

Please visit us at www.sce.com

Public Safety Power Shutoffs

- It is not a decision we take lightly. It is done to keep you and your community safe.
- We have been able to limit the number of customers impacted by PSPS by using sectionalizing devices to de-energize segments instead of entire circuits.
- It will have to remain available as a tool to mitigate wildfire risk during severe weather and high fire potential index events.

We urge customers to update their contact information and sign up for PSPS alerts at: sce.com/outage. To learn more about Public Safety Power Shutoffs, visit: sce.com/safety/wildfire

Be Prepared for Outage Emergencies

If your home or business is located in an area designated as a Tier 2 or Tier 3 high fire risk zone, you may want to consider adding a power station or a portable generator to your emergency preparedness plans. These devices may provide backup power for your personal electronics such as a cell phone, computer, or other important household appliances such as refrigerators, lighting, garage door opener and medical devices which helps you to be more prepared for an outage or other emergency. Rebates are available for the purchase of qualifying products.

Watch our backup power educational videos, learn more about available solutions and apply for rebates in the SCE Marketplace at sce.com/rebates.

To learn more about the process and method the California Public Utilities Commission used to determine High Fire Threat District maps, visit cpuc.ca.gov/industries-and-topics/wildfires/fire-threat-maps-and-fire-safety-rulemaking

Support for Customers Affected by a Major Disaster

If you or someone you know has been affected by a disaster for which a state of emergency has been declared, please visit sce.com/disastersupport for information about consumer protections, programs and services SCE has available.

Be Ready When a CPP Event is Called

If you are a customer with the Critical Peak Pricing (CPP) rate plan, you will receive four months of summer season bill credits in exchange for paying higher electricity prices during 12 to 15 annual CPP events, which usually occur on the hottest days of summer. When called, CPP events will take place between 4 p.m.-9 p.m. on weekdays, weekends, or holidays.


By reducing your electricity use during CPP events, you can minimize incurring higher prices. Plus, your business will earn credits on your electricity bills during the summer season, when your bills are typically the highest.

Receiving alerts about upcoming CPP events is one of the best ways to help you prepare to save. We offer two ways to receive alerts:

- Download our **SCE DR Alerts** mobile app to have alerts sent straight to your smartphone. You can download the app for FREE from the Apple® App Store® or Google Play™ store.
- Visit sce.com/CPP to set up or update your contact preferences to receive CPP event notifications via phone, text, or email.

Once your alert preferences have been set, you will be notified the day before a CPP event, so you can plan ahead to reduce your power usage and maximize your financial rewards for saving energy.

Proposition 65 Warnings

 **WARNING:** The Safe Drinking Water and Toxic Enforcement Act of 1986, commonly referred to as Proposition 65, requires the governor to publish a list of chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. It also requires California businesses to warn the public of potential exposures to these chemicals that result from their operations.

Providing safe and reliable service to all of our customers is a top priority for Southern California Edison and we want you to be aware of these chemicals so that you can reduce exposure to chemicals associated with electricity generation and distribution. We handle all equipment and materials at our sites carefully for your good health as well as ours. However, if you are at or near our facilities and work sites, you can be exposed to the following chemicals on the state's Proposition 65 list. Reduce, limit, or avoid activities at and near the sources of exposure described below. For more information go to:

www.P65Warnings.ca.gov

- Diesel Generation:** Diesel Exhaust: SCE uses diesel-fueled emergency generators during emergencies and other times to help minimize the interruption of our customers' supply of electricity. The generators are used at some SCE facilities like substations and service centers, and at locations where repairs are made to the electrical system. SCE also uses diesel as the primary fuel for electricity generation on Catalina Island and in many service vehicles used throughout our service territory. Diesel engines produce exhaust as a by-product of the combustion of diesel fuel. Breathing diesel engine exhaust exposes you to chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. You should avoid breathing diesel fumes whenever possible.
- Wooden Utility Poles:** SCE uses wooden poles that have been treated with chemical preservatives. These chemicals include pentachlorophenol, which is known to the State of California to cause cancer, and petroleum products such as diesel fuel, which contains chemicals including toluene and benzene that are known to the State of California to cause cancer and birth defects or other reproductive harm. If you come into contact with a wooden utility pole or the dust, debris, soil surrounding the pole, or water runoff that may contain dust, debris, and soil previously in contact with the pole, you could be exposed to these chemicals. Avoid contact with wooden utility poles and the dust, debris, soil surrounding the poles, or water runoff that may contain dust, debris, soil surrounding the poles, or water runoff that may contain dust, debris, and soil previously in contact with the poles.
- Painted Structures:** SCE utilizes metal and wood structures and equipment that may have been coated with paints containing chemicals, such as lead-based paint, that are known to the State of California to cause cancer and birth defects or other reproductive harm. When the paint on these on these structures deteriorates, flakes of paint can impact the soil adjacent to the structure. To avoid exposure, you should avoid contact with any paint flakes or soil near any structure with deteriorating paint.

Los usuarios con acceso al Internet podran leer y descargar esta notificacion en espanol en el sitio Web de SCE:

www.sce.com/avisos

Please visit us at www.sce.com

Health and Safety Tips for Temperature-Sensitive Customers

Extreme hot weather may be harmful to people who are in poor health or those who are sensitive to high temperatures. Here are steps you can take to avoid heat-related illness this summer, should you be without air conditioning. To help you stay cool in hot weather:

- Take a cool shower or bath.
- Wear lightweight, loose, light-colored clothing and a head covering.
- Stay out of direct sunlight and limit outdoor activity to covered or shaded areas.
- Drink plenty of water to stay hydrated.

What to Do During Rotating Outages?

A rotating outage is a temporary electricity outage, designed to last no more than one hour, to help protect the integrity of the overall electric system. You can prepare for rotating outages by planning ahead. Your rotating outage group number is located at the top of your bill. Customers in rotating outage group N001 (or "Exempt") are normally not subject to rotating outages.

We strongly encourage you to be prepared for summer heat waves and potential outages. Power outages, regardless of their cause, can occur at any time. Since we cannot guarantee uninterrupted service to our customers, it is important that your emergency plan includes having sufficient standby battery power or a back-up portable unit available to power any in-home medical equipment you may have. If you have back-up power generation, we recommend you test it each month to ensure it is ready in case of a power interruption.

Advance Notification of a Rotating Outage

When possible, we will provide advance notice of a rotating outage via an automated telephone message to residential customers, or to someone in a customer's household who files an application certifying that their health is at risk when they are exposed to extreme temperatures.

Note: If you already participate in our Medical Baseline program, you are automatically enrolled, so you do not need to complete this application form. Medical Baseline program participants receive advance notification, whenever possible, of rotating power outages that may affect them.

To sign up for advance notification, just call **1-800-655-4555** to request an application, complete it, and return it to the address shown on the application.

Upon receipt of your application, we will place your name on a calling list to receive advance notice, whenever practical, if a rotating outage is anticipated in your area. This service will be provided to you at no cost.

BE AWARE - Fraud Warning and Bill Scams

Southern California Edison (SCE) is advising customers to be aware of caller ID spoofing, a practice in which a caller, using special phone equipment and technology, deliberately falsifies information on your caller ID display to mask the true origin of the call. "Spoofers" and other impostors claiming to be with SCE may demand immediate payment to avoid disconnection of service for allegedly past due electricity bills. The caller demands that the customer purchase a prepaid cash card for a specific amount of money, call the impostor back, and give that person the card number.

Customers suspecting a fraudulent call should ask for the caller's name, department and business phone number. Customers should terminate the call and report the incident immediately to local police and SCE at **1-800-655-4555**.

SCE customers should also note that:

- SCE will never call and demand immediate payment with the threat of service disconnection
- An SCE employee will never ask for money in person
- Never reveal personal information, including your credit card, ATM or calling card number (or PIN number) or SCE account number to anyone
- If someone calls and requests you leave your residence at a specific time for a utility-related cause, call the police. This could be a burglary attempt set up by the caller.
- Be suspicious of anyone who arrives at your house without an appointment asking to check an appliance, wiring or suggesting that there may be some other electrical problem inside your residence. In most cases, but not all, appointments are scheduled with our customers. There are times when our equipment may need to be checked and an appointment is not scheduled for these types of visits. SCE employees always have their SCE ID badge displayed on their person for customers to see and you can always contact our customer service department at **1-800-655-4555** to confirm the nature of the visit.

For more information about potential scams and tips to protect yourself, please visit

www.sce.com/scamalert

Not Seeing Eye-to-Eye With Your Bill?

If you believe the amount you have been billed is incorrect, call the customer service phone number at the top of your bill to request an explanation. We will be glad to look into your concerns.

Just in Time for a Friendly Reminder

Many of us know someone who may have difficulty remembering to pay the electric bill on time. Whatever the circumstance, a free Friendly Reminder Notification might help prevent unnecessary disconnections* of a customer's electric service.

SCE customers can designate someone to be notified in the event their service is to be disconnected because of a past due bill. Designated persons are not responsible for paying the bill, but they can provide an extra reminder when the bill payment is due. To enroll an SCE customer, call **1-800-684-8123**, or for complete details, visit **www.sce.com/reminder**.

*A Friendly Reminder Notification does not stop electric service from being disconnected if the bill is not paid on time.

Safe Portable Generator Hook-Up

Connecting a portable generator to your home's electrical wiring is dangerous and can cause serious injuries or electrocution.

Do not hook up a generator directly to an electrical panel. The safe way is to plug the electrical equipment into a portable generator using a properly sized extension cord approved by Underwriters Laboratories (UL).

If your needs require a generator to be wired directly to your home's electrical system, California state law mandates that you notify us. We also recommend that you enlist the service of a qualified electrician to perform the task.

For additional safety information visit:

sce.com/generator

Connect With Us

Get energy-saving tips, safety and outage updates, and much more.



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