

IMPORTANT INFORMATION

Regarding Local Payment Office Closure

«Month XX, 2018»

«Customer Name»

«Customer Account Address»

«Mailing City, State ZIP+4»

«»

Dear Valued Customer,

This letter is to inform you that Southern California Edison Company (SCE) plans to close the payment office located at «1212 Main Street, Irvine» in 2019.

Important Note: ONLY the payment offices are closing and this will not impact our local service centers.

SCE plans to close all payment offices because of much lower use due to SCE's ongoing efforts to provide more cost-effective services to our customers and the rapid growth of other billing, payment, and service request options.

We realize it is important to continue offering solutions that meet your needs, so we want to make you aware of other convenient and secure options available to you, such as:

1. *Online at **on.sce.com/billpayment** (using a cell phone, tablet, or personal computer)*



- View and pay your bill with a checking account
- Pay with a credit or debit card*
- Set up automatic payments or an electronic fund transfer

2. *By phone (with a checking account, credit, or debit card)*



- QuickCheck (1-800-655-4555) and Pay By Phone (1-800-877-8600)
- Credit or Debit Cards* (1-800-254-4123)

3. *By US Mail*



You can submit a check or money order payment by U.S. mail using the envelope provided with your printed bill.

4. *In person at an Authorized Payment Agency (APA)*



You can make cash, check, or money order payments in person at any APA in our territory.** APAs have some great advantages — they are usually open longer hours, including evenings, take all types of SCE payments (for monthly bill, deposits, and reconnections), and may take payments for other utility bills. You can look up APAs online by ZIP code at **on.sce.com/apalocator** or call **1-800-747-8908** Option 1.

If you have any questions about the available payment options or other requests, contact us at **1-800-747-8908**.

(continued on reverse)

* Residential customers only, Visa and Master card accepted, \$1.65 JP Morgan Chase convenience fee applies.

** Please go to **on.sce.com/apalocator** or call 1-800-747-8908 (Option 1) for the most current list of APAs as they may change.

The California Public Utilities Commission (CPUC) is aware of SCE's proposal to close payment offices. If you have concerns related to SCE's planned office closures, you may contact the CPUC at 1-800-649-7570. Additionally, SCE will accept public comments regarding this office closure for 60 days following the date of this letter. Copies of all public comments received will be provided to the CPUC as part of SCE's required Advice Letter submittal. Comments can be submitted to us through the following:

- Mail: SCE
Attention: POC — *(write in city name of your office)*
P.O. Box 6400
Rancho Cucamonga, CA 91729-6400
- Call: 1-888-367-7178
- Email: [«poc.xxxxxxxxx@sce.com»](mailto:poc.xxxxxxxxx@sce.com)

In addition, we plan to hold several customer education workshops in December, 2018 regarding these closures. For additional information on these free public workshops, please visit sce.com/notices/educationworkshops.

Thank you for your understanding and patience. Our goal is to continue providing you with the highest levels of service and convenience while managing our costs.

Sincerely,



Marc Ulrich
Vice President, Customer Service Operations Division
Southern California Edison
1-800-655-4555

Multicultural services

Cambodian / ខ្មែរ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 한국어	1-800-628-3061
Vietnamese / Tiếng Việt	1-800-327-3031
Spanish / Español	1-800-441-2233

Local Authorized Payment Agencies (APAs) partial list**

«APA Office Name»
«Address»
«City»

«APA Office Name»
«Address»
«City»