

UNDERSTANDING YOUR COMMUNITY CHOICE AGGREGATION (CCA) BILL

Residential Customers

1. Your amount due

Shows your current monthly amount due and the due date.

2. Your SCE account information

If you ever need customer service or want to enroll in SCE programs and services, we'll use your customer account number to access your information.

3. Your account summary


Shows your most recent account activity and current amount due.

4. Summary of your billing detail

You're an "unbundled" SCE customer, which means we deliver your electricity, but you have a separate Energy Service Provider who generates it. While all of your charges are shown together on one bill, we use this section to list your delivery and generation charges separately, and we identify them for you using individual service account numbers.

5. Your payment stub

Shows the amount due and the due date. If you're paying by mail, remember to write your customer account number on the "memo" line of your check and make sure the SCE address is visible in the return envelope window. You can save postage costs and help the environment by going paperless at [sce.com/ebilling](https://www.sce.com/ebilling) - it's fast, easy, and secure.



For billing and service inquiries
1-800-894-8123
www.sce.com

Your electricity bill

CUSTOMER, VALUED / Page 1 of 6

2 Customer Account
700000000000
123 MAIN STREET
ANYTOWN, CA 91234

Date bill prepared
02/15/23

1 Amount due **\$176.13**
Due by 03/07/23

3

Your account summary

Previous Balance	\$175.07
Payment Received 01/29/23	-\$175.07
Balance forward	\$0.00
Your new charges	\$176.13
Total amount you owe by 03/07/23	\$176.13

4


Summary of your billing detail

Service account	Service address	Billing period	Your rate	New charges
8000000000	123 MAIN STREET ANYTOWN, CA	01/13/23 to 02/12/23	DOMESTIC (SCE)	\$108.34
8000000000	123 MAIN STREET ANYTOWN, CA	01/13/23 to 02/12/23	DOMESTIC	\$67.79
				\$176.13

Please return the payment stub below with your payment and make your check payable to Southern California Edison.
If you want to pay in person, call 1-800-747-9508 for locations, or you can pay online at www.sce.com.

(14-574) Tear here

Tear here



Customer account 700000000000
Please write this number on the memo line
of your check. Make your check payable to
Southern California Edison.

Amount due by 03/07/23 **\$176.13**

Amount enclosed \$

5 CUSTOMER, VALUED
123 MAIN STREET
ANYTOWN, CA 91234

P.O. BOX 600
ROSEMEAD, CA 91771-0002

1

UNDERSTANDING YOUR COMMUNITY CHOICE AGGREGATION (CCA) BILL

6. Ways to contact us

Lists SCE Customer Service phone numbers. You may also message us via Facebook and Twitter, and get quick answers from our Frequently Asked Questions. For details, visit SCE.com/FAQs.

7. Request a large-print bill

We offer a version of your bill in larger print – if you would like to enroll, please contact us at the number shown in this section.

8. Your payment options

Lists the various methods and contact information for paying your bill.

9. Rates and applicable rules

Guides you to sce.com to get detailed information on rates, rules, and tariffs.

10. Past due bills

Explains that your SCE bill becomes past due 19 days after the bill is prepared and provides information about late payment charges and disconnection.

11. Disputed bills

If you think your bill is incorrect, please refer to this section for instructions on how to contact SCE or the CPUC for assistance.

CUSTOMER, VALUED / Page 2 of 6

6 Ways to contact us

Customer service numbers *Relay calls accepted*

General Services (U.S. & Canada)	1-800-655-4555
Payments, Extensions or Payment Options	1-800-843-8343
Emergency Services & Outages	1-800-611-1911
California Alternate Rates for Energy (CARE)	1-800-447-6820
Energy Theft Hotline	1-800-227-3901
Hearing & Speech Impaired (TTY)	1-800-352-8580

Multicultural services

Cambodian / ភ្នំ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 韩语	1-800-626-3061
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

7 Request a large print bill

1-800-655-4555

8 Important information

6 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 1-800-747-6908
In Person	Authorized payment locations 1-800-950-2356
Phone	QuickCheck 1-800-254-4123
	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
When is my bill past due? It is past due 20 days after the preparation date, which was 02/15/23.
* Reconnecting service that has been disconnected requires a Service Connection payment (non-residential only).
* Unable to pay: If payment arrangements were not extended to you by SCE pursuant to SCE's filed tariffs, you may contact the California Public Utilities Commission.
* For safety reasons, if service is disconnected, please ensure any sensitive or potentially hazardous equipment is unplugged on the day of reconnection. For additional home safety tips, visit www.sce.com/safety or call SCE at 1-800-655-4555.

What is the Late Payment Charge (LPC)?
0.5% 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 outage.

What is the Power Charge Indifference Adjustment (PCIA)?
The PCIA is a charge to ensure that both SCE customers and those who have left SCE service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by SCE on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources.

11 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 1-800-655-4555. 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 - 4:30 PM, Monday - Friday)
Mail CPUC, Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102
If you have limitations hearing or speaking, contact the California Relay Service, which is for those needing 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/VOICEMAIL	1-800-735-2929	1-800-655-3000
Voice to TTY/VOICEMAIL	1-800-735-2922	1-800-655-3000
Speech-to-Speech Relay	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

- Baseline Credit:** The baseline credit provides reduced electricity rates on electricity used up to the baseline allocation for the region that you live in.
- CA Climate Credit:** Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.
- Wildfire Fund Charge:** Supports the California Wildfire Fund which covers costs associated with catastrophic wildfires, including payment of bonds issued by the California Department of Water Resources (DWR).
- 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.

To change your contact information or enroll in SCE's payment option, complete the form below and return it in the enclosed envelope.

Change of mailing address: 700000000000

STREET#	STREET NAME	APARTMENT #
CITY	STATE	ZIP CODE
TELEPHONE #	E-MAIL ADDRESS	

Direct Payment (Automatic Debit) Enrollment: 700000000000
I hereby authorize SCE and my financial institution to automatically deduct my monthly payment from the checking account as shown on my enclosed check, ten calendar days after my bill is mailed.
Signature _____ Date _____
To change your checking account information or to be removed from the Direct Payment program please call SCE at 1-800-655-4555.

Energy Assistance Fund (EAF): I want to help people pay their energy bill through EAF. For info visit www.sce.com/eaf or call (800) 205-8596.

Add this amount for EAF \$ _____ Select one box only and sign below for EAF:

Every Month One Month only

UNDERSTANDING YOUR COMMUNITY CHOICE AGGREGATION (CCA) BILL

12. Definitions

Provides definitions of some types of charges and credits shown on your bill.

13. Change of address

If your mailing address is changing, please use this section to provide your new information.

14. Enroll in the Direct Payment program

If you would like to save time by having your monthly payments automatically deducted from your checking account, use this section to enroll in the Direct Payment program.

15. Make a donation to SCE's Energy Assistance Fund (EAF)

EAF helps keep the lights on for people in need. If you would like to round up your bill or contribute an amount of your choice to help others, use this section to make your selection.

CUSTOMER, VALUED / Page 2 of 6

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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.

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When is my bill past due? It is past due 20 days after the preparation date, which was 02/15/23.

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Telephone 1-800-549-7570 (8:30 AM - 4:30 PM, Monday - Friday)
 Mail CPUC, Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, contact the California Relay Service, which is for those needing 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.

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Change of mailing address: 700000000000

13

STREET#	STREET NAME	APARTMENT #
CITY	STATE	ZIP CODE
TELEPHONE #	EMAIL ADDRESS	

14

Direct Payment (Automatic Debit) Enrollment: 700000000000

I hereby authorize SCE and my financial institution to automatically deduct my monthly payment from the checking account as shown on my enclosed check, ten calendar days after my bill is mailed.

Signature _____ Date _____

To change your checking account information or to be removed from the Direct Payment program please call SCE at 1-800-655-4555.

15

Energy Assistance Fund (EAF): I want to help people pay their energy bill through EAF. For info visit www.sce.com/eaaf or call (800) 205-8598.

Add this amount for EAF \$ _____

Every Month One Month only

Select one box only and sign below for EAF:

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16. Delivery

This label shows who is delivering your electricity.

17. POD ID

As a CCA customer you might need to provide your POD-ID when speaking with Customer Service or other SCE representatives

18. Compare your monthly energy usage

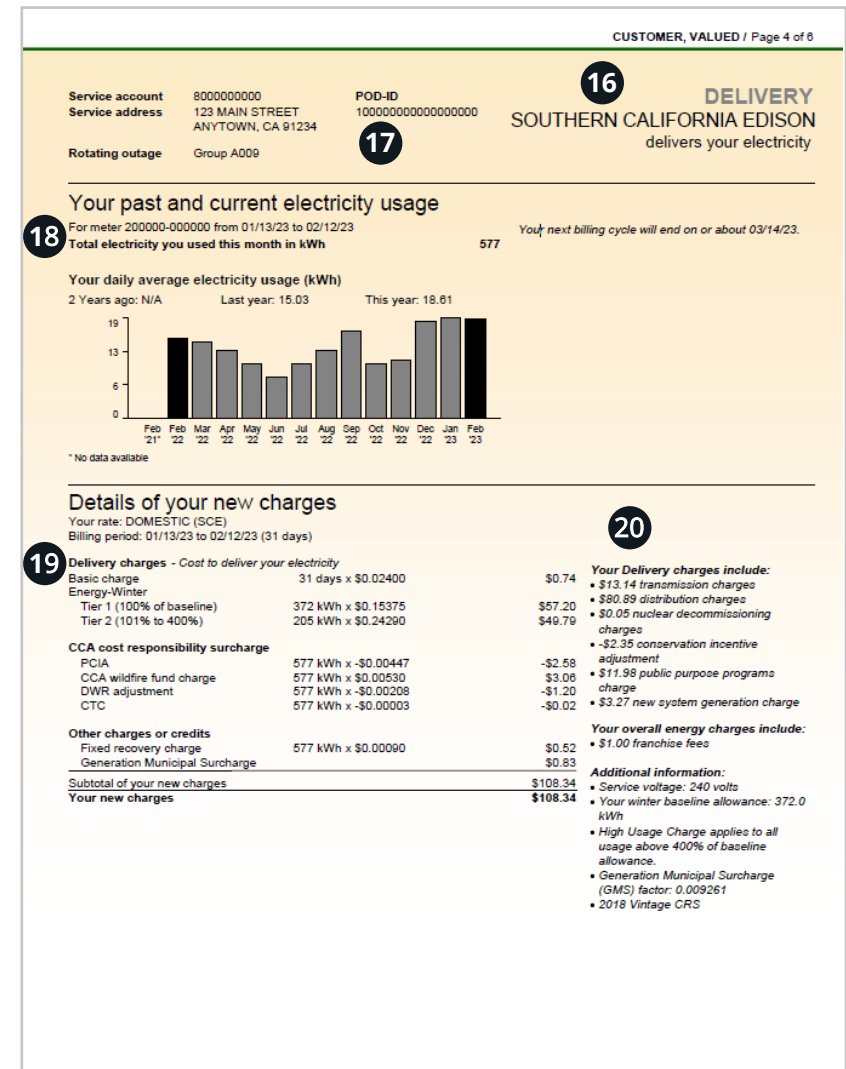
Compare the amount of energy you use from month to month, and discover any seasonal trends. If you want to view your hourly consumption, sign up for SCE's My Account.

19. Delivery charges

Shows the itemized cost of delivering your electricity.

20. Details of your charges

Shows the itemized breakdown of delivery and energy charges. These include taxes and other fees related to energy distribution.



UNDERSTANDING YOUR COMMUNITY CHOICE AGGREGATION (CCA) BILL

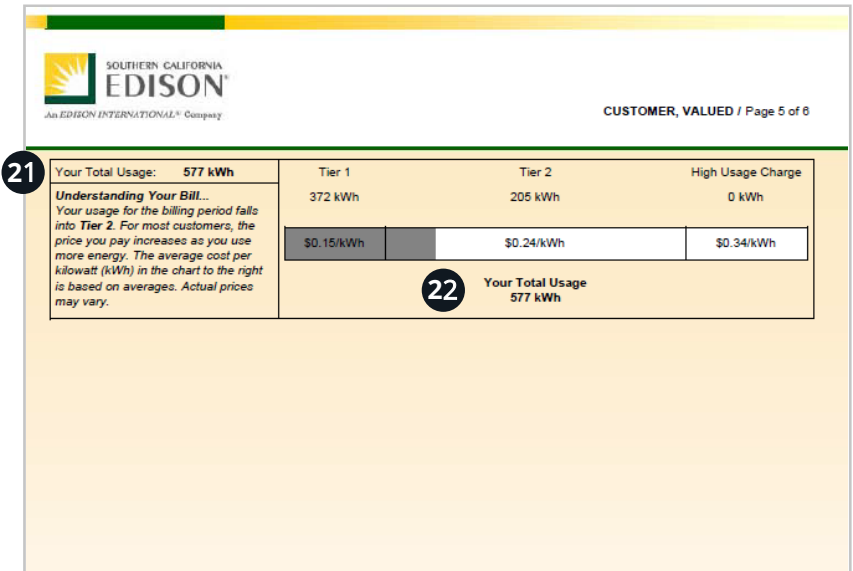
21. Understanding your bill

With our Tiered Rate Plan (Schedule D), you begin each billing period at the Tier 1 rate, which has the lowest price per kilowatt-hour. If you use more energy than the “baseline allocation” for your region, your energy cost increases to Tier 2. A High Usage Charge tier will continue to show on your bill through 2024 although the price per kilowatt hour will be the same as Tier 2.

One of the best ways to lower your energy costs is to reduce the amount of energy you use. We have tips and tools that may help, including SCE's Budget Assistant, which enables you to set monthly spending goals, tracks your costs in near real-time, and sends you alerts via email, phone or text to let you know how you're doing.

22. Your Total Usage

Check this section for your total usage breakdown for the month.



UNDERSTANDING YOUR COMMUNITY CHOICE AGGREGATION (CCA) BILL

23. Supply

This label shows who is supplying your electricity.

24. Details of your charges

Shows the itemized breakdown of generation and energy charges. These include taxes and other fees related to energy generation.

25. Things you should know

Check this section each month for important news and information about your generation and ways to contact your energy provider.

CUSTOMER, VALUED / Page 6 of 6

Service account	8000000000	POD-ID	100000000000000000
Service address	123 MAIN STREET ANYTOWN, CA 91234		
Rotating outage	Group A009		

23
SUPPLY/GENERATION
CLEAN POWER ALLIANCE
 supplies your electricity

24
Details of your new charges

CLEAN POWER ALLIANCE

Your rate: DOMESTIC
 Service Account: 8000000000
 Billing period: 01/13/23 to 02/12/23 (31 days)

Generation Charges		
100% Green Power - Total	576.6483 kWh @ 0.11727	\$67.62
Energy Surcharge		\$0.17
Sub-Total of CPA Generation Charges		\$67.79
Your New Charges		\$67.79

25
Things you should know

Rate freeze for CARE, FERA and Medical Baseline customers ends October 1, 2022
 The rate freeze for CARE, FERA and Medical Baseline customers, a bill subsidy implemented in May 2020 as a COVID-19 relief effort to keep rates unchanged for customers during the height of the pandemic, will end October 1, 2022. Standard discounted CARE, FERA and Baseline Medical rates will resume at that time. To learn more, visit CleanPowerAlliance.org/AssistanceInfo. If you need help with your bill, CPA customers are eligible for debt forgiveness and rate reduction programs. Learn more at CleanPowerAlliance.org/CPABillhelp.

Stay up to date with CPA news and events
 Sign up for our newsletter at CleanPowerAlliance.org to receive CPA news and event information in your inbox. Also, follow us on social media to stay up to date. We're on Facebook, Instagram, LinkedIn, and Twitter.

6