

# CitizenOne Energy Closer Training

## Section 1 – How to calculate commission

((EPC or PPW – redline) x system size) – adders

## Section 2 – What is a kw? What is a kwh?

A kw (kilowatt) is a unit of measurement for system size. Solar panel sizes are measured in watts. For example, as of the time of this writing, our main installer BPS currently installs Longi 350 watt panels. If you install 10 of these panels, the system size is 3500 watts. But we abbreviate it to 3.5 kw as 1000 watts = 1 kw.

A kwh (kilowatt hour) is a measurement of solar panel energy production. Let's use the same example of the 3.5 kw (3500 watt) system. Depending on how well it gets sunlight (what we call sun hours), it will produce a different amount of kwh. When you are designing the solar system in the software system, it will tell you how many kwh the system should produce in its first year. Let's say that 3.5 kw system shows that it should produce 6000 kwh per year. Those numbers are very good. Let's say you change the design of the system and put all those panels on a north-facing roof plane (the worst), the sun hours would drop and therefore it would produce less per year.

The best roof plane is a South-facing roof plane followed by East and West. A North-facing roof plane is not ideal.

### Section 3 – How to Read a Utility Bill

#### Subsection 3.1 – How to read a Time of Use bill

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<b>Customer account</b> [Redacted]	<b>Rotating outage</b> Group A019	<b>Amount due \$156.12</b> <b>Due by 08/28/23</b>
<b>Service account</b> 8002767500 [Redacted]	<b>POD-ID</b> [Redacted]	
	<b>Date bill prepared</b> 08/08/23	

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### Your account summary

Previous Balance	\$258.63	←
Payment Received 07/11/23	-\$350.00	←
Payment Received 07/17/23	-\$175.00	←
Payment Received 07/22/23	-\$225.00	←
<hr/>		
Credit balance	-\$491.37	←
Your new charges	\$647.49	←
<hr/>		
<b>Total amount you owe by 08/28/23</b>	<b>\$156.12</b>	←

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### Your cost varies by time of day

**Summer cost periods (Jun 01-Sep 30)**

	Weekdays	Weekends & Holidays
On peak	5pm - 8pm	
Mid peak		5pm - 8pm
Off peak	12am - 5pm 8pm - 12am	12am - 5pm 8pm - 12am

Previous Balance indicates that he owed money at the beginning of the previous month. Possibly, he did not pay the previous month.

Payment Received shows his payment/s the previous month. With this customer, you can see he made 3 payments in the previous month.

Credit balance is his balance after he made payments the previous month but before the new charges for this month. As you can see, he has a credit balance of -\$491.37 because he made the 3 payments in July which brought his previous balance owed of \$258.63 to credit balance of -\$491.37.

Your New Charges are this month's charges.

Amount owed reconciles the credit balance and the new charges this month and displays the difference to tell the customer what he owes this month.

Time of Use table shows you what the time periods are for each of the Time of Use hours. Keep in mind that the utility companies change these from time to time. You can always find the respective utility company's times by accessing their website and looking at their pricing plans. Edison usually has a Time of Use table for Summer and different hours for Winter. It's not super important to memorize every detail but having a good understanding of approximately when the hours are is good to know.

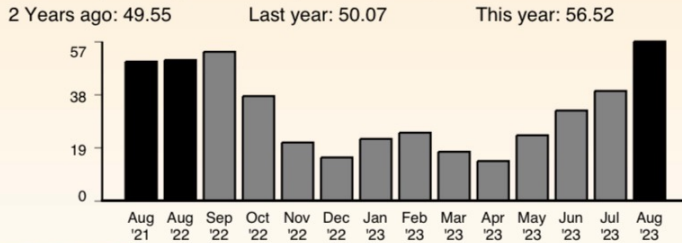
kWh Usage	Avg. cost	Total cost
On peak	170 kWh x \$0.73253 =	\$124.53
Mid peak	67 kWh x \$0.54627 =	\$36.60
Off peak	1402 kWh x \$0.36147 =	\$506.78
<b>1639 kWh</b>		<b>\$667.91 Energy Charges</b>
		<b>-\$20.42 Other credits/charges</b>
		<b>\$647.49 Total</b>

Costs are rounded and include delivery and generation charges. During season or price changes, averages are used. To view all charges and credits and to calculate your bill, refer to **Details of your new charges**.

### Your past and current electricity usage

For meter from 07/10/23 to 08/07/23  
**Total electricity you used this month in kWh** 1,639  
 Your next billing cycle will end on or about 09/06/23.

#### Your daily average electricity usage (kWh)



### Details of your new charges

Your rate: TOUD-5-8PM  
 Billing period: 07/10/23 to 08/07/23 (29 days)

#### Delivery charges - Cost to deliver your electricity

Basic charge	29 days x \$0.02400	\$0.70
Baseline credit	696 kWh x -\$0.09392	-\$65.37
Energy-Summer		
On peak	170 kWh x \$0.28636	\$48.68
Mid peak	67 kWh x \$0.28636	\$19.19
Off peak	1,402 kWh x \$0.24739	\$346.84
Wildfire fund charge	1,639 kWh x \$0.00530	\$8.69

- Your Delivery charges include:**

  - \$36.10 transmission charges
  - \$268.07 distribution charges
  - \$0.14 nuclear decommissioning charges
  - \$34.31 public purpose programs charge

#### Generation charges - Cost to generate your electricity

SCE

Energy-Summer		
On peak	170 kWh x \$0.44617	\$75.85
Mid peak	67 kWh x \$0.25979	\$17.41
Off peak	1,402 kWh x \$0.11408	\$159.94

- Your Generation charges include:**
- -\$0.05 competition transition charge
  - \$23.12 power charge indifference adjustment (PCIA)

#### Other charges or credits

(Continued on next page)

- Your overall energy charges include:**
- \$5.71 franchise fees

(Continued on next page)

### Details of your new charges (continued)

Fixed recovery charge	1,639 kWh x \$0.00260	\$4.26
Subtotal of your new charges		\$616.19
Palm Springs UUT	\$616.19 x 5.000000%	\$30.81
State tax	1,639 kWh x \$0.00030	\$0.49
<b>Your new charges</b>		<b>\$647.49</b>

#### Additional information:

- Service voltage: 240 volts



Time of Use table showing how many kwh of each time period was used for this month. Also shows the price per kwh for each of the time periods as well as the total cost for each.

The bar graph shows how many kwh were used per day on for each of the last 12 months. It also shows the same month as this month 2 and 3 years ago just to show the customer whether they are using more or less energy than they had previously on the same month. The total usage for this month is already reflected to the top right of the graph where it reads 1639. So that is 1639 kwh for this month. But the other months do not give you the total usage so you have to eyeball the bars and use an educated guess by multiplying the estimated daily usage by the number of days in the month. Keep in mind that the month on the bar graph actually corresponds to the previous months usage. For example, the bar graph for August is actually for the usage from 7/10-8/7. So let's add it up for a few months to better understand this. September's bar is around 53. The days in the previous month of August is 31 days so  $53 \times 31 = 1643$ . So that's 1643 kwh for September. October's bar is around 38. The days in the previous month of September is 31 days so  $38 \times 31 = 1178$ . So that's 1178 kwh for October. November's bar is around 20. The days in the previous month of October is 31 days. So  $20 \times 31 = 620$ . So that's 620 kwh for November. Keep doing this math until you have all 12 months of usage and then add the sum and that is the total usage for the year. I got about 9717 kwh for the year. Obviously, there is a degree of inaccuracy to eyeballing but generally speaking it should be close enough. You could get the exact usage by checking their usage in their online account with the utility company but you run the risk of customer hesitation and breaking the momentum of the sale. Eyeballing the bar graph is close enough and works just fine.

Your rate tells what type of rate plan they are on. You can find the details of their rate plan (including the time periods and corresponding rate per kwh) on the utility's website. Some of the utility companies like Edison show you the details on the bill itself as we have already seen.

Your delivery charges show important items like the transmission and distribution fees which are the charges to pull in energy from out of state (upkeep, maintenance, etc.). Don't forget to mention that this is roughly half of Your new charges. Nuclear decommissioning charges are for shutting down the nuclear power plants which is one of the reasons why a lot of power is coming from out of state. Public purpose program funds certain state-mandated programs such as low income programs and energy efficiency programs.

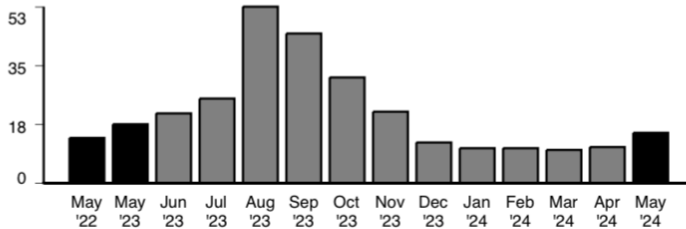
All the charges total the Your new charges = \$647.49. To find the average price per kwh, take \$647.49 divided by 1639 kwh = \$0.395. So it's 39.5 cents per kwh. We know that this is a Time of Use rate schedule so we can assume that it's likely that the customer uses their energy approximately the same on most if

not all days. So take the estimated annual energy usage of 9717 kwh and multiply it by 39.5 cents = \$3838 per year which is \$320 per month. That means the average monthly bill is around \$320.

**Subsection 3.2 – How to read a Domestic bill**

**Your daily average electricity usage (kWh)**

2 Years ago: 13.63      Last year: 17.72      This year: 15.10



**Details of your new charges**

Your rate: DOMESTIC  
Billing period: 04/03/24 to 05/01/24 (29 days)

**Delivery charges - Cost to deliver your electricity**

Basic charge	29 days x \$0.03100	\$0.90
Energy-Winter		
Tier 1 (100% of baseline)	281 kWh x \$0.18468	\$51.90
Tier 2 (101% to 400%)	157 kWh x \$0.28216	\$44.30
Wildfire fund charge	438 kWh x \$0.00561	\$2.46

**Your Delivery charges include:**

- \$7.31 transmission charges
- \$75.44 distribution charges
- \$0.04 nuclear decommissioning charges
- -\$0.54 conservation incentive adjustment
- \$9.51 public purpose programs charge
- \$4.90 new system generation charge

**Generation charges - Cost to generate your electricity**

SCE

Energy-Winter		
Tier 1 (100% of baseline)	281 kWh x \$0.14921	\$41.93
Tier 2 (101% to 400%)	157 kWh x \$0.14921	\$23.43

**Your Generation charges include:**

- -\$0.17 competition transition charge
- -\$1.71 power charge indifference adjustment (PCIA)

**Other charges or credits**

Fixed recovery charge	438 kWh x \$0.00188	\$0.82
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Subtotal of your new charges **\$165.74**

State tax 438 kWh x \$0.00030 **\$0.13**

**Your new charges \$165.87**

**Your overall energy charges include:**

- \$1.53 franchise fees

**Additional information:**

- Service voltage: 240 volts
- Your winter baseline allowance: 281.0 kWh
- High Usage Charge applies to all usage above 400% of baseline allowance.

Your Total Usage: <b>438 kWh</b>	Tier 1 281 kWh	Tier 2 157 kWh	High Usage Charge 0 kWh
<p><b>Understanding Your Bill...</b> Your usage for the billing period falls into <b>Tier 2</b>. For most customers, the price you pay increases as you use more energy. The average cost per kilowatt (kWh) in the chart to the right is based on averages. Actual prices may vary.</p>	\$0.33/kWh		\$0.43/kWh
	<p><b>Your Total Usage</b> <b>438 kWh</b></p>		
	<p>High Usage Charge - Learn more at <a href="http://on.sce.com/highuse">on.sce.com/highuse</a></p>		

Your rate: Domestic means they are not charged on a Time of Use schedule but rather simply charged a rate per kwh for Tier 1, Tier 2 and High Usage Charge (Tier 3).

As can be seen, Tier 1 is charged at 33 cents per kwh, Tier 2 at 43 cents per kwh and Tier 3 at 43 cents per kwh. 281 kwh were charged on Tier 1 and 157 kwh were charged on Tier 2. To figure out the average price per kwh just divide Your new charges \$165.87 by 438 kwh = \$0.378. So rounding up it's 38 cents per kwh. Keep in mind that when on Domestic rate, the average price per kwh can vary because the low months may not dip very much into Tier 2 or 3 and therefore have a lower average than the higher months. Take a look at August for example. August is 1643 kwh (53 daily kwh x 31 days). We know that the first 281 kwh are going to be charged at 33 cents. But there's a remaining 1362 kwh that will be in Tier 2 at 43 cents and Tier 3 at 43 cents. Therefore, the average price per kwh for August is likely somewhere around 40 cents per kwh. Obviously, there is a degree of inaccuracy with this but you have to make an educated guess so that you can do the math simply enough not to get too distracted with it. So taking a look at the bar graph here, I would say the average price per kwh is around 39 cents per kwh and the total usage is around 8400 kwh. So the total yearly bill is around \$3276. Which means the average monthly bill is around \$273 (\$3276 /12).

### Subsection 3.3 – Budget Bill Plan (BBP) or Level Pay Plan (LPP)

#### Your account summary

Amount of your last Budget Bill Plan (BBP) bill	\$240.00
Payment Received 04/12/24	-\$240.00
Balance forward	\$0.00
Your BBP amount	\$240.00
<b>Total amount you owe by 05/22/24</b>	<b>\$240.00</b>

#### BBP year to date summary – month #6

Beginning plan balance	\$368.10
Actual amount billed	\$665.94
Payments/Adjustments	-\$1,538.10
Actual balance	-\$504.06

Your Budget Billing Plan amount is due when you receive your bill. If your account becomes past due, you may no longer be eligible to participate in this program.

Some customers choose to pay a fixed amount every month for 12 months and then at the end of the 12 month cycle, they may have a credit balance if they used less energy than was allotted or may have a balance due if they used more energy than was allotted for those 12 months. The utility company takes a look at the previous 12 months of usage to determine what to charge every month. In essence, this is what their average monthly bill would be if they used the exact same amount of energy they did the previous year. This customer's BPP amount is \$240 per month. It shows the year to date summary as you can see it is on month 6. The current balance is -\$504.06 which alludes to the fact that the customer has not been using as much energy as allotted. You can see the Actual amount billed is \$665.94 which means had this customer not had the BBP plan, he would have actually only paid \$665.94 so far this year thru month 6. But instead he has paid \$1538.10 so far. But later in the year when the bills become much higher, the BBP amount will still only be \$240 and the Actual amount billed may be significantly higher so the Actual balance may level out by the end of the year. Customers on this type of plan can be difficult to sell because they think they are saving money by doing this. But remember, they are not saving anything

by being on this plan. They are simply averaging out their total yearly bill into a fixed monthly amount and may or may not owe money at the end of have a credit balance at the end.

**Subsection 3.4 – How to read SDGE bill**

app. Download from the App Store or Google Play.  
 SDG&E can inspect your gas appliances for safety, make minor adjustments & light heater pilots. Learn more at [sdge.com/GasCheck](http://sdge.com/GasCheck).

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E's new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit [www.sdge.com/AMP](http://www.sdge.com/AMP) or call us at 1-800-411-7343.

**Account Summary**

Previous Amount Due	\$297.00
Payment Received	- 297.00
Current Level Pay Plan Due	+ 297.00
<b>Current Amount Due</b>	<b>\$297.00</b>

**Level Pay Plan**

Level Pay Plan Amount	\$297.00
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*Your Level Pay Plan is scheduled for review and recalculation in Jul 2024.*

**Level Pay Plan Summary**

Previous Level Pay Plan Balance	+ 70.35
Current Level Pay Plan Amount	- 297.00
Current Charges	+ 403.62
Level Pay Plan Balance After Payment	\$176.97

**Summary of Current Charges**

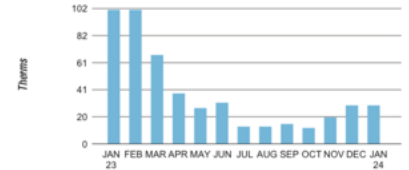
	Billing Period	Usage	Amount(\$)
Gas	Dec 27, 2023 - Jan 25, 2024	29 Therms	62.51
Electric Delivery	Dec 27, 2023 - Jan 25, 2024	766 kWh	290.23
CCA Electric Generation			50.88
<b>Total Charges this Month</b>			<b>\$403.62</b>

(See page 3 for details)

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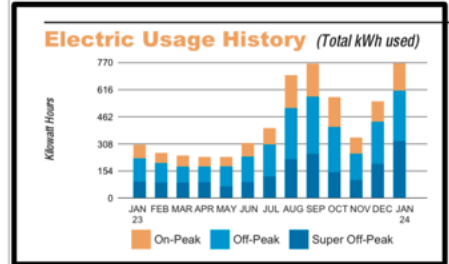
Your payment of \$297.00 will be paid by "Automatic Pay" on Feb 14, 2024.

**Gas Usage History (Total therms used)**



**29 Therms used**

- 1.0 Daily avg therms
- 0.9 Daily avg therms last month
- 71.3% ↓ Change in daily avg therms from last year
- 6.7% ↑ Change in daily avg therms from last month
- 30 Days in billing cycle



**766 kWh used**

- 25.5 Daily avg kWh
- 17.2 Daily avg kWh last month
- 152.8% ↑ Change in daily avg kWh from last year
- 48.6% ↑ Change in daily avg kWh from last month
- 3.9 Max monthly demand
- 5.3 Max annual demand
- 30 Days in billing cycle

SDGE bills include the gas charge. Do not include this into the calculations for electricity.

Electric delivery \$290.23 + CCA Electric Generation \$50.88 = Electric charges this month \$341.11

The bar graph for SDGE is easier to read because you just have to eyeball how much usage for each month. In this case, it looks like around 5400 kwh for the year.

766 kwh for the month. It also breaks down a few less important details like the daily average usage and other items that have no impact on the math. Now, let's find the rate per kwh. Take the electric charges this month of \$341.11 divided by 766 kwh used this month = \$0.445 or 44.5 cents per kwh. Then to find the average monthly bill take 44.5 cents multiplied by the annual usage of 5400 kwh = \$2403 for the year divided by 12 = \$200 per month.



ACCOUNT NUMBER  
AMOUNT DUE  
\$297.00

DATE MAILED Jan 31, 2024  
sdge.com

### Detail of Current Charges

#### Gas Service

Rate: GR-Residential Baseline Allowance: 37 Therms  
Meter Number: (Next scheduled read date Feb 26, 2024) Cycle: 18

Billing Period	Days	Current Reading	Previous Reading	= Difference	x Meter Constant	x Therm Multiplier	= Total Therms
12/27/23 - 01/25/24	30	4052	4024	28	1.000	1.020	28.56

#### GAS CHARGES

**Gas Service Rate Change This Billing Period:**  
There was a rate change on day 6 of your Billing Period. Therefore, your charges for the first 5 days were at Rate 1, and the remaining 25 days were at Rate 2.

Gas Service (Details below)	5 Therms		
Therms used	5	Baseline	
Rate/Therm	\$1.55928		
5 of 30 Days	\$7.80	=	7.80

Gas Service (Details below)	24 Therms		
Therms used	24	Baseline	
Rate/Therm	\$1.54808		
25 of 30 Days	\$37.15	=	37.15

**Gas Energy Rate Change This Billing Period:**  
There was a rate change on day 6 of your Billing Period. Therefore, your charges for the first 5 days were at Rate 1, and the remaining 25 days were at Rate 2.

Gas Energy Charge (Details below)	5 Therms		
Therms used	5	Usage	
Rate/Therm	\$.55902		
5 of 30 Days	\$2.80	=	2.80

Gas Energy Charge (Details below)	24 Therms		
Therms used	24	Usage	
Rate/Therm	\$.49370		
25 of 30 Days	\$11.85	=	11.85

**Total Gas Charges \$59.60**

#### TAXES & FEES ON GAS CHARGES

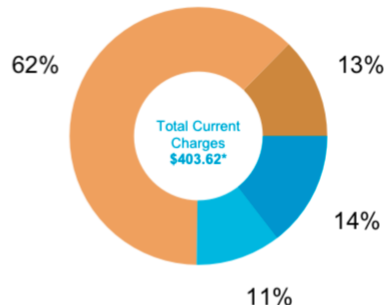
	Amount(\$)
Public Purpose Programs 5 Therms x \$.088810	.44
Public Purpose Programs 24 Therms x \$.101330	2.43
State Regulatory Fee 5 Therms x \$.003000	.02
State Regulatory Fee 24 Therms x \$.001000	.02

**Total Taxes & Fees on Gas Charges \$2.91**

**Total Gas Service \$62.51**

(Continued on next page)

### Breakdown of Current Charges



\*Credits are not shown on the chart  
The total current charges include the following components. Definitions for these terms are shown on page 8 of your bill.

<b>Gas Charges</b>	
Gas Service	\$59.60
<b>Other Charges &amp; Credits (Gas)</b>	
Public Purpose Programs	\$2.91
Other	\$1.44
<b>Electric Charges</b>	
Transmission	\$46.77
Distribution	\$110.66
Nuclear Decommissioning	\$1.55
Competition Transition Charge	\$1.77
Local Generation Charge	\$17.11
Total Rate Adj. Comp.	\$74.66
<b>Other Charges &amp; Credits (Electric)</b>	
Public Purpose Programs	\$13.00
Wildfire Fund Charge	\$4.55
PCIA	\$20.66
Other	\$1.60
<b>CCA Electric Generation Charges</b>	
Total CCA Electric Generation	\$50.88
<b>Total Current Charges</b>	<b>\$403.62</b>

With SDGE bills, it breaks down the gas portion of the bill first so just disregard it.

On the right-hand side you can find the transmission and distribution fees as well as the nuclear decommissioning charges and public purpose program charges. Don't forget to mention that the transmission and distribution fees are roughly half of the electric charges for the month.



Detail of Current Charges - Continued


**Electric Service**

Rate: Time of Use - TOU-DR1-Residential Climate Zone: Inland  
 Baseline Allowance: 288 kWh  
 Billing Period: 12/27/23 - 1/25/24 Total Days: 30  
 Meter Number: (b) (6) (Next scheduled read date Feb 26, 2024) Cycle: 18  
 Meter Constant: 1.000 Billing Voltage Level: Secondary  
 Circuit: (b) (6) Your circuit is currently not subjected to rotating outage.  
 However, this is subject to change without notice.  
 Total Usage: 766 (Usage based on interval data)

**ELECTRIC CHARGES**

				Amount(\$)
Electricity Delivery (Details below) 129 kWh				
<i>WINTER USAGE</i>	<u>On-Peak</u>	<u>Off-Peak</u>	<u>Super Off-Peak</u>	
kWh used	26	49	54	
Rate/kWh	\$.43809	\$.43809	\$.43809	
5 Days Charge	\$11.39	+ \$21.47	+ \$23.66	= 56.52

Electricity Delivery (Details below) 637 kWh				
<i>WINTER USAGE</i>	<u>On-Peak</u>	<u>Off-Peak</u>	<u>Super Off-Peak</u>	
kWh used	130	237	270	
Rate/kWh	\$.38560	\$.38560	\$.38560	
25 Days Charge	\$50.13	+ \$91.39	+ \$104.11	= 245.63

 **Rate Change This Billing Period:**  
 There was a rate change on day 6 of your Billing Period. Therefore, your charges for the first 5 days were at Rate 1, and the remaining 25 days were at Rate 2.

Wildfire Fund Charge	129 kWh x \$.00530	.68
Wildfire Fund Charge	637 kWh x \$.00561	3.57

Electricity Generation (Details below) 129 kWh				
<i>WINTER USAGE</i>	<u>On-Peak</u>	<u>Off-Peak</u>	<u>Super Off-Peak</u>	
kWh used	26	49	54	
Rate/kWh	\$.19307	\$.10855	\$.08402	
5 Days Charge	\$5.02	+ \$5.32	+ \$4.54	= 14.88

Electricity Generation (Details below) 637 kWh				
<i>WINTER USAGE</i>	<u>On-Peak</u>	<u>Off-Peak</u>	<u>Super Off-Peak</u>	
kWh used	130	237	270	
Rate/kWh	\$.14088	\$.07913	\$.06121	
25 Days Charge	\$18.31	+ \$18.75	+ \$16.53	= 53.59

Electricity Generation Credit		-68.47
Baseline Adjustment Credit	63 kWh x -.11724	-7.39
Baseline Adjustment Credit	311 kWh x -.09946	-30.93
PCIA 2022	129 kWh x \$.04437	5.72
PCIA 2022	637 kWh x \$.02329	14.84

(Continued on next page)



Now we are at the electric portion of the SDGE bill. There is a lot of detailed info however the only real important item is the Rate which is Time of Use - TOU DR-1 Residential. You can find the rates for the time periods on SDGE’s website as they don’t post a simplified version on the bill.

*Detail of Current Charges - Continued*

Economic Development Program Credit -.01

**Total Electric Charges** **\$288.63**

**TAXES & FEES ON ELECTRIC CHARGES**

Franchise Fee Equivalent Surcharge Amount(\$)  
.79

State Regulatory Fee .81

**Total Taxes & Fees on Electric Charges** **\$1.60**

**Total Electric Service** **\$290.23**

**Community Choice Aggregation (CCA) Electric Generation Charges**

Your Electric energy is provided by the following CCA:

**SAN DIEGO COMMUNITY POWER** Phone: 1-888-382-0169

CCA Account Number: 9772030028 Service Delivery Point: 401660909772030750002

Bill Date: Jan 25, 2024 Billing Period: 12/27/23 - 1/25/24

Amount(\$)

Generation On-Peak Winter 155 kWh X \$0.14081 21.84

Generation Off-Peak Winter 286 kWh X \$0.05974 17.09

Generation Super Off-Peak Winter 324 kWh X \$0.03622 11.72

State Surcharge Tax .23

**Total CCA Electric Generation Charges** **\$50.88**

*For more detail on your SDCP bill, please call us at 888-382-0169.  
Your CCA rate is TOU-DR-1 - 2022 Vintage.*

**Total Current Charges** **\$403.62**

Remember from page 1 where it showed the Gas, Electric delivery and CCA electric generation for a total of \$403.62. Well, you can see the same thing here.

Don't forget that \$403.62 includes the gas. The electric portion of the bill is \$341.11 (290.23 + 50.88).

# Your Electricity Dashboard

## Highest Usage Hour



Highest Usage Hour (Demand) this month:

**3.9 kW on January 13, 2024 from 7:00am to 8:00am**

Demand is the highest amount of electricity used at a given point in time.

Time of Use - Electricity	
Winter	kWh
On-Peak	156
Off-Peak	286
Super Off-Peak	324
<b>Total</b>	<b>766</b>

TOU Period – Weekdays	Summer June 1 - October 31	Winter November 1 - May 31
On-Peak	4:00 p.m. - 9:00 p.m.	4:00 p.m. - 9:00 p.m.
Off-Peak	6:00 a.m. - 4:00 p.m.; 9:00 p.m. - midnight	6:00 a.m. - 4:00 p.m. Excluding 10:00 a.m. - 2:00 p.m. in March and April; 9:00 p.m. - midnight
Super Off-Peak	Midnight - 6:00 a.m.	Midnight - 6:00 a.m. 10:00 a.m. - 2:00 p.m. in March and April

TOU Period – Weekends and Holidays	Summer June 1 - October 31	Winter November 1 - May 31
On-Peak	4:00 p.m. - 9:00 p.m.	4:00 p.m. - 9:00 p.m.
Off-Peak	2:00 p.m. - 4:00 p.m. 9:00 p.m. - midnight	2:00 p.m. - 4:00 p.m. 9:00 p.m. - midnight
Super Off-Peak	Midnight - 2:00 p.m.	Midnight - 2:00 p.m.

Time of Use table shows the usage for the month on each time period.

Time of Use table shows the time periods.

### Subsection 3.5 – Exercise for How to Read a Bill

Hand out sample bills and have them explain the bills to each other. Start off with what is explained in the Close only. Then have them break down the other stuff that is not pertinent to the Close.



For billing and service inquiries  
1-800-239-2685  
www.sce.com



# Your electricity bill

[REDACTED] / Page 1 of 6

**Customer account**

[REDACTED]

**Rotating outage**

Group A019

**Amount due \$156.12**

**Due by 08/28/23**

**Service account**

[REDACTED]  
PALMS SPRINGS, CA 92262

**POD-ID**

[REDACTED]

**Date bill prepared**

08/08/23

## Your account summary

Previous Balance	\$258.63
Payment Received 07/11/23	-\$350.00
Payment Received 07/17/23	-\$175.00
Payment Received 07/22/23	-\$225.00
Credit balance	-\$491.37
Your new charges	\$647.49

**\$ Total amount you owe by 08/28/23 \$156.12**

## Your cost varies by time of day



**Summer cost periods (Jun 01-Sep 30)**

	Weekdays	Weekends & Holidays
On peak	5pm - 8pm	
Mid peak		5pm - 8pm
Off peak	12am - 5pm 8pm - 12am	12am - 5pm 8pm - 12am

Please return the payment stub below with your payment and make your check payable to Southern California Edison.  
If you want to pay in person, call 1-800-747-8908 for locations, or you can pay online at www.sce.com.

(14-574)

Tear here

Tear here



Customer account 700276265340  
Please write this number on the memo line of your check. Make your check payable to Southern California Edison.

**Amount due by 08/28/23 \$156.12**

Amount enclosed \$

[REDACTED] STMT 08082023 P1

[REDACTED] JOHNSTONE, JOSEPH  
2500 WHITEWATER CLUB UNIT B  
PALMS SPRINGS CA 92262

P.O. BOX 600  
ROSEMEAD, CA 91771-0002

[REDACTED]

## Ways to contact us

<b>Customer service numbers</b>	<i>Relay calls accepted</i>
General Services (U.S. & Canada)	1-800-655-4555
Payments, Extensions or Payment Options	1-800-950-2356
Emergency Services & Outages	1-800-611-1911
California Alternate Rates for Energy (CARE)	1-800-447-6620
Energy Theft Hotline	1-800-227-3901
Hearing & Speech Impaired (TTY)	1-800-352-8580

## Request a large print bill 1-800-655-4555

<b>Multicultural services</b>	
Cambodian / ខ្មែរ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 한국어	1-800-628-3061
Vietnamese / Tiếng Việt	1-800-327-3031
Spanish / Español	1-800-441-2233

**Correspondence:**  
 Southern California Edison  
 P.O. Box 6400  
 Rancho Cucamonga, CA  
 91729-6400  
 www.sce.com

## Important information

### What are my options for paying my bill?

<b>On-line</b>	Pay one-time or recurring on <a href="http://www.sce.com/bill">www.sce.com/bill</a>
<b>Mail-in</b>	Check or Money order
<b>In Person</b>	Authorized payment locations 1-800-747-8908
<b>Phone</b>	QuickCheck 1-800-950-2356
	Debit & credit card * 1-800-254-4123

\*Residential customers only

### Electronic check processing

Your check payment will be processed as a one-time Electronic Fund Transfer (EFT). With EFTs, funds may be withdrawn from your account the day we receive your payment. Your check will not be returned, but will appear on your financial statement.

**Rates and applicable rules:** Available at [www.sce.com](http://www.sce.com) or upon request.

### Past due bills

- When is my bill past due? It is past due 20 days after the preparation date, which was 08/08/23.
- Reconnecting service that has been disconnected requires a Service Connection payment (non-residential only).
  - Unable to pay: If payment arrangements were not extended to you by SCE pursuant to SCE's filed tariffs, you may contact the California Public Utilities Commission.
  - For safety reasons, if service is disconnected, please ensure any sensitive or potentially hazardous equipment is unplugged on the day of reconnection. For additional home safety tips, visit [www.sce.com/safety](http://www.sce.com/safety) or call SCE at 1-800-655-4555.

### What is the Late Payment Charge (LPC)?

0.6% will be applied to the total unpaid balance if payment is not received by the due date on this bill (except for CARE and state agency accounts).

### What is a rotating outage?

Rotating outages are controlled electrical outages used to avoid widespread or uncontrolled blackouts. Your Rotating Outage Group number is located on page 1, upper left, of your SCE bill. Your rotating outage group number may change at any time. For more information, visit [www.sce.com/rotating](http://www.sce.com/rotating).

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The PCIA is a charge to ensure that both SCE customers and those who have left SCE service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by SCE on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources.

### Disputed bills

**If you believe there is an error on your bill or have a question about your service, please call Southern California Edison (SCE) customer support at 1-800-655-4555.** If you are not satisfied with SCE's response, submit a complaint to the California Public Utilities Commission (CPUC) at [www.cpuc.ca.gov/](http://www.cpuc.ca.gov/) complaints/. The CPUC's Consumer Affairs Branch (CAB) handles billing and service complaints and can be reached by:

Telephone 1-800-649-7570 (8:30 AM - 4:30 PM, Monday - Friday)  
 Mail CPUC, Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, contact the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial 711 or one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

Type of Call	English	Spanish
TTY/VCO/HCO to Voice	1-800-735-2929	1-800-855-3000
Voice to TTY/VCO/HCO	1-800-735-2922	1-800-855-3000
Speech-to-Speech Relay	1-800-854-7784	1-800-854-7784

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC regarding the accuracy of your bill, contact CAB for assistance. If your case meets the eligibility criteria, CAB will instruct you on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is reviewed to keep your service turned on.

### Definitions

- Baseline Credit:** The baseline credit provides reduced electricity rates on electricity used up to the baseline allocation for the region that you live in.
- CA Climate Credit:** Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.
- Wildfire Fund Charge:** Supports the California Wildfire Fund which covers costs associated with catastrophic wildfires, including payment of bonds issued by the California Department of Water Resources (DWR)
- Public Purpose Programs Charge:** Funds state-mandated programs for low income discounts, energy efficiency, renewable energy and R&D.
- SCE Generation:** For recovering energy procurement and generation costs for that portion of your energy provided by SCE.

To change your contact information or enroll in SCE's payment option, complete the form below and return it in the enclosed envelope.

Change of mailing address: 700276265340

STREET#	STREET NAME	APARTMENT #
CITY	STATE	ZIP CODE
TELEPHONE #	E-MAIL ADDRESS	

Direct Payment (Automatic Debit) Enrollment: 700276265340

I hereby authorize SCE and my financial institution to automatically deduct my monthly payment from the checking account as shown on my enclosed check, ten calendar days after my bill is mailed.

Signature \_\_\_\_\_ Date \_\_\_\_\_

To change your checking account information or to be removed from the Direct Payment program please call SCE at 1-800-655-4555.

**Energy Assistance Fund (EAF):** I want to help people pay their energy bill through EAF. For info visit [www.sce.com/eaf](http://www.sce.com/eaf) or call (800) 205-8596.

Add this amount for EAF \$ \_\_\_\_\_

Select one box only and sign below for EAF: \_\_\_\_\_

Every Month

One Month only





kWh Usage	Avg. cost	Total cost
On peak	170 kWh x \$0.73253 =	\$124.53
Mid peak	67 kWh x \$0.54627 =	\$36.60
Off peak	1402 kWh x \$0.36147 =	\$506.78
<b>1639 kWh</b>		<b>\$667.91 Energy Charges</b>
		<b>-\$20.42 Other credits/charges</b>
		<b>\$647.49 Total</b>

Costs are rounded and include delivery and generation charges. During season or price changes, averages are used. To view all charges and credits and to calculate your bill, refer to **Details of your new charges**.

### Your past and current electricity usage

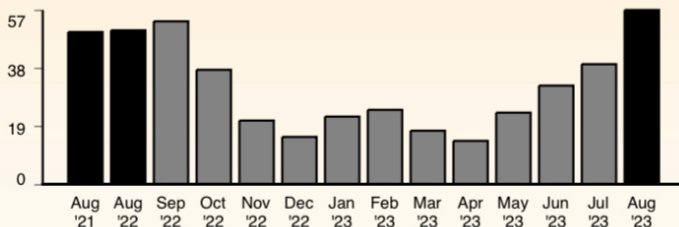
For meter [Redacted] from 07/10/23 to 08/07/23  
**Total electricity you used this month in kWh**

**1,639**

Your next billing cycle will end on or about 09/06/23.

#### Your daily average electricity usage (kWh)

2 Years ago: 49.55      Last year: 50.07      This year: 56.52



### Details of your new charges

Your rate: TOUD-5-8PM  
 Billing period: 07/10/23 to 08/07/23 (29 days)

#### Delivery charges - Cost to deliver your electricity

Basic charge	29 days x \$0.02400
Baseline credit	696 kWh x -\$0.09392
Energy-Summer	
On peak	170 kWh x \$0.28636
Mid peak	67 kWh x \$0.28636
Off peak	1,402 kWh x \$0.24739
Wildfire fund charge	1,639 kWh x \$0.00530

\$0.70	<b>Your Delivery charges include:</b>
-\$65.37	• \$36.10 transmission charges
\$48.68	• \$268.07 distribution charges
\$19.19	• \$0.14 nuclear decommissioning charges
\$346.84	• \$34.31 public purpose programs charge
\$8.69	• \$9.27 new system generation charge

#### Generation charges - Cost to generate your electricity

SCE

Energy-Summer	
On peak	170 kWh x \$0.44617
Mid peak	67 kWh x \$0.25979
Off peak	1,402 kWh x \$0.11408

\$75.85	<b>Your Generation charges include:</b>
\$17.41	• -\$0.05 competition transition charge
\$159.94	• \$23.12 power charge indifference adjustment (PCIA)

#### Other charges or credits

(Continued on next page)

	<b>Your overall energy charges include:</b>
	• \$5.71 franchise fees

(Continued on next page)

### Details of your new charges (continued)

Fixed recovery charge	1,639 kWh x \$0.00260	\$4.26
Subtotal of your new charges		\$616.19
Palm Springs UUT	\$616.19 x 5.00000%	\$30.81
State tax	1,639 kWh x \$0.00030	\$0.49
<b>Your new charges</b>		<b>\$647.49</b>

**Additional information:**

- Service voltage: 240 volts

### Things you should know

**Fixed Recovery Charge**

SCE has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires. Your bill for electric service includes a Fixed Recovery Charge that has been approved by the CPUC to repay those bonds. The right to recover the Fixed Recovery Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to SCE. SCE is collecting the Fixed Recovery Charge on behalf of the Special Purpose Entity.

**Have you received a past due notice, or are you having difficulty paying your bill?**

SCE halted collection activities and service disconnections for nonpayment in March 2020 because of the hardships caused by the COVID-19 pandemic. In October 2022, SCE resumed collection activities for residential customers, including service disconnections for nonpayment. Prior to disconnection, customers will receive a "final notice," which will include their payment due date and the past-due amount required to avoid a service disconnection. For more information on our credit and collection activities, visit [sce.com/collections](http://sce.com/collections).

SCE recognizes some of our customers may still be facing challenges paying their bills. SCE offers customers a range of assistance options, including payment arrangements and extensions, one-time bill assistance from the Energy Assistance Fund, and debt forgiveness through the Arrearage Management Plan for qualified residential customers enrolled in the California Alternate Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) programs. Additional information is available at [sce.com/billhelp](http://sce.com/billhelp).



# Customer Connection

August 2023

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Please visit us at [www.sce.com](http://www.sce.com)

## Stay Safe Around Electricity: Metallic Balloon Safety

- **Keep metallic balloons indoors.** They should always be tied to a weight.
- **Never release them outside.** They can cause electrical outages if they touch wires.
- **Never remove the weight.** Puncture balloons before disposing of them.
- **Stay away and call 911.** Do not attempt to retrieve a balloon or kite tangled in wires.

Visit us at [sce.com/staysafe](http://sce.com/staysafe) for more safety tips. **Stay aware. Stay safe.**

## Be Prepared for Outage Emergencies

If your home or business is located in an area designated as a Tier 2 or Tier 3 high fire risk zone, you may want to consider adding a power station or a portable generator to your emergency preparedness plans. These devices may provide backup power for your personal electronics such as a cell phone, computer, or other important household appliances such as refrigerators, lighting, garage door opener and medical devices which helps you to be more prepared for an outage or other emergency. Rebates are available for the purchase of qualifying products.

Watch our backup power educational videos, learn more about available solutions and apply for rebates in the SCE Marketplace at [sce.com/rebates](http://sce.com/rebates).

To learn more about the process and method the California Public Utilities Commission used to determine High Fire Threat District maps, visit:

[cpuc.ca.gov/industries-and-topics/wildfires/fire-threat-maps-and-fire-safety-rulemaking](http://cpuc.ca.gov/industries-and-topics/wildfires/fire-threat-maps-and-fire-safety-rulemaking)

## Budget Your Electricity Bill with the Budget Billing Plan (was Level Pay Plan)

Are your electric bills higher in the summer? Do these higher bills stretch your budget? Sign up for SCE's Budget Billing Plan (BBP), which allows you to spread high summer and/or winter bills over an entire year in eleven (11) equal monthly payments (on the 12th month, you will receive a settlement bill showing either a payment due or a credit balance).

To learn more visit [sce.com/residential/assistance](http://sce.com/residential/assistance).

If you'd like to enroll, please call **1-800-434-2365**. BBP is based on eligibility and some restrictions may apply. Once enrolled, you must pay your bills monthly by the due date to remain eligible for the program.

## Get Help If You Use Medical Equipment

If you or someone in your household requires the regular use of electrically powered medical equipment and devices, you may be eligible for our Medical Baseline Allowance Program (MBL). The program provides an additional allotment of 16.5-kilowatt hours (kWh) of electricity per day on your monthly bill. MBL can help offset the cost of operating the medical equipment and prioritizes your household to get critical alerts and notifications if outages occur, including Public Safety Power Shutoffs.

To learn more about eligibility requirements or if you have questions about medical equipment or criteria, visit [sce.com/mbi](http://sce.com/mbi) or call **1-800-655-4555**. MBL application forms are available in various languages and in alternative formats, such as large print and braille upon request.

NOTE: We will evaluate the eligibility of the device on your application if it is not listed on [sce.com/mbi](http://sce.com/mbi). Medical devices used for therapy but not medically required for sustaining life do not qualify for this program.

\* Includes Medical Doctor (MD), Doctor of Osteopathy (DO), Physician Assistant (PA) or Nurse Practitioner (NP).

## Support for Customers Affected by a Major Disaster

If you or someone you know has been affected by a disaster for which a state of emergency has been declared, please visit [sce.com/disastersupport](http://sce.com/disastersupport) for information about consumer protections, programs and services SCE has available.

(continued on back)



## Proposition 65 Warnings



**WARNING:** The Safe Drinking Water and Toxic Enforcement Act of 1986, commonly referred to as Proposition 65, requires the governor to publish a list of chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. It also requires California businesses to warn the public of potential exposures to these chemicals that result from their operations.

Providing safe and reliable service to all of our customers is a top priority for Southern California Edison and we want you to be aware of these chemicals so that you can reduce exposure to chemicals associated with electricity generation and distribution. We handle all equipment and materials at our sites carefully for your good health as well as ours. However, if you are at or near our facilities and work sites, you can be exposed to the following chemicals on the state's Proposition 65 list. Reduce, limit, or avoid activities at and near the sources of exposure described below. For more information go to:

[www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

1. **Diesel Generation:** Diesel Exhaust: SCE uses diesel-fueled emergency generators during emergencies and other times to help minimize the interruption of our customers' supply of electricity. The generators are used at some SCE facilities like substations and service centers, and at locations where repairs are made to the electrical system. SCE also uses diesel as the primary fuel for electricity generation on Catalina Island and in many service vehicles used throughout our service territory. Diesel engines produce exhaust as a by-product of the combustion of diesel fuel. Breathing diesel engine exhaust exposes you to chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. You should avoid breathing diesel fumes whenever possible.

2. **Wooden Utility Poles:** SCE uses wooden poles that have been treated with chemical preservatives. These chemicals include pentachlorophenol, which is known to the State of California to cause cancer, and petroleum products such as diesel fuel, which contains chemicals including toluene and benzene that are known to the State of California to cause cancer and birth defects or other reproductive harm. If you come into contact with a wooden utility pole or the dust, debris, soil surrounding the pole, or water runoff that may contain dust, debris, and soil previously in contact with the pole, you could be exposed to these chemicals. Avoid contact with wooden utility poles and the dust, debris, soil surrounding the poles, or water runoff that may contain dust, debris, soil surrounding the poles, or water runoff that may contain dust, debris, and soil previously in contact with the poles.

3. **Painted Structures:** SCE utilizes metal and wood structures and equipment that may have been coated with paints containing chemicals, such as lead-based paint, that are known to the State of California to cause cancer and birth defects or other reproductive harm. When the paint on these on these structures deteriorates, flakes of paint can impact the soil adjacent to the structure. To avoid exposure, you should avoid contact with any paint flakes or soil near any structure with deteriorating paint.

Los usuarios con acceso al Internet podran leer y descargar esta notificacion en espanol en el sitio Web de SCE:

[www.sce.com/avisos](http://www.sce.com/avisos)

## Not Seeing Eye-to-Eye With Your Bill?

If you believe the amount you have been billed is incorrect, call the customer service phone number at the top of your bill to request an explanation. We will be glad to look into your concerns.

## Just in Time for a Friendly Reminder

Many of us know someone who may have difficulty remembering to pay the electric bill on time. Whatever the circumstance, a free Friendly Reminder Notification might help prevent unnecessary disconnections\* of a customer's electric service.

SCE customers can designate someone to be notified in the event their service is to be disconnected because of a past due bill. Designated persons are not responsible for paying the bill, but they can provide an extra reminder when the bill payment is due. To enroll an SCE customer, call **1-800-684-8123**, or for complete details, visit [sce.com/reminder](http://sce.com/reminder).

*\*A Friendly Reminder Notification does not stop electric service from being disconnected if the bill is not paid on time.*

## Safe Portable Generator Hook-Up

Connecting a portable generator to your home's electrical wiring is dangerous and can cause serious injuries or electrocution.

Do not hook up a generator directly to an electrical panel. The safe way is to plug the electrical equipment into a portable generator using a properly sized extension cord approved by Underwriters Laboratories (UL).

If your needs require a generator to be wired directly to your home's electrical system, California state law mandates that you notify us. We also recommend that you enlist the service of a qualified electrician to perform the task.

For additional safety information visit:

[sce.com/generator](http://sce.com/generator)

## Connect With Us

Get energy-saving tips, safety and outage updates, and much more.



[www.facebook.com/sce](http://www.facebook.com/sce)



[www.twitter.com/sce](http://www.twitter.com/sce)



[www.instagram.com/sce](http://www.instagram.com/sce)





Go paperless at [www.sce.com/ebilling](http://www.sce.com/ebilling). It's fast, easy and secure.

For billing and service inquiries  
1-800-684-8123  
[www.sce.com](http://www.sce.com)

# Your electricity bill

/ Page 1 of 6



Customer account

Rotating outage  
Group A024

## Amount due \$2,950.81

Service account

POD-ID

### PAST DUE

Date bill prepared  
05/15/24

### Your account summary

Previous Balance	\$2,951.25
Payment Received 04/30/24	-\$200.00
Payment arrangement balance	\$2,751.25
Your new charges	\$199.56
<b>Total amount you owe</b>	<b>\$2,950.81</b>



*In order to pay your total payment arrangement balance of \$2,751.25 on time, you will need to pay:*

- \$45.92 by 07/05/24
- \$122.96 by 08/05/24
- \$122.96 by 09/05/24
- \$122.96 by 10/07/24
- \$2,336.45 by agreed upon future dates

*Your total new charges of \$199.56 are due by 06/04/24.*

*Your payment arrangement will be cancelled if we do not receive your payments by 5 p.m. on the dates specified and your service may be disconnected without further notice. If you are not able to pay your bill, call SCE at 1-800-950-2356 to discuss how we can help. You may qualify for bill payment options, including a 12-month payment plan, and financial programs available to assist you such as SCE's CARE and FERA programs, that can help to reduce your bill. We can also connect you with community agencies that can provide additional assistance to you, and you may also qualify for SCE's Energy Savings Assistance (ESA) program which is an energy efficiency program for income-qualified residential customers. To pay in person, call 1-800-747-8908 for locations.*

Please return the payment stub below with your payment and make your check payable to Southern California Edison. If you want to pay in person, call 1-800-747-8908 for locations, or you can pay online at [www.sce.com](http://www.sce.com).

(14-574)

Tear here

Tear here



Customer account 700418998719  
Please write this number on the memo line of your check. Make your check payable to Southern California Edison.

Payment arrangement amount	\$2,751.25
New charges - pay by 06/04/24	\$199.56
<b>Total amount you owe</b>	<b>\$2,950.81</b>

Amount enclosed \$

STMT 05152024 P1

P.O. BOX 600  
ROSEMEAD, CA 91771-0002

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## Ways to contact us

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Hearing & Speech Impaired (TTY)	1-800-352-8580

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<b>Multicultural services</b>	
Cambodian / ភ្នំ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 한국어	1-800-628-3061
Vietnamese / Tiếng Việt	1-800-327-3031
Spanish / Español	1-800-441-2233

**Correspondence:**  
 Southern California Edison  
 P.O. Box 6400  
 Rancho Cucamonga, CA  
 91729-6400  
[www.sce.com](http://www.sce.com)

## Important information

### What are my options for paying my bill?

<b>On-line</b>	Pay one-time or recurring on <a href="http://www.sce.com/bill">www.sce.com/bill</a>
<b>Mail-in</b>	Check or Money order
<b>In Person</b>	Authorized payment locations 1-800-747-8908
<b>Phone</b>	QuickCheck 1-800-950-2356 Debit & credit card 1-833-425-1440
<b>Other</b>	PayPal, Venmo, Apple Pay and Google Pay

### Electronic check processing

Your check payment will be processed as a one-time Electronic Fund Transfer (EFT). With EFTs, funds may be withdrawn from your account the day we receive your payment. Your check will not be returned, but will appear on your financial statement.

**Rates and applicable rules:** Available at [www.sce.com](http://www.sce.com) or upon request.

### Past due bills

When is my bill past due? It is past due 20 days after the preparation date, which was 05/15/24.

- Reconnecting service that has been disconnected requires a Service Connection payment (non-residential only).
- Unable to pay: If payment arrangements were not extended to you by SCE pursuant to SCE's filed tariffs, you may contact the California Public Utilities Commission.
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Telephone 1-800-649-7570 (8:30 AM - 4:30 PM, Monday - Friday)  
 Mail CPUC, Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, contact the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial 711 or one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

Type of Call	English	Spanish
TTY/VCO/HCO to Voice	1-800-735-2929	1-800-855-3000
Voice to TTY/VCO/HCO	1-800-735-2922	1-800-855-3000
Speech-to-Speech Relay	1-800-854-7784	1-800-854-7784

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC regarding the accuracy of your bill, contact CAB for assistance. If your case meets the eligibility criteria, CAB will instruct you on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is reviewed to keep your service turned on.

### Definitions

- Baseline Credit:** The baseline credit provides reduced electricity rates on electricity used up to the baseline allocation for the region that you live in.
- CA Climate Credit:** Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.
- Wildfire Fund Charge:** Supports the California Wildfire Fund which covers costs associated with catastrophic wildfires, including payment of bonds issued by the California Department of Water Resources (DWR)
- Public Purpose Programs Charge:** Funds state-mandated programs for low income discounts, energy efficiency, renewable energy and R&D.
- SCE Generation:** For recovering energy procurement and generation costs for that portion of your energy provided by SCE.

To change your contact information or enroll in SCE's payment option, complete the form below and return it in the enclosed envelope.

Change of mailing address: 700

STREET#	STREET NAME	APARTMENT #
CITY	STATE	ZIP CODE
TELEPHONE #	E-MAIL ADDRESS	

Direct Payment (Automatic Debit) Enrollment: 700418998719

I hereby authorize SCE and my financial institution to automatically deduct my monthly payment from the checking account as shown on my enclosed check, ten calendar days after my bill is mailed.

Signature \_\_\_\_\_ Date \_\_\_\_\_

To change your checking account information or to be removed from the Direct Payment program please call SCE at 1-800-655-4555.

**Energy Assistance Fund (EAF):** I want to help people pay their energy bill through EAF. For info visit [www.sce.com/eaf](http://www.sce.com/eaf) or call (800) 205-8596.

Add this amount for EAF \$ \_\_\_\_\_

Select one box only and sign below for EAF: \_\_\_\_\_

- Every Month       One Month only

Go paperless at [www.sce.com/ebilling](http://www.sce.com/ebilling). It's fast, easy and secure.



## Your past and current electricity usage

For meter from 04/16/24 to 05/14/24

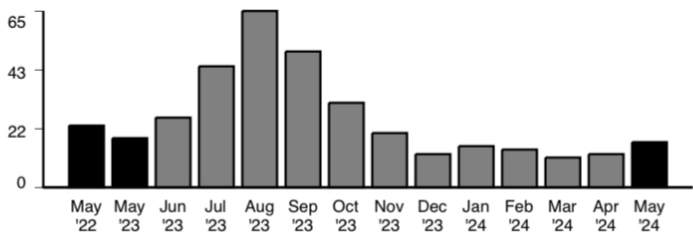
Your next billing cycle will end on or about 06/13/24.

**Total electricity you used this month in kWh**

**485**

### Your daily average electricity usage (kWh)

2 Years ago: 22.86      Last year: 18.19      This year: 16.72



## Details of your new charges

Your rate: DOMESTIC

Billing period: 04/16/24 to 05/14/24 (29 days)

### Delivery charges - Cost to deliver your electricity

Basic charge	29 days x \$0.03100	\$0.90
Energy-Winter		
Tier 1 (100% of baseline)	281 kWh x \$0.18468	\$51.90
Tier 2 (101% to 400%)	204 kWh x \$0.28216	\$57.56
Wildfire fund charge	485 kWh x \$0.00561	\$2.72

### Your Delivery charges include:

- \$8.09 transmission charges
- \$83.48 distribution charges
- \$0.04 nuclear decommissioning charges
- \$2.30 conservation incentive adjustment
- \$10.53 public purpose programs charge
- \$5.44 new system generation charge

### Generation charges - Cost to generate your electricity

SCE

Energy-Winter		
Tier 1 (100% of baseline)	281 kWh x \$0.14921	\$41.93
Tier 2 (101% to 400%)	204 kWh x \$0.14921	\$30.44

### Your Generation charges include:

- -\$0.19 competition transition charge
- -\$1.90 power charge indifference adjustment (PCIA)

### Other charges or credits

Fixed recovery charge	485 kWh x \$0.00188	\$0.91
-----------------------	---------------------	--------

Subtotal of your new charges \$186.36

Desert Hot Springs UUT \$13.05

State tax \$0.15

**Your new charges \$199.56**

### Your overall energy charges include:

- \$1.73 franchise fees

### Additional information:

- Service voltage: 240 volts
- Your winter baseline allowance: 281.0 kWh
- High Usage Charge applies to all usage above 400% of baseline allowance.

Your Total Usage: <b>485 kWh</b>	Tier 1 281 kWh	Tier 2 204 kWh	High Usage Charge 0 kWh
<p><b>Understanding Your Bill...</b>                  Your usage for the billing period falls into <b>Tier 2</b>. For most customers, the price you pay increases as you use more energy. The average cost per kilowatt (kWh) in the chart to the right is based on averages. Actual prices may vary.</p>	\$0.33/kWh		
		\$0.43/kWh	\$0.43/kWh
<p><b>Your Total Usage</b>  <b>485 kWh</b></p> <p>High Usage Charge - Learn more at <a href="https://on.sce.com/highuse">on.sce.com/highuse</a></p>			

**Things you should know**

**Fixed Recovery Charge**

SCE has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires. Your bill for electric service includes a Fixed Recovery Charge that has been approved by the CPUC to repay those bonds. The right to recover the Fixed Recovery Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to SCE. SCE is collecting the Fixed Recovery Charge on behalf of the Special Purpose Entity.

**California Climate Credit Rollover Information**

Your electricity bill for this month may reflect a credit amount. This may be due in part to the California Climate Credit included in the "Delivery charges" section of your April 2024 electricity bill.



*Para más información en cómo este cambio impactará su factura, llame al 1-800-441-2233 o visite [www.sce.com/avisos](http://www.sce.com/avisos) todos los días.*

**NOTICE OF APPLICATION**  
**Southern California Edison Company's Request to Increase Electric Rates**  
**APPLICATION A.24-04-005**

**Why am I receiving this notice?**

On April 5, 2024, Southern California Edison Company (SCE) filed its Wildfire Mitigation, Vegetation Management, Catastrophic Events, and Wildfire Liability Insurance (WMCE) Application with the California Public Utilities Commission (CPUC) requesting authorization to recover recorded costs that are in addition to the amounts already authorized by the CPUC and already included in current customer rates. SCE's application requests CPUC approval for an initial revenue increase of \$326.337 million. If the CPUC approves this application, SCE will recover this amount in electric distribution rates over a one-year period beginning in mid-2025.

**Why is SCE requesting this rate increase?**

- In 2023, SCE completed necessary work to implement its Wildfire Mitigation Plan and execute other important wildfire mitigation activities.
- In 2023, SCE completed substantial vegetation management work to mitigate wildfire risks related to vegetation contact with electric facilities, comply with required laws and regulations, and promote service reliability.
- In 2019-2023, SCE completed significant work in the Wildfire Covered Conductor Program to replace bare overhead conductors in high fire areas and related work. This will reduce wildfire risk and increase thresholds for potential Public Safety Power Shutoff events.
- SCE responded to 10 government-declared disasters that occurred in 2020-2022 to restore utility service to its customers; repaired, replaced, or restored damaged utility facilities; and complied with governmental agency orders.
- In 2019-2020, SCE incurred incremental wildfire liability insurance premiums.

**How could this affect my monthly electric rates?**

If SCE's rate request is approved by the CPUC, the average non-CARE residential monthly bill using 500 kWh per month would increase by approximately \$2.77 or 1.5% per month in mid-2025. The average CARE residential monthly bill with the same monthly usage would increase by approximately \$1.87 or 1.5% per month in mid-2025.

**Bill Impact Table**

<b>Bundled Average Rates (¢/kWh)</b>				
<b>Customer Group</b>	<b>Current Rates</b>	<b>Proposed Change</b>	<b>Proposed Rates</b>	<b>% Change</b>
Residential	33.8	0.52	34.3	1.6%
Lighting - Small and Medium Power	30.1	0.45	30.5	1.5%
Large Power	20.5	0.31	20.8	1.5%
Agricultural and Pumping	24.0	0.38	24.4	1.6%
Street and Area Lighting	36.5	0.41	36.9	1.1%
Standby	17.0	0.08	17.1	0.5%
<b>Total</b>	<b>28.5</b>	<b>0.43</b>	<b>28.9</b>	<b>1.5%</b>

<b>Residential Bill Impact (\$/Month)</b>				
<b>Description</b>	<b>Current</b>	<b>Proposed Increase</b>	<b>Proposed</b>	<b>% Increase</b>
Non-CARE residential bill	\$180.40	\$2.77	\$183.17	1.5%
CARE residential bill	\$122.12	\$1.87	\$124.00	1.5%

**How does the rest of this process work?**

This application will be assigned to a CPUC Administrative Law Judge (ALJ) who will consider proposals and evidence presented during the formal hearing process. The ALJ will issue a proposed decision that may adopt SCE's Application, modify it, or deny it. Any CPUC Commissioner may sponsor an alternate decision with a different outcome. The proposed decision, and any alternate decisions, will be discussed and voted upon by the CPUC Commissioners at a public CPUC Voting Meeting.

Parties to the proceeding may review SCE's Application, including the Public Advocates Office. The Public Advocates Office is an independent consumer advocate within the CPUC that represents customers to obtain the lowest possible rate for service consistent with reliable and safe service levels. For more information about the Public Advocates Office, please call **1-415-703-1584**, email [PublicAdvocatesOffice@cpuc.ca.gov](mailto:PublicAdvocatesOffice@cpuc.ca.gov) or visit [www.publicadvocates.cpuc.ca.gov](http://www.publicadvocates.cpuc.ca.gov).

**Where can I get more information?****Contact SCE**

Phone: **1-800-655-4555**  
Email: **case.admin@sce.com**  
Mail: Case Administration  
Southern California Edison Company  
A.24-04-005 - WMCE Application  
P.O. Box 800  
Rosemead, CA 91770

The application and any related documents may also be reviewed at [www.sce.com/applications](http://www.sce.com/applications).

**Contact CPUC**

Please visit [apps.cpuc.ca.gov/c/A2404005](http://apps.cpuc.ca.gov/c/A2404005) to submit a comment about this proceeding on the CPUC Docket Card. Here you can also view documents and other public comments related to this proceeding.

Your participation by providing your thoughts on SCE's request can help the CPUC make an informed decision.

If you have questions about CPUC processes, you may contact the CPUC's Public Advisor's Office at:

Email: **Public.Advisor@cpuc.ca.gov**  
Phone: **1-866-849-8390** (toll-free) or **1-415-703-2074**  
Mail: CPUC Public Advisor's Office  
505 Van Ness Avenue  
San Francisco, CA 94102

Please reference SCE's **WMCE Application A.24-04-005** in any communications you have with the CPUC regarding this matter.



Go paperless at [www.sce.com/ebilling](http://www.sce.com/ebilling). It's fast, easy and secure.

For billing and service inquiries  
1-800-684-8123  
[www.sce.com](http://www.sce.com)

# Your electricity bill

/ Page 1 of 8



**Customer account**  
**Rotating outage**  
Group A058  
**Service account**  
**POD-ID**  
**Date bill prepared**  
05/02/24

**Amount due \$240.00**  
**Due by 05/22/24**

## Your account summary

Amount of your last Budget Bill Plan (BBP) bill	\$240.00
Payment Received 04/12/24	-\$240.00
Balance forward	\$0.00
Your BBP amount	\$240.00
<b>Total amount you owe by 05/22/24</b>	<b>\$240.00</b>

<b>BBP year to date summary – month #6</b>	
Beginning plan balance	\$368.10
Actual amount billed	\$665.94
Payments/Adjustments	-\$1,538.10
Actual balance	-\$504.06



Your Budget Billing Plan amount is due when you receive your bill. If your account becomes past due, you may no longer be eligible to participate in this program.

## Your past and current electricity usage

For meter from 04/03/24 to 05/01/24  
**Total electricity you used this month in kWh**

**438**

Your next billing cycle will end on or about 06/02/24.

(14-574)

Tear here

If your contact information has changed please complete the form on the reverse side and return the stub below.

Tear here



Customer account

**Amount due by 05/22/24** **\$240.00**

**We will automatically debit the total amount due \$240.00 from your checking account on or after 05/12/24.**  
**Thank you!**

STMT 05022024 P

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### Ways to contact us

<b>Customer service numbers</b>	<i>Relay calls accepted</i>
General Services (U.S. & Canada)	1-800-655-4555
Payments, Extensions or Payment Options	1-800-950-2356
Emergency Services & Outages	1-800-611-1911
California Alternate Rates for Energy (CARE)	1-800-447-6620
Energy Theft Hotline	1-800-227-3901
Hearing & Speech Impaired (TTY)	1-800-352-8580

### Request a large print bill 1-800-655-4555

<b>Multicultural services</b>	
Cambodian / ភ្នំពេញ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 한국어	1-800-628-3061
Vietnamese / Tiếng Việt	1-800-327-3031
Spanish / Español	1-800-441-2233

**Correspondence:**  
 Southern California Edison  
 P.O. Box 6400  
 Rancho Cucamonga, CA  
 91729-6400  
 www.sce.com

## Important information

### What are my options for paying my bill?

<b>On-line</b>	Pay one-time or recurring on <a href="http://www.sce.com/bill">www.sce.com/bill</a>
<b>Mail-in</b>	Check or Money order
<b>In Person</b>	Authorized payment locations 1-800-747-8908
<b>Phone</b>	QuickCheck 1-800-950-2356 Debit & credit card 1-833-425-1440
<b>Other</b>	PayPal, Venmo, Apple Pay and Google Pay

### Electronic check processing

Your check payment will be processed as a one-time Electronic Fund Transfer (EFT). With EFTs, funds may be withdrawn from your account the day we receive your payment. Your check will not be returned, but will appear on your financial statement.

**Rates and applicable rules:** Available at [www.sce.com](http://www.sce.com) or upon request.

### Past due bills

- When is my bill past due? It is past due 20 days after the preparation date, which was 05/02/24.
- Reconnecting service that has been disconnected requires a Service Connection payment (non-residential only).
  - Unable to pay: If payment arrangements were not extended to you by SCE pursuant to SCE's filed tariffs, you may contact the California Public Utilities Commission.
  - For safety reasons, if service is disconnected, please ensure any sensitive or potentially hazardous equipment is unplugged on the day of reconnection. For additional home safety tips, visit [www.sce.com/safety](http://www.sce.com/safety) or call SCE at 1-800-655-4555.

### What is the Late Payment Charge (LPC)?

0.6% will be applied to the total unpaid balance if payment is not received by the due date on this bill (except for CARE and state agency accounts).

### What is a rotating outage?

Rotating outages are controlled electrical outages used to avoid widespread or uncontrolled blackouts. Your Rotating Outage Group number is located on page 1, upper left, of your SCE bill. Your rotating outage group number may change at any time. For more information, visit [www.sce.com/rotating](http://www.sce.com/rotating) outage.

### What is the Power Charge Indifference Adjustment (PCIA)?

The PCIA is a charge to ensure that both SCE customers and those who have left SCE service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by SCE on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources.

### Disputed bills

**If you believe there is an error on your bill or have a question about your service, please call Southern California Edison (SCE) customer support at 1-800-655-4555.** If you are not satisfied with SCE's response, submit a complaint to the California Public Utilities Commission (CPUC) at [www.cpuc.ca.gov/](http://www.cpuc.ca.gov/) complaints/. The CPUC's Consumer Affairs Branch (CAB) handles billing and service complaints and can be reached by:

Telephone 1-800-649-7570 (8:30 AM - 4:30 PM, Monday - Friday)  
 Mail CPUC, Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, contact the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial 711 or one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

Type of Call	English	Spanish
TTY/VCO/HCO to Voice	1-800-735-2929	1-800-855-3000
Voice to TTY/VCO/HCO	1-800-735-2922	1-800-855-3000
Speech-to-Speech Relay	1-800-854-7784	1-800-854-7784

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC regarding the accuracy of your bill, contact CAB for assistance. If your case meets the eligibility criteria, CAB will instruct you on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is reviewed to keep your service turned on.

### Definitions

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- CA Climate Credit:** Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.
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- Public Purpose Programs Charge:** Funds state-mandated programs for low income discounts, energy efficiency, renewable energy and R&D.
- SCE Generation:** For recovering energy procurement and generation costs for that portion of your energy provided by SCE.

To change your contact information, complete the form below and return it to SCE

### Change of mailing address:

STREET#	STREET NAME	APARTMENT #
CITY	STATE	ZIP CODE
TELEPHONE #	E-MAIL ADDRESS	

**Energy Assistance Fund (EAF):** I want to help people pay their energy bill through EAF. For info visit [www.sce.com/eaf](http://www.sce.com/eaf) or call (800) 205-8596.

Add this amount for EAF \$ \_\_\_\_\_

Select one box only and sign below for EAF: \_\_\_\_\_

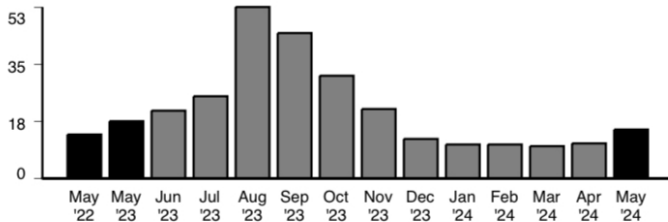
Every Month       One Month only





**Your daily average electricity usage (kWh)**

2 Years ago: 13.63      Last year: 17.72      This year: 15.10



**Details of your new charges**

Your rate: DOMESTIC  
Billing period: 04/03/24 to 05/01/24 (29 days)

**Delivery charges - Cost to deliver your electricity**

Basic charge	29 days x \$0.03100	\$0.90
Energy-Winter		
Tier 1 (100% of baseline)	281 kWh x \$0.18468	\$51.90
Tier 2 (101% to 400%)	157 kWh x \$0.28216	\$44.30
Wildfire fund charge	438 kWh x \$0.00561	\$2.46

**Your Delivery charges include:**

- \$7.31 transmission charges
- \$75.44 distribution charges
- \$0.04 nuclear decommissioning charges
- -\$0.54 conservation incentive adjustment
- \$9.51 public purpose programs charge
- \$4.90 new system generation charge

**Generation charges - Cost to generate your electricity**

SCE

Energy-Winter		
Tier 1 (100% of baseline)	281 kWh x \$0.14921	\$41.93
Tier 2 (101% to 400%)	157 kWh x \$0.14921	\$23.43

**Your Generation charges include:**

- -\$0.17 competition transition charge
- -\$1.71 power charge indifference adjustment (PCIA)

**Other charges or credits**

Fixed recovery charge	438 kWh x \$0.00188	\$0.82
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Subtotal of your new charges **\$165.74**

State tax **\$0.13**

**Your new charges \$165.87**

**Your overall energy charges include:**

- \$1.53 franchise fees

**Additional information:**

- Service voltage: 240 volts
- Your winter baseline allowance: 281.0 kWh
- High Usage Charge applies to all usage above 400% of baseline allowance.

Your Total Usage: <b>438 kWh</b>	Tier 1	Tier 2	High Usage Charge
<b>Understanding Your Bill...</b> Your usage for the billing period falls into <b>Tier 2</b> . For most customers, the price you pay increases as you use more energy. The average cost per kilowatt (kWh) in the chart to the right is based on averages. Actual prices may vary.	281 kWh	157 kWh	0 kWh
	\$0.33/kWh	\$0.43/kWh	\$0.43/kWh
	<b>Your Total Usage</b> <b>438 kWh</b> High Usage Charge - Learn more at <a href="http://on.sce.com/highuse">on.sce.com/highuse</a>		

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## Things you should know

### **Fixed Recovery Charge**

*SCE has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires. Your bill for electric service includes a Fixed Recovery Charge that has been approved by the CPUC to repay those bonds. The right to recover the Fixed Recovery Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to SCE. SCE is collecting the Fixed Recovery Charge on behalf of the Special Purpose Entity.*

### **California Climate Credit Rollover Information**

*Your electricity bill for this month may reflect a credit amount. This may be due in part to the California Climate Credit included in the "Delivery charges" section of your April 2024 electricity bill.*

*Para más información en cómo este cambio impactará su factura, llame al 1-800-798-5723.*

**NOTICE OF APPLICATION**  
**Southern California Edison Company's Request to Change Electric Rates**  
**Application A.24-03-019**

**Why am I receiving this notice?**

On March 29, 2024, Southern California Edison (SCE) filed its General Rate Case (GRC) Phase 2 Application (A.24-03-019). In this application, SCE is proposing to adopt rates that more accurately reflect what it costs to serve each customer class. This results in rates increasing for some customer classes and decreasing for other customer classes; no new costs are being proposed in this Phase 2 Application.

If the CPUC approves this application, SCE will recover forecasted costs in electric rates over a 4-year period beginning approximately in the first quarter of 2026. This will impact your monthly bill.

**Why is SCE requesting this rate revision?**

In the second phase of the General Rate Case, rates are designed by dividing approved electric costs among each customer class (residential, commercial, etc.). There are no new costs proposed in this Phase 2 application. This application will redesign rates by incorporating rate changes from other SCE proceedings including SCE's Phase 1 General Rate Case and would be phased in over four years.

**How could this affect my monthly electric rates?**

If SCE's rate request is approved by the CPUC, the average residential non-CARE monthly bill using 500 kWh per month would increase by approximately \$14.22 or 8.1% per month.

**Proposed Electric Rates<sup>1</sup>**

Customer Classification	Average Rates as of October 2023 (cents/kWh)	Proposed Average Rates (cents/kWh)	Average Rate Change (cents/kWh)	Percentage Rate Change (% Increase)
Residential	32.6	35.2	2.6	8.0%
Lighting - Small and Medium Power	29.3	26.3	(3.0)	-10.4%
Large Power	20.6	20.9	0.3	1.7%
Agriculture	23.6	23.5	(0.1)	-0.4%
Street Lighting	30.5	44.5	14.0	45.7%
Standby	17.9	18.7	0.8	4.7%
Total	27.7	27.7	0.0	0.1%

**How does the rest of this process work?**

This application will be assigned to a CPUC Administrative Law Judge who will consider proposals and evidence presented during the formal hearing process. The Administrative Law Judge will issue a proposed decision that may adopt SCE's application, modify it, or deny it. Any CPUC Commissioner may sponsor an alternate decision with a different outcome. The proposed decision, and any alternate

<sup>1</sup> October 1, 2023 rates with 2025 sales forecast.

decisions, will be discussed and voted upon by the CPUC Commissioners at a public CPUC Voting Meeting.

Parties to the proceeding are currently reviewing SCE's application, including the Public Advocates Office, which is an independent consumer advocate within the CPUC that represents customers to obtain the lowest possible rate for service consistent with reliable and safe service levels. For more information regarding the Public Advocates Office, please call **1-415-703-1584**, email [PublicAdvocatesOffice@cpuc.ca.gov](mailto:PublicAdvocatesOffice@cpuc.ca.gov), or visit **www.PublicAdvocates.cpuc.ca.gov**.

#### **Where can I get more information?**

##### **Contact SCE:**

Phone: **1-800-655-4555** or **1-626-302-8146**  
Email: [scegrc@sce.com](mailto:scegrc@sce.com)  
Mail: Southern California Edison Company  
Attention: Case Administration  
A.24-03-019 - GRC, Phase 2  
P.O. Box 800  
Rosemead, CA 91770

A copy of the Application and any related documents may also be reviewed at **[www.sce.com/applications](http://www.sce.com/applications)**.

##### **Contact CPUC**

Please visit **[apps.cpuc.ca.gov/c/A2403019](http://apps.cpuc.ca.gov/c/A2403019)** to submit a comment about this proceeding on the CPUC Docket Card. Here you can also view documents and other public comments related to this proceeding.

Your participation by providing your thoughts on SCE's request can help the CPUC make an informed decision.

If you have questions about CPUC processes, you may contact the CPUC's Public Advisor's Office at:

Phone: **1-866-849-8390** (toll-free) or **1-415-703-2074**  
Email: [Public.Advisor@cpuc.ca.gov](mailto:Public.Advisor@cpuc.ca.gov)  
Mail: CPUC Public Advisor's Office  
505 Van Ness Avenue  
San Francisco, CA 94102

Please reference **SCE's Application A.24-03-019** in any communications you have with the CPUC regarding this matter.

*Para más información en cómo este cambio impactará su factura, llame al 1-800-441-2233 o visite [www.sce.com/avisos](http://www.sce.com/avisos) todos los días.*

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**Southern California Edison Company's Request to Increase Electric Rates**  
**APPLICATION A.24-04-005**

**Why am I receiving this notice?**

On April 5, 2024, Southern California Edison Company (SCE) filed its Wildfire Mitigation, Vegetation Management, Catastrophic Events, and Wildfire Liability Insurance (WMCE) Application with the California Public Utilities Commission (CPUC) requesting authorization to recover recorded costs that are in addition to the amounts already authorized by the CPUC and already included in current customer rates. SCE's application requests CPUC approval for an initial revenue increase of \$326.337 million. If the CPUC approves this application, SCE will recover this amount in electric distribution rates over a one-year period beginning in mid-2025.

**Why is SCE requesting this rate increase?**

- In 2023, SCE completed necessary work to implement its Wildfire Mitigation Plan and execute other important wildfire mitigation activities.
- In 2023, SCE completed substantial vegetation management work to mitigate wildfire risks related to vegetation contact with electric facilities, comply with required laws and regulations, and promote service reliability.
- In 2019-2023, SCE completed significant work in the Wildfire Covered Conductor Program to replace bare overhead conductors in high fire areas and related work. This will reduce wildfire risk and increase thresholds for potential Public Safety Power Shutoff events.
- SCE responded to 10 government-declared disasters that occurred in 2020-2022 to restore utility service to its customers; repaired, replaced, or restored damaged utility facilities; and complied with governmental agency orders.
- In 2019-2020, SCE incurred incremental wildfire liability insurance premiums.

**How could this affect my monthly electric rates?**

If SCE's rate request is approved by the CPUC, the average non-CARE residential monthly bill using 500 kWh per month would increase by approximately \$2.77 or 1.5% per month in mid-2025. The average CARE residential monthly bill with the same monthly usage would increase by approximately \$1.87 or 1.5% per month in mid-2025.

**Bill Impact Table**

<b>Bundled Average Rates (¢/kWh)</b>				
<b>Customer Group</b>	<b>Current Rates</b>	<b>Proposed Change</b>	<b>Proposed Rates</b>	<b>% Change</b>
Residential	33.8	0.52	34.3	1.6%
Lighting - Small and Medium Power	30.1	0.45	30.5	1.5%
Large Power	20.5	0.31	20.8	1.5%
Agricultural and Pumping	24.0	0.38	24.4	1.6%
Street and Area Lighting	36.5	0.41	36.9	1.1%
Standby	17.0	0.08	17.1	0.5%
<b>Total</b>	<b>28.5</b>	<b>0.43</b>	<b>28.9</b>	<b>1.5%</b>

<b>Residential Bill Impact (\$/Month)</b>				
<b>Description</b>	<b>Current</b>	<b>Proposed Increase</b>	<b>Proposed</b>	<b>% Increase</b>
Non-CARE residential bill	\$180.40	\$2.77	\$183.17	1.5%
CARE residential bill	\$122.12	\$1.87	\$124.00	1.5%



**How does the rest of this process work?**

This application will be assigned to a CPUC Administrative Law Judge (ALJ) who will consider proposals and evidence presented during the formal hearing process. The ALJ will issue a proposed decision that may adopt SCE's Application, modify it, or deny it. Any CPUC Commissioner may sponsor an alternate decision with a different outcome. The proposed decision, and any alternate decisions, will be discussed and voted upon by the CPUC Commissioners at a public CPUC Voting Meeting.

Parties to the proceeding may review SCE's Application, including the Public Advocates Office. The Public Advocates Office is an independent consumer advocate within the CPUC that represents customers to obtain the lowest possible rate for service consistent with reliable and safe service levels. For more information about the Public Advocates Office, please call **1-415-703-1584**, email [PublicAdvocatesOffice@cpuc.ca.gov](mailto:PublicAdvocatesOffice@cpuc.ca.gov) or visit [www.publicadvocates.cpuc.ca.gov](http://www.publicadvocates.cpuc.ca.gov).

**Where can I get more information?****Contact SCE**

Phone: **1-800-655-4555**  
Email: **case.admin@sce.com**  
Mail: Case Administration  
Southern California Edison Company  
A.24-04-005 - WMCE Application  
P.O. Box 800  
Rosemead, CA 91770

The application and any related documents may also be reviewed at [www.sce.com/applications](http://www.sce.com/applications).

**Contact CPUC**

Please visit [apps.cpuc.ca.gov/c/A2404005](http://apps.cpuc.ca.gov/c/A2404005) to submit a comment about this proceeding on the CPUC Docket Card. Here you can also view documents and other public comments related to this proceeding.

Your participation by providing your thoughts on SCE's request can help the CPUC make an informed decision.

If you have questions about CPUC processes, you may contact the CPUC's Public Advisor's Office at:

Email: **Public.Advisor@cpuc.ca.gov**  
Phone: **1-866-849-8390** (toll-free) or **1-415-703-2074**  
Mail: CPUC Public Advisor's Office  
505 Van Ness Avenue  
San Francisco, CA 94102

Please reference SCE's **WMCE Application A.24-04-005** in any communications you have with the CPUC regarding this matter.



ACCOUNT NUMBER **005**  
SERVICE FOR

DATE MAILED Jan 31, 2024  
sdge.com

Page 1 of 8



Pay your bill, track your energy use, view power outages and more with our mobile app. Download from the App Store or Google Play. SDG&E can inspect your gas appliances for safety, make minor adjustments & light heater pilots. Learn more at [sdge.com/GasCheck](http://sdge.com/GasCheck).

Financial assistance to help eligible low income customers reduce outstanding account balances is available through SDG&E's new Arrearage Management Payment (AMP) plan. To see if you qualify and for Terms & Conditions, visit [www.sdge.com/AMP](http://www.sdge.com/AMP) or call us at 1-800-411-7343.

You are currently receiving the CARE discount

**Account Summary**

Previous Balance			\$262.68
Payment Received	1/16/24	THANK YOU	- 262.68
Current Charges			+ 285.20
<b>Total Amount Due</b>			<b>\$285.20</b>

**Summary of Current Charges**

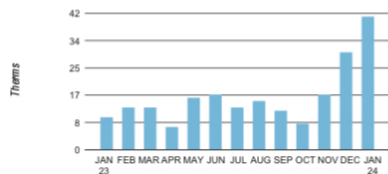
(See page 3 for details)

	Billing Period	Usage	Amount(\$)
Gas	Dec 22, 2023 - Jan 23, 2024	41 Therms	69.59
Electric Delivery	Dec 22, 2023 - Jan 23, 2024	758 kWh	163.30
CCA Electric Generation			52.31
<b>Total Charges this Month</b>			<b>\$285.20</b>

(Continued on next page)

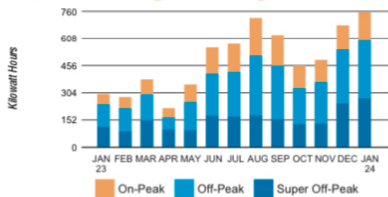
Your payment of \$285.20 will be paid by "Automatic Pay" on Feb 19, 2024.

**Gas Usage History** (Total therms used)



**41 Therms used**  
**1.2** Daily avg therms  
**1.0** Daily avg therms last month  
**310.0%** ↑ Change in daily avg therms from last year  
**24.2%** ↑ Change in daily avg therms from last month  
**33** Days in billing cycle

**Electric Usage History** (Total kWh used)



**758 kWh used**  
**23.0** Daily avg kWh  
**22.7** Daily avg kWh last month  
**155.2%** ↑ Change in daily avg kWh from last year  
**1.0%** ↑ Change in daily avg kWh from last month  
**2.8** Max monthly demand  
**4.4** Max annual demand  
**33** Days in billing cycle

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (FAVOR DE GUARDAR ESTA PARTE PARA SUS REGISTROS.)

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. (FAVOR DE DEVOLVER ESTA PARTE CON SU PAGO.)



**Save Paper & Postage**  
PAY ONLINE  
[sdge.com](http://sdge.com)

ACCOUNT NUMBER **002**

Your payment of \$285.20 will be paid by "Automatic Pay" on Feb 19, 2024.

Please enter amount enclosed.

\$

Write account number on check and make payable to **San Diego Gas & Electric**.

SERVICE ADDRESS:

SAN DIEGO GAS & ELECTRIC  
PO BOX 25111  
SANTA ANA CA 92799-5111



ACCOUNT NUMBER 005 2  
AMOUNT DUE  
\$285.20

DATE MAILED Jan 31, 2024  
sdge.com

**✔ Your electric energy is provided by SAN DIEGO COMMUNITY POWER .  
If you have any questions about the Community Choice Aggregation (CCA)  
charges on your bill, please contact your CCA at 1-888-382-0169.**

**Regulatory Notices**

- All customers are required to pay a Competition Transition Charge as part of the charges above, including those who choose an electric service provider other than SDG&E.
- Power Charge Indifference Adjustment (PCIA) comprises the above market cost of the Utility's existing procurement portfolio and is calculated annually. This is a cost that is ultimately borne by all customers. The PCIA bill line item ensures that customers pay their share of generation costs already contracted to serve them.

**Important Phone Numbers**



**1-800-411-SDGE (7343) English**  
**1-800-311-SDGE (7343) Español**  
**1-877-889-SDGE (7343) TTY**  
M-F, 7am-8pm, Sat, 7am-6pm

For emergencies and to report outages, please call 24 hours a day, 7 days a week. . . . . **1-800-611-7343**

To locate underground cables & gas pipes, please call DigAlert, Monday-Friday, 6am-7pm. . . . . **8-1-1**

To make a payment using your credit or debit card via a third party vendor, call. . . . . **1-800-386-0067**

**Payment Options \$** Please visit [sdge.com/pay-my-bill](http://sdge.com/pay-my-bill) for more ways to pay your bill.



**Online Bill Pay:**  
Register to make a secure payment now or schedule your payment at [sdge.com/myaccount](http://sdge.com/myaccount).



**Credit/Debit:**  
Pay by credit/debit card via third party vendor (fee applies) by visiting [sdge.com/pay-my-bill](http://sdge.com/pay-my-bill). Click on the Bill Matrix link or call 1-800-386-0067 to make a payment.



**Mobile:**  
SDG&E's no-cost app for your mobile device gives you more ways to connect with us. Visit [sdge.com/mobileapp](http://sdge.com/mobileapp) to download.



**In Person:**  
To find the nearest location and hours of operation, visit [sdge.com/locations](http://sdge.com/locations).



**Need help paying your bill?**  
For payment options or to make payment arrangements, visit [sdge.com/assistance](http://sdge.com/assistance) or call 1-800-411-7343.



**By Mail:**  
Mail your check or money order, along with the payment stub at the bottom of your bill, in the enclosed envelope to SDG&E, PO Box 25111, Santa Ana, CA 92799-5111.





ACCOUNT NUMBER 2  
 AMOUNT DUE  
 \$285.20

DATE MAILED Jan 31, 2024  
 sdge.com

### Detail of Current Charges

#### Gas Service

Rate: GRLI-Residential	Baseline Allowance: 41 Therms					
Meter Number:	(Next scheduled read date Feb 22, 2024)				Cycle: 16	
Billing Period	Days	Current Reading -	Previous Reading =	Difference x	Meter Constant x	Therm Multiplier = Total Therms
12/22/23 - 01/23/24	33	1873	1833	40	1.000	1.020 = 41

#### GAS CHARGES

**Gas Service Rate Change This Billing Period:**  
 There was a rate change on day 11 of your Billing Period. Therefore, your charges for the first 10 days were at Rate 1, and the remaining 23 days were at Rate 2.

Gas Service (Details below)	12 Therms		
	Baseline		
Therms used	12		
Rate/Therm	\$1.55928		
10 of 33 Days	\$18.71	=	18.71

Gas Service (Details below)	29 Therms		
	Baseline		
Therms used	29		
Rate/Therm	\$1.54808		
23 of 33 Days	\$44.89	=	44.89

**Gas Energy Rate Change This Billing Period:**  
 There was a rate change on day 11 of your Billing Period. Therefore, your charges for the first 10 days were at Rate 1, and the remaining 23 days were at Rate 2.

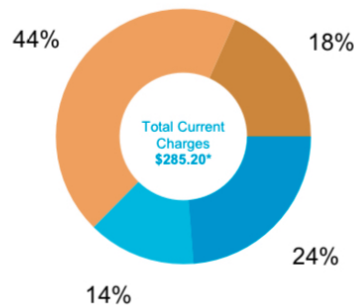
Gas Energy Charge (Details below)	12 Therms		
	Usage		
Therms used	12		
Rate/Therm	\$.55902		
10 of 33 Days	\$6.71	=	6.71

Gas Energy Charge (Details below)	29 Therms		
	Usage		
Therms used	29		
Rate/Therm	\$.49370		
23 of 33 Days	\$14.32	=	14.32

California Solar Initiative Credit			-.02
Residential CARE Discount			-16.92

**Total Gas Charges \$67.69**  
 (Continued on next page)

### Breakdown of Current Charges



\*Credits are not shown on the chart  
 The total current charges include the following components. Definitions for these terms are shown on page 8 of your bill.

<b>Gas Charges</b>	
Gas Service	\$67.69
<b>Other Charges &amp; Credits (Gas)</b>	
Public Purpose Programs	\$1.83
Other	\$.07
<b>Electric Charges</b>	
Transmission	\$47.02
Distribution	-\$9.07
Nuclear Decommissioning	\$.05
Competition Transition Charge	\$.62
Local Generation Charge	\$16.99
Total Rate Adj. Comp.	\$70.60
<b>Other Charges &amp; Credits (Electric)</b>	
Public Purpose Programs	\$13.98
PCIA	\$21.53
Other	\$1.58
<b>CCA Electric Generation Charges</b>	
Total CCA Electric Generation	\$52.31
<b>Total Current Charges</b>	<b>\$285.20</b>



ACCOUNT NUMBER 02  
 AMOUNT DUE  
 \$285.20

DATE MAILED Jan 31, 2024  
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Detail of Current Charges - Continued

**TAXES & FEES ON GAS CHARGES**

		Amount(\$)
Public Purpose Programs	12 Therms x \$.044620	.54
Public Purpose Programs	29 Therms x \$.044450	1.29
State Regulatory Fee	12 Therms x \$.003000	.04
State Regulatory Fee	29 Therms x \$.001000	.03
<b>Total Taxes &amp; Fees on Gas Charges</b>		<b>\$1.90</b>
<b>Total Gas Service</b>		<b>\$69.59</b>

**Electric Service**

Rate: Time of Use - TOU-DR1-Residential      Climate Zone: Inland  
 Baseline Allowance: 317 kWh  
 Billing Period: 12/22/23 - 1/23/24      Total Days: 33  
 Meter Number: 0      (Next scheduled read date Feb 22, 2024)      Cycle: 16  
 Meter Constant: 1.000      Billing Voltage Level: Secondary  
 Circuit: 0094      *Your circuit is currently not subjected to rotating outage.  
 However, this is subject to change without notice.*  
 Total Usage: 758      (Usage based on interval data)

**ELECTRIC CHARGES**

				Amount(\$)
Electricity Delivery (Details below)	184 kWh			
<i>WINTER USAGE</i>	<u>On-Peak</u>	<u>Off-Peak</u>	<u>Super Off-Peak</u>	
kWh used	49	72	63	
Rate/kWh	\$.43739	\$.43739	\$.43739	
10 Days Charge	\$21.43	+ \$31.49	+ \$27.56	= 80.48
Electricity Delivery (Details below)	574 kWh			
<i>WINTER USAGE</i>	<u>On-Peak</u>	<u>Off-Peak</u>	<u>Super Off-Peak</u>	
kWh used	113	251	210	
Rate/kWh	\$.38560	\$.38560	\$.38560	
23 Days Charge	\$43.57	+ \$96.79	+ \$80.98	= 221.34

**Rate Change This Billing Period:**  
 There was a rate change on day 11 of your Billing Period. Therefore, your charges for the first 10 days were at Rate 1, and the remaining 23 days were at Rate 2.

(Continued on next page)



ACCOUNT NUMBER **00 2**  
 AMOUNT DUE  
 \$285.20

DATE MAILED Jan 31, 2024  
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*Detail of Current Charges - Continued*

Electricity Generation ( <i>Details below</i> )	184 kWh			
<i>WINTER USAGE</i>	On-Peak	Off-Peak	Super Off-Peak	
kWh used	49	72	63	
Rate/kWh	\$.19307	\$.10855	\$.08402	
10 Days Charge	\$9.46	+ \$7.82	+ \$5.29	= 22.57

Electricity Generation ( <i>Details below</i> )	574 kWh			
<i>WINTER USAGE</i>	On-Peak	Off-Peak	Super Off-Peak	
kWh used	113	251	210	
Rate/kWh	\$.14088	\$.07913	\$.06121	
23 Days Charge	\$15.92	+ \$19.86	+ \$12.85	= 48.63

Electricity Generation Credit -71.20

CARE Baseline Adjustment Credit	100 kWh x	-\$0.11724	-11.72
CARE Baseline Adjustment Credit	312 kWh x	-\$0.09946	-31.03
PCIA 2022	184 kWh x	\$0.04437	8.16
PCIA 2022	574 kWh x	\$0.02329	13.37
Economic Development Program Credit			-.01
Residential CARE Discount			-118.87

**Total Electric Charges \$161.72**

**TAXES & FEES ON ELECTRIC CHARGES**

		Amount(\$)
Franchise Fee Equivalent Surcharge	70.43 x 1.10%	.77
State Regulatory Fee		.81

**Total Taxes & Fees on Electric Charges \$1.58**

**Total Electric Service \$163.30**

**Community Choice Aggregation (CCA) Electric Generation Charges**

Your Electric energy is provided by the following CCA:

**SAN DIEGO COMMUNITY POWER** Phone: 1-888-382-0169

CCA Account Number: 5 Service Delivery Point: 1

Bill Date: Jan 23, 2024 Billing Period: 12/22/23 - 1/23/24

	Amount(\$)
Generation On-Peak Winter 162 kWh X \$0.14081	22.82
Generation Off-Peak Winter 324 kWh X \$0.05974	19.35
Generation Super Off-Peak Winter 274 kWh X \$0.03622	9.91
State Surcharge Tax	.23
<b>Total CCA Electric Generation Charges</b>	<b>\$52.31</b>

For more detail on your SDCP bill, please call us at 888-382-0169.  
 Your CCA rate is TOU-DR-1 - 2022 Vintage.

**Total Current Charges \$285.20**



ACCOUNT NUMBER 02  
 AMOUNT DUE  
 \$285.20

DATE MAILED Jan 31, 2024  
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## Your Electricity Dashboard

### Highest Usage Hour



Highest Usage Hour (Demand) this month:

**2.8 kW on January 12, 2024 from 12:00pm to 1:00pm**

Demand is the highest amount of electricity used at a given point in time.

### Time of Use - Electricity

Winter	kWh
On-Peak	162
Off-Peak	323
Super Off-Peak	273
<b>Total</b>	<b>758</b>

TOU Period - Weekdays	Summer June 1 - October 31	Winter November 1 - May 31
On-Peak	4:00 p.m. - 9:00 p.m.	4:00 p.m. - 9:00 p.m.
Off-Peak	6:00 a.m. - 4:00 p.m.; 9:00 p.m. - midnight	6:00 a.m. - 4:00 p.m. Excluding 10:00 a.m. - 2:00 p.m. in March and April; 9:00 p.m. - midnight
Super Off-Peak	Midnight - 6:00 a.m.	Midnight - 6:00 a.m. 10:00 a.m. - 2:00 p.m. in March and April

TOU Period - Weekends and Holidays	Summer June 1 - October 31	Winter November 1 - May 31
On-Peak	4:00 p.m. - 9:00 p.m.	4:00 p.m. - 9:00 p.m.
Off Peak	2:00 p.m. - 4:00 p.m. 9:00 p.m. - midnight	2:00 p.m. - 4:00 p.m. 9:00 p.m. - midnight
Super Off-Peak	Midnight - 2:00 p.m.	Midnight - 2:00 p.m.





ACCOUNT NUMBER 02  
AMOUNT DUE  
\$285.20

DATE MAILED Jan 31, 2024  
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## Definitions

**Baseline Allowance** - A quantity of electricity or gas allocated by the CPUC for residential customers based on a percentage of average residential consumption and varying based on type of space heating, type of water heating, season, climatic zone and number of days in the billing period.

**California Climate Credit** - The state charges fees to reduce carbon pollution and increase the use of cleaner energy. These fees are returned to you as a credit. Households receive the electric credit twice a year and gas credit once a year. Small businesses receive the electric credit twice a year. Visit [cpuc.ca.gov/climatecredit](http://cpuc.ca.gov/climatecredit) to learn more.

**City of San Diego Franchise Fee Differential** - A fee charged to SDG&E by the City of San Diego for the rights to operate within city streets.

**Climate Zone** - The CPUC established four Climatic Zones in California, based on annual average temperatures.

**Competition Transition Charge (CTC)** - Through this charge, SDG&E recovers costs for power plants and longterm power contracts approved by state regulators that have been made uneconomic by the shift to competition.

**Delivery** - Charges for the costs of owning, operating, and maintaining the transmission and distribution facilities to deliver power to customers.

**Distribution** - This line reflects charges to distribute power to customers. It includes power lines, poles, transformers, repair crews and emergency services.

**Electricity Generation Charge** - This charge is for the electricity you use and includes charges for the energy provided by both SDG&E and DWR. Electricity from DWR is owned by DWR, not SDG&E. If you purchase electricity from another supplier or buy electricity through SDG&E using hourly pricing, this charge appears only for informational purposes and will be offset by a credit.

**Electricity Generation Credit** - This credit offsets the Electricity Generation Charge.

**kWh (kilowatt hour)** - A common unit to measure electric energy consumption. A kWh equals 1,000 watts of electric power consumed for one hour of time.

**Local Generation Charge** - Recovers the costs associated with generation power suppliers that the CPUC has determined should be recovered from all benefiting customers.

**Maximum Annual Demand** - The highest Maximum Monthly Demand for the current and prior eleven billing periods.

**Maximum Monthly Demand** - The maximum demand during the current billing period.

**Nuclear Decommissioning** - This charge pays for the retirement of nuclear power plants.

**Public Purpose Programs** - This charge reflects the costs of certain state-mandated programs (such as low-income and energy efficiency programs).

**Reliability Services (RS)** - The Independent System Operator is required to ensure adequate generation to maintain electric system reliability. This means having enough generating facilities available to meet the demand for electricity at all times. The costs associated with this are passed on to SDG&E customers.

**State Regulatory Fee** - Charged to all utility users to pay for the California Public Utilities Commission (CPUC) operations.

**State Surcharge Tax** - Collected by the State of California for the conservation and development of energy resources in the state.

**Therm** - Unit of measurement for billing purposes, nominally 100,000 Btu.

**Therm Multiplier** - A therm multiplier is used to convert the heat content in natural gas (gas measured through the meter in cubic feet) into a billable unit, known as a therm. Cubic feet x therm multiplier = therms.

**Total Rate Adjustment Component (TRAC)** - This charge achieves legislative and CPUC subsidies such as maintaining the Commission approved tier differential between rates for usage up to 130% of baseline and usage above 130% of baseline; discounted rates for assistance programs; and elimination or modification of seasonality in rates by lowering Summer rates and increasing Winter rates.

**Transmission** - This charge pays for the delivery of high-voltage electricity from power plants to distribution points near your home or business. It includes the cost of high-voltage power lines and towers, as well as monitoring and control equipment.

**Wildfire Fund Charge** - The Wildfire Fund Charge is mandated by the CPUC to repay costs associated with wildfire damage after July 12, 2019.

## SDG&E Policies and Notices

**Electronic Check Processing** - When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check. Your check will not be returned by your bank, however, the transaction will appear on your bank statement. If you do not wish to participate in this program, please have your account number ready and call 1-866-534-5152.

**Rates & Rules** - SDG&E's rate schedules and rules, on file and approved by the CPUC, are available on the Internet at [www.sdge.com](http://www.sdge.com). Copies of applicable tariffs may also be obtained by calling 1-800-411-SDGE (7343) or visiting any company bill payment office.

**Pay Before Date / Disconnection Policy** - Your SDG&E bill is due and payable upon presentation and is past due if not paid within 19 days of the date mailed. If your payment has not been received by the "Due Date" shown on your bill, your SDG&E service is subject to disconnection, after proper notice has been provided. If your service is disconnected for non-payment, there may be additional service charges and you will be required to pay all past due SDG&E amounts before service is restored. Your SDG&E service could also be disconnected if the information provided on your application for service is false, incomplete or inaccurate. SDG&E will disconnect your services only for non-payment of those charges owed SDG&E.

If you are unable to pay your SDG&E bill in full due to a temporary financial hardship or due to a serious illness in the household, you need to call SDG&E before the expiration of this notice. Employees, including multilingual staff, are

available to assist with payment arrangements

If SDG&E fails to offer you payment arrangements, you may write to the Consumer Affairs Branch of the California Public Utilities Commission (CPUC), State Office Building, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102, phone: 800-649-7570, email: [consumer-affairs@cpuc.ca.gov](mailto:consumer-affairs@cpuc.ca.gov), prior to disconnection of your SDG&E service. The Consumer Affairs Branch will review the complaint and issue its proposed resolution to you and SDG&E. If you are not satisfied, you may appeal the proposed resolution by filing a formal complaint. A more detailed explanation of disconnection policies, including your rights as an SDG&E customer, may be obtained by calling 1-800-411-SDGE (7343), or e-mail: [info@sdge.com](mailto:info@sdge.com).

**Disputed Bills / Service Complaints** - If you believe there is an error on your bill or have a question about your service, please call SDG&E customer support at 1-800-411-SDGE (7343). If you are not satisfied with SDG&E's response, submit a complaint to the California Public Utilities Commission (CPUC) at [www.cpuc.ca.gov/complaints/](http://www.cpuc.ca.gov/complaints/). Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, phone: 1-800-649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

Type of Call	Toll-Free Number
TTY/VCO/HCO to Voice	1-800-735-2929 English 1-800-855-3000 Spanish
Voice to TTY/VCO/HCO	1-800-735-2922 English 1-800-855-3000 Spanish
Speech to Speech	1-800-854-7784

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

**Re-Establishment of Credit / Deposit** - If you pay your SDG&E bill after the expiration date of a past due notice, you may be required to re-establish your credit by paying a deposit.

**Large Font Bill** - You can sign-up to receive a large font bill by calling SDG&E at 1-800-411-SDGE (7343).

## Section 4 – How Solar Works

<https://www.citizenoneenergy.com/howssolarworks>

As solar professionals, it is important to understand how Net Energy Metering works. Although, we generalize a lot of customer's and fit them into generalized boxes, if you truly understand NEM and how the solar panels only generate electricity during the day but customers may need energy at night and sometimes, it is easy to figure out how many kwh they need at night and other times it is more difficult.

Sometimes you may find yourself wanting to dig a little deeper to figure out if you should add 2 batteries versus just 1 because it may seem that the customer uses a lot of energy at night. Also keep in mind that any excess energy that goes unused by the customer gets sent back to the grid and the utility company credits the customer's utility account but for very little for SCE, SDGE and PG&E. There is a different credit amount for every hour of every day in the year but it averages out to 6 or 7 cents per kwh. So the jist of it is that you do not want excess energy getting sent back to the grid. You either want the customer to use it during the day or get stored into the battery.

So there could be circumstances where solar just doesn't even make sense for certain people if they don't use much energy during the day but use a lot of energy at night where you have to add 2 or 3 batteries. The payment you have to charge to make a decent commission may outweigh the benefit to the customer.

As a general rule of thumb, if they use more than 10,000 kwh, it's a good idea to ask what percentage of their energy is used during sunlight vs sundown. Then divide the annual production by 365 days to find out their average daily usage. Then multiply that by the percentage of their energy used during sundown. The result is how much energy is ideally needed to be stored in a battery for evening/nighttime usage in order to avoid using the utility's energy.

For example, let's say someone uses 10,000 kwh per year. Their daily average is about 27.4 kwh per day. The customer says 25% of their energy usage is during sundown. So 6.85 kwh is the amount you would need stored in a battery to avoid using the utility during sundown. So 1 battery would work just fine here.

However, let's say 50% of their usage is during sundown. Then they would need 13.7 kwh to be stored in a battery. So 1 of the 10 kwh batteries would suffice but they might still pull some from the utility. They would be better off with a 13.5 kwh Tesla Powerwall 2.0 battery which we offer through Sunrun. Let's say they use 70% of their energy during sundown. Then 19 kwh is what they need in the battery. So in that case, you're best off giving them 2 batteries.

### ***Subsection 4.1 – Exercise for How Solar Works***

Have the reps explain to each other how solar works.

### **Section 5 – IOU & CPUC & Rate Increases**

<https://finance.yahoo.com/quote/EIX/>

<https://finance.yahoo.com/quote/SRE/>

<https://www.cpuc.ca.gov/industries-and-topics/electrical-energy/electric-rates/rate-change-advisories>

The main 3 electric companies in California are SDGE, SCE and PGE. They are all traded on the stock market. They are investor-owned utility companies. They have a profit they have to make for their investors. So whenever they have expenses as a company, they pass them onto the customers. Hence, the transmission and distribution fees being passed onto to the customers. Somebody has to pay for it. They're not a government agency so they can't just cover it and the government can't make them. So they just pass it onto the customer. And these electric companies are the only ones in their territories so they have a monopoly and the customers have no choice but to pay it. But the company has to keep making a profit for their investors.

The CPUC (California Public Utilities Commission) is made up of 5 board members appointed by the governor. They were created to regulate and monitor the utility companies. Whenever the utility companies want to raise their rates, they submit their request to the CPUC who then, usually, approves it. In the CPUC link above, you can see all the rate increases since 2020. The rate increase notice details the amount of the increase and the reasons for that increase (expenses and budgeting). SCE has 3 rate increases per year. SDGE has 1-2 rate increases per year.



## Changes in the cost of electricity over time

The [average rate of increase in electricity prices in the United States](#) over the past 25 years has been around 2% per year. Unfortunately, most California residents have experienced much quicker growth in the prices they pay for power. In just the past ten years, the average growth rate across all California utilities was more than 7.7% per year.

Here's a table showing the average growth rates over the past ten years for customers of the five big California utilities we're covering:

Utility	2014 avg. rate/kWh	2024 avg. rate/kWh	Annual % increase
LADWP	\$0.150	\$0.230	4.37%
PG&E	\$0.207	\$0.462	9.33%
SCE	\$0.195	\$0.367	7.28%
SDG&E	\$0.206	\$0.424	8.35%
SMUD	\$0.131	\$0.146	1.21%

<https://www.solarreviews.com/blog/average-electric-bill-in-california>

The table above shows you the average rate increases annually over the last 10 years for the main electric companies in CA.

## Section 6 – The Meats & Potatoes



### Zero Maintenance Options

Installation, monitoring and repairs can be added as needed for the life of your agreement.



### Rollover Power

You benefit from any extra power the system generates.



### Zero Cost at Install

With enrollment in a Power Purchase Agreement, lease, or loan product.



### Peace of Mind

Warranties and workmanship guarantees come standard and some products include a production guarantee.



### Fixed Energy Bills

You know what you'll pay every month. Why wait to start saving?



### 24 Hour monitoring

Your system may come with cellular chips inside the equipment that monitor the system 24 hours a day.



### 100% Transferable

If you move, there are no extra transfer fees.

- Zero maintenance that you do. They take care of everything. Just like with the power lines when something happens, you don't go and climb the power poles right? They take care of it for you. Same thing with this you don't have to do anything its all taken care of.
- Zero cost for the install
- Fixed energy bill
- It's a hundred percent transferable if you move so it just transfers to the new owner.
- All of the roll over power gets sold back to the utility so you get credited from them as well
- Peace of mind and 24 hour monitoring go hand in hand. They do a production guarantee. So they're guaranteeing its going to produce the power and if it underproduces, they have to refund you for every kwh it underproduced. So they're going to monitor because they don't want to have to pay you for it not working. So every 15 minutes a signal is sent to make sure it's working correctly and if it's not, they're going to call you pretty quickly to come and inspect it to figure out what's wrong.
- Perfect. Does that all make sense? Any questions about that? Perfect.

### Subsection 6.1 – Exercise for The Meats & Potatoes

Have the reps practice saying this.

## Section 7 - Ways to Go Solar

1. **CASH** – customer pays a lump sum and receives a 30% federal tax credit on the purchase price for the year in which the system was installed. They get the credit when they file their taxes. If the tax credit amount is greater than the customer’s tax liability, the customer has to claim the remaining credit on the following year/s taxes. Customer can keep claiming the remaining credit balance until fully claimed up to 2032.

**What’s included?** Depending on the installer, there may not be any production guarantees, maintenance, repairs or monitoring. There are manufacturer warranties on the equipment and the installer has warranties on their installation work. But, generally speaking, the customer will have a greater responsibility in assuring everything is working with their system and the manufacturer of the equipment and/or installer will be a little slower to respond to concerns or warranty claims.

2. **LOAN** – with a solar loan, there are different lengths of loans. Customer must apply for the solar loan with credit and income qualification. The customer receives a 30% federal tax credit on the loan amount taken out. They get the credit when they file their taxes. If the tax credit amount is greater than the customer’s tax liability, the customer has to claim the remaining credit on the following year/s taxes. Customer can keep claiming the remaining credit balance until fully claimed up to 2032.

Regardless of the length of the loan, the first 18 months of the loan have an introductory lower payment which would increase on month 19 unless the customer makes a payment to the loan company for the same amount as the 30% federal tax credit. If the customer does pay that amount to the loan company within the first 18 months, then the payments will remain the same for the remaining length of the loan.

**What’s included?** Depending on the installer, there may not be any production guarantees, maintenance, repairs or monitoring. There are manufacturer warranties on the equipment and the installer has warranties on their installation work. But, generally speaking, the customer will have a greater responsibility in assuring everything is working with their system and the manufacturer of the equipment and/or installer will be a little slower to respond to concerns or warranty claims.

### **Options when selling home:**

- A. Transfer loan to the buyer. Buyer must apply to qualify for the loan (credit and income qualifies apply).
- B. Add the remaining loan balance to the contract and sale of the home so the buyer will own the system free & clear

3. **PPA / LEASE** – the customer does not receive a federal tax credit. Instead, the solar financier receives it. There are different annual escalator options, i.e. – 0% (fixed), 0.99%, 1.99%, 2.99%, 3.5%, 4.5%.

***What's included?*** Fully covered – maintenance, monitoring, repairs, production guarantee. Set it and forget it.

***Options when selling home:***

- A. Transfer to the new owner either with buyer 650 Fico soft check or buyer or seller pays \$250 credit waiver
- B. Add the system buyout price into the contract and sale of the home
- C. Prepay the remaining payments and transfer only the use of the system to the buyer

## **Section 8 – Who is the installer? Who is the financier? Who is the manufacturer? Where do we fit in? How do we get paid?**

**Manufacturer** – the manufacturers are the companies that make all the equipment (solar panels, inverters, batteries, etc.). They have manufacturer warranties which apply to the purchaser of the equipment (in the case of a CASH or LOAN, the purchaser is the customer / in the case of a PPA/LEASE, the purchaser is the financier).

**Installer** - Installers purchase the equipment in bulk from the manufacturers. The installer's install crews install the equipment on the homes. The installer has their own warranties regarding their installation work. The duration can vary but it's normally 25 years covering issues regarding their installation and 5-10 years regarding roof leaks due to the roof penetration.

**Financier** – in the case of a LOAN, the financier is the loan company. The loan company makes a loan for the customer and pays the installer for their work and the equipment used. In the case of a PPA/LEASE, the financier is the solar company (i.e. Sunrun, EverBright, Lightreach, etc.). The solar company is the purchaser of the system and gets the 30% federal tax credit. The solar company pays the installer for their work and the equipment used.

**Where do we fit in as a partner / broker and how do we get paid?** – we are partnered with installers. Essentially, we are the sales department for each respective installer. The installer gets paid regardless of which option the customer chooses to go solar. It's just a matter of whom the installer is getting paid from. CASH = installer paid by customer. LOAN = installer paid by loan company. PPA/LEASE = installer paid by solar company. The installers set a redline for our company that we are not to go under. But anything over the redline but after adders is all revenue to our company. Then our company sets a redline for our reps with the same rule being anything over the redline but after adders is all commission to the rep.



## Section 9 – Our products/services - as of 10/1/24

### **BrightOps (formerly Brightplanet Solar) – Installer – as of 8/13/24**

Reps Redline: 2.8

Partner Development help page and adders sheet:

<https://sites.google.com/brightplanetsolar.com/partnerdevelopment/bright-ops-sales-support/adders?authuser=0>

- *No add-ons*
- *Manufactured homes – Cash, Sunrun, EnFin (no mobile home parks). No EverBright.*
- *No loans*
- *Remove current system only if BPS previously installed*

#### **Cash**

- PV Only
- SolarEdge Energybank 10kwh backup battery

#### **EverBright – PPA financier**

PPA escalators – 0%, 1.9%, 2.9%, 3.5%, 3.9%

- PV Only
- SolarEdge Energybank 10kwh PowerShift non-backup battery
- SolarEdge Energybank 10 kwh backup battery

#### **Sunrun – PPA financier**

PPA escalators – 0%, 2.9%, 3.5% / Pre-paid PPA (pay all payments upfront on the 0% escalator)

- PV Only
- SolarEdge Energybank 10kwh PowerShift non-backup battery
- SolarEdge Energybank 10 kwh backup battery
- Tesla Powerwall 2.0 13.5 kwh backup battery

#### **Enfin – PPA financier**

PPA escalators – 0%, 2.99%, 3.5%

- PV Only
- SolarEdge Energybank 10kwh PowerShift non-backup battery
- SolarEdge Energybank 10 kwh backup battery

## **Clayco Electric – Installer – as of 8/5/24**

Reps redline: TBD, currently pricing out individually

**Use for** – SD only and AZ - Add-ons (see below, can stay on NEM 2 or switch to NEM 3) / Battery-only / maybe Manufactured homes (not 100% sure yet) / Commercial projects

### **Cash**

**Loan** – multiple loan companies and loan terms (years) available

**Lightreach – PPA financier** – escalators 0%, 0.99%, 1.99%, 2.99%, 3.5%, 3.99%

### ***Other notes about Clayco:***

Warehouse in Tucson, AZ

Warehouse in Alpine, CA – SD, Pima, Nogales, Sierra Vista

Warehouse in Riverside, CA - TBD

Manufactured homes – generally can do them but they have to get some special permit so not 100% sure yet. Has lender that can do them but not sure if Lightreach can do yet Jeannie will ask.

Add-on's NEM 2 to NEM 2 - can tie into existing electric panel without permits but will send addendum to customer stating that customer is responsible for permits and releases liability to Clayco.

Add-on's NEM 2 to NEM 3

Add-on's – cannot add on to existing PPA due to warranties.

Battery-only

Loans – Wheelhouse is good in CA

Lightreach PPA's – can do add-on's through them too. Jeannie will ask if can do manufactured homes.

Commercial projects – price out individually

## 1. ADDERS

The following items are defined as adders; these are not included in the price per watt stated above.

<b>Description</b>	<b>Cost</b>	<b>Comments</b>
Roof Slope greater than	5:12 \$.15	9:12 \$.25
Tilt Up Racking	\$.20	No additional for multiple arrays
Flat roof	\$.10	Sd full permit review \$500 extra
More than 3 arrays	\$400	Per extra
Metal roofs	.20	Copper stands more
Ballasted Racking	\$.35	
Main Breaker derate	\$250-500 avg	Add it permit fees required
4 space sub panel	\$500	At MSP location
MPU	\$2500 EST need SO to verify	Stucco, paint, permit extra
EV outlet	\$500	5' of MSP
Solaredge Ev Charger	\$1200	With EV cord
Storedge Inverter for batteries	\$1500-2000	Varies by size
Battery self consumption	\$9,000	EM loads/backup varies
Travel	Excluded if Trout does SV and insp.	Varies by size/distance
Ground Mount traditional	Trenching	Subject to site inspection
Small system	2.4kw 3.40 2.8kw 3.20	
	3.2kw 2.95 3.6kw 2.80	
	4kw 2.65 4.4kw 2.50	
SDGE RMA	\$1400	Subject to utility approval
SCE GMA	\$1400	SCE requires additional trip with eq we have to install for them
Subs	\$100-250	We have to pay to 1099 them
8+ to 8h micros	\$25 each	We install 8+ combiners on all jobs

Salesmen responsible to verify  
any dealer fees, loan charges

## **EXO Energy – Installer** – *coming soon...*

**Use for** – all CA (outside SD has \$0.12 adder) – add-ons / manufactured homes

Lightreach

Sunnova

Add-ons – NEM 2 will go to NEM 3 so add batteries

Manufactured homes

## Section 10 – Savings Sheet

[https://docs.google.com/spreadsheets/d/1sItA-p7FMrQQ-7Y6Z35GXFqSsqifXpbuMkASThw\\_Scw/edit](https://docs.google.com/spreadsheets/d/1sItA-p7FMrQQ-7Y6Z35GXFqSsqifXpbuMkASThw_Scw/edit)

## Section 11 – Sales Tools

<https://app.smartsheet.com/b/form/f1d0e54b39614bf18a07a712c6b779a3>

Use this link to submit a proposal to BrightOps (BPS). They will start working on it by creating a lead in Sunrun or EverBright’s system and place it into your Sunrun or EverBright portal. You may just double-check that they input the correct usage and pre-solar rate. Adjust those and the design as necessary. You don’t necessarily need to submit this first as you can manually create a lead, design and send docs to customers all without submitting this proposal request. But you will need to submit this proposal request eventually because you need a BPS number in order to schedule the site survey with BrightOps (BPS). They email you the BPS number once they are done creating the proposal and placed it into your Sunrun or EverBright portal.

EverBright: <https://engine.goeverbright.com/auth/login>

Sunrun:

<https://sunrun.my.site.com/partner/PartnerPortalLogin?startURL=%2Fpartner%2Fa080d00000cvkvLAAQ>

## Section 12 – Links to Save to your Sales Device

<https://www.citizenoneenergy.com>

<https://login.salesforce.com/?locale=us>

<https://accounts.google.com/ServiceLogin>

<https://www.experian.com/consumer-products/score-boost.html>

<https://www.sunnova.com/batteryduration>

<https://sites.google.com/brightplanetsolar.com/partnerdevelopment/bps-sales-support-quick-guide?authuser=0>

<https://app.smartsheet.com/b/form/f1d0e54b39614bf18a07a712c6b779a3>

<https://engine.goeverbright.com/pipeline>

<https://sunrun.my.site.com/partner/PartnerPortalLogin?startURL=%2Fpartner%2Fa080d00000cvkvLAAQ>

<https://www.sce.com/residential/rates/Time-Of-Use-Residential-Rate-Plans>



<https://www.sce.com/residential/rates/Standard-Residential-Rate-Plan>

<https://www.sdge.com/residential/pricing-plans/about-our-pricing-plans/whenmatters>

<https://finance.yahoo.com/quote/EIX/>

<https://www.google.com/search?q=sempra+stock&ie=UTF-8&oe=UTF-8&hl=en-us&client=safari>

<https://www.cpuc.ca.gov/industries-and-topics/electrical-energy/electric-rates/rate-change-advisories>

<https://www.sce.com/regulatory/document-library/customer-connection-notice>

<https://www.solarreviews.com/blog/average-electric-bill-in-california>

<https://www.sdge.com/rates>

### **Section 13 – Full Close**

DISCLAIMER: These videos are for educational purposes only and do not constitute a requirement to perform.

Please read the description of each video prior to watching.

Preface - <https://youtu.be/Ryo7xlsB3nM?si=4eDzU6z5OJb0zuue>

1.) [https://youtu.be/Scs1\\_MYCqeg?si=CQD1ljK\\_RXj6v18s](https://youtu.be/Scs1_MYCqeg?si=CQD1ljK_RXj6v18s)

Intro / chit-chat leading into Q's (write answers down)

- how long have you lived here?
- Any plans to move?
- How many people live here?
- When would you say your household typically starts and stops using electricity?
- Any plans to get an EV, pool, jacuzzi, switch any gas appliances to electric?
- Anything else I should be aware of as I am designing this system to match your needs?
- Do you have any questions for me?

2.) <https://youtu.be/FmocfhGsw40?si=-O6obYy1lG50ieYa>

List the topics you'll be covering today

3.) <https://youtu.be/B7zyRkoE8v0?si=toHt0onlwJyqVVbY>

Explain UB

- Bar graph
- Your rate schedule (Domestic, TOU, etc)
- The rates for your rate schedule
- Transmission, distribution, nuclear dec, ppp, new system gen

4.) <https://youtu.be/3CRHydy-RaQ?si=Ulh5goiep9ohV5Pk>

IOU - show ticker symbol

SCE - <https://www.google.com/search?q=edison+stock&ie=UTF-8&oe=UTF-8&hl=en-us&client=safari>

SDGE - <https://www.google.com/search?q=sempra+stock&ie=UTF-8&oe=UTF-8&hl=en-us&client=safari>

5.) same video as #4

CPUC rate change advisories

<https://www.cpuc.ca.gov/industries-and-topics/electrical-energy/electric-rates/rate-change-advisories>

6.) same video as #4

Rate hike request notices

<https://www.sce.com/regulatory/document-library/customer-connection-notice>

7.) same video as #4

SolarReviews article - changes in the cost of electricity over time

<https://www.solarreviews.com/blog/average-electric-bill-in-california>

8.) same video as #4

SDGE website - so why are sdge rates higher than other companies

<https://www.sdge.com/rates>

9.) <https://youtu.be/Frfs1gmbnGw?si=sBlCuD4eBdhrYNfz>

how solar works

Please ask for the visual for this.

10.) [https://youtu.be/M14hhxB\\_CU0](https://youtu.be/M14hhxB_CU0)

meats & potatoes

Please ask for the visual for this.

11.) <https://youtu.be/YFpfUNpQPrw?si=COX-22TzaUi30lmA>

responsibility check

12.) <https://youtu.be/2b33nldiolw?si=a19ih3j1OZhN9XjZ>

Draw T-chart on their UB ideally or piece of paper - on left side write Edison numbers (tip: in certain situations, you may not want to write all of these down)

- current usage
- Their rates
- Average rate
- Winter bills
- Summer bills
- Average bill
- & increases 10-20% per year

13.) <https://youtu.be/2KYCAGfcJZY?si=mgPqbjlqOqHg0b89>

On right side write Solar numbers (match all the same items you wrote down for Edison. Tip: this is where you can put yourself in a tough situation. I.e. they are on care and their average rate is 26 cents. Doesn't look the best to compare the average rate. Another example is you are only doing 85 or 90% offset and you already wrote down their current usage).

- write down same items you wrote for Edison
- You qualified for 2 options 3.5% for inflation vs fixed
- Between these two options, which one is better for for you guys?

14.) <https://youtu.be/TBCvkwTKdCU?si=hjUFVj3yQHtxfhYG>

Savings sheet

<https://docs.google.com/file/d/1oZg2dvMZAa5OBAkS6VXxoLNtD0QJHvl4/edit?usp=docslstapi&filetype=msexcel>

Please make sure to save this excel sheet as your own copy. If you don't save it as your own copy, you would be using the same sheet and another user could potentially be using it and

editing numbers on it simultaneously.

15.) <https://youtu.be/l2nRMHvDk0c>

cpuc

16.) <https://youtu.be/YH86W rgJIE?si=i-veDnwevjM05-on>

<https://youtu.be/yzRroXre9to?si=VnPHU3-EuovWIkIM>

contract

17.) <https://youtu.be/q-tOUPGzQ3g?si=JGEy3fbNjELofLUv>

verification call

Sunrun – 833-362-5137

Everbright - 833-830-0475

18.) <https://youtu.be/eYWbnFSreBo?si=GZKEFucYCPlwNoXP>

site survey

Brightplanet - 385-482-0274

19.) <https://youtu.be/e--0JcP-0b4?si=ytfTA0hZc6iFm9om>

timeline

Please ask for the visual for this.

### ***Subsection 13.1 – Exercise for Full Close***

### **Section 14 – Phone numbers to save**

BrightOps (formerly Brightplanet Solar) – 385-482-0274

Sunrun Verification Call (Bot) – 833-362-5137

Sunrun Verification Call (Spanish Bot) – 833-372-5137

Sunrun Sales Support – 888-840-7180

Sunrun Credit Text Line (if credit shows pending) – 720-230-1084

EverBright support – 833-830-0475

**Section 15 – Software Systems**

BPS Proposal Link - <https://youtu.be/TuuesDHEnUM>

EverBright Portal - <https://youtu.be/8T5PKIDtsCY>

EverBright Co-Applicant - <https://youtu.be/aSy54dBn7l8>

EverBright Title - <https://youtu.be/TN7MrzF3Qy8>

Sunrun - <https://youtu.be/pGmmSUfRq5w>

EnFin - <https://youtu.be/ggLHMRQgCmM>