

Rule 3
APPLICATION FOR SERVICE

Sheet 1

A. Application for Service. Each applicant for electric service may be required to sign an application on a form provided by SCE. However, at the option of SCE an oral request for service may be accepted. Each applicant may be required to furnish the following information:

1. Legal name of applicant.
2. Date and place of application.
3. Location of premises to be served.
4. Date applicant will be ready for electric service.
5. Whether the premises was previously supplied electric service.
6. Purpose for which electric service is to be used.
7. Address to which bills are to be mailed or delivered.
8. Whether applicant is the owner or tenant of, or agent for, the premises.
9. Rate schedule desired where an optional rate is available.
10. Information to establish credit-worthiness of the applicant. (See Rule 6)
11. Information pertinent to the design, installation, maintenance or operation of facilities, and to the administration of SCE's electric tariffs.
12. Such other information as SCE may reasonably require.

The application is a request for electric service and does not in itself bind SCE to serve except under its filed tariff schedules and under reasonable conditions, nor does it bind the applicant/customer to take service for a longer period than the minimum requirements of the applicable tariff schedule. A contract will be required as stated in Rule 4 or in any applicable tariff schedule.

Upon acceptance and approval of the Application, SCE agrees to furnish and the applicant agrees to take electric service in accordance with SCE's applicable tariff schedule. These electric tariff schedules constitute the terms and conditions of the agreement between SCE and the applicant/customer for public utility electric service provided, unless agreed otherwise in writing.

(D)

(Continued)

(To be inserted by utility)

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Issued by

Akbar JazayeriVice President

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Rule 3
APPLICATION FOR SERVICE

Sheet 2

(Continued)

- B. Refusal to Provide Service. SCE may disconnect or refuse to provide service to the applicant if the conditions upon the applicant's premises indicate that false, incomplete, or inaccurate information was provided to SCE or the acts of the applicant or anyone on the premises creates an unsafe situation for SCE employee. SCE shall provide the applicant the reason for such refusal.
- C. Change in Customer's Equipment or Operations. The customer shall give SCE written notice of the extent and nature of any material change in the size, character, or extent of the utilizing equipment or operations for which SCE is supplying electric service before making any such change.
- D. Individual Liability for Joint Service. Where two or more persons join in one application or contract for electric service they shall be jointly and severally liable thereunder and shall be billed by a single periodic bill mailed to the person designated on the application to receive the bill. Whether or not SCE obtained a joint application, where two or more persons occupy the same premises, they shall be jointly and severally liable for bills for electric energy supplied.
- E. E-mail As Means of Customer Contact. When a customer provides an e-mail address to SCE as a means of contact, SCE may use such e-mail address to communicate with the customer, absent instructions to the contrary. (N)
- F. Phone As Means of Customer Contact. When a customer provides a phone number – mobile (i.e., cell phone) or landline - to SCE as a means of contact, SCE may use such phone number to communicate with the customer, absent instructions to the contrary. The customer of record (i.e., the person in whose name service is rendered, as defined in SCE's Rule 1, "Customer" definition) is presumed to be an authorized user of such phone number, absent information provided by the customer to the contrary. By providing a mobile number, absent instructions to the contrary, the customer expressly consents to receiving calls or text messages (texts) from SCE to such mobile number, including through an automatic telephone dialing system and/or an artificial voice or prerecorded message, for:
 - (a) Emergency purposes, which includes without limitation calls or texts providing notice of and status updates on planned and unplanned outages, calls or texts providing 24 or 48 hour notice of credit or non-credit related service disconnections, and other types of calls or texts made necessary in any situation affecting the health and safety of consumers; and
 - (b) Informational purposes, which includes without limitation calls or texts regarding credit or non-credit related service disconnections outside the 24 or 48 hour emergency window, non-emergency outage related calls or texts, calls or texts providing information on new rates, rate changes or available rate options, service related account matters, or income-qualified programs and services, and surveys for customer opinion research purposes.
 - (c) SCE will honor customer requests to opt-out of receiving calls or texts from SCE at such mobile number, except under certain emergency circumstances (at SCE's sole discretion) or as otherwise authorized under SCE's Tariffs. (N)

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Senior Vice President

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Sheet 3

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- G. SCE shall not be liable for telephone calls made in compliance with a statutory requirement, Commission decision or Commission-approved program and program evaluation requirements. To the extent that a customer or third party has a dispute about such calls, the Commission shall have exclusive jurisdiction. SCE shall not be liable for penalties or damages under other laws for calls it makes to its customers in compliance with a statutory requirement, Commission decision or Commission-approved program requirement.
- H. **Cybersecurity Safeguards.** SCE uses cybersecurity safeguards to prevent damage to SCE's networks and to protect those networks against unauthorized access or use. These safeguards may include, among other things, tools designed to monitor and assess system events and data flowing in and out of SCE's computer networks and to collect and share information with organizations that operate electric power critical infrastructure or those that coordinate cybersecurity programs.

I. **Benefit of Service**

(N)

In order to protect new Customers from being held responsible for a previous Customer's electricity debt, SCE will provide the new Customer immediate electric service while it conducts an investigation. SCE must identify any of the following prior to sending a field representative, if needed, to the service location:

- a. Common Address - Information returned from an Experian identity validation tool such as a common address shared between the new Customer and the previous Customer.
- b. Common Telephone number - Matching telephone numbers between the new Customer and the previous Customer.
- c. Landlord or homeowner confirms that occupant is not new or has been residing at the address.
- d. The account is transferred to the name of a spouse or roommate.
- e. The account is transferred to the new Customer who has the same email address as the previous Customer.
- f. There is common banking information between the new Customer and the previous Customer.

Once SCE makes an initial determination that one of the above conditions has occurred, SCE must provide the customer with 30 days to submit additional information to disprove that the Customer benefited from the prior Customer's electric service. Proof can include, but is not limited to a driver license or Department of Motor Vehicles printout, proof of homeownership, proof of previous residency at another location such as a previous lease, utility bill, insurance bill or other documentation that clearly establishes that the Customer did not reside at the address in question during the timeframe presumed by SCE. Furthermore, no new customer who was under the age of 18 during the period in question shall be responsible for a previous Customer's electricity debt.

Within 30 days of determining that the Customer is deemed to have benefited from the service of the previous Customer, SCE will provide in writing and verbally the outcome of its determination and the information that was used in making the determination. If SCE is unable to reach the Customer over the telephone to inform the Customer of the determination, SCE will document that it made reasonable efforts to inform the Customer verbally of the outcome. Additionally, SCE shall provide the Customer with the contact details for the Commission's Consumer Affairs Branch. Also, SCE will inform the Customer of any internal appeal process that it may have to dispute the determination.

(N)

(To be inserted by utility)

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Carla Peterman
Senior Vice President

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