

LPA Survey - Community Mtgs w/ PPTs

Type: Comprehensive Report




Date: 7/10/2020

Time Zone in which Dates/Times Appear: (UTC-08:00) Pacific Time (US & Canada)

Total number of responses collected: 218






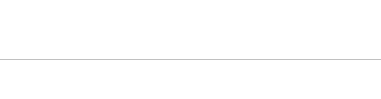
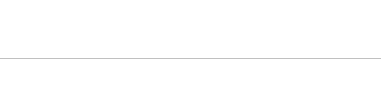
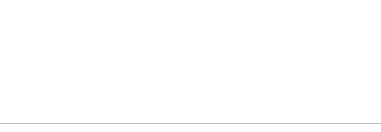

Meeting Date and Location. Which community meeting did you attend?

(Respondents could only choose a **single** response)

Response	20%	40%	60%	80%	100%	Frequency	Count
Online Live Stream General Community Meeting - Wednesday, May 13						87.5%	21
Online Live Stream For Acton and Agua Dulce - Tuesday, May 19						4.2%	1
Online Live Stream General Community Meeting - Thursday, May 21						8.3%	2
Valid Responses							24

Meeting Date and Location. Which community meeting did you attend?

(Respondents could only choose a **single** response)

Response	20%	40%	60%	80%	100%	Frequency	Count
Online Live Stream General Community Meeting - Wednesday, May 13						14.3%	13
Online Live Stream For Acton and Agua Dulce - Tuesday, May 19						15.4%	14
Online Live Stream General Community Meeting - Thursday, May 21						49.5%	45
Online Live Stream For Santa Paula, Fillmore, and Unincorporated Areas - Wednesday, May 27						20.9%	19
Online Live Stream For Chatsworth - Thursday, June 18						0.0%	0
Online Live Stream For Santa Clarita - Thursday, June 25						0.0%	0
Online Live Stream For Cabazon - Wednesday, June 10						0.0%	0
Online Live Stream For Mammoth Lakes, Mono County Unincorporated Areas, and Inyo County - Tuesday, June 16						0.0%	0
Online Live Stream For Tehachapi & Lake Isabella - Wednesday, June 24						0.0%	0
Valid Responses							91

Meeting Date and Location. Which community meeting did you attend?






(Respondents could only choose a **single** response)

Response	20% 40% 60% 80% 100%	Frequency	Count
Online Live Stream General Community Meeting - Wednesday, May 13		0.0%	0
Online Live Stream For Acton and Agua Dulce - Tuesday, May 19		0.0%	0
Online Live Stream General Community Meeting - Thursday, May 21		0.0%	0
Online Live Stream For Santa Paula, Fillmore, and Unincorporated Areas - Wednesday, May 27		0.0%	0
Online Live Stream For Cabazon - Wednesday, June 10		4.9%	5
Online Live Stream For Mammoth Lakes, Mono County Unincorporated Areas, and Inyo County - Tuesday, June 16		38.8%	40
Online Live Stream For Chatsworth - Thursday, June 18		2.9%	3
Online Live Stream For Tehachapi & Lake Isabella - Wednesday, June 24		20.4%	21
Online Live Stream For Santa Clarita - Thursday, June 25		33.0%	34
Online Live Stream For Meeting 1		0.0%	0
Online Live Stream For Meeting 2		0.0%	0

Online Live Stream For Meeting 3		0.0%	0
Online Live Stream For Meeting 4		0.0%	0
Online Live Stream For Meeting 5		0.0%	0
Online Live Stream For Meeting 6		0.0%	0
Online Live Stream For Meeting 7		0.0%	0
Online Live Stream For Meeting 8		0.0%	0
Valid Responses			103

OSAT w/ PPT. Using the scale below, how would you rate the presentation overall?

(Respondents could only choose a **single** response)

Response	20%	40%	60%	80%	100%	Frequency	Count
1 - Poor						4.7%	10
2						5.7%	12
3						14.7%	31
4						40.3%	85
5 - Excellent						34.6%	73
Valid Responses							211

OSAT OE. Why did you rate the presentation with a "%[OSAT w/ PPT]Q20LBL%"?

Response
It didn't address questions that were presented and that was very few questions. It should've been rapidly able to give specific phone numbers to dial and if alerts are sent by phone then there should be automatic texts notifying people of links where they needed to sign up if they did need to sign up for their for these alerts of fires. I have an area of power lines going through two big trees that are in Fairly high winds in late afternoon and I'm at 8 Do
Mostly a SCE PR campaign. More info was needed on working with local jurisdictions.
I wish it were interactive on ZOOM. Acton is in Tier 3 fire hazard area very affected by PSPS (well water pumps, etc) so I feel we needed interactive session for specific questions
Panel should have done more interaction with the questions that were being asked. Reading from a PowerPoint coming to me, it was not that effective. There were many questions that came up and I believe a question answer session after a half-hour presentation would have been better time spent.
It did outline the different programs well. Presentation was clear, slides and audio were also clear. However, the purpose of this for some of us was to have a dialogue that would result in a benefits to residents. Benefits include: subsidies and shared partnership with community and residents to underground wires, \$80,000+ to underground 150 ft of wire on a road with no traffic, no other pipes or services is beyond scandalous; substantial subsidy for backup battery, rooftop solar and ham radios; covered conductors to limit cutting of trees, which is unconscionable. I know there is no science to back cutting trees at any distance from the wires. I have spoken to the CPUC. This is an out of your back pocket decision. Your destruction of trees and shrubs is an assault on the health of the planet, destroying habitat, increasing heat gain in houses and in the community at large and reducing soil moisture levels. In addition, what is the purpose of creating this window which extends past the edge of the computer screen?
My first one, audio not that great, but it got the message through, but also I only got to see 50% because of a interuption.
General PR took too long and real questions were "answered" but my experience does not match the answers given. Masks and distancing— not happening when recent crew came to my property. Cutting trees—just a little but if a tree is not already on the list, difficult to get limbs trimmed away from wires. Underground project was supposed to happen in my community but no one can answer to what happened to that Again, glossing over in a few seconds at the end.

I was unable to view it. I kept getting the Register site and had already registered.
2 of the speakers were very mono tone and boring.
I'm so sorry. I missed the presentation. Will it be available some other way?
Didn't give me any useful info. Was promo for sce and what they've done to mitigate some risks.
Production value was good, but the majority of the message was how SCE is trying to improve problems. I already expect SCE to have done this already. Much was said about how SCE is trying to avoid a PSPS, but the real reason for the Webinar is we have gone beyond avoiding a PSPS. They are here. I need to know how to plan for the future. Those at risk socially, medically, or economically was a very important topic to cover. Sadly, those at risk may not have the resources to know about these Webinars.
I had to answer something to continue the survey. I missed the actual presentation.
The resident likes to have a rebate for food damage to the refrigerator during the out of power period.
Rehash with little new info.
The presenters appeared stiff and read their pieces. Sounded unprofessional. The slides contained too much information and the bullet points weren't highlighted as the presenters addressed them. Most of the information had been passed to the community in the past. It was good that you were presenting an update but much of that value was buried in material that was already familiar.
I could not hear or see the presentation I could only see the chat questions and none of questions were answered
The sound was muffled. The only person who spoke clearly was Rondi. Erik and Mike were eating their words. Difficult to understand.
I was never sent a confirmation email. when I registered a second time it say I was already registered.
It was slow; our county has already talked about covid
It tooted the horn of SCE perfectly, however avoided all the questions on the removal and trimming of trees on our property. There were so many questions on that subject and not one was addressed.
The presenters did a poor job of addressing concerns expressed by June Lake property owners who clearly feel they have been kept in the dark about tree removals on and around their properties. The lead presenter repeatedly referred residents to a website rather than address the concerns that were articulated in submitted questions head on. As a Retired City Manager in Ventura County, I was appalled at the lack of information provided to folks participating on the call, or just the patronizing brush off of communicating plans. In all my years dealing with SCE community reps, this interaction

<p>left me questioning SCE's motives. Repeatedly we were told property owners had been notified, and repeatedly residents disputed that ANYONE from SCE had contacted them by any means. The presenter even had the nerve to suggest that a June Lake resident take the lead in communicating with her neighbors rather than the SCE staff.</p> <p>...really? You folks need to seriously get your act together. June Lake is like a mini Yosemite and you are just ignoring the visual and environmental concerns being expressed. If you wish to discuss this, I can be reached at cyndehead1@gmail.com or 760-473-2732.</p>
<p>What I saw of it was reasonably presented</p>
<p>The highest rated questions were not addressed. You seem to be avoiding the tough questions.</p>
<p>Much of the information had not changed.</p>
<p>The presenters did not have "middle school teacher" enthusiasm. The tree guy was excellent. Need to tailor the presentation directly to the target area. Way too much general stuff. A presenter with local knowledge should have been at each session.</p>
<p>I felt like most of the information had been presented before... nothing really new</p>
<p>Virtual format, no choice due to Covid, made it impossible to ask for material, especially links, to be repeated.</p>
<p>Did not answer any of my questions</p>
<p>The presentation was much too commercialized about SCE and all of the corporate programs. The presenters spent way too much time hawking the corporate policy line and not addressing the audience concerns and questions. Additionally, the slides and details (especially on maps) were too small to see; too many acronyms and very little explanation about the jargon. For a consumer layman, the presentation was not geared for the audience! Awful. A waste of time.</p>
<p>The presentation allowed questions. Most in attendance attended in order to have questions answered about current "clear cutting" of trees in their neighborhood. Their questions were not answered, even though some of the questions were pleading the presenters to do so. I understand the meeting presentation material was most likely prepared before we were encouraged to use this forum for getting answers, but the presenters' inability to adjust to the needs of the attendees was dismal. I took screenshots of the questions and later tallied them. The presenters claimed to answer the most requested answers but that was blatantly not true.</p>
<p>Information presented was droning and otherwise available. Many pertinent questions were disregarded. Any inquiries were directed to the website where people said they still hadn't had responses. So to me it wasn't helpful.</p>

Didn't address all my concerns and had us even more so in the Chatsworth area for shutdown when we live in Simi Valley.

Input

The presentation was very informative until the live stream cut out half way through.

Lots of good information, but your captioning is terrible. I'm sure it's auto generated, but first I had difficulty just keeping the captioning in progress. After rejoining the meeting, it was much better, but when there are so many auto generated errors, it is difficult to follow the conversation. I'm pretty positive none of the presenters is named "Maine" and no one meant to say the power lines are Sexualized. It's kind of an insult to the hearing impaired community.

It was pretty mundane, and (at least) my visuals were almost impossible to read.

It was extremely dry and I had already gleaned all the information presented.

A few solid reasons: First, way to many entry slides on what SCE is doing, your view, we know most of this already--boring! To be fair a few points of concern addressed, (helicopter use as example), good input
good input with, a few other helpful points. But the live stream commentator mentioned one of my five very pertinent questions to the other, (only two voices, so yeah--), and all he did was explain the already explained policy of water well reimbursement, and that was clearly not MY question, still--still your commentator let him off on his rhetorical answer. My question--again--was clear, still--, I will ask one last time here. Why should homeowners who have invested much in a backup generator/transfer switch setup, for stand by power, not be afforded the same, (or more?) reimbursement as those with wells. This simply was not answered!!??

Seemed to be lecturing.

It presented lots of information that was new to me, but I didn't always understand the answers.

I did not hear anything new. But thank you for doing it.

Waaaaaay too much time spent talking about standard fire preparedness. I will go to the Fire Dept or Cal Fire if I want to hear that. I want to hear 2 things out of SCE.

1. What you are doing to harden specifically, when will it be completed by.

2. What are you going to do to stop PSPS, what specific time frames for turning back on (not just... will turn on when it is safe, which is license to leave it off for days again). Needs to be a max time limit, and you make it happen that it is safe enough by then.

It was not appealing and didn't hold our attention. It was a bunch of slides that were being read.

Screen images were not clear. I have a high def 23" monitor and could not read most of the images projected. Not being able to read the documents seriously detracted from what was otherwise a good presentation.




Was informative but a little long and dull. Would have liked more examples of the topics that were on the slides. Q & A was good though.

SCE needs to schedule another meeting addressing backup batteries and generators for homes. When incentive offers are promised and then the SCE makes the customer pick a TOU to compensate for the incentive. That is not fair!

	Valid Responses	47
	Total Responses	47




Better Informed after PPT. After seeing the presentation, do you feel better informed about what SCE is doing to reduce the risk of wildfires?

(Respondents could only choose a **single** response)

Response	20% 40% 60% 80% 100%	Frequency	Count
Yes		76.8%	159
No		7.7%	16
Not sure		15.5%	32
Not Answered			1
Valid Responses			207




Better Prepared for PSPS Event. After seeing the presentation, do you feel better prepared for a Public Safety Power Shutoff (PSPS) event?

(Respondents could only choose a **single** response)

Response	20% 40% 60% 80% 100%	Frequency	Count
Yes		53.4%	109
No		21.6%	44
Not sure		25.0%	51
Not Answered			4
Valid Responses			204




PPT Length. How do you feel about the length of the presentation?

(Respondents could only choose a **single** response)

Response	20% 40% 60% 80% 100%	Frequency	Count
Too short		6.8%	14
Just right		72.9%	151
Too long		20.3%	42
Not Answered			1
Valid Responses			207

PPT Time Preference. When do you prefer to attend community meetings / events?

(Respondents could only choose a **single** response)

Response	20% 40% 60% 80% 100%	Frequency	Count
Mornings (8 a.m. - 11 a.m.)		9.4%	19
Afternoons (12 p.m. - 4 p.m.)		19.2%	39
Evenings (5 p.m. - 8 p.m.)		71.4%	145
Not Answered			4
Valid Responses			203

Other Desired Topics. What other information or topics (if any) would you like to be included in future presentations?



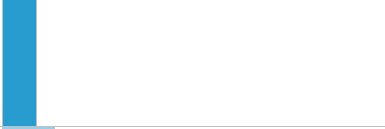
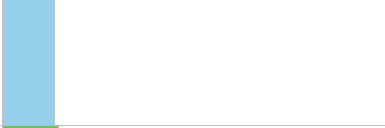

Select all that apply.

(Respondents were allowed to choose **multiple** responses)

Response	20% 40% 60% 80% 100%	Frequency	Count
Solar		40.8%	82
Battery Storage		41.3%	83
SCE Bill Assistance customer programs (CARE/FERA, Medical Baseline)		14.9%	30
SCE Rebates, Incentives & Saving Tips		51.2%	103
Electric Transportation		13.4%	27
Building Electrification		6.5%	13
Energy Efficiency		34.3%	69
Rate Options		19.4%	39
Vegetation Management		37.8%	76
Other (please specify)		14.9%	30
No other topics		13.4%	27
Valid Responses			201






Impacted by PSPS Event. Have you been impacted by a PSPS event?

(Respondents could only choose a **single** response)

Response	20%	40%	60%	80%	100%	Frequency	Count
Yes, I received notification(s) that my power could be shut off BUT it was never shut off						14.0%	29
Yes, I received notification(s) that my power could be shut off AND it was shut off						49.3%	102
Yes, I never received notification(s) that my power could be shut off BUT it was shut off						8.7%	18
No, I never received notification(s) that my power could be shut off, NOR my power was shut off						13.5%	28
Not sure if I have been impacted by a PSPS event						14.5%	30
Valid Responses							207

Outage Length. Considering the most recent PSPS event in your area, how long was your power out due to that PSPS event? Your best guess is fine.

(Respondents could only choose a **single** response)

Response	20% 40% 60% 80% 100%	Frequency	Count
Less than 2 hours		19.5%	29
2 to less than 4 hours		16.1%	24
4 to less than 8 hours		14.8%	22
8 to less than 12 hours		12.8%	19
12 hours or longer		36.9%	55
Not Answered			3
Valid Responses			149








Preferred Comm Method for Updates. How do you prefer to receive updates about SCE’s wildfire mitigation efforts, including PSPS events? Select all that apply.

(Respondents were allowed to choose **multiple** responses)

Response	20% 40% 60% 80% 100%	Frequency	Count
Automated phone message from SCE		44.7%	92
Email from SCE		83.5%	172
SCE social media (Facebook, Twitter, NextDoor)		24.8%	51
Local News		10.7%	22
Family/Friends/Neighbors		2.9%	6
Government source(e.g. city website, elected official)		8.7%	18
Direct mail		14.1%	29
Other (please specify)		18.4%	38
Valid Responses			206




Preferred Communication Language. In what language do you prefer to receive communication about SCE’s wildfire mitigation efforts, including PSPS events?

(Respondents could only choose a **single** response)

Response	20% 40% 60% 80% 100%	Frequency	Count
English		99.0%	205
Spanish		0.0%	0
Mandarin		0.0%	0
Cantonese		0.5%	1
Korean		0.0%	0
Vietnamese		0.0%	0
Other (please specify)		0.5%	1
Valid Responses			207

Medical Baseline Enrolled. Are you or someone in your household currently enrolled in the Medical Baseline Allowance program? This program provides an additional 16.5 kilowatt hours (kWh) of electricity per day to customers who require the regular use of electrically-powered medical equipment or other qualifying medical devices. Provided at the lowest baseline rate, this program helps offset the cost of operating the medical equipment.

(Respondents could only choose a **single** response)

Response	20% 40% 60% 80% 100%	Frequency	Count
Yes		9.8%	20
No		84.4%	173
Not sure		5.9%	12
Not Answered			1
Valid Responses			205

FollowUp Requested. Would you like an SCE representative to contact you about any questions or concerns?

(Respondents could only choose a **single** response)

Response	20%	40%	60%	80%	100%	Frequency	Count
Yes						15.5%	32
No						84.5%	174
Valid Responses							206

Final Comments. Do you have any other comments or suggestions for SCE about improving the service they provide you?

	Response
1.	I wrote down the links and email addresses that were given, but they don't work! Maybe I wrote it down wrong.
2.	I look forward to informative events, such as this one, in the future!
3.	Great job people. Thank you
4.	Maps: accurate and for general public use. You said maps have improved. I'd like to use them before a shut off.
5.	Thank you for the presentation. It was very informative. The presentation was well organized. The presenters were very knowledgeable.
6.	Again, for those who have opted out of Smart Meters for health reasons don't charge \$10/monthly. Meter is read haphazardly. Need monthly reading or don't charge. Thank you
7.	No
8.	I am thrilled to be back with SCE after being with Clean Power Alliance. They were AWFUL for dealing with as I have solar. SCE is 1000x better than CPA in dealing with solar customers. And SCE is getting better with communication with solar customers
9.	<p>We have a small mutual water company (North Trails Mutual Water Co) with three wells that serve 49 customers in Agua Dulce. In the event of an extended outage, the wells could not pump water to the larger 166,000 gallon storage tank. It is also possible that fire fighters could pump water from our storage tank from one of the fire hydrants in our area. Without emergency power generation, it could be very difficult to replenish water to the storage tank and this could put our 49 customers without water.</p> <p>Is there a rebate program or special program that would cover the cost of emergency generators sufficient to power each of the three wells in our area? Since the customers do not own their own wells, they are dependent on the mutual water companies that are non-profit to deliver water.</p>
10.	Thank you for being proactive
11.	More time should be allowed for questions and answers
12.	Do not turn our power off for at least another year to give your clients time to fully prepare for PSPS
13.	Great presentation in the virtual town hall. It is evident SCE places the care and concern for their customers and the community above profit. There are a lot of nay-sayers who don't want to be inconvenienced. I appreciate your efforts to improve safety in the community while providing a valuable service.

14.	Underground power lines would be the best way to prevent power line-related fires and maintain service in all weather. Has SCE considered that? I suggest this be seriously considered for the future of power in our area and all high fire risk areas.
15.	The community presentation was well done. The reactive solutions discussed were clear, albeit hugely disappointing to us as customers. I would prefer to have seen long-ago proactivity in anticipation of the issues that we now face as a result of inaction in the past. Just a comment I clearly understand that nothing can be done to remediate the past HOWEVER, a customer-impact focused proactive approach can certainly be put in place for the future so we're not having the same conversations 10 years from now!
16.	I truly appreciate your thoughtfulness in preparing us for. PSPS event and other educational topics. In answer to your next question, I attempted to enroll, but was unsuccessful. I will try again. Thank you!
17.	Information to be required on backup generators that they run on California gas. (California gas destroyed my lawnmower engine.) Although I now have an electric lawnmower which I need to charge. So if I get a backup generator for our refrigerator I would need it to run on California gas.
18.	Developing microgrids with backup batteries and rooftop solar. Undergrounding wires for pumps to water tanks. Attending to the issues raised in the other comment window.
19.	Move Rosena Ranch off the Mora Grid
20.	Better notifications
21.	I use a C-Pap machine. How do I apply for allowance
22.	Not right now. The online presentation was fact-filled and helpful, but just looking a powerpoint slides was boring. I would have preferred seeing the presenters more as they spoke.
23.	Enough warning for changes and outages.
24.	Enjoyed the presentation. I liked that you had 3 people doing a portion of the presentation. It was helpful as we've been impacted by the PSPS. It was helpful to hear how the power outage actually prevented some fires. I also liked learning about all the measures SCE is taking not only for our protection now, but the preventative measures for the future. It was helpful to learn about the different rebates especially since my husband uses a C-pap machine. This presentation helped to shift my attitudes from feeling negative about the PSPS to positive. My bottom line is that after this presentation I feel good about Edison and confident in the company. Thank you for doing this.
25.	Presentations were very well put together, informational & professionally done. Thank you.
26.	Good idea to provide information about possible future unexpected events.
27.	I'm not sure if you have someone who could look at my trees and help me ensure wires are clear of limbs. Thank you. Presentation was well organized, clear, easy to follow. I appreciate your efforts to keep us informed. Thank you.

28. You did a great job and it was very thorough. Very good transmission and it moved along pretty quickly. The format was excellent. Info was over the top, but very much needed. Just need to consolidate it a bit more so it can be done within an hour. Question format was excellent and easy to use.

Your speakers were very knowledgeable.

If it is drilled down a bit to various areas a clearer map would be better served. I copied the screen to get it.

We live in the first home to get it with a fire due to the configuration of the land and winds. These historical fire areas in Orange/Riverside County have been mapped by Assis. Dep Chief Kevin Sutherland -- which is VERY helpful. So we have been very aware of fires for over 45 years we have lived in our home. We have instructed the fire departments in Orange County who now train yearly next to our home on the wind patterns, etc.

We have undertaken many efforts to preserve it as well as help our neighbors during the Santa Ana Wind events. We are now working with the Orange Park Acres Association to also alert them when we see or smell the smoke. We maintain a fire watch day and night with neighbors taking various time slots if the winds are over 30 mph (which is down from my old criteria of 40 mph!). We have a nephew, Bret Richmond, who is a Fire Captain, with Cal Fire up in Bishop who also, along with Dep. Chief Kevin Sutherland, who both send emails and early texts to us so that we can relay the info on to our VERY interested and helpful neighbors.

The outages should be monitored and chosen very carefully by you. We lost our refrigerator, water heater, older furnace/AC, and water softener as well as a lot of trees, garden, in our last fire. The refrigerator and water heater were discovered immediately, but the others were not and so we did file a claim with SCE (which we have not heard back on) since those appliances were not reimbursed under our current home insurance. We are just now completing the reconstruction of a deck that had fire damage -- so you can see it takes a long time to pull things together at our age!

Fortunately I have always shut down the computers during the winds so that we do not suffer that loss.

We also pack up the cars with the non replaceable \$ records and point the cars outwards in the driveway. Horses have to go out first in the complex evacuation plan since we no longer fight these fires ourselves at age 80! We now have purchased a foam that can be sprayed on before leaving our home which the firemen can defend better than us.

We also have supplies on hand -- masks, eye protection goggles, gloves for those who jump in to help . They have now been instructed and experienced the mop up as we come in quickly after the fire is past us to help mop up as the firemen are busy meeting the onslaught.

	<p>Neighbors along with us have cleared their properties which are at least an acre and are ready. Even the Orange County Flood Control has finally cleared some of their land after pressure from our Supervisor.</p> <p>Thank you for being proactive and doing your inspections!!!</p> <p>We owned a family cabin in our local San Bernardino mountains that was in the family since 1930's, and has since been sold. The forests below the cabin were also cleared of pine needles and dead trees by us as best we could on a steep slope, but there were thousand of acres of dry and dying trees that were never touched. Fortunately the cabin was directly below on Strawberry Peak Look out station so we got doused and was saved through many a fire. It would be helpful to have you work with the Forest Service to clean up those areas as you well know.</p> <p>Please encourage others to take the CERT training as we will need all the help we can all muster in these Earthly events. Orange has an excellent program!!!</p> <p>Please continue to rebroadcast to get your info out as soon as possible as we all need to work together. Thank You!!! Jill</p>
29.	<p>I was very impressed with how smoothly the presentation went. Might be difficult but a little more action would help. Perhaps the speaker moving (so not just a talking head), Maybe even a short video clip. Overall, I think it was a really good job!</p>
30.	<p>Please have a representative speak to our membership. We are uniquely impacted by PSPS since a loss of power cuts all communication—cell phone, internet. Our home phones are linked to the internet. We can not communicate without power.</p>
31.	<p>It was a very good presentation and I appreciate that two of my questions were answered. My only criticism is that the language/concepts were worded too much like academia/bureaucracy. Know your audience...simplifying your concepts for lay people will help them understand better.</p>
32.	<p>More attention to Senior needs/requests. Majority will not meet poverty requirements but still need assistance.</p>
33.	<p>Keep up the community outreach!!!</p>
34.	<p>too much to add . would like to make comment on the phone</p>
35.	<p>SCE has been very proactive in our area this year, with both hardening the infrastructure and vegetation management. I am impressed by the professionalism of the SCE-contracted tree trimmer here now -- greatly appreciate his care in selectively removing tree limbs/branches so that the trees retain an attractive profile. I great appreciate SCE's attention in our area, a designated high-hazard area for wildfiles.</p>
36.	<p>I think it is OK</p>

37.	There were too many questions to be answered, so they weren't answered.
38.	I'm very concerned about fire safety and would like to know about precautions to take, emergency evacuation information and anything else about possible fires in this area.
39.	no
40.	When you talk of vegetation, it appears you really mean trees. I assume brushing nearby fields, which is a vegetation, is really the concern and responsibility of the Fire Department. The land easement runoff above Los Osos High school had a partial controlled burn-off a few years ago but never completed. At the time we were told that firefighters would come back but never have. On another note, SCE's website is well layout and very useful! I wish CVWD would update their user UNfriendly site. Thanks for all you do! Your efforts are greatly appreciated.
41.	1. I want to explain one of my ratings. The reason I felt the Webinar was too long was the effort to explain that SCE was already doing its job, and answering questions from angry listeners that feel SCE isn't doing its job. 2. My region is zip code 91701. Since PSPS are a given, I need to plan for future outages. I was pleased when it was explained that once a PSPS starts, it won't end for hours, because the power lines will be evaluated for fire safety. 2A. What is the estimated likelihood for a PSPS in my area, and the likelihood of multiple PSPS based on my zip code? I'm sorry for the lengthy comment, but I think SCE should be commended. I recall only 2 power outages lasting 1-2 days in the last 20 years. Since SCE has done such a good job, I've never considered backup generation of power. That may be changing since the last episode happened in the previous 12 months. I need to plan for duration of power outage. I don't know if the question wasn't answered because it is too complex to generalize or to inflammatory a topic to bring up? If a PSPS occurs for a true emergency, what is the estimated duration? I also realize the answer isn't easy or precise. It is a statistical guess, and I'm will to cope with that. I look forward to hearing from you.
42.	The link in the email that appeared to be a link that might possibly lead to a recording of the presentation that I missed but it produced an ERROR PAGE NOT FOUND message. Is there a way to view/hear the presentation that was made online somehow?
43.	Make bill paying on phone more efficient. Too long in the phone tree. I pay by phone to Discover also, and it is much quicker.
44.	Nice presentation. Excellent response to questions presented.
45.	Actually answer the question asked about the shut off for Bardsdale that included Fillmore, when that was not necessary. Yes or no, has that grouping been changed? Also, a comment, that shutting off the power, which shuts off our water, to the Bardsdale area, is actually counterproductive. Without water, our orchards and row crops dry out, which makes them more prone to fire. With the ability to water, our orchards and row crops are less likely to burn.

46.	No, I believe Edison does a great job for all areas within their control, and in good faith.
47.	I think the skype meeting was a good option. In the future when we can hold in person meetings again, please include an online option too.
48.	I appreciate the effort SCE is making to improve communication and the constriction of thre power lines which start fires. Why hasnt this been the policy all along?????
49.	My power was cut fir 5 days I lost all our food then the next week it was cut inagain for 4 days lost all food then too I. Middle of a heat wave. Is there help buying a generator
50.	We had a power shut off on Monday, 5/18/20 due to repair. There was no prior notification. We found out 10 minutes before it happened. We were all on our way to work. Why couldn't this have been communicated before hand? It was payroll day and it was a mess.
51.	fyi, I initially had difficulty with the Skype connection, so I missed about 30 minutes at the beginning. Not sure if it was a transmission problem, or that Skype is a clunky app or if it was operator error on my part, but eventually I was able to connect. (I've had better luck with Zoom). I had wished that the speakers would have been more specific about the "sectoring" area in which I live; the map displayed was lacking in identifiable roads, making it difficult to identify landmarks. My question related to whether SCE was able to target more specific areas for PSPS's, & at the end of the session, I understood that some progress might have been made, but it was not entirely clear how that would affect the area in which I live.
52.	With upcoming heat and possible shut-offs, I wonder if SCE is working with local government agencies to provide cooling shelters for people who either don't have A/C or have lost their power and need to cool off, in a safe way. I realize with COVID-19 that will be difficult, but I think SCE should be working with city and county agencies to coordinate an area that will have power and will have room for people who need to get out of the heat.
53.	Capitation code program should be available to non profits that are located outside PUC but serve families in the PUC zones
54.	no.
55.	It would be nice to have a webinar for first responders in our county. Focus on education and safety procedures.
56.	I don't even know where to begin!
57.	You grossly underestimated the concern over tree removal in June Lake. However, It is not too late to start 2 way dialogue on this issue before the damage to community and customer relations is done.
58.	Thank you for recording the session and providing the opportunity to view the entire session on your website
59.	The ongoing agressive tree trimming and removal in the June Lake area is extremely distressing. We appreciate the time that the SCE management took to meet with a few of the concerned residents in our neighborhood yesterday, but we are not getting a straight answer on the legal justification for the trimming/removal clearances and property owner rights. The highest rated questions of the presentation were regarding these

	issues, and they were not even acknowledged. SCE needs to do better.
60.	I felt that most of the participants in this discussion were very focused on the aesthetic value of the trees and not necessarily acknowledging the public safety aspect of the vegetation management program in a high fire risk area. Several comments referred to what an "arborist" would or would not recommend. I think it is important to understand that there are many different types of arborists with different goals and objectives. Residential arborists try to protect the health of the tree. Utility arborists try to protect the public safety of the community.
61.	No. I'd like you to keep in mind how many people are in the Lakes Basin at Mammoth in the summer and how few roads we have to evacuate. Also, the cell towers are often not functioning. It's a recipe for disaster. Many people, no alerts, one road. We need a lot of time.
62.	I would like more info on when and why SCE needs to come into my yard for work. Last year I was interrupted more than 6 times in one week so that workers could get in my back yard.
63.	I have SCE Claim #201906340 pending for damage to my home and yard by SCE excavation crews two years ago, July 5-8, 2018, when they were repairing SCE's line. I would really appreciate claim payment so I can get my property repaired. Thank you, Nita Jan Almquist
64.	Your website needs to be improved. The info on the PSPS webpage is not always up to to day. The outage page is not matched with the PSPS page. I, at one time, was signed up for home telephone and cell phone text PSPS notice but the last PSPS notice I did not get the text. You are definitely are improving but still have a ways to go.
65.	Very happy with our local service.
66.	None
67.	actually I would like to comment on last night's Mammoth Lakes & June Lake presentation . . . the biggest hot button I read from the skype CHAT feature was "trimming" or (((("vegetation management" your words))) of our property or neighborhood. I didn't not believe these concerns were addressed, AT ALL. It did feel like you at SCE know that the "butchering" of trees occurred, and just ignore the continual stream of questions posted until "time is up" . . . my experience during the lower Forest Trail "vegetation management" exercise was that 1) very little English was understood; 2) the arbitrary cutting up along one side of a tree trunk, cut off the tree's top, move on to the next . . . shameful. 3) if a tree is to close to the power line (a power pole that was installed after the tree was established - I might add), perhaps proper "vegetation management" would have determined that the tree must be removed. THIS IS WHY I BELIEVE A PROFESSIONAL ARBORIST (tree surgeon) should be onsite during your "vegetation management" efforts. Folks, you came into someone else's neighbor and "slashed & burned" then just left . . . this is just my opinion. And after last night's presentation, you ignored the people who are impacted by this "vegetation management" approach. Here is an idea, change that nebulous label to "tree trimming & removal" . . . you will recall from Skype CHAT that the word used often was "butchered" my two cents ...

68.	Please provide a way to contact SCE for future questions.
69.	It was a excellent, well co-ordinated meeting. Thank you very much.
70.	tree trimming that preserves the appearance of the trees. No topping without shaping.
71.	Please start using covered conductor, even for transmission lines, to mitigate so much tree removal. At least this should be done around homes so we don't lose our trees.
72.	For the event this evening, I made a comment to include the speaker when you transition from one speaker to the next.
73.	The one fellow that talked continually said, "you guys", while I understand that that is a common phrase, I think "folks", or "people or something like that would have been more appropriate. Thank you.
74.	Thank you for your efforts. It's a nuisance at minimum, and huge inconvenience sometimes, but I prefer not to have my house burn down. I also appreciate your efforts to keep us informed. Just fix the captioning!!
75.	Continue to work at safely providing uninterrupted power
76.	I thank SCE for your community outreach efforts. Thank you.
77.	I will feel a lot better if SCE's PSPS notification system works well. Last year we were alerted several days before the first PSPS, but then the notifications that were supposed to take place 48 hours and 24 hours before the PSPS never arrived/. We had no idea when our power was going to go out. Then no more communication until, with out notice, the power went on. Around 36 hours without power. If the notifications work, and are accurate, it will give the customers more confidence in SCE, and less anxiety.
78.	so, feeling misrepresented as to my questions, and answers avoided, cannot say I am really interested in what is sure to be more of these video conferences to come--sorry !
79.	Neighborhood watch type program directed to HOA'S might be good network since there are so many. Evacuation centers like churches might be helpful..this valley is growing fast.
80.	Would like to see this program again or is it recorded since I missed some of it
81.	I think you are being very proactive and professional - let's all hope you and PG&E can survive financially after the wildfires - people don't realize how critical the electrical grid is - Is SCE hardening for EMP? all the best.
82.	Its more a question regarding billing question. I have solar panels and unless we are gone 1-2 weeks on vacation, we are always in the worst highest tier. We should never be in the worse tier if we are generating our own energy even it's not enough to zero us out. I understand how to read the bill but it just does not make sense. I notice at time we feed back to Edison.
83.	Yes, I would like to see print outs or pdf via emails or meetings via online. I like to be able to review things that were gone over and handouts help

84.	I asked a question about whether battery packs (like the Tesla Powerwall) are recommended, but received a very non-committed answer.
85.	Great job by the SCE Team!
86.	That if the power is cut over night and we have no power the phone is also dead ATT has gone to mostly VOIP and if a fire starts we might not get any warning. Also the cell towers need to have power backup many do not have in Bear Valley Spring. s. Also BVS does need a mobile help in our valley as many residents live high on hillside. I felt during last years Outages that we were left out and had no help at all. One outage was 48 hours and 1/2 valley had power restored 12 hours earlier. This also left the fire station without power. Their generator had broken in that outage. Please more help
87.	what other rebates do you have for solar power battery back up
88.	no
89.	Stop shutting off the power to those of us who have spent enormous money on solar panels. Allow me to switch directly to my solar panels when you disconnect my home from the grid power.
90.	See previous comment. PSPS needs to stop ASAP. Make it happen.
91.	Yes I am an SCE Outreach Account Manager and wanted to know what was being said regarding PSPS in my territory so that I could repeat the same language.
92.	PLEASE stop turning off our power for PSPS events whne the fires are not even close to our neighborhood. It makes no sense.
93.	When the power is shut off, more information of what is currently happening until it is turned back on would be helpful. This would include general information such as: what areas are being worked on currently, crews currently out checking lines, out repairing lines, estimated time or part of the day to turn power back on.
94.	No
95.	Thanks to all of you at SCE for being so conscientious about keeping us informed of these matters.
96.	Thanks for the webinar. Don't spend lots of time on the charts about what you have done, as I think most of us who follow what you do already know you have been proactive. The questions/answers were very helpful as we can see what issues others have and perhaps we too have the same question, but forgot about asking it. Learned a lot from that. There were questions on back-up systems. Perhaps you could do a webinar about options that are safe and types of systems that might work with our homes that are safe to hook up.....how much power we need? Can we ask a representative to come to our house to provide information that might work for us? jvenditto22@earthlink.net Joanne Venditto
97.	Solar panels programs

98.	The presentation was very informative and a great tool to use during the pandemic. Thank you!		
99.	When I call the SCE about certain topics like battery backup system and the TOU rates and its effects on my current rate, I get the run around from SCE. No one seems to give me a straight answer.		
100.	<p>At end of online briefing , I thought they said a recording of it would be available in 5 days at sce.com/wildfire. I checked several times since Mon 6/29 - can't find anything. When it is ready it should be on that page for at least a couple weeks. I did find some drop downs under video. I'm suspecting this is where recording will be when ready, but should be in our face. WILL AN OUTLINE OF ALL PROGRAMS BE AVAILABLE IN PDF OR PRINT, THERE WERE SO MANY GOOD RESOURCES SPOKEN ABOUT I CANT FIND ON WEBSITE.</p> <p>The 3 SCE Employee Speakers, all said to contact them if questions. But How? I think you should include a picture of them, their title and # on the survey email. We had the online PSPS briefing on our phone , so we still couldn't really see chart information . Next time can you show chart as a full screen while Speaker is speaking? We were told to "like" questions posted in chat, if we wanted to ask same question , rather than rewriting the question. I understood that questions in Chat with "likes" would be answered first. I didn't see any "like" to click. OVERALL . I am glad I watched . I came away with a sense that SCE had listened to people , businesses, local governments about the problem the PSPS create and are addressing them.</p>		
101.		Valid Responses	100
102.		Total Responses	100

Enrolled in Outage Notif. Are you enrolled to receive outage notifications via SCE.com?

(Respondents could only choose a **single** response)

Response	20%	40%	60%	80%	100%	Frequency	Count
Yes						64.4%	130
No						9.9%	20
Not sure						25.7%	52
Valid Responses							202

Request for Call Back

Visitor Contact Info (Q25_1)	Visitor Contact Info (Q25_2)	Visitor Contact Info (Q25_3)	Visitor Contact Info (Q25_4)	Visitor Contact Info (Q25_5)	Final Comments (Q13)
	Jessica Fish	jfish@jessicafish.com	(818) 298-1735	What happens to PowerWall when Power is restored after PSPS	I am thrilled to be back with SCE after being with Clean Power Alliance. They were AWFUL for dealing with as I have solar. SCE is 1000x better than CPA in dealing with solar customers. And SCE is getting better with communication with solar customers

North Trails Mutual Water Co	William James	wmljames@gmail.com	626-862-9445	Emergency Generation	<p>We have a small mutual water company (North Trails Mutual Water Co) with three wells that serve 49 customers in Agua Dulce. In the event of an extended outage, the wells could not pump water to the larger 166,000 gallon storage tank. It is also possible that fire fighters could pump water from our storage tank from one of the fire hydrants in our area. Without emergency power generation, it could be very difficult to replenish water to the storage tank and this could put our 49 customers without water.</p> <p>Is there a rebate program or special program that would cover the cost of emergency generators sufficient to power each of the three wells in our area? Since the customers do not own their own wells, they are dependent on the mutual water companies that are non-profit to deliver water.</p>
1950	ken taff	kstsafe@roadrunner.com	(661) 733-1795	info on generators	
	Mary Turner	mjturner_13@yahoo.com	(626) 755-1771	Shut down and Billing	Move Rosena Ranch off the Mora Grid
	Larry Puga	lpuga101@gmail.com	(626) 824-1109	About rates and for trees.	Enough warning for changes and outages.
	Janie Becker	sparkle47@verizon.net	562.728-8178	tree limbs on wires	I'm not sure if you have someone who could look at my trees and help me ensure wires are clear of limbs. Thank you. Presentation was well organized, clear, easy to follow. I appreciate your efforts to keep us informed. Thank you.
Inter-Canyon league	Francesca Duff	francescaduff@cox.net	(949) 554-5475	Present information on wildfire measures at Zoom meeting for canyon residents.	Please have a representative speak to our membership. We are uniquely impacted by PSPS since a loss of power cuts all communication—cell phone, internet. Our home phones are linked to the internet.

					We can not communicate without power.
	Mrs. Hill	mycreativepro@yahoo.com	(310) 551-8551	Help with backup battery	More attention to Senior needs/requests. Majority will not meet poverty requirements but still need assistance.
	Cathcart Joyce	joycecath1@gmail.com	(949) 720-0217	fire	
	cheryl mills	csm62557@aol.com	(818) 523-2493	base line credit	too much to add . would like to make comment on the phone
	Eleanor Troutt	etroutt2@gmail.com	949-326-3212	Need a repeat of the info that was presented	I'm very concerned about fire safety and would like to know about precautions to take, emergency evacuation information and anything else about possible fires in this area.
	Michael Ross	mrosspa@gmail.com	(626) 688-7638	email should be adequate, I've questions not answered about PSPS	
	Aaron Berk	berk.aaron@gmail.com		Portable power station rebate program	
	Michael Ross	mrosspa@gmail.com	626.688.7638	unanswered questions from the Webinar	1. I want to explain one of my ratings. The reason I felt the Webinar was too long was the effort to explain that SCE was already doing its job, and answering questions from angry listeners that feel SCE isn't doing its job. 2. My region is zip code 91701. Since PSPS are a given, I need to plan for future outages. I was pleased when it was explained that once a PSPS starts, it won't end for hours, because the power lines will be evaluated for fire safety.

					2A. What is the estimated likelihood for a PSPS in my area, and the likelihood of multiple PSPS based on my zip code? I'm sorry for the lengthy comment, but I think SCE should be commended. I recall only 2 power outages lasting 1-2 days in the last 20 years. Since SCE has done such a good job, I've never considered backup generation of power. That may be changing since the last episode happened in the previous 12 months. I need to plan for duration of power outage. I don't know if the question wasn't answered because it is too complex to generalize or to inflammatory a topic to bring up? If a PSPS occurs for a true emergency, what is the estimated duration? I also realize the answer isn't easy or precise. It is a statistical guess, and I'm will to cope with that. I look forward to hearing from you.
	Joe Pollini	jali@cebridge.net	760-873-8688	Want to inquire about battery storage and generators on sce's website	Make bill paying on phone more efficient. Too long in the phone tree. I pay by phone to Discover also, and it is much quicker.
	David Yang	daveyang2011@yahoo.com	949-439-8806	medical program	
Girl Scouts San Gorgonio Skyland Ranch	Ken Mortensen	kmortensen@gssgc.org	(951) 751-4876	tree management near poles	
	Lynn Doran	lynndoran1@gmail.com	310-779-5461	Not one of my questions was answered during this meeting	I don't even know where to begin!
	Cynthia Haas	cyndehaas1@gmail.com	(760) 473-2732	Unanswered questions	You grossly underestimated the concern over tree removal in June Lake. However, It is not too late to start 2 way dialogue on this issue before the damage to community and customer relations is done.

	Sue Butler	sueslfp@usamedia.tv	(760) 873-7706	Solar, propane generators and rebates	
	VickieLaBraque	vlabraque@gmail.com	(760) 872-2534	Medical equipment. I think we qualify for extra 16.5 kw hours.	Very happy with our local service.
	Kathy & Dennis Crain	dkcrain@msn.com	(818) 378-4453	Vegatation - Do NOT cut down our trees	
	Steve Daneman	steve@danereal.com	(541) 941-2495	Understanding fire risk of power pole install	
	Michael Batelaan	mlbatelaan@gmail.com	(760) 379-4860	Question unanswered	Continue to work at safely providing uninterrupted power
	Tracy Cullen	tcullen48@gmail.com	(818) 388-5957	lack of clarity on an issue?	so, feeling misrepresented as to my questions, and answers avoided, cannot say I am really interested in what is sure to be more of these video conferences to come--sorry !
EURASIA POWER	Dan Erb	danerb@eurasiapower.com	(775) 636-1907	Dialysis battery backup	I think you are being very proactive and professional - let's all hope you and PG&E can survive financially after the wildfires - people don't realize how critical the electrical grid is - Is SCE hardening for EMP? all the best.
	marc copp	mjc2010@att.net	(818) 807-5107	battery backup rebate	what other rebates do you have for solar power battery back up
	Bob clark	judylieseclark@att.net	(661) 296-0404	High weeds below power poles coming down Far Hills Rd and up to our property	
	Tamara Stowe	tstowe224@yahoo.com	(661) 670-1385	rebate questions on brands not listed on your website	PLEASE stop turning off our power for PSPS events whne the fires are not even close to our neighborhood. It makes no sense.
	Angie Jaramillo	ejaramillo24@att.net	(661) 451-3264	Battery backup incentive	When I call the SCE about certain topics like battery backup system and the TOU rates and its effects on my current rate, I get the run around from SCE. No one seems to give me a straight answer.

	Kathy Flynn	flynnfamily@sbcglobal.net	(661) 823-1950	volunteers to reach Spanish speakers in Tehachapi	<p>At end of online briefing , I thought they said a recording of it would be available in 5 days at sce.com/wildfire. I checked several times since Mon 6/29 - can't find anything. When it is ready it should be on that page for at least a couple weeks. I did find some drop downs under video. I'm suspecting this is where recording will be when ready, but should be in our face. WILL AN OUTLINE OF ALL PROGRAMS BE AVAILABLE IN PDF OR PRINT, THERE WERE SO MANY GOOD RESOURCES SPOKEN ABOUT I CANT FIND ON WEBSITE.</p> <p>The 3 SCE Employee Speakers, all said to contact them if questions. But How? I think you should include a picture of them, their title and # on the survey email. We had the online PSPS briefing on our phone , so we still couldn't really see chart information . Next time can you show chart as a full screen while Speaker is speaking? We were told to "like" questions posted in chat, if we wanted to ask same question , rather than rewriting the question. I understood that questions in Chat with "likes" would be answered first. I didn't see any "like" to click.</p> <p>OVERALL . I am glad I watched . I came away with a sense that SCE had listened to people , businesses, local governments about the problem the PSPS create and are addressing them.</p>
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