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Ways to contact us

Customer service numbers

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

Relay calls accepted

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

Multicultural services

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

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 With EFTs, funds may be withdrawn from your account the day we receive your payment.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 19 days after the preparation date, which was 08/06/21.

- Reconnecting service that has been disconnected requires a Service Connection payment.
- 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)?

0.7% 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.

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.
- DWR Bond Charge:** Bonds issued by the Department of Water Resources (DWR) to cover the cost of buying power during the energy crisis are being repaid through this charge.
- 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:

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

Direct Payment (Automatic Debit) Enrollment:

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



Summer cost periods (Jun 01-Sep 30)

	Weekdays	Weekends & Holidays
On peak	4pm - 9pm	
Mid peak		4pm - 9pm
Off peak	12am - 4pm 9pm - 12am	12am - 4pm 9pm - 12am

Your past and current electricity usage

	Electricity (kWh)
Summer Season - Consumption	
On peak	2
Mid Peak	13
Off peak	568
Summer Season - Net Generation	
On peak	-66
Mid Peak	-14
Off peak	-178
Total electricity usage this month in kWh	325

Your next billing cycle for meter 222014-126812 will end on or about 09/06/21.

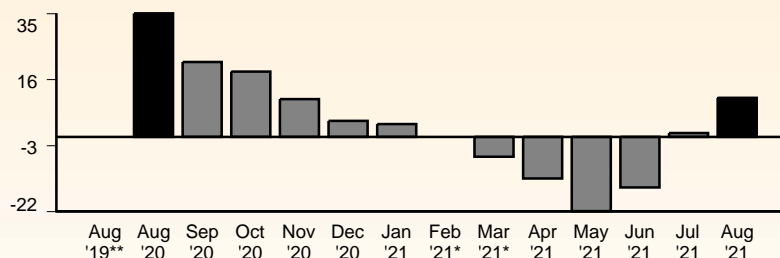
Consumption is the total amount of electricity imported from SCE.

Net generation is the amount of excess electricity exported to the grid by your generating system.

Total electricity usage is your system's total net generation minus your total consumption.

Your daily average electricity usage (kWh)

2 Years ago: N/A Last year: 35.38 This year: 11.21



* Irregular billing period

** No data available

Details of your new charges

Your rate: TOUD-4-9PM

Billing period: 07/08/21 to 08/05/21 (29 days)

Delivery charges - Cost to deliver your electricity

Basic charge 29 days x \$0.03100

\$0.90

Your Delivery charges include:

- \$0.90 distribution charges

Generation charges - Cost to generate your electricity

Smart Energy Program Credit

-\$9.50

Your overall energy charges include:

- \$0.47 franchise fees

Nonbypassable charges (NBCs)

CTC, NDC, PPPC 582 kWh x \$0.01846

\$10.74

DWR bond charge 582 kWh x \$0.00580

\$3.38

Additional information:

- Service voltage: 240 volts
- Net Surplus Compensation option: Rollover

Subtotal of your new charges

\$5.52

State tax 325 kWh x \$0.00030

\$0.10

Your new charges

\$5.62

Things you should know

Changes to DWR Bond Charge on your bill

As of October 1, 2020, the DWR Bond Charge is being collected to support California's Wildfire Fund. This charge is no longer being used to repay bonds issued by the California Department of Water Resources (DWR) to cover the costs of buying power during the 2001-02 energy crisis. For more information on this change, please visit www.sce.com/understandyourbill.

Have you received a past due notice containing service disconnection language, or are you having trouble paying your bill?

For residential customers, SCE has suspended service disconnections for nonpayment because of the hardships caused by COVID-19, but Past Due notices containing service disconnection language may still be sent. SCE has also eliminated service reconnection fees for residential customers. If you are a residential customer and have received a Past Due notice containing service disconnection language or you are having trouble paying your bill, please call 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, which 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 for income-qualified residential customers. For more information, please visit www.sce.com/billhelp. Some CARE/FERA customers may also qualify to participate in SCE's Arrearage Management Plan (AMP), which offers forgiveness of eligible past due bill amounts when on-time payments of current charges are made. To learn more about AMP, please call 1-800-655-4555 or visit www.sce.com/careandfera.

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, while reducing the total cost to its customers. 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. For more information about the charge please visit sce.com/understandyourbill.

Rate Group	Fixed Recovery Charge (¢ / kWh)	Rate Group	Fixed Recovery Charge (¢ / kWh)
Non-CARE	0.053	TOU-8-Sec	0.030
CARE	0.000	TOU-8-Pri	0.027
GS-1	0.040	TOU-8-Sub	0.012
TC-1	0.070	AG&P < 200 kW	0.037
GS-2	0.040	AG&P >= 200 kW	0.025
GS-3	0.034	STANDBY/SEC	0.030
Street Light	0.008	STANDBY/PRI	0.027
		STANDBY/SUB	0.012

Details of your tracked charges

Your rate: TOUD-4-9PM

Billing period: 07/08/21 to 08/05/21 (29 days)

Delivery charges - Cost to deliver your electricity

Baseline credit	325 kWh x -\$0.07299	-\$23.72
Energy-Summer		
On peak	-64 kWh x \$0.22703	-\$14.53
Mid peak	-1 kWh x \$0.22703	-\$0.23
Off peak	390 kWh x \$0.17349	\$67.66

Generation charges - Cost to generate your electricity

SCE

Energy-Summer		
On peak	-64 kWh x \$0.18269	-\$11.69
Mid peak	-1 kWh x \$0.10086	-\$0.10
Off peak	390 kWh x \$0.07379	\$28.78

Energy Charge Total		\$46.17
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Additional information regarding your Net Consumption/Generation:

- Your year-to-date energy charges total as of previous month: -\$343.80
- Your current month energy charge total: \$46.17
- Your year-to-date energy charges: -\$297.63
- Your year-to-date kWh: -1,212 kWh

Please visit us at www.sce.com

Public Safety Power Shutoffs

- It is not a decision we take lightly. It is done to keep you and your community safe.
- We have been able to limit the number of customers impacted by PSPS by using sectionalizing devices to de-energize segments instead of entire circuits.
- It will have to remain available as a tool to mitigate wildfire risk during severe weather and high fire potential index events.

We urge customers to update their contact information and sign up for PSPS alerts at: sce.com/outage. To learn more about Public Safety Power Shutoffs, visit: sce.com/safety/wildfire

Suspension of Service Disconnections Has Been Extended Through September 30, 2021

While temporary COVID-19 emergency response measures have ended, our commitment to our customers will never change. We know the past year has been hard for many of our customers. We're here to help with a variety of assistance options to continue to support you. Learn more at:

sce.com/findsupport

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/firethreatmaps/.

Enroll to Live a Little Greener

SCE provides clean energy choices for homeowners, renters, and businesses looking for renewable energy options without upfront investments, on-site panel installations, building modifications or ongoing maintenance.

- 1) The Green Rate provides the option to purchase green power to support 50% or 100% of your electricity use. To learn more and enroll, visit sce.com/greenrate
- 2) The Community Renewables option leverages SCE approved locally operated solar farms to produce electricity. We will give you a bill credit on your monthly SCE energy statement based on your calendar month's kWh subscription in the project. To learn more and enroll, visit sce.com/commrenew.

Get Help If You Use Medical Equipment

If you or someone in your household requires the regular use of electrically-powered medical equipment or other qualifying medical devices, you may be eligible for our Medical Baseline Allowance program.

This program provides an additional 16.5 kilowatt hours (kWh) of electricity per day. Provided at the lowest baseline rate, this helps offset the cost of operating the medical equipment and prioritizes critical alerts and notifications if outages occur, including Public Safety Power Shutoffs.

A Medical Professional's Signature Now Required (E-signature Option Available)

All applications received after the end of Consumer Protections on June 30 will require the signature of a medical professional*. For online applications, you can enter their email address and we will contact them for their electronic signature to approve your application. Please alert them that they will be receiving an email from SCE.

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

To learn more, apply online or download an application please visit sce.com/medicalbaseline or call **1-800-655-4555**.

NOTES: All customers who depend upon electrically-operated medical equipment should be prepared at all times with a back-up plan or power system to ensure their health and welfare during outages. SCE does not provide back-up generation.

Devices used for therapy but not medically required for sustaining life do not qualify for this program.

** For Santa Catalina Island gas customers, the standard Medical Baseline Allocation will be 0.822 therms per day.*

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.



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

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

Are your electric bills higher in the summer? Do these higher bills stretch your budget? Sign up for SCE's Level Pay Plan (LPP), which allows you to spread high summer and/or winter bills over an entire year into equal monthly payments.

It's easy. SCE calculates your electricity use over the prior 12 months and come up with a dollar amount. This dollar amount is divided by 11 and becomes the Level Pay Plan amount you pay over the next 11 months. On the 12th month, you'll receive a settlement bill showing either a payment due, or a credit to your account based on how much energy you used.

Your account is periodically reviewed and your monthly payment may be adjusted during the year depending on your power usage.

If you'd like to enroll, please call **1-800-434-2365**. LPP 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.

Thinking of Installing Solar?

SCE's Marketplace makes the shopping process easier. Get a rooftop solar and storage system tailored to your home, bids from a network of vetted solar installers, financing options, and a dedicated energy advisor. Plus, you will also receive a \$500 Marketplace discount from SCE. Go to: sce.com/rebates.

**SCE's solar and storage marketplace is run by Pick My Solar, a third-party company not affiliated with SCE. SCE does not endorse, or accept any liability for, the content of, services or products sold on any third-party websites.*

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.



www.facebook.com/sce



www.twitter.com/sce



www.instagram.com/sce