



# Our Commitment to California

Keeping our communities safe from wildfires

Community Meeting for Santa Clarita Valley  
March 25, 2021

# SCE PRESENTERS



**Liz Seelman**  
Government Relations Manager  
Local Public Affairs



**Erik Takayesu**  
Vice President  
PSPS Readiness



**Terry Ohanian**  
Director  
Expedited Grid Hardening



**David Kaintz**  
Senior Manager  
Customer Service



# AGENDA

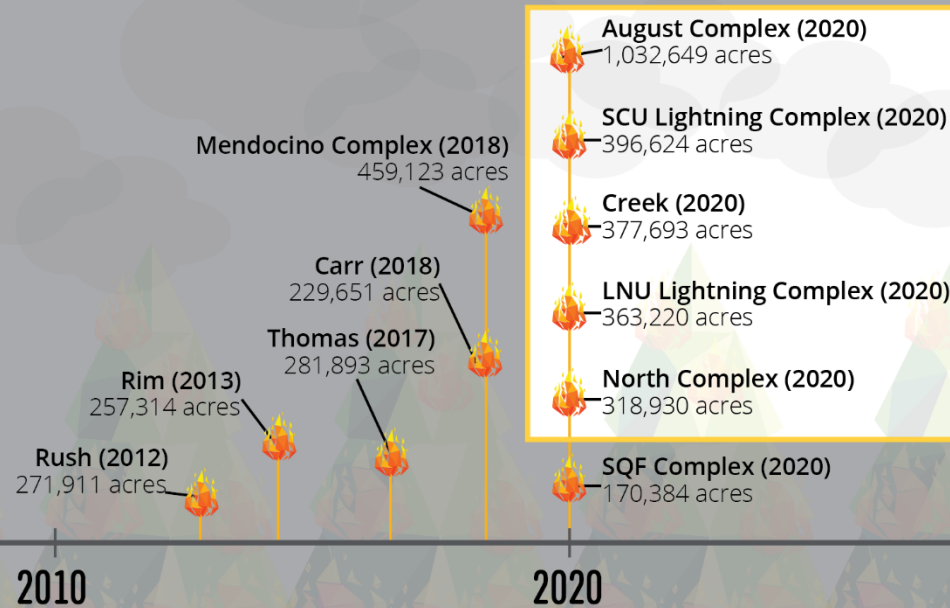
- 2020 Wildfire Season
- SCE's Wildfire Mitigation and PSPS Action Plans
- Reducing the Need for PSPS
- PSPS Notifications
- Customer Care Programs
- Engaging Our Communities
- Resources
- Q&A



# 2020 WILDFIRE SEASON

California's wildfires in 2020 were the worst on record, with dry vegetation and strong winds threatening our communities during an unprecedented fire season

**5 OF THE 6  
LARGEST CALIFORNIA  
WILDFIRES  
HAVE HAPPENED IN  
2020\***



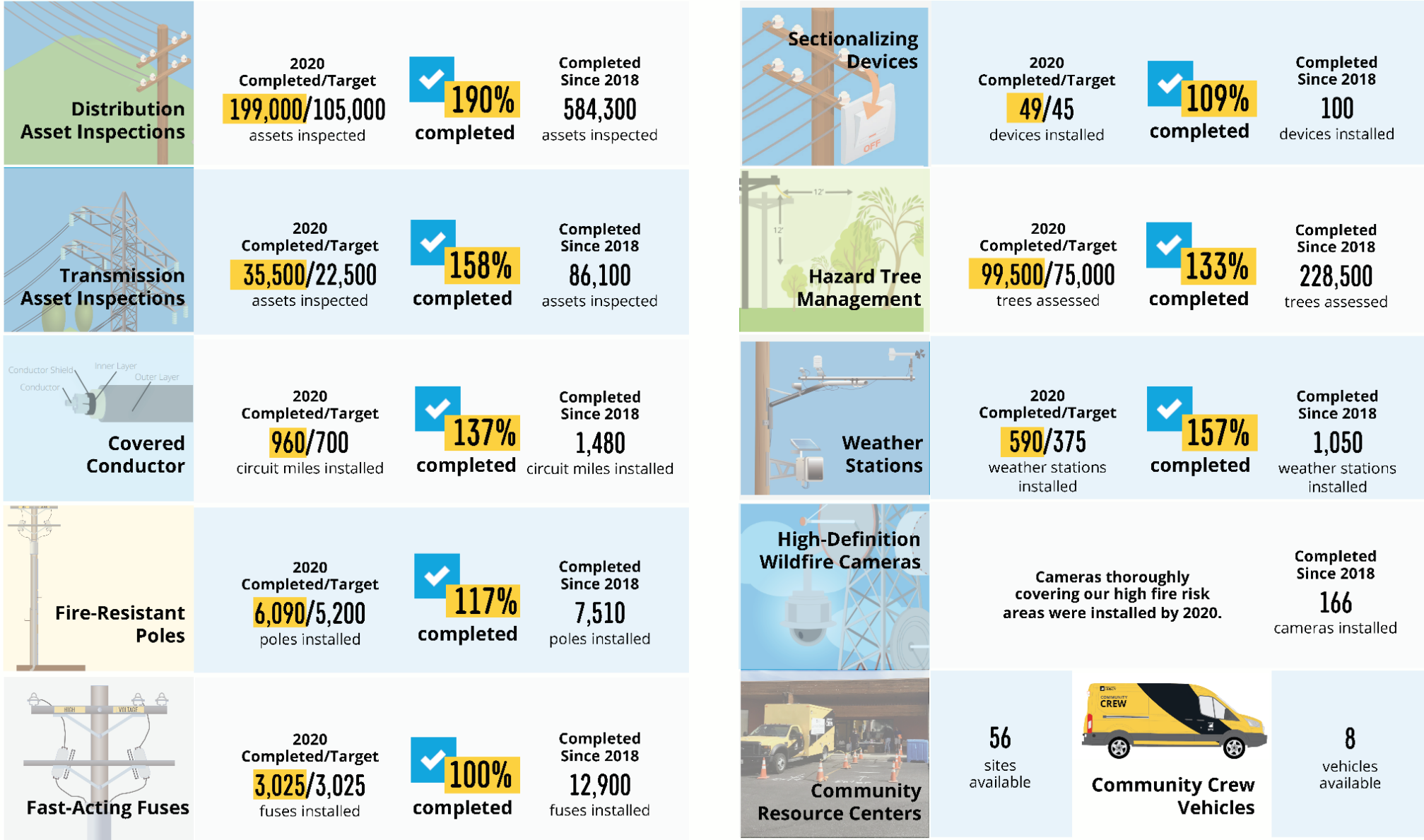
Source: [https://www.fire.ca.gov/media/4jandlhh/top20\\_acres.pdf](https://www.fire.ca.gov/media/4jandlhh/top20_acres.pdf)



# SCE's PSPS EXECUTION

- **To reduce the threat of wildfires, SCE implemented Public Safety Power Shutoffs (PSPS) that impacted about 138,000 customers, with some customers experiencing multiple PSPS outages**
- **We understand the significant impact that PSPS has on communities, especially during a pandemic when many people are working and learning from home**
- **PSPS is used as a measure of last resort to protect public safety under dangerous fire weather conditions**
- **We are working to reduce the impact of PSPS and are continuing to strengthen the electric grid to become more resilient in the face of extreme weather events**

# Wildfire Mitigation Activities



# OUR PSPS ACTION PLAN

We are implementing a plan to reduce the impact of PSPS to our customers and communities

## Reducing the Need for PSPS

Expediting grid hardening and other measures

## Executing PSPS More Effectively

Making decision-making process transparent, improving communications and notifications

## Reducing the Impacts of PSPS

Increasing customer and community resiliency

## Keeping Partners and Customers Informed

Educating and engaging our communities and stakeholders

## Enhancing Post-Event Reporting

Improving our post-event reports to make them more transparent and clearer



# REDUCING THE NEED FOR PSPS

- We are putting specific emphasis on those circuits most frequently impacted by PSPS while continuing work on other circuits subject to PSPS
- Grid hardening make circuits more resilient in the face of extreme weather events and reduce the scope, frequency and duration of future PSPS events



Above photos: SCE crew installing insulated wire



# TOOLS TO REDUCE NEED FOR PSPS

## Insulated Wires

Targeted replacement of bare wire with insulated wires (covered conductor) to be able to safely raise windspeed thresholds for PSPS

## Segmentation

Installing additional automated devices to further isolate and reduce the number of customers that have to be de-energized per circuit

## Weather Stations

Adding new weather stations to improve situational awareness and increase accuracy of PSPS operations – so only those circuits facing danger are in scope

## Switching Protocols

Continuing to develop circuit-specific protocols to move customers to nearby circuits not impacted by PSPS, to reduce the number of customers remaining on an affected circuit

## Operational Protocols

Up-to-date information on ground conditions, such as lack of vegetation, recent burn scars, and location of poles and wires are considered to assess wildfire threat and the need for PSPS



**YELLOW:**

SCE has identified these circuits for expedited grid hardening and other measures, reducing the need for PSPS

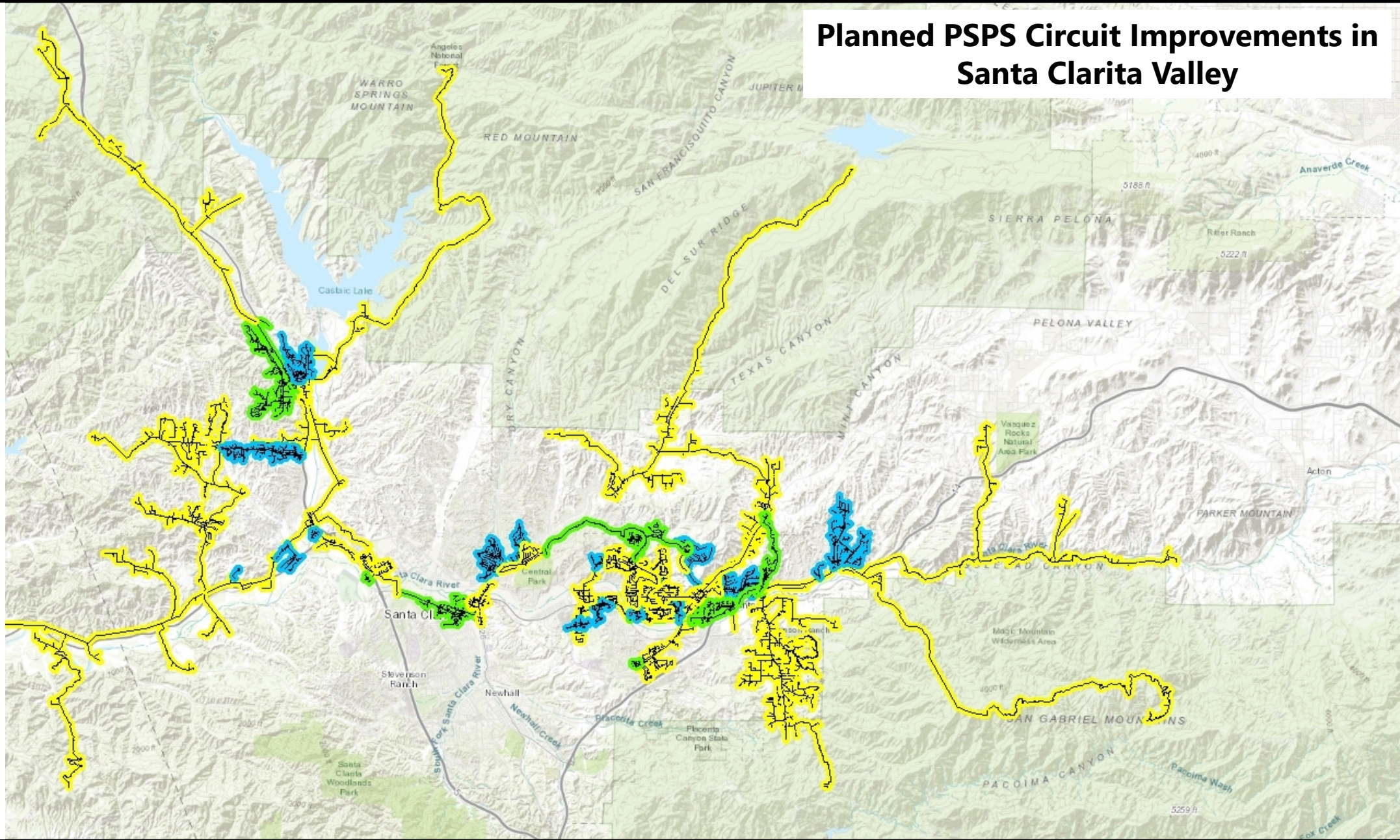
**GREEN:**

Based on an analysis of past PSPS events, SCE determined it could implement operational protocols immediately to significantly reduce the need for PSPS on these circuits

**BLUE:**

Based on an analysis of past PSPS events, SCE identified switching protocols to move customers to circuits not impacted by PSPS

# Planned PSPS Circuit Improvements in Santa Clarita Valley





# Why Does My Neighbor Have Power and I Don't?

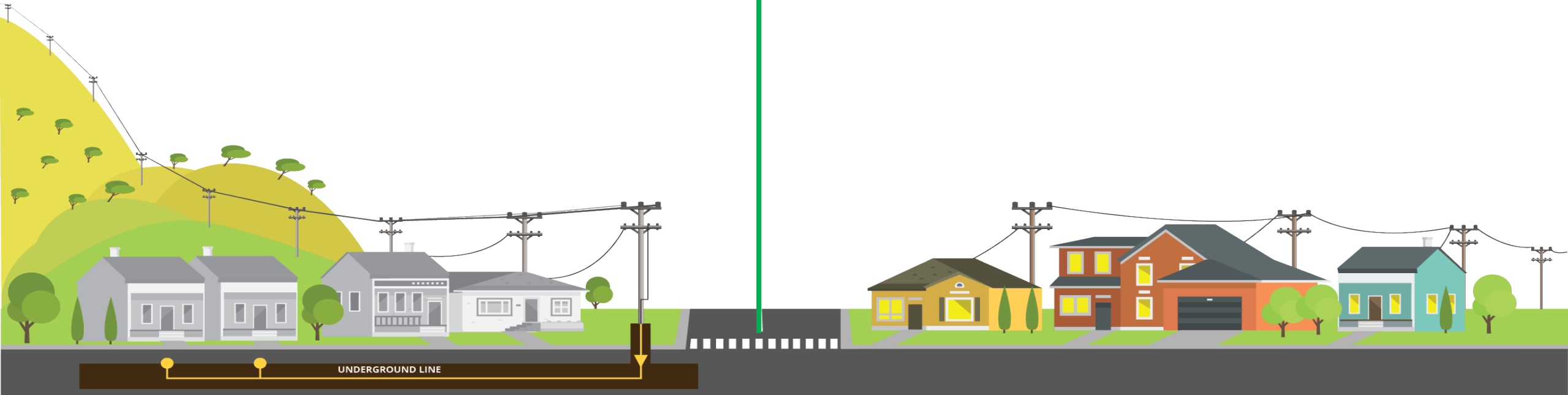
The location of your home or business on a circuit and the area of severe weather relative to your local substation are important factors in determining whether or not you are impacted by a Public Safety Power Shutoff (PSPS)

## Neighborhood with power shut off due to PSPS

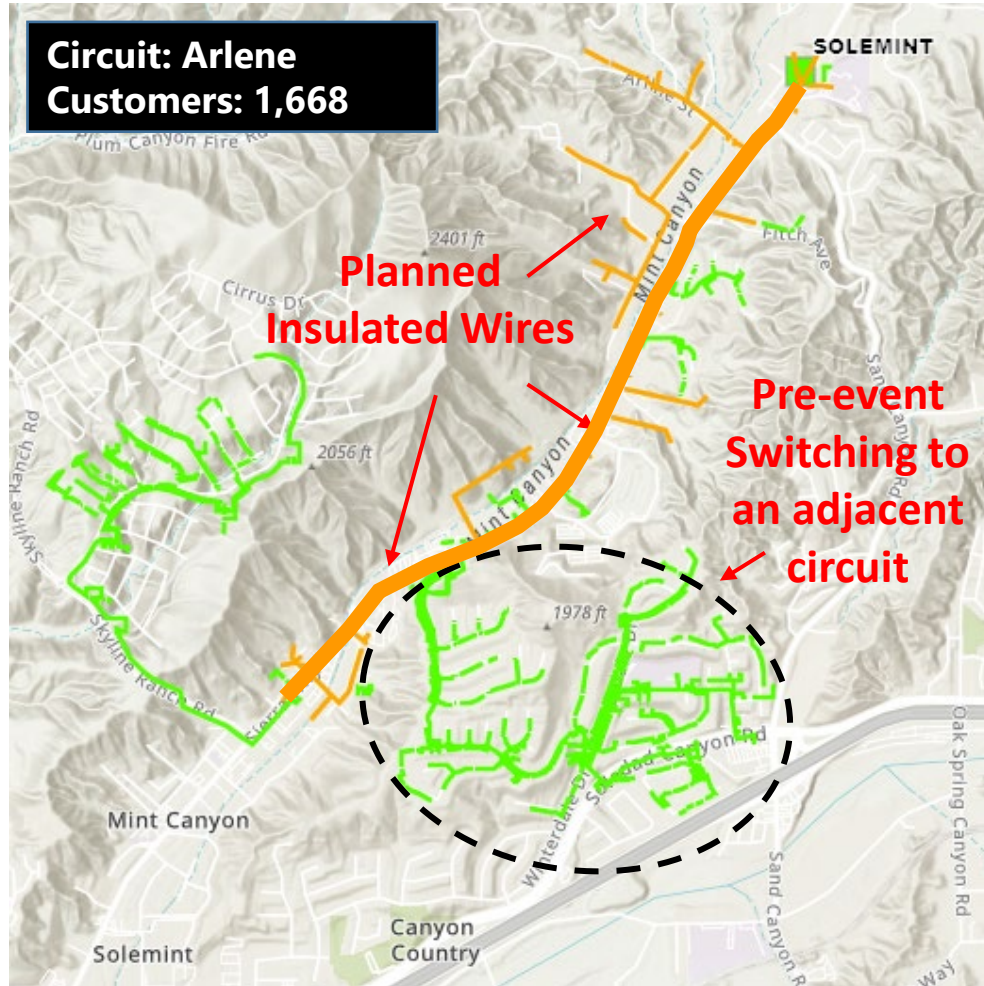
Wires originate in windy area with high fire risk

## Neighborhood keeps power during PSPS

Wires originate in area with lower fire risk



# EXAMPLE OF REDUCING THE NEED FOR PSPS



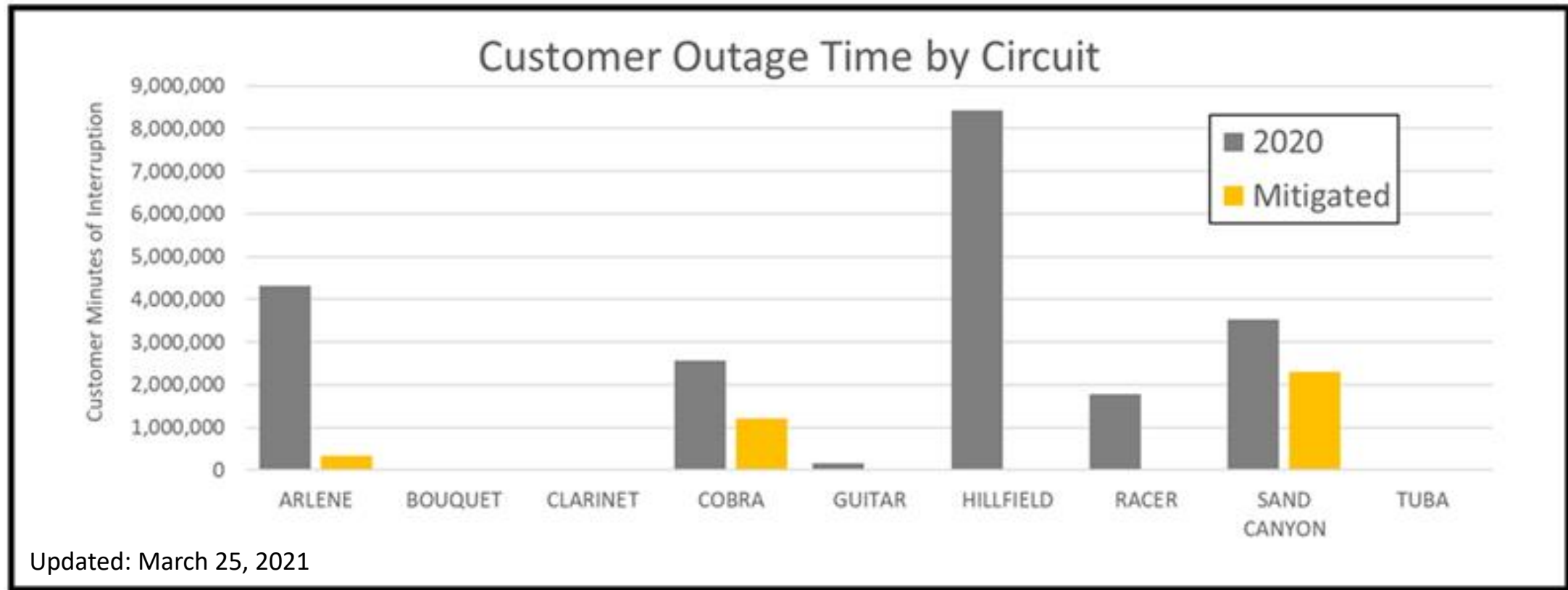
— Existing Overhead — Existing Underground

- SCE has identified this circuit for expediting grid hardening due to being impacted by multiple PSPS events
- In 2021, SCE plans to:
  - Install insulated wires on all existing overhead wire (7.6 miles)
  - Switch customer load to an adjacent circuit prior to a PSPS event
- If these improvements are successfully implemented:
  - Of the four 2020 PSPS outages, three outages would **have not occurred** due to increased wind speed thresholds
  - One outage would likely have had a **shorter duration** (due to increased threshold) and would have **impacted less customers** (due to switching)



# EXPECTED IMPROVEMENTS

With the implementation of our plans, we expect to see an **81% reduction in customer outage time** across the frequently impacted circuits in the Santa Clarita Valley community compared to 2020, assuming the same weather conditions



- 1) Frequently impacted circuits are circuits that have experienced four or more PSPS related outages in 2019-2021.
- 2) Customer outage time is measured as total Customer Minutes of Interruption (CMI).
- 3) The Bouquet and Tuba had PSPS-related outages in 2019 and 2021 but not in 2020; the Clarinet has 21k CMI in 2020 that would be fully mitigated.

# VEGETATION MANAGEMENT

We continue to inspect, trim and remove trees to prevent vegetation from coming into contact with electrical equipment and potentially sparking a fire

## Inspect

- 1.4 million trees inspected annually; 700,000+ trees in high risk fire areas
- 900,000 trees trimmed or removed annually

**Vegetation  
Questions?  
1-800-655-4555**

## Prune or Remove

- Tall trees beyond our standard pruning zones that could potentially fall into power lines are also assessed and pruned or removed
  - Removed more than 12,200 hazard trees in 2020 (double the number from 2019)
  - 2021: Plan to assess approximately 150,000 to 200,000 hazard trees in high risk fire areas and remove them if deemed unsafe

**SCE will begin removing palm trees that may come in contact with power lines and pose risks to public safety; customers who have palm trees affected by this program will be contacted by SCE representatives to discuss options**



# PSPS NOTIFICATIONS

## Planned Improvements

- Clarify language and information to provide more transparency to customers
- Reduce notification confusion
- Partner with the County Offices of Emergency Management to explore the use of Emergency Radio Broadcast for areas with poor cell service

## How to Stay Informed

- SCE provides PSPS notifications through various communication channels
- Sign up to stay informed before, during and after a PSPS event
- Outage status look up is also available on our website



Text Alerts



Voice Alerts



Email Alerts

# CUSTOMER CARE PROGRAMS

## Rebates & Programs

- Fully subsidized Critical Care Battery Backup Program
  - Expanded to include all eligible Medical Baseline customers\*
- \$50 rebate for small appliance & device battery backup
- \$300-\$500 generator rebate for well water dependent customers
- Self-Generation Incentive Program (SGIP)

## Care During Outages

- Community Crew Vehicles and Community Resource Centers
  - Information & Customer Support
  - Resiliency Kits
- Hotel discounts

## Bill Assistance

- Medical Baseline
- CARE/FERA
- Energy Assistance Fund
- Energy Savings Assistance Program

\*Income-qualified Medical Baseline customers living in high-risk fire areas



# ENGAGING OUR COMMUNITIES

- **Customer education and community outreach**
  - Use of digital, social media, media and radio channels
  - Community meetings for impacted communities
  - Annual PSPS newsletter to all customers
  - Engage our most vulnerable customers
  - Partner with community-based organizations to support resiliency and emergency preparedness
- Ongoing engagement with government officials, public safety partners, essential service providers and other stakeholders



Website: [sce.com/wildfire](https://www.sce.com/wildfire)

Email: [wildfireoutreach@sce.com](mailto:wildfireoutreach@sce.com)

Social Media: @SCE on Twitter & Facebook

SCE Customer Support/Vegetation Management: 1-800-655-4555

## LEARN MORE



- Visit our website to learn more about our wildfire safety efforts and Public Safety Power Shutoffs (PSPS)
- Provide feedback through the survey

## SIGN UP



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

## BE PREPARED



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



# Additional Resources

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



# HELPFUL INFORMATION & RESOURCES

SCE Wildfire Webpage – [sce.com/wildfire](https://www.sce.com/wildfire)

## SCE Notifications

- Sign up for PSPS alerts – [sce.com/pspsalerts](https://www.sce.com/pspsalerts)
- Sign up for the Energized by Edison Wildfire Mitigation Newsletter – [energized.edison.com/newsletter](https://energized.edison.com/newsletter)

## Situational Awareness

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

## Preparedness

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

## Vegetation Management

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

## Customer Programs & Rebates

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

## Community Meetings

- Join SCE's wildfire safety community meetings – [sce.com/wildfiresafetymeetings](https://www.sce.com/wildfiresafetymeetings)

## Social Media

- Follow @SCE on Twitter and Facebook