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

<table>
<thead>
<tr>
<th>11 Days Out</th>
<th>8-10 Days Out</th>
<th>Less than 10 days</th>
<th>3 Days Out</th>
<th>1 Day Out</th>
<th>Day of Outage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automated messages sent to enrolled customers</td>
<td>Notifications sent via mail</td>
<td>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</td>
<td>Critical care customers are called to remind them of outage</td>
<td>Automated reminders</td>
<td>Automated updates if changes occur</td>
</tr>
</tbody>
</table>

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


[https://energized.edison.com/stories/ways-to-stay-connected-online-during-a-power-outage](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
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