

Ways to contact us

Customer service numbers	<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

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 With EFTs, funds may be withdrawn from your account the day we receive your payment.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 20 days after the preparation date, which was 08/29/22.

- 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](http://www.sce.com/rotating%20outage).

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: 700465787879

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

Direct Payment (Automatic Debit) Enrollment: 700465787879

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 \$ _____

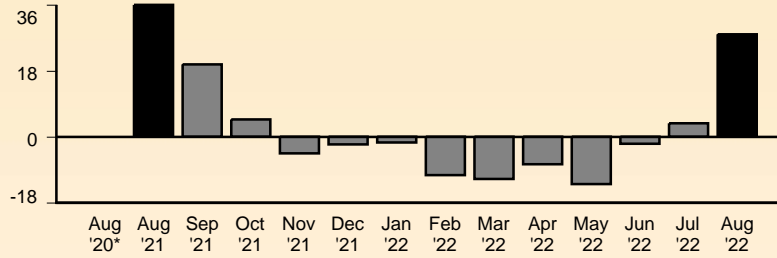
Select one box only and sign below for EAF:

Every Month One Month only

Electricity (kWh)	
07/29/22 to 08/28/22	
Consumption	1,155
Net Generation	-283
Total electricity usage this month in kWh	872

Your daily average electricity usage (kWh)

2 Years ago: N/A Last year: 36.17 This year: 28.13



* No data available

Your next billing cycle for meter 222011-786276 will end on or about 09/27/22.

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.

Details of your new charges

Your rate: DOMESTIC

Billing period: 07/29/22 to 08/28/22 (31 days)

Delivery charges - Cost to deliver your electricity

Basic charge	31 days x \$0.03100	\$0.96
Subtotal of your new charges		\$0.96
State tax	872 kWh x \$0.00030	\$0.26
Your new charges		\$1.22

Your Delivery charges include:

- \$0.96 distribution charges

Your overall energy charges include:

- \$2.50 franchise fees

Additional information:

- Service voltage: 240 volts
- Your summer baseline allowance: 586.0 kWh
- High Usage Charge applies to all usage above 400% of baseline allowance.
- Net Surplus Compensation option: Exclusion

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 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 SCEs 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 SCEs 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 SCEs 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.

Details of your tracked charges

Your rate: DOMESTIC

Billing period: 07/29/22 to 08/28/22 (31 days)

Delivery charges - Cost to deliver your electricity

Energy-Summer

Tier 1 (100% of baseline)	586 kWh x \$0.16465	\$96.48
Tier 2 (101% to 400%)	286 kWh x \$0.24520	\$70.13
Wildfire fund charge	872 kWh x \$0.00652	\$5.69
DWR adjustment	872 kWh x -\$0.00208	-\$1.81

Generation charges - Cost to generate your electricity

SCE

Energy-Summer

Tier 1 (100% of baseline)	586 kWh x \$0.11259	\$65.98
Tier 2 (101% to 400%)	286 kWh x \$0.11259	\$32.20

Other charges or credits

Fixed recovery charge	872 kWh x \$0.00096	\$0.84
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Energy Charge Total **\$269.51**

Additional information regarding your Net Consumption/Generation:

- Your year-to-date energy charges total as of previous month: **-\$164.78**
- Your current month energy charge total: **\$269.51**
- Your year-to-date energy charges: **\$104.73**
- Your year-to-date kWh: **298 kWh**

Your Total Usage: 872 kWh	Tier 1	Tier 2	High Usage Charge
Understanding Your Bill... Your usage for the billing period falls into Tier 2 . 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.	586 kWh	286 kWh	0 kWh
	\$0.28/kWh	\$0.36/kWh	\$0.45/kWh
	Your Total Usage 872 kWh		
High Usage Charge - Learn more at on.sce.com/highuse			

