



## Ways to contact us

### Customer service numbers

	Relay calls accepted
General Services (US & 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 (TDD)	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 <a href="http://www.sce.com/bill">www.sce.com/bill</a>
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 With EFTs, funds may be withdrawn from your account the day we receive your payment.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](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 02/01/23.

- 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)?

LPC 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](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 generate, generation resources that were procured by SCE on their behalf. The PCIA 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/](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, complete the form below and return it to SCE

Change of mailing address: 700427566243

NAME	DATE	APARTMENT #
CITY	STATE	ZIP CODE
PHONE #	E-MAIL ADDRESS	

Direct Payment (Automatic Debit) Enrollment: 700427566243

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

\_\_\_\_\_

## Stay informed about your annual bill

<b>Your new charges Due monthly</b>	<b>Year-to-date charges: \$2,284.38</b> <b>Settled at end of 12-month billing period (on or about 04/01/23)</b>
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.  <b>You are in billing month 10 of 12.</b>

## 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.

### **DWR Adjustment**

This is a refund from the California Department of Water Resources (DWR) relating to the purchase of power during the 2000-2001 energy crisis. The adjustment line item will only appear on bills of customers who previously paid the DWR Bond Charge.

### **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. Beginning in October 2022, SCE will resume 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).

Service account 8000101491 POD-ID  
 Service address 74112 E PETUNIA PL 101760940006971701  
 PALM DESERT, CA 92211  
 Rotating outage Group A006

## Your past and current electricity usage

	Electricity (kWh)
01/03/23 to 01/31/23	
Consumption	241
Net Generation	-631
Total electricity usage this month in kWh	-390

Your next billing cycle for meter 222011-880682 will end on or about 03/01/23.

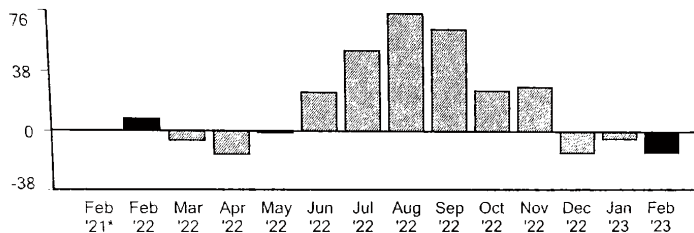
**Consumption** is the total amount of electricity imported from SCE.

**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: 8.00 This year: -13.45



\* No data available

## Details of your new charges

Your rate: DOMESTIC

Billing period: 01/03/23 to 01/31/23 (29 days)

Delivery charges - Cost to deliver your electricity

Basic charge	29 days x \$0.03100	\$0.90
Bal of minimum charge		\$9.13

Subtotal of your new charges	\$10.03
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Your new charges	\$10.03
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**Your Delivery charges include:**

- \$10.03 distribution charges

**Your overall energy charges include:**

- \$0.09 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.
- Net Surplus Compensation option: Exclusion



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## Details of your tracked charges

Your rate: DOMESTIC

Billing period: 01/03/23 to 01/31/23 (29 days)

### Delivery charges - Cost to deliver your electricity

Energy-Winter

Tier 1 (100% of baseline)	-281 kWh x \$0.15375	-\$43.20
Tier 2 (101% to 400%)	-109 kWh x \$0.24290	-\$26.48
Wildfire fund charge	-390 kWh x \$0.00530	-\$2.07
DWS adjustment	-390 kWh x -\$0.00208	\$0.81

### Generation charges - Cost to generate your electricity

SCE

Energy-Winter

Tier 1 (100% of baseline)	-281 kWh x \$0.15440	-\$43.39
Tier 2 (101% to 400%)	-109 kWh x \$0.15440	-\$16.83

### Other charges or credits

Fixed recovery charge	-390 kWh x \$0.00090	-\$0.35
<b>Energy Charge Total</b>		<b>-\$131.51</b>

#### Additional information regarding your Net Consumption/Generation:

- Your year-to-date energy charges total as of previous month: \$2,415.89
- Your current month energy charge total: -\$131.51
- Your year-to-date energy charges: \$2,284.38
- Your year-to-date kWh: 7,400 kWh

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