on user needs are identified from Public Safety Partner Portal office hours and other outreach to Public Safety Partners.

SCE continues to offer maps on its REST service during PSPS events, eligible stakeholders have signed up for the portal to obtain PSPS event related information, such as circuits, customer profile summary information, and GIS files to assist in planning and response.

XX. Lessons Learned

SCE has included lessons learned in Table 14 in the PSPS Pre-Season Tables in Appendix F..

Attachment A
Notification Templates/Scripts

PSPS Variable Notification Templates - Customer

1 | Advanced Initial [Typically 72 Hours Prior]

[Only for Public Safety Partners (Telecom/Water-Wastewater) and Critical Infrastructure]

TEXT/SMS

SCE Advanced PSPS Alert: High winds and fire conditions are forecast from **^Day of week^ ^morning/afternoon/evening^** through **^End Day of week^ ^morning/afternoon/ evening^**. We may have to shut off power. Power restoration typically takes 8 hours, and will start after the wind subsides. Delays may occur if daylight is required for safe inspections. We are working to reduce the number of customers affected, and weather patterns might change, so not all notified customers will have their power shut off. For the latest updates, visit publicsafetyportal.sce.com, contact your assigned SCE account representative, or call 1-800-611-1911.

VOICE

SCE Advanced Public Safety Power Shutoff Alert: High winds and fire conditions are forecast from **^Day of week^ ^morning/afternoon/evening^** through **^End Day of week^ ^morning/afternoon/ evening^**. We may have to shut off power. Power restoration typically takes 8 hours, and will start after the wind subsides. Delays may occur if daylight is required for safe inspections. We are working to reduce the number of customers affected, and weather patterns might change, so not all notified customers will have their power shut off. For the latest updates visit [publicsafetyportal dot sce dot com](https://publicsafetyportal.sce.com), contact your assigned SCE account representative, or call 1-800-611-1911

EMAIL

Subject: SCE Public Safety Power Shutoff (PSPS) Advanced Initial Alert
From: do_not_reply@scewebservices.com Southern California Edison

High winds and fire conditions are forecast from **^Day of week^ ^morning/afternoon/evening^** through **^End Day of week^ ^morning/afternoon/evening^**. We may need to shut off power to decrease the risk of dangerous wildfires. Power restoration typically takes 8 hours, and will start after the wind subsides. Delays may occur if daylight is required for safe inspections. We are working to reduce the number of customers affected, and weather patterns might change, so not all notified customers will have their power shut off.

This alert applies to the following address(es):

Customer Address
Service Account
Meter Number
Rate

For the latest updates and availability of community resources, visit <https://publicsafetyportal.sce.com/> if you are registered, contact your assigned SCE account representative, or call 1-800-611-1911.

2 | Initial Notification [48 HOURS BEFORE] ALERT

TEXT/SMS

SCE PSPS Alert: High winds and fire conditions are forecast from **^Day of week^ ^morning/afternoon/evening^** through **^End Day of week^ ^morning/afternoon/evening^**. We may have to shut off your power to decrease risk during this time. Power restoration typically takes 8 hours, and will start after the wind subsides. Delays may occur if daylight is required for safe inspections. We are working to reduce the number of customers affected and will keep you updated. Visit sce.com/psps for the latest information. For downed power lines, call 911. View in more languages: www.sce.com/PSPSInitial or [view in ASL^z](#)

VOICE

SCE Public Safety Power Shutoff Alert. To continue in English, press 1. [Spanish press 2], all other languages press 3.... High winds and fire conditions are forecast from **^Day of week^ ^morning/afternoon/evening^** through **^End Day of week^ ^morning/afternoon/evening^**. We may have to shut off your power to decrease risk of dangerous wildfires. **Power restoration typically takes 8 hours, and will start after the wind subsides. Delays may occur if daylight is required for safe inspections.** We are working to reduce the number of customers affected and will keep you updated. Visit [sce dot com slash psps](https://sce.com/psps) for the latest information. If you see a downed power line call 911.

EMAIL

Subject: SCE Public Safety Power Shutoff Alert
From: do_not_reply@scewebservices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

View in ASL^z

High winds and dangerous fire conditions are forecast from **^Day of week^ ^morning/afternoon/evening^** through **^End Day of week^ ^morning/afternoon/evening^**.

^z American Sign Language (ASL) link will be available August 2024.

^z American Sign Language (ASL) link will be available August 2024.

We may have to shut off your power to decrease risk of dangerous wildfires. Power restoration typically takes 8 hours, and will start after the wind subsides. Delays may occur if daylight is required for safe inspections. We are working to reduce the number of customers whose power will be shutoff and will keep you updated. For the latest updates, outage map, and information about customer care services, visit sce.com/psps.

Thank you for your patience as we work to keep your community safe!

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

- For information about preparing for a power outage, visit sce.com/safety/family/emergency-tips.
- REMEMBER: If you see a downed power line call 911 first, and then notify SCE at 1-800-611-1911.

3 | Update Notification [24 HOURS BEFORE] WARNING

TEXT/SMS

SCE PSPS Warning: High winds and fire conditions are forecast from **^Day of week^ ^morning/afternoon/evening^** through **^End Day of week^ ^morning/afternoon/evening^**. We may have to shut off your power to decrease risk of wildfires. We are working to reduce the number of customers affected and will keep you updated. Visit sce.com/psps for the latest information and availability of community resources. For downed power lines, call 911. View in more languages: www.sce.com/PSPSUpdate or view in ASL⁹

VOICE

SCE Public Safety Power Shutoff warning. To continue in English, press 1. [Spanish press 2], all other languages press 3.... High winds and dangerous fire conditions are forecast from **^Day of week^ ^morning/afternoon/evening^** through **^End Day of week^ ^morning/afternoon/evening^**. We may have to shut off your power to decrease risk of wildfires. We are working to reduce the number of customers whose power will be shutoff and will keep you updated. Visit [sce dot com slash psps](https://sce.com/psps) for the latest information and availability of community resources. If you see a downed power line call 911.

EMAIL

Subject: SCE Public Safety Power Shutoff (PSPS) Warning

From: do_not_reply@scewebservices.com

Southern California Edison

⁹ American Sign Language (ASL) link will be available August 2024.

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

[View in ASL¹⁰](#)

High winds and dangerous fire conditions are forecast from [^Day of week^ ^morning/afternoon/evening^](#) through [^End day of week^ ^morning/afternoon/evening^](#). We may have to shut off your power to decrease risk of dangerous wildfires. We are working to reduce the number of customers whose power will be shut off and will keep you updated. For the latest updates, outage map, and availability of community resources, visit sce.com/psps.

This alert applies to the following address(es):

[Customer Address](#)

[Service Account](#)

[Meter Number](#)

[Rate](#)

- For information about preparing for a power outage, visit sce.com/safety/family/emergency-tips.
- REMEMBER: If you see a downed power line, call 911 first, and then notify SCE at 1-800-611-1911.

Thank you for your patience as we work to keep your community safe!

4 | CANCELLATION

(SENT AT ANY TIME WHEN CUSTOMER IS PERMANENTLY OUT OF SCOPE)

TEXT/SMS

SCE PSPS All-Clear: Due to improved weather, we did not shut off your power. We understand that planning around outages is inconvenient. Thanks for your patience as we work to keep our communities safe. If your power is off, please call 1-800-611-1911 or sce.com/psps. View in more languages: www.sce.com/PSPSAllClear or view in ASL¹¹

VOICE

SCE PSPS All-clear: To continue in English, press 1. [Spanish press 2], all other languages press 3.... Due to improved weather, we did not shut off your power. We understand that planning around outages

¹⁰ American Sign Language (ASL) link will be available August 2024.

¹¹ American Sign Language (ASL) link will be available August 2024.

is inconvenient. Thank you for your patience as we work to keep our communities safe. If your power is off, please call 1-800-611-1911 or visit [sce dot com slash psps](http://sce.com/psps).

EMAIL

Subject: SCE Public Safety Power Shutoff (PSPS) All-clear

From: do_not_reply@scewebservices.com

Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

View in ASL¹²

Due to improved weather, we did not shut off your power. We understand that planning around outages is inconvenient. Thank you for your patience as we work to keep our communities safe.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

If power is off, please call 1-800-611-1911 or visit sce.com/psps.

For more information about PSPS and wildfire safety, please visit sce.com/psps.

¹² American Sign Language (ASL) link will be available August 2024.

5 | PSPS EXPECTED (1-4 HOURS BEFORE SHUTOFF WARNING)

TEXT/SMS

SCE PSPS Expected: It's likely we will shut off your power in the next 4 hours due to wind-driven fire conditions. Conditions could last through **^End Day of week^ ^morning /afternoon /evening^**. We will notify you again if we shut power off. Weather could affect shutoff timing and wind-related outages may also occur. Visit sce.com/psps for the latest information and availability of community resources. For downed power lines, call 911. Thanks for your patience. View in more languages: www.sce.com/PSPSExpected or view in ASL¹³

VOICE

SCE PSPS Expected. To continue in English, press 1. [Spanish press 2], all other languages press 3.... It's likely we will shut off your power in the next 4 hours due to wind-driven fire conditions in your area. Conditions could last through **^End Day of week^ ^morning /afternoon /evening^**. We will notify you again if we shut off your power. Weather could affect shutoff timing and wind-related outages may also occur. Visit [sce dot com slash psps](https://sce.com/psps) for the latest information and availability of community resources. If you see a downed power line, call 911. Thank you for your patience.

EMAIL

Subject: SCE Public Safety Power Shutoff (PSPS) Expected
From: [do not reply@scewebservices.com](mailto:do_not_reply@scewebservices.com) Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

View in ASL¹⁴

It's likely we will shut off your power in the next 4 hours due to wind-driven fire conditions. Conditions could last through **^End Day of week^ ^morning /afternoon /evening^**. We are working to reduce the number of customers affected. Weather could also affect shutoff timing and wind-related outages may occur. We will notify you again if we shut off your power. For the latest updates, outage map, and availability of community resources, visit sce.com/psps.

We appreciate your patience as we work to keep your community safe.

This alert applies to the following address(es):

¹³ American Sign Language (ASL) link will be available August 2024.

¹⁴ American Sign Language (ASL) link will be available August 2024.

Customer Address

Service Account

Meter Number

Rate

- For information about preparing for a power outage, visit [sce.com/safety/family/emergency-tips](https://www.sce.com/safety/family/emergency-tips)
- REMEMBER: If you see a downed power line, call 911 first, and then notify SCE at 1-800-611-1911.

Thank you again for your continued patience as we work to keep your community safe!

6 | PSPS SHUTOFF (SENT AT AUTHORIZATION TO DE-ENERGIZE)

SMS/TEXT

SCE PSPS Shutoff: We are shutting off your power due to wind-driven wildfire risk. High winds are forecast through **^End Day of week^ ^morning/ afternoon/ evening^**. When weather improves, we will inspect our lines for damage before we restore power. This is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. Visit [sce.com/psps](https://www.sce.com/psps) for the most up to date info on restoration timing and SCE community resources in your area. Remember to turn off/unplug appliances or equipment that could restart automatically. For downed power lines, call 911. Thanks for your patience. View in more languages: www.sce.com/PSPSShutoff or view in ASL¹⁵

VOICE

SCE PSPS shutoff. To continue in English, press 1. [Spanish press 2], all other languages press 3.... We are shutting off your power due to current wind-driven wildfire risk. High winds are forecast through **^End Day of week^ ^morning/ afternoon/ evening^**. When the weather improves, we will inspect our lines for damage before we restore power. This is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. Remember to turn off or unplug appliances or equipment that could restart automatically. Visit [sce dot com slash psps](https://www.sce.com/psps) for the latest information on restoration timing and SCE community resources in your neighborhood. If you see a downed power line, call 911. Thank you for your patience.

EMAIL

Subject: SCE Public Safety Power Shutoff (PSPS)

From: do_not_reply@scewebservices.com

Southern California Edison

¹⁵ American Sign Language (ASL) link will be available August 2024.

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

[View in ASL¹⁶](#)

We are shutting off your power due to current high risk of wind-driven wildfire. High winds are forecast to last through **^End Day of week^ ^morning/ afternoon/ evening^**. When the weather improves, we will inspect our lines for damage before we restore power. This is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. We will update you as conditions change. Please remember to turn off or unplug appliances or equipment that may start automatically when power is restored.

Please visit [sce.com/pmps](https://www.sce.com/pmps) for the most up to date information, including outage map and restoration information, and availability of SCE community resources.

REMEMBER: If you see a downed power line, call 911 first, and then notify SCE at 1-800-611-1911. We understand this shutoff is inconvenient. We appreciate your continued patience as we work to keep your community safe.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

7 | CONTINUED SHUTOFF - NEXT DAY SHUTOFF UPDATE (SENT IN THE AM TO OVERNIGHT OUTAGES)

SMS/TEXT

SCE Continued PSPS Shutoff: Thank you for your continued patience during this Public Safety Power Shutoff. High winds could continue through **^End Day of week^ ^morning /afternoon/ evening^**. Before we restore power, we will inspect our lines for damage. This is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. Visit [sce.com/pmps](https://www.sce.com/pmps) for the latest info on restoration and SCE community resources in your area. For downed power lines, call 911. View in more languages: www.sce.com/PSPSContinuedShutoff or view in ASL¹⁷

VOICE

¹⁶ American Sign Language (ASL) link will be available August 2024.

¹⁷ American Sign Language (ASL) link will be available August 2024.

SCE Continued PSPS. To continue in English, press 1. [Spanish press 2], all other languages press 3.... Thank you for your continued patience during this Public Safety Power Shutoff. High winds are forecast to continue through **^End Day of week^ ^morning /afternoon/ evening^**. Before we restore power, we will inspect our lines for damage. This is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. Visit sce.com/psps for the latest information on restoration and availability of community resources in your area. For downed power lines, call 911.

EMAIL

Subject: SCE Continued Public Safety Power Shutoff (PSPS)
From: do_not_reply@scewebservices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

ESPAÑOL	한국어	中文	TIẾNG VIỆT	TAGALOG
1-800-441-2233	1-800-628-3061	1-800-843-8343	1-800-327-3031	1-800-655-4555

[MORE LANGUAGES](#)

View in ASL¹⁸

Thank you for your continued patience during this Public Safety Power Shutoff. Wind-driven fire conditions could last through **^End Day of week^ ^morning /afternoon/ evening^**. When the weather improves, we will inspect our lines for damage before we restore power. This is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. Visit sce.com/psps for the latest information on restoration and SCE community resources in your area. We understand that any outage is an inconvenience. Thank you again for your continued patience as we work to keep your community safe!

REMEMBER: If you see a downed power line, call 911 first, and then notify SCE at 1-800-611-1911.

This alert applies to the following address(es):

- [Customer Address](#)
- [Service Account](#)
- [Meter Number](#)
- [Rate](#)

8 | PREPARE FOR RESTORATION

SMS/TEXT

SCE PSPS Update: Winds have died down and we are starting to inspect our lines for damage. Restoration is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or find damage. For updated restoration estimates in your area and for location of SCE community resources visit sce.com/psps. Please turn off/unplug appliances or equipment that could restart automatically and inspect your property for downed power lines. Call 911 if you find a downed

¹⁸ American Sign Language (ASL) link will be available August 2024.

line. We will alert you again when we restore power. View in more languages:
www.sce.com/PSPSPrepRestore or view in ASL¹⁹

VOICE

SCE PSPS Update. To continue in English, press 1. [Spanish press 2], all other languages press 3.... Winds have died down and we are starting to inspect our lines for damage. Restoration is expected to take up to 8 hours but could be delayed if we need daylight for safe inspections or if we find damage. Please turn off or unplug any appliances or equipment that could restart automatically and inspect your property for downed power lines. Call 911 if you find a downed line. We will alert you again when we restore power. For updated restoration estimates in your area, and for location of SCE community resources visit [sce dot com slash psps](http://sce.com/psps)

EMAIL

Subject: SCE Public Safety Power Shutoff Update

From: do_not_reply@scwebservices.com

Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

[View in ASL²⁰](#)

Winds have died down and we are starting to inspect our lines for damage. Restoration is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. For updated restoration estimates in your area, and for location of SCE community resources visit sce.com/psps. We will alert you again when your power comes back on. Please turn off or unplug any appliances or equipment that could restart automatically and inspect your property for downed power lines. If you see a downed power line, stay away and call 911 first, then report it to SCE at 1-800-611-1911.

We understand that Public Safety Power Shutoff events can be disruptive and thank you for your patience as we work to keep your community safe.

This alert applies to the following address(es):

[Customer Address](#)

[Service Account](#)

[Meter Number](#)

[Rate](#)

¹⁹ American Sign Language (ASL) link will be available August 2024.

²⁰ American Sign Language (ASL) link will be available August 2024.

9 | RESTORATION TIME PENDING

SMS/TEXT

SCE PSPS Update: Winds have died down and we are inspecting our lines for damage. Restoration timing depends on need for daylight for safe inspections and the accessibility of power lines. We will alert you again when we restore power. For updated restoration estimates in your area, and for location of SCE community resources visit sce.com/psps. Please turn off or unplug any appliances or equipment that could restart automatically and inspect your property for downed power lines. Call 911 if you find a downed line. View in more languages: www.sce.com/PSPSPrepRestorePending or view in ASL²¹

VOICE

SCE PSPS Update: To continue in English, press 1. [Spanish press 2], all other languages press 3.... Winds have died down and we are starting to inspect our lines for damage. Power restoration timing depends on need for daylight for safe inspections and the accessibility of power lines. We will alert you again when we restore power. Please turn off or unplug any appliances or equipment that could restart automatically and inspect your property for downed power lines. Call 911 if you find a downed line. For updated restoration estimates in your area, and for location of SCE community resources visit [sce dot com slash psps](https://sce.com/psps).

EMAIL

Subject: SCE Public Safety Power Shutoff Update

From: do_not_reply@scewebservices.com

Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

View in ASL

Winds have died down and we are starting to inspect our lines for damage. Power restoration timing depends on need for daylight for safe inspections and the accessibility of power lines. We will alert you again when your power comes back on. For updated restoration estimates in your area, and for location of SCE community resources visit sce.com/psps. Please turn off or unplug any appliances or equipment that could restart automatically and inspect your property for downed power lines. If you see a downed power line, stay away and call 911 first, then report it to SCE at 1-800-611-1911.

²¹ American Sign Language (ASL) link will be available August 2024.

We understand that Public Safety Power Shutoff events can be disruptive and thank you for your patience as we work to keep your community safe.

This alert applies to the following address(es):

Customer Address
Service Account
Meter Number
Rate

10 | RESTORATION TIME UPDATE (Restoration exceeds 8 hours or updated timing for customers who received 9—Restoration Time Pending)

SMS/TEXT

SCE PSPS Update: We have updated our estimated timing to restore your power. Please visit sce.com/psps for the latest information on restoration and availability of community resources in your area. View in more languages: www.sce.com/PSPSPrepRestoreUpdate or view in ASL²²

VOICE

SCE PSPS Update: To continue in English, press 1. [Spanish press 2], all other languages press 3.... We have updated our estimated timing to restore your power. Please visit [sce dot com slash PSPS](https://sce.com/psps) for the latest information on restoration and availability of community resources in your area.

EMAIL

Subject: SCE Public Safety Power Shutoff Update

From: do_not_reply@scewebservices.com

Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

View in ASL²³

We have updated our estimated timing to restore your power. Please visit sce.com/psps to see updated information for your neighborhood and availability of community resources in your area. If you see a downed power line, stay away and call 911 first, then report it to SCE at 1-800-611-1911.

This alert applies to the following address(es):

²² American Sign Language (ASL) link will be available August 2024.

²³ American Sign Language (ASL) link will be available August 2024.

Customer Address
Service Account
Meter Number
Rate

11 | RESTORED NO LONGER IN SCOPE (RESTORED & CANCELLATION [NO MORE RISK OF PSPS])

SMS/TEXT

SCE PSPS Ended: We have restored power in your area and ended the Public Safety Power Shutoff. If your power is still off, please call 1-800-611-1911 or visit [sce.com/outage](https://www.sce.com/outage). We know that safety outages are inconvenient and thank you for your patience. View in more languages: www.sce.com/PSPSEnded or [view in ASL](#)

VOICE

SCE PSPS Ended... To continue in English, press 1. [Spanish press 2], all other languages press 3.... We have restored power in your area and ended the Public Safety Power Shutoff due to improved weather conditions. If your power is still off, please call 1-800-611-1911 or visit [sce dot com slash outage](https://www.sce.com/outage). We understand that safety outages are inconvenient and thank you for your patience.

EMAIL

Subject: SCE Public Safety Power Shutoff Ended: All Power Restored
From: do_not_reply@scewebservices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

[한국어](#)

[中文](#)

[TIẾNG VIỆT](#)

[TAGALOG](#)

1-800-441-2233

1-800-628-3061

1-800-843-8343

1-800-327-3031

1-800-655-4555

[MORE LANGUAGES](#)

View in ASL

We have restored power and ended the Public Safety Power Shutoff in your area due to improved weather conditions. If your power is still off, please call 1-800-611-1911 or visit [sce.com/outage](https://www.sce.com/outage). We understand that safety outages are inconvenient and thank you for your patience.

This alert applies to the following address(es):

Customer Address
Service Account
Meter Number
Rate

For more information about PSPS and wildfire safety, please visit [sce.com/pmps](https://www.sce.com/pmps).

12 | RESTORED, NOT ALL CLEAR – RISK OF PSPS REMAINS

SMS/TEXT

SCE PSPS Update: Winds have improved enough for us to restore power in your area. However, because high winds are still forecast through **^End Day of week^ ^morning/afternoon/evening^** we might have to shut off power again. We will update you as weather conditions change. If your power is still off, please call 1-800-611-1911 or visit [sce.com/psps](https://www.sce.com/psps). Thanks for your patience. View in more languages: www.sce.com/PSPSNotAllClear or [view in ASL](#)

VOICE

SCE PSPS Update: To continue in English, press 1. [Spanish press 2], all other languages press 3.... Winds have improved enough for us to restore power in your area. However, because high winds are still forecast through **^End Day of week^ ^morning/afternoon/evening^** we may have to shut off your power again. We will keep you updated as weather conditions change. We understand that PSPS outages are inconvenient and thank you for your patience. If your power is still off, please call 1-800-611-1911 or visit [sce dot com slash psps](https://www.sce.com/psps).

EMAIL

Subject: SCE Public Safety Power Shutoff Update: Power restored; PSPS still in effect
From: do_not_reply@scwebservices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

View in ASL

Winds have improved enough for us to restore power in your area. However, because high winds are still forecast through **^End Day of week^ ^morning/afternoon/evening^** we may have to shut off your power again. We will keep you updated as weather conditions change. If your power is still off, please call 1-800-611-1911 or visit [sce.com/psps](https://www.sce.com/psps).

We understand that safety outages are inconvenient and thank you for your continued patience.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

For more information about PSPS and wildfire safety, please visit [sce.com/psps](https://www.sce.com/psps).

PSPS Variable Notification Templates – Local/Tribal Governments and Community Based Organizations (CBOs) Working Within the Access and Functional Needs (AFN) Community

1 | ADVANCED INITIAL

Typically, 72 hours prior

EMAIL

Subject: Advanced Initial Notice for PSPS Event starting [start POC DATE] in [COUNTY NAME] as of [current date] [current time] .

From: SCE Liaison Officer <noreply@everbridge.net>

Public Safety Power Shutoff initial notification for official use: Due to projected fire weather conditions, we may need to shut off power in high fire risk areas in COUNTY NAME. Please refer to the attached spreadsheet for status and periods of concern for specific circuits.

Recommended Language to Share with the Public: SCE has informed us they may be calling for a Public Safety Power Shutoff impacting (insert organization name) on (insert date). SCE will notify all customers who may be affected, including Critical Care and Medical Baseline customers. For more info: sce.com/psps

Our Emergency Operations Center is open and our IMT is activated. Contact information is provided below.

Message cadence: The SCE Liaison Officer provides a rolling three-day advance warning of potential PSPS events, when possible, and sends update notifications every day. We will also notify you with time-sensitive shutoff and restoration information at the circuit level. Sudden weather changes may impact SCE's ability to provide advanced notice: a shutoff could occur sooner than anticipated.

Spreadsheet content: All circuits currently on the watch list in your county are listed in the attached spreadsheet. As we get closer to the event and the weather forecast becomes more exact, additional circuits could be added or removed from our watch lists. Definitions are on the second tab of the spreadsheet.

Not all circuits on the watch list will have their power shut off. We are working to reduce the number of customers affected and weather patterns might change.

Customers on the affected circuits are being notified if they are within two days of the period of concern, or if there has been a change to their status.

Outage maps and other detailed information are available at the following locations:

- Maps showing PSPS boundaries and locations of about Community Resource Centers and Community Crew Vehicles: <https://www.sce.com/outage-center/check-outage-status>
- Public Safety Partner Portal (for registered users)

- Email publicsafetyportal@sce.com to request access.
- REST service (web-based password-protected access to GIS layers)
 - SCERestInfo@sce.com to request access.

SCE Contact Information for Public Officials only (DO NOT share with the public)

- **First Responders and Emergency Managers:**
 - Phone: Business Resiliency Duty Manager 24/7 hotline: (800) 674-4478
 - Email: Business Resiliency Duty Manager/emergencies: BusinessResiliencyDutyManager@sce.com **Note: Only monitored during emergency activations.**
- **Government/tribal officials:**
 - Phone Liaison (government relations) 24/7 hotline: 800-737-9811. **Note: Only monitored during emergency activations.**
 - Email SCELiaisonOfficer@sce.com. **Note: Only monitored during emergency activations.**
- **Access and Functional Needs issues:**
 - Phone AFN Liaison Officer 24/7 hotline: 888-588-5552. **Only monitored during emergency activations.**
 - Email: AFNIMT@sce.com. **Note: Only monitored during emergency activations.**

Information available for the general public:

- **SCE Contact Information for the Public: (Please share via web and social media).**
 - Outage specific customer service issues: 800-611-1911
 - Billing and service inquiries: 800-684-8123
- Maps showing PSPS boundaries and locations of about Community Resource Centers and Community Crew Vehicles: <https://www.sce.com/outage-center/check-outage-status>
- General information on PSPS: www.sce.com/pssp
- De-energization and restoration policies: sce.com/psspdecisionmaking
- Information on emergency preparedness, customer notifications, customer programs and other resources: www.sce.com/wildfire
- Seven-day PSPS forecasts <https://www.sce.com/wildfire/weather-awareness>
Fire and weather detection map <https://www.sce.com/wildfire/situational-awareness>

TEXT/SMS

Important: SCE Advanced Initial Notice for PSPS Event in {County} CO on {Start POC Date}. Please see your inbox for more details.

2 | UPDATED CONDITIONS (ALERT)

EMAIL

Subject: SCE Update/Initial Notice for PSPS Event starting [start POC DATE] in [COUNTY NAME] as of [current date] [current time].

From: SCE Liaison Officer <noreply@everbridge.net>

Public Safety Power Shut-Off update notification for official use:

Due to projected fire weather conditions, we may need to shut off power in high fire risk areas, in [COUNTY NAME]. Please refer to the attached spreadsheet for status and periods of concern for specific circuits.

Recommended Language to Share with the Public: SCE has informed us there may be a Public Safety Power Shutoff impacting (insert organization name) on (insert date). SCE will notify all customers who may be affected, including Critical Care and Medical Baseline customers. For more info: sce.com/psps

Our Emergency Operations Center is open and our IMT is activated. Contact information is provided below.

Message cadence: The SCE Liaison Officer provides a rolling three-day advance warning of potential PSPS events, when possible, and sends update notifications every day. We will also notify you with time-sensitive shutoff and restoration information at the circuit level. Sudden weather changes may impact SCE's ability to provide advanced notice: a shutoff could occur sooner than anticipated.

Spreadsheet content: All circuits currently on the watch list in your county are listed in the attached spreadsheet. As we get closer to the event and the weather forecast becomes more exact, additional circuits could be added or removed from our watch lists. Definitions are on the second tab of the spreadsheet.

Not all circuits on the watch list will have their power shut off. We are working to reduce the number of customers affected and weather patterns might change.

Customers on the affected circuits are being notified if they are within two days of the period of concern, or if there has been a change to their status.

Outage maps and other detailed information are available at the following locations:

- Maps showing PSPS boundaries and locations of about Community Resource Centers and Community Crew Vehicles: <https://www.sce.com/outage-center/check-outage-status>
- Public Safety Partner Portal (for registered users)
 - Email publicsafetyportal@sce.com to request access.
- REST service (web-based password-protected access to GIS layers)
 - SCERestInfo@sce.com to request access.

SCE Contact Information for Public Officials only (DO NOT share with the public)

- **First Responders and Emergency Managers:**
 - Phone: Business Resiliency Duty Manager 24/7 hotline: (800) 674-4478
 - Email: Business Resiliency Duty Manager/emergencies: BusinessResiliencyDutyManager@sce.com **Note: Only monitored during emergency activations.**
- **Government/tribal officials:**
 - Phone Liaison (government relations) 24/7 hotline: 800-737-9811. **Note: Only monitored during emergency activations.**
 - Email SCELiaisonOfficer@sce.com. **Note: Only monitored during emergency activations.**
- **Access and Functional Needs issues:**
 - Phone AFN Liaison Officer 24/7 hotline: 888-588-5552. **Only monitored during emergency activations.**
 - Email: AFNIMT@sce.com. **Note: Only monitored during emergency activations.**

Information available for the general public:

- **SCE Contact Information for the Public: (Please share via web and social media).**
 - Outage specific customer service issues: 800-611-1911
 - Billing and service inquiries: 800-684-8123
- Maps showing PSPS boundaries and locations of about Community Resource Centers and Community Crew Vehicles: <https://www.sce.com/outage-center/check-outage-status>
- General information on PSPS: www.sce.com/psps
- De-energization and restoration policies: sce.com/pspsdecisionmaking
- Information on emergency preparedness, customer notifications, customer programs and other resources: www.sce.com/wildfire
- Seven-day PSPS forecasts <https://www.sce.com/wildfire/weather-awareness>
Fire and weather detection map <https://www.sce.com/wildfire/situational-awareness>

TEXT/SMS

Important: SCE Update/Initial Notice for PSPS Event in {County} CO. Please see your inbox for more details.

3 | PSPS EXPECTED

1-4 Hours Before Shutoff Warning

EMAIL

Subject: SCE Expected Shutoff Notice for [CIRCUIT NAME] Circuit for PSPS Event starting [start POC DATE] in [COUNTY NAME] as of [current date] [current time]

From: SCE Liaison Officer <noreply@everbridge.net>

Public Safety Power Shutoff update notification for official use: SCE may need to shut off power in the next 4 hours to reduce the risk of wildfire ignition. Areas that may be impacted include:

- **Circuit:** [CIRCUIT name]
- **County:** [COUNTY NAME].
- **Segment:** [If Listed]
- **Incorporated City of:** [Incorporated City]
- **Unincorporated County Area:** [unincorporated area description]
- **Comment:**

Shutoffs may occur earlier or later depending on actual weather conditions. This notice expires after 4 hours; however, the listed circuit(s) will remain on the watch list and will be subject to PSPS until the conclusion of this weather event.

Recommended Language to Share with the Public: SCE has informed us they are likely to call a Public Safety Power Shutoff impacting (insert organization name) within the next four hours. SCE will notify all customers who may be affected. For more info: [sce.com/psps](https://www.sce.com/psps)

Our Emergency Operations Center is open and our IMT is activated. Contact information is provided below.

Message cadence: The SCE Liaison Officer provides a rolling three-day advance warning of potential PSPS events, when possible, and sends update notifications every day. We will also notify you with time-sensitive shutoff and restoration information at the circuit level. Sudden weather changes may impact SCE's ability to provide advanced notice: a shutoff could occur sooner than anticipated.

Spreadsheet content: All circuits currently on the watch list in your county are listed in the attached spreadsheet. As we get closer to the event and the weather forecast becomes more exact, additional circuits could be added or removed from our watch lists. Definitions are on the second tab of the spreadsheet.

Not all circuits on the watch list will have their power shut off. We are working to reduce the number of customers affected and weather patterns might change.

Customers on the affected circuits are being notified if they are within two days of the period of concern, or if there has been a change to their status.

Outage maps and other detailed information are available at the following locations:

- Maps showing PSPS boundaries and locations of about Community Resource Centers and Community Crew Vehicles: <https://www.sce.com/outage-center/check-outage-status>
- Public Safety Partner Portal (for registered users)
 - Email publicsafetyportal@sce.com to request access.
- REST service (web-based password-protected access to GIS layers)
 - SCERestInfo@sce.com to request access.

SCE Contact Information for Public Officials only (DO NOT share with the public)

- **First Responders and Emergency Managers:**
 - Phone: Business Resiliency Duty Manager 24/7 hotline: (800) 674-4478
 - Email: Business Resiliency Duty Manager/emergencies: BusinessResiliencyDutyManager@sce.com **Note: Only monitored during emergency activations.**
- **Government/tribal officials:**
 - Phone Liaison (government relations) 24/7 hotline: 800-737-9811. **Note: Only monitored during emergency activations.**
 - Email SCELiaisonOfficer@sce.com. **Note: Only monitored during emergency activations.**
- **Access and Functional Needs issues:**
 - Phone AFN Liaison Officer 24/7 hotline: 888-588-5552. **Only monitored during emergency activations.**
 - Email: AFNIMT@sce.com. **Note: Only monitored during emergency activations.**

Information available for the general public:

- **SCE Contact Information for the Public: (Please share via web and social media).**
 - Outage specific customer service issues: 800-611-1911
 - Billing and service inquiries: 800-684-8123
- Maps showing PSPS boundaries and locations of about Community Resource Centers and Community Crew Vehicles: <https://www.sce.com/outage-center/check-outage-status>
- General information on PSPS: www.sce.com/psps
- De-energization and restoration policies: sce.com/pspsdecisionmaking
- Information on emergency preparedness, customer notifications, customer programs and other resources: www.sce.com/wildfire
- Seven-day PSPS forecasts <https://www.sce.com/wildfire/weather-awareness>
Fire and weather detection map <https://www.sce.com/wildfire/situational-awareness>

TEXT/SMS

Important: SCE Expected Shutoff Notice for PSPS Event on {Circuit(s)} Circuit in {County} CO. Please see your inbox for more details.

4 | PSPS SHUTOFF

Sent at Authorization to De-Energize

EMAIL

Subject: SCE PSPS Shutoff Notice for [CIRCUIT NAME] Circuit for PSPS Event starting [start POC DATE] in [COUNTY NAME] as of [current date] [current time].

From: SCE Liaison Officer <noreply@everbridge.net>

Public Safety Power Shutoff update notification for official use: SCE is shutting off power to reduce the risk of wildfire ignition.

Impacted circuits and locations are:

- **Circuit:** [CIRCUIT name]
- **County:** [COUNTY NAME].
- **Segment:** [If Listed]
- **Incorporated City of:** [Incorporated City]
- **Unincorporated County Area:** [unincorporated area description]
- **Comment:**

When the weather improves, crews will inspect and repair the lines and restore power. Typically this can take up to 8 hours. Updates to restoration information will be posted on www.sce.com/psps and on the Public Safety Partner Portal.

Recommended Language to Share with the Public: SCE has begun a Public Safety Power Shutoff. SCE notified customers who may be affected, including Critical Care and Medical Baseline customers. For more info: sce.com/psps

Our Emergency Operations Center is open and our IMT is activated. Contact information is provided below.

Message cadence: The SCE Liaison Officer provides a rolling three-day advance warning of potential PSPS events, when possible, and sends update notifications every day. We will also notify you with time-sensitive shutoff and restoration information at the circuit level. Sudden weather changes may impact SCE's ability to provide advanced notice: a shutoff could occur sooner than anticipated.

Spreadsheet content: All circuits currently on the watch list in your county are listed in the attached spreadsheet. As we get closer to the event and the weather forecast becomes more exact, additional circuits could be added or removed from our watch lists. Definitions are on the second tab of the spreadsheet.

Not all circuits on the watch list will have their power shut off. We are working to reduce the number of customers affected and weather patterns might change.

Customers on the affected circuits are being notified if they are within two days of the period of concern, or if there has been a change to their status.

Outage maps and other detailed information are available at the following locations:

- Maps showing PSPS boundaries and locations of about Community Resource Centers and Community Crew Vehicles: <https://www.sce.com/outage-center/check-outage-status>
- Public Safety Partner Portal (for registered users)
 - Email publicsafetyportal@sce.com to request access.
- REST service (web-based password-protected access to GIS layers)
 - SCERestInfo@sce.com to request access.

SCE Contact Information for Public Officials only (DO NOT share with the public)

- **First Responders and Emergency Managers:**
 - Phone: Business Resiliency Duty Manager 24/7 hotline: (800) 674-4478
 - Email: Business Resiliency Duty Manager/emergencies: BusinessResiliencyDutyManager@sce.com **Note: Only monitored during emergency activations.**
- **Government/tribal officials:**
 - Phone Liaison (government relations) 24/7 hotline: 800-737-9811. **Note: Only monitored during emergency activations.**
 - Email SCELiaisonOfficer@sce.com. **Note: Only monitored during emergency activations.**
- **Access and Functional Needs issues:**
 - Phone AFN Liaison Officer 24/7 hotline: 888-588-5552. **Only monitored during emergency activations.**
 - Email: AFNIMT@sce.com. **Note: Only monitored during emergency activations.**

Information available for the general public:

- **SCE Contact Information for the Public: (Please share via web and social media).**
 - Outage specific customer service issues: 800-611-1911
 - Billing and service inquiries: 800-684-8123
- Maps showing PSPS boundaries and locations of about Community Resource Centers and Community Crew Vehicles: <https://www.sce.com/outage-center/check-outage-status>
- General information on PSPS: www.sce.com/psps
- De-energization and restoration policies: sce.com/pspsdecisionmaking
- Information on emergency preparedness, customer notifications, customer programs and other resources: www.sce.com/wildfire
- Seven-day PSPS forecasts <https://www.sce.com/wildfire/weather-awareness>
Fire and weather detection map <https://www.sce.com/wildfire/situational-awareness>

TEXT/SMS

Important: SCE PSPS Shutoff Notice for {Circuit(s)} Circuit in {County} CO. Please see your inbox for more details.

5 | PREPARE FOR RESTORATION

EMAIL

Subject: Preparation for Restoration [CIRCUIT NAME] Circuit Shutoff Notice for [CIRCUIT NAME] Circuit for PSPS Event starting [start POC DATE] in [COUNTY NAME] as of [current date] [current time]
From: SCE Liaison Officer noreply@everbridge.net

Public Safety Power Shutoff update notification for official use: SCE crews are inspecting the following circuits or circuit segments to restore power as soon as it is safe to do so:

- **Circuit:** [CIRCUIT name]
- **Segment(s):** [If Listed]
- **Incorporated City:** [incorporated city]
- **Unincorporated County Area:** [unincorporated area description]
- **Comments:**

Typically, power is restored in up to 8 hours. Exceptions include circuits requiring daylight for inspection and circuits that need repair. Restoration may be done in segments, meaning some parts of the circuit will be restored before others. Updates will be posted on www.sce.com/psps and the Public Safety Partner Portal.

Recommended Language to Share with the Public: SCE has begun patrolling circuits for damage before turning the power back on. It typically takes up to 8 hrs to restore power once the patrol begins. Restoration can be delayed if damage is found, or aerial patrol is needed. For more info: sce.com/psps

Our Emergency Operations Center is open and our IMT is activated. Contact information is provided below.

Message cadence: The SCE Liaison Officer provides a rolling three-day advance warning of potential PSPS events, when possible, and sends update notifications every day. We will also notify you with time-sensitive shutoff and restoration information at the circuit level. Sudden weather changes may impact SCE's ability to provide advanced notice: a shutoff could occur sooner than anticipated.

Spreadsheet content: All circuits currently on the watch list in your county are listed in the attached spreadsheet. As we get closer to the event and the weather forecast becomes more exact, additional circuits could be added or removed from our watch lists. Definitions are on the second tab of the spreadsheet.

Not all circuits on the watch list will have their power shut off. We are working to reduce the number of customers affected and weather patterns might change.

Customers on the affected circuits are being notified if they are within two days of the period of concern, or if there has been a change to their status.

Outage maps and other detailed information are available at the following locations:

- Maps showing PSPS boundaries and locations of about Community Resource Centers and Community Crew Vehicles: <https://www.sce.com/outage-center/check-outage-status>
- Public Safety Partner Portal (for registered users)
 - Email publicsafetyportal@sce.com to request access.
- REST service (web-based password-protected access to GIS layers)
 - SCERestInfo@sce.com to request access.

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- **Government/tribal officials:**
 - Phone Liaison (government relations) 24/7 hotline: 800-737-9811. **Note: Only monitored during emergency activations.**
 - Email SCELiaisonOfficer@sce.com. **Note: Only monitored during emergency activations.**
- **Access and Functional Needs issues:**
 - Phone AFN Liaison Officer 24/7 hotline: 888-588-5552. **Only monitored during emergency activations.**
 - Email: AFNIMT@sce.com. **Note: Only monitored during emergency activations.**

Information available for the general public:

- **SCE Contact Information for the Public: (Please share via web and social media).**
 - Outage specific customer service issues: 800-611-1911
 - Billing and service inquiries: 800-684-8123
- Maps showing PSPS boundaries and locations of about Community Resource Centers and Community Crew Vehicles: <https://www.sce.com/outage-center/check-outage-status>
- General information on PSPS: www.sce.com/psps
- De-energization and restoration policies: sce.com/pspsdecisionmaking
- Information on emergency preparedness, customer notifications, customer programs and other resources: www.sce.com/wildfire
- Seven-day PSPS forecasts <https://www.sce.com/wildfire/weather-awareness>
Fire and weather detection map <https://www.sce.com/wildfire/situational-awareness>

TEXT/SMS

Important: SCE Preparation for Restoration **{Circuit(s)}** Circuit in **{County}**. Please see your inbox for more details.

6 | RESTORED

EMAIL

Subject: Important: SCE Restoration Notice for PPS Event on [CIRCUIT NAME] Circuit Shutoff Notice for [CIRCUIT NAME] Circuit for PPS Event starting [start POC DATE] in [COUNTY NAME] as of [current date] [current time].

From: SCELiaisonOfficer@sce.com <noreply@everbridge.net>

Public Safety Power Shutoff update notification for official use:

SCE crews have restored power on the following circuit or circuit segments:

- **Circuit:** [CIRCUIT name]
- **Segment(s):** [If Listed]
- **Incorporated City:** [incorporated city]
- **Unincorporated County Area:** [unincorporated area description]
- **Comment:**

Recommended Language to Share with the Public: SCE has begun turning power back on to circuits. Some areas may be restored sooner than others. For more info: [sce.com/psps](https://www.sce.com/psps)

Our Emergency Operations Center is open and our IMT is activated. Contact information is provided below.

Message cadence: The SCE Liaison Officer provides a rolling three-day advance warning of potential PPS events, when possible, and sends update notifications every day. We will also notify you with time-sensitive shutoff and restoration information at the circuit level. Sudden weather changes may impact SCE's ability to provide advanced notice: a shutoff could occur sooner than anticipated.

Spreadsheet content: All circuits currently on the watch list in your county are listed in the attached spreadsheet. As we get closer to the event and the weather forecast becomes more exact, additional circuits could be added or removed from our watch lists. Definitions are on the second tab of the spreadsheet.

Not all circuits on the watch list will have their power shut off. We are working to reduce the number of customers affected and weather patterns might change.

Customers on the affected circuits are being notified if they are within two days of the period of concern, or if there has been a change to their status.

Outage maps and other detailed information are available at the following locations:

- Maps showing PPS boundaries and locations of about Community Resource Centers and Community Crew Vehicles: <https://www.sce.com/outage-center/check-outage-status>
- Public Safety Partner Portal (for registered users)
 - Email publicsafetyportal@sce.com to request access.
- REST service (web-based password-protected access to GIS layers)

- SCERestInfo@sce.com to request access.

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 - Email: Business Resiliency Duty Manager/emergencies: BusinessResiliencyDutyManager@sce.com **Note: Only monitored during emergency activations.**
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 - Email SCELiaisonOfficer@sce.com. **Note: Only monitored during emergency activations.**
- **Access and Functional Needs issues:**
 - Phone AFN Liaison Officer 24/7 hotline: 888-588-5552. **Only monitored during emergency activations.**
 - Email: AFNIMT@sce.com. **Note: Only monitored during emergency activations.**

Information available for the general public:

- **SCE Contact Information for the Public: (Please share via web and social media).**
 - Outage specific customer service issues: 800-611-1911
 - Billing and service inquiries: 800-684-8123
- Maps showing PSPS boundaries and locations of about Community Resource Centers and Community Crew Vehicles: <https://www.sce.com/outage-center/check-outage-status>
- General information on PSPS: www.sce.com/psps
- De-energization and restoration policies: sce.com/pspsdecisionmaking
- Information on emergency preparedness, customer notifications, customer programs and other resources: www.sce.com/wildfire
- Seven-day PSPS forecasts <https://www.sce.com/wildfire/weather-awareness>
Fire and weather detection map <https://www.sce.com/wildfire/situational-awareness>

TEXT/SMS

Important: Important: SCE Restoration Notice for PSPS Event on {Circuit(s)} Circuit in {County} CO.
Please see your inbox for more details.

7 | EVENT CONCLUDED NOTIFICATION

EMAIL

Subject: SCE PSPS Event Concluded in [COUNTY NAME].

From: SCELiaisonOfficer@sce.com <noreply@everbridge.net>

Public Safety Power Shutoff update notification for official use:

If customers were de-energized, power has been restored and the PSPS event has concluded.

Recommended Language to Share with the Public: *The public safety power shutoff in your area has concluded. If your power is still out, please visit [sce.com/outages](https://www.sce.com/outages) for more information.*

Any circuit that was identified for potential PSPS is All Clear and will not be de-energized for this event.

Our Emergency Operations Center is open and our IMT is activated. Contact information is provided below.

Message cadence: The SCE Liaison Officer provides a rolling three-day advance warning of potential PSPS events, when possible, and sends update notifications every day. We will also notify you with time-sensitive shutoff and restoration information at the circuit level. Sudden weather changes may impact SCE's ability to provide advanced notice: a shutoff could occur sooner than anticipated.

Spreadsheet content: All circuits currently on the watch list in your county are listed in the attached spreadsheet. As we get closer to the event and the weather forecast becomes more exact, additional circuits could be added or removed from our watch lists. Definitions are on the second tab of the spreadsheet.

Not all circuits on the watch list will have their power shut off. We are working to reduce the number of customers affected and weather patterns might change.

Customers on the affected circuits are being notified if they are within two days of the period of concern, or if there has been a change to their status.

Outage maps and other detailed information are available at the following locations:

- Maps showing PSPS boundaries and locations of about Community Resource Centers and Community Crew Vehicles: <https://www.sce.com/outage-center/check-outage-status>
- Public Safety Partner Portal (for registered users)
 - Email publicsafetyportal@sce.com to request access.
- REST service (web-based password-protected access to GIS layers)
 - SCERestInfo@sce.com to request access.

SCE Contact Information for Public Officials only (DO NOT share with the public)

- **First Responders and Emergency Managers:**

- Phone: Business Resiliency Duty Manager 24/7 hotline: (800) 674-4478
- Email: Business Resiliency Duty Manager/emergencies: BusinessResiliencyDutyManager@sce.com **Note: Only monitored during emergency activations.**
- **Government/tribal officials:**
 - Phone Liaison (government relations) 24/7 hotline: 800-737-9811. **Note: Only monitored during emergency activations.**
 - Email SCEliaisonOfficer@sce.com. **Note: Only monitored during emergency activations.**
- **Access and Functional Needs issues:**
 - Phone AFN Liaison Officer 24/7 hotline: 888-588-5552. **Only monitored during emergency activations.**
 - Email: AFNIMT@sce.com. **Note: Only monitored during emergency activations.**

Information available for the general public:

- **SCE Contact Information for the Public: (Please share via web and social media).**
 - Outage specific customer service issues: 800-611-1911
 - Billing and service inquiries: 800-684-8123
- Maps showing PSPS boundaries and locations of about Community Resource Centers and Community Crew Vehicles: <https://www.sce.com/outage-center/check-outage-status>
- General information on PSPS: www.sce.com/psps
- De-energization and restoration policies: sce.com/pspsdecisionmaking
- Information on emergency preparedness, customer notifications, customer programs and other resources: www.sce.com/wildfire
- Seven-day PSPS forecasts <https://www.sce.com/wildfire/weather-awareness>
Fire and weather detection map <https://www.sce.com/wildfire/situational-awareness>

TEXT/SMS

Important: Important: SCE Restoration Notice for PSPS Event on {Circuit(s)} Circuit in {County} CO. Please see your inbox for more details.

Appendix D

PSPS Exercises

July 1, 2024

This appendix was filed via mixed media with Commission's Docket office and can be accessed at: <https://on.sce.com/PSPSPreSeasonReporting>

Appendix E

Education and Outreach

July 1, 2024

This appendix was filed via mixed media with Commission's Docket office and can be accessed at: <https://on.sce.com/PSPSPreSeasonReporting>

Appendix F

PSPS Pre-Season Tables

July 1, 2024

This appendix was filed via mixed media with Commission's Docket office and can be accessed at: <https://on.sce.com/PSPSPreSeasonReporting>