

# UNDERSTANDING YOUR TIME-OF-USE (TOU) BILL

## 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, current amount due, and due date.

## 4. Your cost varies by time of day

TOU rates vary based on the time of day and season, as shown on this chart. You're enrolled in one of SCE's Time-Of-Use (TOU) rates, which means you'll pay less when you're able to shift your energy usage to off-peak and super off-peak hours, when overall energy demand and costs are lower. For more information about TOU rates, visit [sce.com/rates](http://sce.com/rates).

## 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](http://sce.com/ebilling) it's fast, easy, and secure.



For billing and service inquiries  
 1-800-239-2685  
[www.sce.com](http://www.sce.com)

### Your electricity bill

VALUED CUSTOMER / Page 1 of 4

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**2** Customer account 700000000000

Service account 8000000000  
60 WIN DR  
ANY CITY, CA 90000

Rotating outage Group A032

POD-ID 10000000000000000000  
Date bill prepared 07/13/23

**1** Amount due **\$103.35**  
Due by 08/02/23

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**3** Your account summary

Previous Balance	\$74.65
Payment Received 06/30/23	-\$74.65
Balance forward	\$0.00
Your new charges	\$103.35
<b>Total amount you owe by 08/02/23</b>	<b>\$103.35</b>

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**4** Your cost varies by time of day


⌚ Summer cost periods (Jun 01-Sep 30)

	Weekdays	Weekends & Holidays
On peak	4pm - 9pm	4pm - 9pm
Mid peak	12am - 4pm	12am - 4pm
Off peak	9pm - 12am	9pm - 12am

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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 1-800-747-8908 for locations, or you can pay online at [www.sce.com](http://www.sce.com).

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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 08/02/23 **\$103.35**

Amount enclosed \$

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**5** STMT 07132023 P1

VALUED CUSTOMER  
60 WIN DR  
ANY CITY CA 90000-0000

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

00001.83 000000000000010335000010335

# UNDERSTANDING YOUR TIME-OF-USE (TOU) 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](http://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](http://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.
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**  
Use this section to enroll in the Direct Payment program.
15. **Make a donation to SCE's Energy Assistance Fund (EAF)**  
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.

VALUED CUSTOMER / Page 2 of 4

**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	1-800-950-2356
Emergency Services & Outages	1-800-611-1811
California Alternate Rates for Energy (CARE)	1-800-447-6620
Energy Theft Hotline	1-800-227-3001
Hearing & Speech Impaired (TTY)	1-800-352-8580

**7 Request a large print bill** **1-800-655-4555**

**7 Multicultural services**

Cambodian / ភ្នំ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 韓国	1-800-626-3001
Vietnamese / Tiếng Việt	1-800-327-3031
Spanish / Español	1-800-441-2233

**Correspondence:**  
Southern California Edison  
P.O. Box 0400  
Rancho Cucamonga, CA  
91729-6400  
[www.sce.com](http://www.sce.com)

**8 What are my options for paying my bill?**

On-line	Pay one-time or recurring on <a href="http://www.sce.com/bill">www.sce.com/bill</a>
Mail-in	Check or Money order
In Person	Authorized payment locations 1-800-747-8008
Phone	QuickCheck 1-800-950-2356
	Debit & credit card * 1-800-254-4123

\* Residential customers only

**9 Rates and applicable rules:** Available at [www.sce.com](http://www.sce.com) or upon request.

**10 Past due bills**  
When is my bill past due? It is past due 20 days after the preparation date, which was 07/13/23.

- 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](http://www.sce.com/safety) or call SCE at 1-800-655-4555.

**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/](http://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/VO/HCO to Voice	1-800-733-2929	1-800-535-3000
Voice to TTY/VO/HCO	1-800-733-2922	1-800-535-3000
Speech-to-Speech Relay	1-800-534-7734	1-800-534-7734

**12 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.

**13 Change of mailing address:** 700000000000

STREET#	STREET NAME	APARTMENT#
CITY	STATE	ZIP CODE
TELEPHONE#	E-MAIL 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/leaf](http://www.sce.com/leaf) or call (800) 205-8598.

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

Every Month  One Month only

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## 16. Your usage, by time of day

This graph shows the amount of energy you used (in kilowatt-hours) by the peak period, during the billing period. We made the highest cost bar darker so it's easier to find.

### Average cost of energy, by time of day

Shows the average cost (per kilowatt-hour) of the energy you used during each peak period. Costs are rounded and include delivery and generation charges. To view all charges and credits, refer to the Details of your new charges section.

## 17.

### Your total energy costs, by time of day

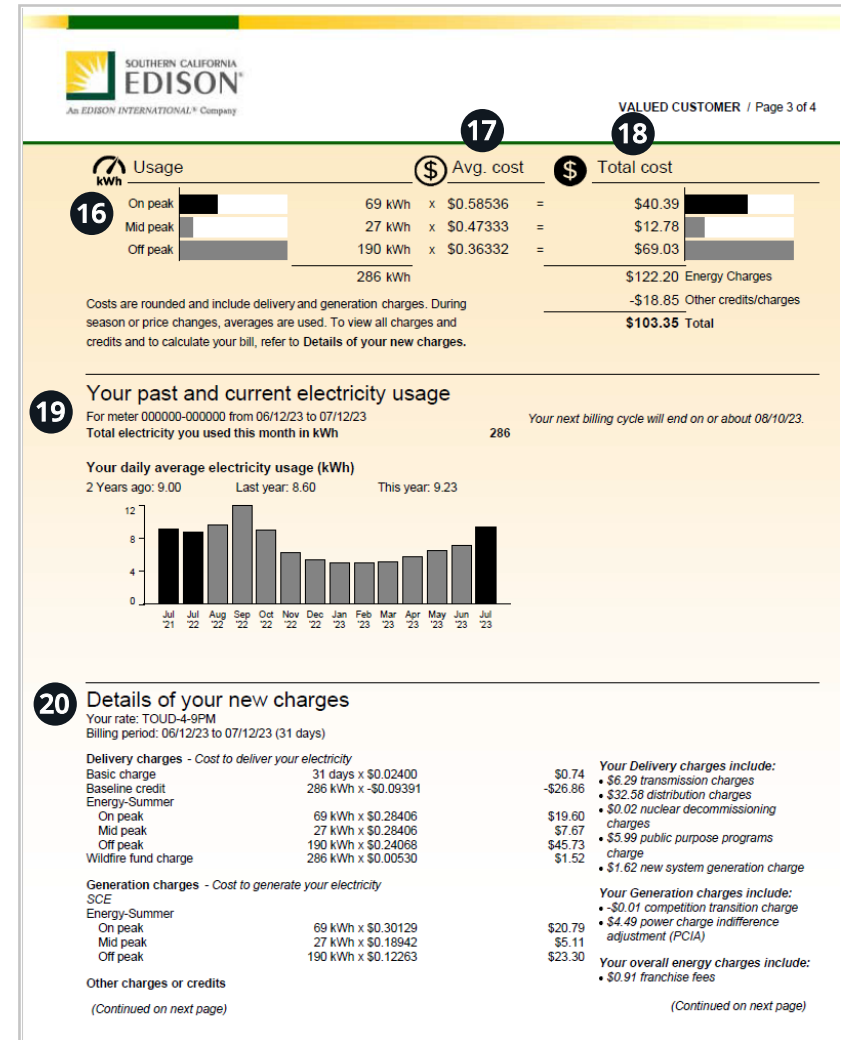
Multiplies your energy usage by the average cost of energy for a "snapshot" of your total cost of energy (by time of day). Other credits/charges include any costs that do not vary by time of day. For a full view of all your credits and charges or to calculate your bill, please see the "Details of your new charges" section of your bill.

## 19. Compare your monthly energy usage

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

## 20. Details of your new charges

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



# UNDERSTANDING YOUR TIME-OF-USE (TOU) BILL

## 21. Things you should know

Check this section each month for important news and information about your bill, SCE programs and services, and more FAQs.

VALUED CUSTOMER / Page 4 of 4

Details of your new charges (continued)			Additional information: • Service voltage: 240 volts
Fixed recovery charge	286 kWh x \$0.00260	\$0.74	
Subtotal of your new charges		\$98.34	
City UUT	\$98.34 x 5.00000%	\$4.92	
State tax	286 kWh x \$0.00030	\$0.09	
<b>Your new charges</b>		<b>\$103.35</b>	

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21

### Things you should know

**Fixed Recovery Charge**  
SCE has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires. Your bill for electric service includes a Fixed Recovery Charge that has been approved by the CPUC to repay those bonds. The right to recover the Fixed Recovery Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to SCE. SCE is collecting the Fixed Recovery Charge on behalf of the Special Purpose Entity.

**Have you received a past due notice, or are you having difficulty paying your bill?**  
SCE halted collection activities and service disconnections for nonpayment in March 2020 because of the hardships caused by the COVID-19 pandemic. In October 2022, SCE resumed collection activities for residential customers, including service disconnections for nonpayment. Prior to disconnection, customers will receive a "final notice," which will include their payment due date and the past-due amount required to avoid a service disconnection. For more information on our credit and collection activities, visit [sce.com/collections](http://sce.com/collections).

SCE recognizes some of our customers may still be facing challenges paying their bills. SCE offers customers a range of assistance options, including payment arrangements and extensions, one-time bill assistance from the Energy Assistance Fund, and debt forgiveness through the Arrearage Management Plan for qualified residential customers enrolled in the California Alternate Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) programs. Additional information is available at [sce.com/billhelp](http://sce.com/billhelp).

This document provides details for a standard residential electric bill - your bill may look different. If you have any questions about your bill, please contact Customer Service at 1-800-655-4555.