

SCE'S CUSTOMER CARE RESPONSE TO COVID-19

A full-circle response effort to aid our customers.* For more information, please visit sce.com/safety/coronavirus.



Suspending service disconnects



Discounted rate programs



Waiving late fees



Increase in bill assistance grants for low-income customers



Waiving security deposits



Expanding payment assistance

Additional outreach

for critical care of Medical Baseline

customers



FINANCIAL **BURDENS**

PROVIDING INFORMATION



Partnering with emergency response agencies



Sharing recent federal stimulus loan opportunities for small businesses



Area-specific critical outage notifications through Nextdoor



Suspending verifications for low income rate programs



Waiving physician signature requirement for Medical Baseline program



Sign up to receive Spending Alerts – track spending before your bill arrives



Early delivery of October climate dividend credit for residential customers

SIMPLIFYING PROCESSES







Providing ice coupons to prevent food spoilage



Scheduling critical outages overnight to minimize impact



Rebate for portable battery power stations



Providing backup generators for **Medical Baseline** customers



Distributing portable battery packs to charge cellphones

^{*} Response efforts are available based on customer eligibility.