

## The COVID-19 Pandemic: We're Here for You in a Time of Need

Southern California continues to feel the impact of COVID-19, and our thoughts remain with those who have been affected. As we continue to adapt to following the guidance of Gov. Gavin Newsom's "stay-at-home" order, we want to keep you updated on SCE's continued efforts to support our customers in these difficult times.

### Assistance for Businesses

We understand that many businesses – especially small businesses – are facing new and unforeseen challenges due to COVID-19. To help you, we're suspending service disconnections for nonpayment and waiving late fees by request. Find out more on our [Response to COVID-19](#) page.

For more information on assistance and resources, visit our [Small Business Resources](#) page.

### Don't Fall for Scams

Unfortunately, scams targeting utility customers increase during times of uncertainty; we urge you to call us first at 1-800-655-4555 before taking any action, or if you are suspicious about any COVID-19-related emails or calls you receive from people claiming to be with SCE. We will never call you or email you to demand payment and threaten to disconnect your service if payment isn't received immediately. Learn how to [avoid COVID-19 scams](#).

### Reliable and Safe Electricity Service

As communities throughout California continue to practice social distancing amid the stay-at-home order, we are reassuring customers that electric service will not be impacted.

Electric service is identified by the state as a critical infrastructure sector on the frontlines of the COVID-19 battle. In addition to hospitals, medical clinics, and research facilities, this includes public safety agencies, water districts, and telecommunications networks.

We already have postponed temporarily all planned power outages that are not critical. However, safely providing reliable service means critical scheduled outages must continue. We are prioritizing work necessary to protect our communities from the threat of wildfires and to make urgent repairs, even as we postpone less pressing upgrades. Postponing this critical work could inadvertently create larger and more dangerous risks.

We do not take the decision to proceed with an outage lightly, and our teams are working to shorten the duration as much as possible. We must go forward with work necessary to protect public safety, including reducing wildfire risk.

Visit our [Outage Center](#) to report an outage, view current outages, or check the status of a planned outage in your area. We are working hard to reschedule or minimize the impact of critical, necessary outages, especially for vulnerable customers, businesses, and other critical services that are part of the response to the outbreak.

You may also see our crews conducting inspections from the ground or air to determine the need to clear or remove vegetation near our equipment or actively working to remove it.

Thank you for your support as we work to keep our communities safe.

## SCE Crews Insulate Power Lines to Prepare for Active Wildfire Season

Along The Old Road in Valencia, Willie Rios and his crews are installing insulated power lines, work by SCE that is considered critical during the COVID-19 pandemic. They are working amid a challenging health crisis while practicing physical distancing.

“We’re in the field every day adhering to the physical distancing requirement while working on high-voltage power lines,” said Rios, an SCE foreman. “We’re still able to follow all safety and health guidelines by bringing in an extra bucket truck to keep the proper distance away.”

The crews are replacing six spans of bare wire with covered conductor near the I-5 Freeway. The insulated wire helps prevent power lines from arcing or sparking if a tree branch or metallic balloon blows into them during extreme weather.

“It’s really important that we maintain the grid right now because first responders, hospitals, and supermarkets are relying on electricity,” said Rios, in partnership with IBEW Local 47, who has been with the company 37 years. “Our crews understand the importance of making sure the system is fully operational.”

He added, “They’re also away from their families and understand the importance of physical distancing to keep their own families healthy and safe.”

### Keeping Communities Safe

More than 25 percent of SCE’s service area is in high fire risk areas, so crews continue to work hard to install wildfire mitigation tools, such as insulated wire and technologies to prevent wildfires.

SCE filed our annual Wildfire Mitigation Plan with the California Public Utilities Commission in February. It’s a roadmap of how we will continue to harden infrastructure, bolster situational awareness capabilities, and enhance operational practices by harnessing the power of data and technology to keep communities safe.

“[SCE] is deferring noncritical work while moving forward with critical work to manage public safety and imminent reliability issues, reduce the risk of wildfires and the scale of Public Safety Power Shutoff events during wildfire season, and keep our communities safe,” said Pedro Pizarro, president and CEO of Edison International, the parent company of SCE.

For more information, visit our [wildfire safety measures](#) website page and see the 2020-2022 [Wildfire Mitigation Plan](#).



*An SCE lineman works on a covered conductor installation, a critical wildfire mitigation tool.*