

## 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.

## Important Notice About Your Gas Bill

Effective January 1, 2010, SCE adjusted the gas rates for Santa Catalina Island. The changes result in the following average monthly gas bill increases in 2010:

Single-Family Residential Customers	Commercial Customers
9.4%	9.7%

The new rates will enable SCE to keep providing safe and reliable gas delivery to our customers' homes and businesses on the island. These changes in rates are necessary for SCE to continue to meet environmental operating requirements, and to maintain the gas system.

SCE customers can find a number of ways to make their homes and businesses more energy efficient by visiting [www.sce.com/catalina](http://www.sce.com/catalina). The site provides helpful tips and tools on reducing gas usage and bills, plus information on available incentive programs.

## A Little Investment for Big Savings

*Closely monitoring your business's electricity usage can help you reduce costs on your electric bill. Lowering your operating costs can be as simple as making a few adjustments and small investments.*

To get started, complete SCE's free Online Business Energy Survey at [www.sce.com/bizsurvey](http://www.sce.com/bizsurvey). Based on how your business currently uses energy, you'll receive a customized report that will show you how to save energy and money. Here are a few tips to help you start saving today.

### No Cost Solutions:

- During the summer, set thermostats to 78 degrees – or higher – a comfortable temperature for most people.
- Cool only occupied areas, and program your thermostats to shut off during non-business hours.
- 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.
- Lower the boiler temperature whenever possible to optimize overall system efficiency.
- Turn off gas heater pilots after the winter season when furnaces are not in use.

### Low Cost Solutions:

- Switch to compact fluorescent lamps (CFL), light emitting diodes (LED), or induction lighting.
- Install timers or programmable thermostats for each air conditioning system.
- Perform regular maintenance and replace worn filters, belts, coils and bearings.
- Install energy-efficient insulation in walls and ceilings, to keep cool air in when it is hot outdoors.
- Weather strip around windows and doors to eliminate gaps and prevent air loss.
- Install window film, blinds, drapes, or new windows to reduce the solar heat penetration in the summer, and still allow natural light in the daytime.
- Install strip curtains or swing-doors in doorways of walk-in refrigerators.

### Long-Term Cost Solutions:

- Switch to tankless instant hot water heaters.
- Landscape with native trees and shrubs to shade the building exterior.
- If you need a new roof, use highly reflective cool roofing materials.
- Add skylights with sensors to dim or switch off lights when adequate daylight is present.
- Install ENERGY STAR<sup>®</sup> – qualified equipment and appliances or induction technologies that operate more efficiently.

Our customer care specialists and account representatives are ready to answer your questions and offer solutions to help you save energy and money – keeping your business competitive. For more ways to save, call us at **(800) 990-7788** or visit [www.sce.com/solutions](http://www.sce.com/solutions).

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