



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

Revised Cal. PUC Sheet No. 67845-E  
Cancelling Revised Cal. PUC Sheet No. 65996-E

Sheet 1

ESP RETURNED CHECK

FINAL CALL NOTICE

Form 14-671

(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  
www.sce.com

**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 Returned check final call notice**



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

Utility services past due amount	\$xxx.xx
Total past due amount	\$xxx.xx

**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 Utility services 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.

**FOR YOUR SAFETY**

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

**Important please read**

This is your final notice to pay your returned check. To avoid termination of service, your payment must be received by Southern California Edison before the date shown above.

If payment is not received by Southern California Edison before 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:

- All outstanding charges and processing fees must be paid
- A six-month waiting period before consolidated billing may resume

A returned check fee may appear on your next Southern California Edison bill.

Additional returned checks may result in a cash only restriction.

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).

(14-671) (Tear here) Bring in this entire termination notice when you pay. (Tear here)



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.

<b>Returned check amount due by Mmm dd 'yy</b>		<b>\$xxx.xx</b>
Amount enclosed	\$	

[FORM 14-671]  
[MAILING ADDRESS]  
[CITY], [STATE] [00000-0000]

Do not mail your payment

## Ways to contact us

### 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)

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

## 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/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).

### 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:**

- 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 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. 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.

សេវាអគ្គិសនីរបស់យើងអាចត្រូវបានដកចេញដោយសារមិនបានបង់ថ្លៃ។ ដើម្បីជៀសវាងការដកចេញសេវា សូមបង់ថ្លៃអគ្គិសនីដែលបំណុលភ្លាមៗ។ យើងខ្ញុំត្រៀមខ្លួនយើងដើម្បីជួយអ្នកសម្រាប់ជំនួយ ឬបង់ថ្លៃអគ្គិសនី សូមទូរស័ព្ទមកការិយាល័យសេវាអតិថិជន លេខ 1-800-843-3309។ យើងអាចមានកម្មវិធីសម្រាប់ ចូលរួមក្នុងកម្មវិធីជំនួយហិរញ្ញវត្ថុ គឺជាកម្មវិធីជំនួយមូលនិធិសម្រាប់អ្នកដែលមានប្រាក់ចំណូលទាប។

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 lợi hưởng chương trình trợ giúp tài chính và trợ giúp năng lượng nếu quý vị hội đủ điều kiện và cần thiết.

귀하가 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. 기금이 도와 드리겠습니다. 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。