A Labor of Love

An SCE retiree’s passion for giving back
10 A Labor of Love
For 37 years, Bob Albin lived and breathed Southern California Edison. After retiring, he moved to Hawaii and found a new passion—as chief volunteer on the Battleship Missouri Memorial.

12 Rate Changes: What Customers Want to Know
To make sure customers know what’s happening with their electricity rates (and why), we’re changing the way we communicate with them.

4 sights & sounds
Lab Equipment Donations • $20 Return • Black History Month

5 above & beyond
Employees who go the extra mile.

6 facts & figures
Laptop Donations • Flex Alert • SCE Twitter

7 my safety
Becoming safer, one conversation at a time.

8 good to know
What is community solar?

9 my job
A day in the life of a substation operator.

14 on the record
SONGS Community Engagement Panel • Olympic Bobsledding • EME Bankruptcy

16 your milestones
Anniversaries • Retirements • In Memoriam

18 @work, giving back

19 my ethics
Is it retaliation?

20 black & white

contents
VOLUME 4 • ISSUE 2 • MARCH 2014

Janet Clayton, Edison International & Southern California Edison Senior Vice President, Corporate Communications
Megan Jordan, Southern California Edison Vice President, Corporate Communications
Editor: Brooke Miner
Staff Writers: Scott Dreger, Justin Feltes
Contributors: Jaclyn Hines, Julie Lowe, Doug Olson, Elinor Quin
Art/Multimedia: Joan Anderson, JDM Fotos, Ray Harris, Marie Hedrick, Doug Kraus, Alex Torres

This publication may contain estimates, projections and other forward-looking statements that involve risks and uncertainties. The words “expect,” “forecast,” “potential,” “projected,” “anticipated,” “estimated,” “expected” and similar expressions identify forward-looking information. Actual results or outcomes could differ materially as a result of such factors as the outcome of state and federal regulatory proceedings, the impacts of new laws and regulations on the Edison International companies, changes in prices of electricity and cost for fuel, factors affecting non-utility investments, such as construction and operation risks, and increases in financing costs, and other matters discussed in the Company’s 2012 Annual Report to Shareholders and Annual Report on Form 10-K for the year ended December 31, 2012, and subsequent Quarterly Reports on Form 10-Q. This information is not intended to induce, or for use in connection with, any sale or purchase of securities. Under no circumstances is this information or any part of its contents to be considered a prospectus or as an offer to sell, or the solicitation of an offer to buy, any security.

Contact your supervisor
Call the HelpLine at 800-877-7089 or report online at www.EdisonHelpLine.com, choosing to identify yourself or remain anonymous

Edison absolutely prohibits retaliation.

Edison absolutely prohibits retaliation.
1. On Feb. 6, Southern California Edison donated more than $500,000 worth of company lab equipment to nine local high schools and colleges. This separatory funnel went to Verbum Dei High School in Los Angeles, Calif.

2. Nearly 400 attendees learned about SCE programs and services at the 12th Annual Black History Month Celebration at the Energy Education Center in Irwindale, Calif., on Feb. 7.

3. In February, Human Resources employees Alison Little (left) and Raquel Morales received an envelope containing $20 and a letter from a former SCE employee, who apologized for stealing money from the company in the 1950s. The money will go to the Energy Assistance Fund. Visit inside.edison.com/s314 to read the letter.

4. Dancers perform the traditional Mua Lan or Lion Dance at the Vietnamese Affiliation employee resource group’s Tet celebration on Feb. 7 in Westminster, Calif.

5. On Feb. 24, crews working on the Tehachapi Renewable Transmission Project uncovered what appeared to be fossilized whale bones. Archaeologist Natasha Tabares sent a sample for lab analysis, and they were determined not to be bones after all.

---

Customer Hero: TIFFANY BROOME

When an 87-year old customer with health issues called Southern California Edison concerned that she wouldn’t be able to renew her Medical Baseline before it expired, Customer Specialist Tiffany Broome came to her rescue. The Medical Baseline program lets customers with electrically powered life support or medical devices receive additional quantities of energy at the lowest possible, or baseline, price.

Tiffany listened to the customer’s concerns and granted her the extra time she needed to renew her Medical Baseline pricing, ensuring that her costs would not increase. The customer was so pleased with the service she received that she contacted SCE to say how touched she was that Tiffany genuinely cared about her situation. “There aren’t enough people who really care for the elderly,” said the customer. “The world and SCE need a lot more people like Tiffany—she’s an inspiration!”

---

Leader Profile: RUBEN DE LA ROSA

After 30 years as a lead foreman at Southern California Edison’s Montebello garage, Ruben De La Rosa has learned a thing or two about building relationships with his team—and inspiring them to do their best. “It’s important to treat people with respect. It doesn’t matter what level an employee is, I treat them the same,” said Ruben. “I also try to find a communication style that works for each individual. Everyone is unique, and it’s important to find what works with each person.”

Ruben’s team also appreciates his dedication to training. When a new person comes on board, they’ve likely never seen, much less operated, much of the equipment they will use at the garage. “Ruben is a fountain of knowledge, and he has a lot of patience when training employees,” said Lead Technician Richard Holmes. “Safety is his number one priority, and understanding the equipment is the first step to using it safely.”

---

NOMINATE YOUR BOSS!

Does your manager or supervisor get out of the way so you can do your job? Encourage you to find creative solutions? Back you up and remove roadblocks? Nominate him or her for a profile in Inside Edison!

Find more details at inside.edison.com/recognition.
The number of students from across the country who applied this year for one of about 145 summer internships.

SCE offers competitive, paid summer and year-round internships that last from 10 to 12 weeks.

The number of tweets Southern California Edison sent via Twitter in 2013, 2,688 of which were replies to other tweets. Many of the tweets to which SCE replied were customer concerns and questions, giving customer service representatives another way to resolve issues.

The number of American Red Cross mobile apps that provide information to help keep you safe in emergencies and large-scale disasters. Each year, the president of the United States proclaims March as Red Cross Month to honor the organization’s mission.

The number of donated laptops accredited schools within Southern California Edison’s service territory can receive from Edison International every two years. Nonprofits can also apply to receive five laptops every two years through the “Computers for the Community” program, through which employee work laptops are refurbished and donated.

The number of SCE customers contacted in a phone scam in which a person posing as a utility employee asked for immediate payment and threatened to cut off electric service. Any customer who receives a suspicious email or phone call should contact SCE at 800-655-4555.

A close call is an injury that almost happened but didn’t. Example: You trip on an uneven sidewalk but aren’t injured.

A safety observation is a conversation about safety—safe and unsafe behaviors and conditions. Example: You see a coworker walking on an uneven sidewalk and talk about possible ways to address the risk.

Becoming Safer, One Conversation at a Time

Hanging our safety culture—we’ve all heard it needs to happen, but how can we help? Small actions can have big effects, and one such action is taking time to talk with your coworkers about safety. The newly launched Safety Observation program helps you do just that.

A safety observation is a conversation with a coworker about safety. Conversations can take place between coworkers at any level (not just peers), and the goal is to keep safety on people's minds. “We received employee feedback in the 2011 safety culture assessment that we need to be more proactive in changing the culture,” said Michelle Schulz, Safety Culture project manager. Safety observations fit in well with the proactive approach because they’re a leading indicator, or a step we can take to prevent injuries. “And, our research shows that companies with good safety records tend to have safety observation programs in place,” said Schulz.

Safety observations aren’t about catching coworkers behaving in an unsafe way, and they can (and should) focus on positive behaviors as well as risks. “It’s not meant to be a ‘gotcha’ moment,” said Don Neal, director of Corporate Environmental, Health and Safety. “And it’s not about the DART rate. It’s about creating a culture where people care about each other.” Employees can record the topics and outcomes of their safety conversations on Safety Observation Cards, which also provide guidance on how to have the conversation. Cards are available on Portal or can be ordered through the corporate forms requisition. You can turn them in to your manager or supervisor or your safety and environmental specialist.

Some teams are already conducting safety observations, with good results. Project Manager Johnny Parker and Power Systems Planner Paul Roller have both been promoting safety observations since Power Supply launched its program last March. “People discuss risks, like objects on top of file cabinets that might fall off during an earthquake and wires that could present a tripping hazard,” said Roller. “But they also discuss positive behaviors, like locking overhead bins and holding hand rails.”

“The bottom line is, we need to improve our safety performance,” said Neal. “Safety observations promote our safety culture and help us identify and manage our safety risks, so we hope everyone will embrace them.”
good to KNOW

What is Community Solar?

Community solar is becoming popular across the U.S. because it makes solar power available to electric utility customers who can’t install rooftop solar panels—for instance, those living in homes shaded by trees or in multi-family homes.

Community solar can take a number of forms. In one arrangement, customers invest in a solar power installation, often called a solar farm or garden. Unlike large-scale solar power stations, which are generally owned and operated by independent power producers, customers might purchase or lease a solar panel or invest a fixed amount of money in the installation each month. In return, they receive credit on their electricity bills. The credit is in proportion to the amount of money they invest, so the more panels they have, or the more money they invest monthly, the more credit they receive.

Southern California Edison is just beginning to look at the possibilities for community solar, and it will begin working with the California Public Utilities Commission this month to create opportunities to develop it within our service territory. Opportunities for community solar development outside SCE’s service territory are also being explored through Edison Energy.

“Your Thoughts?”

What do you think about community solar? Visit inside.edison.com/g314 to let us know.

A DAY IN THE LIFE OF A Substation Operator

Seventeen years ago, David Burgh started his Southern California Edison career as a meter reader. For the past 15 years, he’s mastered the role of Transmission & Distribution substation operator in the Mesa Sector—which covers substations from Burbank to Glendora to Whittier.

Substation operators inspect, troubleshoot and energize or de-energize circuits, or power lines, at substations—facilities that adjust power so it can be delivered to customers. When an issue occurs on a circuit and interrupts electrical service, an alarm goes off at a switching center, which monitors the distribution grid. A switching center system operator then contacts a substation operator, who will check on the equipment and troubleshoot problems. Substation operators also help field crews by switching, or de-energizing, circuits at substations so the crews can safely make repairs or perform maintenance.

Today, a storm with high winds and heavy rain is moving through the area. An operator notifies David, who is traveling between facilities, that an interruption has occurred and a circuit needs to be inspected. When David arrives at the substation, he notices that the wind has blown a frond from a palm tree onto a line, causing an interruption in the power supply. David observes the damage and checks the circuit breaker, which he manually de-energizes so troubleshooters can make repairs. “Troubleshooters are out there 24/7 doing some of the same type of work as substation operators, but they’re up on the poles or in vaults, outside of substations,” said David. “We rely on each other.”

In every situation, safety is top priority. “This is a hazardous job,” said David. “You have to respect electricity. It’s like a predator waiting for you to make a mistake, and there’s no room for mistakes.” He’s always looking for ways he and his coworkers can improve and be safer. “I volunteered to be a member on the T&D safety congress about six months ago because my primary responsibility, even before keeping the lights on for our customers, is making sure we go home safe at the end of every shift.”

“‘This is a hazardous job. You have to respect electricity. It’s like a predator waiting for you to make a mistake, and there’s no room for mistakes.’”
For 37 years, Bob Albin lived and breathed Southern California Edison as a groundman, lineman and finally a service planner. In 1987, he retired. As well as a retiree, 86-year-old Bob is a husband, a father, a World War II veteran—and chief volunteer on the Battleship Missouri Memorial in Pearl Harbor, Hawaii. He's completed hundreds of projects on the ship and is a legend among the memorial's staff, having spent more time on board than any other volunteer since 1998.

MAKING THE MOVE
Bob made his first trip to Hawaii for his in-laws' 50th wedding anniversary. After his wife passed away a few years later, Bob returned to the Aloha State—this time, to stay.

Looking for a way to pass the time, he took up woodworking. “I couldn’t just sit around and do nothing,” said Bob. “I told a friend I wanted to buy a lathe and turn bowls. She said, ‘Well, why don’t you?’ So that’s what I did.” Little did Bob know how much woodworking he’d do in the coming years.

FINDING THE MISSOURI
Around that time, Bob started to see TV news broadcasts calling for volunteers to help repair the Battleship Missouri, which was moved to Hawaii in 1998. It was in dire need of repair after having sat in port for years. “I wasn’t doing much besides woodworking, so I went down and signed up,” said Bob. “I was on ships in the Navy, but I’d never been on a battleship, and I knew it had a teak deck that needed work.”

Initially, Bob didn’t specify what he wanted to help with. He did anything the staff asked, even bringing his own tools. “I established a can-do attitude and slowly worked my way up,” he said. With Bob’s encouragement, the memorial’s staff purchased a few woodworking machines and set up a repair shop on the pier. Thanks to Bob and other volunteers, the memorial opened for tours seven months after it arrived.

A POSITIVE CHARGE
It’s been 15 years since the Battleship Missouri reached its Hawaiian home and Bob, or “Bob the Builder” as he’s known around the ship, got his start. He’s helped replace the teak on the famous “surrender” deck where WWII officially ended, and he’s built custom flag holders and a visitor welcome station. But he’s most proud of building new stairs to help tourists navigate the ship. “A lot of people had no idea how to navigate the ladders on a battleship, so the stairs made it much easier to get around,” said Bob.

Despite the challenges he’s faced, Bob keeps a positive attitude. “You get a whole lot of things done that way, so that’s what I did in my career, and that’s what I’ve carried over to my life on the ship,” he said. “I can still work with my hands, so as long as I can do that I’m going to work. Maybe in another 10 years I’ll see how I feel.”
Why the Change?
Until recent years, when we talked to customers about rate changes, we often focused on the fact that SCE is a regulated utility and rates are set by the California Public Utilities Commission. “As a result, we ended up getting a lot of calls from customers wondering what was going on,” said Megan Jordan, vice president of Corporate Communications.

To figure out how to explain rate changes to customers more effectively, employees in Corporate Communications did some research. “We held focus groups to get customer feedback on topics such as bills, anticipated rate increases, how they preferred to be notified about changes and the need for ongoing infrastructure investment,” said Jordan.

What Customers Want
Here’s what customers told us they care about most when we communicate with them:

**CONSTANT COMMUNICATION.** Customers have a right to know about changes in their bills. We need to communicate with them up front, and in as many ways as possible, because anything that involves rates is our responsibility.

**WHERE THEIR MONEY IS GOING.** Customers need to know that they’re getting something for the money they pay each month—such as a smarter grid that will make power more dependable, safer and cleaner and online budget tools that give them more control over their energy usage.

**WHAT SCE IS DOING.** We can’t ask customers to do something that we’re not willing to do ourselves, so SCE is lowering its own costs to keep rates reasonable. Proactive communication about rate changes not only keeps customers in the loop, it gives them a chance to take control of their energy use. “If customers know their rates are changing, they can sign up for energy efficiency and demand response programs,” said Lisa Cagnolatti, Business Customer Division vice president. “That way, they can take action to reduce their consumption and better manage their costs.”

Does It Work?
So far, the approach has been successful. “I attended a customer forum and got all sorts of materials about rates,” said Reggie Ingram, chief development officer at Hillcrest Retirement Community and SCE business customer. “I was able to share the information with all the appropriate folks back here at Hillcrest, which was great.” Reggie’s SCE Account Executive Victoria Montes agrees. “I like my job because I’m able to provide solutions rather than just telling people they’re going to be impacted,” she said. “That’s the beauty of it.”

Visit inside.edison.com/rates14 for more information on what’s impacting rates in the coming years and what to say to friends, neighbors and customers when they ask what’s going on.
On Feb. 6, Southern California Edison announced that University of California San Diego professor and energy market expert David Victor will serve as chairman of the newly formed San Onofre Nuclear Generating Station Community Engagement Panel.

The advisory panel was formed to foster public education and involvement during decommissioning and includes representatives from local government and the military, local environmentalists, business leaders, customers and academics.

“The leaders of the co-owner companies are members of the community, and we want to do the right thing for our region,” said SCE President Ron Litzinger. “Our focus during the long and complex decommissioning process will be guided by the principles of safety, stewardship and engagement SCE established.”

Former SCE Employee Competes in Winter Olympics

In February, former SCE employee Cory Butner competed in the 2014 Winter Olympics in Sochi, Russia, on the United States’ two-man bobsled team. Butner, who was unable to compete in the 2010 Olympics due to injury, has been training in Lake Placid, N.Y., for the last four years after leaving the company. Cory and his partner finished 12th overall out of 29 teams.

“I’ve only been racing on the World Cup circuit for two years. I’ve had second and third place finishes, and I’m competing with these guys—but I haven’t won yet,” said Butner. “And that’s why I keep trying harder and harder to be better.”

U.S. Bankruptcy Court Approves Edison Mission Energy Reorganization Plan

On March 11, the U.S. Bankruptcy Court approved Edison Mission Energy’s reorganization plan, which incorporates a settlement agreement reached on Feb. 18 between EME, Edison International and some of EME’s creditors. The settlement will resolve all claims between EME, which filed for bankruptcy in December 2012, and Edison International.

Under the terms of the settlement, EME will sell substantially all of its assets and stock of subsidiaries to NRG Energy, Inc. The settlement transaction is expected to close in late March or early April. Once it’s completed, EME will emerge from bankruptcy free of liabilities and remain a subsidiary of Edison International.

“This is a fair settlement that is good for our company,” said Edison International CEO and Chairman Ted Craver. “It will eliminate the uncertainty surrounding EME and help us and our investors focus on the potential growth of Edison International.”

SCE Receives American Heart Association Awards

The American Heart Association recognized SCE as a Gold Fit-Friendly Worksite and also awarded the company the Worksite Innovation Award on Feb. 1.

Fit-Friendly Worksites are employers who go above and beyond when it comes to their employees’ health. These companies offer employees support for increasing their physical activity, provide healthy eating options at work and promote a wellness culture. The Worksite Innovation Award is given to companies that creatively implement programs that promote physical activity in the workplace, such as SCE’s Work Readiness Certification Program, an internally designed injury prevention warm-up program.

“It’s a distinct honor to receive both of these awards,” said Occupational Health & Wellness Manager Anna Ramirez. “They recognize the tremendous progress the company has made in creating a culture of health and wellness—and the efforts of everyone who has worked hard to get us here.”

Employees Encouraged to Sign Up for Summer Discount Plan

To help SCE’s summer readiness efforts this year, eligible employees are encouraged to sign up for the Summer Discount Plan. The program offers customers—including employees—the ability to earn up to $200 in bill credits by letting SCE temporarily turn off their air conditioners during times of high demand. Participation requires installation of a device on or near the air conditioning unit, so it’s important to sign up early to take full advantage of the program.

Employees who receive the SCE employee discount are still eligible for the program.

“Whether you’re participating yourself or helping spread the word, you’re helping SCE provide reliable power while giving customers more options to conserve energy,” said Mass Market Tariff Manager Janet Zavala. Learn more at www.sce.com/sdp.

Employees encouraged to sign up for Summer Discount Plan
GOT PHOTOS?
Each month, we choose one volunteer and one work-related photo as the winner for the @Work and Giving Back sections. Email your photos to atwork@sce.com (work-related) or 501@sce.com (volunteer).

"SCE: Keeping the lights on today, and for generations to come."

Photo submitted by Brandon Altmann, Lineman, Transmission & Distribution, of Haven Altman, 2 weeks old

Giving Back
On Feb. 8, Southern California Edison employees and their families volunteered to help plant 150 trees donated by SCE at Hollydale Regional Park in South Gate, Calif. The event was hosted by Amigos de los Rios, an environmental nonprofit.

IS IT RETALIATION?
Retaliation is often defined as taking an adverse action against someone because they reported possible misconduct. In the following scenarios, assume that the employee, Molly, has reported suspected misconduct by her manager to the Edison HelpLine and that these actions took place soon after her manager found out about the report.

"I understand Molly’s been talking to Ethics and raising a lot of issues. You’re her boss, so maybe you can put her on a different project and get her out of our hair."

IS IT RETALIATION?
YES, there is an appearance of retaliation, which needs to be reported. Retaliation can include obvious actions, such as putting an employee on undesirable projects, or subtle behaviors, such as repeatedly ignoring an employee’s contributions during meetings or excluding him or her from group activities.

"Molly, I’m a little concerned about these missed deadlines. Let’s put our heads together and figure out a solution."

IS IT RETALIATION?
NO. Holding an employee accountable for his or her job responsibilities, such as meeting deadlines and showing up on time, is not retaliation.

"Haaaww, my manager just invited everyone on my team to lunch except me. Did she leave me out on purpose, or did she just forget to invite me?"

WHAT DO YOU THINK—IS IT RETALIATION?
Visit inside.edison.com/e314 to discuss the situation online and learn more about what retaliation is—and isn’t.

“SCe: Keeping the lights on today, and for generations to come.”

"I understand Molly’s been talking to Ethics and raising a lot of issues. You’re her boss, so maybe you can put her on a different project and get her out of our hair."

IS IT RETALIATION?
YES, there is an appearance of retaliation, which needs to be reported. Retaliation can include obvious actions, such as putting an employee on undesirable projects, or subtle behaviors, such as repeatedly ignoring an employee’s contributions during meetings or excluding him or her from group activities.

"Molly, I’m a little concerned about these missed deadlines. Let’s put our heads together and figure out a solution."

IS IT RETALIATION?
NO. Holding an employee accountable for his or her job responsibilities, such as meeting deadlines and showing up on time, is not retaliation.

"Haaaww, my manager just invited everyone on my team to lunch except me. Did she leave me out on purpose, or did she just forget to invite me?"

WHAT DO YOU THINK—IS IT RETALIATION?
Visit inside.edison.com/e314 to discuss the situation online and learn more about what retaliation is—and isn’t.
In 1940, Friday night football games became a tradition at South Pasadena High School after Southern California Edison lighting engineers oversaw the installation of athletic field lights.