

Customer Connection

Please visit us at www.sce.com

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Playing it Safe Around Electricity

Loose airborne toys and metallic balloons pose a significant threat if they come into contact with power lines or electrical infrastructure. If these items make contact with or get tangled in power lines, a rapid surge in electricity may occur – resulting in power outages, fires, injuries or death.

Here are a few tips to help you stay safe while you enjoy the outdoors:

- Fly kites only in open areas where there are no overhead power lines or electric facilities.
- Avoid flying kites made with metallic wires or parts and keep strings, wooden and paper parts of kites completely dry.
- To avoid fly-away balloons from entangling with power lines, keep them tethered to a solid sturdy structure at all times, and when not in use, deflate and dispose of balloons according to manufacturers' instructions.
- Do not attempt to remove a balloon, kite, toy or any item from power lines or electric facilities. If an item gets caught, immediately notify us by calling 800-611-1911. Our qualified service workers will get the job done safely.

To learn more about staying safe around electricity, visit us online at www.sce.com/balloons.



View and Pay Your Electric Bill Online

Looking for a faster, more convenient way to receive and pay your monthly electric bill? Enroll in SCE's free **My Account** service, which allows you to manage your account(s) online at SCE.com.

My Account gives you 24-hour access to your account(s) from any computer, and puts three years of usage history at your fingertips.

Once you've signed up for My Account, you can easily receive and pay your electric bill with Online Billing & Payment. With customer safeguards in place, this free, online service will help you stay on top of your bills while eliminating excess paper waste.



Select from the following options:

- Online Billing lets you save time while doing something good for the environment. You can view your bill online and access your account history without receiving a paper bill.
- Online Payment offers you the convenience of paying online, any time of day, seven days a week. You'll save on postage, too.
- **Direct Payment** automatically deducts your payment from your checking account each month, letting you stay focused on your home or business.

Simply visit <u>www.sce.com/mybill</u> to sign up for the plan that's right for you.

Common Sense Conservation

As you conserve electricity to help reduce energy demand during warm weather, stay safe and cool with these helpful tips:

- During summer, set your thermostat to 78 degrees or higher.
- Use fans to cool just the areas you need or open windows for cross ventilation.
- Turn off lights and unplug electrical items that are not in use many items still consume power even when turned off.
- Use your washer at night when energy demand is lower, and dry your laundry on a clothes line to save even more.
- Keep a cooler with ice and beverages handy to eliminate frequent visits to the refrigerator minimizing the power needed to re-cool after each visit.

For more ways to conserve energy, visit www.sce.com/conservation.

An Easy Way to Save Up to \$200 This Summer

Sign up today for the Summer Discount Plan and save up to \$200 off your electricity bill this summer. You will be helping Southern California conserve electricity during periods of peak energy demand.

Once you sign up, we'll install a remote-controlled cycling device on or near your central air conditioning unit. The device allows us to cycle or turn off your central air conditioner, depending on the cycling plan you choose.

The maximum savings amount of up to \$200 is based upon full summer season participation from June 1 to October 1, and based on a typical 4.5 ton central air conditioning unit.



Enrollment after June 1 will result in prorated savings beginning from the first meter read date after your application has been processed and your device has been installed and activated.

So enroll now and see what a difference the Summer Discount Plan can make on your energy bills today and every summer you are enrolled in the plan.

Sign up for the Summer Discount Plan by calling us at **800-497-2813.** Or, sign up online at **www.sce.com/summerplan.**

For complete program details and eligibility, or to track the status of your Summer Discount Plan application, visit www.sce.com/summerplan.

Save Money and Enjoy a Greener Lawn

You'll spend less time on chores and more time enjoying fresher air and a greener lawn when you switch out your old gas-polluting mower for a clean-air electric one.



A zero-pollution electric mower not only lowers your exposure to emissions from gas powered equipment, it reduces smog-forming pollutants in the atmosphere. Getting rid of your old gas mower also eliminates those unsightly gas puddles and spills on your green grass, your tool shed or your garage.

And for a limited time, SCE and the South Coast Air Quality Management District have teamed up to help you save energy, money and the environment with the Lawn Mower Exchange Program. This spring, save big and pay just \$100 or \$160 for a brand new electric cordless mower valued at \$400 or \$500 when you exchange your gas mower.

This limited program is available only for residents in certain Southern California counties. Quantities are limited and are exchanged on a first-come first-served basis, upon prior registration.

Save the date: Registration begins Wednesday, April 22, 2009 at 8 a.m. Find quick registration instructions and program details online at www.sce.com/lawnmower, or call 888-425-6247 once registration opens.

Out With the Old - Get \$50 In With the New - Get Another \$50

You can receive a \$50 check for letting us pick up and get rid of your old, inefficient, working refrigerator or freezer. At no cost to you, we will dismantle and recycle these appliances in an environmentally-friendly manner.

Plus, collect another \$50 rebate when you purchase a new ENERGY STAR® – qualified refrigerator that is more energy efficient and uses at least 40 percent less energy than conventional models.

Through our Appliance Recycling Program, your fellow SCE customers have turned in more than 750,000 old refrigerators and freezers. By getting rid of these energy guzzlers, those customers have saved up to \$292 a year off their electric bills.

In addition to saving energy and money, getting rid of your old refrigerator or freezer helps protect the environment.

To qualify for a free pick up, old refrigerators or freezers must be in working condition, sized between 10 and 27 cubic feet, and located at a valid billing address within SCE's territory.

For more information or to schedule a free pick up of your old refrigerator or freezer, call **800-234-9722**, or visit www.sce.com/appliance.



Is Your Water Heater Safely Strapped In?

You and your household members face a serious threat of fire, explosion, or electrocution if your water heater overturns or suffers damage to electrical wiring or plumbing during a disaster, such as an earthquake.

For that reason, California law requires that all water heaters must be braced, anchored, or strapped to avoid falling during an emergency situation.



To safely secure your water heater and to comply with California's safety requirements, have a licensed professional install an approved restraint kit to your water heater. Kits are available at your local hardware or home improvement store.

Learn more about water heater safety at www.sce.com/waterheater.

Safe Portable Generator Hook-Up

Connecting a portable generator to your home's electrical wiring is dangerous and can cause serious injuries or electrocution.

Do not hook up a generator directly into an electrical panel. The safe way is to connect the electrical equipment to a portable generator using a properly sized extension cord.

If your needs require a generator to be wired directly to your home, California state law mandates that you notify SCE. We also recommend that you enlist the service of a qualified electrician to perform the task.

For more information please visit **www.sce.com/generator**.