Public Safety Power Shutoff

SCE's Programs and Resources September 2021





DISASTER PREPAREDNESS



EASY + FREE STEPS TO GET READY



GET ALERTS

to know what to do.



MAKE A PLAN

to protect your people.



PACK A GO BAG

with things you need.



BUILD A STAY BOX

for when you can't leave.



HELP FRIENDS

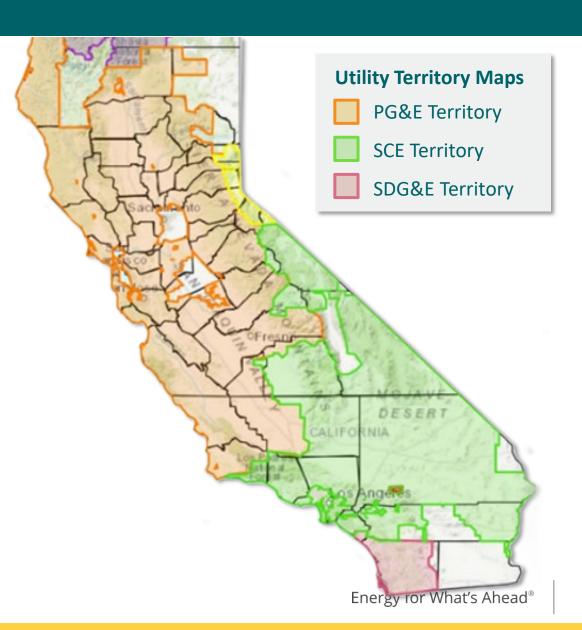
and neighbors get ready.



PUBLIC SAFETY POWER SHUTOFF (PSPS):

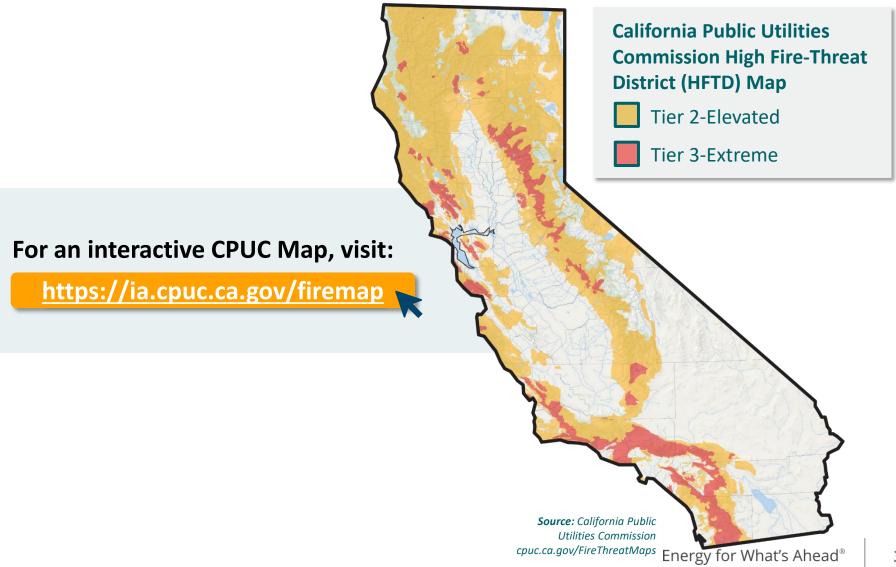
UTILITY TERRITORIES

- PG&E and SCE both serve customers in Fresno, Kern, and Santa Barbara Counties
- SCE and SDG&E both serve customers in Orange County



PUBLIC SAFETY POWER SHUTOFF (PSPS):

EQUITY RESILIENCY MAP



PUBLIC SAFETY POWER SHUTOFF (PSPS):

PSPS DECISION-MAKING ANIMATION VIDEO



www.sce.com/pspsdecisionmaking



WHAT IS MEDICAL BASELINE

- The Medical Baseline Program is for residential customers who rely on power to operate medical devices, equipment for certain conditions or who have mobility needs
- The MBL Program is **NOT an income eligibility program.**
- Customers enrolled in the MBL program receive additional electricity, per day, at the lowest rate.
- Patient must be a full-time resident in the home.
- Enrollment in the MBL program lets the utility know that someone in the home relies on medical equipment and may be disproportionally affected during power outages.

DO I QUALIFY?

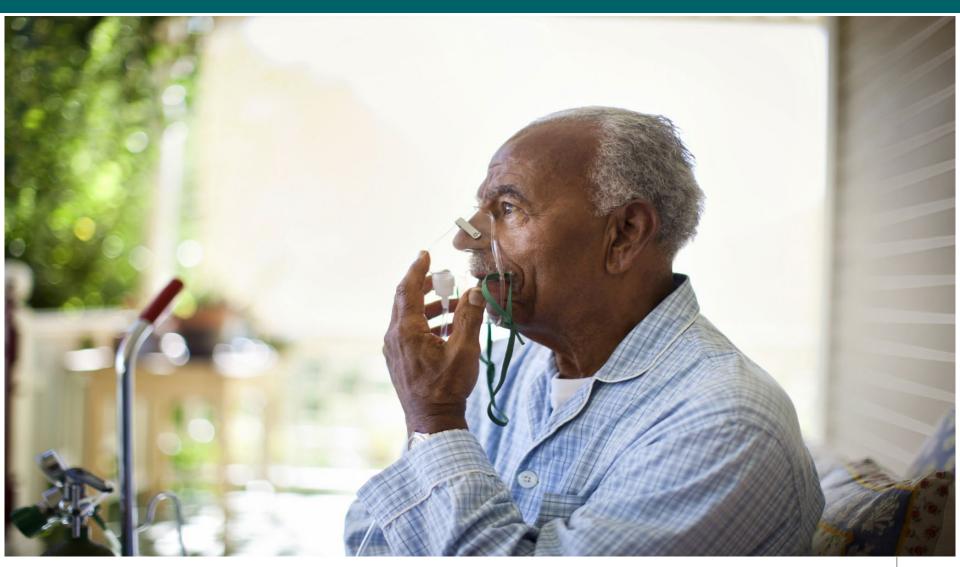
- The following are a few examples of qualifying conditions or devices that meet eligibility for the program. A complete list can be found on our dedicated web page www.sce.com/medicalbaseline
- We encourage customers to NOT disqualify themselves if they do not see their medical condition or device listed on the utility's websites.
- We recognize that new devices and technologies are being introduced regularly and evaluate every application, and condition/device, for eligibility.

Examples of Qualifying Devices or Conditions

- Dependency on life-support equipment
- Paraplegic, hemiplegic, or quadriplegic
- Multiple Sclerosis
- Scleroderma
- Life-threatening illness or compromised immune system
- Temperature sensitivity (heating or cooling)
- Hospice

- Aerosol tent
- Hospital bed
- Apnea Monitors
- Breathing Machine
- Dialysis machine
- Electronic nerve stimulator
- Nebulizer
- Infusion pump
- Motorized wheelchair
- Oxygen generator/concentrator/compressor
- Suction machines
- Iron Lung

APPLYING FOR SCE'S MEDICAL BASELINE PROGRAM



Energy for What's Ahead®

HOW TO APPLY?

- Southern California Edison (SCE) makes applying for the Medical Baseline Program as convenient as possible by providing the following options to its customers:
 - 1. Applying online on the utilities' websites, or
 - 2. Printing an application from the utilities dedicated Medical Baseline website and mailing it in, or
 - 3. Calling the utility Customer Service number to request an application be mailed
- Caretakers, family members or agents providing support to qualifying individuals can also assist their clients in applying for the program
- Qualified Medical Provider signature is required
- Applications for enrollment are processed within 30-days of receipt

APPLYING ONLINE - <u>WWW.SCE.COM/MEDICALBASELINE</u>

The Application Process

Step 1: Qualification

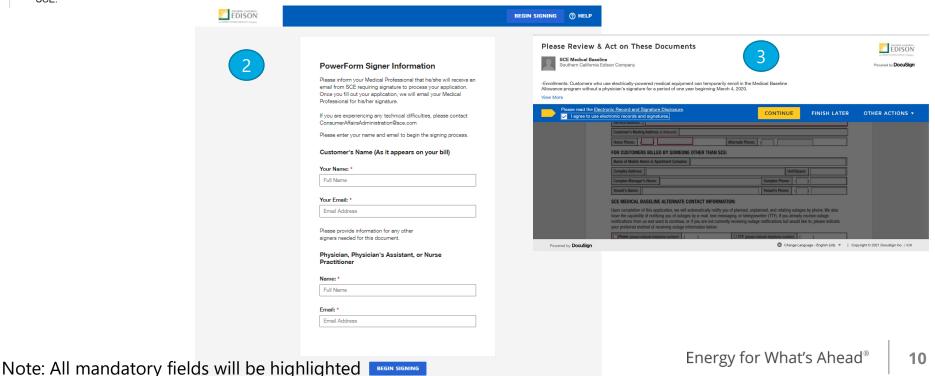
Step 2: Apply

Step 3: Re-Certification

Submit An Application

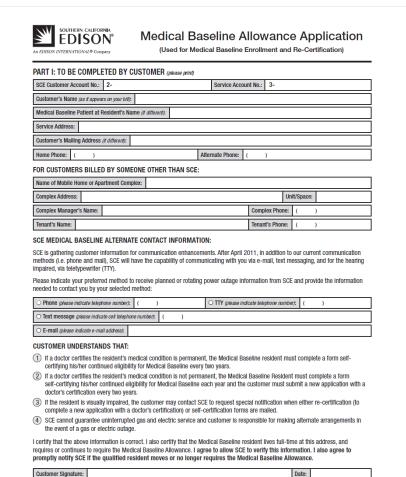
 Enroll Online For customers who are unable to enroll online, please download the following application, print, and complete pages 1 and 2, and mail the application to SCE.*

- 1 Select Enroll Online
- 2. Sign Into DocuSign: you will need
 - your email address
 - your medical provider's email address
- 3. Read and accept the electronic disclosure and select continue to launch the MBL application



APPLICATION - PART I

- SCE Customer or Tenant completes Part I of the application
 - If SCE Customer complete first section
 - If Tenant complete second section
- Application can be completed online or can be printed or mailed
 - If completing online, once you select Apply Online you will enter DocuSign
 - You will be required to add the following to proceed:
 - your name and Email address
 - o your medical provider's name and Email
- Customers can provide alternate methods of contact to ensure SCE reaches you during emergencies and outages
- Application must be signed and dated by the customer



The Standard Medical Baseline Allowance is 16.5 kilowatt-hours of electricity per day (0.822 therms of natural gas per day), which is in addition to your standard Baseline Allocation. If this allowance does not meet your medical needs, please contact

SCE at 1-800-448-6620 to discuss additional amounts.

SCE 14-746 REV 2/11

APPLICATION – PART 2

- Part 2 is to be completed by licensed medical provider
- This section provides important information to SCE so the appropriate number of allocations can be provided
- If the equipment is required for life-support purposes the account is flagged as Critical
- The term of the need is also required on this part of the application
- Physician's signature is required at the closing of the application

PART 2: TO BE COMPLETED BY A LICENSED MEDICAL DOCTOR (M.D.) OR DOCTOR OF OSTEOPATHY (D.O.) I certify that the medical condition and needs of my patient (please print): 1. REQUIRES USE OF A LIFE-SUPPORT DEVICE * (check one) O Yes O No The following life-support device(s) is (are) used in the above-named patient's home O Electricity O Gas O Electricity O Gas O Electricity * A qualifying life-support device is any medical device used to sustain life or relied upon for mobility. This device must run on gas or electricity supplied by SCE. It includes, but is not limited to, respirators (oxygen concentrators), iron lungs, hemodialysis machines, suction machines, electric nerve stimulators, pressure pads and pumps, aerosol tents, electrostatic and ultrasonic nebulizers, compressors, IPPB machines, kidney dialysis machines, and motorized wheelchairs. Devices used for therapy rather than life-support do not qualify 2. REQUIRES HEATING AND COOLING: Standard Medical Baseline Allowances are available for heating and/or cooling if the patient is Paraplegic, Quadriplegic, Hemiplegic has Multiple Sclerosis or Scleroderma. Standard Medical Baseline Allowances are also available if the patient has a compromised immune system, life threatening illness, or any other condition for which additional heating or cooling is medically necessary to sustain the patient's life or prevent deterioration of the patient's medical condition. Requires Standard Medical Baseline Allowance for heating: (check one) Requires Standard Medical Baseline Allowance for cooling: (check one) 3. I CERTIFY THAT THE LIFE SUPPORT DEVICE(S) AND/OR ADDITIONAL HEATING OR COOLING WILL BE REQUIRED FOR O No. of Years 4. HOW LONG CAN THE PATIENT SURVIVE WITHOUT USING LIFE SUPPORT EQUIPMENT? (check one) O 2 Hours or Less O More Than 2 Hours Doctor's Name (please print): Office Address: MD / DO California State License or Military License Number Signature of Doctor (MD or DO signature only FOR SCE USE ONLY: Electric Unit(s): Recertification: O Self-Certify Every 2 Years O Self-Certify Annually: Doctor's Certification Every 2 Years MAIL APPLICATION TO: Southern California Edison Company Medical Baseline Department PO Rox 9527

Azusa, CA 91702-9954

Medical Baseline Allowance Application



INFORMING CUSTOMERS AND PARTNERS

Informing customers ahead of fire season about available programs and services. Generated **410 million impressions** on PSPS and emergency preparedness through June 2021.

Digital

- Connected TV
- Social media
- Newsletters

Radio

- Newspapers
- Bill messages
- 20 languages







You can reduce your energy costs if you rely on medical equipment at home.

If you use certain electrically powered medical devices at home, the Medical Baseline Allowance Program:

- Provides more electricity at the lowest available rate
 - · Has no income eligibility requirement
 - No note from a medical professional is needed before June 30, 2021

In addition you can sign up for Outage Alerts to help you be better prepared for emergencies and Public Safety Power Shutoffs.

To find out if you qualify for a reduced rate, visit sce.com/medicalbaseline or call 1-800-655-4555.



In an emergency or a Public Safety Power Shutoff,



we want you to **be informed.**



Sign up today for **outage alerts.**



Stay informed. Stay safe.





2021 SCE MEDICAL BASELINE CAMPAIGN CHANNELS

State Agencies & Hospitals Direct Mail / Newspaper In-Home-Support Services, Regional Centers Statewide AFN Council Quarterly SCE Bill Onsert Hospitals / Hospital Associations Hospital Association of So CA; Adventist Health (others in-progress) HOSPITAL ASSOCIATION Medical Baseline Power Allowances: How **Marketing** Channel Social Media & Digital Ads Facebook, Instagram, Twitter Banner ads

- Redesigned annual MBL Notification letter
- Newspaper ad (6 multi-ethnic)

RATE WITH MEDICAL BASELINE

CBOs & Partners

Leveraging **1,600 CBOs** to reach their networks

Email Marketing

SCE Acquisition campaign with propensity model analysis

Note: January to June 2021 yielded 34 million media impressions

Cross Promotion with other Programs

- Critical Care Backup Battery program
- Single-Family Affordable Solar Housing



EDISON

SCE'S AFN LANDING PAGE

New informational landing page www.sce.com/afn

Customers will get information about PSPS alerts:

- How to signup for PSPS alerts
- How to update personal information

Customers will be able to self-certify prior to disconnections:

- The benefit to self-certification is that a courtesy field visit will be made to your residence prior to a disconnection as needed
- The Self-Certified status is valid for 90 calendar days

Educational Information & Resources for AFN Customers:

- Independent Living Centers in SCE's service territory
- 2-1-1 Information
- Customer programs & services
- Financial assistance information
- Emergency preparedness

2-1-1 PARTNERSHIP

PG&E and SCE are partnering with the California network of 211s to provide customers, focusing on those who have Access and Functional Needs (AFN), with a single source of information and connection to available resources in their communities.



24/7 connection point for all AFN households before, during, and after a PSPS (available via text or call)



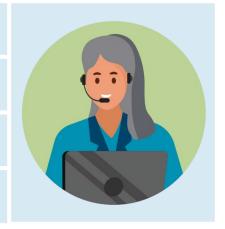
PSPS education and **connection to critical resources** (i.e. transportation, portable backup batteries)



Live phone services in English and Spanish



300 additional languages available through teleinterpretation services



PROMOTED VIA:

- Direct to customer outreach
- Social media

- PSA Campaigns
- PG&E's and SCE's existing network of CBOs

SCE PROGRAMS AND REBATES



EXPANDED CUSTOMER CARE PROGRAMS FOR AFN

CRITICAL CARE BACKUP BATTERY

Expanded fully subsidized Critical Care Backup Battery program to support all eligible Medical Baseline customers*

- **4,830** deployed to-date in 2021
- **5,551** cumulative since 2020
- 5,000+ forecasted by year-end

PORTABLE GENERATOR \$500 REBATE

Expanded to all Medical Baseline or income-qualified customers, and removed water pumping dependency

211 REFERRAL SERVICE

Offers services, outreach, and customer support to AFN customers

^{*}Enrolled in Medical Baseline Allowance program, CARE or FERA, and in HFRA Note: See appendix for a comprehensive list of programs



EXPANDED CUSTOMER ASSISTANCE



PORTABLE GENERATOR \$200 REBATE

New rebate available to all HFRA customers

marketplace.sce.com

POWERSTATION BATTERY REBATE INCREASED TO \$75

Increased from \$50, available to all HFRA customers

marketplace.sce.com

DISCOUNTED HOTELS

Expanded number of hotels offering discounts to SCE customers in HFRAs sce.com/customerresources

SUPPORTING OUR COMMUNITIES

Keeping local officials updated to support their response efforts.

Consulting

community, CBO, public health and local and tribal governments during each event.

8

COMMUNITY CREW VEHICLES (CCV)

Can be deployed rapidly for remote locations. Location and hours listed online before shutoffs.

63

COMMUNITY RESOURCE CENTERS (CRC)

Contracted and available based on potential shutoff locations. Location and hours listed online before shutoffs.

8*

RESILIENCY ZONES

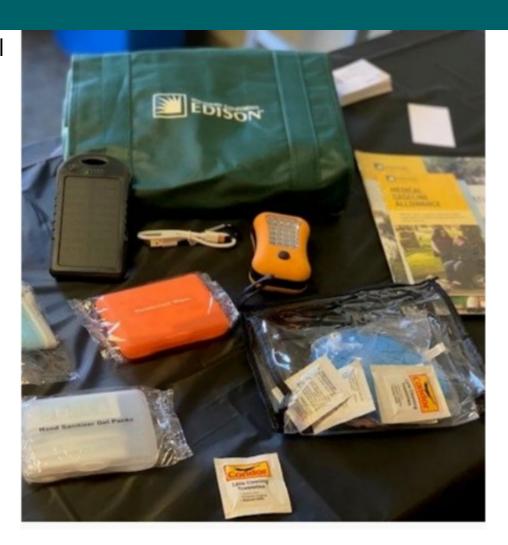
Enable backup power generation at certain essential sites in remote communities.

COMMUNITY RESOURCE CENTERS DURING PSPS

- Community Resource Centers (CRCs) and Community Crew Vehicles (CCVs) will be activated during PSPS events and generally operate from 8am to 10pm
- For locations of CRCs and CCVs during a PSPS, visit: https://www.sce.com/psps.
 Location information is also communicated to local governments and on social media sites (Facebook, Twitter, and Nextdoor)
- Services: Community demographics are considered to accommodate as many needs as possible
 - Standard CRC Services include PSPS event information, charging of personal mobile and medical devices (dependent on social distance safety), resiliency kit which includes pre-charged charger, bottled water and light snacks, chairs, tables, restrooms, cellular network services
 - All CRCs are ADA Compliant
 - SCE has contract with 63 CRCs
 - Supplemental CRC services are specific to community needs, such as bulk water, firewood and blankets (cold weather events)
 - COVID safety protocols implemented in 2020 and will continue until otherwise directed

RESILIENCY BAGS

- Recycled Grocery Bag or Cold/Cool Insulated Bag:
 - Fact sheets (~12 fact sheets)
 - Customer survey letter with link
 - LED lightbulb or flashlight
 - Pre-charged phone battery
 - Personal Protection Equipment (mask, hand sanitizers, etc.)
 - lce voucher (Rite Aid or Smart & Final)
- Onsite staff also hand out:
 - Bottled water
 - Light snack



Additional Resources



PROGRAMS AND SERVICES:

FOR AFN CUSTOMERS

Programs

Resource Centers, Cool Centers, and Resiliency Zones	 63 Community Resource Centers (CRCs) & 8 mobile Community Crew Vehicles (CCVs) Cool centers administered by cities and counties from June 1 to October 15; SCE provides battery operated fans, snacks, water, etc. 8 Resiliency Zones (5 ready; 3 in-progress) which provide temporary generation to certain essential sites in communities (e.g., gas stations) At CRC and CCV locations, community members can access: Wi-fi, mobile charging for devices such as cell phones or medical equipment (available pending COVID-19 protocols), bottled water, light snacks Firewood, blankets, bulk water, ice (dependent on weather and or location specific needs) Cooling/heating, seating, refrigeration for medicine (some locations), ADA accessible restroom (all available at indoor CRCs only, pending COVID-19 protocols) Resiliency kits are provided at CRC/CCV locations, and are in a tote bag with program fact sheets, resiliency items (e.g., LED backup lightbulb or flashlight, precharged solar phone charger), and PPE (hand sanitizer, mask) Ice vouchers
Back Up Power Programs	 Critical Care Backup Battery (CCBB) program provides a right-sized, fully subsidized back-up battery with a solar panel for charging and a 3-year warranty to eligible customers (customers enrolled in Medical Baseline, California Alternate Rates for Energy (CARE) or Family Electric Rate Assistance (FERA), and in HFRAs) \$75 rebate for portable batteries for customers in HFRAs \$200 rebate for portable generators for customers in HFRAs \$500 rebate for portable generators for customers either enrolled in the Medical Baseline program or enrolled in CARE/FERA in HFRAs Statewide Self-Generation Incentive Program (SGIP)
Food, Transportation, Temporary Lodging	 211 Referral Service (estimated launch in Sep. 2021): provide outreach, case management support in PSPS preparedness, and direct services (meal delivery, transportation, and temporary lodging for AFN customers) Discounted hotels also available in HFRAs
Medical Baseline & Self-Certify Sensitive	 Medical Baseline Allowance program supports our customers who rely on electrically powered medical devices, and provides additional electricity (16.5 kWh) at the lowest price per day If a household member has a condition that can be significantly affected by a disconnection of service, customers have the option to temporarily self-certify as sensitive for 90 days, which will enable an in-person visit, if contact cannot be made
Notifications and In-Event Management	 Medical Baseline customers will receive escalated contact attempts, including an in-person visit, if necessary, upon PSPS notification delivery failures Enrolled alert account holders of record to receive customer notifications before, during, and after PSPS events via phone, text, and email Non-account holders can receive zip code level alerts and alerts from social media/NextDoor Dedicated AFN Liaison Officer during events and coordination with CBOs (estimated for Sep. 2021) Back-up generator requests considered on an emergency basis
Income- Qualified & Disadvantaged Community (DAC)	 CARE reduces energy bills for eligible customers by about 30%; FERA reduces electric bills for qualified households by 18% Energy Savings Assistance Program (ESAP); Low Income Home Energy Assistance Program (LIHEAP) referrals; Energy Assistance Fund Arrearage Management Plan (AMP) Program, California's Emergency Renters Assistance Program (ERAP) outreach, payment arrangements Single-Family Affordable Solar Homes (SASH); Disadvantaged Community Single-Family Affordable Solar Homes (DAC-SASH); Solar on Multifamily Affordable Housing (SOMAH)

• Electric vehicle programs; Disadvantaged Community pilots (e.g., San Joaquin Valley electrification pilot)

FOR MORE INFORMATION:

SCE Wildfire Webpage – sce.com/wildfire

SCE Notifications

- Sign up for PSPS alerts sce.com/pspsalerts
- Sign up for the Energized by Edison Wildfire Mitigation Newsletter – energized.edison.com/newsletter

Situational Awareness

PSPS maps and information – sce.com/psps

- PSPS decision making sce.com/pspsdecisionmaking
- Role of weather in PSPS sce.com/fireweather
- CPUC wildfire maps <u>ia.cpuc.ca.gov/firemap/</u>
- Fire cameras <u>alertwildfire.org</u>

Preparedness

- SCE emergency preparedness sce.com/beprepared
- CAL FIRE preparedness <u>readyforwildfire.org</u>

Vegetation Management

Vegetation Management –
 sce.com/safety/power-lines;
 contact 1-800-655-4555 or safetrees@sce.com

Customer Programs & Rebates

- SCE Customer Programs & Resources sce.com/customerresources
- SCE Marketplace (rebates and programs) marketplace.sce.com
- SCE Medical Baseline Program sce.com/medicalbaseline
- Self Generation Incentive Program (SGIP) sce.com/sgip or selfgenca.com

Community Meetings

 Join SCE's wildfire safety community meetings – sce.com/wildfiresafetymeetings