

Attachment

PUBLIC SAFETY CUSTOMER SERVICES PROVIDED BY SCE

Pursuant to Public Utilities Code 739.5(c)

An electrical or gas corporation furnishing service to a master-meter customer shall furnish to each user of the service within a submetered system every public safety customer service which it provides beyond the meter to its other residential customers. The corporation shall furnish a list of those services to the master-meter customer who shall post the list in a conspicuous place accessible to all users. Every corporation shall provide these public safety customer services to each user of electrical or gas service under a submetered system without additional charge unless the corporation has included the average cost of these services in the rate differential provided to the master-meter customer on January 1, 1984, in which case the commission shall deduct the average cost of providing these public safety customer services when approving rate differentials for master-meter customers.

Pursuant to PUC § 739.5(c), Southern California Edison (SCE) will respond to customer requests for assistance to investigate, repair and make recommendations to safely use electricity in the situations listed below. In addition, there may be other situations not listed that may require the utility to respond to keep customers safe. These services may be obtained by contacting SCE's 24-hour emergency number **1-800-611-1911**.

Please note that the text of entire PUC Code § 739.5 is available at https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=PUC§ionNum=739.5.



Please contact SCE in the following situations:

- Fire or explosion of SCE equipment
- Sparking or arcing wires that could cause a fire especially near trees
- Wire down
- Power outage
- Flickering lights (within the entire submetered system)
- Damage or suspected damage to SCE property
- Notify SCE that tree branches are growing into power lines
- Kite or metallic balloons caught in a power line

Additional public safety information can be found online at [sce.com/safety](https://www.sce.com/safety) for the following topics:

- Your Family's Safety
 - Electricity Safety at Home
 - Prepared for Emergency
- First Responders
- Children & Educators
- Power Lines & You
- Safety on the Job
- Assistance Center
- Wildfire Safety
- Outdoor Tips
- We're Committed to Your Safety
- Committed to Safety
- Power Lines and Trees
- Disaster Support
- Safety FAQ
- Battery Energy Storage Systems (BESS)

If you don't have an SCE account but would like to receive Public Safety Power Shutoff notifications about a specific location, you can sign up for address-level alerts. Please visit [sce.com/pspsalerts](https://www.sce.com/pspsalerts) where you can sign up to receive alerts for any address in SCE's service territory, which can be important for those caring for loved ones, monitoring their work location, or renters who may not have an SCE customer account.