

# Customer *Connection*

Please visit us at [www.sce.com](http://www.sce.com)

## Public Safety Power Shutoffs

- It is not a decision we take lightly. It is done to keep you and your community safe.
- We have been able to limit the number of customers impacted by PSPS by using sectionalizing devices to de-energize segments instead of entire circuits.
- It will have to remain available as a tool to mitigate wildfire risk during severe weather and high fire potential index events.

We urge customers to update their contact information and sign up for PSPS alerts at: [sce.com/outage](http://sce.com/outage). To learn more about Public Safety Power Shutoffs, visit: [sce.com/safety/wildfire](http://sce.com/safety/wildfire)

## Suspension of Service Disconnections Has Been Extended Through September 30, 2021

While temporary COVID-19 emergency response measures have ended, our commitment to our customers will never change. We know the past year has been hard for many of our customers. We're here to help with a variety of assistance options to continue to support you. Learn more at:

[sce.com/findsupport](http://sce.com/findsupport)

## Be Prepared for Outage Emergencies

If your home or business is located in an area designated as a Tier 2 or Tier 3 high fire risk zone, you may want to consider adding a power station or a portable generator to your emergency preparedness plans. These devices may provide backup power for your personal electronics such as a cell phone, computer, or other important household appliances such as refrigerators, lighting, garage door opener and medical devices which helps you to be more prepared for an outage or other emergency. Rebates are available for the purchase of qualifying products.

Watch our backup power educational videos, learn more about available solutions and apply for rebates in the SCE Marketplace at [sce.com/rebates](http://sce.com/rebates).

To learn more about the process and method the California Public Utilities Commission used to determine High Fire Threat District maps, visit [cpuc.ca.gov/firethreatmaps/](http://cpuc.ca.gov/firethreatmaps/).

## Enroll to Live a Little Greener

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

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

## Get Help If You Use Medical Equipment

If you or someone in your household requires the regular use of electrically-powered medical equipment or other qualifying medical devices, you may be eligible for our Medical Baseline Allowance program.

This program provides an additional 16.5 kilowatt hours (kWh) of electricity per day. Provided at the lowest baseline rate, this helps offset the cost of operating the medical equipment and prioritizes critical alerts and notifications if outages occur, including Public Safety Power Shutoffs.

## A Medical Professional's Signature Now Required (E-signature Option Available)

All applications received after the end of Consumer Protections on June 30 will require the signature of a medical professional\*. For online applications, you can enter their email address and we will contact them for their electronic signature to approve your application. Please alert them that they will be receiving an email from SCE.

*\* Includes Medical Doctor (MD), Doctor of Osteopathy (DO), Physician Assistant (PA) or Nurse Practitioner (NP).*

To learn more, apply online or download an application please visit [sce.com/medicalbaseline](http://sce.com/medicalbaseline) or call **1-800-655-4555**.

NOTES: All customers who depend upon electrically-operated medical equipment should be prepared at all times with a back-up plan or power system to ensure their health and welfare during outages. SCE does not provide back-up generation.


Devices used for therapy but not medically required for sustaining life do not qualify for this program.

*\* For Santa Catalina Island gas customers, the standard Medical Baseline Allocation will be 0.822 therms per day.*

## Support for Customers Affected by a Major Disaster

If you or someone you know has been affected by a disaster for which a state of emergency has been declared, please visit [sce.com/disastersupport](http://sce.com/disastersupport) for information about consumer protections, programs and services SCE has available.

## Proposition 65 Warnings

 **WARNING:** The Safe Drinking Water and Toxic Enforcement Act of 1986, commonly referred to as Proposition 65, requires the governor to publish a list of chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. It also requires California businesses to warn the public of potential exposures to these chemicals that result from their operations.

Providing safe and reliable service to all of our customers is a top priority for Southern California Edison and we want you to be aware of these chemicals so that you can reduce exposure to chemicals associated with electricity generation and distribution. We handle all equipment and materials at our sites carefully for your good health as well as ours. However, if you are at or near our facilities and work sites, you can be exposed to the following chemicals on the state's Proposition 65 list. Reduce, limit, or avoid activities at and near the sources of exposure described below. For more information go to:

[www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

1. **Diesel Generation:** Diesel Exhaust: SCE uses diesel-fueled emergency generators during emergencies and other times to help minimize the interruption of our customers' supply of electricity. The generators are used at some SCE facilities like substations and service centers, and at locations where repairs are made to the electrical system. SCE also uses diesel as the primary fuel for electricity generation on Catalina Island and in many service vehicles used throughout our service territory. Diesel engines produce exhaust as a by-product of the combustion of diesel fuel. Breathing diesel engine exhaust exposes you to chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. You should avoid breathing diesel fumes whenever possible.

2. **Wooden Utility Poles:** SCE uses wooden poles that have been treated with chemical preservatives. These chemicals include pentachlorophenol, which is known to the State of California to cause cancer, and petroleum products such as diesel fuel, which contains chemicals including toluene and benzene that are known to the State of California to cause cancer and birth defects or other reproductive harm. If you come into contact with a wooden utility pole or the dust, debris, soil surrounding the pole, or water runoff that may contain dust, debris, and soil previously in contact with the pole, you could be exposed to these chemicals. Avoid contact with wooden utility poles and the dust, debris, soil surrounding the poles, or water runoff that may contain dust, debris, soil surrounding the poles, or water runoff that may contain dust, debris, and soil previously in contact with the poles.

3. **Painted Structures:** SCE utilizes metal and wood structures and equipment that may have been coated with paints containing chemicals, such as lead-based paint, that are known to the State of California to cause cancer and birth defects or other reproductive harm. When the paint on these on these structures deteriorates, flakes of paint can impact the soil adjacent to the structure. To avoid exposure, you should avoid contact with any paint flakes or soil near any structure with deteriorating paint.

Los usuarios con acceso al Internet podran leer y descargar esta notificacion en espanol en el sitio Web de SCE:

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

## Budget Your Electricity Bill with the Level Pay Plan (now Budget Billing Plan)

Are your electric bills higher in the summer? Do these higher bills stretch your budget? Sign up for SCE's Level Pay Plan (LPP), which allows you to spread high summer and/or winter bills over an entire year into equal monthly payments.

It's easy. SCE calculates your electricity use over the prior 12 months and come up with a dollar amount. This dollar amount is divided by 11 and becomes the Level Pay Plan amount you pay over the next 11 months. On the 12th month, you'll receive a settlement bill showing either a payment due, or a credit to your account based on how much energy you used.

Your account is periodically reviewed and your monthly payment may be adjusted during the year depending on your power usage.

If you'd like to enroll, please call **1-800-434-2365**. LPP is based on eligibility and some restrictions may apply. Once enrolled, you must pay your bills monthly by the due date to remain eligible for the program.

## Thinking of Installing Solar?

SCE's Marketplace makes the shopping process easier. Get a rooftop solar and storage system tailored to your home, bids from a network of vetted solar installers, financing options, and a dedicated energy advisor. Plus, you will also receive a \$500 Marketplace discount from SCE. Go to: [sce.com/rebates](http://sce.com/rebates).

*\*SCE's solar and storage marketplace is run by Pick My Solar, a third-party company not affiliated with SCE. SCE does not endorse, or accept any liability for, the content of, services or products sold on any third-party websites.*

## Safe Portable Generator Hook-Up

Connecting a portable generator to your home's electrical wiring is dangerous and can cause serious injuries or electrocution.

Do not hook up a generator directly to an electrical panel. The safe way is to plug the electrical equipment into a portable generator using a properly sized extension cord approved by Underwriters Laboratories (UL).

If your needs require a generator to be wired directly to your home's electrical system, California state law mandates that you notify us. We also recommend that you enlist the service of a qualified electrician to perform the task.

For additional safety information visit:

[sce.com/generator](http://sce.com/generator)

## Connect With Us

Get energy-saving tips, safety and outage updates, and much more.



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