

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE
STATE OF CALIFORNIA**

Order Instituting Rulemaking to Examine
Electric Utility De-Energization of Power
Lines in Dangerous Conditions

Rulemaking 18-12-005

**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) PUBLIC SAFETY
POWER SHUTOFF 2022 PRE-SEASON REPORT**

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Dated: **July 1, 2022**

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Pursuant to the California Public Utilities Commission's Decisions (D.) 21-06-014 and D.21-06-034, Southern California Edison Company (SCE) files its 2022 Pre-Season Report (Attachment A hereto). SCE also provides the following link to access and download the 2022 Pre-Season Report and its Appendices A through F thereto:

<https://on.sce.com/PSPSPreSeasonReporting>

Appendices D, E and F will be filed via mixed media with the Commission's Docket Office.

Respectfully submitted,

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Attachment A
2022 Pre-Season Report

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Instructions

1. Each electric investor-owned utility (IOU) must file and serve its Public Safety Power Shutoff (PSPS) Pre-Season Report no later than July 1 of each year in Rulemaking (R.) 18-12-005 or its successor proceeding.
2. Respondents to the requirements are Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), San Diego Gas & Electric Company (SDG&E), Bear Valley Electric Service (Bear Valley), Liberty Utilities (CalPeco Electric LLC), and PacifiCorp d.b.a. Pacific Power (PacifiCorp) unless indicated otherwise.
3. Parties may file comments on these reports within 20 days after they are filed, and reply comments within 10 days after the final date to file comments.
4. Any files that are required as part of this Pre-Season Report that cannot be accepted through the Commission's e-filing system may be provided via a uniform resource locator (url) link to a publicly available webpage where the files can be accessed and downloaded. Any such files and their associated url links should remain active and unchanged for a minimum of five years.
5. Any confidential documents may be filed via the CPUC Kiteworks under a confidentiality declaration.
6. The reporting period for the required tables is from June 1 of last year through May 31 of current year unless it is specifically stated otherwise in the guidelines or the template.
7. Any plan submitted should have a version number and the date of the last update.
8. To the extent a required item of information is also required to be included in other submissions such as the IOU's Wildfire Mitigation Plan, Post-Season report, AFN plan, the Pre- Season Report may refer to such submissions rather than repeat the same information; such reference must specify, at minimum, the page and line number(s) for where the required information is contained within the submission. In cases where this reference is to data, a summary table of the data shall be provided in the report.
9. For any PSPS exercise report data that is not available at the time of PSPS Pre-Season Report due date, an IOU must request an extension in advance in accordance with the CPUC Rules of Practice and Procedure.
10. Each IOUs should follow the file name convention and syntax below:

 <Proceeding Number><Utility Abbreviation><Year>PSPS Pre-Season Report_<Submission Date>

 <Utility Abbreviation><Year><Plan Name or Document Name><Submission Date>
11. The Pre-Season Report and each Plan should have a table of contents.

12. The required tables should include the minimum fields listed in the template. Additional fields may be added as needed.
13. If a specific date is not tracked and not known in a table field for first year of reporting, please use the month and year.
14. All tables must be combined into one Excel workbook with different worksheets to differentiate the topics/tables. A template for the required tables is attached in file named Required Pre-Season Tables 05.01.2022. IOUs may provide additional tables as needed.
15. All the submitted documentation including the appendices must be legible.
16. The IOUs should include, among other items, in the required plans sufficient information to demonstrate compliance with PSPS guidelines.

Section I. Authorities

All reporting plans concurrently required to be included in the (current year) Pre-Season Report herein, must be produced in a single document submitted by each electric investor-owned utility. Specifically, these include the community resource center plan (A.1, A.3, and A.6), critical facilities plan (B.2), PSPS Exercise Reports (C.2), education and outreach-related surveys and accessibility efforts and associated costs (E.1, E.2 and E.3), and notification plan (I.3). The (current year) Pre-Season Report must also include the following items of information:

- a. Description of lessons learned from past PPS events, including feedback from impacted customers and stakeholders, and how the electric investor-owned utility has applied such lessons to its current and future efforts in preparation for the upcoming wildfire season.
- b. Identify circuits at greatest risk of de-energization during the upcoming wildfire season. Include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit.
- c. Annual reports, as applicable, required by Ordering Paragraphs 8, 21, 27, 30, 33, 36, 38, 41, 46, 47, 51, and 57 of D.21-06-014.

(Decision (D.) 21-06-034; Appendix A at p. A14, Section K-1.)

Section II: Community Resource Center Plan

1. Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. The IOUs should incorporate and address the following minimum topics in the CRC plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)
 - a. CRC objectives (SED Additional Information.)
 - b. CRC strategies, actions, and timing (SED Additional Information.)
 - c. CRC contracting effort in place to ensure sufficient contracted CRC available during PPS events (D.21-06-034, Appendix at p. A1, Sections A-2.)
 - d. Engagement with local populations on Access and Functional Needs (AFN) needs (D.20-05-051, Appendix at p. 5, Sections d; D.21-06-034, Appendix at p.A1, Section A-3.)
 - e. Stakeholder recommendations on AFN needs of services and supplies (D.21-06-034, Appendix at p.A1, Section A-3.)
 - f. Criteria used to determine the types of CRCs needed during each event (D.21-06-034, Appendix at p. A1, Sections A-4.)
 - g. Services and supplies available at each CRC to customers and AFN populations

(D.21-06-034, Appendix at p. A1, Sections A-7; ESRB-8, p.5, Section II.A.)

- h. CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event (D.21-06-034, Appendix at p. A1, Sections A-5.)
- i. COVID-19 considerations, (D.20-05-051, Appendix at p. 5, Sections d.)
- j. Prior year CRC usage metrics (D.21-06-034, Appendix at p. A1, Sections A-6.)
- k. CRC program evaluation including customer feedbacks, CRC related surveys, survey results, survey evaluation, and IOU's related challenges (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)
- l. Lessons learned protocol (SED Additional Information.)
Please include the lessons learned related to CRC in Table 14 of Section VII.

Response: SCE's Community Resource Plan is in Appendix A of this report. Lesson's Learned are captured in Table 14 in the PSPS Pre-Season Tables excel workbook in Appendix F.¹

- 2. The IOUs must provide a list of all CRCs available in the IOUs' service territories in advance of wildfire season with the following minimum fields: (ESRB-8, p.5, Section II.2.A; D.20-05-051, Appendix at p. 5&6, Sections d; SED Additional Information.)

Table 1 – List of Available Community Resource Centers (as of cutoff date of current year)

- a. CRC Unique ID
- b. Location Name
- c. County or Tribe
- d. CRC Type (e.g., fixed facility or mobile location, indoor or outdoor, tent, micro, mobile)
- e. Standard Operation Hours
- f. List of Planned Supplies*
- g. List of Planned Services*
- h. List of Planned AFN Services and Supplies*
- i. Contracted (Yes or No)
- j. Date of Contract
- k. Location Address
- l. Latitude (with at least five digits after decimal point)
- m. Longitude (with at least five digits after decimal point)

¹ Appendix F is available at <https://on.sce.com/PSPSPreSeasonReporting>.

* Sub-table(s) may be provided for the Lists.

Response: SCE's list of available community resource centers are in Table 1 of its PSPS Pre-Season Tables in Appendix F.

3. The annual CRC plan must detail how the utility will provide the services and supplies required to serve Medical Baseline (MBL) and AFN populations as recommended by regional local government, Advisory Boards, public safety partners, representatives of people/communities with access and functional needs, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. In the annual CRC plans, the utilities must set forth the specific recommendations made by the above-noted entities, whether the utilities adopted the recommendation (or did not adopt the recommendation), the reason it was adopted (or not adopted), and the timeline for implementation. The IOUs must provide a summary table of stakeholder recommendations on AFN needs for services and supplies including, at a minimum, the following fields: (D.21-06-034, Appendix at p.A1, Section A-3; SED Additional Information.)

Table 2 - Stakeholders' CRC Recommendations on AFN Needs

- a. Recommendation Description
- b. Recommended Date
- c. Recommending Party Type (e.g., tribal, local government, non-profit entity, Advisory Boards, public health and healthcare provider)
- d. Adopted? (Yes or No)
- e. Reasoning for Adoption/Denial
- f. Initiative(s) As a Result of Recommendation
- g. (Estimated) Initiative Planning Start Date
- h. (Estimated) Initiative Organization Completion Date
- i. (Estimated) Initiative Equipment Completion Date
- j. (Estimated) Initiative Training Completion Date
- k. (Estimated) Initiative Exercise Completion Date

If an adopted recommendation is not completed in the current reporting period, it should be carried into future annual reporting period(s) until it is finished or no longer relevant.

Response: Stakeholders' CRC Recommendations on AFN needs are in Table 2 of the PSPS Pre-Season Tables in Appendix F.

4. The IOU CRC plan must include prior year CRC usage metrics including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6.)

Table 3 – Prior Year PSPS CRC Usage Metrics

- a. Event ID
- b. Event Name/Period
- c. County or Tribe
- d. Date Service Area De-energized
- e. Time Service Area De-energized (24-hr. clock)
- f. Date CRC Opened
- g. Time CRC Opened
- h. Date Service Area Re-energized
- i. Time Service Area Re-energized (24-hr. clock)
- j. Date CRC Closed
- k. Time CRC Closed
- l. Total Days Opened Total Hours Opened (Integer)
- m. Type of CRC (Indoor, Outdoor, Mobile)
- n. Average AQI during Operation
- o. Was CRC powered by Backup Generation? (yes/no)
- p. Operation Hour Compliance Indicator (Yes or No, if CRC was operable at least 8 AM-10 PM during an active de-energization event)
- q. If Not in Compliance with Operation Hour Requirements, Provide an Explanation
- r. Service or Supply Provided (List the name of each service or supply provided by the utility in a separate field and fill the description in the cell such as Bottle Water "Yes", Charging Station "Yes", Cellular Network Services "Yes", Chairs "Yes", PSPS Information Representatives "Yes", Restrooms "Yes", ADA Accessible "Yes")
- s. Total Number of Visitors
- t. Location Address
- u. Latitude (with at least five digits after decimal point)
- v. Longitude (with at least five digits after decimal point)

Response: SCE's prior year CRC usage metrics are in Table 3 of its PSPS Pre-Season Tables in Appendix F.

5. The IOU CRC plan must include a prior year CRC customer feedback summary including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)

Table 4 - Prior Year CRC Customer Feedback

- a. Customer Feedback Type (e.g. resource availability, operation hour, location, customer service)
- b. Customer Feedback Description/ Open Comments on Areas in Need of Improvement
- c. Feedback Submission Count (for this feedback type)
- d. Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.
- e. Initiative Implementation Start Date
- f. Initiative Estimated Completion Date
- g. Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)

Response: SCE's prior year CRC customer feedback are in Table 4 of its PSPS Pre-Season Tables in Appendix F.

6. The IOU CRC plan must include prior year CRC challenges faced when setting up and operating CRCs. The challenge summary includes, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6.)

Table 5 - Prior Year IOU CRC Challenges

- a. Challenge Type
- b. Description of Challenge
- c. Initial Month and Year Challenge Discovered
- d. Initiative(s)/Responsive Action(s) – List the responsive initiatives to address the challenge if any. If there is none, please explain.
- e. Implementation Start Date
- f. Estimated Completion Date
- g. Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)

Response: SCE's prior year CRC challenges are in Table 5 of its PSPS Pre-Season Tables in Appendix F.

Section III: Critical Facilities and Infrastructure Plan

1. Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. The IOUs should incorporate and address the following minimum topics in the CFI plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)

- a. CFI objectives (SED Additional Information.)
 - b. CFI strategies, actions, and timing (SED Additional Information.)
 - c. CFI definition and IOU CFI contact on PSPS website (D.21-06-034, Appendix at p. A3, Sections B-1.)
 - d. Identification method of CFI (D.21-06-034, Appendix at p. A3, Sections B-2; D.19-05-042, Appendix p.A11.)
 - e. Changes in CFI since prior annual report (D.21-06-034, Appendix at p. A3, Sections B-2.)
 - f. Maintenance and update process of CFI list (D.21-06-034, Appendix at p. A3, Sections B-2), (D.21-06-014, Ordering Paragraph 21, D.19-05-042, Appendix p.A11-12.)
 - g. Collaboration with transmission-level customers (D.21-06-034, Appendix at p. A3, Sections B-2.)
 - h. Comparison of current year CFI request total with last year (D.21-06-034, Appendix at p. A3, Sections B-2.)
 - i. CFI backup power assessment efforts/actions, backup power provisions and terms (D.21-06-034, Appendix at p. A3, Sections B-2; D.21-06-014, Ordering Paragraph 21; D.21-06-014, Ordering Paragraph 57; D.19-05-042, Appendix p.A12.)
 - j. Engagement with local government and public safety partners on CFI identification and back-up generation need (D.20-05-051, Appendix at p. A7, Sections (f).)
 - k. Maintenance and accessibility of CFI list (D.21-06-034, Appendix at p. A3, Sections B-3.)
 - l. Consultation with local and tribal governments (D.21-06-034, Appendix at p. A3, Sections B-3.)
 - m. Coordination with CFI to maintain energization during PSPS events of varying lengths (D.19-05-042, Appendix at p.A12.)
 - n. Lessons learned protocol
- Please include the lessons learned related to CRC in Table 14 of Section VII.

Response: SCE's Critical Facilities and Infrastructure Plan is in Appendix B of this report. Lesson's Learned are captured in Table 14 in the PSPS Pre-Season Tables in Appendix F.

2. The IOUs must include a list of critical facilities and infrastructure within the utility's service area. The list must include, at a minimum, the following fields. The list must be posted in the IOUs' PSPS web portal with restricted access to confidential information. (D.21-06-034, Appendix at p. A3-4, Sections B-1 and B-3; D.21-06-014, Ordering Paragraphs 21, 30, 33 & 57.)

Table 6 - Critical Facilities and Infrastructure List (as of last updated date)

- a. Facility/Infrastructure Name
- b. CFI Type
- c. CFI Address
- d. County/Tribe
- e. Date Identified as CFI
- f. Primary Point of Contact Name
- g. Primary Point of Contact Title
- h. Primary Contact Phone Number
- i. Primary Contact Email Address
- j. Secondary Point of Contact Name
- k. Secondary Point of Contact Title
- l. Secondary Contact Phone Number
- m. Secondary Contact Email Address
- n. Last Date of Update on Contact Information*
- o. Indicator if CFI has been contacted with backup power needs*
- p. Date of Contact*
- q. Indicator if CFI has been assessed with backup power needs (Yes or No)*
- r. Date of Assessment*
- s. Results of Assessment*
- t. Whether or not CFI provided any needed backup power generation (Yes or No)*

*These fields are applicable to PG&E, SCE, and SDG&E only.

Response: SCE's Critical Facilities and Infrastructure List contains confidential information, as such SCE has filed this table as confidential consistent with CPUC guidelines and SED instructions for this report.² Due to the confidential nature of this information, table 6 is not included in the public version of Appendix F.

3. The IOUs must include, in the CFI plan, the number of requests from customers to be designated as critical facilities and infrastructure in the current year and the prior year, whether the utility accepted or denied the request, and the reasons for any denial. The list must include the following minimum fields. (D.21-06-034, Appendix at p. A3, Sections B-2.)

² Due to the confidential nature of information in this table, SCE is filing this table consistent with the instructions set forth in California Public Utilities Commission (CPUC or Commission) Decision (D.) 19-01-028, D.17-09-023, and General Order (G.O.) 66-D, Revision 1, which govern the submission of confidential documents or data to the Commission. In addition, per SED instruction 5 above, SCE will also submit this table to SED through CPUC Kiteworks under a confidentiality declaration.

Table 7 – List of Requests to Be CFI Over Last Two Years

- a. Facility/Infrastructure Type
- b. Facility/Infrastructure Location (The city where the CFI customer is located in.)
- c. Date of Request
- d. Accepted or Denied?
- e. Reason for Denial

Response: SCE's list of requests to be CFI over the last two years is in Table 7 in its PSPS Pre-Season Tables in Appendix F.

Section IV. PSPS Exercise Reports

1. Each investor-owned utility must prepare and file a PSPS Exercise Report as part of the [current year] Pre-Season Report. These PSPS Exercise Reports must include, at a minimum, provisions for both table-top (TTX) and functional PSPS exercises (FSE), how many PSPS exercises were held, the dates held, and what entities participated. Please provide the following tables with the minimum fields listed. (D.21-06-034, Appendix at p. A1, Sections C-2; SED Additional Information.)

Table 8 - PSPS Exercise Summary (January 1 through December 31 of current year)

- a. Starting Date of Exercise
- b. Ending Date of Exercise
- c. Total Hours of Exercise
- d. Type of Exercise (e.g., table-top, functional, full-scale)
- e. Region (if applicable)
- f. Counties
- g. Number of utility personnel participating in the exercise
- h. Number of public safety partners actively participating as a player in the exercise
- i. Number of AFN community representatives participating as a player in the exercise
- j. Total Number of Participants

Response: SCE's PSPS exercise summary is in Table 8 of its PSPS Pre-Season Tables in Appendix F.

Table 9 - List of Exercise Participated Entities

- a. Name of Entity

b. Exercise Date Range

Response: SCE's list of exercise participated entities is in Table 9 of its PSPS Pre-Season Tables in Appendix F.

2. For each exercise, please provide the items below. (SED Additional Information.)
 - a. After-Action Report
 - b. What written materials (e.g., slides, instructions) do you provide to telecommunication carriers and other public safety partners during and after they participate in TTXs, FSEs or other trainings/briefings?
 - c. Please provide copies of the written materials and/or links to web-based information.
 - d. Indicate if this information is also posted in your public safety partner portal.

Response: Please see bullet points below with SCE's response.

- a. See April/May After Action Reports "SCE April 2022 PSPS Tabletop Exercise - After Action Report.pdf" and "2022 MAY PSPS FE SERIES AFTER ACTION REPORT .pdf" in Appendix D.³
- b. As part of the pre-season report we are providing all exercise materials including:
 - i. Invitation to over 5k Public Safety Partners to participate in Functional Exercise Planning process
 - ii. Planning Meeting Slides & Notes for the Functional Exercises,
 - iii. Situational Manual for the Tabletop Exercise and After-Action Report
 - iv. Functional Exercise Plan, CE Handbook, C/E/S Training Deck, Master Scenario Events List, Player Briefing Deck, Ground Truth
 - v. Observer Agenda and Functional Exercise Briefing Deck
- c. See all documents in Appendix D.
- d. This information is not posted in the Public Safety Partner Portal. The portal was used during the exercises however it displays planning information and real-time data for PSPS circuits.

Section V. Education and Outreach

1. Each utility must conduct, at a minimum, two PSPS education and outreach surveys accessible to all customers each calendar year. The Commission's Safety and Enforcement Division is authorized to direct an IOU to modify or issue more of these surveys. Please provide a survey summary table with the following minimum fields.

³ Appendix D is available at <https://on.sce.com/PSPSPreSeasonReporting>.

(D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)

Table 10 – Survey Summary

- a. Period Survey Conducted
- b. Overall Objectives
- c. Surveyed Scope (e.g., pre-season, during-season, post-season, all)
- d. Methods (e.g., online, text messages, letter, telephone, in-person)
- e. Target Audiences (e.g., residential customer, commercial, CFI, AFN)
- f. Total Number of Surveys Sent
- g. Total Number of Survey Responses Received
- h. Indicate if the survey was conducted in all “prevalent” languages, as defined in D.20-03-004
- i. If so, please list the number of “prevalent” languages used during survey
- j. If not, please provide an explanation

Response: SCE’s survey summary is in Table 10 of its PSPS Pre-Season Tables in Appendix F.

2. The IOUs must provide copies of all PSPS education and outreach surveys templates. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)

Response: SCE provided the following documents: Pre-WildFire Survey template “PRE Q'aire RESBIZ Wildfire 06-01-21.docx” and Post-WildFire Survey template “POST Q'aire RESBIZ Wildfire 10-18-21 CLEAN.docx” in Appendix E.⁴

3. The IOUs must provide the languages the education and outreach surveys were conducted in and assess if the in-language surveys meet the “prevalent” languages requirement as defined in D.20-03-004.

Response: SCE utilizes English and 19 other prevalent languages to conduct surveys as shown in the Pre-Wildfire and Post-WildFire Surveys template, which are offered as E-mail or phone surveys to customers in their preferred language.

See Pre-WildFire Survey template “PRE Q'aire RESBIZ Wildfire 06-01-21.docx” and Post-WildFire Survey template “POST Q'aire RESBIZ Wildfire 10-18-21 CLEAN.docx” in Appendix E

See “Languages Used/Preferred” section in Pre-Wildfire and Post-Wildfire Survey

⁴ Appendix E is available at <https://on.sce.com/PSPSPreSeasonReporting>.

Reports in "BIZ 2021 PSPS Pre Post Report SCE 2-14-22.pptx" and "RES 2021 PSPS Pre Post Report SCE 2-10-22.pptx" in Appendix E

The analysis of prevalent languages spoken within SCE's service territory yielded 19 non-English languages.

See "SCE Prevalent Languages Determination with PUMS.pptx" in Appendix E

4. Each IOU must collaborate with relevant community-based organizations and public safety partners to develop these surveys, which must include, at a minimum, metrics to evaluate whether the education and outreach is effectively helping communities and residents before, during, and after a PSPS event to plan for alternatives electricity arrangements and/or avoid the impacts of de-energization events. (D.21-06-034, Appendix at p. A7, Sections E-1.)

Response: See Metrics Evaluation and Methodology "2021 Survey Results for Compliance Filing.docx" in Appendix E

5. IOUs must include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the [current year] Pre-Season Report and the [prior year] Post-Season Report. (D.21-06-034, Appendix at p. A7, Sections E-1.)

Response: The current year (2022) Pre-Wildfire Survey will be conducted starting in July/August 2022 and the report will be available in 2022 Q4.

The current year (2022) Post-Wildfire Survey will be conducted starting in November/December 2022 and the report will be available in 2023 Q1.

See Pre-Wildfire and Post-Wildfire Survey Reports "BIZ 2021 PSPS Pre Post Report SCE 2-14-22.pptx" and "RES 2021 PSPS Pre Post Report SCE 2-10-22.pptx" in Appendix E

6. IOUs must provide an evaluation of PSPS education and outreach effectiveness and the takeaways from the survey results for PSPS protocol improvements. (D.19-05-042, Appendix A p.A24; SED Additional Information.)

Response: See Pre-Wildfire and Post-Wildfire Survey Reports "BIZ 2021 PSPS Pre Post Report SCE 2-14-22.pptx" and "RES 2021 PSPS Pre Post Report SCE 2-10-22.pptx" in Appendix E.

7. Each IOU must report prior year costs for PSPS-related education and outreach in the format of the SED POSTRS3_Template_2021, or reference it if it has been provided in the prior post-season report. (D.21-06-034, Appendix at p. A7, Sections E-3 and K-1)

Response: SCE provided prior year costs for PSPS-related education and outreach in its 2021 post-season report.⁵

8. PG&E, SCE, and SDG&E are required to describe how it works, in advance of each wildfire season and during each wildfire season, with local jurisdictions, in a proactive manner, to identify and communicate with all people in a de-energized area, including visitors. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 38.)

Response: In advance of wildfire season, SCE sends a questionnaire to local and tribal governments soliciting their input on a number of PPS and wildfire related issues. SCE specifically asks for input communicating with all people in a de-energized area in the questionnaire. In 2021, the primary recommendation was around the use of social media. SCE already has a robust social media presence in PPS events. SCE also discusses notifications during the PPS Working Group meetings. As a result of input received in 2021, SCE developed and distributed a social media kit to local and tribal governments and CBOs to use during PPS events. The social media toolkit includes templated messages that can be customized and sent to residents to provide situational awareness of the stages of a PPS event.

9. Each IOU must file information pertaining to, at a minimum, discussions at Working Group meetings regarding the accessibility of the utility's education and outreach efforts, including surveys, for individuals with access and functional needs, the recommendations, if any, made by individuals with or representatives of communities with access and functional needs to enhance education and outreach pertaining to PPS events, and whether those recommendations, if any, were incorporated into the utility's PPS protocols. (D.21-06-034, Appendix at p. A7, Sections E-2.)

Table 11 - AFN Outreach Recommendations

- a. Recommendation Type
- b. Description of Recommendation
- c. Party Name
- d. Date of Recommendation
- e. Incorporated into PPS Protocols? (Yes or No)
- f. Reason for Decision Made

⁵ SCE's POSTRS3_Template_2021 is available at <https://on.sce.com/PPSPPostSeasonReporting>.

g. Description of PSPS Protocol Change

Response: SCE's AFN Outreach Recommendations are in Table 11 of its PSPS Pre-Season Tables in Appendix F.

10. PG&E, SCE, and SDG&E must include a detailed summary to substantiate all efforts to develop and implement, in advance of wildfire season, a communications strategy to rely on during a proactive de-energization when restrictions due to the power loss exist. This detailed summary must address how the utility worked in coordination with public safety partners to develop this communication strategy. (D.21-06-014, Ordering Paragraph 41.)

Response: In 2022, SCE continues to partner with multiple agencies and organizations to educate, provide outreach, obtain feedback, and develop solutions to customer concerns related to PSPS. On July 22, 2021, SCE representatives met with MARAC (Southern Mutual Aid Regions I and VI), and discussed options to ensure communications to rural communities during PSPS events. During a roundtable discussion, it was determined that the MARAC members have tools, including the use of Emergency Radio Broadcasts, to reach their residents in the case of emergencies, including planned or emergency power outages. On March 29, 2022, SCE representatives attended the Orange County Emergency Management Organization (OCEMO) and the Orange County Operational Area Alert & Warning Seminar and joined a panel with representatives of the City of Irvine and Verizon Wireless to discuss PSPS processes.

11. PG&E, SCE, and SDG&E must provide all methods used to promote operational coordination with public safety partners. (D.21-06-014, Ordering Paragraph 47.)

Response: In advance of fire season, SCE meets with County Offices of Emergency Management to review PSPS Operations and other wildfire issues and to solicit their input. SCE has also reviewed 2021 PSPS event lessons learned with Public Safety Partners during PSPS Working Group meetings. During PSPS activations, SCE hosts daily operational calls with county operational areas and critical infrastructure customers. SCE also participates in calls organized by county operational areas as requested. Also during events, all Public Safety Partners provide 24/7 contact information for SCE personnel. SCE's Local Public Affairs staff, who are pre-assigned to each city, are available for coordination as needed during all events.

12. PG&E, SCE, and SDG&E must provide all methods used to work with public safety partners to improve responses to concurrent emergencies. (D.21-06-014, Ordering Paragraph 51.)

Response: During a PSPS outage, there could be additional emergencies occurring at the same time (e.g., wildfires, capacity events). SCE includes more information on how we work with Public Safety Partners to improve the response to concurrent emergencies below:

- **Full-Scale Exercises:** In 2021, SCE's full-scale exercise included a scenario with concurrent emergencies (PSPS and Wildfire) in order to practice responding to simultaneous incidents. SCE's full-scale exercise theme changes annually and where necessary, SCE will incorporate PSPS as a factor in the scenario. This year the scenario is based on the San Andreas 7.8 catastrophic earthquake and will not be including PSPS design factors.
- **Incident Command System (ICS), Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) protocols:** These nationally-standardized emergency management protocols rely heavily on guidelines to manage concurrent emergencies. This includes coordinating with appropriate incident leaders through a chain of command during events and managing existing lines of communication through dedicated Agency Representatives and other channels. This may include, but is not limited to conducting live calls to Public Safety Answering points (PSAP) or dispatch centers when SCE's EOC is first activated to inform them ahead of customers of a potential event, hosting daily Systemwide Cooperators Calls, where all Public Safety Partners in the service territory are invited to join and hear the latest event information, and embedding with local or state OES agencies or having agencies embedded in SCE EOC as circumstances warrant. SCE Agency Representatives who engage with Public Safety Partners received regular trainings and are well versed in emergency management systems.
- **Direct Engagement:** In 2021, during the 90-day requirement outlined in D.21-06-014 hosted dedicated meetings to discuss concurrent emergencies.⁶ In 2022, SCE incorporated this discussion into scheduled meetings with County Offices of Emergency Services in potentially impacted counties.

Regional Coordination Efforts for non-PSPS Disasters: To ensure a coordinated and collaborative response to other incident types, SCE participates in the following regional efforts:

- Regional Lifelines Group
- Southern California Catastrophic Earthquake Planning Committee
- Regional Fuel Planning
- Excessive Heat Planning
- California Office of Emergency Services Mutual Aid Regional Advisory Council
- Statewide Election Planning with Secretary of State's Office
- Dam failure Planning
- Regional Hazard Mitigation Planning
- Regional exercises

⁶ See SCE's Report Regarding Engagement with Fire Agencies and Public Safety Partners in High Fire Risk Districts Tier 2 and Tier 3 filed on October 1, 2021 *available at* <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M411/K463/411463096.PDF>.

- Regional Special Events Planning

SCE also coordinates meetings on emergency plans with Public Safety Partners and facilitates SCE EOC tours to support coordination with Public Safety Partners.

Situational Awareness Sharing: SCE has developed a number of situational awareness tools that are shared with our public safety partners:

- ALERT Wildfire HD Cameras (Home | ALERT Wildfire)
 - SCE Weather Station Data (mesowest.utah.edu/cgi-bin/droman/station_status_monitor.cgi?order=id&mnet=229)
 - Temperature
 - Dew Point
 - Wind Speed
 - Wind Gust
 - Wind Direction
 - Relative Humidity
 - PSPS Public Safety Partner Portal (<https://publicsafetyportal.sce.com/>)
 - SCE PSPS Weather Awareness ([SCE Weather Awareness](#))
 - Consolidated Outage Map (Power Outage Awareness Map | Outage Center | Home – SCE)

These efforts are performed by a combination of SCE personnel in Local Public Affairs, Corporate Communications, and Business Resiliency. Personnel from these departments are also all trained EOC responders. SCE has relationships with public safety partners which strengthens our ability to effectively respond to concurrent emergencies.

Section VI. Notification Plan

1. Each IOU must provide an updated annual PSPS notification plan as Appendix C. The IOUs should incorporate and address the following minimum topics in the notification plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; D.21-06-034, Appendix at p. A11, Section H-1 through Section H-9; D.21-06-014, Ordering Paragraph 41; SED Additional Information.)
 - a. Notification objectives
 - b. Notification strategies, actions, and timing
 - c. Notification process planning and improvement
 - d. Updated/Current Notification script and templates
 - e. In-language translations
 - f. Notification methods
 - g. Meeting notification timeline requirements

- h. Notification accuracy and precision
- i. Entity responsible for notifications
- j. Consistency of PSPS notification information across all platforms
- k. Coordination with stakeholders
- l. Affirmative notifications to MBL populations and any self-identified vulnerable populations
- m. Notification strategies on AFN population subsets
- n. Public warning of PSPS events such as week-ahead forecasts
- o. Notification cancellation
- p. Transmission-level customers notification
- q. Impacted customer information available to public safety partners from outset of PSPS
- r. Secure portal for public safety partners
- s. Lessons learned protocol

Please include the lessons learned related to notification in Table 14 of Section VII.

Response: SCE's Notification Plan is in Appendix C of this report. Lesson's Learned are captured in Table 14 in the PSPS Pre-Season Tables in Appendix F.

2. Each electric investor-owned utility must develop a notification plan jointly with Cal OES, public safety partners, county, tribal, and local governments, independent living centers, paratransit agencies, durable medical equipment vendors, agencies that serve individuals who receive Medi-Cal home and community-based services, and other organizations representative of all subsets of people or communities with access and functional needs. Each electric investor-owned utility must specifically describe its plans for notifications according to specific access and functional needs, for instance, the needs of persons with vision impairments as distinct from the needs of persons with a developmental disability. Each electric investor-owned utility must finalize its notification plan for inclusion in its [current year] Pre-Season Report. Provide a list of the joint efforts to develop the AFN population notification plan with the aforementioned stakeholders. The table should include the following minimum fields. (D.21-06-034, Appendix at p. A11, Sections H-3.)

Table 12 - List of Joint Efforts on AFN Notification Plan

- a. Date of Joint Effort
- b. Participant Type
- c. Participant Name
- d. AFN Subsets or Topics Discussed
- e. Result/Proposal

Response: SCE's list of joint efforts on AFN notification plan is in Table 12 of its PSPS Pre-Season Tables in Appendix F.

In addition, IOUs provide a list of AFN population subsets and notification plans including the following minimum fields.

Table 13 AFN Population Subset Notification Plan (as of cutoff date)

- a. AFN Population Type (e.g. vision impairment, developmental disability, older adult, children, limited English proficiency)
- b. Subset Notification Plan
- c. (Estimated) Initiative Planning Start Date
- d. (Estimated) Initiative Organization Completion Date
- e. (Estimated) Initiative Equipment Completion Date
- f. (Estimated) Initiative Training Completion Date
- g. (Estimated) Initiative Exercise Completion Date

Response: See Table 13 in Appendix F.

3. PG&E, SCE, and SDG&E must include a detailed summary of efforts to develop, in advance of wildfire season, notification and communication protocols and systems to reach all customers and communicate in an understandable, accessible manner. This detailed summary must include, at a minimum, an explanation of the actions taken by the utility to ensure customers understand (1) the purpose of proactive de-energizations, (2) the process relied upon by the utility for initiating a Public Safety Power Shutoff (PSPS) event, (3) how to manage safely through a PSPS event, and (4) the impacts on customers when a proactive power shutoff is deployed by the utility. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 41.)

Response For the past three years, SCE has mailed a PSPS-specific newsletter to all customers in its service area. The newsletter includes information about emergency preparedness to assist customers in managing safely through PSPS events and acknowledges how difficult these PSPS events can be for customers. There are two versions⁷—one customized for customers who live in High Fire Risk Areas (HFRAs), and the other for customers in non-HFRAs. The version of this newsletter sent to customers in HFRAs provides a link to more detailed information about SCE's PSPS decision making and notification process, including a short video, an illustrated infographic-style fact sheet and a technical paper, and also includes specific information about PSPS customer-support programs, including generator and battery rebates. In the version for non-HFRA customers this information is replaced by more general outage and wildfire safety

⁷ Both newsletters are available at sce.com/wcc.

tips and focuses on preparations for emergency outages caused by natural disasters or traffic collisions.

The newsletters encourage customers to prepare for PSPS or other outages by creating a power outage plan, checking their emergency kits and updating outage contact information with SCE. In 2022, these newsletters were sent out in April.

Other SCE notification and communication protocols are described in detail in the attached Notification Plan (Appendix C).

Section VII. PSPS Event Lessons Learned

1. IOUs must provide a list of all lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and explain how the IOU has applied such lessons to its current and future PSPS activities. (D.21-06-034, Appendix at p. A14, Sections K-1.)

Table 14 – PSPS Event Lessons Learned Summary

- a. Type of Issue (e.g., CRC, notification)
 - b. Description of Issue
 - c. Date of Discovery/Applicable Activation
 - d. Risk Priority (high, medium, low)
 - e. Overall Resolution (Explanation of how IOU has applied lessons learned to its current and future PSPS activities)
 - f. Responsive Actions (in detail)
 - g. Implementation Starting Date
 - h. Estimated Completion Date
 - i. Status of Action (e.g., Planning, Implementing, or Complete)
- If a responding action is not completed by the reporting cutoff date, it should be carried into future annual reporting period(s) until it is fully implemented or irrelevant.

Response: SCE's PSPS Event Lessons Learned are in Table 14 of its PSPS Pre-Season Tables in Appendix F.

Section VIII. High Risk Circuits

1. IOUs should describe the methodology and criteria used to identify circuits at greatest risk of PSPS in the upcoming wildfire season. (D.21-06-034, Appendix at p. A14, Sections K-1.b SED Additional Information)

Response: This table, similar to Table 8-2 of SCE's 2022 WMP update, represents SCE circuits from 2019-present that have had two or more PSPS de-energizations per calendar year. Because weather can be extremely variable and difficult to predict in the medium to

long term, along with other exogenous factors, SCE reviewed historical PSPS de-energizations as an indicator of future risk to identify High Risk Circuits in Table 15 in the attached PSPS Pre-Season Tables. This represents SCE's best estimate of potential high-risk circuits, but it should be noted that PSPS outages are driven by local weather patterns that are very difficult to forecast more than about a week in advance. Weather can vary drastically year-over-year, causing differences in the intensity, duration and location of PSPS events.

Because PSPS-driven grid hardening and other mitigations lead to higher PSPS thresholds, SCE did not include circuits with full covered conductor or those that have received circuit exceptions, as they now have higher wind speed thresholds than overhead lines with bare wire and are less likely to be de-energized. SCE also did not include circuits that are planned to be fully covered prior to the height of PSPS season this year.

2. IOUs must include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit. (D.21-06-034, Appendix at p. A14, Sections K-1.b; SED Additional Information.)

Table 15 – High Risk PSPS Circuits (as of date of last update)

- a. Circuit ID
- b. Circuit Name
- c. Segment ID (optional field)
- d. Segment Name (optional filed)
- e. Indicator for Distribution Line or Transmission Line
- f. Number of Times De-energized (in last four calendar years)
- g. Total MBL Customers
- h. Total AFN Customers (including MBL)
- i. Total CFI
- j. Total Customers
- k. Steps Toward Risk-reduction and PSPS Mitigation (including effect of PSPS mitigation/risk-reduction on PSPS thresholds or the change in expected de-energizations per year, specific outreach and education efforts, and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit)
- l. Start Date of Step Implementation
- m. Estimated Completion Date

Response: SCE included a list of high-risk PSPS circuits in Table 15 of its PSPS Pre-Season Tables in Appendix F. These circuits were identified based on the methodology

described in question 1 above.

Section IX Others

Section IX requirements are applicable to PG&E, SCE, and SDG&E only.

1. PG&E, SCE, and SDG&E must provide, with the following minimum fields, the dates/times when the Joint Utility Public Safety Power Shutoff Working Group (JUPSPSWG) convened and the webpage links to all meeting reports filed with the Commission. (D.21-06-014, Ordering Paragraph 8)

Table 16 – JUPSPSWG Meetings

- a. Date of Meeting
- b. Time of Meeting
- c. Report Name
- d. Webpage Link to Report

Response: SCE includes JUPSPSWG meeting information in Table 16 of its PSPS Pre-Season Tables in Appendix F.

2. PG&E, SCE, and SDG&E must identify the status of the list of public safety partners, including the last date updated, on their Public Safety Power Shutoff webpages. (D.21-06-014, Ordering Paragraph 27.)

Response:⁸ SCE's PSPS contact list are updated on a continuous basis. SCE has multiple methods for updating contact information for Public Safety Partners (PSP):

- In advance of fire season, SCE sends a list of current contact information to PSP and requests that they review the contacts, make changes and return it to SCE. After receiving the lists, SCE updates the databases used to contact PSP during a PSPS event.
- In advance of fire season, SCE conducts two communication exercises with PSP. After conducting the test SCE reviews the notifications that were not delivered due to a bad email or phone number and requests that the PSP update the contact information.
- PSP contacts are updated on a real time basis. For example, when SCE learns of a change in personnel, SCE will update the records
- SCE will also update contact information during a PSPS event as requested.
 - Note all of changes to the data base result in a near time update to the notification systems and the PSP requesting will receive notifications for the current event

⁸ SED staff clarified through an email on May 9, 2022 that D.21-06-014 does not require that the public safety partner list be posted on IOU's PSPS Public Safety Partner Portals. SCE does not post such lists on its Public Safety Power Shutoff Portal and, therefore, cannot include a last date updated on its Public Safety Power Shutoff Portal in its response.

3. PG&E, SCE, and SDG&E must confirm that the utility (1) contacted its Medical Baseline customers, at least annually, to update contact information; (2) sought to obtain from Medical Baseline customers, at least annually, an alternative means of contact for Public Safety Power Shutoff (PSPS) events; (3) contacted all customers that use electricity to maintain necessary life functions, at least annually, to update contact information; and (4) sought to obtain from these customers that use electricity to maintain necessary life functions, at least annually, an alternative means of contact for PSPS events. Provide the IOU's protocol on maintaining the Medical Baseline customer contact list and the electricity reliance customer contact list in a timely manner. The maintenance protocol should include the steps, the staffing, and the deadlines to achieve the objectives. (D.21-06-014, Ordering Paragraph 36.)

Response: SCE sends an annual letter to all customers enrolled in its Medical Baseline program, usually in May or early summer. The letter reminds customers about the importance of having an emergency plan ready to implement for when power outages occur, in particular the necessity to have a backup plan including sufficient battery power or a portable backup power unit for their electrically-powered medical or mobility equipment. Customers are also encouraged to sign up for outage alerts and update their emergency contact information on sce.com so that SCE can reach them with important messages about power outages, including Public Safety Power Shutoffs. SCE's business system houses the customers enrollment status in the MBL program, this system updates daily which ensures the most recent information provided by customers is available including their contact preferences and details. SCE also maintains a back-up record of all customers enrolled in the MBL program in the event SCE business systems are unavailable, allowing the MBL customers to be identified during emergencies. This record is stored in SCE's SharePoint system and accessible to only those resources authorized.

Appendix

Appendix A: Community Resource Centers Plan

Appendix B: Critical Facilities and Infrastructure Plan

Appendix C: Notification Plan

Appendix D: PSPS Exercises

Appendix E: Education and Outreach

Appendix F: PSPS Pre-Season Tables

IOUs may include any additional appendices as deemed appropriate. Each appendix must include page numbers.

Appendix A

Community Resource Center Plan

July 1, 2022



Southern California Edison's Community Resource Center Plan for Public Safety Power Shutoff Support Pursuant to Commission Decision in OIR Phase Three of R.18-12-005

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I. Background

On December 19, 2018, the California Public Utilities Commission (Commission or CPUC) opened Public Safety Power Shutoff (PSPS) Order Instituting Rulemaking (R.)18-12-005 (OIR) to examine the rules that allow electric utilities, under the Commission's jurisdiction, to de-energize power lines in case of dangerous conditions that threaten life or property in California. On June 4, 2019, the Commission issued Decision (D.)19-05-042 (PSPS OIR Phase 1 Decision), which established the PSPS Guidelines. The PSPS OIR Phase 2 Decision, D.20-05-051, adopting updated and additional PSPS guidelines was issued on June 5, 2020 and required SCE to provide a Community Resource Center (CRC) Plan. Subsequently, SCE submitted its CRC Plan on August 4, 2020. The PSPS OIR Phase 3 Decision, D.21-06-034, updated the PSPS guidelines and rules to be applied with the Phase 2 and Phase 1 Decision. The PSPS OIR Phase 3 Decision requires SCE to provide an updated CRC annually in the pre-season report. Pursuant to this directive, SCE hereby submits its updated CRC Plan (the Plan).

The Plan includes a description of the steps taken by SCE in identifying potential CRC sites, the criteria for siting CRCs, the considerations for contracting with a CRC site, SCE's process for obtaining feedback from external parties on the Plan, determination of the resources needed to serve the community members who visit the CRC during PSPS events, and steps SCE has taken to ensure safety during the COVID-19 pandemic.

II. Objective

SCE established CRCs in and adjacent to High Fire Risk Areas (HFRA) to reduce the impact of PSPS de-energization events by assisting our customers and communities. During a PSPS de-energization event, SCE activates CRCs to help customers navigate and mitigate the impact of the PSPS event on their daily activities. CRCs do not serve as shelters, but as facilities where customers can get assistance during a PSPS event such as access to device charging, restrooms, water, snacks, ice or ice vouchers, cellular network services, and information about SCE's PSPS resiliency programs and incentives. Since early in the COVID-19 pandemic, SCE has prepackaged fact sheets including CARE/FERA and Medical Baseline applications, pre-charged solar phone batteries, emergency LED lightbulbs, PPEs, and small resiliency items in a reusable tote bags for customers to help customers manage the event with minimal COVID-19 exposure risk.

III. CRC Strategies, Actions & Timing

In Fall 2019, SCE first began providing in-person local support to its customers through Community Crew Vehicles (CCVs). In the days leading up to the declaration of a PSPS event, SCE would coordinate with local government to identify suitable locations to deploy a CCV. CCVs are a fleet of vehicles equipped with backup power that will allow customers to charge their personal mobile devices and may be deployed to communities impacted by PSPS. At CCVs, customers received information/updates from SCE staff about the outage, relevant public safety broadcasts, bottled water, and snacks.

Simultaneously, to streamline the coordination with local government and to enable quicker activation and more robust customer support, SCE began contracting with facilities in communities at high risk of PSPS ahead of PSPS. As discussed previously, CRCs are temporary public meeting locations that provide support and services to impacted communities during PSPS de-energization events. In 2019, SCE contracted 13 sites. As of the filing of this CRC Plan, SCE has 67 contracted locations, 65 of which are indoor facilities. SCE supplements its portfolio of contracted CRCs with CCVs and pop-up CRCs.

Although CCVs may not offer all the same services and amenities as CRCs (e.g., chairs, tables, etc.), CCVs offer similar informational and resiliency support to community members during PSPS events. SCE currently has eight CCVs that can be deployed to areas affected by an outage event. CCVs can be quickly activated to serve customers and can be set up in open areas without a standing facility. The flexibility and extended coverage that these resources provide enhance SCE's ability to support customers during PSPS events.

SCE also provides support using pop-up CRCs. Pop-up CRCs are locations that become available through communities and agencies, often as-needed with limited pre-planning and without a contract. Pop-up CRCs are useful where there are no contracted CRCs available for SCE to activate in a community. These sites could be indoor or outdoor facilities (e.g., parking lots) not under contract with SCE, offered to SCE for use during PSPS events.

In 2020, SCE began and will continue the COVID-19 pandemic modifications it made to the operation of CRCs and adjust social distancing protocols in response to local government requirements. In addition, SCE will continue to enhance its service to customers by continuing to solicit feedback from customers for areas of improvement.

An area of focus for SCE has been improving support for its Access and Functional Needs customers. In late 2021, SCE made available medical thermal bags to keep small medical

items like insulin cold for de-energized customers and language translation service for over 120 languages including American Sign Language. In 2022, SCE will also be making available privacy screens to reserve private space for using medical equipment and water and snacks for service animals. SCE will also pilot offering customers the option to leave their medical devices for charging.

In 2022, SCE is also focusing on proactive community preparedness by participating in Community Safety Fairs. The purpose of the outreach is to prepare customers ahead of potential PSPS events so that they are ready when a PSPS event is called. This means they will have already updated their contact information, enrolled in outage alert notifications and have been made aware of all the relevant programs and local community resources that can help them during a PSPS event. SCE also uses some of these events to discuss, in person, with members of the local emergency response team such as the Sheriff's Department, Fire Department, the local Community Emergency Response Team, and the American Red Cross, how SCE can better collaborate and serve the communities. To date, SCE has connected with more than 800 customers in five Safety Fairs at the following communities.

- April 14, 2022 – Morongo Tribe
- April 28, 2022 – Soboba Tribe
- May 30, 2022 – Santa Clarita
- June 3, 2022 – Pechanga Tribe
- June 4, 2022 – City of Malibu

IV.CRC Contracting Effort

SCE considers various factors in identifying optimal locations for the CRCs. One of the key considerations in SCE's siting of CRCs is to identify the communities that are most likely to be impacted by a PSPS de-energization event. SCE first identifies communities based on a forecast of circuits that have a high likelihood of being impacted by PSPS in the coming year. This forecast considers factors such as historical wind data, grid-hardening efforts SCE has underway, as well as whether the circuits serve vulnerable communities. This list of identified communities is then adjusted to account for specific community needs.

After identifying the communities that have a greater need for CRCs, SCE reaches out to local governments and community-based organizations (CBOs) for recommendations of suitable CRC sites and services to be offered at CRCs. SCE prioritizes facilities that already serve as community meeting places and are accessible by public transportation. For a facility to qualify as a CRC, a site must meet certain minimum requirements, including:

- Operating hours of 8AM to 10PM, unless the site is a government facility (government facilities may offer shorter hours if mandated to close before 10PM)
- Space to accommodate at least 15 people in an open, comfortable space
- Compliance with the American with Disabilities Act (ADA)
- Climate control
- Access to restrooms
- Adequate electrical outlets that can charge multiple electronic devices
- A parking lot
- At least two 2 egress routes
- Cellular network reception

SCE solicited recommendations for CRC locations and services from all cities, counties, and tribal governments whose communities are most likely to be impacted by a PSPS de-energization event. Starting in early May 2020, the request to identify CRC sites was included in SCE's annual Wildfire and PSPS communication update to all local/tribal governments in HFRA. In 2020, SCE invited various entities to participate in SCE-hosted webinars to review and provide feedback on SCE's CRC Plan. Additionally, SCE's Local Public Affairs representatives request, and receive recommendations, for CRC locations through ongoing meetings with local and tribal governments. SCE also included requests to identify locations during meetings with county emergency management officials. Since the Phase 3 Decision was issued, SCE has added to these ongoing meetings requests for recommended CRC services, and guidance on where customers may access electricity during the hours that CRCs are closed.

SCE reviewed each recommended site and currently has signed agreements for 67 CRCs. Fifty-seven of these CRCs can support the required operating hours of 8AM to 10PM. Since many CRC agreements were executed prior to the issuance of D.20-05-051, the contracted operating hours of the CRCs differed from the mandated hours in the decision. SCE has requested CRCs with shorter contracted operating hours than that required in D.20-05-051 to extend operating hours. For all previously contracted CRCs that are unable to accommodate the extended operating hours, SCE has retained them as potential backup sites and activate these sites only as needed. For example, if there are no potential locations/facilities that are willing to operate during the required hours of 8AM to 10PM in an impacted community, SCE will activate these sites. For any new CRCs, SCE requires operating hours of 8AM to 10PM, unless they are government-owned facilities. As directed in D.20-05-051, SCE allows CRCs located at government-owned facilities to having closing times that align with the mandated closure of the building.¹

¹ See D.20-05-051, pp. 39-40.

In addition to the aforementioned requirements, some of the factor's SCE also considers in deciding whether to contract with CRC sites include proximity of the recommended site to HFRA, ease of accessibility to the site, community demographics and the proximity of the proposed location to other CRC locations already contracted or under consideration. SCE's preference is that CRCs be located in publicly known areas. SCE's current portfolio of CRCs is the result of community partnership. They include facilities owned or operated by small businesses, retail businesses, public recreational centers, non-profit organizations, and public offices.

SCE continues to work with community members to increase the number of CRCs to support impacted customers during PSPS de-energizations. Please see Table 1 of the Pre-Season Report for a list of all currently contracted CRCs.

To ensure adequate and timely availability and seamless activation of CRCs as needed, SCE formalizes CRC arrangements in the form of a contract, which includes details on activation protocols, response times, and key contact information for the site.

While SCE has received recommendations from local governments, tribal governments, local offices of emergency management, and public health officials on where to site additional CRCs, SCE has received very limited feedback on additional CRC services. Please see Section VII. CRC Services and Supplies Available. In addition, SCE has not received feedback on where customers may access electricity during the hours that a CRC is closed. To support customers during the hours the CRC is closed, SCE has published resources on its website resources² which include: (1) SCE's outage map, which shows the state of energization of specific addresses, (2) list of hotels that have agreed to provide impacted SCE customers discounts on overnight stays, and (3) contact information for 211, a non-profit organization that provides essential community services.

V. Stakeholder Engagement and Feedback

SCE reached out to regional local government, Advisory Boards, public safety partners, representatives or people/communities with access and functional needs, tribal representatives, older adult groups, business owners, community resource organizations, and public health and healthcare providers for recommendations on services and supplies to better serve medical baseline and AFN populations. Please see Table 2 of the Pre-Season Report for all recommendations that SCE received, whether the recommendation was

² See <https://www.sce.com/outage-center/check-outage-status>

adopted, reason for adopting or not adopting the recommendation, and timeline for implementation.

VI. Type of CRCs Needed

SCE uses contracted CRCs, CCVs, and pop-up CRCs to support communities impacted by PSPS. Please see III (CRC Strategies, Actions & Timing) for details.

VII. CRC Services and Supplies Available

When there is an active PSPS de-energization event, SCE will notify contracted CRCs in consultation with Public Safety Partners in the communities impacted by the PSPS event. Upon confirmation of site availability, SCE communicates the CRC information to Public Safety Partners who share this information with their respective community stakeholders so they can publicize using their own communication channels. SCE also shares CRC information publicly on SCE.com and various social media sites including Facebook and Twitter as appropriate. Information on CRCs include facility name, address, services and operating hours.

Unless otherwise required by circumstances such as the COVID-19 pandemic, standard services available to customers at CRCs include ability for customers to charge personal mobile devices, bottled water and light snacks, ice or ice vouchers, chairs, tables, restrooms, cellular network services, information about SCE's PSPS resiliency programs and incentives, ability to enroll in outage alerts, ability to update customer contact information, and PSPS event information. CRCs will operate during the hours of 8AM to 10PM, unless the CRC is located at a government facility that is not able to accommodate these hours or if the period of concern affecting the community ends before 10PM.

SCE's standard CRC offerings also include support for customers with access and functional needs. Customers can charge medical devices at the CRCs if the devices can charge using a three-pronged outlet or if the customer brings an adapter. CRCs are also accessible facilities; before activation, SCE confirms accessibility of the facility with the site owner. Moreover, SCE's CRCs have available emergency preparedness information and programs specific to customers with access and functional needs. SCE has partnered with six Independent Living Centers (ILC) that stand ready to activate their sites as CRCs if needed. These ILCs are not only ready to serve as CRCs but also partner with SCE to strengthen the resiliency and emergency preparedness of customers with disabilities.

Since the COVID-19 pandemic, SCE has primarily set up outdoors. In these situations, SCE deploys an accessible porta-potty. Beginning in December 2021, SCE offered medical

thermal bags to customers. For the 2022 PSPS season, SCE will provide additional services to better support AFN customers who visit CRCs, which include privacy screens and water/snacks for service animals. SCE will also pilot offering customers the option to leave-behind their devices for charging.

While standard services provided at the CRCs meet the needs of most communities during PSPS de-energization events, SCE considers specific community demographics when it activates a CRC in a community impacted by a potential PSPS de-energization event. Based on the demographics and characteristics of the impacted community, SCE may provide supplemental services. An example of a community-specific need is bulk water for well water customers who depend on electricity to pump water to their homes.

Even though SCE does not control the availability or operation of cellular network services, SCE sites CRCs in locations that have cellular reception under normal circumstances. Consistent with Decision (D).20-07-011 issued by the Commission on July 16th, 2020, SCE has worked with telecommunication service providers to enable their development of resiliency solutions to ensure cellular network service to customers during a PSPS event. When a PSPS de-energization event is expected, telecommunication service providers are notified three days in advance of a potential PSPS event, so they are prepared to take appropriate action to support the needs of the customers during the PSPS event.

In the last year, SCE has taken additional measures to ensure telecommunication capability: First, all CRCs are equipped with two MIFIs, one Verizon and one AT&T. These devices create a protected WiFi signal based on nearby telecom equipment to make phone calls and access the internet. SCE provides the passwords to CRC visitors who are unable to make or receive calls or access the internet for information. In certain situations where a MIFI is unable to reach nearby telecom equipment due to the scope of an event, SCE will dispatch plum cases, which are like MIFIs but with longer ranges. If both MIFIs and plum cases do not work, then SCE will reach out to local telecommunication carriers to discuss solutions such as backup generators or cell on wheels.

As SCE continues to contract with additional CRC sites that fully comply with the requirements of D.20-05-051, there may be circumstances under which a fully compliant CRC is not available in an impacted community, an example being sites that cannot operate during the full mandated hours of 8AM to 10PM. In these instances, SCE will consider activating a site that can operate for a shorter duration.

SCE's CRC offerings will continue to adapt to changes in circumstances, evolving needs of its customers, and emergence of new information.

VIII. CRC Information Transparency and Accessibility

SCE has made comprehensive CRC information, including potential or actual locations publicly available and accessible with searchable functions on a de-energization webpage in advance of fire season. SCE's PSPS webpage³ and Power Outages provides a comprehensive list of all SCE's contracted CRC locations.⁴

When a PSPS de-energization event has been activated, SCE posts on SCE's PSPS webpage the hours and locations of each CRC as each facility's availability is confirmed. SCE makes every attempt to post CRC hours and locations within the 24 hours prior to opening the site. Description of CRC services are posted ahead of PSPS de-energization events and are generally standard across all CRCs.

PSPS notices direct customers to SCE's website for the latest information and availability of community resources. SCE also shares this information with local emergency response teams and CBOs to share through their respective communication channels with the communities.

IX. COVID-19 Considerations

As the COVID-19 pandemic persists, SCE will continue to provide modified community support to customers impacted by PSPS de-energizations as needed. Personal Protective Equipment (PPEs) such as masks, gloves, and social distancing equipment will continue to be available at CRCs and CCVs to be used as needed or required by government mandates. Onsite charging services will be offered pending the severity of the COVID-19 pandemic. Regardless, SCE will continue to offer customers pre-packaged Customer Resiliency Kits that include PSPS information, light snacks, water, small resiliency devices, and personal protective equipment for customer use.

The PSPS preparedness information shared at the in-person CRCs and CCVs will also be available virtually on our website at www.sce.com. Customers can visit www.sce.com/wildfire/psps for activated CRC and CCV sites during PSPS events.

³ See <https://www.sce.com/wildfire/psps>

⁴ See https://www.sce.com/sites/default/files/custom-files/Web%20files/G22-046%20Update%20of%20CRC%20List%20for%20Web_WCAG%205-1-22.pdf

X.CRC Usage Metrics, Program Evaluation, Lessons Learned

Please see Tables 3, 4, and 5 of SCE's 18-12-005_SCE_2022_PSPS Pre-Season Tables_07.01.2022⁵ for SCE's CRC usage metrics, customer feedback, and challenges when setting up CRCs.

XI.Lessons Learned

SCE has included lessons learned in Table 14 of its 2022 PSPS Pre-Season Tables.⁶

SCE also includes PSPS lessons learned in each of its post-event reports,⁷ its 2021 post-season report, Access and Functional Needs Plan,⁸ its Quarterly Progress Report on PSPS Advisory Board and Working Groups⁹ and its Wildfire Mitigation Plan.¹⁰

⁵ This excel workbook is *available at* <https://on.sce.com/PSPSPreSeasonReporting>

⁶ Id.

⁷ See SCE's post-event reports *available at* on.sce.com/PSPSPostEventReports

⁸ See SCE's 2022 Access and Functional Needs Plan filed on January 31, 2022 *available at* <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M449/K511/449511922.PDF>

⁹ See SCE's most recent quarterly progress report filed on May 19, 2022 *available at* <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M478/K084/478084151.PDF>

¹⁰ See SCE's 2022 Wildfire Mitigation Plan Update, section 8.2.1 on PSPS lessons learned *available at* <https://www.sce.com/sites/default/files/custom-files/SCE%202022%20WMP%20Update.pdf>.

Appendix B

Critical Facilities and Infrastructure Plan

July 1, 2022



Southern California Edison’s Critical Facilities and Infrastructure Plan for Public Safety Power Shutoff Support Pursuant to Commission Decision in OIR Phase Three of R.18-12-005

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I. Background

On December 19, 2018, the California Public Utilities Commission (Commission or CPUC) opened Public Safety Power Shutoff (PSPS) Order Instituting Rulemaking (R.)18-12-005 (OIR) to examine the rules that allow electric utilities, under the Commission’s jurisdiction, to de-energize power lines in case of dangerous conditions that threaten life or property in California. On June 4, 2019, the Commission issued Decision (D.)19-05-042 (PSPS OIR Phase 1 Decision), which established the PSPS Guidelines. The PSPS OIR Phase 2 Decision, D.20-05-051, adopting updated and additional PSPS guidelines was issued on June 5, 2020. On June 29, 2021, the Commission issued Decision 21-06-034 (PSPS OIR Phase 3 Decision), adopting updated and additional PSPS guidelines and required IOUs to provide annually in a pre-season report a Critical Facilities and Infrastructure (CFI) Plan. On June 3, 2021, the Commission issued Decision 19-11-013 (PSPS OII Decision) adopting certain corrective actions based on the 2019 fire season. Pursuant to these directives, SCE hereby submits its CFI Plan (the Plan).

II. Objectives

The objective of SCE’s CFI plan is to provide State Agencies, Public Safety Partners, critical infrastructure and facilities providers, customers, and all interested stakeholders with accessible, actionable and easy to understand information on how SCE defines, identifies, and coordinates with CFI customers to support resiliency before, during and after Public Safety Power Shutoff events that may impact them.

III. Strategies, action and timing

SCE aims to work collaboratively with Critical Facilities and Infrastructure customers to prepare them for wildfire season. SCE conducts various actions throughout the year including annual communication is sent out prior to wildfire season to verify contact information and to remind customers to be prepared and to provide backup generation information, annual CFI workshops, which provide customers an overview and education on the PSPS program, customer programs and resources available to customers. In SCE’s annual workshops, we also conduct demonstrations on the Public Safety Partner Portal and customers shared best practices on how to be more resilient during a PSPS event.

IV. Critical Facilities and Infrastructure Definition and Identification Method

Facilities and infrastructure deemed to be critical are those that perform essential functions to public safety. Some examples include, but are not limited to, police facilities, emergency operation centers (EOCs), fire stations, schools, shelters, telecommunications towers, and numerous other essential facilities. These facilities may require additional assistance and advanced planning to ensure resiliency and continuity during de-energization events. SCE offers assistance to those facilities with advanced planning efforts toward their functional resiliency during de-energization and re-energization.

The Commission adopted the following list of CFI, aligned with the Department of Homeland Security's Critical Infrastructure Sectors.¹

Critical Infrastructure Sectors:

- Emergency Services Sector
 - Police Stations
 - Fire Station
 - Emergency Operations Centers
 - Tribal government providers
- Government Facilities Sector
 - Schools
 - Jails and prisons
 - Homeless Shelters
 - Community Centers
 - Senior Centers
 - Independent Living Centers
 - Voting centers and vote tabulation facilities
- Healthcare and Public Health Sector
 - Public Health Departments
 - Medical facilities, including hospitals, skilled nursing facilities, nursing homes, blood banks, health care facilities, dialysis centers and hospice facilities
 - Cooling (or warming) Centers
 - Temporary facilities established for public health emergencies
- Energy Sector
 - Public and private utility facilities vital to maintaining or restoring normal service, including, but not limited to, interconnected publicly-owned utilities and electric cooperatives
- Water and Wastewater Systems Sector
 - Facilities associated with the provision of drinking water or processing of wastewater including facilities used to pump, divert, transport, store, treat and deliver water or wastewater
- Communications Sector
 - Communication carrier infrastructure including selective routers, central offices, head ends, cellular switches, remote terminals and cellular sites
- Chemical Sector
 - Facilities associated with the provision of manufacturing, maintaining, or distributing hazardous materials and chemicals.
- Food and Agriculture Sector
 - Emergency Feeding Organization, as defined in 7 U.S.C. § 7501.(Food Banks)
- Transportation Systems Sector
 - Traffic Management Systems

¹ See D.19-05-042, D.20-05-051 and D.21-06-34 in Rulemaking 18-05-012.

SCE identifies Critical facilities and Infrastructure customers by utilizing the Commission’s adopted list and the North American Industry Classification System (NAICS) process. NAICS allows us to verify the sectors identified by the CPUC. We verify customer data against the NAICS.

V. SCE’s Critical Facilities and Infrastructure Contact on PSPS website

SCE’s PSPS site on SCE.com² includes a CFI page that displays a contact for customers, in addition to their Account Managers, designated to address related questions.

Website Contact on PSPS Website:

Contact Us

To add your business to our designated roster of critical facilities and critical infrastructure, or if you have other questions, please contact your account manager, or send an inquiry to:

Maria Rios
Senior Advisor, Business Customer Division
scebcdcustomersupport@sce.com 

VI. Critical Facilities and Infrastructure list

SCE describes below its maintenance and update process for its critical facilities and infrastructure list and the accessibility of this list on its Public Safety Partner Portal.

Maintenance and update process

In this section, SCE’ describes its process to maintain and update primary and secondary contacts for critical facilities and infrastructure.

SCE’s Business Customer Division (BCD) verifies contact information annually and during one-on-one meetings with customers. An annual communication is sent out asking CFI customers to update their contact information with SCE, along with an online link BCD Account Managers also verify contact information during their one-on-one meetings. SCE conducts annual Critical Infrastructure workshops where customers are asked to update their contact information by reaching out to their Account Mangers. SCE also conducts two annual communication tests per year prior to wildfire season. The communication is sent to Critical Infrastructure customers and public safety partners via email, phone calls, and text messages using the contact information we have on file. A communication delivery status report is reviewed for any devices that were not delivered successfully. SCE follows up with the customers to update their contact information, as needed, based on the results from these tests.

² SCE Critical Facilities and Critical Infrastructure webpage is available <https://www.sce.com/wildfire/critical-facilities-infrastructure>.

SCE continues to partner with telecommunication customers. SCE has sent out a communication to telecommunication leadership to request continued engagement with their organization and their participation in our PSPS workshops.

Accessibility on PSPS portal

SCE's Public Safety Partner Portal provides Public Safety Partners and Critical Facilities and Infrastructure customers a list of their own contacts and related facilities. SCE has also created a Critical Infrastructure page to provide Critical Facilities and Infrastructure customers an additional contact to update contact information, along with their SCE BCD Account Manager. Annually, Critical Facilities and Infrastructure customers receive a communication to update/verify their contact information via SCE.com preference center as well as their SCE BCD Account Manager.

Critical Infrastructure information is updated, at least monthly, and available on the Public Safety Partner Portal. However, these reports will only be visible to those who have access. For example, Telecom Public Safety Partner 1 will only have access to see their own information, and not that of Telecom Public Safety Partner 2. Data is typically updated the first Tuesday of every month.

VII. Consultation with local and tribal governments

SCE Business Customer Division Account Managers and Local Public Affairs Government Relations Managers meet with Local and Tribal Governments to review circuit reliability, PSPS data and customer specific impacts relative to year over year PSPS designations as a result of SCE's Grid-Hardening efforts. When meeting with governments, their needs and opportunities are discussed, which include: SCE educational workshops, critical infrastructure designation, contact updates, PSPS Safety Partners Portal, Community Resource Center locations (CRC), and SCE Community Crew Vehicle (CCV) deployments. In addition, pre, during, and post PSPS event communications channels are reviewed. BCD Account Managers reviews tribal accounts to assist in identifying specific CFI customers.

In addition to consultations, tribal focused opportunities are available through workshop forums, such as the Tribal Nation PSPS Workshops and the Tribal Community Resiliency workshop. SCE also works with the SoCal Tribal Emergency Managers group to engage and educate on critical infrastructure, tribal resiliency and PSPS. Workshops also provide an overview to critical infrastructure customers on programs, such as the Self-Generation Incentive Program (SGIP) program and grant opportunities through other agencies and resources such as the Environmental Protection Agency (EPA) that are available to the Tribes.

VIII. Collaboration with transmission-level customers

We work with transmission level customers to understand their unique needs with supporting their own customers, which may include CFCI, and to prepare them for the upcoming wildfire season. An annual communication is sent to prepare and remind them to ensure their systems

readiness during PSPS events. Annual workshops are conducted to update them on PSPS protocols and how to prepare for the upcoming wildfire season.

IX. Coordination to maintain energization (including backup power assessment)

SCE works collaboratively with local governments, first responders and essential service providers to provide awareness of PSPS and to educate them on the importance of developing a resiliency plan that addresses backup power needs for their facilities which provide critical life and safety functions. Many of these customers are required by law or industry standards to have backup generation in place to sustain critical operations in the event of a power outage, regardless of outage type. Other customers that are not required to have backup generation are still encouraged to consider adding this capability if they feel they have critical needs that must continue in a power outage.

In 2022, SCE conducted workshops for water agencies, communications sector, food banks, healthcare sector, school districts, chemical, subtransmission level customers, and primary-metered customers. In these workshops, the importance of having a resiliency plan, potentially including backup generation, was discussed in preparation of the wildfire season. In addition, SCE Account Managers met with CFI customers in one-on-one meetings to discuss this and other topics. SCE will continue to contact Critical Infrastructure customers to assess resiliency via a questionnaire and remind customers to update their contact information.

If, notwithstanding these efforts and requirements, essential service providers do not have the ability to sustain critical life and safety operations during an extended power outage, SCE will consider requests to provide temporary mobile backup generation on a case-by-case basis. SCE typically coordinates these requests with its county emergency management agency partners to identify and prioritize backup generation needs requested by the county.

X. Lessons Learned

SCE included lessons learned in Table 14 of its 2022 PSPS Pre-Season Tables.³

SCE also includes PSPS lessons learned in each of its post-event reports,⁴ its 2021 post-season report, Access and Functional Needs Plan,⁵ its Quarterly Progress Report on PSPS Advisory Board and Working Groups⁶ and its Wildfire Mitigation Plan.⁷

³ This excel workbook is available at <https://on.sce.com/PSPSPreSeasonReporting>.

⁴ See SCE's post-event reports available at on.sce.com/PSPSpsteventreports.

⁵ See SCE's 2022 Access and Functional Needs Plan filed on January 31, 2022 available at <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M449/K511/449511922.PDF>.

⁶ See SCE's most recent quarterly progress report filed on May 19, 2022 available at <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M478/K084/478084151.PDF>.

⁷ See SCE's 2022 Wildfire Mitigation Plan Update, section 8.2.1 on PSPS lessons learned available at <https://www.sce.com/sites/default/files/custom-files/SCE%202022%20WMP%20Update.pdf>.

Appendix C

Notification Plan

July 1, 2022



**Southern California Edison’s Notification Plan for
Public Safety Power Shutoff Support Pursuant to
Commission Decision in OIR Phase Three of
R.18-12-005**

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I. Background

On December 19, 2018, the California Public Utilities Commission (Commission or CPUC) opened Public Safety Power Shutoff (PSPS) Order Instituting Rulemaking (R.)18-12-005 (OIR) to examine the rules that allow electric utilities, under the Commission’s jurisdiction, to de-energize power lines if dangerous conditions threaten life or property in California. On June 4, 2019, the Commission issued Decision (D.)19-05-042 (PSPS OIR Phase 1 Decision), which established the PSPS Guidelines. The PSPS OIR Phase 2 Decision, D.20-05-051, adopting updated and additional PSPS guidelines was issued on June 5, 2020 and required SCE to develop notification plans jointly with CALOES, county and local governments, independent living centers, and representatives of people/communities with access and functional needs.¹ The PSPS OIR Phase 3 Decision, D.21-06-034, updated the PSPS guidelines and rules to be applied with the Phase 2 and Phase 1 Decision. The PSPS OIR Phase 3 Decision and required SCE to provide annually in a pre-season report its Notification Plan. Pursuant to this directive, SCE submits its updated Notification Plan (the Plan).

II. Objectives

The objective of SCE’s notification strategy is to provide State Agencies; Public Safety Partners; critical infrastructure and facilities providers; customers, including those with access and functional needs; and all interested stakeholders with accessible, actionable and easy to understand information before, during and after Public Safety Power Shutoff (PSPS) events that may impact them. Customers and community members should be informed at all stages of a PSPS so they can be safe and secure during PSPS outages.

III. Strategies, actions and timing

A comprehensive alert and warning program is essential to a community’s ability to effectively respond to emergencies, including Public Safety Power Shutoffs. SCE has established a comprehensive, coordinated, and cohesive messaging protocol that provides priority notifications to Public Safety Partners, critical facilities and infrastructure customers, and transmission-level customers, and complies with all standard emergency alerting and warning protocols.

SCE continues to partner with multiple agencies and organizations to educate, provide outreach, obtain feedback, and develop solutions to customer concerns related to PSPS. SCE understands that insufficient advanced notice could result in customers and the public not being adequately prepared, as such, SCE continues to enhance processes and technology to improve the informativeness, accuracy and timeliness of notifications.

¹ D.21-05-051, p. 3.

Timing and Notification Types

In accordance with the State of California Alert and Warning Guidelines, SCE divides PSPS event planning into phases (plus normal/no activity phase). These are reflected in customer and public safety notifications, on SCE.com, and on SCE.com/weather-awareness:

- PPS Normal: No activity (statements)
- PPS Watch: 4-7 days
- PPS Alert: 2-3 days
- PPS Warning: ≤1 day
- In-event notifications (statements)
- Event concluded/cancellation notifications (statements)

**Table 1
Notification Descriptions**

Type of Notification	Recipients	Description
Advance Initial or Initial (Alert)	Public Safety Partners and Critical Facilities & Infrastructure (including local and Tribal governments, Community Choice Aggregators, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community).	Initial notification of potential PSPS event when circuits are first identified for potential de-energization (72-48 hours before potential de-energization)
Initial or Update (Alert)	Customers (including multi-family building account holders).	Initial notification of potential PSPS event (48-24 hours before potential de-energization).
Update (Alert)	Public Safety Partners and Critical Facilities & Infrastructure (including local and Tribal governments, Community Choice Aggregators, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community).	PSPS event status update notification to alert for any changes or additions/deletions to current scope, including all clear for circuit(s) removed from scope (timing varies and may also occur daily).
	Customers (including multi-family building account holders).	
Expected Shutoff (Warning)	Public Safety Partners and Critical Facilities & Infrastructure (including local and Tribal governments, Community Choice Aggregators, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community).	Power shutoff expected soon (1-4 hours before potential de-energization).
Expected (Warning)	Customers (including multi-family building account holders).	

Shutoff (Statement)	Public Safety Partners and Critical Facilities & Infrastructure (including local and Tribal governments, Community Choice Aggregators, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community).	Power has been shut off (when de-energization is initiated).
	Customers (including multi-family building account holders).	
Continued Shutoff (Statement)	Customers (including multi-family building account holders).	Status update to those customers with an overnight de-energization.
Patrol and Inspect (Statement)	Public Safety Partners and Critical Facilities & Infrastructure (including local and Tribal governments, Community Choice Aggregators, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community).	Inspection/patrols of de-energized circuits for PSPS restoration has begun and power will be restored shortly. (re-energization is imminent)
Prepare to Restore (Statement)	Customers (including multi-family building account holders).	
Restore (Statement)	Public Safety Partners and Critical Facilities & Infrastructure (including local and Tribal governments, Community Choice Aggregators, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community).	
Event- Concluded- All Clear (Statement)	Public Safety Partners and Critical Facilities & Infrastructure (including local and Tribal governments, Community Choice Aggregators, hospitals, water/wastewater and telecommunications providers, CBOs	PSPS event is concluded and no further de-energization expected.

	and paratransit agencies serving the AFN community).	
All Clear - Event Avoided (Statement)	Customers (including multi-family building account holders).	PSPS event cancelled no de-energization expected.
Ended (Statement)	Customers (including multi-family building account holders).	PSPS event concluded-no further PSPS expected.
Not All Clear (Statement)	Customers (including multi-family building account holders).	PSPS event remains ongoing re-energization is temporary and additional PSPS risk is possible.

IV. Notification process planning and improvement

SCE is committed to improving the clarity, cadence, and accuracy of notifications to better meet customers’ needs, and to evaluate and improve the effectiveness of our notification delivery systems. SCE continues to prioritize promoting customer awareness and education and implementing lessons learned from current and past PSPS events.

Content

Following the fire season in both 2021 and 2022, SCE engaged in customer research through focus groups and individual customer interviews with the AFN community to improve customer comprehension of SCE’s notification efforts. We have improved readability by shortening and simplifying notification language and adding specificity. For instance, “de-energization” has been replaced with “shutoff,” and “imminent” has been replaced with “expected.” In 2022, to address customer confusion, we clarified the language that indicated the end of the Period of Concern (POC) is followed by a restoration period of up to 8 hours.

SCE solicits feedback for improvement from local and tribal governments through an annual questionnaire directed at local and tribal governments and through stakeholder engagements discussed in Section XII.

Estimated Restoration Times

Customers and public safety partners are reliant on understanding when power will be restored, which is why SCE is committed to improving the specificity of estimated restoration times (ERT). Planned 2022 improvements include providing, when possible, updated ERT for all

circuits or circuit segments with ERTs longer than 8 hours (due to need for daylight or finding of damage on the line) and sending a notification directing customers to the website or call center for updates if a significant change in the ERT has been previously communicated.

The ability to provide more specificity is currently limited by technical constraints including a lack of historical predictive data, technical limitations in coordinating individual ERT notifications at the circuit or circuit segment level given the potential number of circuit segments involved, translation requirements for ad hoc messaging, and the difference in approach between patrolling after PSPS and patrolling in response to other types of outages. While other outages are focused on a single point of failure and a repair plan, PSPS outages require patrolling the entire length of every de-energized circuit by truck or helicopter. In large events, this also involves crews having multiple circuits to patrol.

Additional Cadence Changes

In 2022, customers de-energized through PSPS whose power has been out overnight or longer will receive an additional courtesy update notification in the morning with updated forecast information about the end of the POC.

Training and Performance

The notifications teams (for both customers and public safety partners) are led by members of the dedicated PSPS Incident Management Team (IMT), and have been meeting and training regularly on new tools and processes from January to July. Regular exercises have corrected gaps in processes and procedures and training has been extended to the larger notification teams, including surge resources.

Complaints

SCE captures and tracks PSPS-related complaints received through a complaint tracking system. Complaint number and nature are documented in post-event reports. SCE also provides additional details on complaints in its annual post-season report filed on March 1.

V. Updated/Current Notification Script and Templates

Please see Appendix for SCE's current notification scripts and templates. SCE is working on updated 2022 notifications, which will be implemented following translation and templating. We estimate these updated notification scripts will be used starting in Q3 2022.

VI. In-language translations

SCE currently distributes PSPS customer notifications in six written and seven spoken languages: English, Spanish, Korean, Vietnamese, Tagalog and Chinese (Mandarin and Cantonese). Customers can sign up for language preferences at the SCE preference center, and then will receive all notifications in their chosen language.

Additional static translations into all prevalent languages are available through various channels. For voice calls, numerical options allow customers to receive their message in their preferred language. For emails, links to read the message in another language are embedded in email correspondence. Once selected, the links lead customers to customized landing pages on SCE.com. For text, links for Spanish and Asian languages lead customers to customized landing pages on SCE.com.

An updated set of notification templates, available by the end of Q3, 2022 will be provided in 23 languages (including English) and will include an American Sign Language link. ASL notifications will include English voice over and a screen and Braille refresh reader accessible transcript of the notification.

PSPS website information, including PSPS landing pages, fact sheets, FAQ and outreach materials are available in all 19 prevalent languages (including English).

The wildfire and PSPS pages on SCE.com have been translated into all of the prevalent languages mandated by the CPUC in D.20-03-004.²

VII. Notification methods

Customers

In advance of potential PSPS actions that may impact them, the PSPS notification program informs state agencies, public safety partners, critical facilities and infrastructure, and all customers (including access and functional needs populations).

SCE delivers PSPS notices in the recipient's preferred channel: voice, email according to the cadence in Table 1.

Public Safety Partners and Local Jurisdiction Notifications

SCE provides multiple notifications to stakeholder groups including local governments, tribal governments, first responders, critical infrastructure owners, and other public safety partners across email, text, and radio before, during, and after a potential PSPS event.

SCE aligns PSPS alert and warning notifications with the California Alert and Warning Guidelines. Messages contain the criteria required by the Guidelines including who is initiating

² Decision on Community Awareness and Public Outreach Before, During and After a Wildfire, and Explaining Next Steps for Other Phase 2 Issues (March 12, 2020.)

the warning, what the threat is, the location of the potential event, instructions on what to do during the event, links to resources on the SCE.com PSPS webpage and contact resources to help prepare for the event. These alerts can be used as templates for secondary messaging by public safety agencies and designated authorities in Emergency Notification Systems (ENS).

SCE sends preliminary alerts to key public safety partners and local jurisdictions via text messages or phone calls and follows up via official notifications including specific, time-sensitive event details.

SCE refreshes stakeholder lists in advance of fire season. Incremental changes are made in real time as needed, both before and during PSPS activations.

SCE works with local governments and CalOES to align PSPS communications and regularly meets with county operational areas after major PSPS events, identifying opportunities to improve communication. SCE also has a designated email address for the SCE Liaison Officer sceliasionofficer@sce.com as well as a dedicated 800 number for local governments to use during PSPS events.

SCE provides company-specific PSPS information for local and tribal governments and CBOs to use in communications with their residents and businesses if they choose to do so.

Non-Customers including Stakeholders and Transient Populations

Notifications are directed to all customers, public safety partners and stakeholders who sign up for alerts. Completely accessible address level alerts (new in 2021 with email options being added in 2022) allow all stakeholders access to notifications for any address. This program allows caregivers, tenants, landlords, family members, and transient parties including travelers and those with no fixed address to be regularly informed about PSPS events affecting specific addresses. Other channels assure that all parties have access to event information. These other channels include the Public Safety Partner Portal for public safety partners and some critical infrastructure customers, and sce.com and social media for customers.

VIII. Meeting Notification Timeline Requirements

SCE makes every effort to send notifications at each phase of the event (Table 1.)

Watch Phase:

Seven Days Out

At seven-days out, or when initially forecast (if less than 7 days), SCE provides county-level watch information on sce.com/weather-awareness.

Alert Phase

Three Days Out

SCE activates the Incident Management Team (IMT) up to 72 hours prior to when circuits are forecast to meet or exceed PSPS criteria.

This triggers direct communications with County Offices of Emergency Services as well as the initiation of the notification program.

The POC identifies the expected timing for the event at the circuit level, and the monitored circuit list (MCL) lists the circuits in scope. The POC and MCL are based on weather forecasting. Emergent weather might shorten the time span for notification. Additionally, changing weather conditions mean that some of those notified at this distance from the POC might ultimately not be impacted by the most severe weather, and might not be subject to PSPS.

Because the forecasting will get more precise over the next three days, the notification program at this point is limited to public safety partners, critical infrastructure and facilities providers, and transmission level customers. Event information is also posted to both the public safety partner portal and to sce.com/outages.

Public Safety notifications are sent on a jurisdictional basis, consolidating all circuits within the jurisdiction that are in scope on a spreadsheet. Similar information is posted to the public safety partner portal.

Critical infrastructure customers receive location-specific notifications for each customer location on the monitored circuit list.

Two Days Out

Between 24 and 48 hours out from any event, SCE makes every effort to notify all customers in scope (including access and functional needs populations) about the upcoming potential event. This notification window is dependent on the weather forecast, and emergent weather might shorten the time span. Additionally, changing weather conditions mean that some of those notified at this distance from the POC might ultimately not be impacted by the most severe weather, and might not be subject to PSPS.

Warning and De-energization Phases

Public Safety Partner daily update

All jurisdictional partners still on the monitored circuit list will receive an updated consolidated spreadsheet of circuits within their jurisdiction that continue to be in scope for the event.

Within 24 hours of the POC.

Ideally and whenever possible, all customers at risk of being de-energized are provided with a “PSPS Expected” notification within 1-4 hours of the initiation of de-energization. Due to successful switching efforts or changing weather conditions, some customers notified at this stage will not be de-energized. Emergent or fast-moving weather might mean that some customers will not receive this notification within the 1–4-hour time frame.

If customers who receive this notification are not de-energized within this 4-hour window but continue to be at risk of de-energization, they will receive additional subsequent “PSPS Expected” notifications.

De-Energization Notification

When circuits or circuit segments are authorized by the Incident Commander to be de-energized, notifications are sent to all impacted customers and to public safety partners and jurisdictions, and are posted on the Public Safety Partner Portal, and on [sce.com/outages](https://www.sce.com/outages).

Restoration Phase

Prepare to Restore

Prepare to Restore notifications are sent to all impacted customers and public safety partners as soon as restoration has been authorized. These notifications specify that restoration typically takes up to 8 hours.

In 2022, SCE is planning to notify customers if the standard 8-hour restoration timing window is not feasible due to the need for extended time for helicopter or daylight patrol, or the need for repairs. Conversely, a notification will be sent if the restoration period is reduced after these notifications have been sent. Customers will be advised to visit the website or to speak with customer service for updates.

PSPS Ended

Once power is restored, customers are alerted via a PSPS Ended notification. Customers who remain at risk of further de-energization will get a notification advising them of the continued risk. Jurisdictions are sent an email as each circuit is restored and a final email at the conclusion of the event within their jurisdiction.

IX. Notification Accuracy and Precision

Accuracy and Precision

A new centralized data platform which automates the data flows between operations and the notifications teams should improve both the timeliness and accuracy of notifications in 2022. This should reduce the number of missed notifications that resulted from reliance on manual notification processes in previous years.

SCE's decision-making process for PSPS events prioritizes safety. In some cases, emergent weather results in emergency de-energization decisions. These decisions prioritize safety over timely notifications.

SCE continues to make every effort to avoid over-notifying customers during PSPS events, and to inform customers as quickly as possible when changing weather removes them from scope. Factors such as the changing nature of emergent weather and efforts to reduce de-energization through switching schemes and real-time weather observations impact the scope of the event. Efforts to reduce de-energizations increase the delta.

Improved Forecasting Granularity and Understanding Forecast Uncertainty

To reduce missed notifications in advance of the 2022 fire season, SCE has added 500 new machine-learning based forecast locations. This should reduce forecast bias and improve PSPS

forecast accuracy. SCE has also fully implemented a suite of 1-KM ensemble forecast models that improve SCE's forecast granularity and sampling of weather forecast uncertainties.

In 2022, SCE weather services is creating probabilistic forecasts using machine learning to better quantify the likelihood of PSPS conditions. Probabilistic forecasts allow SCE to better plan around weather forecast uncertainties and will likely improve notification accuracy through advanced lead time.

X. Entity Responsible for Notifications

SCE follows principles of the National Incident Management System and components of the Standardized Emergency Management System during PSPS events. This includes using an Incident Management Team structure to execute PSPS events, assigning an Incident Commander responsible for all de-energization decision-making and coordinating at the Operational Area level during PSPS events. The assigned Incident Commander is responsible for all de-energization and re-energization decisions made during any PSPS event.

Notifications are implemented by the Customer Service team (for customer notifications) and by the Liaison Officer team (for partner and jurisdictional notifications), however SCE anticipates that these notifications will be consolidated by the end of 2022.

XI. Consistency of PSPS Notification Information Across All Platforms

Customer Access to PSPS Event Information on sce.com

SCE continues to provide our customers and communities access to PSPS information on SCE.com. The SCE.com/pspis webpage now provides a search feature and a map to display each circuit under consideration for de-energization or currently de-energized. The website also provides additional information such as anticipated start date and time, anticipated end date and time for the Period of Concern, and a range for estimated restoration date and time. Community Resource Centers and Community Crew Vehicles activation and availability information is also provided on SCE's website.

Mass media

SCE reaches out to local media on an ongoing basis to inform them about PSPS and customer resiliency. In the 2022 pre-season (through June 2, 2022), the media relation team contacted approximately 140 reporters across the designated market areas in its service area. This effort net coverage about the company's wildfire mitigation effort and grid hardening work to reduce the frequency and scope of PSPS.

Direct mail

SCE sends PSPS newsletters to all customers annually. In 2022, these newsletters were sent out in April. One version goes to customers residing in High Fire Risk Areas (HFRAs) who are more likely to experience PSPS events, and a different version goes to non-HFRA customers. These newsletters encourage customers to prepare for PSPS or other outages by creating a power

outage plan, checking their emergency kits and updating outage contact information with SCE. Both versions of the newsletter are also available in the [sce.com wildfire](https://www.sce.com/wildfire) communications center, at [sce.com/wcc](https://www.sce.com/wcc) in all prevalent languages.

Advertising

SCE's local mass media education campaign features radio, digital (i.e., search, banners, video) and social media advertisements encouraging customers to sign up for PSPS outage alerts and prepare emergency plans. SCE Corporate Communications tracks campaign metrics and reports them to the CPUC.

In 2022, through May, SCE advertising has received over 133 million impressions and an overall awareness level of 53%.

Direct Communications

Phone

Customers can connect with SCE representatives directly through the SCE call center. SCE has a special contact number, available 24/7 for emergency/first responders and local government officials. The number is included in all PSPS partner notifications and distributed to appropriate agencies.

Online

Customers can connect directly through social media channels (i.e., Facebook, Twitter, and Instagram) and by visiting the [PSPS web page](#) on SCE.com.³

Additional Collateral

Information on SCE's PPS decision-making process is available to customers in a technical paper, a fact sheet written for general audiences and a 3-minute animated video. These are available at [sce.com/pspsdecisionmaking](https://www.sce.com/pspsdecisionmaking) and are regularly shared with stakeholders through public meetings.

XII. Coordination with Stakeholders

Plans for notifications are shared with stakeholders through pre-existing meetings that take place both year-round, and in advance of fire season.

Community Meetings

SCE regularly conducts community meetings in HFRAs to discuss its Grid Safety and Resiliency Program (GSRP), Wildfire Mitigation Plan (WMP), and PPS. The company selects meeting locations convenient for residents. Customers are invited via postcard. In addition, SCE invites first-responders, local government contacts, and community-based organization partners (e.g., American Red Cross and local Fire Safe Councils) to participate. Community meetings, in

³ <https://www.sce.com/wildfire/psps>

community-relevant languages, include a presentation and discussion featuring SCE’s subject matter experts. In 2022, these meetings are being conducted in-person and online.

SCE regularly engages with local government officials, tribal staff and first responders to educate stakeholders on its WMP and its potential impact on their community. These meetings focus on educating local and tribal governments about the PSPS de-energization process and how the company will communicate and work with government agencies and emergency operations during outages.

SCE receives input from these meetings and other discussions with local government officials and incorporates them in its PSPS notifications. SCE conducts these meetings to further enhance partnerships, increase awareness, and discuss lessons learned. These meetings are tailored for information at a more granular level, specific to the business, organization or community needs.

Stakeholder meetings

SCE meets with key stakeholders to obtain input and feedback on PSPS protocols. These meetings include Regional Working Groups (RWG) and a territory-wide Advisory Board (AB). Regionalized Working Groups providing the opportunity for participation from small multi-jurisdictional electric utilities, community choice aggregators (CCAs), publicly owned electric utilities, communications and water service providers, CPUC staff, tribal and local government entities, Public Safety Partners, and representatives of people/communities with access and functional needs (AFN) and vulnerable communities. The AB provides advisory functions regarding de-energization, consisting of Public Safety Partners, communications and water service providers, local and tribal government officials, business groups, non-profit organizations, representatives of AFN people/communities, and academic organizations. Community input from customer service phone calls, emails and social media, and employee debriefs provide additional feedback.

XIII. Affirmative notifications to Medical Baseline populations and any self-identified vulnerable populations

SCE takes additional steps to ensure Medical Baseline populations, as well as self-certified sensitive customers, receive PSPS notifications. If there is no affirmative confirmation that the first notification through these customers’ selected channel(s) was received, a second notification attempt is made. If this second attempt is likewise unsuccessful, Field Service Representatives (FSRs) are dispatched from District Offices to the customer’s location. FSRs will knock on customers’ doors and leave a doorhanger in the event that direct contact is unsuccessful.

In 2022, new sign-up language for the self-certification process is prominently displayed on the Alert Sign Up page on SCE.com, under the header “Help to Stay Safe During Power Shutoffs.”

XIV. Notification strategies for reaching AFN customers

SCE's notification approach includes using accessible language for notifications, leveraging Community Based Organization (CBO) networks to augment SCE's messaging, notifying paratransit agencies as well as owners and managers of multi-family dwellings, providing address level alerts for non-account holders and taking additional steps to ensure MBL and self-certified customers are receiving notifications advising them about potential PSPS.

When possible, SCE notifies community-based organizations that serve individuals with AFN between 48 and 72 hours before a potential PSPS de-energization. Priority notifications allow CBOs to prepare in advance, amplify messaging, and perform wellness checks on their constituents as needed. A daily coordination call is held for these organizations during PSPS activation.

Paratransit agencies are considered critical infrastructure customers and receive priority advance notifications in their preferred method, including text, email or voice, as early as 72 hours prior to events. Paratransit agencies may also request access to the Public Safety Partner Portal, where they can obtain detailed information about potential PSPS activations, including access to aggregated information on customers served by the circuits being monitored.

In advance of fire season, SCE conducted an outreach campaign to solicit the cooperation of management and owners of multi-family properties with elevators, and management and owners of master-metered mobile home parks to educate and notify tenants to prepare for PSPS and where to find real time information and services and sign up for PSPS notifications. This outreach campaign includes the publication of an article on the Apartments Association website (43,000+ subscribers) with information about PSPS Readiness. AFN populations subsets and individually metered multifamily building tenants are also reached through the PSPS Newsletter (see Section XI). To reach tenants behind a master meter, SCE sends out an annual letter requesting landlord/property owners' assistance to educate their sub-metered tenants about PSPS. The letter includes copies of a flyer, in Spanish and English, which can be posted on the property.

XV. Public warning of PSPS events such as week-ahead forecasts

In 2021, SCE released a PSPS weather awareness page at sce.com/weather-awareness. This page provides a week-ahead forecast by county to indicate potential for PSPS weather. In 2022, the weather alert categories will be expanded to rename the 2-3 day out period as an "alert," to better align with notifications.

During the normal phase of operations, SCE maintains sce.com/weather-awareness and monitors forecasts for upcoming potential events.

XVI. Notification cancellation

Customers and Jurisdictions Removed from Scope

For customers who are removed from scope at any point during the IMT activation period, SCE makes every effort to send a notice of cancellation within two hours of the release of a new monitored circuit list that no longer includes their circuit or segment. A similar notification is sent to jurisdictions. This notification type was new in 2021. To avoid removing customers who might be returned to scope, cancellation notifications are based on once-daily weather reports until the warning period, one day out from the POC.

XVII. Transmission-level customer notification

SCE sends annual communications and hosts workshops for transmission level customers to educate them about PSPS.

When transmission level customers are in scope for PSPS, dedicated account managers will notify these customers directly. Whenever possible, the account manager will provide a priority notification at least 48-72 hours in advance of de-energization event and will also provide notification to a transmission-level customer within two hours after it has begun surveying de-energized lines. In 2022, SCE is undertaking efforts to automate most transmission customer communication as part of the updated Centralized Data Platform process.

XVIII. Impacted customer information available to Public Safety Partners from outset of PSPS

To the extent feasible, SCE notifies Public Safety Partners and Critical Facilities and Infrastructure according to the notification cadence in Table 1. Critical Infrastructure notifications provide meter information, rate and facilities in scope for impacted customers. Public Safety Partner notifications include links to the Public Safety Partner Portal and the REST service where additional password protected customer information and maps and shapefiles can be found. SCE is also developing functionality to provide meter data during events on the Public Safety Partner Portal. This should be in place by the 2023 fire season.

XIX. Secure Portal for Public Safety Partners

SCE's Public Safety Partner Portal, launched in 2021, offers public safety partners and critical facilities and infrastructure customers PSPS emergency information including planning data to be used ahead of PSPS events, as well as in-event PSPS data to be accessed for near real-time information related to the event.

As of June 2022, there are 700+ subscribers to this access-controlled site. Portal enhancements based on user needs are identified from bi-weekly Public Safety Partner Portal office hours and other outreach to Public Safety Partners.

SCE continues to offer maps on its REST service during events, although most eligible stakeholders have signed up for the portal to obtain PSPS event related information, such as circuits, customer profile summary information, and GIS files to assist in planning and response.

XX. Lessons Learned

SCE has included lessons learned in Table 14 of its 2022 PSPS Pre-Season Tables.⁴

SCE also includes PSPS lessons learned in each of its post-event reports,⁵ its 2021 post-season report, Access and Functional Needs Plan,⁶ its Quarterly Progress Report on PSPS Advisory Board and Working Groups⁷ and its Wildfire Mitigation Plan.⁸

⁴ This table is *available at* <https://on.sce.com/PSPSPreSeasonReporting>

⁵ See SCE's post-event reports *available at* on.sce.com/PSPSpостeventreports.

⁶ See SCE's 2022 Access and Functional Needs Plan filed on January 31, 2022 *available at* <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M449/K511/449511922.PDF>.

⁷ See SCE's most recent quarterly progress report filed on May 19, 2022 *available at* <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M478/K084/478084151.PDF>.

⁸ See SCE's 2022 Wildfire Mitigation Plan Update, section 8.2.1 on PSPS lessons learned *available at* <https://www.sce.com/sites/default/files/custom-files/SCE%202022%20WMP%20Update.pdf>.

Appendix A
Notification Templates/Scripts

PSPS Variable Notification Templates
February 23, 2022

1 | Advanced Initial [Typically 72 Hours Prior]

[Only for Public Safety Partners (Telecom/Water-Wastewater) and Critical Infrastructure]

TEXT/SMS

SCE Safety Outage Alert: High winds and fire conditions are forecasted in your area from **^Day of week^ ^morning/afternoon/evening^** through **^End Day of week^ ^morning/afternoon/ evening^**. We may have to shut off power. We are working to reduce the number of customers affected, and weather patterns might change, so not all notified customers will have their power shut off. For the latest updates and availability of community resources, visit <https://publicsafetyportal.sce.com/> if you are registered, contact your assigned SCE account representative, or call 1-800-611-1911

VOICE

Important SCE Safety Outage Alert. High winds and fire conditions are forecasted in your area from **^Day of week^ ^morning/afternoon/evening^** through **^End Day of week^ ^morning/afternoon/ evening^**. We may have to shut off power. We are working to reduce the number of customers affected and weather patterns might change so not all notified customers will have their power shut off. For the latest updates and availability of community resources visit publicsafetyportal.sce.com/ if you are registered, contact your assigned SCE account representative, or call 1-800-611-1911.

EMAIL

Subject: Public Safety Power Shutoff (PSPS) Advanced Initial Notification
From: do_not_reply@scewebservices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

Important Safety Message from Southern California Edison:

High winds and dangerous fire conditions are forecasted in your area from **^Day of week^ ^morning/afternoon/evening^** through **^End Day of week^ ^morning/afternoon/evening^**. We may need to shut off your power to decrease the risk of dangerous wildfires. We are working to reduce the number of customers affected, and weather patterns might change, so not all notified customers will have their power shut off.

This alert applies to the following address(es):

Customer Name
Customer Address
Service Account #
Meter #
Rate

For the latest updates and availability of community resources, visit <https://publicsafetyportal.sce.com/> if you are registered, contact your assigned SCE account representative, or call 1-800-611-1911.

2 | Initial Notification [48 HOURS BEFORE]

TEXT/SMS

SCE Safety Outage Alert: High winds and fire conditions are forecasted in your area from **^Day of week^ ^morning/afternoon/evening^** through **^End Day of week^ ^morning/afternoon/evening^**. We may have to shut off your power to decrease risk of dangerous wildfires. We are working to reduce the number of customers affected. We'll keep you updated so you know whether your power will be shut off. Visit sce.com/pmps for the latest information. For downed power lines, call 911. View in more languages: www.sce.com/PSPSInitial Please reply with 1 to confirm receipt of this message.

VOICE

Important SCE safety outage alert. To continue in English, press 1. [Spanish press 2], all other languages press 3... High winds and fire conditions are forecasted in your area from **^Day of week^ ^morning/afternoon/evening^** through **^End Day of week^ ^morning/afternoon/evening^**. We may have to shut off your power to decrease risk of dangerous wildfires. We are working to reduce the number of customers affected. We'll keep you updated so you know whether your power will be shut off. Visit [sce dot com slash pmps](https://sce.com/pmps) for the latest information. If you see a downed power line call 911.

EMAIL

Subject: SCE Safety Outage Initial Notification: Public Safety Power Shutoff (PSPS)
From: [do not reply@scewebservices.com](mailto:do_not_reply@scewebservices.com) Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

[1-800-441-2233](tel:1-800-441-2233)

[한국어](#)

[1-800-628-3061](tel:1-800-628-3061)

[中文](#)

[1-800-843-8343](tel:1-800-843-8343)

[TIẾNG VIỆT](#)

[1-800-327-3031](tel:1-800-327-3031)

[TAGALOG](#)

[1-800-655-4555](tel:1-800-655-4555)

[MORE LANGUAGES](#)

Important Safety Message from Southern California Edison:

High winds and dangerous fire conditions are forecasted in your area from **^Day of week^ ^morning/afternoon/evening^** through **^End Day of week^ ^morning/afternoon/evening^**. We may have to shut off your power to decrease risk of dangerous wildfires. We are working to reduce the number of customers affected. We'll keep you updated so you know whether your power will be shut off.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

- For the latest updates, outage map, and information about customer care services, visit sce.com/psps.
- For information about preparing for a power outage, visit sce.com/safety/family/emergency-tips.
- REMEMBER: If you see a downed power line call 911 first, and then notify SCE at 1-800-611-1911.

Thank you for your patience as we work to keep your community safe!

3 | Update Notification [24 HOURS BEFORE]

TEXT/SMS

SCE Safety Outage Update: High winds and fire conditions are forecasted in your area from **^Day of week^ ^morning/afternoon/evening^** through **^End Day of week^ ^morning/afternoon/evening^**. We may have to shut off your power to decrease risk of dangerous wildfires. We are working to reduce the number of customers affected. We'll keep you updated so you know whether your power will be shut off. Visit sce.com/psps for the latest information and availability of community resources. For downed power lines, call 911. View in more languages: www.sce.com/PSPSUpdate Please reply with 1 to confirm receipt of this message.

VOICE

Important SCE safety outage update. To continue in English, press 1. [Spanish press 2], all other languages press 3.... High winds and fire conditions are forecasted in your area from **^Day of week^ ^morning/afternoon/evening^** through **^End Day of week^**

^morning/afternoon/ evening^. We may have to shut off your power to decrease risk of dangerous wildfires. We are working to reduce the number of customers affected. We'll keep you updated so you know whether your power will be shut off. Visit sce.com/psps for the latest information and availability of community resources. If you see a downed power line call 911.

EMAIL

Subject: SCE Safety Outage Update: Public Safety Power Shutoff (PSPS)
From: [do not reply@scwebservices.com](mailto:do_not_reply@scwebservices.com) Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

Important Safety Message from Southern California Edison:

High winds and dangerous fire conditions are forecasted in your area from **^Day of week^ ^morning/afternoon/evening^** through **^End day of week^ ^morning/afternoon/evening^**. We may have to shut off your power to decrease risk of dangerous wildfires. We are working to reduce the number of customers affected. We'll keep you updated so you know whether your power will be shut off.

This alert applies to the following address(es):

Customer Address
Service Account
Meter Number
Rate

- For the latest updates, outage map, and availability of community resources, visit sce.com/psps.
- For information about preparing for a power outage, visit sce.com/safety/family/emergency-tips.
- REMEMBER: If you see a downed power line, call 911 first, and then notify SCE at 1-800-611-1911.

Thank you for your patience as we work to keep your community safe!

4 | PSPS EVENT ALL-CLEAR | AVOIDED (SENT AT ANY TIME WHEN CUSTOMER IS PERMANENTLY OUT OF SCOPE)

TEXT/SMS

SCE Safety Alert: We were able to avoid shutting off your power due to improved weather conditions in your area. If your power is off, please call 1-800-611-1911 or visit sce.com/psps. We understand that planning around these outages is inconvenient. Thanks for your patience as we work to keep our communities safe. View in more languages: www.sce.com/PSPSAIIClear Please reply with 1 to confirm receipt of this message.

VOICE

Important SCE Safety Alert: To continue in English, press 1. [Spanish press 2], all other languages press 3.... We were able to avoid shutting off your power due to improved weather conditions in your area. If your power is off, please call 1-800-611-1911 or visit [sce dot com slash psps](http://sce.com/psps). We understand that planning around these outages is inconvenient. Thank you for your patience as we work to keep our communities safe.

EMAIL

Subject: SCE Safety Update: Public Safety Power Shutoff (PSPS) Event Avoided
From: [do not reply@scewebservices.com](mailto:do_not_reply@scewebservices.com) Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

Important Safety Message from Southern California Edison:

We were able to avoid shutting off your power due to improved weather conditions in your area. If your power is off, please call 1-800-611-1911 or visit sce.com/psps. We understand that planning around these outages is inconvenient. Thank you for your patience as we work to keep our communities safe.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

For more information about PSPS and wildfire safety, please visit sce.com/psps.

5| PSPS EXPECTED 1-4 HOURS BEFORE SHUTOFF

TEXT/SMS

SCE Safety Outage Alert: It's likely we will need to shut off your power in the next 4 hours due to wind-driven fire conditions in your area. Conditions could last through **^End Day of week^ ^morning /afternoon /evening^**. We'll keep you updated and notify you again at the time of shutoff if we need to shut off your power. Weather could affect shutoff timing and wind-related outages may also occur. Thanks for your patience. Visit sce.com/pmps for the latest information and availability of community resources. For downed power lines, call 911. View in more languages: www.sce.com/PSPSExpected Please reply with 1 to confirm receipt of this message.

VOICE

Important SCE safety outage alert. To continue in English, press 1. [Spanish press 2], all other languages press 3.... It's likely we will need to turn off your power in the next 4 hours due to wind-driven fire conditions in your area. Conditions could last through **^End Day of week^ ^morning /afternoon /evening^**. We'll keep you updated and notify you again at the time of shutoff if we need to turn off your power. Weather could affect shutoff timing and wind-related outages may also occur. Thank you for your patience. Visit [sce dot com slash pmps](http://sce.com/pmps) for the latest information and availability of community resources. If you see a downed power line call 911.

EMAIL

Subject: SCE Safety Outage Alert: Expected Public Safety Power Shutoff (PSPS)
From: do_not_reply@scewebservices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

Important Safety Message from Southern California Edison:

It's likely we will need to turn off your power in the next 4 hours due to wind-driven fire conditions in your area. Conditions could last through **^End Day of week^ ^morning /afternoon /evening^**. We continue working to reduce the number of customers affected.

We'll keep you updated and notify you again at the time of shutoff if we need to turn off your power. Weather could affect shutoff timing and wind-related outages may also occur.

We understand this is inconvenient. We appreciate your patience as we work to keep your community safe.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

- For the latest updates, outage map, and availability of community resources, visit sce.com/psps.
- For information about preparing for a power outage, visit sce.com/safety/family/emergency-tips.
- REMEMBER: If you see a downed power line, call 911 first, and then notify SCE at 1-800-611-1911.

Thank you again for your continued patience as we work to keep your community safe!

6 | SHUTOFF (SENT AT AUTHORIZATION TO DE-ENERGIZE)

SMS/TEXT

SCE Start of Shutoff Alert: We are temporarily shutting off your power due to high risk of wind-driven wildfire in your area. These conditions could last through **^End Day of week^ ^morning/ afternoon/ evening^**. We will restore your power as soon as it's safe. Restoration typically takes 3-8 hours but could take longer if there is damage in your area. Remember to turn off or unplug appliances or equipment that may start automatically when power is restored. Thanks for your patience. Visit sce.com/psps for the latest information and availability of community resources. For downed power lines, call 911. View in more languages: www.sce.com/PSPSShutoff Please reply with 1 to confirm receipt of this message.

VOICE

Important SCE safety outage alert. To continue in English, press 1. [Spanish press 2], all other languages press 3.... We are temporarily shutting off your power due to high risk of wind-driven wildfire in your area. These conditions could last through **^End Day of week^ ^morning/ afternoon/ evening^**. We will restore your power as soon as it's safe. Restoration typically takes 3 to 8 hours but could take longer if there is damage in your area. Remember to turn off or unplug appliances or equipment that may start automatically when power is restored. Thank you for your patience. Visit [sce dot com slash psps](http://sce.com/psps) for the latest information and availability of community resources. If you see a downed power line call 911.

EMAIL

Subject: SCE Safety Outage Alert: Start of Public Safety Power Shutoff (PSPS)
From: do_not_reply@scwebservices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

ESPAÑOL

1-800-441-2233

한국어

1-800-628-3061

中文

1-800-843-8343

TIẾNG VIỆT

1-800-327-3031

TAGALOG

1-800-655-4555

MORE LANGUAGES

Important Safety Message from Southern California Edison:

We are temporarily shutting off your power due to high risk of wind-driven wildfire in your area. These conditions could last through **^End Day of week^ ^morning/ afternoon/ evening^**. We will restore your power as soon as it's safe. Restoration typically takes 3-8 hours but could take longer if there is damage in your area. Please remember to turn off or unplug appliances or equipment that may start automatically when power is restored. We will update you as conditions change.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

- For the latest information, outage map, and availability of community resources, visit sce.com/psps.
- REMEMBER: If you see a downed power line, call 911 first and then notify SCE at 1-800-611-1911.

We understand this is inconvenient. We appreciate your continued patience as we work to keep your community safe.

7 | CONTINUED SHUTOFF - NEXT DAY SHUTOFF UPDATE (SENT IN THE AM TO OVERNIGHT OUTAGES)

SMS/TEXT

SCE Safety Outage Alert: Thank you for your continued patience during this Public Safety Power Shutoff. Wind-driven fire conditions could last through **^End Day of week^ ^morning /afternoon/ evening^**. We will restore your power as soon as it's safe. Restoration typically takes 3-8 hours but could take longer if there is damage in your area. We'll keep you updated as conditions change. Visit sce.com/psps for the latest information and availability of community resources. For downed power lines, call 911. View in more languages: www.sce.com/PSPSContinuedShutoff Please reply with 1 to confirm receipt of this message.

VOICE

Important SCE safety outage alert. To continue in English, press 1. [Spanish press 2], all other languages press 3.... Thank you for your continued patience during this Public Safety Power Shutoff. Wind-driven fire conditions could last through **^End Day of week^ ^morning /afternoon/ evening^**. We will restore your power as soon as it's safe. Restoration typically takes 3 to 8 hours but could take longer if there is damage in your area. We'll keep you updated as conditions change. Visit sce.com/psps for the latest information and availability of community resources. For downed power lines call 911.

EMAIL

Subject: SCE Safety Outage Alert: Continued Public Safety Power Shutoff (PSPS)
From: do_not_reply@scewebservices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

Important Safety Message from Southern California Edison:

Thank you for your continued patience during this Public Safety Power Shutoff. Wind-driven fire conditions could last through **^End Day of week^ ^morning /afternoon/ evening^**. We will restore your power as soon as it's safe. Restoration typically takes 3-8 hours but could take longer if there is damage in your area. We'll keep you updated as conditions change.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

- For the latest updates, outage map, and availability of community resources, visit sce.com/psps.
- REMEMBER: If you see a downed power line, call 911 first, and then notify SCE at 1-800-611-1911.

We understand that any outage is an inconvenience. Thank you again for your continued patience as we work to keep your community safe!

8 | PREPARE TO RESTORE (IMMINENT RESTORATION)

SMS/TEXT

SCE PSPS Safe Restoration Alert: We're working to restore power in your area now that winds have died down. This typically takes 3-8 hours but could take longer if there is damage in your area. We will alert you again when your power comes back on. Please turn off or unplug appliances or equipment that may start automatically when power is restored and inspect your property for downed power lines. Visit sce.com/pmps for the latest information and availability of community resources. For downed power lines, call 911. Thank you for your patience as we work to keep your community safe. View in more languages: www.sce.com/PSPSPrepRestore Please reply with 1 to confirm receipt of this message.

VOICE

Important SCE safe restoration alert. To continue in English, press 1. [Spanish press 2], all other languages press 3.... We're working to restore power in your area now that winds have died down. This process typically takes 3 to 8 hours but could take longer if there is damage in your area. We will alert you again when your power comes back on. Please turn off or unplug appliances or equipment that may start automatically when power is restored and inspect your property for downed power lines. If you see a downed power line stay away and call 911. For more information on the restoration process and availability of community resources, please visit [sce dot com slash pmps](http://sce.com/pmps). Thank you for your patience as we work to keep your community safe.

EMAIL

Subject: SCE PSPS Safe Restoration Alert: Power will be Restored Soon
From: do_not_reply@scwebservices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

Important Safety Message from Southern California Edison:

We're working to restore power in your area now that winds have died down. This process typically takes 3-8 hours but could take longer if there is damage in your area. We will alert you again when your power comes back on. Please turn off or unplug appliances or equipment that may start automatically when power is restored and inspect your property for downed power lines. If you see a downed power line, stay away and call 911 first, then report it to SCE at 1-800-611-1911.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

For more information on SCE's restoration process and availability of community resources, please visit sce.com/psps.

We understand that Public Safety Power Shutoff events can be disruptive and thank you for your patience as we work to keep your community safe.

9-A | PSPS ENDED - RESTORED & ALL CLEAR [NO MORE RISK OF PSPS]

SMS/TEXT

SCE PSPS Safe Restoration Alert: We were able to restore power in your area and end this Public Safety Power Shutoff due to improved weather conditions. If your power is still off, please call 1-800-611-1911 or visit sce.com/outage. We understand that safety outages are inconvenient, and thank you for your patience. View in more languages: www.sce.com/PSPSEnded Please reply with 1 to confirm receipt of this message. Please reply with 1 to confirm receipt of this message.

VOICE

Important SCE safe restoration alert... To continue in English, press 1. [Spanish press 2], all other languages press 3.... We were able to restore power in your area and end this Public Safety Power Shutoff due to improved weather conditions. If your power is still off, please call 1-800-611-1911 or visit [sce dot com slash outage](http://sce.com/outage). We understand that safety outages are inconvenient and thank you for your patience.

EMAIL

Subject: SCE PSPS Safe Restoration Alert: All Power Restored
From: do_not_reply@scwebservices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

[한국어](#)

[中文](#)

[TIẾNG VIỆT](#)

[TAGALOG](#)

1-800-441-2233

1-800-628-3061

1-800-843-8343

1-800-327-3031

1-800-655-4555

[MORE LANGUAGES](#)

Important Safety Message from Southern California Edison:

We were able to restore power in your area and end this Public Safety Power Shutoff due to improved weather conditions. If your power is still off, please call 1-800-611-1911 or visit sce.com/outage. We understand that safety outages are inconvenient and thank you for your patience.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

For more information about PSPS and wildfire safety, please visit sce.com/psps.

[NEW] 9-B | RESTORED, NOT ALL CLEAR – RISK OF PSPS REMAINS

SMS/TEXT

SCE Safe Restoration Alert: Weather conditions have improved enough for us to restore power in your area. Because there's continued risk of wind-driven fire conditions, a Public Safety Power Shutoff is still under consideration through **^End Day of week^ ^morning/afternoon/evening^**. We may have to shut off your power again to keep your community safe. We will keep you updated as weather conditions change. We understand that safety outages are inconvenient, and thank you for your patience. If your power is still off, please call 1-800-611-1911 or visit sce.com/psps. View in more languages: www.sce.com/PSPSNotAllClear Please reply with 1 to confirm receipt of this message. Please reply with 1 to confirm receipt of this message.

VOICE

Important SCE Safe Restoration Alert... To continue in English, press 1. [Spanish press 2], all other languages press 3.... Weather conditions have improved enough for us to restore power in your area. Because there's continued risk of wind-driven fire conditions, a Public Safety Power Shutoff is still under consideration through **^End Day of week^ ^morning/afternoon/evening^**. We may have to shut off your power again to keep your community safe. We will keep you updated as weather conditions change. We understand that safety outages are inconvenient and thank you for your patience. If your power is still off, please call 1-800-611-1911 or visit sce.com/psps.

EMAIL

Subject: SCE Safe Restoration Alert: Power restored; PSPS still in effect
From: do_not_reply@scewebservices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

[한국어](#)

[中文](#)

[TIẾNG VIỆT](#)

[TAGALOG](#)

1-800-441-2233

1-800-628-3061

1-800-843-8343

1-800-327-3031

1-800-655-4555

[MORE LANGUAGES](#)

Important Safety Message from Southern California Edison:

Weather conditions have improved enough for us to restore power in your area. Because there's continued risk of wind-driven fire conditions, we may have to shut off your power again. A Public Safety Power Shutoff is still under consideration through **^End Day of week^**

^morning/afternoon/evening^ to keep your community safe. We will keep you updated as weather conditions change. If your power is still off, please call 1-800-611-1911 or visit sce.com/psps.

We understand that safety outages are inconvenient and thank you for your continued patience.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

For more information about PSPS and wildfire safety, please visit sce.com/psps.

Appendix D

PSPS Exercises

July 1, 2022

This appendix will be filed via mixed media with Commission's Docket office and can be accessed at: <https://on.sce.com/PSPSPreSeasonReporting>

Appendix E

Education and Outreach

July 1, 2022

This appendix will be filed via mixed media with Commission's Docket office and can be accessed at: <https://on.sce.com/PSPSPreSeasonReporting>

Appendix F

PSPS Pre-Season Tables

July 1, 2022

This appendix will be filed via mixed media with Commission's Docket office and can be accessed at: <https://on.sce.com/PSPSPreSeasonReporting>