



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

Revised Cal. PUC Sheet No. 67831-E
Cancelling Revised Cal. PUC Sheet No. 65989-E

Sheet 1

PAST DUE SERVICE DISCONNECTION NOTICE

Form 14-664

(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 With EFTs, funds may be withdrawn from your account the day we receive your payment.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. You will have 15 days at your new address to pay a bill from a prior address before your service will be terminated. Termination of electric service requires a Service Connection charge. SCE does not terminate residential services for nonpayment of bills for other classes of service. If you are a residential customer, and claim an inability to pay and payment arrangements have not been extended to you by SCE pursuant to SCE's filed tariffs, you may contact 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.

Options for paying your bill:

- Do not mail your payment, as it may not be received in time. You may pay your bill through a Southern California Edison approved electronic payment method or bring this notice to a Southern California Edison authorized payment location.
- If you find you are having difficulty paying your bill, please contact us immediately. You may be eligible for a payment extension or payment arrangements. For information, please call 1-800-990-7788.
- 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.

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 Cliente al 1-800-441-2233. Usted también podría calificar para recibir asistencia financiera y para los programas de asistencia basados en los ingresos.

សេវាកម្មអគ្គិសនីរបស់លោកអ្នក អាចនឹងត្រូវបានដកចោលសារពើពន្ធនៃ ដើម្បីជៀសវាងការកាត់ប្តាច់សេវា ដូចជា បង្កើនតម្លៃអគ្គិសនីដែលប្តូរគុណភាព តាមរយៈយើងខ្ញុំត្រូវបានដាក់ចេញសេវាអនុវត្តប្រាប់ជំនួយ ឬបង្កើនតម្លៃអគ្គិសនី ដើម្បីទប់ទល់នឹងការប្រែប្រួលតម្លៃសេវាអគ្គិសនី លេខ 1-800-441-2233 លោកអ្នកក៏អាចមានគុណសម្បត្តិសម្រាប់ ចូលរួមក្នុងកម្មវិធីជំនួយហិរញ្ញវត្ថុ ឯកសម្បត្តិជំនួយសេវាអគ្គិសនី ទៅលើប្រាក់ចំណូលរបស់លោកអ្នក។

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 hưởng chương trình trợ giúp tài chính và trợ giúp năng lượng nếu quý vị hội đủ các điều kiện. Lợi tức.

귀하의 전기 서비스가 요금이 미지불로 중단될 수 있습니다. 서비스 중단을 피하시려면 연체 금액을 즉시 지불해 주십시오. 저에게 문의하거나 지불하기를 원하시면 1-800-628-3061로 고객 서비스에 전화하십시오. 기계이 도와 드립니다. 귀하께서는 재정 지원 및 저소득 에너지 지원 프로그램에 대한 자격이 될 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。