

## PSPS Event Social Media Toolkit

### **PSPS Social Media Event Notifications**

#### **Upon Initial Notification or Update – usually sent 48-72 hours in advance of potential power shutoff**

SCE has informed us they may be calling for a Public Safety Power Shutoff impacting (insert organization name) on (insert date). SCE will notify all customers who may be affected, including Critical Care and Medical Baseline customers. For more info: [sce.com/outagemap](https://www.sce.com/outagemap)

#### **Upon Imminent- Shutoff Notification – usually sent 1-4 hours in advance of potential de power shutoff**

SCE has informed us they are likely to call a Public Safety Power Shutoff impacting (insert organization name) within the next four hours. SCE will notify all customers who may be affected, including Critical Care and Medical Baseline customers. For more info: [sce.com/outagemap](https://www.sce.com/outagemap)

#### **Upon Shutoff**

SCE has informed us they have begun a Public Safety Power Shutoff. SCE notified customers who may be affected, including Critical Care and Medical Baseline customers. For more info including estimated restoration time: [sce.com/outagemap](https://www.sce.com/outagemap)

#### **Upon Begin of Patrol**

SCE has begun patrolling circuits for damage before turning the power back on. It typically takes up to 8 hours to restore power once the patrol begins. Restoration can be delayed if damage is found, or aerial patrol is needed. For more info & restoration times: [sce.com/outagemap](https://www.sce.com/outagemap)

#### **Upon Restoration**

SCE has begun turning power back on to circuits. Some areas may be restored sooner than others. For more info including estimated restoration time: [sce.com/outagemap](https://www.sce.com/outagemap)

### **Other**

Make sure SCE has your current contact information so that you can be notified of PSPS and other types of outages – go to [www.sce.com/mysce/preference-center](https://www.sce.com/mysce/preference-center).

To monitor additional addresses, you can also sign up to get PSPS alerts for any address in SCE's service area at [sce.com/pspsalerts](https://www.sce.com/pspsalerts).

To get up to date information during power outages, including emergency as well as maintenance and rotating outages, bookmark [sce.com/outagemap](https://www.sce.com/outagemap) on your computer and download the **mySCE** mobile app on your phone.

When SCE calls for a Public Safety Power Shutoff, they look at ways to minimize the number of customers who lose power. Check out [sce.com/pspsdecisionmaking](https://www.sce.com/pspsdecisionmaking) to see how SCE switches customers to other circuits to minimize customers affected.