SCE’s 2020 Planning for Public Safety Power Shutoffs

California Public Utilities Commission Briefing

Aug. 11, 2020
• SCE does not take the decision to de-energize lightly. We recognize the hardships a de-energization event can create; this is why SCE is committed to informing and supporting the communities we serve
  – PSPS remains a vital tool in protecting public safety and mitigating wildfire risk
• SCE has refined its approach to PSPS based on lessons learned from 2019, Commission guidance, and feedback from customers, communities and stakeholders
• With the grid improvements SCE has made since last year, under the same weather conditions as 2019, we expect to see a **30 percent reduction** in the number of customers affected by future PSPS events
  – Approximately half of these customers are not expected to experience PSPS at all in 2020
• SCE continues to make modifications ahead of the 2020 fire season focusing on:
  – SCE’s preparedness and decision-making tools during PSPS
  – Community information, engagement and outreach
  – Stakeholder collaboration for emergency preparedness and response
  – Customer care during PSPS
• SCE is implementing changes to its PSPS approach during the COVID-19 pandemic
  – Recognizing greater impact of de-energizations for customers working, learning and caring for loved ones at home
  – Balancing assistance to customers while following CDC guidance and state and local orders
Recap of 2019 PSPS Events & Lessons Learned

2019 PSPS Events
• SCE conducted 16 events (9 led to de-energizations) with approx. 122,000 unique customers de-energized in 2019 with an average duration of 27 hours
• Largest de-energization event was Oct. 27-Nov. 3, 2019 and affected approx. 101,000 unique customers
• During post-patrols found multiple instances of equipment damage and tree branches contacting power lines that could have ignited a fire

Major PSPS Lessons Learned
1. System hardening, especially circuit sectionalization, continues to be useful in reducing the scope and frequency of PSPS de-energizations
2. The key role played by a dedicated PSPS Incident Management Team and improved analytics in supporting PSPS decision-making and operations
3. Find opportunities to improve communication, engagement, and response to customers during PSPS events
4. It’s important to maintain and add customer care programs
5. Modifying protocols to reduce the scope, frequency and impacts of PSPS to customers is important, especially during COVID-19 pandemic
6. Provide additional information about decision-making in post-event reporting
PSPS Decision Points

Decision points include, but are not limited to:

- **Watches and Warnings issued** by the National Weather Service
- SCE meteorologists’ forecast of **strong wind** conditions in the service area
- SCE fire scientists’ assessment of **fire potential** using weather data, fuel conditions, and vegetation moisture content
- **Circuit health** as determined by inspection findings, recent upgrades, and any observed damage
- Real-time field observations from qualified electrical workers monitoring for **hazardous conditions**
- Guidance from **emergency management officials** and first responder agencies (e.g., Cal OES, CAL FIRE, county/city emergency management entities, tribal governments)
- Impact to **critical infrastructure** as determined by community characteristics and information
SCE expects to reduce the scope, duration, and impact of PSPS; however, PSPS will continue to remain a viable solution for extreme conditions

Rapidly developing circuit-specific plans to reduce the impacts observed in 2019 by:

- Leveraging existing isolation equipment
- Targeting remediations
- Identifying small upgrades to reduce the number of customers impacted by PSPS
- Deploying more weather stations
- Pursuing microgrid opportunities when technologically and economically feasible with safety operations in mind
- Establishing Community Resource Centers
- Deploying Community Crew Vehicles
- Providing potable water
- Addressing food spoilage claims
- Conducting community outreach
SCE has expanded communications to make it easier for customers to receive updates in their preferred language

- **Expanded alerts** based on zip code to include non-SCE account holders via the “Nextdoor” communications platform

- **SCE.com** has been upgraded to provide customer-friendly outage information, including enhanced interactive mapping that enables street-level zoom capabilities

- **SCE.com performance** has also been upgraded to handle more traffic (5M views over an hour now vs 200k in 2019)

- Customers can sign up to receive notifications in their **preferred language** (English, Spanish, Mandarin, Cantonese, Korean, and Tagalog)
Southern California Edison

Providing Valued Programs & Services

SCE is offering a variety of new programs and services to our customers, especially for most vulnerable populations

- **Back-up generation** will be offered to customers that have a range of varying needs
  - Our most vulnerable income-qualified, critical care customers can receive a fully subsidized back up battery with solar for up to 24 hours of resiliency
  - Customers reliant on well water pumping can receive a rebate of up to $500
  - Customers that need a portable power battery can receive a $50 rebate

- **Goods and services** are provided via SCE’s Community Resource Centers and Community Crew Vehicles to customers in impacted communities including device charging, restrooms, ice, water, PPEs, and ability to enroll in outage alerts.

- **Resiliency zones** are in development to augment certain vulnerable rural communities in which back-up power will be provided to essential services within those areas

- **Circuit-level customer care plans** provide a summary overview of all programs and services available for each circuit area (137 completed to-date with a goal of 1,100)

- **Deploy temporary backup generation** on underground portions of selected de-energized circuits that have experienced PSPS events

- **Preparedness and resiliency planning** support for critical infrastructure providers
Community Engagement & Expanded Partnership

SCE is committed to keeping its customers and key stakeholders informed of WMP activities, PSPS protocols, and general emergency preparedness

- Held nine virtual community meetings and 15 resiliency workshops beginning in May to share information about PSPS, emergency preparedness, and SCE’s wildfire mitigation plan
- Increased partnerships, including giving grants, with organizations supporting Access & Functional Needs customers
- Expanded pool of Community Resource Centers and adjusted protocols for social distancing due to COVID-19
In closing, SCE has made significant progress in 2020 (through Q2) to reduce wildfire risks and mitigate PSPS.

- **Community Meetings**: Conducted 9 community meetings
  - **Covered Conductor**: Installed ~330 circuit miles of covered conductor
    - Total of over 850 circuit miles installed since 2018

- **Composite Poles**: Installed ~1,870 Fire-Resistant Poles
  - Total of over 3,000 Fire-Resistant Poles installed since 2018

- **Customer Resiliency**: Launched Critical Care Backup Battery Program
  - **Enhanced Veg Mgmt**: ~10,000 Hazard Trees mitigated
    - Total of over 15,900 Hazard Trees mitigated since 2018

- **Install Sectionalizing Devices**: Installed and commissioned 29 additional sectionalizing devices
  - Total of over 80 additional devices installed since 2018

- **Branch Line Protection**: ~1,440 Current Limiting Fuse locations installed
  - Total of over 11,400 fuse locations installed since 2018

- **High Fire Risk Inspections**: 100% of high-risk structures ground inspected for Distribution & Transmission in high fire risk area

- **Weather Stations**: Installed ~390 weather stations
  - Total of over 850 weather stations installed since 2018

- **Pole Brushing**: Inspected and cleared brush around ~98,500 poles
Appendix
Sample Map in REST

PSPS_Outage Areas: BIRCHIM

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<tr>
<th>CIRCUIT NAME</th>
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</tr>
<tr>
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<td></td>
</tr>
<tr>
<td>End Date</td>
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Zoom to Get Directions
Sample Map in REST
Areas that are under consideration for de-energization and that are de-energized are displayed, including estimated dates and times for re-energization.
Address search functionality identifies if a location is under consideration, de-energized, or not impacted by PSPS
Locations of CCVs and CRCs include dates and hours of operation

Map Pop-Up

List View

Customer Resources During a PSPS

Community Crew Vehicles

When a Public Safety Power Shutoff is called, Community Crew Vehicle(s) will be available for customers in the affected areas. These vehicles are equipped with backup power so customers can charge their personal mobile devices and continue to receive updates about the outage. Agents are also on-site to help customers update their account information and get assistance with questions. Snacks and water are also provided. See below for location(s) and times:

- **Los Angeles County**
  - 34008 West Chester Rd
  - Romon, CA 92098
  - 4/15 - 4/20 9:00AM - 5:00PM

- **Los Angeles County**
  - Rio Hondo Ave & Guest Blvd
  - Torland, CA 92886
  - 4/15 - 4/20 9:00AM - 5:00PM

- **San Bernardino County**
  - 9765 Centr4 St Sweetland
  - Highland, CA 92348
  - 4/15-4/20 9:00AM to 5:00PM

- **Ventura County**
  - 897 Flicen St Highview
  - CA 92088
  - 4/14-4/20 9:00AM to 3:00PM

Community Resource Centers

Community Resource Center(s) will be available for customers in affected areas when a Public Safety Power Shutoff is called. These centers will allow customers to power up their personal mobile devices and, where available, to have access to Wi-Fi. Customers will also have access to water and light snacks, a sitting area, restrooms, and updated information on the proactive power shutoff. See below for location(s) and times:

- **Los Angeles County**
  - Kmart / Sears
  - 9283 Westchester Blvd
  - Torland, CA 92098
  - 4/13-4/17 8:00AM to 5:00PM

- **Mono County**
  - Kmart / Sears
  - 873 Cany0 Rd Sweetwater
  - CA 92889
  - 4/13-4/17 8:00AM to 5:00PM

- **San Bernardino County**
  - Kmart / Sears
  - 79 Green Ar Blue Ridge
  - CA 92889
  - 4/13-4/17 8:00AM to 5:00PM

- **Santa Barbara County**
  - Kmart / Sears
  - 315 Main St Santa Barbara
  - CA 92889
  - 4/13-4/17 8:00AM to 5:00PM