

The “New Normal”: Extreme Weather Events and Outage Communication

With climate change increasing the severity and duration of extreme weather events – such as devastating wildfires, dangerous Santa Ana winds, and heavy storms – we must take steps to address the “new normal” to further ensure safety, as well as protect electric system infrastructure and customer facilities. And that’s exactly what SCE is doing with two initiatives launched in 2018.

Public Safety Power Shutoff

Public Safety Power Shutoff (PSPS) provides a public safety measure to mitigate the risk of wildfires and other extreme weather conditions. The PSPS steps* include the following:

- **Four to seven days ahead:** When forecasts indicate extreme weather, SCE begins predictive modeling to assess potential impacts.
- **Three days ahead:** We monitor fire or other watch alerts from the National Weather Service (NWS) and continue to refine predictive models.
- **Two days ahead:** Extreme weather conditions are forecasted and an NWS Red Flag Warning is issued in the event of wildfire conditions. We coordinate with local governments and agencies (such as emergency responders) first, and also initiate customer notifications on possible power shutoffs in expected affected areas.
- **One day ahead:** Extreme weather conditions are imminent. We continue modeling to create even more accurate forecasts to determine the affected areas. In addition, we continue to coordinate and communicate with local governments, other agencies, and customers about possible power shutoffs.
- **Power shutoff:** Extreme weather is present and dangerous conditions are validated by field resources. We notify local governments, agencies, and customers of power shutoffs.
- **Power restoration:** Extreme weather conditions subside to safe levels, with conditions validated by field resources. Inspections and patrols of equipment begin. Power is restored in affected areas, and agencies and customers are notified of restoration.

To learn more about the PSPS process and related topics, contact your Account Manager.

GIS Overlay Mapping Tool

Taking the PSPS process one step further, SCE has implemented a geographic information system (GIS) overlay mapping tool for customers in the telecommunications sector to mitigate communication challenges with these customers during PSPS events.

Development of the tool began last fall after a PSPS workshop for telecommunications customers, who requested a means to help identify all of their cell sites, especially in the most critical fire danger (Tier 3) and high fire danger (Tier 2) categories.



SCE crews make repairs after the Woolsey Fire in Malibu last November. A recently implemented Public Safety Power Shutoff (PSPS) procedure provides an advance public safety measure to mitigate the risk of wildfires and other extreme weather conditions.

Responding to this request, SCE created a GIS overlay mapping tool, which enables telecommunications company personnel to hover over an electronic map of circuits in areas of potential PSPS events and identify specific service accounts associated with those circuits. This, in turn, lessens communication challenges by providing more timely situational awareness and the ability for these customers to put business resiliency plans into place in advance of a PSPS.

We provided the tool to one broadband customer last October, and it proved valuable in identifying critical sites affected by a PSPS event during the Hill and Woolsey fires in November. The SCE Account Manager remained in constant communication with the customer during this time.

Although not originally envisioned for additional use during outage restoration, the tool also was very helpful in locating specific cell sites without power after the event, allowing the customer to work directly with SCE field crews to expedite the return of service to those locations. This capability ultimately benefits all SCE customers, because it allows us to bring power back to cell sites more quickly.

SCE has since provided the GIS overlay mapping tool to additional telecommunications and broadband customers. We will continue to partner with these customers on efforts to enhance communication, and thus further protect safety and infrastructure, both before and after extreme weather events.

** Note: Actual onset of weather conditions and other circumstances beyond our control may impact coordination and notification efforts.*

Reminder: New Time-of-Use Periods Are Here

As California continues to adopt cleaner resources to generate energy, the cost to deliver power throughout the day is changing. Energy is now less costly during midday and more costly in the late afternoon and evening.

As of March 1, 2019, our business Time-of-Use (TOU) on-peak hours have shifted to better align with these changes. New TOU periods include:

- Weekday summer (June 1 - Sept. 30) on-peak hours of 4 p.m.-9 p.m.
- A lowest-cost super off-peak period from 8 a.m.-4 p.m. every day throughout the eight-month winter season (Oct. 1 - May 31).
- Weekend rate periods varying by time of day and season.

Additionally, for many small business and agricultural and pumping accounts, Critical Peak Pricing (CPP) events will begin in the summer season (June 1 - Sept. 30). As a reminder, CPP provides four months of summer bill credits in exchange for higher electricity prices during CPP events. Only 12 CPP events are called each year on non-holiday weekdays, usually occurring on the hottest summer days. You can minimize higher pricing by reducing your energy use from 4 p.m.-9 p.m. during a CPP event.

If you have any questions, or to learn more, please contact your Account Manager or visit [sce.com/tou](https://www.sce.com/tou) and [sce.com/cpp](https://www.sce.com/cpp).

Asian American Pacific Islander Business and Community Partners Recognized at Annual SCE Heritage Month Celebration

Highlighting SCE's mission to give back to the communities we serve, we recently held our 14th annual Asian American Pacific Islander (AAPI) Heritage Month event to celebrate business and community partnerships; encourage connections and networking; and honor AAPI leaders in energy efficiency, diverse business enterprises, and community partnerships.

The month of May marks the national AAPI Heritage Month in commemoration of the earliest Japanese immigrants who arrived in May 1843, in addition to recognition of the transcontinental railroad completion in May 1869 – a feat accomplished through the hard work of many Chinese immigrants.

Congratulations to the following awardees from SCE's AAPI celebration:



(Left to right) SCE Business Customer Division Account Manager John Lee; SCE Vice President of Transmission, Substations, and Operations Erik Takayesu; SCE Business Customer Division Vice President Mike Marelli; KACCOC President Ho-El Park; KACCOC Chairman of the Board Brian Chung; SCE Business Customer Division Senior Manager Krystal Swinton; and SCE CEO Kevin Payne.

Energy Efficiency Champion Award:

Korean American Chamber of Commerce of Orange County (KACCOC): Established in 1978, the KACCOC is a nonprofit voluntary membership organization comprised of Orange County Korean American businesses and leaders interested in enhancing the Orange County community. KACCOC strengthens the business community by identifying needs and opportunities and then advocating for solutions, such as in the area of energy efficiency. The organization has partnered with SCE to provide business owners with information on cost-saving SCE programs and services through events, seminars, and face-to-face meetings. The response has been significant. One of KACCOC's outreach efforts to promote the Direct Install program alone resulted in nearly 200 leads and energy-efficiency savings by customers of 32 kilowatts and 136,418 kilowatt-hours.

Community Partnership Award:

Asian American Senior Citizens Service Center (AASCSC): "Caring for elders as if they were our own": This is the guiding philosophy of AASCSC, a 501(c)(3) nonprofit organization founded in 1989. Its principal mission is dedicated to increasing awareness of the needs of Asian American elderly individuals, assisting with their access to essential health care and social services, and promoting dignified living in the community. Working with senior centers and community groups throughout Southern California, AASCSC is a well-regarded service and advocacy organization entrusted to serve and protect its senior citizen clients by creating a stronger and healthier community through direct services, policy advocacy, and capacity building.



(Left to right) SCE CEO Kevin Payne; Edison International and SCE Senior Vice President of Corporate Affairs Caroline Choi; AASCSC Past Co-President Frank Sun; AASCSC COO Jennifer Wang; AASCSC Co-Treasurer Mike Huang; SCE Principal Manager of Corporate Philanthropy Lisa Woon; AASCSC Founding Board Member Ruth Ding; AASCSC Advisory Council Member Ivy Huang; and AASCSC Board Member Sally Wang.



(Left to right)

Wahoo's Fish Taco Co-Founder and Partner Ed Lee; Coast to Coast Energy Director John Cao; SCE Supplier Diversity Program Manager Michael Herrera; Coast to Coast Energy President Nguyen Vu; SCE CEO Kevin Payne; and SCE Senior Program Manager, Residential Energy Efficiency Rebates & Programs, Jose Buendia.

Diverse Business Enterprise Award:

Coast to Coast Energy: A successful lighting company for more than 25 years, Coast to Coast Energy addresses a critical need in the multifamily property market, which warrants additional efforts to encourage participation in energy-efficiency programs by property owners/managers. Coast to Coast Energy is one of just five authorized direct install contractors that support SCE's Multifamily Energy-Efficiency Program, which offers incentives on a wide variety of energy-saving products to motivate property owners/managers to take steps to conserve energy. Already in 2019, Coast to Coast Energy has installed energy-saving products at 136 multifamily properties with over 15,000 tenants. By helping owners and occupants switch to more efficient equipment, Coast to Coast Energy has helped participants save 631 kW of peak demand usage and more than 4,500 megawatt-hours annually.

If you are interested in our annual customer heritage events such as Hispanic Heritage Month (Sept. 15-Oct. 15), including potential opportunities for recognition, contact your SCE Account Manager for details. Additional background information and registration options are available at [sceheritageevents.com](https://www.sceheritageevents.com).

Also follow us on Twitter @SCE_Business and @SCE_Communities, and join our Business and Community Partnerships **Facebook** page, to learn more about our business programs and community initiatives. For more details on SCE's diversity commitment, cultural awareness, and outreach, see our online [diversity and inclusion information](#).