

Disaster Support from Southern California Edison for Trona-area Quake Victims

<https://www.sce.com/safety/disaster-support>

Southern California Edison is here to help our customers impacted by the recent earthquake in Kern and San Bernardino Counties.

Representatives are available on a dedicated line in SCE's contact center to help our impacted customers. Customers can call **1-800-250-7339** where representatives are waiting to help. The hours available are Monday – Friday from 6am – 9pm and Saturdays from 8am – 5pm.

For emergencies, such as power outages and downed power lines, SCE is available 24-hours a day at **1-800-655-4555**. **Please remember to never go near a downed power line. Stay away and call 911 immediately.**

Our customers are eligible to receive support from SCE in a variety of ways that can help ease their recovery from incidents like the earthquake.

How we can help:

- Waive deposit requirements for affected residential customers seeking to reestablish service to a new location
- Discontinue billing for homes that have been destroyed or are deemed uninhabitable or have evacuation periods
- Offer reasonable payment plans to help ease the financial impacts resulting from the disaster event
- Suspend disconnection for non-payment when necessary

Programs available to SCE customers:

- California Alternate Rates for Energy (CARE)
 - This program offers income eligible customers an approximate 30% discount on their monthly utility costs.
 - To learn more about this program you can call SCE directly or you can visit <https://www.sce.com/residential/assistance/care-fera?from=/care>.
- Medical Baseline:
 - This program is for customers who are reliant on electrically operated medical equipment. This program provides customers additional electricity per day at a discounted rate, helping to reduce monthly utility costs.
 - To learn more about the program and to download the application visit <https://www.sce.com/residential/assistance/medical-baseline?from=/medicalbaseline> or call SCE directly at 1-800-655-4555.