



PRELIMINARY STATEMENT

Sheet 1

A. Territory Served

Southern California Edison Company (SCE) supplies electric service in all or portions of the following fifteen counties in central and southern California:

Fresno	Los Angeles,	Riverside
Imperial	including Santa Catalina Island	San Bernardino
Inyo	Madera	Santa Barbara
Kern	Mono	Tulare
Kings	Orange	Tuolumne
		Ventura

The territory in which each schedule is applicable is described on the schedule and by Service Area Maps.

B. Description of Service

Detailed description of service is given under Rule 2.

C. Procedure to Obtain Service

Any person can obtain service from SCE by making application in accordance with Rule 3 and, if required, by signing a contract in accordance with Rule 4. Each applicant will be required to satisfactorily establish credit. Where an extension of SCE's lines is necessary or a substantial investment is required to supply service, applicant will be informed as to the conditions under which service will be supplied. Applicants for service must conform to and comply with SCE's tariff schedules.

D. Establishment of Credit and Deposits

As set forth in Rule 6, credit may be established as follows:

1. By providing satisfactory credit information,
2. By furnishing a qualified guarantor, or
3. By making a deposit in an amount consistent with Rule 7.

E. General

1. Measurement. Measurement will be made by use of standard electric meters operated in compliance with Commission-approved standards.
2. Interest. No interest will be paid by SCE unless it is specifically provided for in the tariff schedules, or ordered by the Public Utilities Commission, except as otherwise provided by federal Public Law 97-177.

(Continued)

(To be inserted by utility)

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John R. Fielder
Senior Vice President

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PRELIMINARY STATEMENT

Sheet 2

(Continued)

E. General (Continued)

3. Discounts. No discounts are allowed from bills, or minimum charges, except as specifically provided in certain schedules; and, no discount on bills is allowed in consideration of advance payment or prompt payment of bills by customers.

4. Service Guarantee Program

SCE shall provide the following four service guarantees to its electric customers and provide a \$30 credit when these service guarantees are not met. Unless otherwise stated below, the four service standards apply only to active service accounts served under the Residential, General Service and Industrial, or Agricultural and Pumping rate schedules.

a. Missed Appointments

When an appointment for a field service visit is made with a customer for a specific appointment time, and the customer's presence is required for establishing new service, a billing inquiry, or meter installation, SCE will arrive at the agreed upon appointment within 30 minutes before or after the scheduled time. The criterion for receiving a service guarantee credit does not include the expected or actual outcome of the scheduled appointment and is based solely on the arrival time of the SCE representative in relation to the agreed-upon appointment time (*i.e.*, plus or minus thirty minutes). In the event SCE is aware in advance that an appointment will be missed, SCE will, if feasible, attempt to notify the customer.

Exceptions:

(1) There is a need for the field service representative to respond to an immediate response event (such as a car power pole accident or wire down). However, at the customer's request, SCE will credit a customer for a missed appointment if SCE's internal investigation confirms that the same appointment was missed more than once in order to respond to an immediate emergency.

(2) See also General Exceptions

(D)
(L)(T)

(L)

(Continued)

(To be inserted by utility)

Advice 2344-E
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Akbar Jazayeri
Vice President

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PRELIMINARY STATEMENT

Sheet 3

(Continued)

E. General (Continued)

4. Service Guarantee Program (Continued)

b. Restoration of Service Within 24 Hours

SCE will restore electrical service within 24 hours of when SCE first becomes aware of a power outage. The first credit will be applied if the outage exceeds 24 hours. Additional credits will be applied for each succeeding 24-hour period that the customer is without service. Partial credits will not be paid for outage periods less than a full 24-hour increment.

Exceptions:

- (1) The service interruption is the result of a planned outage.
- (2) Restoration crews are denied access to the affected area by a public authority, or the area is not accessible due to a road closure.
- (3) The affected service location is vacant, an owner authorization agreement exists, or the premise is a "clean and show."
- (4) See also General Exceptions.

c. Notification of Planned Outages

SCE will provide customers with notification of a planned outage at least three calendar days prior to the event. SCE will notify customers either by United States Postal Service mail (USPS), by home phone, mobile phone, SMS/Text, TTY, in-person or door-to-door through door hangers, or by e-mail if SCE has the customer's e-mail address on file. If a planned outage is rescheduled to a new date not specified in the original notice to the customer, SCE will provide a new notice at least three calendar days in advance of the rescheduled planned outage. (T)

Exceptions:

- (1) The customer provided incorrect contact information at the time of service initiation, or has failed to update his/her records with SCE (*i.e.* phone numbers, e-mail addresses, USPS mailing addresses, etc.). (T)
- (2) The notification was made to the customer of record and the customer failed to inform his/her tenants or occupants of the planned outage.
- (3) According to SCE records, the USPS failed to deliver the notification in a timely manner. (T)
- (4) The affected service location is vacant, an owner authorization agreement exists, or the premise is a "clean and show."

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(To be inserted by utility)

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Caroline Choi
Senior Vice President

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PRELIMINARY STATEMENT

Sheet 4 (T)

(Continued)

E. General (Continued)

4. Service Guarantee Program (Continued)

(T)

c. Notification of Planned Outages (Continued)

Exceptions: (Continued)

- (5) An emergent outage is required. This includes, but is not limited to the following: equipment failure, imminent equipment failure, ISO-initiated rolling blackouts, high/low voltage conditions, overload conditions, removing hazards from SCE's facilities, Priority-One General Order 95/128 repairs, conditions that may affect public/employee safety, customer meter adjustments, burned cross arms/poles, car hit structure, downed wire, and other short duration outages arising from unanticipated as-found conditions necessary to complete a job.
- (6) The customer, while acknowledging the right to receive a three-day notification, makes a request that the planned outage occur without the three-day notification. SCE will document such requests and the customer's waiver of a service guarantee credit.
- (7) See also General Exceptions.

d. Timely and Accurate First Bill

SCE will issue an accurate first bill to a new customer of record within 60 days of establishing service. SCE will use the date of bill issuance as the date the bill is mailed by SCE; the date of service initiation will be the date the customer assumed responsibility for electric service. A new customer is defined as someone who establishes electric service with SCE at a new location, including new meter sets, a turn-on for service or a new party-in. The bill and bill accuracy is defined according to the terms and conditions of SCE's Rule 9 (Rendering and Payment of Bills) and Rule 17 Section A (Adjustment of Bills and Meter Tests Usage) and Section D (Adjustment of Bills for Billing Error). The service guarantee credit process will be initiated once SCE is aware that the first bill was either inaccurate or issued beyond sixty days of establishing service. The first bill for any given customer account is eligible for only one service guarantee credit regardless of whether the bill is late, inaccurate, or both.

Exceptions:

- (1) The affected party is attempting to re-establish service following a disconnection for non-payment.
- (2) Access to the customer's meter is not available.
- (3) The customer fails to request service in a timely fashion after occupying a new residence, thereby creating a retroactive bill.
- (4) According to SCE records there is a case of mail theft or a clear failure on the part of the U.S. Postal service to deliver the first bill in a timely manner.

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PRELIMINARY STATEMENT

Sheet 5

(Continued)

E. General (Continued)

4. Service Guarantee Program (Continued)

d. Timely and Accurate First Bill (Continued)

Exceptions: (Continued)

- (5) The customer provides inaccurate information at the time of requesting service initiation.
- (6) A Commission directive requires SCE to adjust rate factors that result in a billing adjustment and/or rebill.
- (7) An adjustment was made due to unauthorized use as stated on Rule 17 (E) - Adjustment of Bills and Meter Tests - Adjustment of Bills for Unauthorized Use.
- (8) A rebill was a direct result of the customer participating in an SCE or Commission sponsored or endorsed program such as, but not limited to, Critical Peak Pricing, Demand Bidding, Air Conditioning Cycling, or Interruptible programs.
- (9) See also General Exceptions.

e. General Exceptions

The following, where applicable, are exceptions to the utility's service guarantees described above.

- (1) There is a Moderate, Severe, or Catastrophic Storm Condition. (T)
- (2) There is a declared Emergency Event.
- (3) Access to the customer's premise is not available or the customer is not ready for service.
- (4) The premise is not deemed safe.
- (5) Causes related to force majeure, which include but are not limited to injunction or any decree or order of any court or governmental agency having jurisdiction, strikes or other labor disputes such as lockouts, slowdowns or work stoppages, sabotage, riot, insurrection, acts of public enemy, fire, flood, explosion, earthquake or other acts of God, or accidental destruction of or damage to facilities.

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508

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Megan Scott-Kakures

Vice President

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PRELIMINARY STATEMENT

Sheet 6 (T)

(Continued)

F. Symbols

When any change is proposed on a tariff sheet, attention shall be directed to such change by an appropriate character along the right-hand margin of the tariff sheet utilizing the following symbols:

- (C) To signify changed listing, rule, or condition which may affect rates or charges.
- (D) To signify discontinued material, including listing, rate, rule, or condition.
- (I) To signify increase.
- (L) To signify material relocated from or to another part of tariff schedules with no change in text, rate, rule, or condition.
- (N) To signify new material including listing, rate, rule, or condition.
- (P) To signify material subject to change under a pending application or advice letter.
- (R) To signify reduction.
- (T) To signify change in wording of text but not change in rate, rule, or condition.

(To be inserted by utility)
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