

Updating our Operations

During the COVID-19 Crisis

How we're supporting our customers and employees during this unprecedented situation.

HELPING CUSTOMERS DURING THESE DIFFICULT TIMES

- **We are temporarily suspending service disconnections, waiving late fees, and have resources to help you with your bill.**

We offer a number of payment assistance options for our residential and business customers, including payment extensions and arrangements. If your income has changed, you may also qualify for a reduced energy rate through our CARE or FERA programs. If someone in your home requires the use of electrically powered medical devices or equipment, you may qualify for our Medical Baseline Allowance program. More information for your home is available at [SCE.com/residential/assistance](https://www.sce.com/residential/assistance) and for your business at <https://www.sce.com/business/Small-Business-Resources>.

HELPING CUSTOMERS & EMPLOYEES STAY SAFE AND HEALTHY

- **Crews are working in pods to minimize exposure while maintaining physical distance from others.**

Due to the nature of their work, our crew members are sometimes unable to maintain physical distancing while making repairs. Just as your family unit, or household, interact but remain physically distant from the rest of the world, our crews interact similarly. When working in the field or in any environment near others, crew members wear a facial covering where practical. We must ensure that the fabric of facial coverings meets safety requirements for working near high-voltage equipment.

- **Crews are also maintaining physical distance by driving separately whenever possible.**

Another precaution we are taking to minimize exposure is driving in separate vehicles when it is practical to do so. As a result, customers may notice more SCE vehicles at job sites. We have also temporarily allowed SCE crew members and essential personnel to drive their personal vehicles to conduct company business. To identify SCE personnel while performing work in the field, employees will present their SCE ID badge upon request while maintaining a safe distance.

- **If we need to reach you, we'll call.**

Customers should not approach crew members and should stay at least six feet away for safety. The safety of our workforce, our customers, and the public remain our top priority.

CONTINUING CRITICAL WORK

- **We continue to perform critical work to make urgent repairs, maintain our network, and protect communities from the threat of wildfires. We are prioritizing and evaluating each outage on a case-by-case basis.**

Safely providing reliable service means critical scheduled outages must continue, even during this unprecedented COVID-19 situation. Postponing this critical work could inadvertently create larger and more dangerous risks.

- **We are working to minimize outage impacts.**

SCE is working hard to minimize the impact of outages, especially for vulnerable customers, businesses, and other critical services. If an outage is deemed critical, considerations are put in place to minimize its duration and impact, such as scheduling outages overnight and increasing the number of crews on a project through redeployment.