



P.O. Box 300  
Rosemead, CA  
91771-0001  
www.sce.com

# Your electricity bill

For billing and service inquiries call 1-800-684-8123

**Customer account** 0-00-000-0000

Date bill prepared: Mmm dd 'yy

54321 STREET ADDRESS  
CUSTOMER CITY, CA 91755

## Your account summary

Previous Balance	\$73,548.99
Payment Received mm/dd	\$73,548.99
Balance forward	\$0.00
Your new charges	\$7,304.14
<b>Total amount you owe by Mmm dd 'yy</b>	<b>\$7,304.14</b>

## Summary of your billing detail

Service account	Service address	Billing period	Your rate	New charges
SERVICE ACCOUNT 3-000-0000-00	1234 STREET ADRESS CITY, CA	Mmm dd 'yy to Mmm dd 'yy	TOU-8 (Direct Access)	\$3,148.26
SERVICE ACCOUNT 3-000-0000-00	1234 STREET ADDRESS CITY, CA 00000	Mmm dd 'yy to Mmm dd 'yy	ESP	\$4,155.88
				<b>\$7,304.14</b>

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.

(Tear here)

(Tear here)

Customer account 0-00-000-0000  
Please write this number on your check. Make  
your check payable to Southern California Edison.

**Amount due by Mmm dd 'yy** **\$7,304.14**

Amount enclosed \$

VALUED CUSTOMER  
54321 STREET ADDRESS  
CUSTOMER CITY, CA 91755

P.O. BOX 300  
ROSEMEAD, CA 91771-0001

00 000 0000 00000000 00

# Contact information

## Customer service numbers

General Services (U.S. & Canada)	1-800-655-4555
Account Balances & Extensions	1-800-950-2356
Emergency Services & Outages	1-800-611-1911
California Alternate Rates for Energy (CARE)	1-800-447-6620
Electric Industry Restructuring	1-800-799-4723
Energy Theft Hotline	1-800-227-3901
Hearing & Speech Impaired (TTY)	1-800-352-8580

\*Note - Symbols will appear on production bills

## Multicultural services

Cambodian	1-800-843-1309
Chinese	1-800-843-8343
Korean	1-800-628-3061
Vietnamese	1-800-327-3031
Spanish	1-800-441-2233

Correspondence: Southern California Edison (SCE)  
P.O. Box 6400 Rancho Cucamonga, CA 91729-6400

# Important information

## Rotating outages

A rotating outage is a controlled electric outage that lasts approximately one hour for a group of circuits, which is used during electric system emergency conditions to avoid widespread or uncontrolled blackouts. Each SCE customer is assigned a rotating outage group, shown on the upper part of the SCE bill. If your rotating outage group begins with the letters A, M, R, S, or X, you are subject to rotating outages. If it begins with N or Exempt, you are not. Your rotating outage group may change at any time. For more information, and to see which rotating outage groups are likely to be called in the event of a system emergency, visit [www.sce.com](http://www.sce.com) or call 1-800-655-4555.

## Options for paying your bill

<b>On-line:</b>	<a href="http://www.sce.com">www.sce.com</a> or Electronic Fund Transfer		
<b>Mail-in:</b>	Check or Money order		
<b>In Person:</b>	Authorized payment locations	1-800-747-8908	
<b>Phone:</b>	QuickCheck	1-800-950-2356	
	Credit Card-Visa/MasterCard*	1-800-254-4123	
	Debit Card-ACCEL/NYCE/Pulse/Star	1-800-254-4123	

\*The Credit/Debit card payment options are not available for payment of commercial services or security deposits for commercial services.

You may call us for electronic payment options, to make payment arrangements, or for information on agencies to assist you in bill payment. If service has been disconnected, on the day of the service reconnection, be sure all appliances and other electric devices are turned off. For additional home safety tips, visit [www.sce.com/safety](http://www.sce.com/safety) or you may call SCE Customer Service at 1-800-655-4555.

## Past due bills

Your bill was prepared on Month dd, yyyy. Your bill is due when you receive it and becomes past due 19 days after the date the bill was prepared. You will have 15 days at your new address to pay a bill from a prior address before your service will be terminated. SCE does not terminate residential service for non-payment of bills for other classes of service. Termination of electric service requires a Service Connection charge. If you are a residential customer, and claim an inability to pay and payment arrangements have not been extended to you by SCE pursuant to SCE's filed tariffs, you may contact the California Public Utilities Commission (CPUC).

## Rules and rates

SCE's rules and rates are available in full at [www.sce.com](http://www.sce.com) or upon request.

## Late Payment Charge (LPC)

A late payment charge of 0.8% will be applied to the total unpaid balance on your account if full payment is not received by the due date on this bill (except for CARE and state agency accounts).

## Disputed bills

If you think your bill is incorrect, call us and speak with a customer service representative, or if necessary, with a manager. If you feel unsatisfied with the result of such discussion(s), contact the CPUC, Consumer Affairs Branch by mail at: 505 Van Ness, Room 2003 San Francisco, CA 94102; or at: [www.cpuc.ca.gov](http://www.cpuc.ca.gov), 1-800-649-7570, TTY: 1-800-229-6846. Include a copy of your bill, why you believe SCE did not follow its rules and rates, and a check or money order made out to the CPUC for the disputed amount. You must pay the disputed amount, or send it to the CPUC, before the past-due date to avoid disconnection. The CPUC accepts payment only for matters relating directly to bill accuracy. While the CPUC is investigating your complaint, you must pay any new SCE bills that become due.

## Electronic Fund Transfers (EFT)

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment. You will not receive your check back from your financial institution, but the transaction will appear on your financial institution statement. If you do not wish to authorize an electronic fund transfer, please call the 800 number on the front of your bill.

## Definitions

- **DWR Bond Charge:** Bonds issued by the Department of Water Resources (DWR) to cover the cost of buying power for customers during the energy crisis are being repaid through this charge.
- **SCE Generation:** These charges recover energy procurement and generation costs for that portion of your energy provided by SCE. Beginning April 11, 2010, pursuant to CPUC Decision 10-03-022, Direct Access (DA) is again open to all non-residential customers, subject to annual limits during a four year phase-in period, and absolute limits following the phase-in. All residential customers currently returning to Bundled Service may not elect to return to DA service.
- **CA Climate Credit:** Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.

To change your contact information, complete the form below and return it to SCE.

### Change of Mailing Address: 0-00-000-0000

STREET#	STREET NAME	APARTMENT #
CITY	STATE	ZIP CODE
TELEPHONE #	E-MAIL ADDRESS	

### Direct Payment (Automatic Debit) Enrollment: 0-00-000-0000

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 @

### Energy Assistance Fund (EAF): I want to help people pay their energy bill through EAF. For info visit [www.sce.com/eaf](http://www.sce.com/eaf) or call (800) 205-8596.

Round-up my bill to next whole dollar amount for EAF

Add this amount for EAF \$ \_\_\_\_\_

Select one box only and sign below for EAF:

Every Month

One Month Only

Every Month

One Month Only

\_\_\_\_\_

**Service account** 3-00-000-0000  
**Service address** 54321 STREET ADDRESS  
 CUSTOMER CITY, CA 91755

**Rotating outage** Group A123

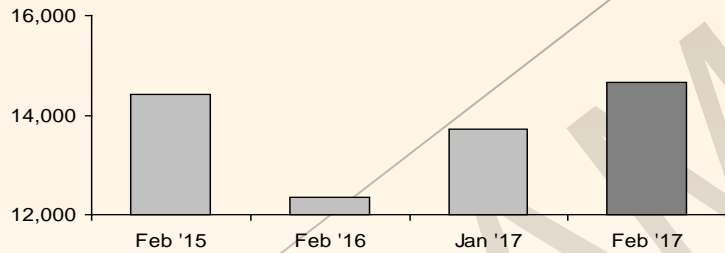
## Compare the electricity you are using

For meter 000000-000000 from Mmm dd 'yy to Mmm dd 'yy

**Total electricity you used this month in kWh** **38,402** *Your next billing cycle will end on or about Mmm dd 'yy.*

	Electricity (kWh)	Demand (kW)	
Summer Season			<i>Maximum demand is 112 kW</i>
On peak	10,205	112 (Mmm dd 'yy 14:00 to 14:15)	
Mid peak	12,938	110 (Mmm dd 'yy 11:15 to 11:30)	
Off peak	15,259	560 (Mmm dd 'yy 07:30 to 07:45)	
<b>Total</b>	<b>178,560</b>		

### Your daily average electricity usage (kWh)



### Usage Comparison

	Feb '15	Feb '16	Mar '10	Apr '16	May '16	Jun '16	Jul '16	Aug '16	Sep '16	Oct '16	Nov '16	Dec '16	Jan '17	Feb '17
Total kWh used	432,613	370,701	400,000	399,295	388,965	397,800	499,100	465,999	488,200	487,410	492,500	498,475	411,800	468,962
Number of days	30	30	30	31	28	31	31	30	31	30	31	31	30	32
Appx. average kWh used/day	14,420	12,357	13,333	12,880	13,892	13,260	16,100	15,533	15,748	16,247	15,887	16,080	13,727	14,655

## Details of your new charges

Your rate: TOU-8 (Direct Access)

Billing period: Mmm dd 'yy to Mmm dd 'yy (32 days)

### Delivery charges

Facilities rel demand	112 kW x \$13.20000	\$1,478.40
Energy-Summer		
On peak	10,205 kWh x \$0.02391	\$244.00
Mid peak	12,938 kWh x \$0.02391	\$309.35
Off peak	15,259 kWh x \$0.02391	\$364.84
Customer charge		\$198.79

### Direct Access cost responsibility surcharge

CTC	915 kWh x -\$0.00034	-\$0.31
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### Other charges or credits

Generation Municipal Surcharge		\$45.59
Subtotal of your new charges		\$3,148.26
<b>Your new charges</b>		<b>\$3,148.26</b>

### Your Delivery charges include:

- \$366.72 transmission charges
- \$1,443.72 distribution charges
- \$10.75 nuclear decommissioning charges
- \$415.13 public purpose programs charge
- \$349.85 new system generation charge

### Your Generation charges include:

- \$1,893.92 competition transition charge

### Your overall energy charges include:

- \$28.12 franchise fees

### Additional information:

- Service voltage: 480 volts
- Generation Municipal Surcharge (GMS) factor: 0.009062
- 2014 Vintage CRS

## Things you should know

### Looking for a more convenient way to receive and pay your monthly electric bill?

Online Billing lets you view your current bill and review your account history without receiving a paper bill. Online Payment offers the convenience of paying online, any time of day, seven days a week. You'll save on postage, too. Enroll in SCE's free My Account service today at [www.sce.com/mybill](http://www.sce.com/mybill).

**Service account** 3-00-000-0000  
**Service address** CUSTOMER NAME  
 54321 STREET ADDRESS  
 CUSTOMER CITY, CA 91755  
**Rotating outage** Group A123

## Details of your new charges

### COMMERCE ENERGY, INC

Service Account: 3-000-0000-00  
 Your rate: ESP  
 Billing period: Mmm dd 'yy to Mmm dd 'yy (32 days)

#### Billing Summary

ESP energy charge (1)	(1) ENERGY CHARGE	\$63.60
ESP UUT Charge (2)	(2) CITY TAX	\$3.82
ESP other charge (3)	(3) OTHER CHARGE	\$4.95
ESP other charge (4)	(4) STATE TAX	\$0.27

Subtotal of COMMERCE ENERGY, INC charges	\$72.64
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<b>Your New Charges</b>	<b>\$72.64</b>
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SAMPLE