Outage Communications
for
Planned and Unplanned Outages

Topics to be Addressed

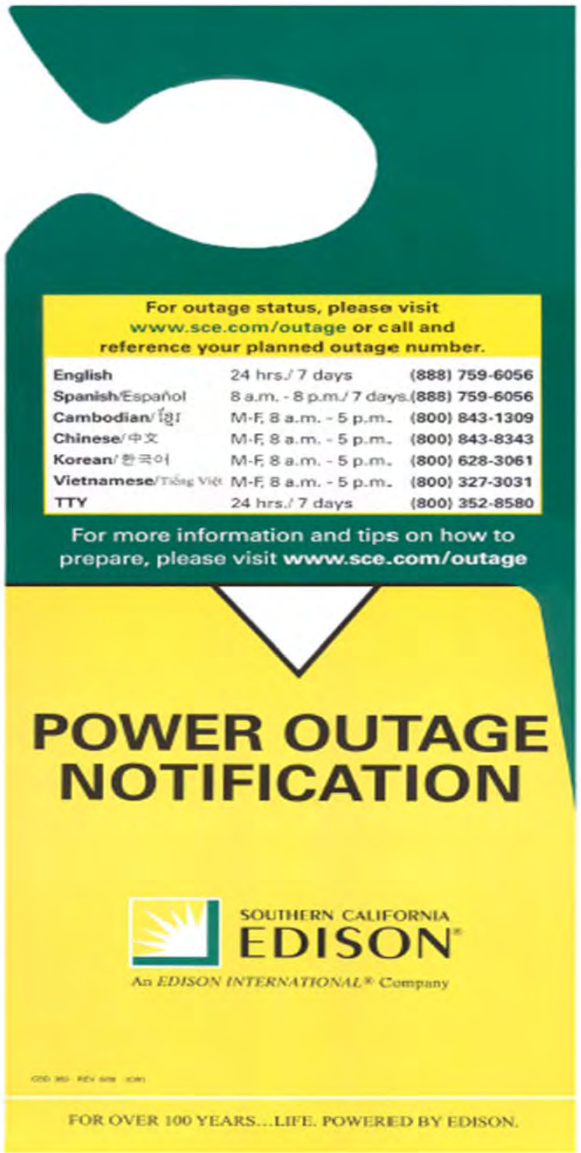
- Planned Outages
- Unplanned Outages
- Customer Communication

Planned Outage

- Planned Outages
  - Are to maintain electric system
  - Are to expand the electric system

Planned Outage

- Every effort is made to inform customers of details at least 3 calendar days before the maintenance begins.
- Customers receive a planned outage notification postcard
- Customers receive a door hanger if less than 11 days.
- Information on SCE.com Outage Center and maps for updates as available.



Planned Outage

- SCE has guidelines for not scheduling planned work around holidays and festivals.
- SCE has added focus on accurate reporting of starting and stopping times for planned and unplanned outages.
- Information is placed on the city website with a link to the Outage Center for planned outages.

Unplanned Outages

- Caused by third party contact
- Caused by equipment failures

Unplanned Outages

- Information is placed on SCE.com Outage Center as soon as possible.
  - Updates to the Outage Center as available.

Unplanned Outage Communication

- Customer calls SCE at 1(800)611-1911
- Customer reports on line and receives updates and estimated restoration time.
  - Text messages
  - Home computer
  - Work computer
- Smart meters send a no power alert to SCE to help identify area out of service.
- SCE personnel at site to assist and answer questions.
- Critical Care Customers who have signed up will receive automatic updates and estimated restoration times. SCE is seeking resources to make this available to all customers.

City of Irvine Outreach
Outage Communication

- Home Owners Association (HOA) Communication Work Shops
  - Invite interested HOA representatives to City Hall for work shop on outages and communication methods.
  - In partnership with the City of Irvine.
  - Program on planned and unplanned outages
  - Types of outage communication
  - Refrigerator magnets with SCE emergency numbers
  - Brochures on what to do if affected by a service interruption.

City of Irvine Outreach
Outage Communication

- Include outage communication material in addition to conservation and refrigerator magnets with Mobile Energy Unit (MEU)
  - Global Village Festival
  - Runway Dash
  - Any other MEU events held in Irvine
- Develop outage articles for the Irvine World News
- Outage articles for the HOA websites and Newsletters
- Offer programs for the HOA community meetings.

City of Irvine Outreach
Outage Communication

- Mobile Energy Unit (MEU)

- Mobile Energy Unit (MEU)

  2nd Unit with Tent

City of Irvine Outreach
Outage Communication

- Large widespread outage
  - Facebook (Facebook.com/socaledison)
  - Twitter (Twitter.com@socaledison)

How to file a claim

- Submit claim form on line at: http://www.sce.com/cmr/ClaimSystem/ClaimsOnlineForm.aspx
- Download claim form: http://www.sce.com/CustomerService/request/claims/instructions-filing-claim.htm
  - Send completed claim form:
    - Email: claims@sce.com
    - Fax: SCE Claims Department at (626) 569-2573
    - US Mail: Southern California Edison Company Attention: Claims Department P.O. Box 900 Rosemead, CA 91770

How to file claim

- 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.
- Extenuating circumstances beyond our control, may result in a delay in our response time of up to five (5) additional business days
- Each claim is reviewed on a case by case basis.

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.