

## Just in Time for a Friendly Reminder

Many of us know someone who may have difficulty remembering to pay the electric bill on time. Whatever the circumstance, a free Friendly Reminder Notification might help prevent unnecessary disconnections\* of a customer's electric service.

SCE customers can designate someone to be notified in the event their service is to be disconnected because of a past due bill. Designated persons are not responsible for paying the bill, but they can provide an extra reminder when the bill payment is due. To enroll an SCE customer, call **(800) 684-8123**, or for complete details, visit [www.sce.com/reminder](http://www.sce.com/reminder).

*\*A Friendly Reminder Notification does not stop electric service from being disconnected if the bill is not paid on time.*

## Not Seeing Eye-to-Eye With Your Bill?

If you believe the amount you have been billed is incorrect, call the customer service phone number at the top of your bill to request an explanation. We will be happy to look into your concerns.

## Learn How to Improve Your Home's Energy Efficiency

We invite you to take our free **Home Energy Efficiency Survey**, a home energy audit that can tell you how to begin saving on your monthly bill and what simple steps you can take to save even more money in the future.

Participating in the survey will provide you with useful information about your energy usage, including an analysis of how and when you use your major appliances, and an evaluation of your lighting, heating, cooling systems and thermostat settings. You'll also be able to access rebates, incentive offers, and valuable savings tips tailored to your home.

### It's easy to participate in the free Home Energy Efficiency Survey:

- Visit [www.sce.com/homesurvey](http://www.sce.com/homesurvey) to take the survey online;
- Call **(800) 278-8585** to request a copy of the survey by mail or to schedule an appointment to take the survey by phone.

To learn more about these programs, please visit [www.sce.com/billhelper](http://www.sce.com/billhelper).

*This program is funded by California utility ratepayers and administered by SCE under the auspices of the California Public Utilities Commission.*

## Resources to Help You Reduce Your Monthly Electric Bill



Because you're a valued SCE customer, we want you to know about the many resources available to help reduce your monthly energy costs. You may qualify for one or more of these programs offered by SCE.

For details on eligibility and income requirements of the SCE programs, please visit [www.sce.com/billhelper](http://www.sce.com/billhelper), or contact us toll-free at the phone number listed under each program below. Our customer care specialists are ready to answer your questions and assist you with programs and options to help you save energy, money and the environment.

### Helpful SCE Programs

#### Energy Assistance Fund

SCE helps our residential customers by providing you with up to \$100 toward your SCE energy bill, if you meet the program's income qualifications. This assistance is available

to you once during a 12-month period. **(800) 205-8596**

#### Energy Management Assistance Program

You can receive free energy-saving appliances and services, such as refrigerators, air conditioners, home weatherization, and energy-efficient light bulbs at no cost to you if you meet the program's eligibility and income requirements (not all services are available in all areas). **(800) 736-4777**

#### Level Pay Plan

Let SCE help you plan and budget your funds more efficiently by dividing your SCE bill annual energy charges into equal monthly payments. **(800) 434-2365**

#### Medical Baseline

If you use electrically-powered medical equipment, or if you have specific medical conditions that require electric usage, your household may qualify for an additional baseline energy allowance to help manage your energy costs. **(800) 684-8123**

#### Payment Arrangements and Extensions

If you are having difficulty paying your SCE bill, contact us to request a payment extension. We can also help you work out a more flexible payment arrangement. **(800) 655-4555**

Funding for these programs is provided on a first-come, first-served basis and is subject to change without notice.

To learn more about these programs, please visit [www.sce.com/billhelper](http://www.sce.com/billhelper).

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## Donate to the Energy Assistance Fund and Help Those in Need

Your donation to the Energy Assistance Fund (EAF) will help your fellow SCE customers who find it financially difficult to pay their electric bills, whatever the cause. SCE customers in need may qualify with help in paying their electric utility bill at their primary residence, if their household income falls within specific guidelines. Qualified customers can receive up to \$100 toward their electric utility bill once during a 12-month period.

You can now donate to EAF via a round-up or fixed option on your SCE bill payment stub. You may opt to have your monthly bill rounded up to the next whole dollar, or you can make your contribution to EAF through a fixed amount option where you specify an amount to be added. The fixed or round-up options can be either one-time or they can occur every month.

For more details on how to contribute to EAF, please call **1-800-205-8596**, or visit [www.sce.com/energyassistancefund](http://www.sce.com/energyassistancefund).

## 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](http://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](http://www.sce.com/generator).

## SCE's Tehachapi Renewable Transmission Project Approved by California Public Utilities Commission



In December 2009, the California Public Utilities Commission (CPUC) approved Southern California Edison's (SCE's) application to build segments 4-11 of the Tehachapi Renewable Transmission Project (TRTP). It is the first major transmission project in California built for the specific purpose of accessing multiple renewable generation sources in remote renewable-rich resource areas, an essential step for California to meet its renewable energy goals.

SCE has completed segments 1, 2 and 3A of TRTP, a series of new and upgraded high-voltage electric transmission lines to deliver electricity from new wind farms in the Tehachapi wind source area north of Los Angeles to customers and the California power grid. When all phases are built, the TRTP will include transmission lines capable of delivering 4,500 megawatts

of electricity from wind farms and other generating companies in Northern Los Angeles and Eastern Kern counties, enough energy to supply nearly 3 million homes at peak output.

In addition to bringing significant wind energy resources to the California transmission grid, the Tehachapi project will provide many other meaningful benefits including:

- Improving the reliability of the California transmission grid by enabling the expansion of the transfer capability of "South of Lugo", one of the state's most important north/south transmission corridors.
- Serving the growth in energy demand in the Antelope Valley.
- Easing transmission constraints into the Los Angeles basin.

Pending final approval from federal land agencies such as the U.S. Forest Service, the project will begin in eastern Kern County and end in the city of Ontario in San Bernardino County. It will cross portions of the Antelope Valley, the Angeles National Forest, the San Gabriel Valley and the western Inland Empire. Construction of segments 4-11 will begin in 2010, with the full project becoming operational in 2014-2015.

TRTP is a key component of SCE's infrastructure improvement and expansion program that will ensure that California has the robust transmission system essential to a growing region. To learn more, visit [www.sce.com/tehachapi](http://www.sce.com/tehachapi).

## Make a Voluntary Contribution Today For a Cleaner Tomorrow

How can you help the nation's most populous state become a more environmentally friendly place to live and work? Simply make a voluntary contribution toward technologies that will capture greater amounts of renewable energy from resources such as the sun, wind, biomass, and geothermal formations.

Your contribution will help California meet its goal of generating more renewable energy and help educate consumers about the benefits of investing in renewable energy today for a cleaner environment tomorrow.

To make your voluntary contribution, enclose a check for any amount, payable to the Renewable Resource Trust Fund, in the return envelope with your bill payment. Upon receipt, we will forward your contribution to the California Energy Commission, which administers this fund. You can also mail your contribution directly to the California Energy Commission, Renewable Resource Trust Fund, P.O. Box 944295, Sacramento, California 94244-2950. For more information, please call (800) 555-7794, or visit [www.sce.com/cecfund](http://www.sce.com/cecfund).