REQUEST FOR CITY COUNCIL ACTION

MEETING DATE: FEBRUARY 28, 2012

TITLE: UPDATE ON SOUTHERN CALIFORNIA EDISON ELECTRICAL POWER OUTAGES

Shohreh Dupuis for
Director of Public Works

Sean Joyce
City Manager

RECOMMENDED ACTION

Receive updated report from Southern California Edison representatives.

EXECUTIVE SUMMARY

On January 10, 2012, the City Council received a presentation from Southern California Edison (SCE) representatives in response to concerns regarding planned and unplanned electrical power outages and concerns over SCE's customer service efforts during prolonged outages in the City. The City Council requested that SCE report back within 45 days with an update for improving customer service, especially in the event of unplanned outages.

Following the January 10 City Council meeting, staff from the City Manager's Office and Public Works met with SCE representatives to discuss potential areas of improvement for customer service and outreach by SCE during power outages. SCE also was requested to share information regarding its claims process for damages sustained by residents due to prolonged outages. Attachment 1 describes SCE's claims process. SCE representatives will review this item along with their efforts underway to improve customer service and communication with its customers as part of its PowerPoint presentation on February 28, 2012.

REPORT PREPARED BY Manuel Gomez, Director of Public Works

ATTACHMENTS

Attachment 1: SCE Claims Process

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Claims Process & General Information

We understand that you have suffered a loss and feel SCE may be responsible. We apologize for your inconvenience and if we are responsible, want to promptly and fairly compensate you for your loss.

Southern California Edison (SCE) investigates and evaluates every claim on a case-by-case basis. Receipt of a claim is not an admission of liability or an indication Southern California Edison is responsible for damages.

If SCE accepts liability for a property damage claim, we will reimburse the party for either the repair cost, replacement cost, or the actual cash value, whichever is less.

The Claims Process

Once we receive your claim, SCE will take the following steps to initiate the review and resolution process:

- An SCE representative will respond to your claim request with an acknowledgment phone call, letter, or email within 3 to 5 business days. This response may take longer during periods of high call volume (see **Response Time** below).
- Your claim will then be evaluated fairly and carefully to determine liability. Based on the information you provide and our investigation of the matter (which may involve the review of records, interviews of employees or witnesses, and a technical evaluation), we will determine if we can resolve your claim.
- When our investigation is complete, we will either call you or send you a letter with our conclusion.
- If SCE accepts liability for a property damage claim, we will reimburse you for either the repair cost, replacement cost, or the actualcash value, whichever is less.

Response Time

When a claim is filed with SCE, one of our representatives will contact the claimant by phone, mail, or email within 3–5 business days.

Please note that extenuating circumstances beyond our control, such as significant heat, rain, and wind storm conditions may result in a delay in our response time of up to five (5) additional business days due to a higher volume of claims being processed.

Our goal is to reach a final decision on most claims within 45 days. However, if there are complex issues involved or if we need additional information, the process may take longer.

Energy Shortage And Service Interruption

We exercise diligence to furnish a continuous and sufficient supply of electricity to our customers, and avoid any shortage or interruption of delivery of service We cannot, however, guarantee a continuous or sufficient supply or freedom from interruption. We will not be liable for interruption or shortage of supply, nor for any resulting loss or damage, if such interruption or shortage results from any cause not within our control

Download the complete text for **Tariff Rule 14 — "Shortage of Supply and Interruption of Delivery"**.

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//www.sce.com//CustomerService/request/claims/claims-processing-general-information.htm

ATTACHMENT 1

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Instructions On Filing A Claim

If you wish to file a claim, your responsibilities include:

- **Downloading & Completing a Claim Form**
- **Gathering Support Documentation**
- **Submitting your Claim**

Downloading & Completing A Claim Form

You can help us to quickly process your claim by completing your claim form as thoroughly and accurately as possible. *Note: Choose only one method to complete your claim.*

Are you filing a claim online? Submit your claim form online by following the instructions on the screen. If you have more than eight (8) damaged items or if you want to provide additional supporting documentation regarding your loss, including repair estimates, invoices, or proofs of purchase, please consider sending your claim and documents via mail, email, or fax.

- **Complete and submit your claim online**

Are you filing a claim via mail, fax, or email? You can submit a claim form by printing and completing our PDF Claim form (you will need the free Adobe Acrobat Reader). Alternatively, you can download and complete a claim form in Microsoft Word, and save it as a file on your computer that can be emailed to SCE later.

- Download a **claim form in PDF format**
- Download **a claim form in MS Word format**

When completing your claim form, please make sure to include the following on your claim, as well as on all materials you submit:

- your name/business
- your mailing address
- your daytime phone number(s)
- your service account number
- the date, time and location where the loss occurred

Gathering Support Documentation

Whether you are filing a claim online or will be mailing, faxing or emailing your claim, you should provide SCE with additional documentation to support your claim request. If you are e-mailing your claim, you may send electronic scans of supporting documents and digital photographs as attachments.

For Property Damage Claims, Please Provide:

Repair estimates, invoices, proofs of purchase, and supporting documentation, including:

- A list of the items you are making a claim for
- The make and model of your property

For Personal Injury Claims, Please Provide:

- Medical records and prescription information
- Wage loss documentation including payroll stubs showing your hourly rate of pay and verification from your employer

For Business Loss Claims, Please Provide:

- Tax records and/or bank statements
- Payroll records
- Revenue and expense statements
- Sales receipts

For Food Loss Claims, Please Provide:

- An itemized list with proof(s) of purchase

Submitting Your Claim*

If not submitting online, submit your completed claim form and supporting documentation using one of the following options:

Email
Send to **claims@sce.com**

Fax
Fax to the SCE Claims Department at (626) 569-2573

US Mail
Please send to:

Southern California Edison Company
Attention: Claims Department
P.O. Box 900
Rosemead, CA 91770

*Please retain the originals of any paperwork you submit.

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Frequently Asked Questions

- **How do I contact the SCE claims department?**
- **What type of claims support documentation will SCE accept?**
- **When is SCE responsible for damages?**
- **Where else can I file a claim?**
- **What if my claim is denied?**
- **What is the role of the California Public Utilities Commission?**

How Do I Contact The SCE Claims Department?

To leave a phone message for a claims representative, please call 1 (800) 655-4555. To contact a claims representative via email, send an email to **claims@sce.com.**

What Type Of Claims Support Documentation Will SCE Accept?

You can help us process your claim more quickly by completing your claim form thoroughly, and providing supporting documentation. Documents to support your claim may include:

- **For claims regarding property damage:** repair estimates, invoices, proofs of purchase
- **For personal injury claims:** medical records, receipts; in cases of lost wages: employer verification, payroll stubs showing hourly rate of pay
- **For business loss claims:** tax records, bank statements, payroll records, revenue and expense statements, sales receipts
- **For claims regarding food loss*:** itemized list detailing spoiled food, with receipts or documentation of cost.

  *If SCE accepts responsibility for a food loss claim, we would evaluate food spoilage complaints based on the recommended guidelines from the U.S. Department of Agriculture:

  - A fully stocked freezer will usually keep food frozen for two days after losing power.
  - A half-full freezer will usually keep food frozen about one day.
  - In the refrigerator, food will usually keep up to four hours if the door remains unopened.

When Is SCE Responsible For Damages?

Generally, we are responsible for losses that occur due to our negligence. In most instances, we are NOT responsible for.

- Power outages, voltage fluctuations, food loss, or property damage that occur due to forces outside our control, such as earthquakes and weather-related conditions including rain, fog, lightning, wind, or extreme heat.
- Losses caused by third parties including vehicles and construction equipment, as well as birds, animals and vegetation that come into contact with our equipment.

We exercise diligence to furnish a continuous and sufficient supply of electricity to our customers, and avoid any shortage or interruption of delivery of service. We cannot, however, guarantee a continuous or sufficient supply or freedom from interruption. We will not be liable for interruption or shortage of supply, nor for any resulting loss or damage, if such interruption or shortage results from any cause not within our control.

To help ensure a smooth process, we recommend that you:

- Retain copies of all receipts and documentation that you submit to us
- Do all that you can to minimize your loss and damages, (such as by obtaining ice to prevent food spoilage during an outage)
- Please make sure that losses or expenses incurred (e.g., storage, car rental, etc.) are not accumulating unnecessarily

Where Else Can I File A Claim?

As another option, you may choose to file a claim with your insurance company to reimburse you for your loss, less your deductible; your insurer may then choose to present a claim to us to recover compensation paid to you

What If My Claim Is Denied?

We review all claims thoroughly. If your claim is denied, we will explain the reasons for the denial. If you are not satisfied with our decision, you have the right at any time to file a civil action, including a small claims action.

Statute of limitations on filing a claim:

- 3 years for property damage
- 2 years for bodily injury

What Is The Role Of The California Public Utilities Commission?

The California Public Utilities Commission sets general rules relating to claims processing, but does not rule on the merits of individual claims. For more information about the role of the CPUC, call (800) 649-7570 or visit www.cpuc.ca.gov

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Find this article at:
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For more prompt handling, please complete and submit the claim form online at www.sce.com/claims

Claim Form

Please fill out, print and mail to:
Southern California Edison Company
P.O. Box 900
Rosemead, CA 91770

(800) 655-4555 – Fax (626) 569-2573
Web site: www.sce.com/claims
E-mail claims@sce.com

⇨Click fields to enter information

Name: Last Name First Name	**Spouse:** Last Name First Name	E-mail Address:
Home Telephone: ( )	Work Telephone: ( )	Cellular Telephone: ( )

Mailing Address:	Apt No. :	City:	State:	Zip Code:

Incident Date:	Time:	Account #:	Incident Address, Street, City, State, Cross Street:

Description of Incident: Use additional paper if necessary.

PROPERTY DAMAGE: If Edison accepts liability for your property damage claim, we will reimburse you for either the repair cost, replacement cost, or the actual cash value, whichever is loss. Please provide us with copies of repair estimates, invoices, proofs of purchase, or other supporting documentation. For food spoilage, please include a separate itemized list with proofs of purchase. This is ***not*** an admission of liability or an indication that Southern California Edison Company is responsible for your damages.

Make	Model No.	Date/Amount of Purchase	Repair Cost	Replace-ment Cost	Amount Claimed	COMPANY USE

PERSONAL INJURY: Other Losses (lost wages, lost revenue, medical expenses, etc.) . Use additional paper if necessary

Witnesses: (Name, Address, and Telephone):	SCE	Other

Have you contacted your insurance carrier? Yes No	Name of Insurance Company and Claims Adjuster:	Telephone: ( )
Prepared by: Date:		Date:

Rule 14 Sheet 1

SHORTAGE OF SUPPLY AND INTERRUPTION OF DELIVERY

A. Shortage and Interruption. SCE will exercise reasonable diligence to furnish/deliver a continuous and sufficient supply of electricity to its customers and to avoid any shortage or interruption of delivery thereof. It cannot, however, guarantee a continuous or sufficient supply or freedom from interruption.

SCE will not be liable for interruption or shortage of supply, nor for any loss or damage occasioned thereby, if such interruption or shortage results from any cause not within its control.

Whenever, in the operation of SCE's electric plants, properties, and/or systems, interruption in the delivery of electric energy to customers results from or is occasioned by causes other than the exercise by SCE of its right to suspend temporarily the delivery of electric energy for the purpose of making repairs or improvements to its system, notice of any such interruption will not be given to the customers of SCE, but SCE shall exercise reasonable diligence to reinstitute delivery of electric energy.

B. Temporary Suspension for Repairs. SCE, whenever it shall find it necessary for the purpose of making repairs or improvements to its system, will have the right to suspend temporarily the delivery of electricity. In all such cases, as reasonable notice thereof as circumstances will permit will be given to the customer, and the making of such repairs or improvements will be prosecuted as rapidly as may be practicable and, if practicable, at such times as will cause the least inconvenience to the customers.

C. Apportionment of Supply During Time of Shortage. Should a shortage of supply ever occur, SCE will apportion its available supply of electricity among its customers as authorized or directed by the Public Utilities Commission. In the absence of a Commission order, SCE will apportion the supply in the manner that appears to it most equitable under conditions then prevailing.

D. Areas of Limited Service.

1. In the Huntington Lake, Tuolumne Meadows, Dinkey Creek, Reds Meadow, and Pumice Flat areas, service may not be supplied between the months of November and May because of severe winter conditions.

(Continued)

Rule 14 Sheet 2

SHORTAGE OF SUPPLY AND INTERRUPTION OF DELIVERY

(Continued)

D. Areas of Limited Service. (Continued)

2. Service to Mt. Wilson, Santiago Peak, Mt. Liebre, Cottonwood Peak, Verdugo Peak, Oat Mountain, Blue Ridge Mountain, Oh! Ridge Campground, Rush Creek-Grant Lake, Silver Lakes Area, Convict Lake, Rock Creek Lake, and Bishop Park Campground is subject to hazards of severe weather, such as snow, ice, winds, lightning, and heavy rains. Such conditions often make it impossible to get maintenance crews into such locations to repair interruptions of service for extended periods of time. In these areas, SCE will not be liable for any loss or damage of any kind whatsoever sustained as a result of shortage or interruption of service or variation in voltage or frequency resulting from any cause not within SCE's control.

3. During the months of severe winter weather conditions, typically beginning in November, SCE has the right to suspend the delivery of electricity to prevent potential damage to SCE's transmission and distribution equipment. When the delivery of service is suspended each year, a 30-day notice will be given to the customers. In addition, the annual contract billing requirement will not be applied and no minimum charge will be billed these periods.

E. Limited Service Device. A limited supply of electricity may be provided in accordance with Rule 11, Section I where a limited service device is installed.