

# BUSINESS CREDIT AND COLLECTIONS

## ANSWERS TO FREQUENTLY ASKED QUESTIONS

### **Is SCE resuming service disconnections for nonpayment?**

SCE will resume pre-pandemic collection processes for business customers with past-due balances — including service disconnections for nonpayment — in July 2022.

Business customers who are at risk for disconnection due to nonpayment will begin receiving a “final notice” — a separate, stand-alone notification sent to SCE customers by U.S. mail. Prior to receiving a “final notice,” SCE mails a past-due service disconnection notice to business customers, and past due balances appear as a line item on the business customer’s monthly bills.

In May 2022, SCE restarted its collections processes — including service disconnections for nonpayment — for a very limited number of business customers with whom SCE had been in contact about their past-due account balances.

### **Why is SCE resuming service disconnections for nonpayment for business customers at this time?**

To help customers, SCE suspended service disconnections for non-payment at the beginning of the COVID-19 pandemic in March 2020. Like many companies nationwide, SCE is gradually returning to normal operations. Continuing the moratorium on disconnections for nonpayment could result in even larger past-due balances, which may be more challenging for customers to repay.

SCE plans a slow but steady approach to resuming collections activities, increasing over time as needed to reach standard, pre-pandemic operations levels.

### **Which business customers are at risk for service disconnection due to nonpayment?**

Beginning in July 2022, business customers with past-due balances who receive a “final notice” from SCE are at risk for service disconnection for nonpayment. Business customers enrolled in payment arrangements are not at risk for disconnection due to nonpayment, as long as they continue to make on-time payments.

### **What is SCE doing to help business customers avoid service disconnections due to nonpayment?**

SCE understands that the last two-plus years have been extremely challenging for many of its customers, and strongly encourages business customers at risk for service disconnection due to nonpayment to request payment arrangements. Business customers whose service has been disconnected are not eligible for payment arrangements, which is why it is important to contact SCE’s Customer Contact Center immediately at **1-800-990-7788**.

### **How soon after business customers receive a “final notice” could their service be disconnected?**

Service could be disconnected as soon as three business days after receiving a “final notice,” unless the customer contacts SCE to resolve the past-due balance or enrolls in a payment arrangement.

### **Will all business customers with past-due balances receive a “final notice” in July 2022?**

No. SCE plans a slow but steady approach to resuming collections activities, increasing over time as needed to reach standard, pre-pandemic operations levels.

### **If a business customer’s service is disconnected for nonpayment, how can they get their service reconnected?**

A payment equal to at least 90% of the past-due balance is required to reconnect service. Customers whose service has been disconnected are not eligible for payment arrangements. That’s why SCE strongly urges business customers to contact SCE if they have a past-due balance and want to avoid having service disconnected for nonpayment.

### **Will SCE charge late fees to past-due account balances?**

Yes, a 0.6% fee will be applied to the total unpaid balance each month if payment is not received by the bill’s due date.

### **Will business customers receive a “final notice” if they are already enrolled in an SCE payment arrangement?**

No, business customers enrolled in an SCE payment arrangement should not receive a “final notice” as long as they are submitting on-time payments for both their monthly balance due and their monthly installment payment for their past-due balance. If a customer believes they received a “final notice” in error, they should contact SCE’s Customer Contact Center immediately at **1-800-990-7788**.

### **When did SCE begin its suspension of customer disconnections due to nonpayment?**

The company halted all collections and service disconnections for nonpayment in March 2020 at the beginning of the COVID-19 pandemic. At that time, SCE also implemented flexible payment plans for residential and small business customers.

On April 16, 2020, the California Public Utilities Commission ordered utilities to begin emergency customer protections during the COVID-19 pandemic. For residential and small business customers, these assistance policies included (but were not limited to):

- Suspension of service disconnections for nonpayment
- Flexible payment plan
- Waiving late fees

The commission order expired on June 30, 2021, ending many of these assistance policies; suspensions of service disconnections for nonpayment were continued through Sept. 30, 2021, and extended to medium and large business customers as well. Separately, the commission directed utilities to automatically enroll residential and small business customers with past-due balances of 60 days or more into monthly installment payment arrangements beginning Sept. 30, 2021. These auto-enrollments are scheduled to end Sept. 30, 2022.