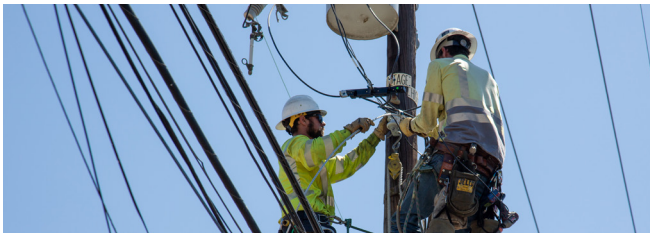


UNDERSTANDING AND PREPARING FOR A POWER OUTAGE

Power outage causes can vary and can affect the length of time it takes to restore service to your home. Before an outage occurs, there are tools and resources available to help you prepare and stay informed.



TYPES OF OUTAGES AND WHAT TO EXPECT

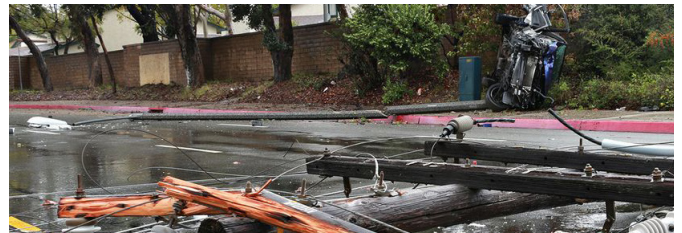


Maintenance (or Planned) Outages

Southern California Edison may need to shut off your power temporarily to perform maintenance and scheduled upgrades to our electrical infrastructure (e.g., replacing poles, segments of underground cable or overhead conductors, transformers). Proactive maintenance helps us keep electricity flowing reliably now and in the future.

What to Expect

- Approximately 10 days before a maintenance outage, SCE will notify you.
- Sign up to receive text, email or phone call notifications.
- Timing can change for a variety of reasons, including safety. It's possible that a maintenance outage can be rescheduled, canceled, experience a delayed start or end earlier or later than planned.

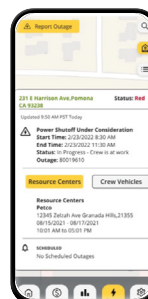


Repair (or Unplanned) Outages

Unexpected events can cause outages, such as a car crashing into a utility pole, unusually high temperatures causing energy demand to overload power lines and transformers, severe weather, earthquakes, wildfires or a metallic balloon caught in a line.

What to Expect

- SCE attempts to restore power within the first minute through automation.
- If SCE is unable to safely restore power this way, then a field technician is sent to the location to determine the problem. If necessary, a crew will be sent to complete repairs.
- The process can take time, so information may not be immediately available.
- Restoration times can vary. However, many outages may be resolved in 90 minutes or less.



Reporting an Outage

To report a home, business or streetlight outage, visit [sce.com/outagecenter](https://www.sce.com/outagecenter).

You may also submit a report via the **MySCE Mobile app** or call 1-800-611-1911.

A little preparation can keep your family safe and comfortable during an outage. Here are some steps you can take:

☐ UPDATE YOUR OUTAGE ALERT INFORMATION



Periodically update your contact information to receive timely text, email or automated phone call outage alerts by visiting sce.com/outagealerts.

☐ MEDICAL BASELINE ALLOWANCE PROGRAM



If someone in your household uses life-sustaining medical equipment or relies on electricity to manage a medical condition, visit sce.com/mbi to find out if you qualify for SCE's Medical Baseline Allowance program. The program is designed to provide additional electricity at the lowest baseline rate to help offset the cost of operating medical equipment.

☐ CRITICAL CARE BACKUP BATTERY PROGRAM



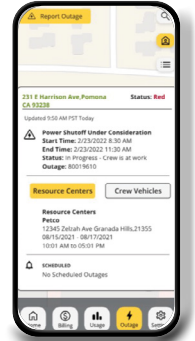
SCE's Critical Care Backup Battery program offers eligible customers a free portable backup battery to power your medical device during an outage. For more information, call **1-800-736-4777**.

☐ PORTABLE POWER STATION



A portable power station can help charge small devices and household appliances, such as laptops, mobile phones or tablets, for a limited time during an emergency. To shop for an electric portable power station, visit marketplace.sce.com.

☐ VISIT MY ACCOUNT ON SCE.COM OR DOWNLOAD THE MYSCE MOBILE APP



The **MySCE Mobile App** and [SCE.COM](https://sce.com) feature an Outage Map to help you quickly determine if your service address is affected by an outage, including when an outage started, the estimated end time, the reason for an outage and highlights community support resources where available. It is typically updated every 15 minutes.

For planned outages, your notification will include a **Scheduled Outage Number** that you may enter into the Outage Map to receive the latest updates.

Visit sce.com/outagemap for more information. Find the app on Apple App Store or Google Play Store.

☐ GENERATE YOUR OWN POWER



Generating your own solar power coupled with a home battery energy storage system can increase the reliability of your electric service and help you better prepare for outages. To learn more, visit sce.com/gosolar.

