



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

Revised Cal. PUC Sheet No. 67839-E
Cancelling Revised Cal. PUC Sheet No. 65987-E

Sheet 1

ESP DEPOSIT URGENT NOTICE

Form 14-662

(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

ESP Deposit urgent notice

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

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.

Important please read

Your deposit payment is past due. To avoid termination of service, your payment must be received by the due date shown on this notice. The deposit will not earn interest until it is paid in full. If payment is not received by Southern California Edison by the date shown above, we may without further notice terminate your consolidated billing service option and revert mutual customers to dual billing after the expiration of this notice.

The following conditions may also apply if your consolidated billing service option is terminated and dual billing is initiated:

- Required payment of all outstanding charges and processing fees must be paid
A six-month waiting period before consolidated billing can resume

Your deposit will be refunded if you close all of your customer accounts or after you establish credit as defined in Rule 22. Southern California Edison will refund your deposit with interest in accordance with Rules 22 and 7 by applying it to your unpaid bills and/or by check. Interest on the deposit will be earned for each month the bill is paid before becoming past due. Endorsement of a refund check will acknowledge receipt of refund and release Southern California Edison from further claims against the deposit.

(14-662) (Tear here)

Bring in this entire termination notice when you pay.

(Tear here)



Deposit customer account 0-00-000-0000
Please write this number on your check. Make your check payable to Southern California Edison.

Deposit amount due by Mmm dd 'yy \$xxx.xx
Deposit amount enclosed \$ []

[FORM 14-662]
[MAILING ADDRESS]
[CITY], [STATE] [00000-0000]

Do not mail your payment

00 000 0000 0000000 00000000000000000000000000000000

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/deposits

Your bill/notice was prepared on mm/dd/yyyy. Failure to pay the amount on your bill/notice may result in termination of your service.

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 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.**

Su servicio eléctrico puede ser desconectado por falta de pago. Para evitar la desconexión del servicio, por favor pague la cantidad adeudada de inmediato. Llamamos a su disposición para atenderle. Si necesita ayuda o desea hacer un pago, llame a nuestro 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 អាចនឹងត្រូវបានដកចេញបើសិនជា លោកអ្នកមិនទាន់បានបង់ប្រាក់ប្រចាំខែ។ ដើម្បីជៀសវាងការកាត់ថ្លាសេវា អ្នកបង់ថ្លៃអគ្គិសនីដែលប្រាក់អន្តរាគមន៍។ យើងខ្ញុំត្រូវបានរៀបចំឡើងដើម្បីជួយលោកអ្នក សម្រាប់ជំនួយ ឬបង់ថ្លៃអគ្គិសនី សូមទូរស័ព្ទមកការិយាល័យសេវាអគ្គិសនីរបស់យើង លេខ 1-800-843-1309។ លោកអ្នកក៏អាចមានគុណសម្បត្តិសម្រាប់ ចូលរួមក្នុងកម្មវិធីជំនួយហិរញ្ញវត្ថុ និងកម្មវិធីផ្សេងៗទៀតសម្រាប់អ្នកដែលមានប្រាក់ចំណូលទាប។

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 lòng 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.

귀하이 전기 서비스가 요금 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，請撥打客戶服務專線：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。

