

Please visit us at www.sce.com

Be Aware of Potential Payment Scams

- All SCE customers are advised to be aware of potential payment scams.
- We do not have a disconnection department and an SCE agent will not call you to demand payment over the phone.
- We do not request or accept prepaid cards (like money-pack), cryptocurrency (like Bitcoin) or payment apps (like Cash-App, Zelle or Venmo).

To learn more go to BE AWARE below and sce.com/scamalert

See a Downed Power Line? Call 911

Stormy weather can cause power lines to fall, creating hazards by electrifying puddles, wet grass, and the surrounding area. Don't approach or touch anyone or anything in contact with a downed power line.

Get the Financial Assistance You Need

While temporary COVID-19 emergency response measures have ended, our commitment to our customers will never change. We know the past year has been hard for many of our customers. Find out if your business is eligible for a 12-month repayment plan by logging in to your account at sce.com/myaccount or by speaking with your Account Manager. Don't have an Account Manager? Call us at **1-800-655-4555**.

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/firethreatmaps/.

Public Safety Power Shutoffs

- Public Safety Power Shutoffs are a tool of last resort that is used to protect our communities from the threat of significant wildfires.
- We are working to reduce the number of customers affected by PSPS and decreasing the length of time they are without power. We continue to install more insulated power lines and are improving our operations to safely keep the lights on for as many customers as possible.
- To stay informed during PSPS events, sign up for PSPS alerts at sce.com/psps.

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 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

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

1. **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.

2. **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.

3. **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

Privacy Notice

SCE protects your privacy, data and energy usage information. We never sell your information. Your information will be shared only if needed to provide you with utility services, or as required by law or authorized by you. For more information, please visit:

www.sce.com/privacynotice

SCE Workers May Inspect Electricity Meters at Any Time

Our field employees are required to randomly access and inspect the operation of Southern California Edison-owned equipment providing your home with electricity service. You can help by keeping the area around the Edison SmartConnect® meter clear of debris and obstacles.

Is Your Water Heater Safely Strapped In?

You and your household members may face a serious threat of fire, explosion, or electrocution if your water heater overturns or suffers damage to electrical wiring or plumbing during a disaster, such as an earthquake.

For that reason, California law requires that all water heaters must be braced, anchored, or strapped to avoid falling during an emergency situation.

To safely secure your water heater and to comply with California's safety requirements, have a licensed professional install an approved restraint kit to your water heater. Kits may be found at your local hardware or home improvement store.

Enroll to Live a Little Greener

SCE provides clean energy choices for homeowners, renters, and businesses looking for renewable energy options without upfront investments, on-site panel installations, building modifications or ongoing maintenance.

- The Green Rate provides the option to purchase green power to support 50% or 100% of your electricity use. To learn more and enroll, visit sce.com/greenrate
- The Community Renewables option leverages SCE approved locally operated solar farms to produce electricity. We will give you a bill credit on your monthly SCE energy statement based on your calendar month's kWh subscription in the project. To learn more and enroll, visit sce.com/commrenew.

Connect With Us

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