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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 / 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 1-833-425-1440
Other	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 With EFTs, funds may be withdrawn from your account the day we receive your payment.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 or upon request.

Past due bills

When is my bill past due? It is past due 20 days after the preparation date, which was 10/24/25.

- 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, complete the form below and return it to SCE

Change of mailing address: 700440830486

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

Direct Payment (Automatic Debit) Enrollment: 700440830486

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

Stay informed about your annual bill

Your new charges Due monthly	Year-to-date charges: \$1,078.98 Settled at end of 12-month billing period (on or about 07/28/26)
If you pay only this month's new charges, you may owe a large amount at the end of your 12-month billing period.	You may make additional payments anytime. Payments will not show up in your year-to-date charges. They will create a credit on your account. Any remaining balance forward will be settled against any charges in your 12-month settlement bill.
	You are in billing month 3 of 12.

Your past and current electricity usage

	Electricity (kWh)
09/25/25 to 10/23/25	
Consumption	956
Net Generation	-117
Total electricity usage this month in kWh	839

Your next billing cycle for meter 222012-026962 will end on or about 11/24/25.

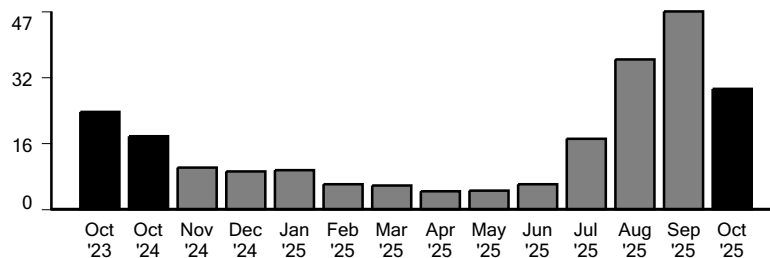
Consumption is the total amount of electricity imported from SCE.

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: 23.34 Last year: 17.55 This year: 28.93



Your monthly usage may be higher than usual...
Based on your historical usage pattern, your monthly usage is trending higher than normal. As a result, you may notice an increase in your bill. If you would like information on tips and programs that can help you lower your energy usage and your bill, please visit www.sce.com/billhelper.

Details of your new charges

Your rate: DOMESTIC MED BSLN
Billing period: 09/25/25 to 09/30/25 (6 days Summer Season)
10/01/25 to 10/23/25 (23 days Winter Season)

Delivery charges - Cost to deliver your electricity

Basic charge	29 days x \$0.03100	\$0.90
CA Climate Credit		-\$56.00
Subtotal of your new charges		-\$55.10
State tax	839 kWh x \$0.00030	\$0.25
Your new charges		-\$54.85

Your Delivery charges include:

- \$0.90 distribution charges

Your overall energy charges include:

- \$2.74 franchise fees

(Continued on next page)

Additional information:

- Medical baseline allocation: 2 units
- Service voltage: 240 volts
- Your summer med baseline allowance: 182.0 kWh
- Your winter med baseline allowance: 775.0 kWh
- Your summer baseline allowance: 75.0 kWh
- Your winter baseline allowance: 319.0 kWh
- Net Surplus Compensation (NSC) option: Rollover

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.

Stay in Control

If you're behind on payments, enrolled in a payment plan, or facing disconnection, we offer options and energy management solutions to help you stay in control of your bill and costs. Learn more at www.sce.com/billsupport.

Base Services Charge

Under California Assembly Bill 205, electricity bills will be restructured for residential customers beginning in November 2025. The electricity delivery section of the bill will include a Base Services Charge as a separate line item, replacing the current Basic Charge. Customers may also see total electricity prices lowered per kilowatt-hour (kWh). Estimate is based on current electricity rates as of June 1, 2025, and does not assume future rate changes. To learn more, visit sce.com/BaseServicesCharge.

Details of your tracked charges

Your rate: DOMESTIC MED BSLN

Billing period: 09/25/25 to 09/30/25 (6 days Summer Season)

10/01/25 to 10/23/25 (23 days Winter Season)

Delivery charges - Cost to deliver your electricity

Energy-Summer

Tier 1 (within baseline) 161 kWh x \$0.20452 \$32.93

Energy-Winter

Tier 1 (within baseline) 678 kWh x \$0.22613 \$153.32

Generation charges - Cost to generate your electricity

SCE

Energy-Summer

Tier 1 (within baseline) 161 kWh x \$0.11136 \$17.93

Energy-Winter

Tier 1 (within baseline) 678 kWh x \$0.13170 \$89.29

Other charges or credits

Fixed recovery charge 839 kWh x \$0.00198 \$1.66

Energy Charge Total \$295.13

Additional information regarding your Net Consumption/Generation:

- Your year-to-date energy charges total as of previous month: \$783.85
- Your current month energy charge total: \$295.13
- Your year-to-date energy charges: \$1,078.98
- Your year-to-date kWh: 3,305 kWh

Your Total Usage: 839 kWh	Tier 1	Tier 2
	839 kWh	0 kWh
	\$0.35/kWh	\$0.44/kWh
Understanding Your Bill... Your usage for the billing period falls into Tier 1 . 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.	Your Total Usage 839 kWh	

Customer *Connection*

Please visit us at www.sce.com

Public Safety Power Shutoffs

- When fire weather conditions are present--low humidity, dry vegetation and high winds--we may proactively and temporarily shut off power to keep our communities safe and reduce the risk of a fire caused by utility equipment.
- Be sure to update your contact information at www.sce.com/mycontacts to receive PSPS alerts before an outage.
- Anyone can sign up for PSPS alerts in English or other available languages at www.sce.com/pspsalerts.
- Make an emergency plan for everyone in your household, including pets, and create a supply kit. Find more tips at www.sce.com/beprepared.

Learn more about PSPS at www.sce.com/psps.

Steer Clear of Scammers

- If you receive a suspicious call, ask for a callback number and report the fraud at **1-800-655-4555** or www.sce.com/scamalert.
- SCE does not have a disconnection department.
- SCE agents will never demand any form of payment over the phone.
- SCE does not accept payments through money apps (such as Zelle or Cash App), prepaid cash cards or cryptocurrency (such as Bitcoin).

For more information on how to avoid scams, visit www.sce.com/scamalert.

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 help 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 www.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:

www.cpuc.ca.gov/industries-and-topics/wildfires/fire-threat-maps-and-fire-safety-rulemaking

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 www.sce.com/disastersupport for information about consumer protections, programs and services SCE has available.

Privacy Notice

SCE protects your privacy, data and energy usage information. We never sell your information. Your information will be shared only if needed to provide you with utility services, or as required by law or authorized by you. For more information, please visit:

www.sce.com/privacynotice

Get Help If You Use Medical Equipment

If you or someone in your household requires the regular use of electrically-powered medical equipment, including but not limited to power wheelchairs, scooters, respirators, breathing machines or other qualifying medical devices, you may be eligible for our Medical Baseline Allowance program which:

- Provides an additional allotment of 16.5-kilowatt hours (kWh) of electricity per day on your monthly bill which 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 apply, you will need the signature of a medical professional.* If you submit an online application, you can enter your medical professional's email address, and we will contact them for approval by electronic signature. Please let them know they will receive an email from SCE.

To learn more about eligibility requirements or if you have questions about medical equipment or criteria, visit www.sce.com/mbi or call **1-800-655-4555**. Application forms are available in several languages online and 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 www.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).*

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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. (*Continued in next column*)



2024 POWER CONTENT LABEL						
Southern California Edison Company						
	SCE Default Rate	50% Green Rate	100% Green Rate	DAC-GT Rate	Community Renewable Rate	CA Utility Average
Greenhouse Gas Emissions Intensity (lbs of CO ₂ e emitted per megawatt hour)	515	258	0	0	230	359
Electricity Sources - Renewables and Zero-Carbon Resources - Fossil Fuels and Unspecified Power						
RPS Eligible Renewables	35%	67%	100%	100%	71%	45%
Biomass & Biogas	0%	0%	0%	0%	0%	2%
Geothermal	4%	2%	0%	0%	2%	5%
Eligible Hydroelectric	1%	0%	0%	0%	0%	2%
Solar	19%	59%	100%	100%	64%	23%
Wind	11%	6%	0%	0%	5%	14%
Large Hydroelectric	5%	2%	0%	0%	2%	10%
Nuclear	9%	4%	0%	0%	4%	11%
Emerging Technologies	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%
Natural Gas	8%	4%	0%	0%	3%	10%
Coal & Petroleum	0%	0%	0%	0%	0%	2%
Unspecified Power (primarily fossil fuels)	43%	22%	0%	0%	19%	22%
Total	100%	100%	100%	100%	100%	100%
Retail sales covered by retired unbundled RECs	3%	1%	0%	0%	0%	
■ This label does not reflect compliance with the Renewables Portfolio Standard (RPS), which measures the use of tracking instruments called Renewable Energy Credits (RECs) over the course of multi-year compliance periods. RECs that are purchased separately from the renewable energy ("Unbundled RECs") can be used for RPS compliance, but they do not factor into the power mixes or GHG emissions intensities above. ■ GHG intensity figures exclude biogenic CO₂ and emissions from geothermal sources and grandfathered imports of firm-and-shaped energy. For detailed information about all GHG emissions from California's retail electricity suppliers, visit the CEC website at the link below. ■ Unspecified power is electricity purchased from a genericized pool on the open market.						
https://www.sce.com/vps/portal/home/regulatory/doc/umnt-librany/customer-connection-notice Want to learn more? Visit https://www.energycwa.org/programs-and-topics/programs/power-source-disclosure-program						