

Outage Alerts & Managing Preferences



What's new with Outage Alert services?

Proactive Outage Alerts inform you of power outages (maintenance and repair) impacting your home or business

- For maintenance outages, you'll receive information on when the outage will take place, advance reminders, and status updates on any scheduling changes.
- When a repair outage occurs, you'll receive updates with information like when the outage started, what caused the outage, and when the power will be restored.

Enroll and manage how you receive proactive outage alerts for your home or business through the **Outage Alert Preferences page**

- Select the preference of your choice – email, text, voice message
- Anytime, 24 hours a day, 7 days a week
- From your computer, tablet or smartphone

How do I access the Outage Alert Preferences page?

- Visit SCE.com My Account Profile>Outage Alert Preferences
- Visit Outage Center>Manage Alert Preferences

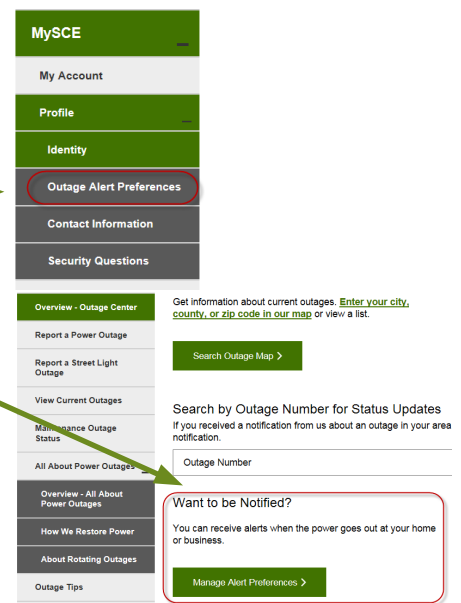
What information do I need to sign up?

- Your SCE Bill (Customer Name and Service Address)
- SCE.com User ID

Who is eligible?

Residential* and Small Business Customers

* Medical Baseline Residential customers are eligible to receive proactive outage alerts, but must contact 1-800-655-4555 to enroll and manage preferences



The screenshot shows the MySCE website interface. The navigation menu on the left includes: My Account, Profile, Identity, Outage Alert Preferences (highlighted with a red circle), Contact Information, and Security Questions. Below the menu, there are sections for 'Overview - Outage Center' with links like 'Report a Power Outage', 'Report a Street Light Outage', 'View Current Outages', 'Maintenance Outage Status', 'All About Power Outages', 'Overview - All About Power Outages', 'How We Restore Power', 'About Rotating Outages', and 'Outage Tips'. On the right, there is a search bar for 'Search by Outage Number for Status Updates' and a 'Want to be Notified?' section with a 'Manage Alert Preferences >' button (highlighted with a red circle). A green arrow points from the 'Outage Alert Preferences' menu item to the 'Manage Alert Preferences' button.