



Southern California Edison
Rosemead, California (U 338-E)

Revised Cal. PUC Sheet No. 67822-E
Cancelling Revised Cal. PUC Sheet No. 65976-E

Sheet 1

CLOSED ACCOUNT OVERDUE NOTICE

Form 14-589

(To be inserted by utility)

Advice 4043-E
Decision 19-05-020

Issued by
Kevin Payne
Chief Executive Officer

(To be inserted by Cal. PUC)

Date Submitted Jul 26, 2019
Effective Jul 26, 2019
Resolution _____

Ways to contact us

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

Customer service numbers

General Services (U.S. & Canada)	1-800-655-4555
Account Balances & 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 / symbol	1-800-843-1309
Chinese / symbol	1-800-843-8343
Korean / symbol	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 With EFTs, funds may be withdrawn from your account the day we receive your payment.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

Your collection notice was prepared on mm/dd/yy. Unpaid closing bills may be reported to the credit bureaus and/or forwarded to the collection agency. If you are a residential customer, and claim inability to pay and payment arrangements have not been extended to you by SCE pursuant to SCE's filed tariffs, you may contract the California Public Utilities Commission (CPUC).

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). (T)

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 **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 to 4:30 PM, Monday through Friday)
Mail CPUC, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, contact the California Relay Service, which is for those needing direct 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
From or to Speech-to-Speech	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

- 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 for customers 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.
- Baseline Credit: Provides reduced electricity rates on electricity used up to the baseline allocation for the region that you live in.