



Resident and Business Resources

Keeping our communities informed

Primary Outage Types

- A *maintenance outage* is a controlled event where equipment or a portion of the circuit needs to be temporarily taken out of service to allow crews to safely make repairs and upgrade the system for improved reliability
- A *repair outage* is an unplanned event where a section of the power network loses power unexpectedly due to a fault

Customer Notifications

11 Days Out	8-10 Days Out	Less than 10 days	3 Days Out	1 Day Out	Day of Outage
Automated messages sent to enrolled customers	Notifications sent via mail	Our goal is for, customers to receive letter with at least 5 days-notice. Automated notifications sent. If necessary, staff will provide notification via Door Hangers	Critical care customers are called to remind them of outage	Automated reminders	Automated updates if changes occur

*For Planned Maintenance Outages, SCE makes reasonable attempts to follow this timeline, however there may be instances when adjustments must be made.

Maintenance Outage Notification –via mail

Routine maintenance will soon be performed on the electrical equipment in your area. To keep our crews safe, it is necessary to temporarily turn off your power so we can install upgrades or make repairs to the grid.

We understand that having your power off is an inconvenience. We try to isolate outages to the smallest area possible in order to complete the work safely and to promptly restore power. We appreciate your patience.

Sincerely,



Heather Rivard
SVP Transmission & Distribution

Outage # 000800252825

Estimated Start	Estimated End
08/11/2023 at 08:00 PM	08/12/2023 at 03:00 AM

Outage Reason pole upgrade

Service will be affected at the following address(es)



To keep informed on the status of this outage, please [check your outage status](#) and reference the outage number(s) above.

Things You Should Know

Please note that power may be off for the whole period and may be turned off more than once. The times noted are best estimates, but some conditions may cause the outage to be delayed or postponed.

If you plan to operate an emergency generator during the outage, please call us at [1-888-759-6056](tel:1-888-759-6056)



Learn more about how to prepare for an outage.



Learn more about the different types of outages.

Here are some resident and business outage resources:

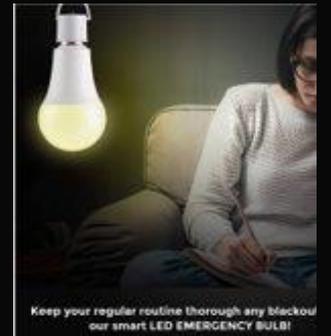
Useful tips for outages can be found on our [Outage & Restoration Guide for Business](#) document, and on our [Be Prepared for a Power Outage](#) webpage.

Additional information on Backup Generation can be found on our [Understanding Backup Generation](#) document, and on the [Prepare for Powerdown](#) webpage.

Rebates: <https://marketplace.sce.com/portable-generators/> and [SCE Marketplace](#) for a portable battery backup or generator for your laptops, cellphone, tablets and router.

<https://energized.edison.com/stories/ways-to-stay-connected-online-during-a-power-outage>

Purchase LED Smart Emergency Light Bulbs with Rechargeable Battery: Back-up - Intelligent Lighting, Lasts 3-4 Hours During Power Outage



MANAGING YOUR NOTIFICATION PREFERENCES AT SCE.COM

1. Sign in or set up your account on SCE.com
2. Once signed in, click on the Preference Center
3. This will open some new options and allow you to manage your Outage Alert Preferences
4. Finally, input your desired contact information for either email, texts or phone call notifications

The screenshot displays the SCE.com website interface. At the top, there are language options (ESPAÑOL, 한국어, 中文, TIẾNG VIỆT) and a search bar. Below the header, there are two notification banners: 'Wildfire Assistance' and 'PSPS Update'. The main navigation menu on the left includes 'My Account', 'Billing & Payments', 'Settings', 'Device Management', 'Data Sharing & Download', 'Quick Services', 'Your Home', 'Your Business', 'Customer Support', 'Partners & Vendors', and 'Outage Center'. The 'Preference Center' page is shown, with a breadcrumb trail: 'Home > My Account > Preference Center'. The page title is 'PREFERENCE CENTER'. The 'Account Preferences' section includes 'Paperless Billing' (On), 'Outage Alerts' (On), 'Emergency Alerts' (On), and 'Repair and Maintenance Alerts' (On). The 'Customer Preferences' section includes 'Notification Language' (Español) and 'SCE Updates' (Off). A 'Need to update your customer information?' section is also visible.

GO TO SCE.COM/OUTAGE

Map is updated approx. 30 minutes after reported outage
Insert address:

<https://www.sce.com/outage-center/check-outage-status>

1-800-611-1911 outage

The screenshot displays the SCE website's 'Outage Center' interface. On the left is a navigation menu with 'Outage Center' highlighted. The main content area shows 'Current Power Outages' with a breadcrumb trail: Home > Outage Center > Current Power Outages. Below this is a section for 'Public Safety Power Shutoff (PSPS)' with a green informational box stating: 'View a map of current and potential PSPS areas, in addition to areas of high fire risk. You can also see the number of affected SCE customers by county.' A 'View Current Power Outages' section follows, with a sub-instruction: 'Select an icon on the map to learn more about the outage and our estimated restoration t...'. Two map views are shown: a smaller one at the bottom left and a larger one in the center. The larger map shows California with several yellow warning icons indicating outages. A search bar above the map prompts for 'Address, County, City or Zip'. Below the map are two legend items: a yellow warning icon for 'Current Outage' and a yellow warning icon with multiple exclamation marks for 'Multiple Outages'. To the right of the map is a detailed view of a 'Maintenance Outage' in Hawthorne. The details include: Start Time: 8:39 AM PST Today; Estimated Restoration: 3:00 PM PST Today; Status: In Progress - Crew is at work. A progress bar shows 'Completed' (green), 'In Progress' (orange), and 'Not Started' (red). The reason for the outage is 'Pole Upgrade', and 16 customers are impacted. The outage number is 800261127. The last update time is 8:39 AM PST Today.

Current Power Outages

Home > Outage Center > Current Power Outages

Public Safety Power Shutoff (PSPS)

View a map of current and potential PSPS areas, in addition to areas of high fire risk. You can also see the number of affected SCE customers by county.

View Current Power Outages

Select an icon on the map to learn more about the outage and our estimated restoration t...

Maintenance Outage

Hawthorne

Start Time: 8:39 AM PST Today
Estimated Restoration: 3:00 PM PST Today
Status: In Progress - Crew is at work

Step 1: Outage starting soon.

Our crew is preparing to turn the power off so they can work safely.

Completed

Step 2: Crew is at work.

An outage is in effect while our crew performs upgrades.

In Progress

Step 3: Power restored.

Not Started

Reason for Outage:
Pole Upgrade

Customers Impacted: 16
Outage # : 800261127

Last Updated: 8:39 AM PST Today