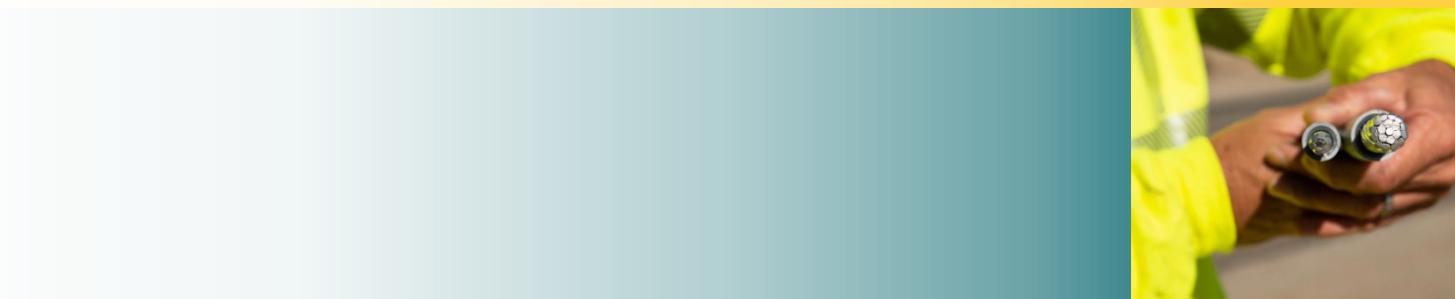




# City of Wildomar Residential PowerTalk

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](http://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



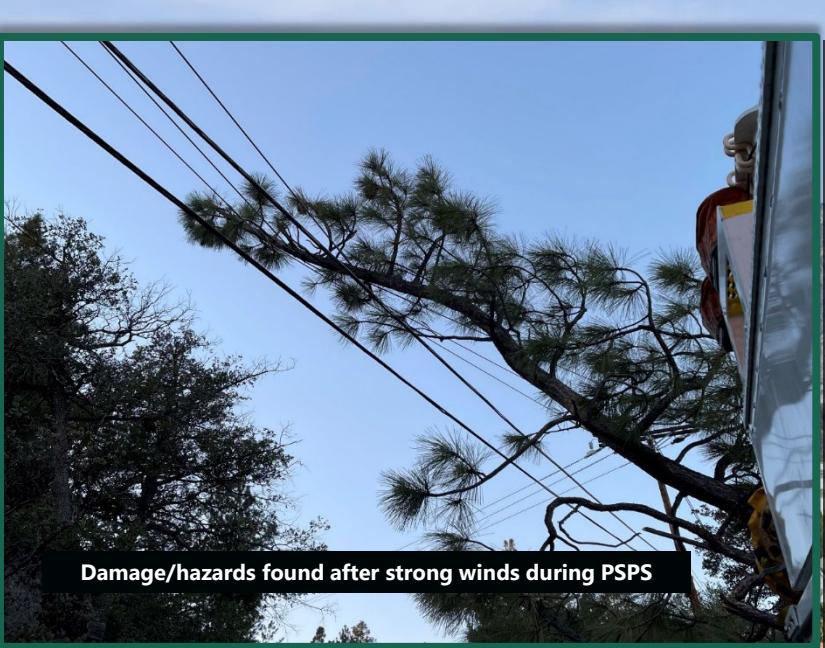


# Public Safety Power Shutoff

Ensuring the safe delivery of power

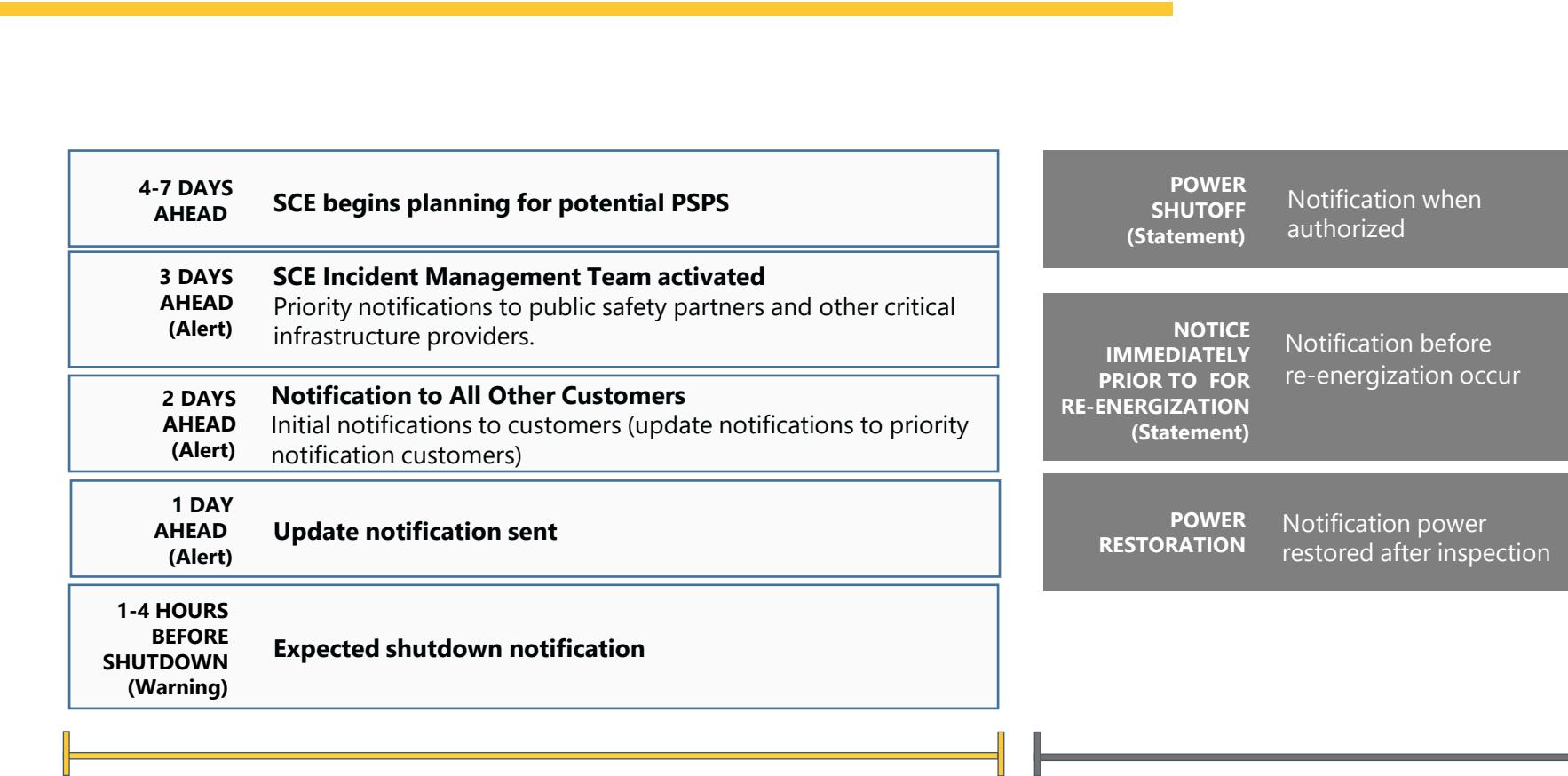


# PUBLIC SAFETY POWER SHUTOFFS



- **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



<b>4-7 DAYS AHEAD</b>	<b>SCE begins planning for potential PSPS</b>	<b>POWER SHUTOFF (Statement)</b>	Notification when authorized
<b>3 DAYS AHEAD (Alert)</b>	<b>SCE Incident Management Team activated</b> Priority notifications to public safety partners and other critical infrastructure providers.	<b>NOTICE IMMEDIATELY PRIOR TO FOR RE-ENERGIZATION (Statement)</b>	Notification before re-energization occur
<b>2 DAYS AHEAD (Alert)</b>	<b>Notification to All Other Customers</b> Initial notifications to customers (update notifications to priority notification customers)		
<b>1 DAY AHEAD (Alert)</b>	<b>Update notification sent</b>	<b>POWER RESTORATION</b>	Notification power restored after inspection
<b>1-4 HOURS BEFORE SHUTDOWN (Warning)</b>	<b>Expected shutdown notification</b>		

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](http://sce.com/pspsdecisionmaking)

## FIRE POTENTIAL INDEX (FPI)

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

## WINDSPEED THRESHOLD FOR ACTIVATION

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

## DE-ENERGIZATION THRESHOLD

## ACTIVATION THRESHOLDS FOR MOST CIRCUITS

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

**Bare wire circuits:**  
99<sup>th</sup> percentile historic windspeed for a given circuit **or** NWS Wind Advisory of sustained windspeeds of 31 mph or gusts of 46 mph

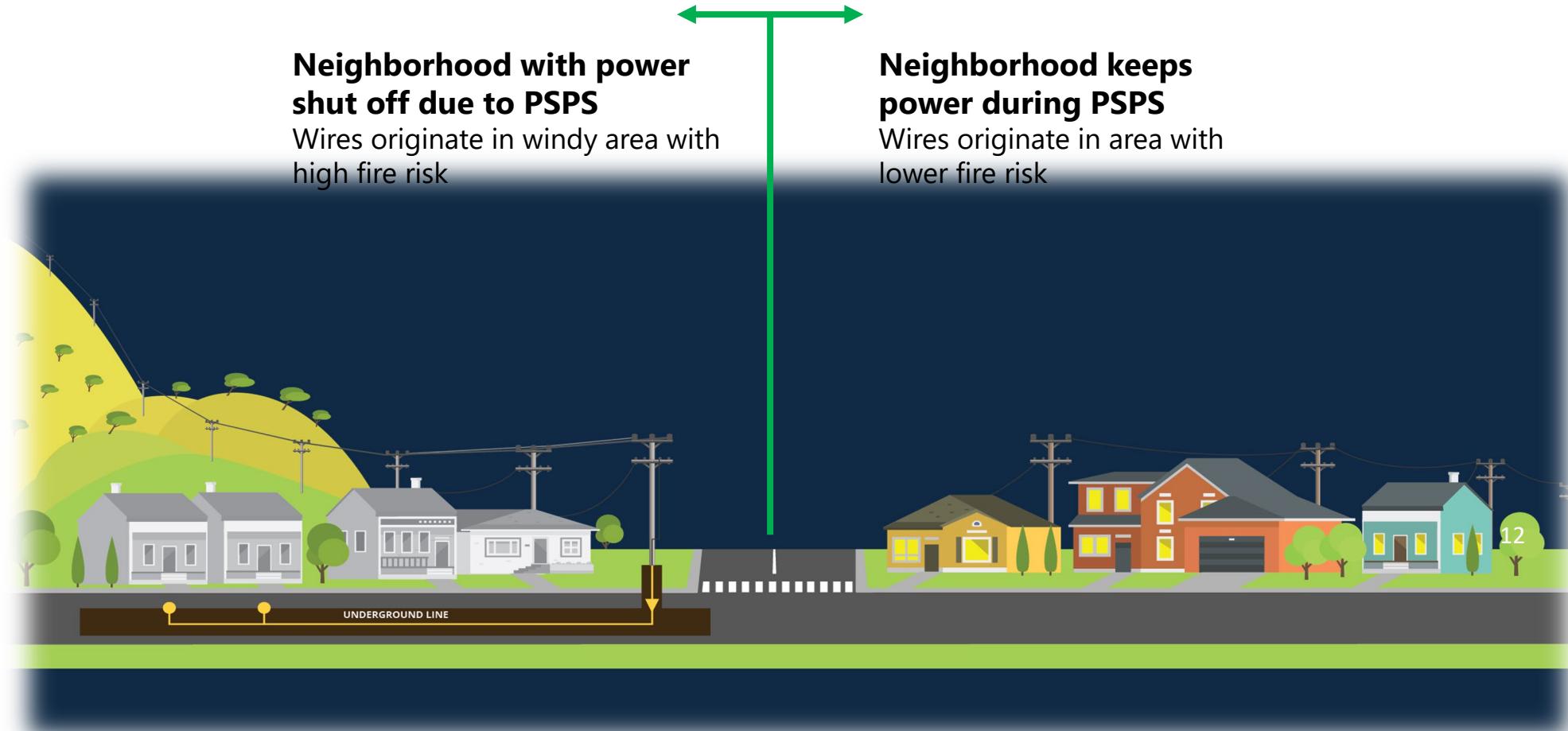
**Fully covered conductor circuits:**  
NWS High Wind Warning of sustained windspeeds of 40 mph or gusts of 58 mph

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

Technical paper and fact sheet available at  
[sce.com/pspsdecisionmaking](http://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)

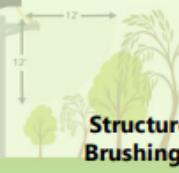




## Wildfire Mitigation Activities SCE SERVICE AREA

### 2025 Second Quarter Progress Report

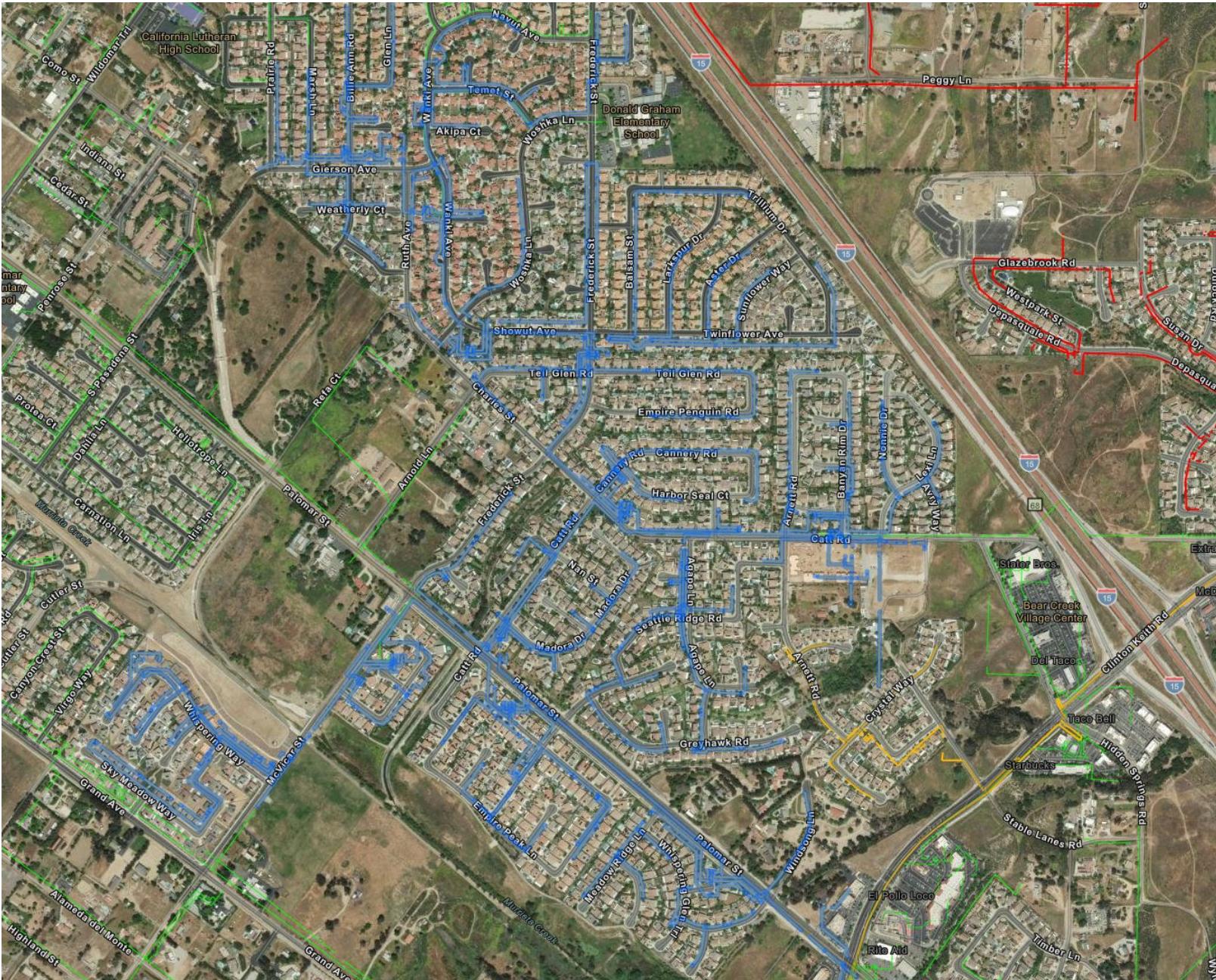
Data as of 6/30/25

 <b>Covered Conductor</b>	<b>2025 Completed/Target</b> <b>216/500</b> circuit miles installed	<b>43%</b> completed	<b>Completed Since 2018</b> <b>6,610+</b> circuit miles installed	 <b>Aerial Fire Suppression Resources</b>	<p>Providing aerial fire suppression funding year-round, continuing partnership with local fire agencies to support their firefighting capabilities</p>		
 <b>Undergrounding Overhead Wires<sup>1</sup></b>	<b>2025 Completed/Target</b> <b>10/30</b> circuit miles completed	<b>34%</b> completed	<b>Completed Since 2018</b> <b>48</b> circuit miles completed	 <b>Weather Stations</b>	<b>Completed Since 2018</b> <b>1,870+</b> weather stations installed	 <b>HD Wildfire Cameras</b>	<b>Completed Since 2018</b> <b>200</b> cameras installed
 <b>Distribution Equipment Inspections</b>	<b>2025 Completed/Target</b> <b>116,076/187,000</b> inspections	<b>62%</b> completed	<b>Completed Since 2018</b> <b>1,451,800+</b> inspections	 <b>Fuel Sampling Sites</b>	<p>Measuring vegetation moisture at 16 sites biweekly to help determine fuel conditions</p>		
 <b>Transmission Equipment Inspections</b>	<b>2025 Completed/Target</b> <b>20,124/24,500</b> inspections	<b>82%</b> completed	<b>Completed Since 2018</b> <b>204,700+</b> Inspections	 <b>Critical Care Backup Battery</b>	<b>2025 Completed</b> <b>1,879</b> batteries provided to eligible customers	<b>Completed Since July 2020</b> <b>18,800+</b> batteries provided to eligible customers	
 <b>Structure Brushing<sup>2</sup></b>	<b>2025 Completed/Target</b> <b>88,238/63,700</b> structures cleared	<b>139%</b> completed	<b>Completed Since 2018</b> <b>980,200+</b> structures cleared	 <b>Community Resource Centers</b>	<b>91</b> sites available	 <b>Community Crew Vehicles</b>	<b>8</b> vehicles available

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

<sup>2</sup> 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](http://sce.com) or your city's website



## First Aid Kit

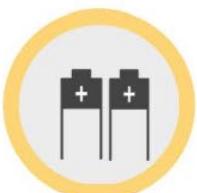
Remember to include prescription medications and check the expiration dates

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

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- **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](http://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](mailto:claims@sce.com)
  - **Fax:** (626) 569-273
- **Phone Support:** (800) 251-3311



Energy for What's Ahead®



# Communication Resources

Keeping our communities informed

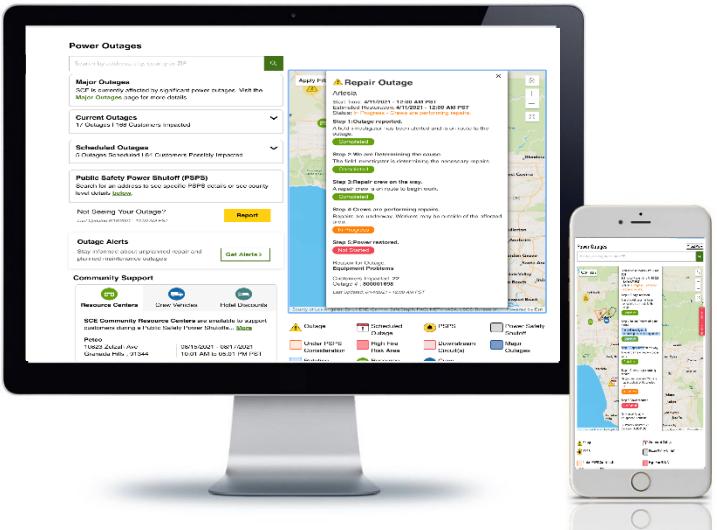


# New Consolidated Outage Map [sce.com/outage](http://sce.com/outage)

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



**Power Outages**

1515 Walnut Grove ave

1515 Walnut Grove Ave, Rosemead, CA, 91770, USA

Walnut Grove Ave, Fontana, CA, 92336, USA

N Walnut Grove Ave, San Gabriel, CA, 91775, USA

S Walnut Grove Ave, San Gabriel, CA, 91776, USA

Walnut Grove Ave, San Gabriel, CA, 91776, USA

Walnut Grove Ave, Corona, CA, 92880, USA

11 Outages Scheduled | 165 Customers Possibly Impacted

**Map**

**Critical Maintenance Outage - Scheduled**

Westlake Village

Start Time: 10/27/2021 - 5:01 PM PST  
Estimated End Time: 10/28/2021 - 9:15 PM PST

Step 1: Outage starting soon.  
Our crew is preparing to turn the power off so they can work safely.  
**Not Started!**

Step 2: Crew is at work.  
An outage is in effect while our crew performs upgrades.  
**Not Started!**

Step 3: Power restored.  
**Not Started!**

Outage # : 800001286

Last Updated: 8/17/2021 - 5:02 PM PST

**Map**

**Community Support**

**Resource Centers**

SCE Community Resource Centers are available to support customers during a Public Safety Power Shutoff... [More](#)

<b>Petco</b> 10823 Zelzah Ave Granada Hills, 91344	08/15/2021 - 08/17/2021 10:01 AM to 05:01 PM PST
<b>Pep Boys</b> 463 E Foothill Blvd Rialto, 92376	08/17/2021 - 08/19/2021 10:02 AM to 05:22 PM PST
<b>Independent Living Resource Center</b> 423 W Victoria St Santa Barbara, 93101	08/19/2021 - 08/20/2021 8:03 AM to 10:03 PM PST

## 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](http://sce.com)
2. Once signed in, Click on settings

Back to SCE.com

Hi,  1 Log Out

**SOUTHERN CALIFORNIA EDISON®**  
Energy for What's Ahead™

My Account Usage Settings More 

Account Name Service Address 

Your Account Balance

\$0.00

Make a Payment

View Bill PDF

Request for Payment Arrangement

Last payment: on Feb 29, 2024

Next bill date: Mar 13, 2024

Manage Your Bill

More Ways to Pay

Update Contact Information

Manage Payment Methods

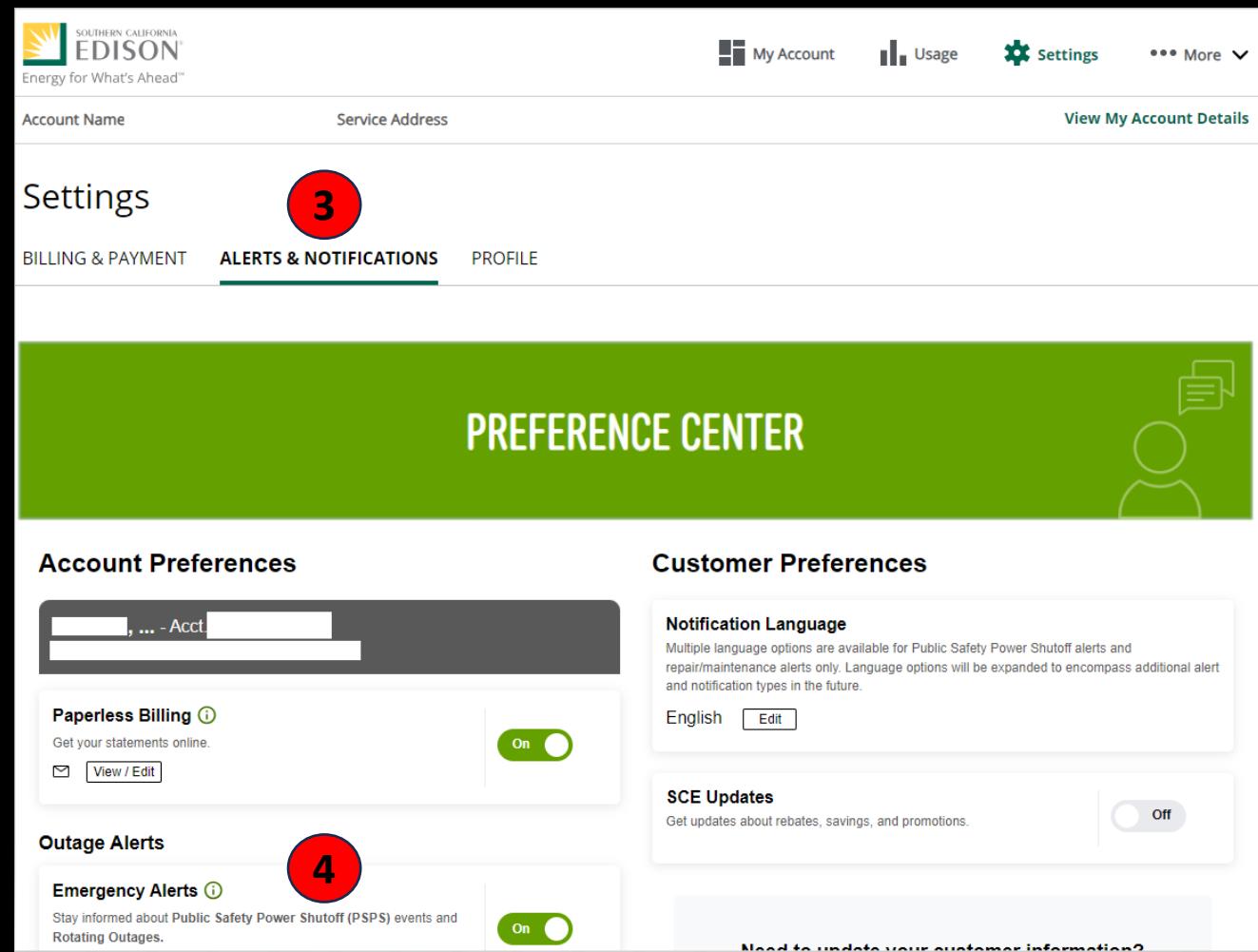
Billing & Payment Settings

Bill Inserts

Looking for ways to lower your bill?  
[See our discounts and savings programs](#)

## 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



The screenshot shows the Edison My Account Settings page. At the top, there are links for My Account, Usage, Settings, and More. Below that, there are fields for Account Name and Service Address, and a link to View My Account Details. The main navigation bar has three tabs: BILLING & PAYMENT, ALERTS & NOTIFICATIONS (which is highlighted with a green background), and PROFILE. A red circle with the number 3 is overlaid on the Settings link. The page then transitions to a green Preference Center section. On the left, there's an Account Preferences section with a "View / Edit" button for a field that says "... - Acct." A red circle with the number 4 is overlaid on the "View / Edit" button. On the right, there's a Customer Preferences section with a "Edit" button for "Notification Language" (set to English) and a "View / Edit" button for "SCE Updates" (set to Off). A red circle with the number 4 is overlaid on the "View / Edit" button for "SCE Updates".



Facebook.com/SCE



@SCE / @SCE\_Business



Youtube.com/SCE



Instagram/SCE



# CONTACT INFORMATION



**(800) 655-4555**  
**Customer Service**



**(800) 611-1911**  
**Outage**

# Questions...