

PSPS CUSTOMER RESOURCES

Southern California Edison provides programs and services to help you before, during and after a Public Safety Power Shutoff (PSPS). For information about PSPS, visit [sce.com/PSPS](https://www.sce.com/PSPS).

MEDICAL NEEDS ASSISTANCE



MEDICAL BASELINE ALLOWANCE PROGRAM

If you're enrolled in the Medical Baseline Allowance (MBL) program, you may receive assistance to help offset the cost of operating medical equipment. During a PSPS, you may also receive an in-person follow-up at your home if we are unable to reach you by email, text or voice call.

If you do not qualify for the MBL program or are awaiting approval, complete the self-certification form to receive follow-up PSPS notifications for one year after it is processed. Visit cloud.sce.com/self-certify.

Learn more and enroll at: sce.com/MBL



Visit our
sce.com/OutageMap
to see if you live in a
high fire risk area



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. To qualify, you must be enrolled in SCE's MBL program and live in an area affected by PSPS.

Learn more: sce.com/CCBB



REBATES



PORTABLE POWER STATION AND GENERATOR REBATES FOR CUSTOMERS LIVING IN PSPS-AFFECTED AREAS

If you live in an area affected by PSPS, you may qualify for rebates to help reduce the cost of a portable power station or portable generator. If you're enrolled in California Alternate Rates for Energy (CARE), Family Electric Rate Assistance (FERA) or the Medical Baseline Allowance program, you may receive an enhanced rebate for qualifying portable generators.

Learn more: marketplace.sce.com



RESOURCES



COMMUNITY RESOURCE CENTERS AND COMMUNITY CREW VEHICLES

Community Resource Centers (CRC) and Community Crew Vehicle (CCV) sites support you during PSPS and other large public safety events. You can get information, light snacks and resiliency kits, charge your mobile devices and portable medical equipment, and receive in-language support. Additional support is also available for customers with disabilities or other access and functional needs.

Learn more: Find CRC/CCV site locations and operating hours on sce.com/OutageMap



HOTEL ASSISTANCE

Hotel discounts are available if you're affected by an extended outage. Visit sce.com/OutageMap to find local participating hotels.

Learn more: sce.com/hotel-discounts



FOOD BANKS

SCE partners with regional food banks to support you during a PSPS, visit sce.com/OutageMap to view participating food banks near you.



SUPPORT PROGRAMS FOR CUSTOMERS WITH DISABILITIES OR OTHER ACCESS AND FUNCTIONAL NEEDS



211

SCE partners with 211 to help you before, during and after a PSPS. During a PSPS, 211 provides referrals for temporary accommodations, transportation and meal support. You can also receive emergency preparedness education and MBL enrollment assistance.

Learn more: Dial 211, text 'PREPARE' to 211-211 or visit 211.org



AMERICAN SIGN LANGUAGE RESOURCE HUB

PSPS notifications and preparedness information are available in accessible formats for people who are Blind, Low Vision, Deaf, Hard of Hearing or Deaf-Blind.

Learn more: sce.com/ASL



PSPS AND OTHER OUTAGE NOTIFICATIONS

Update your contact information and notification preferences to receive alerts by email, text or voice call. Log in to your SCE account at sce.com/MyContacts. Notifications are available in all prevalent languages and American Sign Language.

Caregivers and others who do not have an SCE account can sign up for Address Alerts at sce.com/PSPSAlerts.

During a PSPS, you can get detailed outage information at sce.com/OutageMap or in the MySCE mobile app at sce.com/mobile-app.

For more information about programs, services and resources available to customers with disabilities or other access and functional needs, visit sce.com/AFN.

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