

Rule 8
NOTICES

Sheet 1

A. Notices to Customers. SCE's tariffs provide notice to customers of the terms and conditions of SCE's service. When additional notices from SCE to a customer are required, they will normally be given in writing, either mailed, as defined in Rule 1, to the customer's mailing address, or delivered to the customer's service address or e-mail address, except that in emergencies SCE may provide oral notices.

The discontinuance of service notice for nonpayment of a delinquent nondomestic account shall be mailed as stated above at least 5 calendar days prior to proposed termination of nondomestic service.

The discontinuance of service notice for nonpayment of a delinquent domestic account shall be mailed, addressed to the customer to whom the service is billed, at least 15 calendar days prior to proposed termination of domestic service to a residential dwelling. SCE shall also make a reasonable attempt to contact an adult person residing at the customer's residence either by telephone or by personal contact at least 24 hours prior to termination of service, except that, whenever telephone or personal contact cannot be accomplished, SCE shall give, either by mail or in person, a notice of termination of service at least 48 hours prior to termination.

Domestic Service Accounts included in a Summary Bill will be noticed in accordance with tariff requirements for domestic accounts.

Within 48 hours prior to disconnection, SCE shall provide an in-person visit to medical baseline, life support, and/or customers who self-certify that they have a serious illness or condition that could become life threatening if electric service is disconnected. At the time of such visit, the field service representative (FSR) will offer the customer the option to make payment by debit or credit card by phone, QuickCheck by phone or through SCE.com, or provide the customer a courtesy extension of 48 hours to make payment. FSRs do not accept cash payments.

For elderly (age 65 and over) and disabled* residential customers, SCE shall provide at least 48 hours notice by telephone or visit; however, if personal contact cannot be made by telephone or visit, notice shall be posted in a conspicuous location at the service address at least 48 hours prior to termination. (T)

A domestic customer who has established to the satisfaction of SCE that he or she is disabled* or elderly (age 65 or older) may designate a friend, family member, or public or private agency as a third party representative to receive notice on the customer's behalf. The customer must provide to SCE written consent of the designated third party representative as well as a change in said designation. (T)
(T)

* Certification from a licensed physician, public health nurse, or a social worker may be required by SCE.

(Continued)

(To be inserted by utility)

Advice 3937-E
Decision 18-12-013

Issued by
Caroline Choi
Senior Vice President

(To be inserted by Cal. PUC)

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Resolution _____

Rule 8
NOTICES

Sheet 2

(Continued)

A. Notices to Customers. (Continued)

Where electric service is provided to residential occupants in a multiunit residential structure, mobilehome park, or permanent residential structure in a labor camp, as defined in Section 17008 of the Health and Safety Code, and where it is known to SCE that the owner, manager, or operator is listed by SCE as the customer of record, SCE shall make every good faith effort, when the account is in arrears, to inform the residential occupants by means of a notice that service will be discontinued:

1. At least 15 days prior to discontinuance, for service that is master metered by SCE; and
2. At least 10 days prior to discontinuance, for service that is individually metered by SCE.

The notice shall inform the residential occupants that they have the right to become an electric utility customer without being required to pay the amount which may be due on the delinquent accounts.

If there is an imminent service disconnection, SCE may contact the customer by telephone (including calls or text messages to mobile phones) under the emergency purpose provision described in Rule 3.F., or by e-mail when appropriate.

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(N)

B. Notices From Customers. Notices from a customer to SCE may be given by written communication mailed to SCE's office or may be given orally by the customer or their authorized agent at SCE's office except when written notice is specifically required in tariff schedules.

(To be inserted by utility)

Advice 3200-E
Decision _____

2C18

Issued by
R. O. Nichols
Senior Vice President

(To be inserted by Cal. PUC)

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