

SCE Customer Websites and Numbers

Outage Information

Report Electrical Hazards: 1-800-611-1911

Report a Downed Line: 911

Report Outages/Outage Questions: www.sce.com/outages or 1-800-611-1911

Business Customer Division: Assistance with an emergency situation or obtain current power outage information, call 1-855-683-9067 or email scepoc@sce.com.

Claims: Customers can submit a claim by visiting www.sce.com/claims. Please email claims@sce.com or call 1-800-655-4555.

Low Income and Energy Efficiency Programs

Medical Baseline Customers: Customers with a documented medical condition requiring electricity-powered life support equipment:
www.sce.com/MedicalBaseline

Energy Savings Assistance: Income-qualified customers: www.sce.com/ESAP

Energy Assistance Fund: Assistance for customers facing financial hardship:
www.sce.com/EAF

Discounts on Electric Rates: Assistance for low-income households:
www.sce.com/care:

- **California Alternate Rates for Energy (CARE):** Customers can qualify if they or their household participates in at least one of the eligible public assistance programs listed on the SCE website above.
- **Family Electric Rate Assistance (FERA):** Customers can qualify if they meet income guideline qualifications listed on the SCE website above.

Energy Efficiency: Energy savings programs, rate assistance, rebates, and incentives: www.sce.com/RebatesandSavings

In Your Neighborhood: Here's what to expect when SCE crews arrive in your neighborhood, including how to identify an authorized SCE electrical crew:
on.sce.com/upgrades.