

CUSTOMER CARE PROGRAMS FOR PUBLIC SAFETY POWER SHUTOFFS

Southern California Edison offers 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

- **\$50** rebate on portable power stations
- **\$300-\$500** rebates on portable generators for well water customers

Learn more: marketplace.sce.com



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



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.
- Battery solution helps power critical medical equipment during a PSPS event or other type of emergency.
- Eligible customers must be enrolled in SCE's Medical Baseline program and identified as critical care customers relying on life-support equipment, enrolled in SCE's CARE/FERA income-qualified bill assistance 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/medicalbaseline



CARE DURING OUTAGES

- **Community Crew Vehicles** and **Community Resource Centers** are available to support customers during PSPS. Services include ice or ice vouchers and prepackaged Customer Resiliency Kits containing PSPS information, 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.