

SCE Town Hall

Caroline Choi

Executive Vice President, Public Policy & Corporate Affairs

Thursday, March 20, 2025

We want to hear from you



Southern California Edison wants to hear from you. Please take this survey to help inform our rebuild efforts.

Overview of Electric Grid Restoration & Rebuild

Tahesia Bryant-Hopkins, Project Manager

Restoring and rebuilding

- SCE is safely and diligently working to restore power in neighborhoods affected by the Palisades Fire
- Our rebuild plans include accelerating the undergrounding of over 80 miles of power lines in impacted areas, much of which was already planned before the wildfire
- Underground systems can help reduce the risk of wildfires and increase reliability by reducing the exposure of electrical infrastructure to extreme weather conditions
- SCE will continue to identify the highest risk power lines to underground
- NOTE: Even if lines are undergrounded, the risk will never be reduced to zero
- Our dedicated team, along with eight contractor crews, are working seven days a week throughout the Malibu canyons and along Pacific Coast Highway
- To date, we have successfully dug over 286 potholes, installed more than 16 vaults and trenched over 7,525 feet to provide a more resilient power infrastructure

Execution process: planning, constraints, construction

Planning

- SCE planners previously surveyed and conducted feasibility assessments and determined the scope of work in the Malibu Canyon communities prior to the Palisades Fire
- Analysis is critical in assessing if undergrounding is necessary in proposed locations
- Data was gathered and observations conducted, including accessing and taking images of equipment and surrounding areas

Execution process: planning, constraints, construction

Constraints

- Most projects require at least one permit for road closures, typically from a city, county or Caltrans. Additional permit requirements depend on the project's location, such as state and federal land permits, environmental clearances, Federal Aviation Administration approvals, railroad rights-of-way permits and private property easements
- Permit requests usually take around two months on average, but the process can be significantly longer
- Due to the major disaster declaration and large federal and state restoration efforts, SCE has been given an opportunity to expedite approvals, allowing for the start of the construction on a much shorter timeline than usual
 - We ask that the sense of urgency be maintained to assure timely completion of undergrounding projects

Execution process: planning, constraints, construction

Construction

- Work can be scheduled, and construction can begin once all required permits and constraints are met
- “Expedited” undergrounding of power lines is a complex process and takes time — in this case at least several months, barring any unforeseen obstacles
- While SCE is removing electrical overhead lines and equipment and putting them underground in targeted areas, poles with lines and assets owned by other companies (e.g., telecommunications, cable, etc.) may remain above ground
 - SCE is actively communicating the scope of work with other utilities (telecommunications, cable, etc.) to provide them the opportunity to underground their lines simultaneously



Collaboration and cooperation

- We recognize that construction can be disruptive to your daily lives; please be patient as workers are trying to safely complete their work expeditiously
- Undergrounding may temporarily disturb homeowners' yards and landscaping, and electric panels may need to be modified, replaced or relocated
- To achieve our shared goals of completing the undergrounding projects as quickly as possible, SCE will seek rights of entry and easements from hundreds of customers; in some cases, adjustments to initial designs will be necessary
 - Delays in signing rights of entry can cause significant interruptions in construction timelines and can impact an entire neighborhood in some cases
- We continue to actively seek community support and buy-in



Easements and Rights of Entry

Lorena Muñoz, Manager Land Acquisitions

Land Acquisitions roles and responsibilities

- Once Planning has designed a circuit, the areas where the design affects private property is submitted to the Land Acquisitions group to obtain necessary land right to move forward with construction and installation
- The Land Acquisitions group:
 - Verifies impact of the circuit to the property and researches ownership
 - Prepares necessary documentation for acquisition of rights (e.g., right of entry agreement, easement)
 - Engages property owners via phone call, text message, email, mail and/or door knock to assure proper communication
 - Reviews, explains and walks property owners through key dates and what can be expected

SCE's land acquisitions group is supported by Spectrum Land Services

SCE team

- Vanessa Cardenas, Project Manager
- Jay Glasser, Project Manager
- Lorena Munoz, Manager

Spectrum Land Services team

- Susie Brant, Acquisition Agent
- Kurtis Johnson, Field Agent
- Jennifer Pryor, Project Manager
- Cindy Terry, Project Manager
- Gloria Yune, Acquisition Agent

These are the people who will be reaching out to you on behalf of SCE.

Right of entry (ROE) and easement process

Rights from the property owner, in the form of an easement, which typically takes three to six months, is needed before a job/project can be cleared for construction. The right of entry process was implemented to expedite the land rights acquisition process, which would allow the project to get to scheduling and construction at a faster pace.

30 Days for restoration

60 day timeline to secure signature of ROE. Acquisitions agent schedules calls, site visits and communicates as necessary to assure property owner fully understands project and impact to property. \$500 compensation offered for signing of ROE

Non-responsive or unwilling property owners will stop the project from moving forward. 100% participation of affected property owners is necessary to move on to scheduling and construction.

The designs for property owners unwilling to work with SCE will be reviewed by leadership to determine next steps for the property based on how the entire project is affected.

Once all the necessary ROEs for an area or community are obtained, the project will move forward to scheduling for construction.

An agent will reach out to property owner before or after construction to complete signing of the easement, once it is ready. Compensation for easement will be offered at this time.

Restoration efforts and right of entry

Our number one goal is safe and reliable power restoration to the community. The success of this effort hinges on your cooperation and timely response

Key right of entry takeaways:

Short document with easy-to-understand exhibit depicting how your property is affected

Grants SCE access and authorization to construct facilities on your property

Allows for flexibility in design change before construction

Grants a temporary right, as the easement will grant the permanent right

Two opportunities for compensation, one at ROE signing and one at easement signing

Reconnecting Electric Service

- Meter panel with no damage
- Meter panel with damage
- Rebuild/temporary power

Damian Gonzalez, Senior Planning Specialist

Meter panel with no damage

- (1) Contact SCE at PalisadesElectricalService@sce.com or call 1-800-250-7339 and provide the following information: name, address, contact email and phone number
- (2) Customer requests are received by SCE Planning; a planner submits request to Operations
- (3) Operations personnel conduct an on-site visit to determine if service can be safely reconnected to permanent infrastructure or if a generator is required
 - Service is re-established in approximately 1-5 days
 - SCE will not close the main circuit breaker to the panel
 - SCE recommends having a qualified electrician inspect the home prior to closing the main breaker

Meter panel with damage

- 1) Contact authority having jurisdiction (AHJ) to receive permit for panel replacement
- 2) Contact SCE at PalisadesElectricalService@sce.com or call 1-800-250-7339 and provide the following information: name, address, contact email and phone number
- 3) Customer requests are received by SCE Planning; a planner will initiate customer contact
 - Planner and customer determine panel location (may change dur to undergrounding project)
 - Customer's electrician completes panel replacement
 - Customer initiates panel inspection with AHJ
- 4) SCE planner receives inspection from AHJ and submits request to Operations
- 5) Operations personnel conduct an on-site visit to determine if service can be safely reconnected to permanent infrastructure or if a generator is required
 - Service is re-established in approximately 1-5 days
 - SCE will not close the main circuit breaker to the panel
 - SCE recommends having a qualified electrician inspect the home prior to closing the main breaker

Rebuild and temporary power

- 1) Contact authority having jurisdiction (AHJ) to receive permit for panel replacement
- 2) Contact SCE at 1-800-655-4555 to create a service request; dial code "7-3-1"
- 3) Customer requests are received by SCE Planning; a planner will initiate customer contact
 - Planner will request relevant documents (survey plans/electrical load schedule)
 - Planner and customer determine panel location (may change dur to undergrounding project)
 - Customer's electrician completes panel replacement
 - Customer initiates panel inspection with AHJ (survey plans and electrical load schedules may be required)
- 4) SCE planner receives inspection from AHJ and submits request to Operations
 - Service is re-established approximately 5-10 days from AHJ inspection approval date (lead time can increase, depending on complexity/size of job)
 - Generator will not be provided for temporary power services
 - SCE will not close the main circuit breaker to the panel

Questions & Answers



If you haven't already, please take a moment to complete this survey while the Q&A is underway.

Customer Support

Disaster Recovery – Macro Site

1.Resources Provided by SCE:

- Information on wildfire safety measures.
- Tips for weather impact preparedness.
- Access to emergency contact numbers and support services.

2.Current Gaps:

- Specific resources or information missing during wildfire events.
- Additional resources needed for weather impact situations.

3.Action Steps:

- Encourage community members to visit website for comprehensive resources.
- Share the website link through social media and community channels.
- Collaborate with **local organizations** to spread awareness and enhance preparedness.

Conclusion:

- Emphasize the importance of staying informed and prepared.
- Call to action: Visit <https://energized.edison.com/disaster-recovery> and share the information with your community.



Disability Disaster Access and Resources (DDAR)

SCE partnered with the California Foundation for Independent Living Centers (CFILC) through the Disability Disaster Access and Resources (DDAR) to people with disabilities, support older adults, or other Access and Functional Needs

Resources Provided:

- Emergency planning assistance
- Portable backup batteries
- Accessible accommodations and transportation
- Vouchers for food, hotel stays, or fuel for generators

To apply:

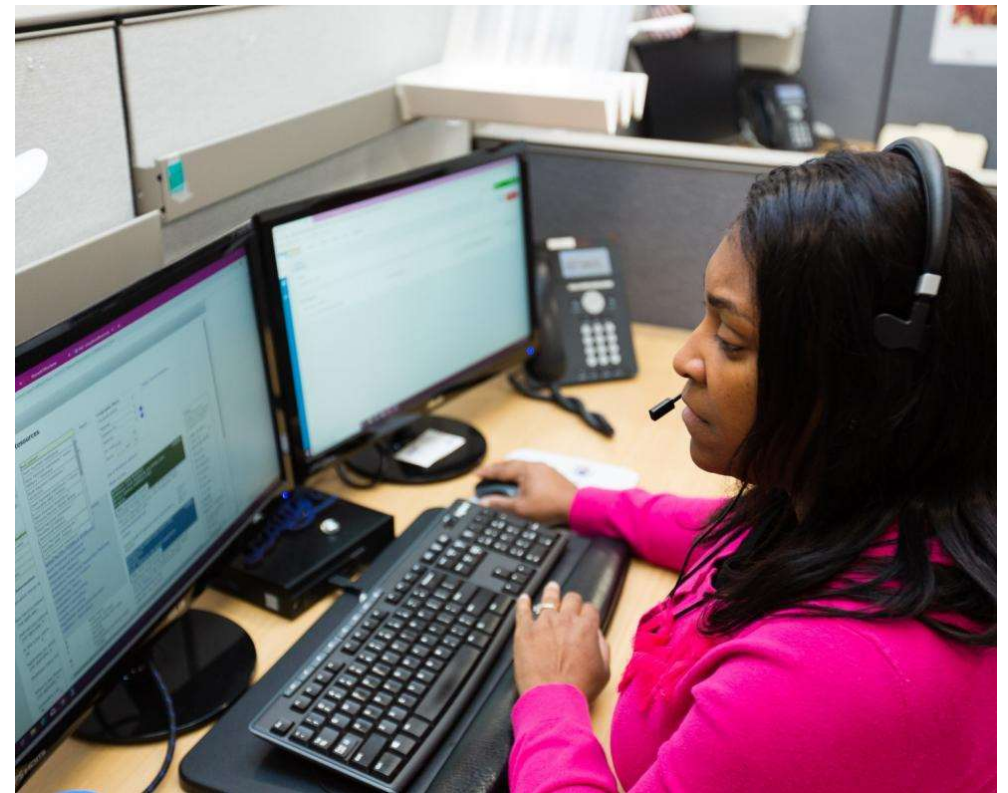
- Complete a DDAR application:
DisabilityDisasterAccess.org/application/
- Call CFILC at 866-328-8875



2-1-1 Support for PSPS

Partnering with the California Network of 211 to provide individuals with Access and Functional Needs (AFN) a single source of information and connection to available resources in their communities

- ✓ PSPS education and connection to local community – based organizations for assistance
- ✓ PSPS resource services include transportation, lodging, and food support
- ✓ 24/7 connection point for all AFN households before, during, and after a PSPS
- ✓ Individualized emergency planning



**Dial 211 for support during a Public Safety Power Shutoff
Video Relay Services 1-800-402-4018**

Medical Baseline Allowance (MBL) Program



- The Medical Baseline Program is for **residential customers who rely on power to operate medical devices**, equipment for certain conditions or who have mobility needs
- The MBL Program is **NOT an income eligibility program**
- Customers enrolled in the MBL program receive **additional electricity 16.5 KWH per day, at the lowest rate**
- Patient must be a **full-time resident** in the home
- **PSPS event** notification and other unscheduled and scheduled events in the customers area

Examples of Qualifying Devices or Conditions

- | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Dependency on life-support equipment • Paraplegic, hemiplegic, or quadriplegic • Multiple Sclerosis • Scleroderma | <ul style="list-style-type: none"> • Life-threatening illness or compromised immune system • Temperature sensitivity (heating or cooling) • Hospice | <ul style="list-style-type: none"> • Aerosol tent • Hospital bed • Apnea Monitors • Breathing Machine • Dialysis machine • Electronic nerve stimulator • Nebulizer | <ul style="list-style-type: none"> • Infusion pump • Motorized wheelchair • Oxygen generator/compressor • Suction machines • Iron Lung |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Customers should **NOT disqualify themselves** if they do not see their medical condition or device listed on the utility's websites; SCE recognizes that new devices and technologies are being introduced regularly and evaluate every application, and condition/device, for eligibility

Ways to Apply

Online

[sce.com/medicalbaseline](https://www.sce.com/medicalbaseline)



Mail



Contacting SCE

[1-866-229-9360](tel:1-866-229-9360)



Customer Service Resources

- [SCE Disaster Recovery site](http://www.sce.com/disasterrecovery) has the latest developments with programs and resources available for impacted customers (www.sce.com/disasterrecovery)
- [Guide to Rebuilding with SCE](http://www.sce.com/rebuilding) – outlines the steps and available support to help navigate the rebuilding process (www.sce.com/rebuilding)
- Call our dedicated customer support team at **1-800-250-7339** from 7 a.m. to 7 p.m. Mondays through Fridays, or Saturdays from 8 a.m. to 5 p.m.
- Disaster Recovery Center – SCE has co-located with LA County to provide in-person support for Palisades and Eaton fire impacted customers:
 - Altadena: Tuesday-Saturday from 7 a.m. to 5 p.m.; 540 W. Woodbury Road, Altadena
 - Calabasas (*Coming Soon – By Appointment*): Monday & Wednesday from 8 a.m. to 12 p.m.; 26600 Agoura Road #110, Calabasas

Customer Service Resources

- **[Access and Functional Needs](http://www.sce.com/wildfire/access-and-functional-needs)** We offer resources and support to serve the diverse needs of our customers during Public Safety Power Shutoff (PSPS) outages (www.sce.com/wildfire/access-and-functional-needs) and programs to help customers prepare **[Public Safety Partner Guide to PSPS Customer Resources](#)**.
- **[Customer Resources and Support](https://www.sce.com/outage-center/customer-resources-and-support)**: Resources and support to help you prepare for any emergency. We offer programs and rebates to help you prepare for emergencies such as earthquakes, wildfires, or outages, including Public Safety Power Shutoff outages. Explore these tools, resources, and programs that tap into the latest technology and services. (<https://www.sce.com/outage-center/customer-resources-and-support>)
- **211 Community Referrals**: SCE partners with 211 to support customers. This free, confidential service connects customers affected during PSPS for temporary accommodations, food support, and transportation. Outside of PSPS activations, 211 will provide customer care support through emergency preparedness education and **[Medical Baseline](#)** enrollment assistance. The service is available 24 hours a day and 7 days a week in multiple languages via phone (dial 211), web (211.org), and text (text "PSPS" to 211211).
- **[Disability Disaster Access & Resources Program \(DDAR\)](http://www.sce.com/wildfire/access-and-functional-needs/ddar)**: A partnership with the California Foundation for Independent Living Centers (CFILC) that supports customers with disabilities before, during, and after a PSPS outage. The program may assist individuals with ADA-accessible care rides and hotel stays as well as receive food assistance. (www.sce.com/wildfire/access-and-functional-needs/ddar)
- **[Backup Power](http://www.sce.com/ccbb)**: Portable Backup Battery and Solar Panel for Customers in High Fire Risk Areas. The Critical Backup Battery Program provides a free portable backup battery to power medical equipment during emergencies. The eligible customer must be enrolled in SCE's **[Medical Baseline Allowance](http://www.sce.com/ccbb)** program and live in a Tier 2 or 3 high-fire-risk area. (Battery Backup www.sce.com/ccbb; Medical Baseline <http://www.sce.com/mbi>)
- **Find all resources in one location** - **[Linq - Community & Climate Equity Team](https://linqapp.com/obetul40qaqd?r=profile_qr)** (https://linqapp.com/obetul40qaqd?r=profile_qr)