

# Our Commitment to California

Keeping our communities safe from wildfires

Tehachapi, Lake Isabella &  
Unincorporated Kern County  
June 24, 2020

**#PoweringThruTogether**



# SCE PRESENTERS



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# AGENDA

- Wildfire Preparedness Tips
- SCE's Response to COVID-19
- 2019 Lessons Learned / What's New for 2020
- SCE's Wildfire Mitigation Plan
  - Mitigation Activities in Tehachapi, Lake Isabella & Unincorporated Kern County
- Public Safety Power Shutoffs (PSPS) Outages
- Customer Care Programs and Community Engagement
- Resources
- Q&A

# WILDFIRE PREPAREDNESS TIPS



## GET READY, GET SET, GO!

Wildfire Is Coming. Are You Ready?

GET PREPARED FOR WILDFIRE BEFORE IT STRIKES BY FOLLOWING THE READY, SET GO! GUIDE:

BEING READY



CREATE DEFENSIBLE SPACE: 100-FEET OF DEFENSIBLE SPACE IS REQUIRED AROUND YOUR HOME. LEARN HOW TO MAINTAIN THE TWO ZONES OF DEFENSIBLE SPACE NEEDED.

HARDEN YOUR HOME: FLYING EMBERS CAN DESTROY HOMES UP TO A MILE FROM WILDLAND AREAS. LEARN HOW TO PROTECT AND HARDEN YOUR HOME FROM A WILDFIRE THREAT.

GETTING SET



PREPARE YOUR HOME AND FAMILY FOR THE POSSIBILITY OF HAVING TO EVACUATE.

1. WHAT
2. HOW
3. WHO
4. WHEN

CREATE A WILDFIRE ACTION PLAN.



ASSEMBLE AN EMERGENCY SUPPLY KIT.



FILL OUT A FAMILY COMMUNICATION PLAN.

BEING READY TO GO



PRE-EVACUATION STEPS: PREPARE BOTH THE INSIDE AND OUTSIDE OF YOUR HOUSE FOR EVACUATION. GET THE CHECKLISTS.



REVIEW YOUR EVACUATION PLAN CHECKLIST.

GO!

EVACUATION STEPS: WHEN IMMEDIATE EVACUATION IS NECESSARY, GET READY TO GO!



ENSURE YOUR EMERGENCY SUPPLY KIT IS IN YOUR VEHICLE.



COVER-UP TO PROTECT AGAINST HEAT AND FLYING EMBERS. WEAR LONG PANTS, LONG SLEEVE SHIRT, HEAVY SHOES/BOOTS, CAP, DRY BANDANNA TO COVER FACE, GOGGLES OR GLASSES. 100% COTTON IS PREFERABLE.



LOCATE YOUR PETS AND TAKE THEM WITH YOU.

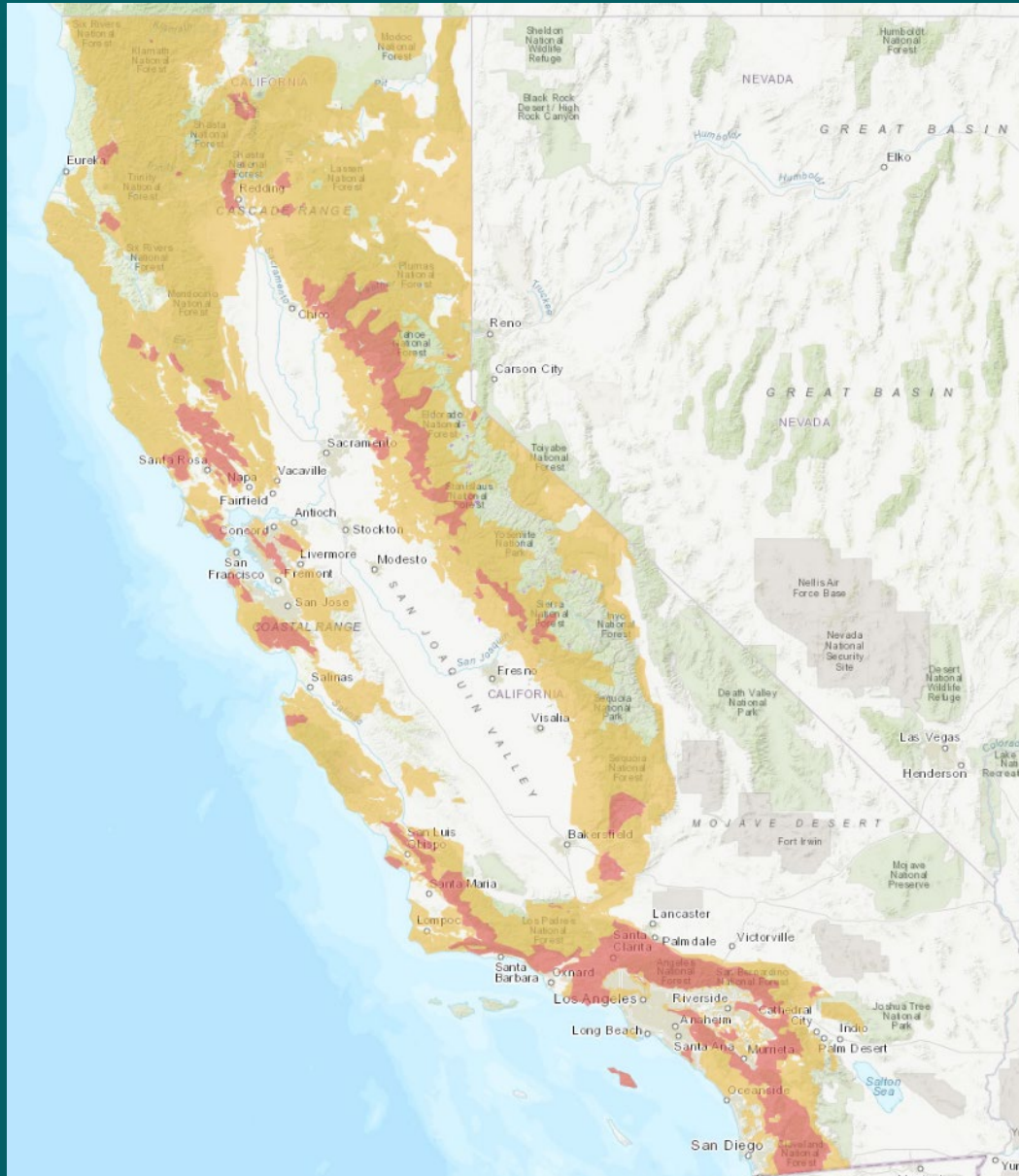
ONE LESS SPARK  
ONE LESS WILDFIRE



FOR MORE INFORMATION VISIT:  
[READYFORWILDFIRE.ORG](http://READYFORWILDFIRE.ORG)  
#READYFORWILDFIRE

# OUR RESPONSE TO THE COVID-19 OUTBREAK

- Continuing to deliver safe and reliable service to our communities
- Safety of our workforce, our customers and the public remain our top priority
- Prioritizing critical work necessary to protect our communities and public safety
- Enhancing programs to ensure customers continue receiving benefits (Medical Baseline and CARE), suspending service disconnections for nonpayment, and waiving late fees
- Supporting the communities we serve by donating more than \$1 million to local nonprofits responding to the pandemic. (*Edison International's charitable causes are funded entirely by shareholders and not customers.*)
- For more information, visit [sce.com/covid19](https://www.sce.com/covid19)



## California's wildfire problem is serious and worsening.

- Ten of the 20 state's most destructive wildfires have happened since 2015
- About a quarter of our service area is located in high fire risk areas

# WHAT WE LEARNED / WHAT'S NEW FOR 2020

## Public Safety Power Shutoffs (PSPS)

- Recognize the impact of PSPS events on customers but they are necessary to protect public safety
- Found multiple instances of equipment damage and tree branches contacting power lines that could have ignited a fire after a PSPS event

## Wildfire Mitigation Tools

- Implementing grid hardening activities and hi-tech tools and technologies
- Improving our ability to sectionalize to reduce the number of people impacted

## Customer Care Programs and Communications

- Actively pursuing new programs to help customers
- Improving website and communications capabilities to provide additional, timely information and notifications

## Stakeholder Engagement

- Enhancing communication and collaboration with stakeholders and partners
- Partnering with community-based organizations to better assist vulnerable customers



# WILDFIRE MITIGATION PLAN



# MITIGATION STRATEGY BASED ON FIRE SCIENCE

Eliminating any side of the fire triangle can prevent ignitions

Weather  
Conditions  
(Wind, Humidity)



Energy from  
Electrical  
Infrastructure

Vegetation &  
Structures

# OUR WILDFIRE MITIGATION PLAN

## WILDFIRE CAMERAS

**161**

CAMERAS INSTALLED THOROUGHLY COVERING  
HIGH FIRE RISK AREAS



## INSULATED WIRES

**650+ MILES**  
INSTALLED

**1200+ MILES**  
BY THE END OF 2020



## WEATHER STATIONS

**850+**

INSTALLED BY THE END OF 2020



## INCIDENT MANAGEMENT TEAM

**500+**

QUALIFIED RESPONSE TEAM MEMBERS,  
WHO ARE ON CALL FOR DUTY 24/7



## ENHANCED INSPECTIONS

CONTINUE ADVANCING INSPECTIONS TO ADDRESS  
WILDFIRE RISKS IN 2020



## PROTECTIVE DEVICES

**12,000+**

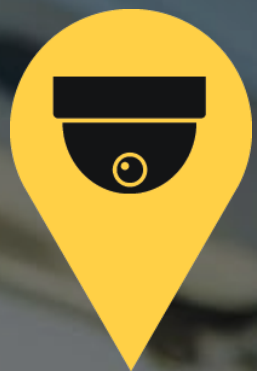
FUSES AND REMOTE CONTROLLED SECTIONALIZING  
DEVICES APPLIED TO INTERRUPT ELECTRICAL CURRENT  
MORE QUICKLY & BOOST RELIABILITY BY SEGMENTING  
CIRCUITS TO ISOLATE PROBLEMS





# VEGETATION MANAGEMENT

- Hazard tree removal (beyond traditional trim zone)
- More than 20 in-house certified arborists
- More than 650 vegetation management crews, totaling nearly 1,500 workers
- 1.1 million trees inspected annually; 500,000+ trees in high fire risk areas
- 750,000 pruned per year
- Vegetation removal at poles
- LiDAR surveying

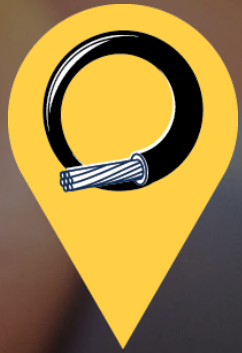


# **WEATHER STATIONS IN THE AREA**

**58**

**WEATHER STATIONS INSTALLED**

**REVIEWING SITES FOR ADDITIONAL WEATHER STATIONS TO BE INSTALLED BY THE END OF 2020**



**INSULATED WIRES IN THE AREA**

**83 MILES**

**CURRENTLY INSTALLED**

**620 ADDITIONAL MILES**

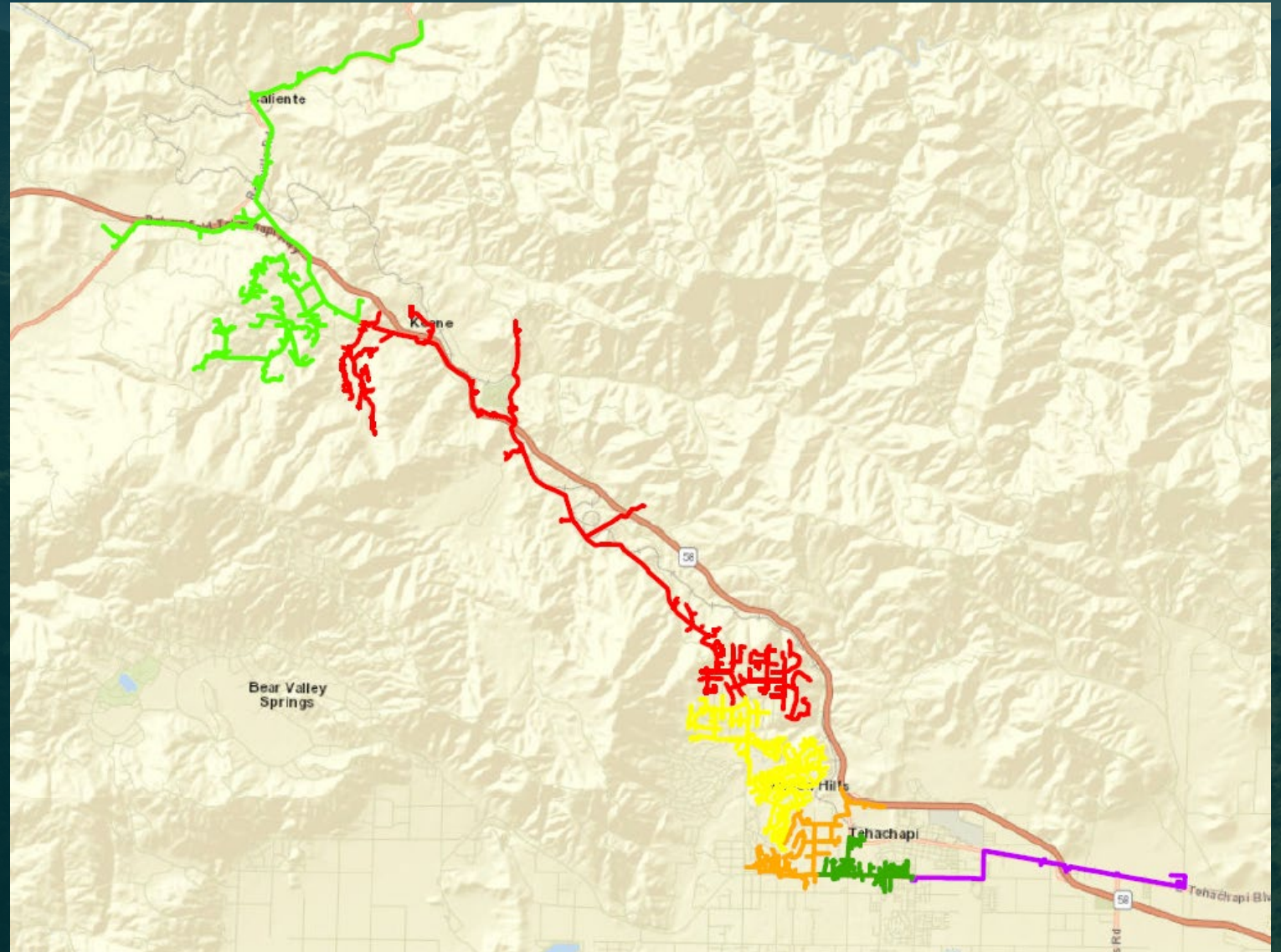
**INSTALLED BY THE END OF 2021\***

Installation of covered conductor (insulated power lines) reduces the risk of a wildfire starting, improves reliability, and reduces the potential for Public Safety Power Shutoffs

\* Assuming CPUC approval of total 2021 GRC scope and funding and other factors.

# ADDITIONAL OPERATIONAL FLEXIBILITY

- SCE developed plans to sectionalize the circuits in the area to reduce the number of customers de-energized
- By adding additional weather stations and further dividing our grid into sections, we can reduce the number of customers de-energized (*depending on weather and other conditions*)



# WHAT DOES THIS MEAN FOR THE AREA?

- **If the weather conditions were to be the same as last year in this area, we would expect to see a 10-30% reduction in the number of customers de-energized due to SCE's circuit improvements**
- **As more grid hardening including covered conductor is installed, these improvements will continue to increase**
- **Wind is not the only factor in making the decision to de-energize**
  - **Environmental influences such as dry vegetation and circuit conditions still factor into this decision and can modify the de-energization wind speeds**
- **We have also ramped up customer care programs to reduce the impacts of potential Public Safety Power Shutoffs**



# PUBLIC SAFETY POWER SHUTOFF

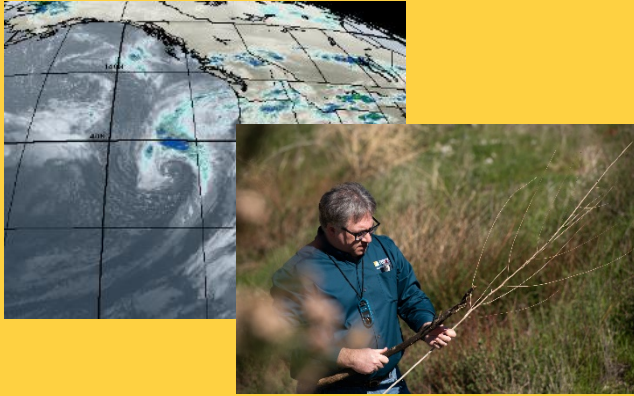
- **De-energizing power lines to prevent ignitions**
- **Used during elevated fire conditions**
- **Primarily impacts circuits in high fire risk areas**
- **Use of multiple methods to notify people in affected areas before, during and after a de-energization event**





# PSPS DECISION POINTS

Decision points include, but are not limited to:



- NWS Red Flag Warnings
- SCE meteorologists forecast **strong wind** conditions in service area
- SCE fire scientist assessment **of fire potential** to include consideration of **weather** and **fuels**

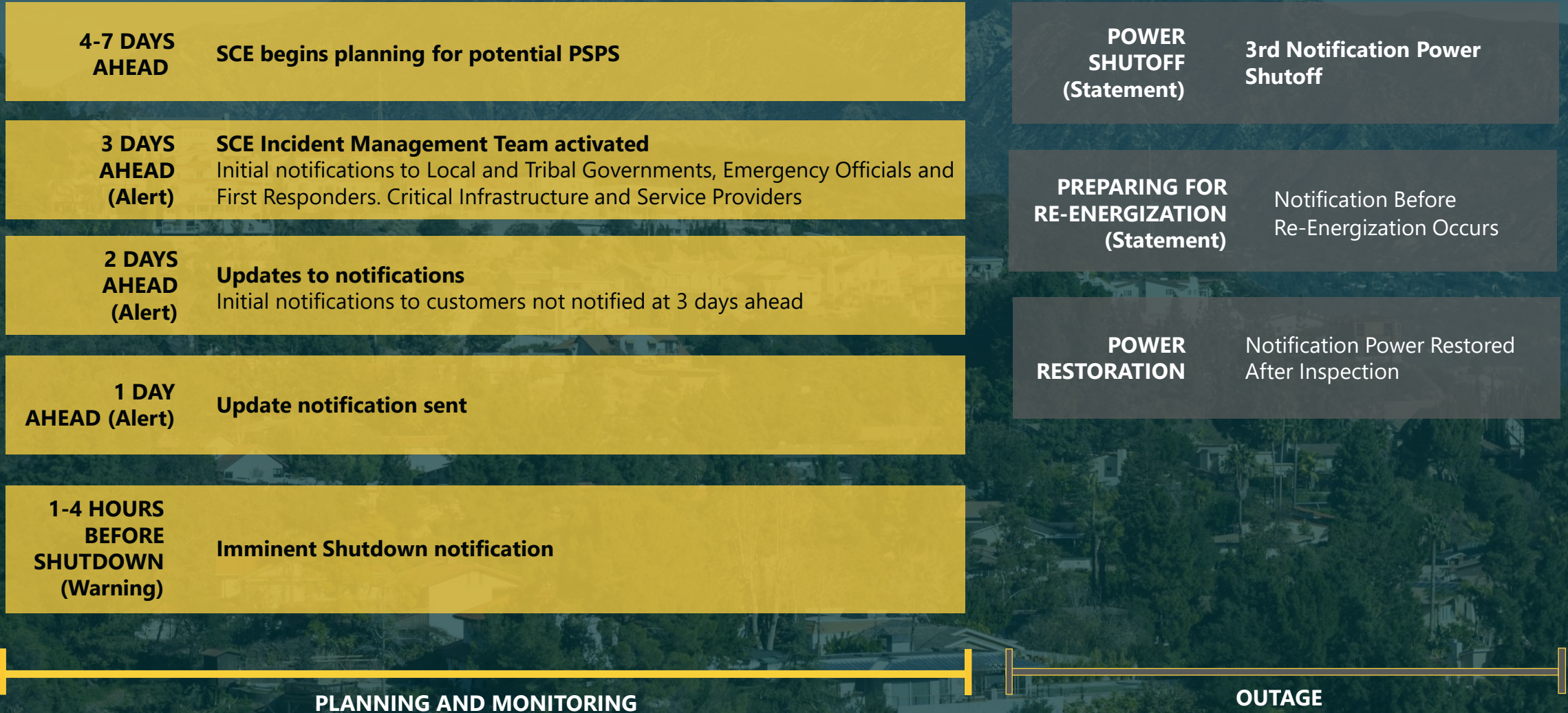


- Real-time observations from qualified electrical workers monitoring for **hazardous conditions** in the field



- Impact of de-energizing circuits on **first responders and essential services**

# PSPS 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; zip code-level alerts; and NextDoor.

- More than 100 risk areas
- Meetings scheduled with 120 cities, counties and tribal governments
- Statewide advertising campaign in market educating customers about preparing for power shutoffs
- Two letters communicating potential power shutoffs planned for all customers in service territory
- 2020 plans coming soon, please look for updates on [www.psp.com](http://www.psp.com)

# CUSTOMER CARE & ENGAGEMENT

# ENHANCEMENTS TO COMMUNICATIONS

## Website Improvements

- Dedicated PSPS page
- Fire Weather and PSPS information
- Increased capacity to handle website visits
- Improved maps
  - Look up PSPS events and status by address
  - Maps showing locations of Community Resource Centers and Community Crew Vehicles
  - Providing estimated restoration times

## Notifications

- Zip code PSPS notifications
- Expanded use of social media (e.g. Nextdoor)
- Area-based public alerts on mobile phones (July 2020)
- Imminent notifications when possible

# CUSTOMER CARE PROGRAMS

## Local Community Resources

- Community Crew Vehicles (CCV) and Community Resource Centers (CRC)
  - May include water (including bulk potable water), ice, blankets, solar powered USB chargers, onsite phone charging, outage information, and other resources
  - SCE currently has five CRC locations in Tehachapi, Stallion Springs, and Golden Springs.
  - Working to identify location in Lake Isabella and Kernville

## Rebates & Programs

- Self-Generation Incentive Program (SGIP)
  - Rebates for whole home energy storage
  - \$50 rebate for small appliance & device battery backup
  - \$300-\$500 generator rebate for well water dependent customers
  - Fully subsidized Critical Care customer battery back-up (income qualified)
  - Working with community leaders to identify locations for Resiliency Zones

# TALKING WITH OUR COMMUNITIES

- On-going community meetings held in high fire risk areas
- Meetings with cities, counties and tribal governments
- Outreach to essential service providers
- Advertising campaign in market educating customers about preparing for power shutoffs
- Letters communicating potential power shutoffs planned for all customers in service territory



# REACHING VULNERABLE COMMUNITIES

- Engaging with our most vulnerable customers
- Partnering with community-based organizations and community stakeholders such as Independent Living Centers and 211 service providers
- Supporting resiliency, working with existing philanthropic partners and deploying customer programs for PSPS preparedness, all-hazard awareness and emergency planning
- Encouraging customers to sign up for medical baseline and critical care programs

# INVESTING IN OUR COMMUNITIES

A firefighter in full gear, including a helmet with the number 6, is walking towards the camera while holding a leaf blower. In the background, other firefighters are visible near a fire station entrance. The station has a large glass door and a red metal frame structure to the left. The number 16 is visible on the building's facade.

- **Keeping our communities safer through wildfire mitigation and preparedness**
  - **First responder safety**
  - **Community readiness**
  - **Resiliency and disaster recovery**



**Website: [sce.com/wildfire](http://sce.com/wildfire)**  
**Email: [wildfireoutreach@sce.com](mailto:wildfireoutreach@sce.com)**  
**Social Media: @SCE on Twitter & Facebook**  
**SCE Customer Support: 1-800-655-4555**

## GIVE FEEDBACK



- Provide us your feedback through the email survey or our website
- Presentation and meeting recording available

## SIGN UP



- PSPS alerts
- SCE's Medical Baseline program
- SCE programs and rebates

## BE PREPARED



- Be prepared with a safety preparedness plan, some basic supplies and advance planning
- Power outage tips

# Additional Resources

Energy for What's Ahead<sup>SM</sup>



# USEFUL INFORMATION

## SCE Wildfire Web Page – [sce.com/wildfire](https://www.sce.com/wildfire)

### SCE Notifications

- Sign up for PSPS alerts – [sce.com/pspsalerts](https://www.sce.com/pspsalerts)

### Situational Awareness

- PSPS maps and information – [sce.com/psps](https://www.sce.com/psps)
- Role of weather in PSPS – [sce.com/fireweather](https://www.sce.com/fireweather)
- CPUC wildfire maps – [cpuc.ca.gov/wildfiresinfo](https://www.cpuc.ca.gov/wildfiresinfo)
- Fire cameras – [alertwildfire.org](https://www.alertwildfire.org)

### Preparedness

- SCE outage tips – [sce.com/outagetips](https://www.sce.com/outagetips)
- SCE emergency preparedness – [sce.com/beprepared](https://www.sce.com/beprepared)
- SCE Medical Baseline Program – [sce.com/medicalbaseline](https://www.sce.com/medicalbaseline)
- CAL FIRE fire preparedness – [readyforwildfire.org](https://www.readyforwildfire.org)
- Red Cross emergency preparedness – [redcross.org/prepare](https://www.redcross.org/prepare)
- FEMA emergency preparedness – [ready.gov](https://www.ready.gov)

### Vegetation Management

- Vegetation Management – [sce.com/safety/power-lines](https://www.sce.com/safety/power-lines); contact 1-800-655-4555 or [safetrees@sce.com](mailto:safetrees@sce.com)

### Rebates

- SCE Marketplace (rebates and programs) – [marketplace.sce.com](https://www.marketplace.sce.com)
- Self Generation Incentive Program (SGIP) – [sce.com/sgip](https://www.sce.com/sgip) or [selfgenca.com](https://www.selfgenca.com)

### Social Media

- Follow **@SCE** on Twitter and Facebook

# SCE COVID-19 CUSTOMER CARE PROGRAMS

[www.sce.com/covid19](http://www.sce.com/covid19)

Resource	Description	Link
<b>Energy Assistance Fund (EAF)</b>	Income-qualified customers experiencing COVID-19 financial hardship due to quarantine, illness, caring for loved ones or business closures can apply for assistance to pay their electric bill.	<a href="http://sce.com/eaf">sce.com/eaf</a>
<b>California Alternate Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) Programs</b>	The CARE program provides income-qualified households a discount of about 30% on monthly electric bills. FERA provides a reduced monthly discount of 18% for income-qualified households of three or more.	<a href="http://sce.com/fera">sce.com/fera</a>
<b>Medical Baseline</b>	Customers who use electrically operated medical devices in their homes are eligible and those enrolled will receive additional electricity per day at a discounted rate.	<a href="http://sce.com/medicalbaseline">sce.com/medicalbaseline</a>
<b>Suspension of service disconnections for nonpayment, waiving late fees</b>	SCE has suspended service disconnections for nonpayment and is waiving late fees for residential and business customers impacted by the COVID-19 emergency.	<a href="http://sce.com/billhelp">sce.com/billhelp</a>
<b>Rate Plan Comparison Tool</b>	SCE offers several Time-of-Use rates that offer lower rates during daytime hours when people are now home.	<a href="http://sce.com/rateplantool">sce.com/rateplantool</a>
<b>Budget Assistant</b>	You can also sign up for alerts if your next projected bill is expected to exceed your spending goal using SCE's free Budget Assistant tool.	<a href="http://sce.com/budgetassistant">sce.com/budgetassistant</a>

# POWER OUTAGE SAFETY TIPS

- If you see a downed power line, do not touch it or anything in contact with it. Call 911 immediately.
- Power outages in the area may impact traffic signals so motorists should use extreme caution and treat all intersections as four-way-stops.
- Remember to check emergency supplies to be sure you have a battery-operated radio, a flashlight and fresh batteries.
- Use flashlights instead of candles to avoid fire hazards in your home or business.
- Consider using LED light bulbs with a battery backup, which can stay on during outages.
- If you're in a vehicle with a fallen power line on it, stay in the vehicle and remain calm until help arrives. It is OK to use your cellphone to call 911. If you must leave the vehicle, remember to exit away from downed power lines and exit by jumping from the vehicle and landing with both feet together. You must not touch the vehicle and the ground at the same time. Then proceed away from the vehicle by shuffling and not picking up your feet until you are several yards away.
- If you use a generator, place it outdoors and plug individual appliances directly into it, using a heavy-duty extension cord. Connecting generators directly to household circuits creates "backfeed," which is dangerous to repair crews. Please consult the manufacturer's manual for operating the generator.
- If someone in your home is dependent on electric-powered, life-sustaining medical equipment, have an emergency plan that includes a back-up power source, or make arrangements to relocate.
- Do not use outdoor cooking equipment to cook indoors. Such equipment can release carbon monoxide and other toxic gases.
- Use stairs instead of an elevator. Elevators are powered by electricity and may stop functioning during an outage. Be safe by taking the stairs and use a flashlight when necessary.
- For more information, visit [sce.com/outagetips](https://www.sce.com/outagetips)

# HOME GENERATOR TIPS

Using a backup source of power can keep you up and running during an outage, but generators can be dangerous if connected or used improperly. Consult an electrician before you bring a generator home to determine the proper equipment and set you up safely.

- 1. Equipment Options:** [Choose a generator](#) for more power than you think you will need, depending on what lighting, appliances, and equipment you plan to connect to the generator. Again, this is best determined by an electrician.
- 2. Safety Hazards:** Every year people die in portable generator-related incidents. The primary hazards to avoid when using a generator are carbon monoxide (CO) poisoning, electric shock, electrocution and fire. Follow the directions supplied with the generator.
- 3. Getting Hooked up:** Connect electrical equipment to a portable generator using a heavy duty, outdoor extension cord that is rated more than the sum of the connected appliance loads. Make sure the entire cord has no cuts or tears and that the plug has all three prongs, especially a grounding pin. Do not run portable generators indoors, and don't connect a portable generator to your home's electrical wiring or electrical panel as this can lead to serious injury or electrocution.
- 4. Beware of Backfeeding:** Never try to power the house wiring by plugging a generator into a wall outlet, otherwise known as "backfeeding". This is extremely dangerous and can electrocute utility workers and even neighbors. Electrocution is the fifth leading cause of all reported occupational deaths.
- 5. Connect with an Electrician:** If you decide to wire a generator directly to your home, California state law mandates that you notify Southern California Edison. The only recommended method to connect a generator to house wiring is by having a qualified electrician install a power transfer switch, in compliance with national, state and local electrical codes. Find a licensed electrician to see if you can install the appropriate equipment.
- 6. Portable vs. Permanent:** Even a properly connected portable generator can become overloaded, become overheated and stress the generator components, which can lead to generator failure. For power outages, permanently installed, stationary generators are better suited for providing backup power to a home or business.

For more information, see the [Understanding Backup Generation fact sheet](#).