



City of Wildomar Residential PowerTalk

Keeping our communities informed

AGENDA

- Outage & PSPS Overview
- Preparedness is Key
- Communications Resources
- Questions

Safety Moment

Tips on how to handle metallic balloons safely:

- Metallic balloons should never be released outdoors.
- Metallic balloons should always be tied to a weight.
- Stores and vendors should only sell properly weighted balloons.
- Keep the balloons indoors when possible.
- Never try to retrieve balloons tangled in power lines or electrical equipment. Call 911 instead.
- Cut the knot or puncture balloons before disposing of them.



Outage Overview



Majority of outages are maintenance outages with advance notice provided to customers to minimize impacts

Outage Types



Maintenance Outages:

A scheduled outage that occurs when SCE turns the power off for equipment upgrades. Customers are notified a minimum of three days in advance if they will be affected.



Repair Outages:

An outage caused by unexpected circumstances, such as a car crashing into a pole resulting in a power outage.



Emergency Operational Outage:

An outage taken to make emergency repairs before the condition deteriorates further resulting in a repair outage.



Public Safety Power Shutoff (PSPS):

A preventive outage called during extreme and potentially dangerous weather conditions to mitigate effects of catastrophic wildfire. These last-resort shutoffs are temporary measures to keep customer and communities safe.



Public Agency Outages:

Outages requested by a public/government agency (i.e., firefighters) where SCE's facilities could pose a danger to emergency first responders.

Outage Processes

Maintenance Outage Process

- Look for opportunities to
 - Bundle work where possible
 - Reduce the number of customers impacted
 - Reduce the duration of the outage
 - Consider the demographic makeup and current environmental conditions
- Customers will receive an automated digital outage notification (email, text, voice message) approx. 10 days in advance
 - Recommend email notice preference for those with multiple service accounts
- Customers that have elected to receive digital outage notifications will also receive project updates as they become available from field crews

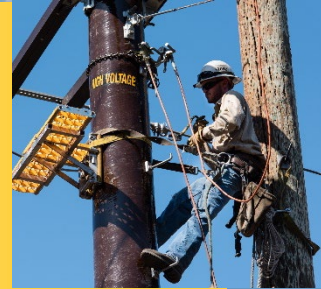
Repair Outage Process

- Automation embedded into circuits to speed up restoration efforts
- Most customers in SCE territory restored within 90 to 120 minutes of repair outage started
- Calling-in outage places virtual marker on your transformer and you may provide important information to SCE (e.g., *"I heard a loud boom before the power went out"*)
- Update outage contact information
- Track outage via [sce.com](https://www.sce.com)

Common Repair Outages

- Private Underground Dig-In **8-1-1**
- Fire
- Contamination flashover (creates arcing)
- Animals contacting equipment
- Heavy rain (flooding vaults, washing out poles, etc.)
- Heat storm (overloaded equipment)
- Vandalism/Theft
- Car Hit Pole

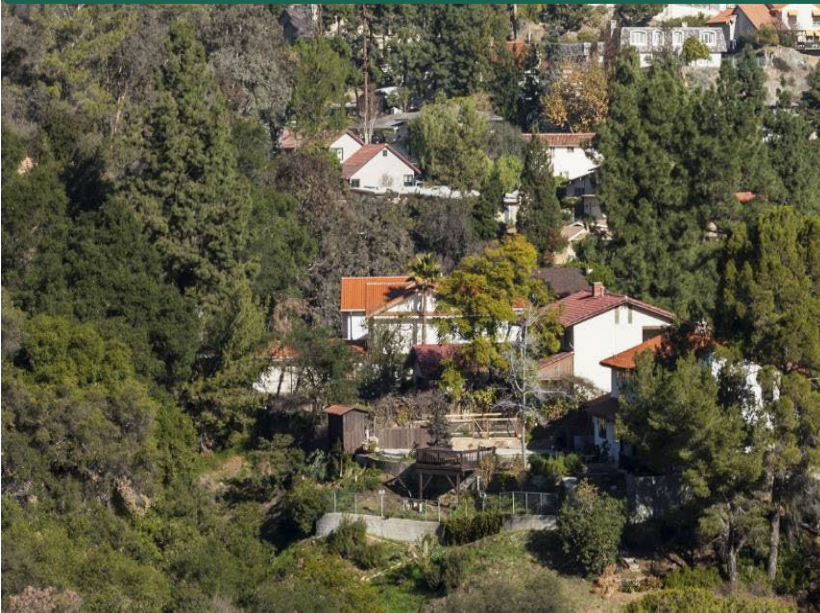
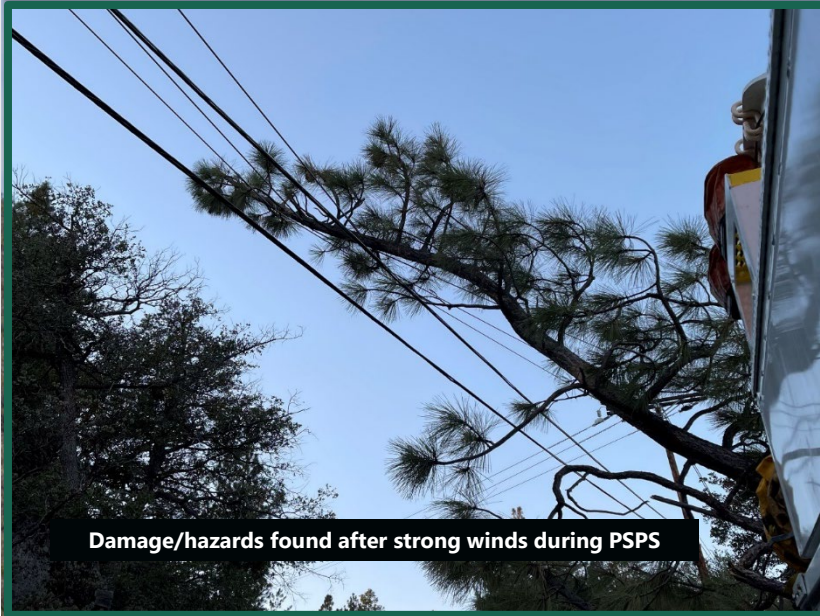




Public Safety Power Shutoff

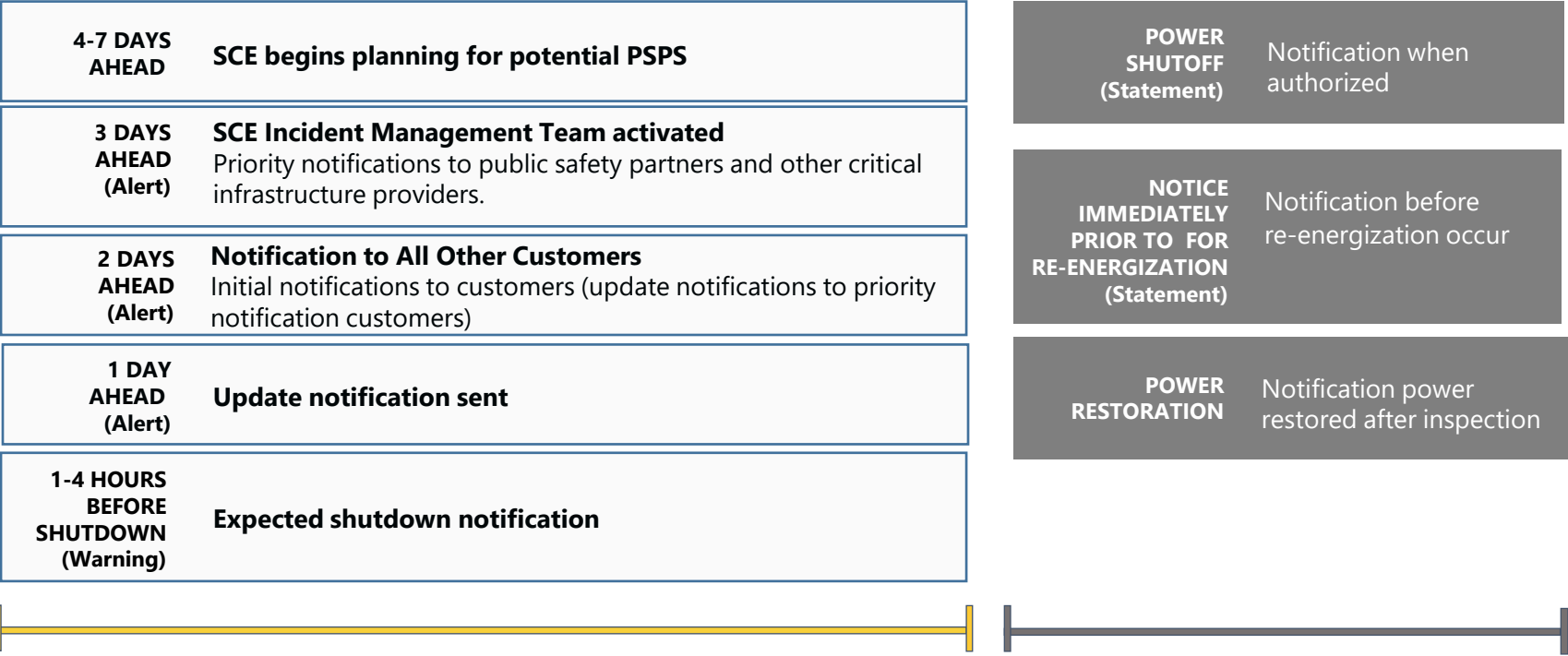
Ensuring the safe delivery of power

PUBLIC SAFETY POWER SHUTOFFS



- **PSPS is a critical tool** used during dangerous fire conditions (high winds and fuels)
- **In 2012, the California Public Utilities Commission (CPUC) ruled that California Public Utilities Code Sections 451 and 399.2 (a) give electric investor-owned utilities (IOUs) the authority to shut off electric power to protect public safety.**
- **This ruling allowed utilities such as Southern California Edison (SCE), Pacific Gas and Electric (PG&E), and San Diego Gas & Electric (SDG&E) to implement PSPS events as a measure of last resort when there is an imminent and significant risk of wildfires due to strong winds, heat events, and related conditions**
- **Shutting off lines to prevent a spark from our equipment starting a significant wildfire**
- **Primarily impacts circuits in high fire risk areas (and circuits connected "downstream" of these circuits)**
- **Multiple methods used to notify communities, public safety partners, customers and other residents in affected areas before, during and after a shutoff**
- **Continuing efforts to reduce the frequency, scope, duration and customer impacts of PSPS**

PSPS NOTIFICATION TIMELINE



SCE will target the schedule above to notify customers. Sudden onset of hazardous conditions that jeopardize public safety may impact SCE’s ability to provide advanced notice to customers. Notifications can be provided via email, text, voice call, and TTY formats and address-level alerts.

EXECUTING PSPS EFFECTIVELY:

THRESHOLDS FOR ACTIVATION AND DE-ENERGIZATION

Technical paper and fact sheet available at
sce.com/pspsdecisionmaking

FIRE POTENTIAL INDEX (FPI)

Formula estimates the potential of fire ignition and spread:
Normal: 1-11
Elevated: 12-14
Extreme: 15+



ACTIVATION THRESHOLDS FOR MOST CIRCUITS

Currently set at 13 in most areas contingent on fire resource availability

WINDSPEED THRESHOLD FOR ACTIVATION

Wind speeds at which our system is vulnerable to flying debris or that pose a risk to our infrastructure



Bare wire circuits:
99th percentile historic windspeed for a given circuit **or** NWS Wind Advisory of sustained windspeeds of 31 mph or gusts of 46 mph
Fully covered conductor circuits:
NWS High Wind Warning of sustained windspeeds of 40 mph or gusts of 58 mph

DE-ENERGIZATION THRESHOLD

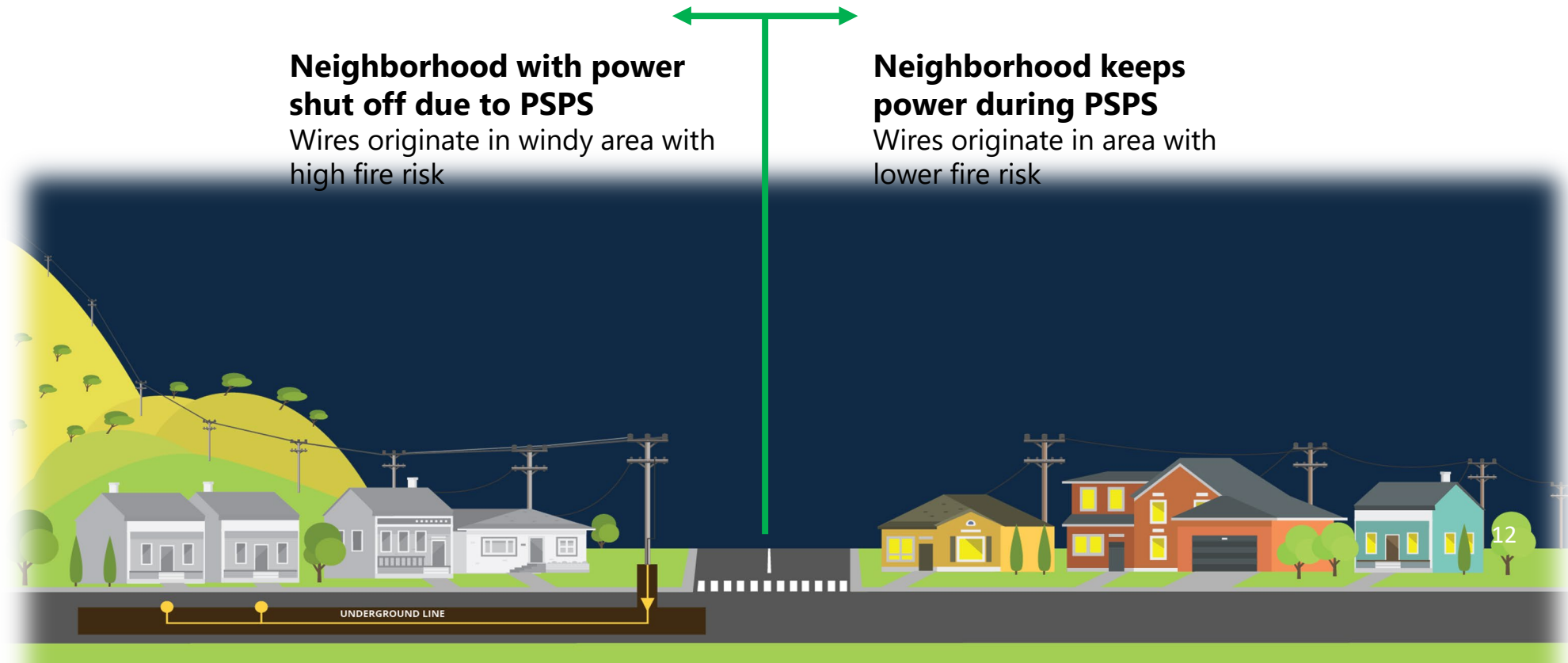


Wind speeds determined separately for each circuit based on specific risks of the event

Technical paper and fact sheet available at
sce.com/pspsdecisionmaking

WHY DOES MY NEIGHBOR HAVE POWER WHEN I DON'T?

The location of your home or business on a circuit determines whether you are impacted by a Public Safety Power Shutoff (PSPS)





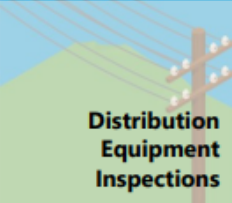



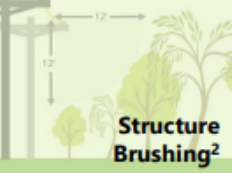





Wildfire Mitigation Activities SCE SERVICE AREA

2025 Second Quarter Progress Report

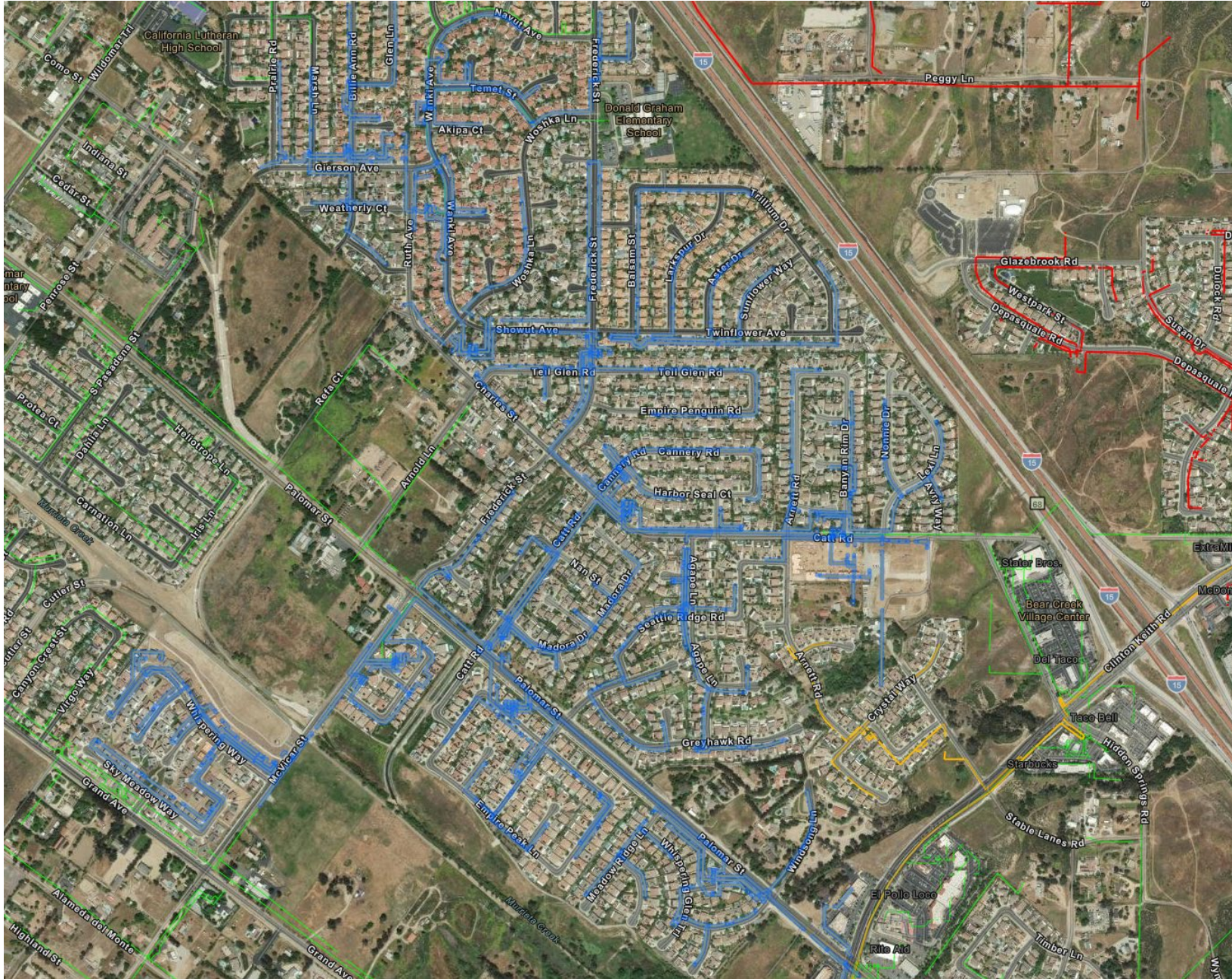
Data as of 6/30/25

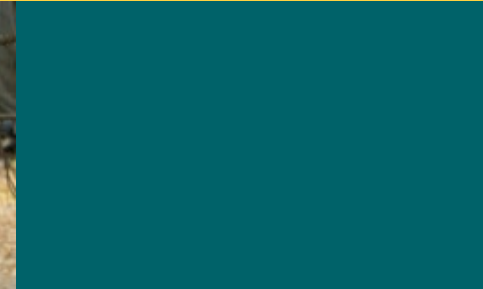
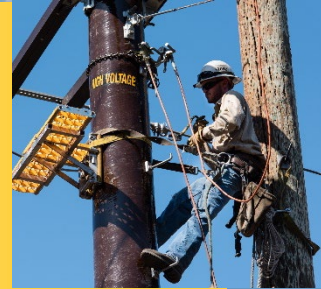
 Covered Conductor	2025 Completed/Target 216/500 circuit miles installed	43% completed	Completed Since 2018 6,610+ circuit miles installed	 Aerial Fire Suppression Resources	Providing aerial fire suppression funding year-round, continuing partnership with local fire agencies to support their firefighting capabilities		
 Undergrounding Overhead Wires¹	2025 Completed/Target 10/30 circuit miles completed	34% completed	Completed Since 2018 48 circuit miles completed	 Weather Stations	Completed Since 2018 1,870+ weather stations installed	 HD Wildfire Cameras	Completed Since 2018 200 cameras installed
 Distribution Equipment Inspections	2025 Completed/Target 116,076/187,000 inspections	62% completed	Completed Since 2018 1,451,800+ inspections	 Fuel Sampling Sites	Measuring vegetation moisture at 16 sites biweekly to help determine fuel conditions		
 Transmission Equipment Inspections	2025 Completed/Target 20,124/24,500 inspections	82% completed	Completed Since 2018 204,700+ inspections	 Critical Care Backup Battery	2025 Completed 1,879 batteries provided to eligible customers	Completed Since July 2020 18,800+ batteries provided to eligible customers	
 Structure Brushing²	2025 Completed/Target 88,238/63,700 structures cleared	139% completed	Completed Since 2018 980,200+ structures cleared	 Community Resource Centers	91 sites available	 Community Crew Vehicles	8 vehicles available

¹ About 7,400 circuit miles, or about 44% of primary distribution lines in high fire risk areas, already underground.

² Does not include PRC 4292 compliance scope

Harwood Circuit added to In-Scope HFRA 2025





Preparedness is Key

Keeping safe during outages

OUTAGE PREPAREDNESS KIT

- Become familiar with Medical Baseline & Critical Care programs
- Create a safety preparedness plan for your family, including any special needs and pets
- Keep important phone numbers nearby (hospital, doctor, relatives, etc.)
- Learn how to manually open automatic garage doors or gates
- Familiarize yourself with your home's utility boxes and how to turn them off
- If considering a generator, consult with a licensed electrician to determine the proper equipment.
- If it's a hot day, consider locating a nearby cooling center on sce.com or your city's website



First Aid Kit

Remember to include prescription medications and check the expiration dates



Bottled Water

At least a gallon per person per day



Flashlights

Store them where you can easily find them



External Rechargeable Battery Pack

These can be used to charge cell phones and other electronic devices



Battery-Operated or Hand-Crank Radio

Radios can be used to access news reports during an emergency event



Fresh Batteries

Have extra batteries for all battery-powered equipment



Non-perishable Food

Choose items that don't require cooking or heating, and have a manual can opener



Special-Needs Items

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




Coolers or Ice Chests


Have a few to store ice in case of a lengthy outage

Customer Programs & Rebates

- SCE Customer Programs & Resources – sce.com/customerresources
- SCE Marketplace (rebates and programs: portable battery backup power stations and generators)– marketplace.sce.com
- SCE Critical Care Backup Battery Program – sce.com/ccbb
- SCE Access & Functional Needs Resources – sce.com/afn
- SCE Medical Baseline Program – sce.com/medicalbaseline or call 1-800-655-4555
- Self Generation Incentive Program (SGIP) – sce.com/sgip or selfgenca.com
- SCE Customer Support: 1-800-655-4555

Who is eligible to participate in the Critical Care Backup Battery program?

Customers who reside in [high fire risk areas](#)  and are currently enrolled in our [Medical Baseline Allowance](#) program, and who require the regular use of electrically powered medical equipment or another qualifying medical device, are eligible for the Critical Care Backup Battery program.

If we have contacted you about this program, you may be prequalified to sign up. For more information, call the supplier listed in your notification, or call us at [1-800-736-4777](tel:1-800-736-4777) .

There are Ways to Stay Online During an Outage

- Keep a backup charger or battery pack handy.
 - Portable Power Stations can keep mobile devices, including routers, charged during outages.
 - SCE provides up to \$50 rebate toward qualifying portable power stations via SCE's Marketplace
- For maintenance outages, prepare in advance by ensuring laptops, mobile devices and rechargeable batteries are fully charged.
- Use your cellphone as a Wi-Fi hotspot if this is a viable option. Please see your provider for additional information
- Connect online with your cellular data whenever possible.

FOOD SAFETY TIPS

- **Keep it closed:** Open refrigerator and freezer doors only when necessary. Depending on the outside temperature an unopened refrigerator can keep foods cold enough for several hours. Check food carefully for signs of spoilage.
- **Draw the line at 40 degrees:** Perishable foods should not be held above 40 degrees Fahrenheit for more than two hours.
- **Coolers & ice chests:** For outages longer than two hours, food items such as dairy products, meats, fish, poultry, eggs and leftovers should be packed into a cooler with ice. A separate cooler can be packed with frozen items.
- **Cans & dry goods:** Canned and dry goods and powdered or boxed milk, can be eaten cold or heated on a grill.



Claims Process

Policy and Process

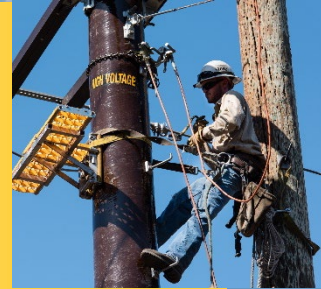
We evaluate each claim individually and determine the following:

- If losses occurred due to our negligence
- How the incident happened
- The extent of damages
- What is considered fair compensation

Decision rendered within 30-days of receipt

How to Submit a Claim

- Prepare supporting documentation
 - E.g., repair estimates, invoices, proof of purchase, etc.
- Navigate to *Filing Your Claim* on [sce.com](https://www.sce.com)
- Submit your claim online: [Claims](#)
- Submit your claim by e-mail, fax or U.S. Mail by filling out either the residential or business form
 - **Email:** claims@sce.com
 - **Fax:** (626) 569-273
- **Phone Support:** (800) 251-3311



Communication Resources

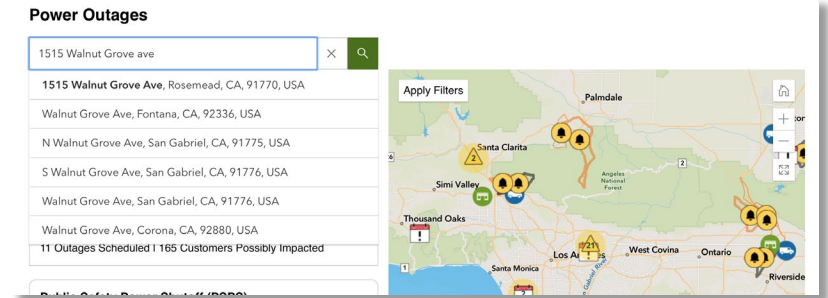
Keeping our communities informed

New Consolidated Outage Map sce.com/outage

Combine all information on the current repair and maintenance, PSPS, and rotating outage maps into one

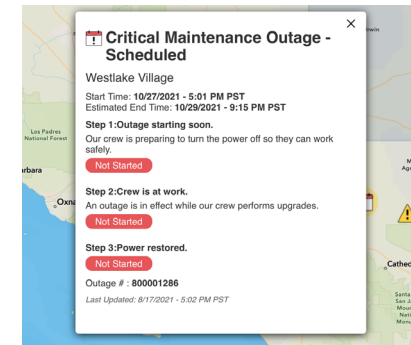
Search Capability by Address

- Customers can search for outage information for a specific location by entering in a service address or meter number. **Please note, it may take up to 30 minutes for reported outages to appear on the map.**
- The results will include maintenance, repair, and PSPS information including if the location is in a High Fire Risk Area, and rotating outages



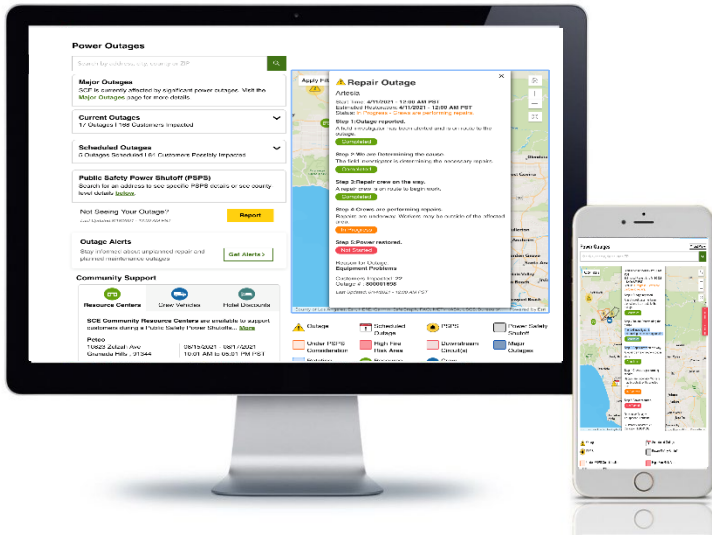
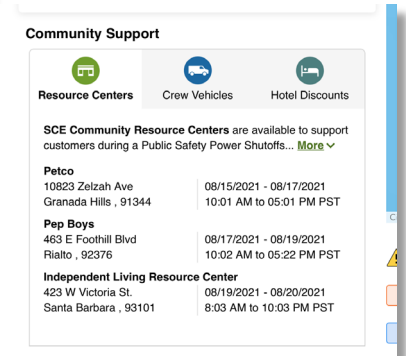
Scheduled Maintenance Outages

- Customers will be able to find scheduled maintenance outages by view the map or searching by their address. They will no longer be required to enter an Outage Number



Community Support Section

- There is a Community Support section that includes Resource Centers, SCE Community Crew Vehicles, and hotel discounts




Signing Up For Outage Alerts





1. Sign in or Register your account on sce.com
2. Once signed in, Click on settings

The screenshot displays the SCE My Account dashboard. At the top, there is a navigation bar with a 'Back to SCE.com' link, a user greeting 'Hi,' followed by a red circle with the number '1' over the 'Log Out' link, and the SCE logo. Below the navigation bar, there are links for 'My Account', 'Usage', 'Settings' (highlighted with a red circle and the number '2'), and a 'More' dropdown menu. The main content area is divided into two columns. The left column, titled 'Your Account Balance', shows a balance of '\$0.00' and includes buttons for 'Make a Payment' and 'View Bill PDF', along with a link for 'Request for Payment Arrangement'. The right column, titled 'Manage Your Bill', lists options like 'More Ways to Pay', 'Update Contact Information', 'Manage Payment Methods', 'Billing & Payment Settings', and 'Bill Inserts'. At the bottom, there is a section for 'Looking for ways to lower your bill?' with a link to 'See our discounts and savings programs'.

< Back to SCE.com

Hi, **1** Log Out

 SOUTHERN CALIFORNIA EDISON
Energy for What's Ahead™

 My Account  Usage  Settings **2**  More ▾

Account Name Service Address [View My Account Details](#)

Your Account Balance

\$0.00

[Make a Payment](#)

[View Bill PDF](#)

[Request for Payment Arrangement](#)

Manage Your Bill


[More Ways to Pay](#)

[Update Contact Information](#)

[Manage Payment Methods](#)

[Billing & Payment Settings](#)

[Bill Inserts](#)

 Looking for ways to lower your bill?

[See our discounts and savings programs](#)

Last payment: on Feb 29, 2024 Next bill date: Mar 13, 2024

Signing Up For Outage Alerts - Continued

3. Clicking on the Settings will open new options. Select “Alerts & Notification”.
4. Finally, Under “Outage Alerts” click “View/Edit” to input your desired contact information for either email, texts, or phone call notifications

SOUTHERN CALIFORNIA EDISON
Energy for What's Ahead™

My Account Usage Settings More ▾

Account Name Service Address View My Account Details

Settings

BILLING & PAYMENT **ALERTS & NOTIFICATIONS** PROFILE

PREFERENCE CENTER

Account Preferences

[Redacted], ... - Acct [Redacted]

Paperless Billing ⓘ
Get your statements online. On ☒
 [View / Edit](#)

Outage Alerts

Emergency Alerts ⓘ 4
Stay informed about Public Safety Power Shutoff (PSPS) events and Rotating Outages. On ☒

Customer Preferences

Notification Language
Multiple language options are available for Public Safety Power Shutoff alerts and repair/maintenance alerts only. Language options will be expanded to encompass additional alert and notification types in the future.
English [Edit](#)

SCE Updates
Get updates about rebates, savings, and promotions. Off ☐

[Need to update your customer information?](#)

CONTACT INFORMATION



(800) 655-4555
Customer Service



(800) 611-1911
Outage

Questions...