



**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE
STATE OF CALIFORNIA**

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Order Instituting Rulemaking to Examine
Electric Utility De-Energization of Power
Lines in Dangerous Conditions.

R.18-12-005

SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E)
AMENDMENT TO 2026 PSPS PRE-SEASON REPORT

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Dated: **September 14, 2026**

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Pursuant to California Public Utilities Commission Decision (D.) 21-06-014, Ordering Paragraph 66, and D.21-06-034, Appendix A, Southern California Edison Company (SCE) submits this Amendment to its 2026 PSPS Pre-Season Report (Report). SCE hereby amends the Report to replace the Notification Plan. SCE inadvertently included the 2025 Notification Plan with its Report, rather than the 2026 Notification Plan. SCE has corrected the error and hereby provides a revised 2026 Notification Plan.

SCE also provides the following link to access and download the amended filings:

<https://on.sce.com/PSPSPostSeasonReporting>.

Respectfully submitted,

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September 14, 2026

Attachment 1

SCE's Amendment to 2026 PSPS Pre-Season Report



Southern California Edison's Notification Plan for Public Safety Power Shutoff Plan Pursuant to Commission Decision (D.) 21-06-034

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Background

On December 19, 2018, the California Public Utilities Commission (Commission or CPUC) opened Public Safety Power Shutoff (PSPS) Order Instituting Rulemaking (R.)18-12-005 (OIR) to examine the rules that allow electric utilities, under the Commission’s jurisdiction, to de-energize power lines if dangerous conditions threaten life or property in California. On June 4, 2019, the Commission issued Decision (D.)19-05-042 (PSPS OIR Phase 1 Decision), which established the PSPS Guidelines. The PSPS OIR Phase 2 Decision, D.20-05-051, adopting updated and additional PSPS guidelines was issued on June 5, 2020 and required SCE to develop notification plans jointly with CALOES, county and local governments, independent living centers, and representatives of people/communities with access and functional needs.¹ The PSPS OIR Phase 3 Decision, D.21-06-034, updated the PSPS guidelines and rules to be applied with the Phase 2 and Phase 1 Decision. The PSPS OIR Phase 3 Decision required SCE to provide annually in a PSPS pre-season report its Notification Plan. Pursuant to this directive, SCE submits its updated Notification Plan (the Plan).

Objectives

The objective of Southern California Edison’s (SCE) notification strategy is to provide customers, Public Safety Partners, critical infrastructure and facilities providers, individuals with access and functional needs (AFN), and impacted communities with timely, accessible, actionable, and easy-to-understand information before, during, and after PSPS events. This approach is designed to ensure stakeholders receive consistent, timely information at each stage of a PSPS to support situational awareness, preparedness, and safety.

¹ D.21-05-051, p. 3.

Strategies, Actions, and Timing

How SCE Ensures Customer Understanding of the Public Safety Power Shutoffs

In accordance with D.21-06-014, SCE implements a comprehensive customer communication framework designed to ensure customers understand the purpose of PSPS, the process for initiating PSPS, how to prepare for and safely manage through a PSPS, and the potential impacts of a PSPS.

Purpose of PSPS

SCE communicates that PSPS are implemented as a preventive safety measure to reduce the risk of wildfire ignition during severe weather conditions. This message is consistently conveyed through pre-season outreach campaigns, direct mail, digital communications, PSPS notifications across all channels, and educational materials available on [sce.com](https://www.sce.com). These communications emphasize that PSPS are intended to protect public safety, property, and critical infrastructure during periods of elevated wildfire risk.

PSPS may be implemented when conditions such as high winds, low humidity, and dry vegetation increase the risk of wildfire ignition. In these conditions, temporarily de-energizing power lines in targeted high fire risk areas can help reduce the potential for electrical infrastructure to contribute to wildfire ignition.

SCE reinforces this purpose through coordinated outreach and customer communications designed to clearly explain why PSPS may occur and how they support community safety during high-risk weather conditions.

PSPS Initiation Process

SCE provides customers with clear, high-level information about how PSPS decisions are made. Communications explain that PSPS is initiated through a structured, safety-driven process that includes:

- Monitoring weather forecasts and real-time environmental conditions
- Evaluating wildfire risk factors such as wind, humidity, and vegetation dryness
- Identifying circuits in high fire risk areas

- Coordinating response through an Incident Management Team

Customers are informed of the phased notification approach, which helps them understand the timing and progression of a potential event.

Customer Preparedness and Safety

To help customers safely manage through PSPS, SCE provides actionable preparedness guidance through multiple channels. Communications encourage customers to:

- Develop emergency plans and identify backup options for essential needs.
- Assemble emergency kits with food, water, and medications.
- Charge devices and medical equipment in advance.
- Use Community Resource Centers and available local resources.
- Follow electrical safety practices, including avoiding downed power lines.

Preparedness information is delivered through pre-season campaigns, direct notifications, community outreach, and digital resources to ensure accessibility and reinforce readiness before and during PSPS.

Customer Impacts of PSPS

SCE communicates potential customer impacts associated with PSPS to set clear expectations. These communications explain that:

- Power outages may last for an extended duration due to weather conditions.
- Restoration occurs after conditions improve and safety inspections are completed.
- Restoration timelines may vary based on field conditions and system accessibility.

Customers are also informed about available resources, including outage maps, restoration updates, and community support services. These communications help customers understand how PSPS may affect their daily activities and enable them to plan accordingly.

Notification Timing Types

A comprehensive alert and warning program is essential to a community's ability to effectively respond to emergencies, including PSPS. SCE has established a comprehensive, coordinated, and cohesive messaging protocol that provides priority notifications to Public Safety Partners, critical facilities and infrastructure customers, and transmission-level customers, and it complies with all standard emergency alerting and warning protocols.

SCE continues to partner with multiple agencies and organizations to educate, provide outreach, obtain feedback, and develop solutions to customer concerns related to PSPS. SCE understands that insufficient advance notice could result in customers and the public not being adequately prepared. As such, SCE continues to enhance processes and technology to improve the effectiveness, accuracy and timeliness of notifications.

Notification Timing

In accordance with the State of California Alert and Warning Guidelines, SCE divides PSPS planning into phases. These are reflected in customer and public safety notifications, on [SCE.com/PSPS](https://www.sce.com/PSPS) and on [SCE.com/weather-awareness](https://www.sce.com/weather-awareness):

- PSPS Normal: No activity
- PSPS Watch: 4-7 days
- PSPS Alert: 2-3 days
- PSPS Warning: ≤1 day
- In-event notifications
- Event concluded/cancellation notifications

Notification Types

These phased notifications are also used to help customers understand the progression of a potential PSPS and provide advance notice to support preparedness.

Table 1: Notification Descriptions

Type of Notification	Recipients	Description
Advance Initial or Initial (Alert)	Public Safety Partners and Critical Facilities & Infrastructure, including local and Tribal governments, Community Choice Aggregators (CCA), hospitals, water/wastewater and telecommunications providers, community-based organizations (CBOs) and paratransit agencies serving the AFN community. Customers including multi-family building account holders and address level alert (ALA) enrolled non-account holders.	Initial notification of potential PSPS when circuits are first identified for potential de-energization (72-48 hours before potential de-energization)
Update (Alert)	Public Safety Partners and Critical Facilities & Infrastructure including local and Tribal governments, CCA, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community. Customers, including multi-family building account holders and address level alert (ALA) enrolled non-account holders.	PSPS status update notification to alert for any changes or additions/deletions to current scope (timing varies and may also occur daily). Update notice to Public Safety Partners may also serve as cancellation notice if circuits are removed from scope.

Type of Notification	Recipients	Description
Expected (Warning)	Public Safety Partners and Critical Facilities & Infrastructure including local and Tribal governments, CCA, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community. Customers including multi-family building account holders and ALA enrolled non-account holders.	Power shutoff expected soon (1-4 hours before potential de-energization).
Shutoff	Public Safety Partners and Critical Facilities & Infrastructure including local and Tribal governments, CCA, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community. Customers including multi-family building account holders and ALA enrolled non-account holders.	Power has been shut off (when de-energization is initiated).

Type of Notification	Recipients	Description
Prepare to Restore	Public Safety Partners and Critical Facilities & Infrastructure including local and Tribal governments, CCA, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community. Customers including multi-family building account holders and address level alert ALA enrolled non-account holders.	Inspection/patrols of de-energized circuits for PSPS restoration has begun and power will be restored shortly. (re-energization is imminent)
Restored in Scope	Public Safety Partners and Critical Facilities & Infrastructure including local and Tribal governments, CCA, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community. Customers including multi-family building account holders and address level alert ALA enrolled non-account holders.	Power has been temporarily restored, PSPS risk remains.
Restored No Longer in Scope	Public Safety Partners and Critical Facilities & Infrastructure including local and Tribal governments, CCA, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community.	Power has been restored and the PSPS concluded-no further PSPS expected.

Type of Notification	Recipients	Description
	Customers including multi-family building account holders and address level alert ALA enrolled non-account holders.	
Event Avoided Cancellation	Public Safety Partners and Critical Facilities & Infrastructure including local and Tribal governments, CCA, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community. Customers including multi-family building account holders and address level alert ALA enrolled non-account holders.	PSPS cancelled - no de-energization expected.
Public Safety Partner Event Concluded	Public Safety Partners and Critical Facilities & Infrastructure including local and Tribal governments, CCA, hospitals, water/wastewater and telecommunications providers, CBOs and paratransit agencies serving the AFN community.	PSPS is concluded, and no further de-energization is expected.

In addition to the notification types described above, SCE may issue supplemental courtesy messages to provide additional situational awareness to customers and stakeholders during extended or evolving outage conditions. These communications are intended to inform recipients of key status changes.

Notification Process Planning and Improvement

SCE is committed to improving the clarity, cadence, and accuracy of customer notifications to better meet customers' needs, and to evaluate and improve the effectiveness of our notification delivery systems. SCE continues to prioritize promoting customer awareness and education and implementing lessons learned from current and past PSPS.

SCE monitors notification performance using internal reporting tools and post-event analyses to assess timing, delivery success, and customer feedback. Findings from these evaluations are reviewed during annual pre-season planning and incorporated into process and system improvements.

In advance of the 2026 wildfire season, SCE implemented enhancements to its PSPS notification protocols and systems. These efforts included improving data integration and automating processes through the Customer Data Platform (CDP), as well as incorporating stakeholder feedback gathered through community meetings and advisory boards. Together, these improvements are designed to ensure customers receive clear, timely, and accessible information about the purpose of PSPS events, how decisions are made, how to prepare safely, and what impacts to expect.

Systems

SCE has continued to optimize notification workflows through CDP enhancements and automation. These improvements integrate customer data sources to support more accurate targeting and streamlined message delivery. Automation enhancements have reduced manual processing steps and system latency, improving the timeliness and consistency of notifications to customers.

User interfaces and in-event reporting tools have also been enhanced to improve situational awareness and support operational decision-making during PSPS. These system enhancements support compliance with CPUC requirements regarding timely, accurate, and targeted delivery of PSPS notifications.

Complaints

To meet regulatory compliance requirements, SCE tracks and reports PSPS complaints to the CPUC in the Post-Event Report at the end of each PSPS event and again in the Post-Season Report at the end of the PSPS season. SCE captures customer complaints from eight channels: Customer Call Center, Account Management, Community Resource Centers (CRCs), Community Crew Vehicles (CCVs), Consumer Affairs (Informal CPUC Complaints), Local Public Affairs, Regulatory (Formal CPUC Complaints), and Social Media. Complaints are captured in five different categories: PSPS Frequency/Duration, Safety/Health Concern, Communications/Notifications, Outreach/Assistance, and General PSPS Dissatisfaction. All complaints are loaded in SAP and then pulled into the CDP. CDP is the official system of record for reporting PSPS complaints. When SCE is not activated for PSPS, the Call Center monitors and reviews incoming complaints to avoid having backlogged complaints to review when SCE is activated for PSPS. .

When SCE is activated for PSPS, the PSPS complaints lead and Call Center channel lead review complaints received by the Call Center on a daily basis. Once a PSPS event ends, all channel leads except Call Center have until the close of the fifth business day to upload all complaints received through their respective channel. On the sixth business day, the Revenue Services Organization runs a bot to pull all complaints into SAP. The PSPS Complaints lead reviews all complaints in SAP on the sixth business day. Once the complaints in SAP match those in CDP, the PSPS Complaints lead will populate the Post-Event Report template for management, legal, and regulatory review for CPUC submittal.

The Post-Season Report will include all complaints received in the previous PSPS season including complaints that were received after the submittal of PSPS Post-Event Reports.

These complaints may inform ongoing improvements to operations, program offerings, notification processes, and customer communications.

Updated/Current Notification Script and Templates

Please see [Attachment A](#) for SCE's current notification scripts and templates.

In-language Translations

SCE distributes PSPS customer notifications in twenty-three languages:

▪ English	▪ Korean	▪ Arabic	▪ Hmong	▪ Mixteco
▪ Spanish	▪ Tagalog	▪ Japanese	▪ Portuguese	▪ Zapotec
▪ Mandarin	▪ Khmer	▪ Russian	▪ Hindi	▪ Purépecha
▪ Cantonese	▪ Armenian	▪ Punjabi	▪ French	
▪ Vietnamese	▪ Farsi	▪ Thai	▪ German	

Customers may select a preferred language through the SCE preference center and receive notifications in that language. Additional static translations are available across multiple communication channels.

- **Voice calls:** Customers can select their preferred language using numeric prompts.
- **Email:** Messages include links to translated versions hosted on SCE.com.
- **SMS:** Messages include links to Spanish and select Asian language translations on SCE.com.
- **Website:** Notifications and related materials are available on dedicated landing pages in multiple languages.

Notifications are also accessible through an American Sign Language (ASL) format, which includes English voiceover and a transcript compatible with screen readers and refreshable Braille devices.

PSPS website content, including outage landing pages, FAQs, and outreach materials, is available in the prevalent languages required by the CPUC pursuant to Decision (D.)20-03-004.²

² Decision on Community Awareness and Public Outreach Before, During and After a Wildfire, and Explaining Next Steps for Other Phase 2 Issues (March 12, 2020.)

Notification Methods

Customers

SCE provides PSPS notifications to customers through their preferred communication channel (voice, email, or SMS), as captured in SCE systems. Notifications are delivered according to the timing and notification types outlined in Table 1: Notification Descriptions. These communication methods are designed to ensure customers receive clear and actionable information to support preparedness and safety during potential PSPS.

SCE leverages the CDP to support notification delivery. CDP integrates operational and customer data to enable automated identification of affected customers and supports timely, consistent notification delivery across communication channels.

Public Safety Partners and Local Jurisdiction Notifications

SCE provides notifications to public safety partners, including local and tribal governments, first responders, and critical infrastructure operators, to support coordination during PSPS. Notifications are delivered through email, SMS, and voice channels. CDP-supported workflows enable SCE to identify impacted areas and stakeholders and distribute notifications efficiently across partner groups.

Notifications are aligned with the California Alert, Warning Guidelines, and include key information such as the issuing entity, nature of the event, geographic areas potentially affected, and recommended actions. Initial notifications are followed by updates as conditions evolve and additional information becomes available. SCE maintains stakeholder contact lists in advance of wildfire season and may update distribution lists during events as needed.

To support coordination, SCE provides a dedicated liaison email and toll-free number for local governments. SCE also provides outreach materials that stakeholders may use to communicate with their communities.

Address Level Alerts: Non-Customers including Stakeholders and Transient

Populations

Address-Level Alerts (ALA) enable individuals who are not SCE account holders to receive PSPS notifications for a specific address. These individuals may include caregivers, tenants, landlords, family members, travelers, sub-metered tenants, and individuals without a fixed address.

Registrants may select their preferred communication channel (SMS, voice, or email) and language. CDP-enabled workflows support the identification of affected locations and automate notification delivery to ALA registrants alongside customer and public safety partner notifications. In addition to direct alerts, SCE provides PSPS information through public channels, including [sce.com](https://www.sce.com) and social media platforms. This approach helps expand notification reach to individuals who may not have a direct SCE account, ensuring broader community awareness.

Joint IOU Coordination on PSPS Notifications for Shared Customer

SCE, in coordination with San Diego Gas & Electric Company (SDG&E) and Pacific Gas and Electric Company (PG&E), supports consistent PSPS notifications for shared customers, defined as those for whom one investor-owned utility (IOU) provides electric service while another performs metering or billing functions.

The utilities coordinate through established Joint IOU Working Group and its External Engagement & Customer Experience Sub-Committee working group to align notification practices, share data where appropriate, and improve customer outreach strategies. While each utility maintains its own notification systems and operational criteria, coordination supports consistency in customer communications.

Customers are directed to utility-specific PSPS information pages:

- SCE: [sce.com/pmps](https://www.sce.com/pmps)
- PG&E: [pge.com/pmpsupdates](https://www.pge.com/pmpsupdates)
- SDG&E: [sdge.com/pmps](https://www.sdge.com/pmps)

Meeting Notification Timeline Requirements

SCE makes every effort to send notifications at each phase of the event.

Watch Phase:

Seven Days Out

Up to seven days in advance, or when first forecast if less than seven days, SCE provides county-level PSPS watch information on sce.com/weather-awareness. This information is based on available weather forecasts and is intended to increase early awareness of potential PSPS conditions.

Alert Phase:

Three Days Out

SCE activates the Incident Management Team (IMT) up to 72 hours before circuits are forecast to meet or exceed PSPS criteria. This activation initiates coordination with County Offices of Emergency Services and the PSPS notification program.

At this stage, the Period of Concern (POC) defines the expected timeframe during which weather conditions may pose elevated wildfire risk. The Monitored Circuit List (MCL) identifies circuits in scope and being evaluated for potential de-energization based on available weather forecasts. Forecast conditions may change, and some customers or areas initially identified may not be subject to a PSPS.

Initial notifications are sent to customers and Public Safety Partners, including critical infrastructure and facilities providers, and transmission-level customers. Notifications are delivered through established channels, supported by CDP-enabled processes that help identify impacted areas and distribute communications efficiently. Public Safety Partner notifications are provided on a jurisdictional basis and may include consolidated circuit-level information. Critical infrastructure and facilities providers receive location-specific notifications aligned to the monitored circuit list.

Event information is also made available through the Public Safety Partner Portal and on SCE's website, sce.com/outagemap.

Two Days Out

Notifications during this phase may include updates as conditions evolve and circuit scope is refined. Public Safety Partners and critical infrastructure providers may also receive updated information reflecting changes in scope or timing.

Warning and De-energization Phases

Update and Expected Notifications (≤24 Hours)

As conditions indicate an increased likelihood of de-energization, SCE provides updated notifications to Public Safety Partners and customers to reflect current scope and timing.

When feasible, SCE issues a “PSPS Expected” notification to customers at risk within 1-4 hours prior to the start of de-energization.

Due to changing weather conditions, safety and operational considerations, some customers who receive this notification may not be de-energized. Additional notifications may be issued if customers remain at risk.

De-Energization Notification

When de-energization is authorized, SCE issues notifications to impacted customers, Public Safety Partners, and jurisdictions. Notifications are also reflected on the Public Safety Partner Portal and SCE’s outage website, sce.com/outagemap.

Restoration Phase

Prepare to Restore

When restoration is authorized, SCE provides “Prepare to Restore” notifications to impacted customers and Public Safety Partners. These notifications include estimated restoration timing and note that restoration typically occurs within approximately 8 hours but may take longer due to field conditions.

Restored In Scope, Restored No Longer in Scope, and Cancellations

When conditions improve and circuits are restored or removed from scope, SCE provides notifications to customers and Public Safety Partners reflecting updated status.

Customers who remain at risk of further de-energization receive notifications advising them of the continued risk. Customers who were previously notified, but are no longer under consideration for de-energization, receive cancellation notifications.

Public Safety Partners and jurisdictions receive notifications as circuits are restored, followed by a final notification at the conclusion of the PSPS within their area.

Event Conclusion

Public Safety Partners a final notification at the conclusion of the event within their area(s).

Notification Accuracy and Precision

Accuracy and Precision

SCE uses the CDP to support the accuracy, timeliness, and consistency of PSPS notifications. CDP automates data flows between operations and notification systems, enabling more efficient identification of impacted customers and reducing reliance on manual processes. Since its implementation, these capabilities have improved the speed and accuracy of notification delivery.

SCE continues to enhance CDP functionality to strengthen notification performance. Automation-supported workflows have reduced missed notifications compared to earlier processes and support more consistent communication across channels.

SCE's PSPS decision-making process prioritizes safety. In certain situations, emergent weather conditions may require rapid de-energization decisions, which may affect notification timing.

SCE also seeks to balance timely communication with minimizing and over-notifying customers. Customers who are no longer at risk are informed through cancellation notifications when conditions improve. However, factors such as changing weather conditions, switching operations, and real-time field observations may affect notification timing and scope.

Increased Stability of Forecasting

SCE continues to expand and refine its weather forecasting capabilities to improve notification accuracy and situational awareness. These enhancements include expanding machine learning models to additional weather station locations, re-training existing machine learning model locations with new observational data, expanding forecast coverage, and additional data inputs to support forecasting precision.

These efforts support more informed decision-making and improved alignment between forecast conditions and notification timing. While forecasting capabilities continue to improve, inherent uncertainty in weather conditions may impact notification timing and scope.

These efforts help ensure customers receive accurate and timely information, supporting informed decision-making and preparedness during PSPS.

Entity Responsible for Notifications

SCE follows the principles of the National Incident Management System and the Standardized Emergency Management System during PSPS.

Under this framework, PSPS response activities are executed through an IMT structure. An Incident Commander is designated and is responsible for all de-energization and re-energization decisions, as well as coordinating activities at the Operational Area level.

Notification activities are centralized within the IMT and are implemented by the Notifications Task Force, which operates within the Operations Section. This structure supports coordinated decision-making and consistent execution of PSPS notifications.

Consistency of PSPS Notification Information Across All

Platforms

To support consistent customer understanding, SCE provides PSPS information across multiple platforms.

Customer Access to PSPS Information on SCE.com

SCE provides customers and communities with access to PSPS information through [SCE.com](https://www.sce.com). The outage map, [sce.com/outagemap](https://www.sce.com/outagemap), includes a search feature and map-based visualization of circuits under consideration for de-energization or currently de-energized.

The website provides key event information, including anticipated start and end times for the Period of Concern, estimated restoration time ranges, and the status and availability of CRCs and CCVs.

News and Social Media

SCE conducts consistent outreach to local media to provide information about PSPS and customer preparedness. During the 2026 pre-season, outreach included approximately 140 reporters across the service area, resulting in regional media coverage of PSPS, wildfire mitigation efforts, and customer preparedness resources.

SCE also uses social media platforms to share information about PSPS, preparedness, and available resources. Paid and organic social media campaigns support customer awareness and generate broad engagement, including impression-based reach across multiple platforms. SCE monitors social media channels to identify and escalate customer concerns during PSPS.

Direct Mail

SCE provides annual PSPS communications to customers through mail and email. In `2026, communications included targeted messaging based on customer location, with High Fire Risk Area

(HFRA) customers receiving information focused on wildfire mitigation and PSPS impacts, and non-HFRA customers receiving general emergency preparedness information.

These communications include information on the purpose of PSPS, how events are triggered, and steps customers can take to prepare. This includes encouraging customers to prepare for outages by developing emergency plans, maintaining emergency kits, and updating notification preferences. Materials are also available on SCE's wildfire communications center, sce.com/wcc, in prevalent languages.

Advertising

SCE conducts public education campaigns through billboards, bus shelters, movie theaters, pharmacy digital screens, radio, online digital media (video, banners, streaming audio, streaming TV, search) and social media to promote PSPS awareness, emergency preparedness and SCE resources and programs. The digital static ads are translated into 18 languages including Arabic, Armenian, Chinese, Farsi, French, German, Japanese, Khmer, Korean, Punjabi, Russian, Spanish, Tagalog, Vietnamese, Portuguese, Hindi, Hmong and Thai.

Campaign performance is tracked and reported, including overall impressions and customer awareness metrics. The 2026 campaign generated a total of 189 million impressions by April. The YTD April awareness was at 53%, above the 2026 goal of 52%.

Phone

Customers may contact SCE representatives through the customer call center. SCE also maintains a dedicated 24/7 contact line for emergency responders and local government officials, which is included in Public Safety Partner communications.

Online

Customers may access PSPS information through the [PSPS web page](#) on SCE.com and SCE's social media platforms. These channels provide updates, preparedness information, and links to additional resources.

Additional Collateral

SCE provides additional educational materials regarding PSPS decision-making, including educational materials, including a technical paper and a plain-language fact sheet, which explain how PSPS are determined, what customers can expect, and how to prepare. These materials are available at sce.com/pmps and shared with stakeholders through public meetings.

Coordination with Stakeholders

These engagements help ensure messaging is understandable, accessible, and responsive to community needs, including those of vulnerable populations. Plans for notifications are shared with stakeholders through pre-existing meetings that take place both year-round, and in advance of Wildfire season.

Community Meetings

SCE regularly conducts community meetings for customers in HFRA to discuss its Wildfire Mitigation Plan (WMP) and PSPS. Since 2020, meetings have been attended remotely and in person, and audiences invited grouped by county. Customers are invited to those meetings by direct mail and paid Facebook ads. In addition, SCE invites first-responders, local government contacts, and community-based organization partners (e.g., American Red Cross and local Fire Safe Councils) to participate. Community meetings, in community-relevant languages, include a presentation and discussion featuring SCE's subject matter experts. There has been a decline in meeting participation due to SCE's grid hardening activities and reduction in PSPS.

SCE regularly engages with local government officials, tribal staff, and first responders to educate stakeholders on its WMP and its potential impact on their community. These meetings focus on educating local and tribal governments about the PSPS de-energization process and how the company will communicate and work with government agencies and emergency operations during outages.

SCE receives input from these meetings and other discussions with local government officials and incorporates the input in its PSPS notifications. SCE conducts these meetings to further enhance partnerships, increase awareness, and discuss lessons learned. These meetings are tailored for information at a more granular level, specific to the business, organization, or community needs.

Affirmative Notifications to Medical Baseline Populations and Any Self-Identified Vulnerable Populations

SCE uses an escalation-based affirmative notification process to help ensure Medical Baseline customers, including Critical Care customers, as well as self-certified sensitive customers, receive PSPS notifications. Initial notifications are sent through the customer's selected communication channel(s). If SCE does not receive affirmative confirmation that the initial notification was received, a second notification attempt is initiated using the available contact information. If this second attempt also does not result in affirmative confirmation, the process escalates to in person field outreach. Field Service Representatives (FSRs) are dispatched from District Offices to the customer's location to attempt direct contact and request updated contact information. When direct contact cannot be made, the FSRs leaves a doorhanger to provide the customer with PSPS related information and notification instructions.

Stakeholder Meetings

SCE meets with key stakeholders to receive input and feedback on PSPS protocols. These meetings include Regional Working Groups (RWG) and a territory-wide Advisory Board (AB). RWGs providing the opportunity for participation from small multi-jurisdictional electric utilities, community choice aggregators (CCAs), publicly owned electric utilities, communications and water service providers, CPUC staff, tribal and local government entities, and representatives of people/communities with AFN and vulnerable communities. The AB provides advisory functions regarding issues, opportunities, and challenges related to minimizing the impacts of PSPS. The members consist of Public Safety Partners, communications and water service providers, local and tribal government officials, business groups, non-profit organizations, representatives of AFN people/communities, and

academic organizations. Community input from customer service phone calls, emails and social media, and employee debriefs provide additional feedback.

Notification Strategies for Reaching AFN Customers

SCE's Outage Alerts landing page highlights the importance of self-certification. The page features prominent messaging and a link to a self-certification form so customers can notify SCE if any member of their household uses life-sustaining medical equipment or relies on electricity to manage a medical condition but are not currently enrolled in our Medical Baseline Allowance program. SCE's notification approach includes using accessible language for notifications, leveraging CBO networks to augment SCE's messaging, notifying paratransit agencies as well as owners and managers of multi-family dwellings, providing address level alerts for non-account holders and taking additional steps to ensure MBL and self-certified customers are receiving notifications about potential PSPS.

When possible, SCE notifies CBOs that serve individuals with AFN between 48 and 72 hours before a potential PSPS de-energization. Priority notifications allow CBOs to prepare in advance, amplify messaging, and perform safety preparedness checks on their constituents as needed. A daily coordination call is held for these organizations during PSPS activation.

SCE will continue to promote Address Level Alerts for non-account holders, which gives sub-metered tenants, property managers, tenants, and any individual with AFN (e.g., out-of-town travelers, caregivers, individuals struggling with homelessness, etc.) access to valuable notifications.³

SCE continues to request feedback from local/tribal governments and Public Safety Partners on opportunities to reach management and owners of multi-family properties. AFN population subsets and individually metered multifamily building tenants are also reached through the PSPS Newsletter. SCE also sends out an annual letter requesting landlord/property owners' assistance to educate their sub-metered tenants about PSPS. The letter includes copies of a flyer, in Spanish and English,

³ SCE conducts outreach to multi-family building account holders, building managers and tenants to provide education on PSPS notifications and programs that offer resiliency support. See D.21.06.034, Appendix A at A9.

which can be posted on the property. These strategies help ensure customers with access and functional needs receive timely, understandable, and actionable information.

Week-Ahead Forecasts: Public Warning of PSPS

SCE provides early public awareness of potential PSPS conditions through its weather awareness page, sce.com/weather-awareness, which includes county-level, week-ahead forecasts indicating the likelihood of PSPS conditions. During normal operations, SCE maintains this webpage and monitors weather conditions to identify potential PSPS. This early notification supports customer awareness and preparedness before potential PSPS conditions develop.

Notification Cancellation

SCE seeks to provide notification of PSPS cancellations or removal from scope by notifying affected customers and Public Safety Partners within approximately two hours of the decision to cancel.

Transmission-Level Customer Notification

SCE provides annual communications and conducts workshops to educate transmission-level customers about PSPS.

When transmission-level customers are identified as potentially affected by a PSPS, dedicated account managers notify them directly. When feasible, these notifications are sent 48 to 72 hours before potential de-energization to support customer awareness and preparedness.

Account managers also provide updates during events, including notifications related to line patrol activities and restoration.

SCE is working to incorporate automation of transmission-level customer communications through enhancements to the CDP.

Public Safety Partner Portal and PSPS Information Sharing

SCE provides Public Safety Partners with impacted customer information beginning at the outset of a Public Safety Power Shutoff (PSPS), consistent with the notification cadence outlined in Table 1: Notification Descriptions.

In addition, Public Safety Partners can access PSPS-related information through the Public Safety Partner Portal, a secure platform that supports situational awareness, response planning, and coordination. The portal offers both pre-event planning data and near real-time event updates.

Registered users can access:

- Circuit information
- Impact Summary Reports
- Location-specific data on impacted areas and critical facilities/infrastructure
- GIS files and downloadable geographic data

The portal provides comprehensive visibility into affected areas, enabling partners to assess potential impacts, review areas in scope, and align response activities based on the most current available information. Users with appropriate access also receive updated customer- and circuit-level information throughout PSPS events. The REST is available as a map within the portal. Partners may also access the REST directly by logging into the REST platform, Direct access requires a separate login.

Lessons Learned

Lessons learned from 2025 related to PSPS notifications are included in Table 14 of the PSPS Pre-Season Tables in Appendix F, under the Planning category.

Closing

In conclusion, this integrated communication approach is designed to ensure customers receive consistent, understandable, and actionable information that supports informed decision-making before, during, and after PSPS.

Attachment A:

Notification Templates/Scripts

LNO Notifications - PSPS Variable Notification Templates

Audience:

Public Safety Partners and Critical Facilities & infrastructure Customers include local and Tribal governments, Community Choice Aggregators, hospitals, water/wastewater and telecommunications providers, Community Based Organizations (CBOs) and paratransit agencies serving the Access and Function Needs (AFN) community.

Template Language for All Notifications (After Notification Language)

SCE Emergency Operations Center and IMT are activated. Contact information is provided below.

Message cadence: *The SCE Liaison Officer provides a rolling three-day advance warning of potential PSPS events, when possible, and sends update notifications every day. We will also notify you with time-sensitive shutoff and restoration information at the circuit level. Sudden weather changes may impact SCE's ability to provide advanced notice: a shutoff could occur sooner than anticipated.*

Spreadsheet content: *All circuits currently on the watch list in your county are listed in the attached spreadsheet. As we get closer to the event and the weather forecast becomes more exact, additional circuits could be added or removed from our watch lists. Definitions are on the second tab of the spreadsheet.*

Not all circuits on the watch list will have their power shut off. We are working to reduce the number of customers affected and weather patterns might change. Customers on the affected circuits are being notified if they are within two days of the period of concern, or if there has been a change to their status.

Outage maps and other detailed information are available at the following locations:

- Maps showing PSPS boundaries and locations of about Community Resource Centers and Community Crew Vehicles: <https://www.sce.com/outage-center/check-outage-status>
- Public Safety Partner Portal (for emergency officials)
 - <https://publicsafetyportal.sce.com/>
 - Email publicsafetyportal@sce.com to request access.
- REST service (web-based password-protected access to GIS layers)
 - SCERestInfo@sce.com to request access.

SCE Contact Information for Public Officials only (DO NOT share with the public)

- **First Responders and Emergency Managers:**
 - Phone: Business Resiliency Duty Manager 24/7 hotline: (800) 674-4478
 - Email: Business Resiliency Duty Manager/emergencies: BusinessResiliencyDutyManager@sce.com **Note: Only monitored during emergency activations.**
- **Government/tribal officials:**
 - Phone Liaison (government relations) 24/7 hotline: 800-737-9811. **Note: Only monitored during emergency activations.**
 - Email SCELiaisonOfficer@sce.com. **Note: Only monitored during emergency activations.**
- **Access and Functional Needs issues:**
 - Phone AFN Liaison Officer 24/7 hotline: 888-588-5552. **Only monitored during emergency activations.**
 - Email: AFNIMT@sce.com. **Note: Only monitored during emergency activations.**

Information available for the general public:

- **SCE Contact Information for the Public: (Please share via web and social media).**
 - Outage specific customer service issues: 800-611-1911
 - Billing and service inquiries: 800-684-8123
- Maps showing PSPS boundaries and locations of about Community Resource Centers and Community Crew Vehicles: <https://www.sce.com/outage-center/check-outage-status>
- General information on PSPS: www.sce.com/psps
- De-energization and restoration policies: sce.com/pspsdecisionmaking
- Information on emergency preparedness, customer notifications, customer programs and other resources: www.sce.com/wildfire
- Seven-day PSPS forecasts <https://www.sce.com/wildfire/weather-awareness>
- Fire and weather detection map <https://www.sce.com/wildfire/situational-awareness>

Advanced Initial (72-hour) LNO Notification (Advanced Initial)

Text Language: Important: SCE Advanced Initial Notice for PSPS Event in {County} CO on {Start POC Date}. Please see your inbox for more details.

Email Notification Subject Line and Message

Advanced Initial Notice for PSPS Event starting [start POC DATE] in [COUNTY NAME] as of [current date] [current time].

COMMENTS:

Public Safety Power Shutoff initial notification for official use: Due to projected fire weather conditions, we may need to shut off power in high fire risk areas in {COUNTY NAME}. Please refer to the attached spreadsheet for status and periods of concern for specific circuits.

Recommended Language to Share with the Public: SCE has informed us they may be calling for a Public Safety Power Shutoff impacting (insert organization name) on (insert date). SCE will notify all customers who may be affected, including Critical Care and Medical Baseline customers. For more info: sce.com/psps

When the weather improves, and restoration is authorized, crews will inspect and repair the lines and restore power. Typically, this can take up to 8 hours. Restoration can be delayed if damage is found, or daylight is needed for safe aerial or ground patrol. Updates to restoration information will be posted on www.sce.com/psps and on the Public Safety Partner Portal.

Updated Conditions (Update) Notification

Text Language: Important: SCE Update/Initial Notice for PSPS Event in {County} CO. Please see your inbox for more details.

Notification Subject Line and Message:

SCE Update/Initial Notice for PSPS Event starting [start POC DATE] in [COUNTY NAME] as of [current date] [current time].

COMMENTS:

Public Safety Power Shut-Off update notification for official use:

Due to projected fire weather conditions, we may need to shut off power in high fire risk areas, in {COUNTY NAME}. Please refer to the attached spreadsheet for status and periods of concern for specific circuits.

Recommended Language to Share with the Public: SCE has informed us there may be a Public Safety Power Shutoff impacting (insert organization name) on (insert date). SCE will notify all customers who may be affected, including Critical Care and Medical Baseline customers. For more info: [sce.com/psps](https://www.sce.com/psps)

When the weather improves, and restoration is authorized, crews will inspect and repair the lines and restore power. Typically, this can take up to 8 hours. Restoration can be delayed if damage is found, or daylight is needed for safe aerial or ground patrol. Updates to restoration information will be posted on www.sce.com/psps and on the Public Safety Partner Portal.

Expected De-Energize Notification (previously: Imminent De-Energization) (PSPS

Expected)

Text Language: Important: SCE Expected Shutoff Notice for PSPS Event on {Circuit(s)} Circuit in {County} CO. Please see your inbox for more details.

Email Notification Subject Line and Message:

SCE Expected Shutoff Notice for [CIRCUIT NAME] Circuit for PSPS Event starting [start POC DATE] in [COUNTY NAME] as of [current date] [current time].

Public Safety Power Shutoff update notification for official use: SCE may need to shut off power in the next 4 hours to reduce the risk of wildfire ignition. Areas that may be impacted include:

- **Circuit:** [CIRCUIT name]
- **County:**
- **Segment:** [if listed]
- **Incorporated City of:**
- **Unincorporated County Area:**
- **COMMENTS:**

Shutoffs may occur earlier or later depending on actual weather conditions. This notice expires after 4 hours; however, the listed circuit(s) will remain on the watch list and will be subject to PSPS until the conclusion of this weather event.

Recommended Language to Share with the Public: SCE has informed us they are likely to call a Public Safety Power Shutoff impacting (insert organization name) within the next four hours. SCE will notify all customers who may be affected. For more info: [sce.com/psps](https://www.sce.com/psps)

When the weather improves, and restoration is authorized, crews will inspect and repair the lines and restore power. Typically, this can take up to 8 hours. Restoration can be delayed if damage is found, or daylight is needed for safe aerial or ground patrol. Updates to restoration information will be posted on www.sce.com/psps and on the Public Safety Partner Portal.

PSPS Shutoff Notification (De-energization notification)

Text Language: Important: SCE PSPS Shutoff Notice for {Circuit(s)} Circuit in {County} CO. Please see your inbox for more details.

Email Notification Subject Line and Message:

SCE PSPS Shutoff Notice for [CIRCUIT NAME] Circuit for PSPS Event starting [start POC DATE] in [COUNTY NAME] as of [current date] [current time].

Public Safety Power Shutoff update notification for official use: SCE is shutting off power to reduce the risk of wildfire ignition.

Impacted circuits and locations are:

- **Circuit:** [CIRCUIT name]
- **County:** [COUNTY NAME].
- **Segment:**
- **Incorporated City of:** [Incorporated City]
- **Unincorporated County Area:** [unincorporated area description]
- **Comment:**

Recommended Language to Share with the Public: SCE has begun a Public Safety Power Shutoff. SCE notified customers who may be affected, including Critical Care and Medical Baseline customers. For more information visit sce.com/psps

When the weather improves, crews will inspect and repair the lines and restore power. When the weather improves, and restoration is authorized, crews will inspect and repair the lines and restore power. Typically, this can take up to 8 hours. Restoration can be delayed if damage is found, or daylight is needed for safe aerial or ground patrol. Updates to restoration information will be posted on www.sce.com/psps and on the Public Safety Partner Portal.

Preparation for Restoration

Text Language: Important: SCE Preparation for Restoration {Circuit(s)} Circuit in {County}. Please see your inbox for more details.

Email Notification Subject Line and Message:

Preparation for Restoration [CIRCUIT NAME] Circuit Shutoff Notice for [CIRCUIT NAME] Circuit for PSPS Event starting [start POC DATE] in [COUNTY NAME] as of [current date] [current time].

Public Safety Power Shutoff update notification for official use: SCE crews are inspecting the following circuits or circuit segments to restore power as soon as it is safe to do so:

- **Circuit:** [CIRCUIT name]
- **Segment(s):** if entered in Foundry
- **Incorporated City:** [incorporated city]
- **Unincorporated County Area:** [unincorporated area description]

- **Comments:**

Recommended Language to Share with the Public: SCE has begun patrolling circuits for damage before turning the power back on. It typically takes up to 8 hours to restore power once the patrol begins. Restoration can be delayed if damage is found, or aerial patrol is needed. For more info visit sce.com/psps

When the weather improves, and restoration is authorized, crews will inspect and repair the lines and restore power. Typically, this can take up to 8 hours. Restoration can be delayed if damage is found, or daylight is needed for safe aerial or ground patrol. Updates to restoration information will be posted on www.sce.com/psps and on the Public Safety Partner Portal.

Restore Notification (formerly: RE-ENERGIZE) Restoration Notification

Text Language: Important: SCE Restoration Notice for PSPS Event on {Circuit(s)} Circuit in {County} CO. Please see your inbox for more details.

Email Notification Subject Line and Message:

Important: SCE Restoration Notice for PSPS Event on [CIRCUIT NAME] Circuit Shutoff Notice for [CIRCUIT NAME] Circuit for PSPS Event starting [start POC DATE] in [COUNTY NAME] as of [current date] [current time].

Public Safety Power Shutoff update notification for official use:

SCE crews have restored power on the following circuit or circuit segments:

- **Circuit:** [CIRCUIT name]
- **Segment(s):** if entered in Foundry
- **Incorporated City:** [incorporated city]
- **Unincorporated County Area:** [unincorporated area description]
- **Comment:**

Recommended Language to Share with the Public: SCE has begun turning power back on to circuits. Some areas may be restored sooner than others. For more info visit sce.com/psps

Cancellation No Longer in Scope

Description: Sent within two hours after a circuit no longer in scope for PSPS

Text Language: Important: SCE PSPS Cancellation {Circuit(s)} Circuit in {County} CO. Please see your inbox for more details.

Notification Subject Line and Message:

Important: SCE PSPS Cancellation as of {LNO Authorized Date} {LNO Authorized Time} for PSPS Event {Start POC Date} {Circuit(s)} Circuit in {County} CO.

Public Safety Power Shutoff update notification for official use: Due to improved conditions SCE is no longer planning to shut off power the circuit listed below.

- **Circuit:** [CIRCUIT name]
- **County:**
- **Segment:** [if listed]
- **Incorporated City of:**
- **Unincorporated County Area:**

Language to share with the public: Some customers in our area are no longer in scope for public safety power shutoffs. Check sce.com/outages for more information.

Event Concluded Notification

Text Language Important: SCE PSPS Event Concluded in {County} CO. Please see your inbox for more details.

Email Notification Subject Line and Message:

SCE PSPS Event Concluded in [COUNTY NAME].

Public Safety Power Shutoff update notification for official use:

If customers were de-energized, power has been restored and the PSPS event has concluded.

Recommended Language to Share with the Public: The public safety power shutoff in your area has concluded. If your power is still out, please visit sce.com/outages for more information.

Any circuit that was identified for potential PSPS is All Clear and will not be de-energized for this event.

As of MM/DD/YYYY - Report #<#>

Note 1: Restoration activities begin as soon as conditions improve and it is safe for crews to begin inspections.

Note 2: Typical restoration times are 3-8 hours after the Period of Concern (POC) ends. It may be longer if damage is found or if weather conditions change.

[illegible]

Customer Notifications

Audience:

All Customers, including multi-family building account holders.

Excludes, Public Safety Partners and Critical Facilities & infrastructure Customers.

Advanced Initial

(Typically, 72 Hours Prior)

Only for Public Safety Partners (Telecom/Water-Wastewater) and Critical Infrastructure

TEXT/SMS

SCE Advanced PSPS Alert: High winds and fire conditions are forecast from ^Day of week^ ^morning/afternoon/evening^ through ^End Day of week^ ^morning/afternoon/ evening^. We may have to shut off power. Power restoration typically takes 8 hours, and will start after the wind subsides. Delays may occur if daylight is required for safe inspections. We are working to reduce the number of customers affected, and weather patterns might change, so not all notified customers will have their power shut off. For the latest updates, visit publicsafetyportal.sce.com, contact your assigned SCE account representative, or call 1-800-611-1911.

VOICE

SCE Advanced Public Safety Power Shutoff Alert: High winds and fire conditions are forecast from ^Day of week^ ^morning/afternoon/evening^ through ^End Day of week^ ^morning/afternoon/ evening^. We may have to shut off power. Power restoration typically takes 8 hours, and will start after the wind subsides. Delays may occur if daylight is required for safe inspections. We are working to reduce the number of customers affected, and weather patterns might change, so not all notified customers will have their power shut off. For the latest updates visit [publicsafetyportal dot sce dot com](https://publicsafetyportal.sce.com), contact your assigned SCE account representative, or call 1-800-611-1911

EMAIL

Subject: SCE Public Safety Power Shutoff (PSPS) Advanced Initial Alert - ^approved date and time^
From: do_not_reply@scwebseervices.com Southern California Edison

High winds and fire conditions are forecast from ^Day of week^ ^morning/afternoon/evening^ through ^End Day of week^ ^morning/afternoon/evening^. We may need to shut off power to decrease the risk of dangerous wildfires. Power restoration typically takes 8 hours, and will start after the wind subsides. Delays may occur if daylight is required for safe inspections. We are working to reduce the number of customers affected, and weather patterns might change, so not all notified customers will have their power shut off.

This alert applies to the following address(es):

Customer Address
Service Account
Meter Number
Rate

For the latest updates and availability of community resources, visit <https://publicsafetyportal.sce.com/> if you are registered, contact your assigned SCE account representative, or call 1-800-611-1911.

Initial Notification Alert

(48 Hours Before)

TEXT/SMS

SCE PSPS Alert: High winds and fire conditions are forecast from ^Day of week^ ^morning/afternoon/evening^ through ^End Day of week^ ^morning/afternoon/evening^. We may have to shut off your power to decrease risk during this time. Power restoration typically takes 8 hours, and will start after the wind subsides. Delays may occur if daylight is required for safe inspections. We are working to reduce the number of customers affected and will keep you updated. Visit sce.com/pmps for the latest information. For downed power lines, call 911. View in more languages: www.sce.com/PSPSInitial or view in ASL: <https://ahas.sce.com?id=pmps1>

VOICE

SCE Public Safety Power Shutoff Alert. To continue in English, press 1. [Spanish press 2], all other languages press 3.... High winds and fire conditions are forecast from ^Day of week^ ^morning/afternoon/evening^ through ^End Day of week^ ^morning/afternoon/evening^. We may have to shut off your power to decrease risk of dangerous wildfires. Power restoration typically takes 8 hours, and will start after the wind subsides. Delays may occur if daylight is required for safe inspections. We are working to reduce the number of customers affected and will keep you updated. Visit sce dot com slash pmps for the latest information. If you see a downed power line call 911.

EMAIL

Subject: SCE Public Safety Power Shutoff Alert - ^approved date and time^
From: do_not_reply@scwebseices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

[View in ASL](#)

High winds and dangerous fire conditions are forecast from ^Day of week^ ^morning/afternoon/evening^ through ^End Day of week^ ^morning/afternoon/evening^. We may have to shut off your power to decrease risk of dangerous wildfires. Power restoration typically takes 8 hours, and will start after the wind subsides. Delays may occur if daylight is required for safe inspections. We are working to reduce the number of customers whose power will be shutoff and will keep you updated. For the latest updates, outage map, and information about customer care services, visit sce.com/psps.

Thank you for your patience as we work to keep your community safe!

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

- For information about preparing for a power outage, visit sce.com/safety/family/emergency-tips.
- REMEMBER: If you see a downed power line, call 911 first and then notify SCE at 1-800-611-1911.

Update Notification Warning

(24 Hours Before)

TEXT/SMS

SCE PSPS Warning: High winds and fire conditions are forecast from ^Day of week^ ^morning/afternoon/evening^ through ^End Day of week^ ^morning/afternoon/evening^. We may have to shut off your power to decrease risk of wildfires. We are working to reduce the number of customers affected and will keep you updated. Visit sce.com/psps for the latest information and availability of community resources. For downed power lines, call 911. View in more languages: www.sce.com/PSPSUpdate or view in ASL: <https://ahas.sce.com?id=psps2>

VOICE

SCE Public Safety Power Shutoff warning. To continue in English, press 1. [Spanish press 2], all other languages press 3.... High winds and dangerous fire conditions are forecast from ^Day of week^ ^morning/afternoon/evening^ through ^End Day of week^ ^morning/afternoon/evening^. We may have to shut off your power to decrease risk of wildfires. We are working to reduce the number of customers whose power will be shutoff and will keep you updated. Visit sce dot com

slash psp for the latest information and availability of community resources. If you see a downed power line call 911.

EMAIL

Subject: SCE Public Safety Power Shutoff (PSPS) Warning - ^approved date and time^
From: do_not_reply@scewebservices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

[View in ASL](#)

High winds and dangerous fire conditions are forecast from ^Day of week^ ^morning/afternoon/evening^ through ^End day of week^ ^morning/afternoon/evening^. We may have to shut off your power to decrease risk of dangerous wildfires. We are working to reduce the number of customers whose power will be shut off and will keep you updated. For the latest updates, outage map, and availability of community resources, visit sce.com/psps.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

- For information about preparing for a power outage, visit sce.com/safety/family/emergency-tips.
- REMEMBER: If you see a downed power line, call 911 first, and then notify SCE at 1-800-611-1911.

Thank you for your patience as we work to keep your community safe!

Cancellation

(Sent at any time when customer is permanently out of scope)

TEXT/SMS

SCE PSPS All-Clear: Due to improved weather, we did not shut off your power. We understand that planning around outages is inconvenient. Thanks for your patience as we work to keep our

communities safe. If your power is off, please call 1-800-611-1911 or visit sce.com/psps. View in more languages: www.sce.com/PSPSAllClear or view in ASL: <https://ahas.sce.com?id=psps3>

VOICE

SCE PSPS All-clear: To continue in English, press 1. [Spanish press 2], all other languages press 3.... Due to improved weather, we did not shut off your power. We understand that planning around outages is inconvenient. Thank you for your patience as we work to keep our communities safe. If your power is off, please call 1-800-611-1911 or visit sce dot com slash psps.

EMAIL

Subject: SCE Public Safety Power Shutoff (PSPS) All-clear – ^approved date and time^

From: do_not_reply@scewebservices.com

Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

[View in ASL](#)

Due to improved weather, we did not shut off your power. We understand that planning around outages is inconvenient. Thank you for your patience as we work to keep our communities safe.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

If power is off, please call 1-800-611-1911 or visit sce.com/psps.

For more information about PSPS and wildfire safety, please visit sce.com/psps.

PSPS Expected

(1-4 Hours Before Shutoff Warning)

TEXT/SMS

SCE PSPS Expected: It's likely we will shut off your power in the next 4 hours due to wind-driven fire conditions. Conditions could last through ^End Day of week^ ^morning /afternoon /evening^. We will notify you again if we shut power off. Weather could affect shutoff timing and wind-related outages may also occur. Visit [sce.com/psps](https://www.sce.com/psps) for the latest information and availability of community resources. For downed power lines, call 911. Thanks for your patience. View in more languages: www.sce.com/PSPSExpected or view in ASL: <https://ahas.sce.com?id=psps4>

VOICE

SCE PSPS Expected. To continue in English, press 1. [Spanish press 2], all other languages press 3.... It's likely we will shut off your power in the next 4 hours due to wind-driven fire conditions in your area. Conditions could last through ^End Day of week^ ^morning /afternoon /evening^. We will notify you again if we shut off your power. Weather could affect shutoff timing and wind-related outages may also occur. Visit sce dot com slash psps for the latest information and availability of community resources. If you see a downed power line, call 911. Thank you for your patience.

EMAIL

Subject: SCE Public Safety Power Shutoff (PSPS) Expected – ^approved date and time^
From: do_not_reply@scewebservices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

[1-800-441-2233](tel:1-800-441-2233)

[한국어](#)

[1-800-628-3061](tel:1-800-628-3061)

[中文](#)

[1-800-843-8343](tel:1-800-843-8343)

[TIẾNG VIỆT](#)

[1-800-327-3031](tel:1-800-327-3031)

[TAGALOG](#)

[1-800-655-4555](tel:1-800-655-4555)

[MORE LANGUAGES](#)

[View in ASL](#)

It's likely we will shut off your power in the next 4 hours due to wind-driven fire conditions. Conditions could last through ^End Day of week^ ^morning /afternoon /evening^. We are working to reduce the number of customers affected. Weather could also affect shutoff timing and wind-related outages may occur. We will notify you again if we shut off your power. For the latest updates, outage map, and availability of community resources, visit [sce.com/psps](https://www.sce.com/psps).

We appreciate your patience as we work to keep your community safe.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

- For information about preparing for a power outage, visit [sce.com/safety/family/emergency-tips](https://www.sce.com/safety/family/emergency-tips)
- REMEMBER: If you see a downed power line, call 911 first, and then notify SCE at 1-800-611-1911.

Thank you again for your continued patience as we work to keep your community safe!

PSPS Shutoff

(Sent At Authorization to De-Energize)

SMS/TEXT

SCE PSPS Shutoff: We are shutting off your power due to wind-driven wildfire risk. High winds are forecast through **^End Day of week^ ^morning/ afternoon/ evening^**. When weather improves, we will inspect our lines for damage before we restore power. This is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. Visit [sce.com/pmps](https://www.sce.com/pmps) for the most up to date info on restoration timing and SCE community resources in your area. Remember to turn off/unplug appliances or equipment that could restart automatically. For downed power lines, call 911. Thanks for your patience. View in more languages: www.sce.com/PSPSShutoff or view in ASL: <https://ahas.sce.com?id=pmps5>

VOICE

SCE PSPS shutoff. To continue in English, press 1. [Spanish press 2], all other languages press 3.... We are shutting off your power due to current wind-driven wildfire risk. High winds are forecast through **^End Day of week^ ^morning/ afternoon/ evening^**. When the weather improves, we will inspect our lines for damage before we restore power. This is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. Remember to turn off or unplug appliances or equipment that could restart automatically. Visit [sce dot com slash pmps](https://www.sce.com/pmps) for the latest information on restoration timing and SCE community resources in your neighborhood. If you see a downed power line, call 911. Thank you for your patience.

EMAIL

Subject: SCE Public Safety Power Shutoff (PSPS) – **^approved date and time^**

Page 49 of 70

From: do_not_reply@scwebsservices.com

Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

[View in ASL](#)

We are shutting off your power due to current high risk of wind-driven wildfire. High winds are forecast to last through **^End Day of week^ ^morning/ afternoon/ evening^**. When the weather improves, we will inspect our lines for damage before we restore power. This is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. We will update you as conditions change. Please remember to turn off or unplug appliances or equipment that may start automatically when power is restored.

Please visit sce.com/psps for the most up to date information, including outage map and restoration information, and availability of SCE community resources.

REMEMBER: If you see a downed power line, call 911 first, and then notify SCE at 1-800-611-1911. We understand this shutoff is inconvenient. We appreciate your continued patience as we work to keep your community safe.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

Continued Shutoff - Next Day Shutoff Update

(Sent in the AM to Overnight Outages)

SMS/TEXT

SCE Continued PSPS Shutoff: Thank you for your continued patience during this Public Safety Power Shutoff. High winds could continue through **^End Day of week^ ^morning /afternoon/ evening^**. Before we restore power, we will inspect our lines for damage. This is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. Visit sce.com/psps for the latest info on restoration and SCE community resources in your area.

For downed power lines, call 911. View in more languages: www.sce.com/PSPSContinuedShutoff or view in ASL: <https://ahas.sce.com?id=psps6>

VOICE

SCE Continued PSPS. To continue in English, press 1. [Spanish press 2], all other languages press 3.... Thank you for your continued patience during this Public Safety Power Shutoff. High winds are forecast to continue through **^End Day of week^ ^morning /afternoon/ evening^**. Before we restore power, we will inspect our lines for damage. This is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. Visit [sce dot com](http://sce.com) slash psps for the latest information on restoration and availability of community resources in your area. For downed power lines, call 911.

EMAIL

Subject: SCE Continued Public Safety Power Shutoff (PSPS) - **^approved date and time^**
From: do_not_reply@scewebservices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

[View in ASL](#)

Thank you for your continued patience during this Public Safety Power Shutoff. Wind-driven fire conditions could last through **^End Day of week^ ^morning /afternoon/ evening^**. When the weather improves, we will inspect our lines for damage before we restore power. This is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. Visit sce.com/psps for the latest information on restoration and SCE community resources in your area. We understand that any outage is an inconvenience. Thank you again for your continued patience as we work to keep your community safe!

REMEMBER: If you see a downed power line, call 911 first, and then notify SCE at 1-800-611-1911.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

Prepare for Restoration

SMS/TEXT

SCE PSPS Update: Winds have died down and we are starting to inspect our lines for damage. Restoration is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or find damage. For updated restoration estimates in your area and for location of SCE community resources visit sce.com/psps. Please turn off/unplug appliances or equipment that could restart automatically and inspect your property for downed power lines. Call 911 if you find a downed line. We will alert you again when we restore power. View in more languages: www.sce.com/PSPSPrepRestore or view in ASL: <https://ahas.sce.com?id=psps7>

VOICE

SCE PSPS Update. To continue in English, press 1. [Spanish press 2], all other languages press 3.... Winds have died down and we are starting to inspect our lines for damage. Restoration is expected to take up to 8 hours but could be delayed if we need daylight for safe inspections or if we find damage. Please turn off or unplug any appliances or equipment that could restart automatically and inspect your property for downed power lines. Call 911 if you find a downed line. We will alert you again when we restore power. For updated restoration estimates in your area, and for location of SCE community resources visit sce dot com slash psps

EMAIL

Subject: SCE Public Safety Power Shutoff Update - ^approved date and time^
From: do_not_reply@scewebservices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

[1-800-441-2233](tel:1-800-441-2233)

[한국어](#)

[1-800-628-3061](tel:1-800-628-3061)

[中文](#)

[1-800-843-8343](tel:1-800-843-8343)

[TIẾNG VIỆT](#)

[1-800-327-3031](tel:1-800-327-3031)

[TAGALOG](#)

[1-800-655-4555](tel:1-800-655-4555)

[MORE LANGUAGES](#)

[View in ASL](#)

Winds have died down and we are starting to inspect our lines for damage. Restoration is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. For updated restoration estimates in your area, and for location of SCE community resources visit sce.com/psps. We will alert you again when your power comes back on. Please turn off or unplug any appliances or equipment that could restart automatically and inspect your property for downed power lines. If you see a downed power line, stay away and call 911 first, then report it to SCE at 1-800-611-1911.

We understand that Public Safety Power Shutoff events can be disruptive and thank you for your patience as we work to keep your community safe.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

Restored No Longer in Scope

(Restored & Cancellation No More Risk of PSPS)

SMS/TEXT

SCE PSPS Ended: We have restored power in your area and ended the Public Safety Power Shutoff. If your power is still off, please call 1-800-611-1911 or visit sce.com/outage. We know that safety outages are inconvenient and thank you for your patience. View in more languages: www.sce.com/PSPSEnded or ASL: <https://ahas.sce.com?id=psps10>

VOICE

SCE PSPS Ended... To continue in English, press 1. [Spanish press 2], all other languages press 3.... We have restored power in your area and ended the Public Safety Power Shutoff due to improved weather conditions. If your power is still off, please call 1-800-611-1911 or visit sce dot com slash outage. We understand that safety outages are inconvenient and thank you for your patience.

EMAIL

Subject: SCE Public Safety Power Shutoff Ended: All Power Restored – ^approved date and time^

From: do_not_reply@scewebservices.com

Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

[View in ASL](#)

We have restored power and ended the Public Safety Power Shutoff in your area due to improved weather conditions. If your power is still off, please call 1-800-611-1911 or visit sce.com/outage. We understand that safety outages are inconvenient and thank you for your patience.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

For more information about PSPS and wildfire safety, please visit sce.com/psps.

Restored in Scope – Risk of PSPS Remains

SMS/TEXT

SCE PSPS Update: Winds have improved enough for us to restore power in your area. However, because high winds are still forecast through **^End Day of week^ ^morning/afternoon/evening^** we might have to shut off power again. We will update you as weather conditions change. If your power is still off, please call 1-800-611-1911 or visit sce.com/psps. Thanks for your patience. View in more languages: www.sce.com/PSPSNotAllClear or view in ASL: <https://ahas.sce.com?id=psps11>

VOICE

SCE PSPS Update: To continue in English, press 1. [Spanish press 2], all other languages press 3.... Winds have improved enough for us to restore power in your area. However, because high winds are still forecast through **^End Day of week^ ^morning/afternoon/evening^** we may have to shut off your power again. We will keep you updated as weather conditions change. We understand that PSPS outages are inconvenient and thank you for your patience. If your power is still off, please call 1-800-611-1911 or visit [sce dot com slash psps](https://sce.com/psps).

EMAIL

Subject: SCE Public Safety Power Shutoff Update: Power restored; PSPS still in effect – **^approved date and time^**
From: do_not_reply@scewebservices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

ESPAÑOL

1-800-441-2233

한국어

1-800-628-3061

中文

1-800-843-8343

TIẾNG VIỆT

1-800-327-3031

TAGALOG

1-800-655-4555

MORE LANGUAGES

[View in ASL](#)

Winds have improved enough for us to restore power in your area. However, because high winds are still forecast through **^End Day of week^ ^morning/afternoon/evening^** we may have to shut off your power again. We will keep you updated as weather conditions change. If your power is still off, please call 1-800-611-1911 or visit sce.com/psps.

We understand that safety outages are inconvenient and thank you for your continued patience.

This alert applies to the following address(es):

Customer Address

Service Account

Meter Number

Rate

For more information about PSPS and wildfire safety, please visit sce.com/psps.

Address Level Alerts

Audience:

Residential and commercial tenants who do not maintain their own SCE service accounts, caregivers, frequent travelers, and service providers.

TEXT HIGHLIGHTED IN YELLOW ARE DYNAMIC VARIABLES

TEXT HIGHLIGHTED IN GREEN REPRESENT CHANGES FROM STANDARD PSPS TEMPLATES

Initial Notification Alert

48 Hours Before

TEXT/SMS

SCE PSPS Alert: High winds and fire conditions are forecast for ^address^ from ^Day of week^ ^morning/afternoon/evening^ through ^End Day of week^ ^morning/afternoon/evening^. We may have to shut off your power to decrease risk. Power restoration typically takes 8 hours, and will start after the wind subsides. Delays may occur if daylight is required for safe inspections. We are working to reduce the number of customers affected and will keep you updated. Visit [sce.com/pmps](https://www.sce.com/pmps) for the latest information. For downed power lines, call 911. View in more languages: www.sce.com/PSPSInitial or view in ASL: <https://ahas.sce.com?id=pmps1>. To unenroll this phone number from SCE PSPS address alerts, text UNENROLL.

VOICE

SCE Public Safety Power Shutoff Alert. High winds and fire conditions are forecast for ^address^ from ^Day of week^ ^morning/afternoon/evening^ through ^End Day of week^ ^morning/afternoon/evening^. We may have to shut off your power to decrease risk of dangerous wildfires. Power restoration typically takes 8 hours, and will start after the wind subsides. Delays may occur if daylight is required for safe inspections. We are working to reduce the number of customers affected and will keep you updated. Visit sce dot com slash pmps for the latest information. If you see a downed power line call 911. If you wish to unenroll from PSPS address alerts, press *. To end the call, simply hang up.

EMAIL

Subject: SCE Public Safety Power Shutoff Alert

From: do_not_reply@scewebservices.com

Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

[View in ASL](#)

High winds and dangerous fire conditions are forecast from ^Day of week^ ^morning/afternoon/evening^ through ^End Day of week^ ^morning/afternoon/evening^. We may have to shut off your power to decrease risk of dangerous wildfires. Power restoration typically takes 8 hours, and will start after the wind subsides. Delays may occur if daylight is required for safe inspections. We are working to reduce the number of customers whose power will be shutoff and will keep you updated. For the latest updates, outage map, and information about customer care services, visit sce.com/psps.

Thank you for your patience as we work to keep your community safe!

This alert applies to the following address:

^address^

- For information about preparing for a power outage, visit sce.com/safety/family/emergency-tips.
- REMEMBER: If you see a downed power line call 911 first and then notify SCE at 1-800-611-1911.

Update Notification Warning

24 Hours Before

TEXT/SMS

SCE PSPS Warning: High winds and fire conditions are forecast for ^address^ from ^Day of week^ ^morning/afternoon/evening^ through ^End Day of week^ ^morning/afternoon/evening^. We may have to shut off your power to decrease risk of wildfires. We are working to reduce the number of customers affected and will keep you updated. Visit sce.com/psps for the latest information and availability of community resources. For downed power lines, call 911. View in more languages: www.sce.com/PSPSUpdate or view in ASL: <https://ahas.sce.com?id=psps2> To unenroll this phone number from SCE PSPS address alerts, text UNENROLL.

VOICE

SCE Public Safety Power Shutoff warning. High winds and dangerous fire conditions are forecast for ^address^ from ^Day of week^ ^morning/afternoon/evening^ through ^End Day of week^ ^morning/afternoon/evening^. We may have to shut off your power to decrease risk of wildfires. We are working to reduce the number of customers whose power will be shutoff and will keep you updated. Visit [sce dot com slash psps](https://sce.com/psps) for the latest information and availability of community

resources. If you see a downed power line call 911. If you wish to unenroll from PSPS address alerts, press *. To end the call, simply hang up.

EMAIL

Subject: SCE Public Safety Power Shutoff (PSPS) Warning

From: do_not_reply@scewebservices.com

Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

[View in ASL](#)

High winds and dangerous fire conditions are forecast from ^Day of week^ ^morning/afternoon/evening^ through ^End day of week^ ^morning/afternoon/evening^. We may have to shut off your power to decrease risk of dangerous wildfires. We are working to reduce the number of customers whose power will be shut off and will keep you updated. For the latest updates, outage map, and availability of community resources, visit sce.com/psps.

This alert applies to the following address:

^address^

- For information about preparing for a power outage, visit sce.com/safety/family/emergency-tips.
- REMEMBER: If you see a downed power line, call 911 first, and then notify SCE at 1-800-611-1911.

Thank you for your patience as we work to keep your community safe!

Cancellation

Sent At Any Time When Customer is Permanently Out Of Scope

TEXT/SMS

SCE PSPS All-Clear: Due to improved weather, we did not shut off your power for ^address^. We understand that planning around outages is inconvenient. Thanks for your patience as we work to keep our communities safe. If your power is off, please call 1-800-611-1911 or visit sce.com/psps.

View in more languages: www.sce.com/PSPSAllClear or view in ASL: <https://ahas.sce.com?id=psps3>
To unenroll this phone number from SCE PSPS address alerts, text UNENROLL.

VOICE

SCE PSPS All-clear. Due to improved weather, we did not shut off your power for ^address^. We understand that planning around outages is inconvenient. Thank you for your patience as we work to keep our communities safe. If your power is off, please call 1-800-611-1911 or visit [sce dot com slash psps](http://sce.com/psps). If you wish to unenroll from PSPS address alerts, press *. To end the call, simply hang up.

EMAIL

Subject: SCE Public Safety Power Shutoff (PSPS) All-clear

From: do_not_reply@scewebservices.com

Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

[View in ASL](#)

Due to improved weather, we did not shut off your power. We understand that planning around outages is inconvenient. Thank you for your patience as we work to keep our communities safe.

This alert applies to the following address:

^address^

If power is off, please call 1-800-611-1911 or visit sce.com/psps.

For more information about PSPS and wildfire safety, please visit sce.com/psps.

PSPS Expected Warning

1-4 Hours Before Shutoff

TEXT/SMS

SCE PSPS Expected: It's likely we will shut off your power in the next 4 hours due to wind-driven fire conditions for ^address^. Conditions could last through ^End Day of week^ ^morning

/afternoon /evening^. We will notify you again if we shut power off. Weather could affect shutoff timing and wind-related outages may also occur. Visit sce.com/psps for the latest information and availability of community resources. For downed power lines, call 911. Thanks for your patience. View in more languages: www.sce.com/PSPSExpected or view in ASL: <https://ahas.sce.com?id=psps4> To unenroll this phone number from SCE PSPS address alerts, text UNENROLL.

VOICE

SCE PSPS Expected. It's likely we will shut off your power in the next 4 hours due to wind-driven fire conditions for ^address^. Conditions could last through ^End Day of week^ ^morning /afternoon /evening^. We will notify you again if we shut off your power. Weather could affect shutoff timing and wind-related outages may also occur. Visit sce dot com slash psps for the latest information and availability of community resources. If you see a downed power line, call 911. Thank you for your patience. If you wish to unenroll from PSPS address alerts, press *. To end the call, simply hang up.

EMAIL

Subject: SCE Public Safety Power Shutoff (PSPS) Expected
From: do_not_reply@scwebseervices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

[View in ASL](#)

It's likely we will shut off your power in the next 4 hours due to wind-driven fire conditions. Conditions could last through ^End Day of week^ ^morning /afternoon /evening^. We are working to reduce the number of customers affected. Weather could also affect shutoff timing and wind-related outages may occur. We will notify you again if we shut off your power. For the latest updates, outage map, and availability of community resources, visit sce.com/psps.

We appreciate your patience as we work to keep your community safe.

This alert applies to the following address:

^address^

- For information about preparing for a power outage, visit sce.com/safety/family/emergency-tips
- REMEMBER: If you see a downed power line, call 911 first, and then notify SCE at 1-800-611-1911.

Thank you again for your continued patience as we work to keep your community safe!

PSPS Shutoff

Sent At Authorization To De-Energize

SMS/TEXT

SCE PSPS Shutoff: We are shutting off your power for ^address^ due to wind-driven wildfire risk. High winds are forecast through ^End Day of week^ ^morning/ afternoon/ evening^. When weather improves, we will inspect our lines for damage before we restore power. This is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. Visit [sce.com/pmps](https://www.sce.com/pmps) for the most up to date info on restoration timing and SCE community resources in your area. Remember to turn off/unplug appliances or equipment that could restart automatically. For downed power lines, call 911. Thanks for your patience. View in more languages: www.sce.com/PSPSShutoff or view in ASL: <https://ahas.sce.com?id=pmps5>. To unenroll this phone number from SCE PSPS address alerts, text UNENROLL.

VOICE

SCE PSPS shutoff. We are shutting off your power for ^address^ due to current wind-driven wildfire risk. High winds are forecast through ^End Day of week^ ^morning/ afternoon/ evening^. When the weather improves, we will inspect our lines for damage before we restore power. This is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. Remember to turn off or unplug appliances or equipment that could restart automatically. Visit [sce dot com slash pmps](https://www.sce.com/pmps) for the latest information on restoration timing and SCE community resources in your neighborhood. If you see a downed power line, call 911. Thank you for your patience. If you wish to unenroll from PSPS address alerts, press *. To end the call, simply hang up.

EMAIL

Subject: SCE Public Safety Power Shutoff (PSPS)

From: do_not_reply@scewebservices.com

Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

[View in ASL](#)

We are shutting off your power due to current high risk of wind-driven wildfire. High winds are forecast to last through ^End Day of week^ ^morning/ afternoon/ evening^. When the weather improves, we will inspect our lines for damage before we restore power. This is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. We will update you as conditions change. Please remember to turn off or unplug appliances or equipment that may start automatically when power is restored.

Please visit sce.com/psps for the most up to date information, including outage map and restoration information, and availability of SCE community resources.

REMEMBER: If you see a downed power line, call 911 first, and then notify SCE at 1-800-611-1911. We understand this shutoff is inconvenient. We appreciate your continued patience as we work to keep your community safe.

This alert applies to the following address:

^address^

Continued Shutoff - Next Day Shutoff Update

Sent In The Am To Overnight Outages

SMS/TEXT

SCE Continued PSPS Shutoff: Thank you for your continued patience during this Public Safety Power Shutoff. High winds could continue through ^End Day of week^ ^morning /afternoon/ evening^. Before we restore power for ^address^, we will inspect our lines for damage. This is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. Visit sce.com/psps for the latest info on restoration and SCE community resources in your area. For downed power lines, call 911. View in more languages: www.sce.com/PSPSContinuedShutoff or view in ASL: <https://ahas.sce.com?id=psps6>. To unenroll this phone number from SCE PSPS address alerts, text UNENROLL.

VOICE

SCE Continued PSPS. Thank you for your continued patience during this Public Safety Power Shutoff. High winds are forecast to continue through ^End Day of week^ ^morning /afternoon/ evening^. Before we restore power for ^address^, we will inspect our lines for damage. This is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. Visit sce dot com slash psps for the latest information on restoration and availability of community resources in your area. For downed power lines, call 911. If you wish to unenroll from PSPS address alerts, press *. To end the call, simply hang up.

EMAIL

Subject: SCE Continued Public Safety Power Shutoff (PSPS)

From: do_not_reply@scwebseervices.com

Southern California Edison

For more information on PSPS in your preferred language, click below:

ESPAÑOL

1-800-441-2233

한국어

1-800-628-3061

中文

1-800-843-8343

TIẾNG VIỆT

1-800-327-3031

TAGALOG

1-800-655-4555

MORE LANGUAGES

[View in ASL](#)

Thank you for your continued patience during this Public Safety Power Shutoff. Wind-driven fire conditions could last through **^End Day of week^ ^morning /afternoon/ evening^**. When the weather improves, we will inspect our lines for damage before we restore power. This is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. Visit sce.com/psps for the latest information on restoration and SCE community resources in your area. We understand that any outage is an inconvenience. Thank you again for your continued patience as we work to keep your community safe!

REMEMBER: If you see a downed power line, call 911 first, and then notify SCE at 1-800-611-1911. This alert applies to the following address:

^address^

Prepare For Restoration

SMS/TEXT

SCE PSPS Update: Winds have died down and we are starting to inspect our lines for damage. **We are working to restore power for ^address^**. Restoration is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or find damage. For updated restoration estimates in your area and for location of SCE community resources, visit sce.com/psps. Please turn off/unplug appliances or equipment that could restart automatically and inspect your property for downed power lines. Call 911 if you find a downed line. We will alert you again when we restore power. View in more languages: www.sce.com/PSPSPrepRestore or view in ASL: <https://ahas.sce.com?id=psps7> **To unenroll this phone number from SCE PSPS address alerts, text UNENROLL.**

VOICE

SCE PSPS Update. Winds have died down and we are starting to inspect our lines for damage. **We are working to restore power for ^address^**. Restoration is expected to take up to 8 hours but could be delayed if we need daylight for safe inspections or if we find damage. Please turn off or unplug any appliances or equipment that could restart automatically and inspect your property for downed power lines. Call 911 if you find a downed line. We will alert you again when we

restore power. For updated restoration estimates in your area and for location of SCE community resources visit [sce dot com slash psps](http://sce.com/psps). **If you wish to unenroll from PSPS address alerts, press *.**
To end the call, simply hang up.

EMAIL

Subject: SCE Public Safety Power Shutoff Update

From: do_not_reply@scewebservices.com

Southern California Edison

For more information on PSPS in your preferred language, click below:

ESPAÑOL

1-800-441-2233

한국어

1-800-628-3061

中文

1-800-843-8343

TIẾNG VIỆT

1-800-327-3031

TAGALOG

1-800-655-4555

MORE LANGUAGES

[View in ASL](#)

Winds have died down and we are starting to inspect our lines for damage. Restoration is expected to take up to 8 hours but could take longer if we need daylight for safe inspections or if we find damage. For updated restoration estimates in your area, and for location of SCE community resources visit sce.com/psps. We will alert you again when your power comes back on. Please turn off or unplug any appliances or equipment that could restart automatically and inspect your property for downed power lines. If you see a downed power line, stay away and call 911 first, then report it to SCE at 1-800-611-1911.

We understand that Public Safety Power Shutoff events can be disruptive and thank you for your patience as we work to keep your community safe.

This alert applies to the following address:

^address^

Restored No Longer in Scope

Restored & Cancellation (No More Risk Of PSPS)

SMS/TEXT

SCE PSPS Ended: We have restored power **for ^address^** and ended the Public Safety Power Shutoff. If your power is still off, please call 1-800-611-1911 or visit sce.com/outage. We know that safety outages are inconvenient and thank you for your patience. View in more languages: www.sce.com/PSPSEnded or view in ASL: <https://ahas.sce.com?id=psps10> **To unenroll this phone number from SCE PSPS address alerts, text UNENROLL.**

VOICE

SCE PSPS Ended. We have restored power for ^address^ and ended the Public Safety Power Shutoff due to improved weather conditions. If your power is still off, please call 1-800-611-1911 or visit [sce dot com slash outage](http://sce.com/slash/outage). We understand that safety outages are inconvenient and thank you for your patience. If you wish to unenroll from PSPS address alerts, press *. To end the call, simply hang up.

EMAIL

Subject: SCE Public Safety Power Shutoff Ended: All Power Restored
From: do_not_reply@scewebservices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

[View in ASL](#)

We have restored power and ended the Public Safety Power Shutoff in your area due to improved weather conditions. If your power is still off, please call 1-800-611-1911 or visit sce.com/outage. We understand that safety outages are inconvenient and thank you for your patience.

This alert applies to the following address:

^address^

For more information about PSPS and wildfire safety, please visit sce.com/psps.

Restored in Scope– Risk of PSPS Remains

SMS/TEXT

SCE PSPS Update: Winds have improved enough for us to restore power for ^address^. However, because high winds are still forecast through ^End Day of week^ ^morning/afternoon/evening^ we might have to shut off power again. We will update you as weather conditions change. If your power is still off, please call 1-800-611-1911 or visit sce.com/psps. Thanks for your patience. View in more languages: www.sce.com/PSPSNotAllClear or view in ASL: <https://ahas.sce.com?id=psps11>. To unenroll this phone number from SCE PSPS address alerts, text UNENROLL.

VOICE

SCE PSPS Update. Winds have improved enough for us to restore power for ^address^. However, because high winds are still forecast through ^End Day of week^ ^morning/afternoon/evening^ we may have to shut off your power again. We will keep you updated as weather conditions

change. We understand that PSPS outages are inconvenient and thank you for your patience. If your power is still off, please call 1-800-611-1911 or visit sce.com/psps. If you wish to unenroll from PSPS address alerts, press *. To end the call, simply hang up.

EMAIL

Subject: SCE Public Safety Power Shutoff Update: Power restored; PSPS still in effect
From: do_not_reply@scewebservices.com Southern California Edison

For more information on PSPS in your preferred language, click below:

[ESPAÑOL](#)

1-800-441-2233

[한국어](#)

1-800-628-3061

[中文](#)

1-800-843-8343

[TIẾNG VIỆT](#)

1-800-327-3031

[TAGALOG](#)

1-800-655-4555

[MORE LANGUAGES](#)

[View in ASL](#)

Winds have improved enough for us to restore power in your area. However, because high winds are still forecast through [^End Day of week^ ^morning/afternoon/evening^](#) we may have to shut off your power again. We will keep you updated as weather conditions change. If your power is still off, please call 1-800-611-1911 or visit sce.com/psps.

We understand that safety outages are inconvenient and thank you for your continued patience.

This alert applies to the following address:

[^address^](#)

For more information about PSPS and wildfire safety, please visit sce.com/psps.

PSPS Notification Cadence

Notification (SCE Nomenclature)	Advanced Initial	Initial	Update (Alert)	Expected	Shutoff	Continued Shutoff (to be sent the following morning at 7:00)
CS Notification Template Name	Advanced Initial	Initial	Update	PSPS Expected	PSPS Shutoff	Continued Shutoff
LNO Notification Template Name	Initial	Update or No Change	Update or No Change	Expected	Shutoff	n/a
CPUC Nomenclature	Priority Notification	Notification of all affected customers	Notification of all affected customers	1-4 hours in advance of anticipated de-energization	When de-energization is initiated	N/A
CPUC Required Notification	Y	Y	N	Y	Y	N
Stakeholder						
Public Safety Partners	First Emergency Responders/Public Safety Partners, local governments, and tribes	48 - 24 hours before	48 & 24 hours before	1-4 hours; potential to send out a refresh of the expected notification when exceeds 4 hours.	When De-Energization authorized	N/A
Critical Facilities and Infrastructure	≥ 48 hours before	48 - 24 hours before	48 & 24 hours before	1-4 hours; potential to send out a refresh of the expected notification when exceeds 4 hours.	When De-Energization authorized	When de-energization continues overnight, sent to customers the next morning
Customers	≥ 48 hours before	48 - 24 hours before	48 & 24 hours before	1-4 hours; potential to send out a refresh of the expected notification when exceeds 4 hours.	When De-Energization authorized	When de-energization continues overnight, sent to customers the next morning

*SCE will target the schedule above to notify customers. Erratic or sudden onset of hazardous conditions that jeopardize public safety may impact SCE's ability to provide advanced notice to customers. Naming convention matches notification templates and EDNS.

*SCE will target the schedule above to notify customers. Erratic or sudden onset of hazardous conditions that jeopardize public safety may impact SCE's ability to provide advanced notice to customers. Naming convention matches notification templates and EDNS.

*Cancellation notices apply to circuits that were under PSPS consideration, but not ultimately de-energized. Cancellation notices must be sent within two hours of a decision to remove a circuit from scope and/or cancel an event. Circuits can be removed from scope by:

(1) Approval of a new MCL; (2) By operations in consultation with meteorology and IC between plan updates; or, (3) Upon cancellation of a PSPS event.

Any of these actions will initiate the two-hour clock requirement. See Regulatory Requirement tab for background email. As of 10/18/2023

SCE needs to send out notifications within 2 hours of the MCL/PTC is approved by the IC.

	Prep Restore	Restoration Time Pending	Restoration Time Update	Restored In Scope (Restored & In Scope)	Restored No Longer in Scope (Restored & No longer in Scope)	Cancellation	Public Safety Partner Event Concluded
	Prepare for Restoration	Restoration Time Pending	Restoration Time Update	Restored In Scope	Restored No Longer in Scope	Cancellation	N/A
	Imminent Restoration	N/A	N/A	Restoration	Restoration	Cancellation	Event Concluded All Clear
	Immediately before re-energization begins	N/A	N/A	When re-energization is complete	When re-energization is complete	Cancellation Notification ²	Cancellation Notification ²
	Y	N	N	Y	Y	Y	N
Stakeholder							
Public Safety Partners	When restoration patrols begin	N/A	N/A	When circuit is temporarily restored but still in scope for PSPS (usually when there is a break in POC)	When circuits were de-energized and have been restored and are no longer in scope	Upon cancellation of a PSPS event, or Removal from scope Circuit has not been de-energized	Sent to Public Safety Partners at the conclusion of PSPS event.
	When restoration patrols begin	Customer is de-energized and estimated restoration time is pending inspection results.	Restoration exceeds 8 hours or updated timing for customers who received Restoration Time Pending notification	When circuit is temporarily restored but still in scope for PSPS (usually when there is a break in POC)	When circuits were de-energized and have been restored and are no longer in scope or When circuits previously received Restored in Scope	Upon cancellation of a PSPS event, or Removal from scope Circuit has not been de-energized	Upon cancellation of a PSPS event, or Removal from scope Circuit has not been de-energized
Critical Facilities and Infrastructure							
Customers	When restoration patrols begin	Customer is de-energized and estimated restoration time is pending inspection results.	Restoration exceeds 8 hours or updated timing for customers who received Restoration Time Pending notification	When circuit is temporarily restored but still in scope for PSPS (usually when there is a break in POC)	When circuits were de-energized and have been restored and are no longer in scope or When circuits previously received Restored in Scope	Upon cancellation of a PSPS event, or Removal from scope Circuit has not been de-energized	Sent to Public Safety Partners at the conclusion of PSPS event.