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NOTICE OF APPLICATION SOUTHERN CALIFORNIA EDISON'S REQUEST TO INCREASE ELECTRIC RATES

Application A.21-07-009

WHY AM I RECEIVING THIS NOTICE?

On July 22, 2021, Southern California Edison filed its application for authorization to recover costs related to the Customer Service Re-Platform (CSRP) project with the California Public Utilities Commission (CPUC). The CSRP project delivers a new billing and customer service system that performs functions such as customer billing and payment processing, credit and collections, and customer account management.

In the first phase (Track 1) of this application, SCE is requesting approximately \$410.849 million in customer rates (for CSRP costs through April 2021). This will impact your monthly bill.

The second phase (Track 2) of this application will concern CSRP costs after April 2021. SCE will provide another customer notice with further details of that in 2022.

WHY IS SCE REQUESTING THIS RATE INCREASE?

- In 2017, SCE formally launched its CSRP project to replace SCE's legacy Customer Service System with a new billing and customer service system.
- The new billing and customer service system delivered by the CSRP project will be more reliable than the legacy system, will enable quicker and more efficient customer rate changes, and will allow

SCE to respond to new regulatory requirements more quickly and effectively.

- In April 2021, SCE successfully implemented the new billing and customer service system and now seeks to begin recovery of the costs associated with it.

HOW COULD THIS AFFECT MY MONTHLY ELECTRIC RATES?

If SCE's rate request is approved by the CPUC, the average residential monthly bill using 500 kWh per month would increase over the 2021-2024 period by approximately **\$0.97 or 0.8% per month for Non-CARE customers** and by approximately **\$0.65 or 0.8% for CARE customers**.

Customer Rate and Bill Impacts¹ 2021-2024

Bundled Average Rates (¢/kWh)				
Customer Group	Current Rates	Proposed Increase	Proposed Rates	% Increase
Residential	22.18	0.18	22.37	0.82%
Lighting – Small and Medium Power	21.59	0.15	21.74	0.70%
Large Power	14.83	0.08	14.91	0.55%
Agricultural and Pumping	17.36	0.11	17.48	0.66%
Street and Area Lighting	24.24	0.12	24.36	0.51%
Standby	12.13	0.04	12.17	0.36%
TOTAL	19.92	0.14	20.07	0.72%

Residential Bill Impact (\$/Month)				
Description	Current	Proposed Increase	Proposed	% Increase
Non-CARE residential bill	\$123.79	\$0.97	\$124.76	0.8%
CARE residential bill	\$83.80	\$0.65	\$84.46	0.8%

¹ CSRP rate impacts were calculated using the following assumptions: (1) June 1, 2021 effective rates; (2) June 1, 2021 sales forecast; and (3) Baseline region 9 allocation.

HOW DOES THE REST OF THE PROCESS WORK?

This application will be assigned to a CPUC Administrative Law Judge who will consider proposals and evidence presented during the formal hearing process. The Administrative Law Judge will issue a proposed decision that may adopt SCE's application, modify it, or deny it. Any CPUC Commissioner may sponsor an alternate decision with a different outcome. The proposed decision, and any alternate decisions, will be discussed and voted upon by the CPUC Commissioners at a public CPUC Voting Meeting.

Parties to the proceeding are currently reviewing SCE's application, including the Public Advocates Office, which is an independent consumer advocate within the CPUC that represents customers to obtain the lowest possible rate for service consistent with reliable and safe service levels. For more information about the Public Advocates Office, please call **1-415-703-1584**, email **PublicAdvocatesOffice@cpuc.ca.gov**, or visit **PublicAdvocates.cpuc.ca.gov**.

WHERE CAN I GET MORE INFORMATION?

Contact SCE

- Phone: **1-626-302-0449**
- Email: **Case.Admin@sce.com**
- Mail: Southern California Edison Company
Attn: Case Administration
8631 Rush Street
Rosemead, CA 91770

A copy of the Application and any related documents may also be reviewed at **www.sce.com/applications**.

*Para obtener información sobre como este cambio afectará su factura y/o una copia de esta notificación en español visite **www.sce.com/avisos**.*

Contact CPUC

Please visit apps.cpuc.ca.gov/c/A2107009 to submit a comment about this proceeding on the CPUC Docket Card. Here you can also view documents and other public comments related to this proceeding.

Your participation by providing your thoughts on SCE's request can help the CPUC make an informed decision.

If you have questions about CPUC processes, you may contact the CPUC's Public Advisor's Office at:

Phone: **1-866-849-8390** (toll-free)

Email: **Public.Advisor@cpuc.ca.gov**

Mail: CPUC Public Advisor's Office
505 Van Ness Avenue
San Francisco, CA 94102

Please reference **Application A.21-07-009** in any communications you have with the CPUC regarding this matter.