

# CUSTOMER CARE PROGRAMS FOR PUBLIC SAFETY POWER SHUTOFFS

We offer the following programs and services to help customers prepare for Public Safety Power Shutoffs (PSPS). For information about PSPS, please visit [sce.com/psps](https://www.sce.com/psps).

## PORTABLE POWER STATION & GENERATOR REBATES

- **\$150** rebate on qualifying portable power stations\*
- **\$200** rebate (or a \$600 rebate for CARE/FERA or Medical Baseline Allowance customers) on qualifying portable generators\*

Learn more: [marketplace.sce.com](https://marketplace.sce.com)

\*Must reside in an area designated as a Tier 2 or Tier 3 high fire risk zone

## BATTERY STORAGE REBATE

- The **Self-Generation Incentive Program (SGIP)** provides cash incentives for battery storage or generation equipment.
- New incentives are available for customers in high fire risk areas.

Learn more: [sce.com/sgip](https://sce.com/sgip)

## ASSISTANCE FOR CRITICAL CARE CUSTOMERS

- The **Critical Care Backup Battery Program** provides a free portable backup battery and solar panel to eligible customers who depend on medical equipment for life-support purposes.
- The portable back up battery helps power critical medical equipment during a PSPS outage or other type of emergency.
- Eligible customers must be enrolled in SCE's Medical Baseline Allowance program and live in a high fire risk area.
- Customers who meet these eligibility requirements will receive a letter from SCE inviting them to participate in the program.

Learn more: [sce.com/ccbb](https://sce.com/ccbb)

## CARE DURING OUTAGES

- **Community Crew Vehicles** and **Community Resource Centers** are available to support customers during a public safety event including PSPS. Services include ice or ice vouchers and prepackaged Customer Resiliency Kits containing SCE fact sheets, light snacks, water, personal protection equipment and small resiliency devices, such as a pre-charged phone battery. Safe physical distancing practices are observed.
- SCE will enable **resiliency zones** for essential services in rural communities. Up to three sites that provide essential services (e.g., pharmacy, grocery store, gas station, etc.) will be powered by temporary backup generators during PSPS.

## PROVIDING INFORMATION

- Enhanced **customer notifications** in multiple languages and additional steps taken to ensure critical care customers are receiving PSPS alerts.
- Improved **website capabilities**, including interactive PSPS outage map.
- **Community outreach and partnerships** with community-based organizations supporting vulnerable populations.