

Ways to contact us

Customer service numbers	Relay calls accepted
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

Multicultural services	
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?

On-line	Pay one-time or recurring on www.sce.com/bill	
Mail-in	Check or Money order	
In Person	Authorized payment locations	1-800-747-8908
Phone	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 With EFTs, funds may be withdrawn from your account the day we receive your payment.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 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 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_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/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 _____




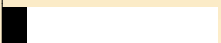
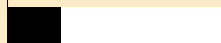




To change your checking account information or to be removed from the Direct Payment program please call SCE at 1-800-655-4555.

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

Add this amount for EAF \$ _____

Select one box only and sign below for EAF:

Every Month One Month only

 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 
1639 kWh		\$667.91 Energy Charges
		-\$20.42 Other credits/charges
		\$647.49 Total

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

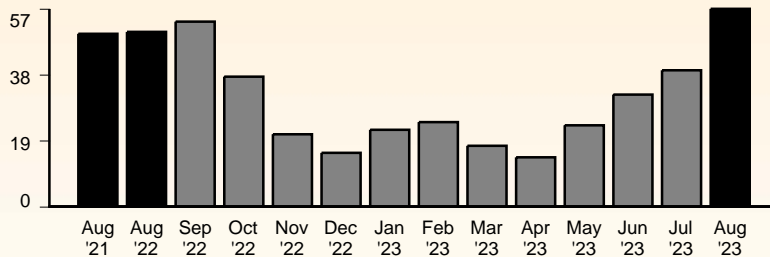
For meter **██████████** from 07/10/23 to 08/07/23
Total electricity you used this month in kWh

1,639

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

Your daily average electricity usage (kWh)

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	\$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
 - \$9.27 new system generation 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

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

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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
Your new charges		\$647.49

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](https://www.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](https://www.sce.com/billhelp).

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 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.

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

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.

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 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. 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 for information about consumer protections, programs and services SCE has available.

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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

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

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.

**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

Connect With Us

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



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