



In 2021, we experienced nearly the same dry conditions and strong winds that threatened our communities in 2020, one of the worst wildfire seasons on record. 2021 was also the third consecutive year without a catastrophic wildfire associated with SCE's infrastructure.

Windy weather and extremely dry vegetation meant we had to implement a number of Public Safety Power Shutoffs (PSPS), including during Thanksgiving last year.

We know these outages can be difficult, especially during a holiday and during a pandemic where people continue to work and learn from home. These shutoffs remain a last resort, during dangerous weather and fuel conditions, to keep communities safe from the risk of a spark from our equipment starting a significant wildfire.

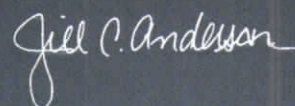
While PSPS outages may also be needed in 2022, we remain committed to reducing the number of affected customers and customer outage times as well as providing a higher level of customer support during outages.

Grid hardening improvements last year included adding sectionalizing devices and installing over 1,500 circuit miles of additional insulated wire in high fire risk areas. Of those, 700 miles were installed on circuits most frequently affected by PSPS. Insulated wire increases overall reliability and means fewer and shorter PSPS outages.

We also continue to make improvements in how we communicate and help you prepare for PSPS outages.

- We improved customer notifications, with new language options, to provide clearer information before a PSPS event, during an outage and through restoration.
- We increased customer outreach during PSPS, launched a new partnership with 211 to assist customers with access and functional needs (including customers with disabilities, older adults and low-income customers) and increased participation in backup battery and generator programs.
- We launched a new web page that will help with planning and provides a seven-day PSPS weather outlook. Customers can now sign up to receive alerts for any address in SCE's service area. This is important for those caring for loved ones, monitoring their work location or renters who may not have a customer account.

Nothing is more important to us than your safety. Along with the 13,000 employees of SCE, you have our commitment to continue to reduce both the risk of wildfires associated with utility equipment and the impact of PSPS outages.



Jill C. Anderson, SCE Executive Vice President, Operations

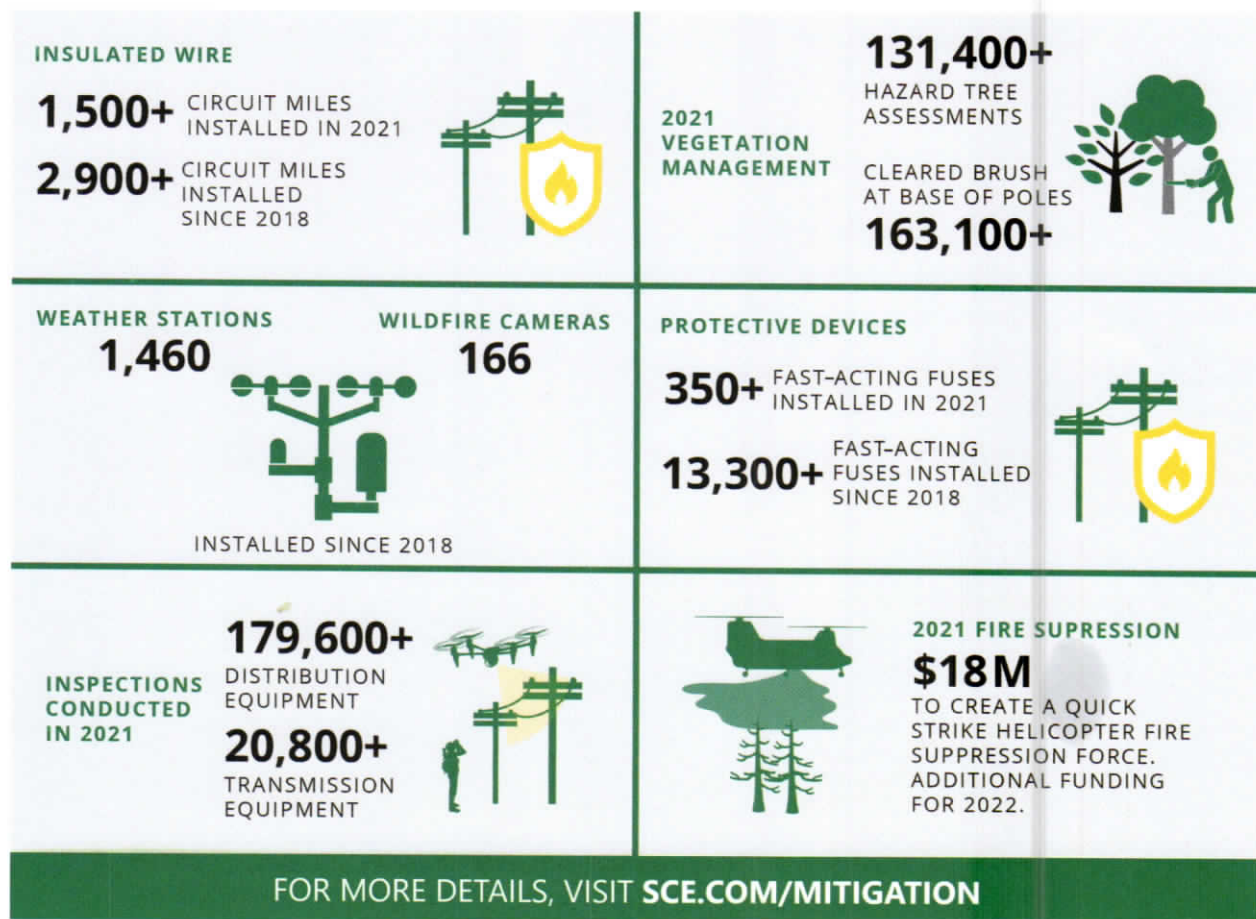
REDUCING WILDFIRE RISK AND PSPS OUTAGES

To protect communities from wildfire and reduce PSPS outages, we are installing more insulated wire, enhancing equipment inspections and expanding vegetation management. In 2021, we installed additional sectionalizing devices, enabling more targeted power shutoffs and reducing the number of affected customers. Additionally, we improved the accuracy of weather forecasting and fire-threat modeling.

In 2021, we partnered with firefighting agencies to create and fund a Quick Reaction Force that includes the world's largest fire-suppression helitankers, capable of working day and night. The fleet made 1,836 drops for a total of 2.6 million gallons of water and 123,455 gallons of retardant. This wildfire season, we will provide additional funding to continue this important effort. Learn more about the program at [edison.com/wildfire-safety](https://www.edison.com/wildfire-safety).



Our wildfire mitigation work also increases grid reliability and climate resilience, enhancing a strong foundation for the clean energy transition.



We expect to further reduce wildfire risk and the scope and duration of PSPS.

- We estimate that customers on the most frequently impacted circuits experienced 70% less PSPS outage time based on 2021 weather and fuel conditions.
- Switches that isolate portions of our circuits and circuit segment exceptions allowed us to avoid turning off power to at least 81,000 customers in 2021.
- We estimate that our grid hardening along with enhanced inspections, expanded vegetation management and targeted PSPS has reduced the risk of damage from catastrophic wildfires by 65% to 70%, relative to pre-2018 levels.



Sign up for PSPS alerts at [sce.com/pmps](https://www.sce.com/pmps)

PSPS DECISION-MAKING AND NOTIFICATIONS

Please visit [sce.com/pspsdecisionmaking](https://www.sce.com/pspsdecisionmaking) to view fact sheets and a short video that explains how PSPS decisions are made and details on the process, including weather and fire forecasting and notifications. Get alerts by signing up at [sce.com/pspsalerts](https://www.sce.com/pspsalerts).

We continue to work closely with public safety agencies, critical infrastructure providers and community organizations, launching a new web portal for them that provides detailed PSPS information.



EMERGENCY RESOURCES FOR YOU

Preparing for PSPS Outages

- Sign up at [sce.com/pspsalerts](https://www.sce.com/pspsalerts) for customer alerts to receive notifications, with new language options.
- Sign up for alerts for any address in SCE's service area — important for those caring for loved ones, monitoring their work location or renters who may not have a customer account.
- Visit [sce.com/pspsweather](https://www.sce.com/pspsweather) for a county-by-county, seven-day PSPS weather outlook to help you plan.
- As weather events approach, find detailed information regarding all outages, including PSPS, maintenance and rotating outages, at [sce.com/psps](https://www.sce.com/psps).

Generator and Battery Rebates

A portable battery can keep lights on and phones and computers charged during outages. In some cases, these batteries can also be used to power modems and routers in your home to keep you connected.

- \$75 residential power station rebate to power small devices and personal electronics: Visit [marketplace.sce.com/portable-power-stations](https://www.marketplace.sce.com/portable-power-stations).
- \$200 and \$500 generator rebates to power important household appliances, electric medical devices and garage door openers: Visit [marketplace.sce.com/portable-generators](https://www.marketplace.sce.com/portable-generators).



Customer Support Programs

- We have improved notifications to customers who rely on electrical medical equipment — with visits to their home if needed. Find out more and sign up for the Medical Baseline program, which provides eligible customers electricity at the lowest available rate at [sce.com/medicalbaseline](https://www.sce.com/medicalbaseline).
- Eligible customers can get a free backup battery to power a medical device during an outage. Learn more about the Critical Care Backup Battery Program and hotel discounts for customers experiencing extended outages at [sce.com/customerresources](https://www.sce.com/customerresources).
- Self-certify a condition that can be significantly affected by the interruption of power and learn about 211 that helps connect customers with access and functional needs to transportation, shelter and meals at [sce.com/afn](https://www.sce.com/afn).
- We increased outreach during PSPS events, including the availability of Community Resource Centers in 66 locations and eight mobile Community Crew Vehicles. Active locations are displayed on the interactive outage map at [sce.com/psps](https://www.sce.com/psps).

Filing a Claim

We respond to claims promptly and fairly. Each claim is evaluated on its own merit, including those related to a PSPS event. Our review of PSPS claims considers the execution of PSPS, including notification. For more information or to file a claim, please visit [sce.com/claims](https://www.sce.com/claims).

Communications Support

To support customer communications during PSPS outages, we work with telecommunications providers to identify circuits and equipment locations that are at risk for PSPS and provide carriers priority advance notice of PSPS events, including detailed information when weather conditions allow. This coordination helps carriers deploy backup power resources before possible outages and meet state regulations that require landline and wireless carriers to have 72-hour backup power in place to maintain a minimum level of service during disasters or power outages in the state's high fire risk areas.

EMERGENCIES CAN HAPPEN AT ANY TIME. BE PREPARED. STAY SAFE.

- For more information on Public Safety Power Shutoffs, visit sce.com/psps.
- Learn more about our Customer Care Programs at sce.com/customerresources.
- For emergency preparedness tips, visit sce.com/beprepared.



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