



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

Revised Cal. PUC Sheet No. 67828-E  
Cancelling Revised Cal. PUC Sheet No. 65982-E

Sheet 1

DISCONNECTION NOTICE, PAST DUE SECURITY DEPOSIT

Form 14-657

(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 \_\_\_\_\_



For billing and service inquiries  
1-800-255-2365  
ww.sce.com

Deposit customer account  
2-00-000-0000

Date bill prepared  
mm/dd/yy

Amount due **\$XXX.XX**  
Due by mm/dd/yy

MAILING ADDRESS  
CITY, STATE 00000-0000

**Disconnection notice, past due security deposit**

**\$ Past due deposit \$xx.xx must be paid by x pm on Mmm dd 'yy**

**This is your final notice.** Please act today to avoid a costly service interruption!

Our records indicate that your account has an overdue balance. For assistance or to make a payment, please contact Customer Service at 1-800-950-2356.

To avoid disconnection of your electric service, please pay the past due amount of \$xxx.xx on or before Mmmddy. We are available to help you. You may also be eligible for financial assistance and income-qualified energy assistance programs.

PLEASE NOTE: If your utility service is disconnected for non-payment, there will be additional service charges and you will be required to pay all past due amounts before service is restored. In addition, a deposit may be required to re-establish your credit, whether or not your service is terminated.

SCE reserves the right to disconnect service remotely without any further notice. To avoid disconnection, your payment must be received before the date shown above.

Did you know you can view your forecasted bill amount, which is updated daily, by logging into your SCE account at [www.sce.com](http://www.sce.com)? For additional tips, tools and programs that can help you manage your bill, please visit SCE's Energy Management Center at [www.sce.com/emc](http://www.sce.com/emc).

<b>If you pay by x pm on Mmm dd 'yy you will owe:</b>	
Security deposit past due amount	\$xx.xx
<b>Total amount due</b>	<b>\$xx.xx</b>

<b>If your service is disconnected, you will owe:</b>	
Security deposit past due amount	\$xx.xx
Minimum same day Service Connection charge	\$xx.xx
<b>Total amount due</b>	<b>\$xxx.xx</b>

**FOR YOUR SAFETY**  
If your service is disconnected, please ensure any sensitive or potentially hazardous equipment is unplugged.

(14-657) (Tear here) Bring in this entire disconnection notice when you pay. (Tear here)



Deposit customer account 0-00-000-0000  
Please write this number on your cashier's check or money order and make payable to Southern California Edison.

Deposit amount due by Mmm dd 'yy **\$xx.xx**

Amount enclosed \$

Deposit amount enclosed \$

[FORM 14-657]  
[MAILING ADDRESS]  
[CITY], [STATE] [00000-0000]

Payment locations – page 3  
Do not mail your payment

00 000 0000 0000000 00000000000000000000000000000000000000

## 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](http://www.sce.com)

## Important information

### What are my options for paying my bill?

<b>On-line</b>	Pay one-time or recurring on <a href="http://www.sce.com/bill">www.sce.com/bill</a>	
<b>Mail-in</b>	Check or Money order	
<b>In Person</b>	Authorized payment locations	1-800-747-8908
<b>Phone</b>	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

Your collection notice was prepared on mm/dd/yyyy. 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](http://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/](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 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.

**Options for paying your bill:**

- QuickCheck – call 1-800-950-2356 to authorize a payment from your checking account, without writing a check.
- If you are a residential customer, you may pay your bill using a Credit Card or most Debit Cards by calling 1-800-254-4123. See page 2 under What are my options for paying my bill for more information.
- If you or a resident of your home has a serious illness or condition that could become life-threatening if your service is disconnected, please contact us immediately.
- **If you are having difficulty paying your bill, please contact us immediately. You may be eligible for a payment extension or financial assistance (available to income qualified customers). For information, please call 1-800-950-2356 before Mmm dd 'yy.**

**Please remember...**

1. You must present this disconnection notice when you pay.
2. If you pay after x pm, or on a weekend, your payment will post the next business day.
3. For payment locations, call 1-800-747-8908 or visit our website at [www.sce.com](http://www.sce.com).

**Other information you should know**

If your utility service is disconnected and you wish to have it reconnected the same day, you will need to pay the full amount owing for utility services and contact us prior to x:xx pm. You cannot be required to pay an amount owing for other services as a condition for having utility service restored. However, your other services may be discontinued and/or subject to collection activities.

Your deposit will be refunded when all of your customer account bills are paid before the past due date for 12 months, unless SCE determines the conditions of service or the basis under which credit was originally established has not materially changed. Of course, your deposit will be refunded when you close all of your customer accounts with us.

At time of refund, your cash deposit (including interest) will be applied to any unpaid bills and/or refunded by check. Your endorsement on your refund check will serve as acknowledgement that you received the refund and will release Southern California Edison from further claims against the deposit.

Your deposit will earn interest each month you pay your bill before the past due date.

The deposit will not earn interest until your deposit is paid in full.

Su servicio eléctrico puede ser desconectado por falta de pago. Para evitar la desconexión del servicio, por favor pague la cantidad adeudada de inmediato. Estamos a su disposición para atenderle. Si necesita ayuda o desea hacer un pago, llame a nuestra línea de Servicio al Usuario al 1-800-441-2233. Usted también podría calificar para recibir asistencia financiera y para los programas de asistencia basados en los ingresos.

សេវាអគ្គិសនីរបស់លោកអ្នក អាចនឹងត្រូវបានដាច់ទោយសារមិនបង់ថ្លៃ ។ ដើម្បីជៀសវាងការដាច់សេវា សូមបង់ថ្លៃអគ្គិសនីដែលបាត់បង់ភ្លាមៗ ។ យើងខ្ញុំត្រៀមខ្លួនចាំជួយលោកអ្នក សម្រាប់ជំនួយ ឬបង់ថ្លៃអគ្គិសនី សូមទូរស័ព្ទមកការិយាល័យសេវាអតិថិជន លេខ 1-800-843-1309 ។ លោកអ្នកក៏អាចមានគុណសម្បត្តិសម្រាប់ ចូលរួមក្នុងកម្មវិធីជំនួយហិរញ្ញវត្ថុ និងកម្មវិធីជំនួយមាតិកាថ្លៃទៅលើប្រាក់ចំណូលរបស់លោកអ្នក។

Quý vị có thể bị cắt điện vì không trả tiền. Để tránh bị cắt điện, xin vui lòng trả số nợ quá hạn ngay lập tức. Chúng tôi luôn sẵn sàng giúp đỡ, nếu quý vị cần trợ giúp hoặc trả tiền, xin gọi cho Dịch Vụ Khách Hàng ở số 1-800-327-3031. Quý vị cũng có thể được hợp lệ hưởng chương trình trợ giúp tài chính và trợ giúp năng lượng nếu quý vị hội đủ điều kiện về lợi tức.

귀하어 전기 서비스가 오금이 미지불로 중단될 수 있습니다. 서비스 중단을 피하시려면 연체 금액을 즉시 지불해 주십시오. 지원이 필요하시거나 지불하기를 원하시면 1-800-628-3061로 고객 서비스에 전화하십시오. 기꺼이 도와 드리겠습니다. 귀하께서는 재정 지원 및 저소득 에너지 지원 프로그램에 대한 자격이 되실 수도 있습니다.

您可能會因為沒有付帳單而被中斷服務。為避免電力服務中斷，請立刻付清欠款。我們可以為您提供幫助。如您需要協助或進行付款，請撥打客戶服務直線：1-800-843-8343。您還可能有資格獲得財務補助和參加符合收入條件的能源補助計劃。