



Customer Connection

Please visit us at www.sce.com

We're Here to Help

In these challenging economic times, many customers are looking for ways to save money. SCE is here to help. We offer educational tips and tools to help you reduce your bills, incentives to switch to appliances that cost less to operate, and bill payment assistance. If you are having difficulty paying your electric bill on time, please contact us to make payment arrangements before your bill due date. 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.

Take Control of Your Electric Bill

■ **SCE's California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) programs:** CARE offers income-qualified customers a discount of 20 percent or more off their monthly electric bills. If the CARE program is not right for your family, you may qualify for the Family Electric Rate Assistance (FERA) program. This plan offers a discounted rate on the monthly SCE bill for income-qualified households of 3 persons or more that exceed their baseline electricity usage by 30 percent or more. For more information about these programs, or to enroll, visit our Web site at www.sce.com/careferaprograms or call us at **1-800-798-5723**.

■ **Discover Hidden Savings Right at Home:** Take our free Online Home Energy Efficiency Survey; it 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. To take the online survey, visit www.sce.com/homesurvey.

■ **Read Up on Energy Conservation and Safety Tips:** Learn about more ways you can save energy and be safe around electricity at www.sce.com/tipsonline.

■ **Find Out More About Our Rebates and Savings Programs:** Visit our Web site at www.sce.com/rebatessavings or call us at **1-800-736-4777** for more information about rebates and cash incentives available for completing energy-efficiency projects in your home.

For more information on assistance programs and eligibility criteria, or to make payment arrangements, please call us at **1-800-655-4555**. Or, visit us online at www.sce.com/specialprograms.

Have a Safe and Happy New Year

To safely remove and store your holiday lighting and electrical decorations, here are a few helpful tips:

- Unplug all decorations, lights and extension cords before taking them down. Plugged in items are still energized and can be dangerous.
- Don't tug on electrical cords – this may tear the insulation and expose raw wires.
- Stay at least 10 feet away and keep ladders, long handled tools and dangling light strands the same distance from overhead power lines when removing decorations.
- Follow the manufacturer and your city's directions for safely disposing of worn or broken lights and decorations.

We look forward to serving you this year and wish you a safe and happy New Year. For more information about electrical safety, visit www.sce.com/newyear.

Changes to Your Electric Bill

Effective January 1, 2010, the price you pay within each residential tier is changing.

While many customers will not see a change in their monthly bills, customers with low energy usage (those in Tiers 1 and 2) could see an increase of approximately \$2 per month. Customers with higher energy usage (those in Tiers 3, 4 and 5) may experience a decrease of approximately \$4 per month.

Why is SCE adjusting rates? Previously, customers with usage in the higher tiers were covering the majority of costs for the improvements SCE has made to our electric delivery system. As a result of these changes, the cost of the critical improvements SCE continues to make in the system which ultimately benefit everyone, such as building new systems for obtaining and transmitting more renewable energy, will be distributed across all tiers.

Customers enrolled in the California Alternate Rates for Energy (CARE) income-qualified program are not expected to see any increases as a result of this change.

For additional details about tiered rates, please visit www.sce.com/tiered-rates.

SCE offers a variety of programs, services and educational tools to help our customers reduce electric bills. For details, please visit www.sce.com/billhelper.

Important Notice About Your Gas Bill

SCE plans to adjust the gas rates for Santa Catalina Island effective January 1, 2010. The changes would 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. The site provides helpful tips and tools on reducing gas usage and bills, plus information on available incentive programs.

SCE's New Service Center in Wildomar Awarded Platinum Certification by National Building Council

SCE's new service center in Wildomar has been awarded LEED platinum certification — the highest designation available to buildings that demonstrate energy efficiency and sustainability.

The recently opened service center in Wildomar is the first California investor-owned utility facility to achieve LEED (Leadership in Energy and Environmental Design) platinum certification and one of only 36 buildings in California to achieve that designation. The U.S. Green Building Council is a national organization that certifies green buildings.

The 19-acre complex, now home to nearly 300 employees, is 39 percent more energy efficient than similar buildings. The sustainable building, powered by solar panels, was built to stringent LEED standards. State-of-the-art energy efficiency lighting allows for 90 percent of the interior spaces to have a line of sight to the outdoors.

In addition, controls automatically raise and lower lighting levels based on natural light levels during the day. Among the water conservation features are low water demand landscaping and an underground water purification system that releases cleaner water into the environment. Saving water conserves both water and electricity.

The location of the new service center allows SCE crews to more quickly respond to areas such as Temecula, Lake Elsinore and Canyon Lake. The crews previously were based in San Jacinto.

For more information about SCE's commitment to environmental sustainability, visit www.sce.com/sustainability.



We'd Like to Hear from You

SCE is establishing a Customer Advisory Board to collect feedback through online surveys and discussions. The online residential customer panel will help SCE stay updated about customer opinions on important issues related to electricity, the environment and new developments.

Members of the SCE Customer Advisory Board will be paid for every online survey they complete, ranging from a minimum of \$2 to \$6. Space on the panel is limited and this program is offered on a first-come, first-served basis. The panel is not open to employees of SCE or other subsidiaries of Edison International, nor is it open to immediate family of employees.

We invite you to join the Customer Advisory Board and help shape the future of SCE. Visit panel.sce.com/cc to learn more or to sign up for SCE's Customer Advisory Board.

College Scholarships Available From Edison International

Edison International, the parent company of Southern California Edison (SCE), welcomes applications for the Edison Scholars program, which supports the study of math, science, engineering and technology. Promising high school seniors who plan to attend four year colleges are encouraged to apply for the program, which continues Edison International's long-standing tradition of awarding scholarships to students who show the potential for successful college careers.

Applicants for the Edison Scholars program must meet the eligibility criteria listed below (partial list):

- Be high school seniors who live, or attend a public or private school, in SCE's 50,000-square-mile service area.
- Have a cumulative grade point average of 2.5 or higher on a 4.0 scale (or the equivalent).
- Have taken the SAT or ACT exams and/or met California State University placement standards for entry-level coursework as defined by the Early Assessment Program.
- Plan to be a full-time student majoring in math, physics, chemistry, engineering, materials science or computer science/information systems at a four year college in, or adjacent to, SCE's service territory.

Dependents of Edison International employees or retirees are not eligible.

As many as 75 successful candidates each may receive scholarships of \$2,500, renewable for up to \$10,000 total, if all requirements are met.

All applications must be postmarked by March 1, 2010. Award recipients will be announced by June. Edison International provided 71 students with scholarships in 2009.

Visit www.edison.com/edisonscholars to learn more about the Edison Scholars program, including a complete list of requirements, lists of eligible schools and colleges, and to download an application.



2009 Edison Scholars