



# 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.

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 shows the SCE.com website interface. At the top, there's a header with the Southern California Edison logo and navigation links for language (ESPAÑOL, 한국어, 中文, TIẾNG VIỆT) and a search bar. Below the header, there are two banners: 'Wildfire Assistance' and 'PSPS Update'. The main content area is divided into two columns. The left column contains a 'My Account' sidebar with links to Billing & Payments, Settings (highlighted with a red circle 2), Device Management, Data Sharing & Download, Quick Services, Your Home, Your Business, Customer Support, Partners & Vendors, and Outage Center. The right column is titled 'Preference Center' and includes a breadcrumb trail: Home > My Account > Preference Center. Below this, there's a large green banner with the text 'PREFERENCE CENTER'. The main content area is divided into three sections: 'Account Preferences' (with a sub-section 'Paperless Billing' and a 'View / Edit' link), 'Outage Alerts' (highlighted with a red circle 2), and 'Emergency Alerts' (highlighted with a red circle 3). The 'Outage Alerts' section includes a toggle switch for 'Emergency Alerts' and a 'View / Edit' link. The 'Emergency Alerts' section includes a toggle switch for 'Emergency Alerts' and a 'View / Edit' link. The 'Other Notifications' section includes a toggle switch for 'Repair and Maintenance Alerts' and a 'View / Edit' link. On the right side, there's a 'Customer Preferences' section with 'Notification Language' (set to Español) and 'SCE Updates' (set to Off). At the bottom right, there's a box titled 'Need to update your customer information?' with contact details for Eric Taitano and a 'Manage Profile Settings' link.

# 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



SOUTHERN CALIFORNIA  
EDISON®  
Energy for What's Ahead®

Quick Services

Your Home

Your Business

Customer Support

Partners & Vendors

Outage Center

Report a Power Outage

Report a Street Light Outage

Current Power Outages

Maintenance Outage status

All About Power Outages

Public Safety Power Shutoffs

Rotating Outages

Search

Search

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.

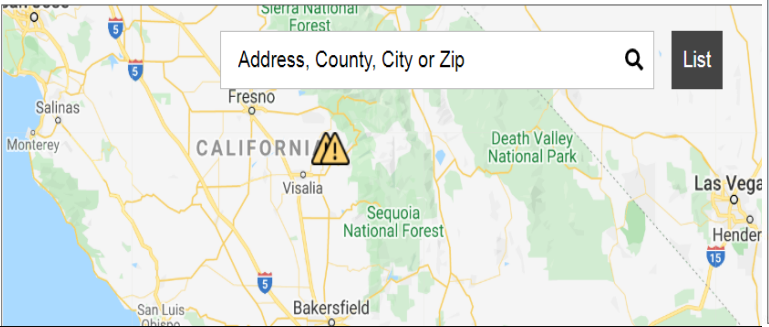
View Current Power Outages

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

Address, County, City or Zip

Search

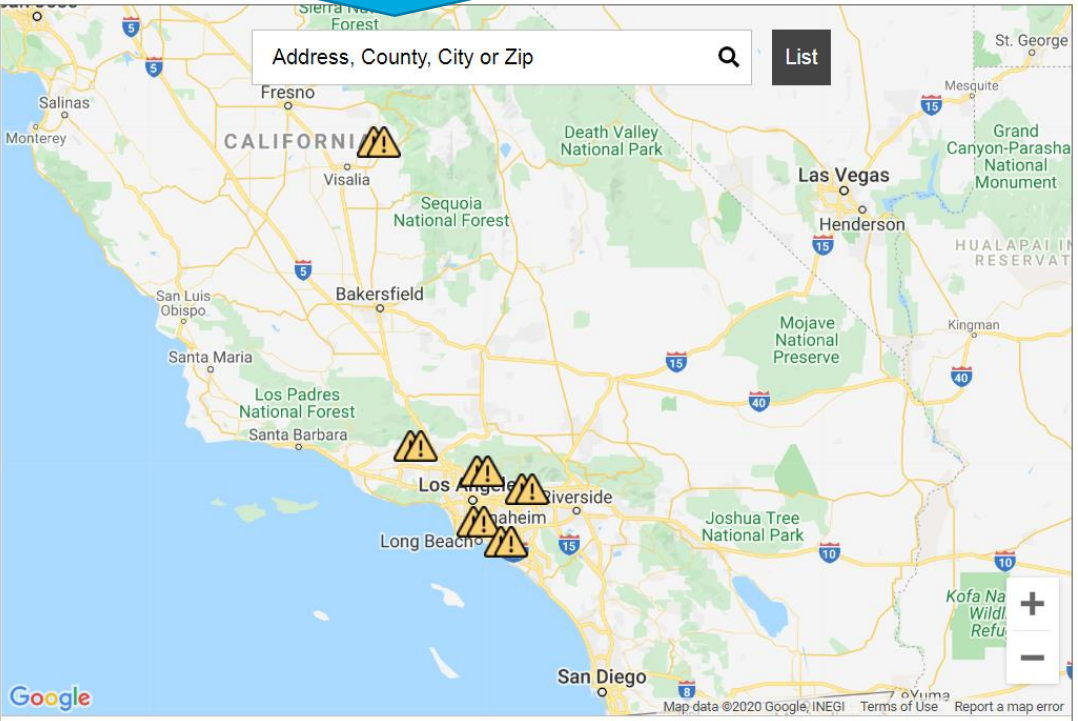
List



Address, County, City or Zip

Search

List



Current Outage

Multiple Outages

Report An Outage

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