

# WILDFIRE & MAJOR DISASTER ASSISTANCE FOR SCE CUSTOMERS

Southern California Edison is here to help our customers impacted by the recent wildfires and other major disasters. Customers are eligible to receive support from SCE in a variety of ways that can help ease their recovery.

If you have been impacted by a recent wildfire or other major disaster and are in need of assistance, please visit [sce.com/safety/assistance-center](https://sce.com/safety/assistance-center).

For timely and accurate status updates and safety resources, visit [sce.com/ assistance-center](https://sce.com/assistance-center). Representatives are also available on a dedicated line in SCE's contact center to help our impacted customers and can be reached by calling **1-800-250-7339** Monday – Friday from 6 a.m. – 9 p.m. and Saturdays from 8 a.m. – 5 p.m.

## **HOW WE CAN HELP:**

- Waive deposit requirements for affected small business customers seeking to reestablish service to a new location. SCE does not collect reestablishment deposits from residential customers.
- Discontinue billing for homes that have been destroyed, are deemed uninhabitable or have evacuation periods.
- Offer reasonable payment plans to help ease the financial impacts resulting from the disaster event.
- Suspend disconnection for non-payment.

## **PROGRAMS AVAILABLE TO SCE CUSTOMERS:**

- **California Alternate Rates for Energy (CARE)**
  - This program offers income-eligible customers an approximate 30% discount on their monthly utility costs.
  - To learn more about this program you can call SCE directly or you can visit [sce.com/CARE](https://sce.com/CARE).
- **Medical Baseline**
  - This program is for customers who are reliant on electrically operated medical equipment. This program provides customers additional electricity per day at a discounted rate, helping to reduce monthly utility costs.
  - To learn more about the program and to complete the application visit [sce.com/medicalbaseline](https://sce.com/medicalbaseline) or call SCE directly.



**For emergencies**, such as power outages and downed power lines, SCE is available 24-hours a day at **1-800-611-1911**.

**Please remember to never approach a downed power line. Stay away and call 911 immediately.**