

System improvements and planned power outages

Planned outages today help prevent unplanned outages tomorrow



SDG&E® is committed to modernizing the power grid to integrate more clean energy, enhance reliability, and improve safety.

The safety of our customers is our top priority which is why approximately 5,000 system upgrades are scheduled each year to improve electric service throughout SDG&E's service territory.

In order for SDG&E to perform system upgrades safely, temporary interruptions are

required, and planned outage notifications are sent out. Residents in affected areas receive letters, emails, and automated phone calls in advance so that preparations can be made.

Individuals dependent on medical equipment should make arrangements with their hospital or medical equipment provider to develop a planned or unplanned electric outage strategy.

Although planned outages are not ideal, they are necessary to help prevent unplanned outages in the future.

Planned power outages and what you can do to prepare

- Have a back-up plan for medical support equipment
- Shut off or disconnect electronics like computers and televisions to avoid an electrical surge
- Turn off heat producing appliances like ovens, stove tops, and irons prior to the outage. This will eliminate a fire hazard when the power comes back on.
- Notify your alarm and phone companies as alarm phone systems can be affected
- Check to see if you can override or manually operate your garage door or security gates
- Keep flashlight with fresh batteries on hand
- Charge cell phones, tablets, and laptops prior to a planned outage



SIGN UP FOR ALERTS

To ensure that you receive planned outage notifications sign up for alerts, update your contact information and adjust your notification preferences at sdge.com/MyAccount.



For more information about outages, visit our Outage Center sdge.com/outages

Be ready in case of a power shutoff



Generator Assistance

Program Overview

When high-risk wildfire conditions indicate your safety could be at risk, we may call a Public Safety Power Shutoff (PSPS). We use this preventative measure only as a last resort to help protect against wildfires and help keep your home safe. Your safety is our top priority, and we want to help you be prepared. SDG&E® is offering qualified customers a \$300* or more rebate on a portable generator or a \$100* or more rebate on a portable power station. A portable generator or power station can help you and your family be ready in case of a power shutoff.

Eligibility

- Must reside in a High Fire Threat District (HFTD) Tier 2 or Tier 3
- Must have experienced one or more Public Safety Power Shutoff(s) (PSPS) since 2019
- Must not have already received a rebate in 2020 or 2021

Stay safe this wildfire season and visit [sdge.com/wildfirekit](https://www.sdge.com/wildfirekit) to learn more ways you can prepare.



For more information about the Generator Assistance Program (GAP), visit [sdge.com/GenRebate](https://www.sdge.com/GenRebate).

Topics discussed include:

- Instructions on how to request your rebate
- Eligible fuel generator and portable power station models
- Frequently asked questions
- Safety Tips

For additional questions, please email

generatorinquiry@sdge.com.



Online

[sdge.com/GenRebate](https://www.sdge.com/GenRebate)



Email

generatorinquiry@sdge.com.

*Customers enrolled in CARE or FERA receive an additional \$150 or \$50