

Your Energy Education Starts Here: Discover Free Learning Opportunities at SCE's Energy Education Centers



SCE's Energy Education Centers in Irwindale (shown here) and Tulare offer information, tools and resources to help businesses and residents make better energy decisions.

Whether you're just starting out or already a seasoned expert, SCE offers free in-person and online courses covering a variety of industry topics, such as:

- Heating, Ventilation, Air Conditioning & Refrigeration (HVAC/R)
- Renewable Energy & Sustainability
- Foodservice Efficiency
- Agriculture, Pumps & Water Delivery
- ...and many more!

With something for everyone, our classes are a great way to build skills, stay current on trends and technologies, and connect with others in your field. Here's a look at some of our upcoming offerings:

Master Heat Pump Water Heater (HPWH) Installation

- Learn the ins and outs of proper installation techniques, ensuring optimal performance and customer satisfaction. Open to installers and licensed contractors. As part of the course, participants will discover why 90% of installations do not require a panel upgrade and will **receive a free 65-gallon HPWH upon completion.**
- Date and location: Nov. 3, 4 or 5 (full day, select one date), SCE Energy Education Center in Irwindale. ***More details and registration.***

Emissions Reduction Goal Setting & Decarbonization Planning

- Gain an overview of why and how to set greenhouse gas (GHG) reduction goals for various types of organizations. Learn innovative strategies for mitigating and sequestering GHG emissions, including electrification, market-ready technologies and new upcoming technologies.
- Date and location: Nov. 7, 10 a.m.–12 p.m., webinar. [More details and registration.](#)

Food Safety and the Kitchen of the Future

- Learn about new pieces of cooking, holding and refrigeration equipment and find out how they save energy and reduce labor while simultaneously increasing food safety and Hazard Analysis and Critical Control Points (HAACP) compliance in commercial kitchens.
- Date and location: Nov. 13, 10 a.m.–12 p.m., SCE Energy Education Center in Irwindale. [More details and registration.](#)

Best Practices for Lighting Controls Installation

- Obtain a comprehensive understanding of how to install lighting control systems efficiently, safely and in compliance with industry standards. The course covers wiring, device placement, integration and troubleshooting techniques to help you avoid common mistakes and ensure optimal system performance.
- Date and location: Nov. 21, 9 a.m.–11 a.m., webinar. [More details and registration.](#)

Focused Trainings to Advance Your HVAC Expertise: System Design, Testing and Certification

- Master efficient system design in the [Daikin Variable Refrigerant Volume \(VRV\) Application and WebXpress Tool Training](#), and
- Prepare for certification with the [Institute of Heating and Air Conditioning Industries, Inc. \(IHACI\) Non-Res ATT – Acceptance Testing Technician Training – Part 1](#) and [Part 2](#). Recommended for experienced HVAC professionals.

For more details about SCE's interactive displays, classes and events on the latest in energy management and efficiency technologies, visit sce.com/clean-energy-efficiency/energy-education. On that page, click on "Class Categories & Descriptions" for course listings and registration.

SCE Receives Industry Award for Excellence in Customer Experience

Chartwell Inc., a specialized information provider for the utility industry, awarded SCE its 2025 Silver Award for Excellence in Customer Experience for our multi-pronged data analytics approach to improving customer satisfaction. The judges selected SCE for combining advanced technologies, including machine learning and large language models, with proven processes to identify operational functions that ultimately led to customer experience and satisfaction gains.

The Best Practices Awards from Chartwell recognize excellence among electric and gas utilities with respect to projects, programs and service initiatives. The categories include Billing and Payment Programs, Customer Experience, Digital Experience, Electric Vehicle Programs, Marketing and Communications, Serving Business Customers, Serving Vulnerable Customers, and Customer Transformational Leadership.



SCE Senior Manager, Customer Service Rajendra Acharya (right) receives an award for SCE Excellence in Customer Experience from Chartwell Inc. CEO I.S. Dunklin.

SCE Heritage Month Events Celebrate Business and Community Partnerships

This year SCE continued our tradition of hosting annual heritage events to recognize and celebrate heritage in a way that educates and honors our collective past. By doing so, we aim to build mutual respect and understanding among all members of our community.

Our events for Asian American Pacific Islander (AAPI) Heritage Month and Hispanic Heritage Month (HHM) also celebrated organizations and companies that advance the efforts and contributions of AAPI and Hispanic/Latinx communities, and we proudly honored AAPI and Hispanic/Latinx businesses and organizations in the categories of Community Partnership, Diversity, and Clean Energy.

Congratulations to the highly deserving 2025 award recipients:

AAPI

- **Community Partnership Award:** Buddhist Tzu Chi Foundation
- **Gwen Moore Diversity Award:** Alpha Pacific Engineering & Contracting
- **Clean Energy Champion Award:** Chinatown Service Center

HHM

- **Community Partnership Award:** Sharefest Community Development, Inc.
- **Gwen Moore Diversity Award:** Phenix Truck Bodies and Van Equipment
- **Clean Energy Champion:** Campos Companies

SCE's heritage month events consistently receive high marks from attendees. After the 2025 HHM event, one comment read, *"I speak for many of the attendees who appreciate the time your executive leadership dedicated to being present ... Pedro J. Pizarro [President and CEO, Edison International], Caroline Choi [EVP, Public Policy & Corporate Affairs, Edison International], Funmi Williamson [SVP, COO Customer Service, SCE], Karla Sayles [VP, Local Public Affairs, SCE], Tomas Wong [Government Affairs Manager, Local Public Affairs, SCE], Tammy Tran [Principal Manager, Supplier Diversity & Development, SCE], Jeffrey Rodriguez [Principal Manager, Supply Chain, SCE] and many others. Thorough and comprehensive presentations, plus inspiring speakers. Thank you."*

Learn more about SCE's heritage month events, including the Nov. 7 Multicultural Event, at sceheritageevents.com. (Also see coverage of our 2025 Black History Month celebration in this year's *Power Bulletin Issue 1*.) To stay up-to-date on our business programs and community initiatives, follow us on X @SCE_Business and @SCE_Communities, as well as on our [Facebook](#) and [LinkedIn](#) pages.