PUBLIC SAFETY PARTNER GUIDE TO PSPS CUSTOMER RESOURCES

The following programs and services can help customers prepare for Public Safety Power Shutoffs (PSPS) and assist them during PSPS activations. For information about PSPS, please visit sce.com/psps.

BACKUP POWER

PORTABLE BACKUP BATTERY AND SOLAR PANEL
FOR CUSTOMERS IN HIGH FIRE RISK AREAS

The Critical Care Backup Battery Program provides a free portable backup battery to power medical equipment during emergencies. Eligible customers must be enrolled in SCE's Medical Baseline Allowance program and live in a Tier 2 or 3 high fire risk area.

Learn more: sce.com/ccbb



Please see this map for high fire risk areas in shaded regions.

REBATES

PORTABLE POWER STATION & GENERATOR REBATES
FOR CUSTOMERS IN HIGH FIRE RISK AREAS

This program provides customers with rebates to help buy down the cost of a portable backup battery or portable generator. Customers who live in a Tier 2 or 3 high fire risk area can receive a $150 rebate on qualifying portable power stations or a $200 rebate on qualifying portable generators. Customers enrolled in CARE, FERA or the Medical Baseline Allowance program may receive a $600 rebate on qualifying portable generators.

Learn more: marketplace.sce.com

BATTERY STORAGE/ GENERATION REBATE
FOR ALL SCE CUSTOMERS

The Self-Generation Incentive Program (SGIP) provides cash incentives for battery storage or generation equipment.

Learn more: sce.com/sgip

RESOURCES

COMMUNITY RESOURCE CENTERS (CRC) AND COMMUNITY CREW VEHICLES (CCV)

CRC and CCV support customers during PSPS and other large public safety activations. Services include information, light snacks and resiliency kits. Customers may charge their mobile devices and portable medical equipment. SCE offers in-language support and accommodates customers with disabilities or other access and functional needs such as privacy screens and wheelchairs.

Learn more: CRC/CCV site locations and operating hours are listed on sce.com/outagemap

HOTEL ASSISTANCE

Hotel discounts are available for customers affected by an extended outage. Visit sce.com/outagemap to see local participating hotels.

Learn more: sce.com/hotel-discounts

FOOD BANKS

Customers may visit SCE's outage map at sce.com/outagemap to view participating regional food banks in their area during PSPS de-energizations.

Updated: 05/08/2024

SUPPORT PROGRAMS FOR CUSTOMERS WITH ACCESS AND FUNCTIONAL NEEDS

MEDICAL BASELINE NOTIFICATION FOLLOW-UP

Customers enrolled in the Medical Baseline Allowance program receive an additional 16.5 kilowatt-hours (kWh) of electricity per day at the lowest baseline rate to help offset the cost of operating medical equipment. In addition, customers enrolled in MBL may also receive an in-person follow-up at their location if their contact information is outdated and SCE is unable to provide PSPS notifications. Customers can enroll in MBL on the program website.

Learn more: sce.com/mbl

211

SCE partners with 211 to support customers before, during and after PSPS. During PSPS activations, 211 provides referrals for temporary accommodations, transportation and meal support. Outside of PSPS activations, 211 will provide customer care support through emergency preparedness education and Medical Baseline enrollment assistance.

Learn more: dial 211, text 'psps' to 211211 or visit 211now.org

CFILC'S DISABILITY DISASTER ACCESS & RESOURCE PROGRAM (DDAR)

SCE partners with the California Foundation of Independent Living Centers (CFILC) to offer resources before, during and after PSPS activations. DDAR is a direct support program that specializes in meeting the needs of customers with disabilities. The program supports the development or enhancement of customer emergency preparedness plans and assists customers with enrolling in programs such as the Medical Baseline Allowance program. During PSPS activations, DDAR provides backup battery support, accommodations for accessible hotels and transportation and vouchers for food and fuel. Customers need to apply for DDAR directly with CFILC.

Learn more: disabilitydisasteraccess.org

PROVIDING INFORMATION

We urge all customers to provide us emergency contact information so that we can alert them about PSPS or other outages. Non-customers, such as caretakers, can also register for emergency notifications.

During PSPS activations, detailed information regarding all outages, including PSPS and available support services, are available at sce.com/outagemap and can be filtered by address or viewed in a map. This information is also available at MySCE mobile app.

Customers can log in to their SCE account online and visit the customer preference center to set their notification preferences at sce.com/mysce/preference-center. Notifications are available in all prevalent languages and American Sign Language.

Non-SCE customers can sign up for address level alerts at scepsps.com.

Resources available for customers with disabilities or other access and functional needs can be found at sce.com/afn.

If you serve customers in high fire risk portions of SCE's service area and need additional information regarding SCE programs and outreach, please reach out via email to Community_Climate_Equity@sce.com.