



For billing and service inquiries
1-866-701-7868
www.sce.com

Your electricity bill

Page 1 of 6

Customer account

Rotating outage
Group N001

Amount due \$1.81
Due by 07/28/21

Service account

Date bill prepared
07/08/21

Your account summary

Previous Balance	\$1.71
Payment Received 06/11/21	-\$1.71
Balance forward	\$0.00
Your new charges	\$1.81
Total amount you owe by 07/28/21	\$1.81

Understand Net Energy Metering (NEM) billing

You are billed annually for your energy charges because they can be offset by energy credits over your 12-month billing period. Any charges not offset by credits will become due at the end of your 12-month billing period.

You also receive a monthly bill. It reflects the minimum amount due each month, which supports the cost of maintenance and operation for providing electricity.

Stay informed about your annual bill

Your new charges Due monthly	Year-to-date charges: -\$343.80 Settled at end of 12-month billing period (on or about 02/17/22)
Even if you have no year-to-date energy charges, you incur some monthly new charges.	You do not owe any energy charges as of this month. Only make a payment for this month's new charges. Keep track of your year-to-date charges, as you may have charges in the future. If you are a net generator at the end of your 12-month billing period, you may be eligible for net surplus compensation.
	You are in billing month 5 of 12.

Your cost varies by time of day

Please return the payment stub below with your payment and make your check payable to Southern California Edison.
If you want to pay in person, call 1-800-747-8908 for locations, or you can pay online at www.sce.com.

(14-574) Tear here

Tear here



Customer account **701-11111111**
Please write this number on the memo of your check. Make your check payable to Southern California Edison.

Amount due by 07/28/21 **\$1.81**

Amount enclosed \$

701-11111111
6544 W WINDY HAVEN
VICTORIA, CA 95709

P.O. BOX 600
ROSEMEAD, CA 91771-0002

701-11111111

Ways to contact us

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

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

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 07/08/21.

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

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: 700541561148

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

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 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.

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

