

## **ROTATING OUTAGE PROCEDURES AND POLICIES**

### **California Independent System Operator Emergencies**

In the event of an electrical system emergency, the California Independent System Operator [CAISO] is responsible for formally declaring emergencies and implementing measures to mitigate them.

The following are the three levels of emergencies that the CAISO can declare. (Also see attached CAISO Fact Sheet.)

#### **Stage 1**

A Stage 1 Emergency is declared when the CAISO determines there will be an operating reserve (the difference between demand for electricity and generation that is available) shortfall within the next two hours. It is less severe than Stage 2 or Stage 3 emergencies. Stage 1 does not require interruption of service to customers.

#### **Stage 2**

A Stage 2 Emergency is declared anytime there will be a serious operating reserve shortfall (less than 5%) within the next two hours. At or before this stage, interruption of service to some or all of selected customers is required. Many customers have agreed to be interrupted in case of a Stage 2 Emergency. These customers receive a reduced rate for their electrical service as compensation for their agreement to be curtailed.

#### **Stage 3**

A Stage 3 Emergency is declared anytime there will be a critical operating reserve shortfall (less than 3%) within the next two hours. Stage 3 is the most severe emergency and indicates that, without significant ISO intervention, the electrical system is in danger of imminent collapse. Involuntary curtailment of service to consumers (known as a "rotating outage") is required to maintain operating reserve above 3%.

### Stage 3 Emergency Communications

If the CAISO informs SCE that rotating outages are forecasted for the day, SCE will notify cities and counties through our automated **Outage Notification Communication (ONC) system**. The message will notify the primary contacts that you identify (generally watch commanders, emergency response coordinators, key city staff, etc.) by phone, e-mail, and/or FAX. **However, please note that Stage 3 electrical system emergencies can be declared by the CAISO without advanced warning.** The message will inform the primary contacts when the outage is scheduled to start and which rotating outage group numbers are forecast to be interrupted. If and when rotating outages do begin, we will notify the primary contacts with the times the rotating outages are scheduled to begin and the groups projected to be interrupted. *For the ONC program, SCE asks for up to six (6) key contacts per city and county only.* This is a sample message:

*This is an electric system advisory from Southern California Edison. Today, [month/date/year], Rotating Outages are anticipated and may begin at [start time], and last an estimated [number] hours. [Group number range] are scheduled to be affected in the [first/second/third/fourth/fifth/sixth] hour...] Southern California Edison is requesting customers to conserve energy throughout the day to help avoid rotating outages. Additional information is available at [www.sce.com/outage](http://www.sce.com/outage) or at 1-800-611- 1911. Thank you for your cooperation.*

The **SCE Alert system**, activated by SCE's internal EOC [emergency operations center,] is an emergency notification process for public officials. In a Stage 3 Emergency, alerts will be sent out as a follow-up to the ONC notifications and will be sent to city and county elected officials and key staff in order to provide additional information, if available, regarding the rotating outage event. This information will also be published on the **SCE In Case of Crisis mobile phone app** under the "Rotating Outages" button. We encourage local government officials to download the app if you have not done so already. Please let me know if you have questions about using the app or need further assistance.

### Other Electrical System Emergency Communications

In the event of an electrical system emergency, there remains the possibility that the CAISO could order SCE to implement rotating outages and/or call on the interruptible customers **without declaring a Stage 3 Emergency.** Emergencies such as fires, inclement weather or earthquakes can cause interruptions in the transmission system without warning, which would result in losing the ability to transmit power into the local areas.

If the CAISO does order SCE to implement rotating outages and/or call on the interruptible customers, SCE will implement the same customer notification procedures as if we were in a Stage 2 or Stage 3 Emergency.

## Rotating Outage Maps

SCE continues to post maps illustrating the rotating outage groups on its website. Customers can look up their outage group number and use a feature that allows users to look up, display, and download these maps by city and unincorporated county areas. The link to this feature can be found from <http://www.sce.com/outage>.

We encourage you to look at the website to ensure you have the latest information, particularly when you receive notice of potential rotating outages. Outage groups likely to be called in the next event are currently listed on the site as well.

## Essential Use Customers

Certain types of customers and facilities are designated by the California Public Utilities Commission as “Essential Use Customers” and are exempt from rotating outages. Listed below are the types of facilities determined to be essential use customers. For example, critical public services like fire stations and hospitals are generally considered essential use customers. To qualify for exemption from rotating power outages, essential use designees must be a business customer that provides a critical public service. To receive an evaluation and apply, customers may call SCE at 1-800-990-7788.

- Government agencies essential to the national defense
- Hospitals and licensed skilled nursing facilities
- Communication utilities that relate to public health, welfare, and security
- Navigation, traffic control, and commercial air and sea landing and departure facilities
- Electric utility facilities and fuel transportation services critical to electric power system operation
- Radio and TV stations that broadcast emergency messages, instructions, and other public information
- Areas served by networks, at utilities’ discretion
- Rail rapid transit systems as necessary to protect public safety
- Transmission customers who supply more power to the grid than consumed during rotating outages
- Optional Binding Mandatory Curtailment Program customers
- Petroleum refineries, vital ancillary facilities, and customers in the critical fuels chain of production
- Water and sewage utilities may request partial or complete exemption in times of emergency – these utilities support public services, such as firefighting

Note that some essential use facilities with a backup generator **may not be exempt** from rotating outages. This allows greater support to essential facilities that do not have a generator as a source of backup power. Hospitals and licensed nursing facilities are

always exempt from rotating electric outages. The Essential Use Customer List is reviewed and updated annually. If the status of a facility changes, customers will receive a 15-day advance notice from SCE.

### **Critical Care Customers**

Some local governments have inquired about residents requiring life support equipment or with life-threatening medical problems may need special assistance should a rotating outage occur. A few have requested a list of these types of special needs customers identified through our critical care program who reside in their city or county. Because such customer information is confidential, we cannot provide this data directly to a local jurisdiction. However, we have developed a method for cities and counties to contact these special needs customers directly to convey information regarding any assistance you plan to provide. Please let me know if your city or county would like to contact these residents.

### **Restoration of Service in Public Safety Emergencies**

If, during a rotating outage, a serious public safety or life-threatening circumstance should arise and restoration of affected electric service is necessary, the responsible public safety agent(s) of the municipality (e.g., fire or police personnel) may contact SCE to request immediate service restoration of the affected facilities. SCE will make best efforts to restore service and will contact the requesting agent(s) to confirm restoration. We intend for this extraordinary procedure to be employed in actual emergency situations, and not to address potential hazards or dangers, or other matters of mere convenience.

Should you experience such a life-threatening circumstance and need service restoration to a particular location during a rotating outage, please contact SCE at 800-286-1723. **This is a special number provided for public safety personnel use only.** Callers will be asked to provide the following information in order to have service restored:

- The specific address of the facility requiring service
- The caller's name and position of authority
- A follow-up telephone number
- The life-threatening emergency that forms the basis for your restoration request.

We will take the necessary steps to restore service as soon as possible, and then we will contact the caller to verify that the service to the affected location has been restored.

## **Rotating Outage Cooling Stations**

Should high temperatures coincide with imminent or declared rotating outages in your neighborhood, community businesses and organizations have volunteered their facilities to serve as Rotating Outage "Cooling Stations" — places where customers with medical conditions that make them unusually sensitive to extreme temperatures can go to cool off. Note that these facilities have limited space, and are different from "Cool Centers," which are not exempt from rotating outages.

Please visit [on.sce.com/coolcenter](https://on.sce.com/coolcenter) to find locations near you and their hours of operation. The locations of both Cooling Stations and Cool Centers will be updated on SCE's website by mid-June.