

## Important Information About Electrical System Upgrades in Your Neighborhood



May, 2018

Dear Neighbor,

Southern California Edison (SCE), along with crews from our approved contractors PAR Electric, J M Corporation, and Arizona Pipeline will be working in your neighborhood soon to make improvements to the electrical grid. This maintenance work is important to ensure the power grid is supported with up to date technology and reliability for continuous improvement. We understand that this work in the community can be an inconvenience to customers. We are committed to minimizing any inconveniences and ensuring the safety of the public. Thank you for your patience as we complete these upgrades.

### Upgrades in Your Area

We will be upgrading underground electrical cables in your area. These replacements are necessary to improve the reliability in your community.

### What to Expect

- When the crews start testing the underground cable you will experience your power turning off and on. You will be notified prior to any outage.
- Crews may need to access the electrical structures and equipment on your property. We will attempt to notify you prior to entering.
- Per the California government code 4216, Dig Alert will be marking all of the underground utilities with paint. The markings may be there for an extended period of time but will be removed at the completion of the work in your area.
- Crews may need to dig, trim or remove trees or other plant material to safely access equipment. In addition, upon completion, we will return the area to its previous appearance. In some cases a pull box may need to be installed for future access.
- To ensure your safety during construction, there may be traffic lane and sidewalk closures. Crew members will use appropriate traffic control signs and flags.
- For crews to work safely, SCE may schedule maintenance power outages during construction. In these cases, we will notify you by phone, text, email and mail at least 72 hours prior to the outages.\*

***\*You can sign up to receive outage alerts using your preferred method of communication via [sce.com/outage](http://sce.com/outage).***

If you have questions, please visit our website: [sce.com/upgrades](http://sce.com/upgrades)

Emergency or Downed Power Lines dial 911

Customer Service 1-800-655-4555

SCE will provide the latest information about outages at [sce.com/outage](http://sce.com/outage).

- If you use medical equipment in your home, SCE offers a Medical Baseline program. To learn more about the program and its benefits, including enrollment, please visit [sce.com](http://sce.com) or call SCE at 1-800-655-4555.

**Here are some tips for customers preparing for a maintenance outage:**

- Customers with a medical condition that require electric-powered life support equipment should be sure to have a backup power system in place or make other plans for health and welfare during an outage.
- Make sure food stays as cold as possible by keeping refrigerator and freezer doors closed and placing blocks of ice inside.
- Learn how to manually open security gates and garage doors.
- Notify any security companies that monitor the customer's home or business.
- Protect computers, televisions and other sensitive equipment by unplugging them.