ROTATING OUTAGES: FAQs

SOUTHERN CALIFORNIA EDISON®
An EDISON INTERNATIONAL® Company

Q. What is a rotating outage?

A. A rotating outage is a temporary and scheduled electric outage conducted under utility control that lasts approximately one hour, depending on circumstances. A utility manages and rotates the outages to protect the integrity of the overall electric system.

Q. Why would Southern California Edison (SCE) need to resort to rotating outages?

A. Controlled, rotating outages can become necessary when the California Independent System Operator (CAISO) declares a Stage 3 Emergency. Under these circumstances, without controlled, rotating power outages on a relatively small scale, a widespread disturbance to the electric grid could occur, which would lead to uncontrolled, large-scale outages.

Q. How will I be notified about a Stage 3 Emergency declaration?

A. As soon as the Stage 3 Emergency is declared, SCE will contact the news media, especially radio and television stations, which are encouraged to broadcast the news immediately. Because SCE may have as few as 10 minutes after a Stage 3 Emergency is declared before rotating outages begin, individual notifications are not possible. You can also contact SCE at 1-800-611-1911 to find out whether your neighborhood is part of a current controlled outage. You can also find out if your rotating outage group is being called by visiting www.sce.com

Q. How does the rotation work?

A. SCE identified the circuits available for use in rotating outages according to California Public Utilities Commission rules. A circuit is an electrical line that supplies power to a combination of residential and/or commercial customers within a given geographical area. These circuits have been arranged into groups. The amount of power the CAISO designates for curtailment will determine the number of groups that are interrupted at any one time. The groups will be interrupted, as operating conditions permit, and each outage is expected to last about one hour. At the end of the hour, service will be restored to the affected groups and the next groups on the list will be interrupted to maintain the amount of load requested by the CAISO. Once a group has been used in a rotating outage, it is moved to the bottom of the list.

Q. How are circuits selected?

A. Most of SCE's circuits are subject to rotating outages. Some "Essential Use Customers" who provide critical public health, safety, and security services (such as hospitals) are exempted from these outages. All remaining circuits are arranged into groups that represent all customer types (i.e., residential, commercial and industrial) and are dispersed throughout SCE's 50,000-square-mile service area. However in a transmission emergency, all circuits are subject to outages.

Q. Is there any way I can find out when I might be affected?

A. Your Rotating Outage Group is located on your bill. Summary Bill customers will find this information in the "Details" portion of their bill. At sce.com, you may find the next groups in line to be rotated. As soon as the CAISO notifies SCE of a pending outage, the information is posted on www.sce.com.

Q. Will customers who require life support (or other special medical equipment) be subject to outages?

A. SCE cannot guarantee uninterrupted service to any customer; however, it does keep track of all customers who have applied for, and been certified as, "critical care" customers (those who cannot be without electric service for more than 2 hours) pursuant to the Medical Baseline program. Medical Baseline customers are not exempt from rotating outages. It is important that your emergency plan includes having a sufficient standby battery or back-up portable unit available to power your in-home medical equipment. If you have back-up power generation, test it each month to ensure it is ready in case of an emergency. If you do not have back-up generation, please plan to visit a Cooling Station to ensure that you have continued access to electricity.

For more information about outages, visit **www.sce.com/info/PowerOutages**.