

STATE OF CALIFORNIA

ARNOLD SCHWARZENEGGER, Governor

## PUBLIC UTILITIES COMMISSION

SAN FRANCISCO, CA 94102-3298



April 11, 2005

Advice Letter 1839-E-A

Akbar Jazayeri  
Director of Revenue and Tariffs  
Southern California Edison Company  
P O Box 800  
Rosemead, CA 91770

Reference: Service guarantee program – notification of compliance with Ordering Paragraph  
12 of Decision 04-07-022 in A.02-05-004

Dear Mr. Jazayeri:

Advice Letter 1839-E-A is effective November 8, 2004. A copy of the advice letter is included herewith for your records.

Sincerely,

A handwritten signature in black ink, appearing to read "S. H. Gallagher".

Sean H. Gallagher, Director  
Energy Division

jjr

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February 2, 2005

**ADVICE 1839-E-A**  
**(U 338-E)**

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA  
ENERGY DIVISION

**SUBJECT: Service Guarantee Program – Notification of Compliance with  
Ordering Paragraph No. 12 of D.04-07-022 in A.02-05-004**

**PURPOSE**

The purpose of this supplemental Advice Filing is to replace, in its entirety, Southern California Edison Company's (SCE) Advice 1839-E which notified the Commission of SCE's compliance with Ordering Paragraph No. 12 of Decision (D.) 04-07-022 rendered in SCE's 2003 Test Year General Rate Case (GRC). The Decision required SCE to establish a mandatory Service Guarantee Program within 120 days of the effective date of D.04-07-022 which was November 8, 2004 and to comply with certain semi-annual reporting requirements. SCE submits this supplemental advice filing at the request of the Energy Division staff to provide tariff provisions outlining the Service Guarantee Program

**BACKGROUND**

In SCE's 2003 GRC proceeding, the Office of Ratepayer Advocates (ORA) proposed that an eight-point service guarantee program be adopted for SCE. As part of the final decision in that proceeding, the Commission found that while SCE is currently providing satisfactory customer service overall, the GRC is the proper forum to adopt certain customer service standards. As such, the Commission ordered SCE to implement the following four customer service guarantees from ORA's original proposal:

- Missed Appointments
- Restoration of Electric Service Within 24 Hours
- Notification of Planned Outages
- Timely and Accurate First Bill

Further, the Commission ordered that each time SCE does not meet one of the customer service guarantees, SCE is required to provide a \$30 credit to the customer. The Commission also adopted semi-annual reporting requirements in order to monitor the program.

Following discussions with the ORA to ensure that the implementation of the four customer service guarantees complied with ORA's intentions, SCE implemented its Service Guarantee Program as required in Section 5.5 of D.04-07-022. Additionally, SCE researched PG&E's recent implementation of the customer service guarantees adopted as part of its 2003 GRC proceeding in order to be consistent in the implementation of similar customer service guarantees by the utilities.<sup>1</sup> In implementing the Service Guarantee Program, SCE has also considered its own experience with its previous voluntary service guarantee program as applicable.

Subsequent to SCE's original Advice 1839-E, filed November 8, 2004, SCE was contacted by the Energy Division and requested to supplement Advice 1839-E to include a new filing with tariffs detailing SCE's Service Guarantee Program. The ORA and the Energy Division were provided an advance copy of the tariffs filed herein.

#### **A. Description of SCE's Implementation of Its Service Guarantee Program**

The definitions, exceptions, and administrative process and control procedures for each Service Guarantee Standard are described below. Also, SCE sets forth the plans and proposed timing to comply with adopted reporting requirements along with details on the implementation schedule and how customers will be made aware of the Service Guarantee Program. Unless otherwise stated below, the four service standards apply only to active service accounts served under Residential, General Service or Agricultural and Pumping rate schedules.

##### **1. Standard One - Missed Appointments**

###### **a) Definition of the Missed Appointment Standard**

SCE will arrive at the agreed upon appointment within thirty (30) minutes before or after the scheduled appointment time. This standard applies only to situations in which the customer or SCE has requested a specific appointment time and the customer's presence is required for establishing new service (*i.e.* a service "turn-on", a billing inquiry, or new meter installation). The criterion for receiving a service guarantee credit does not include the expected or actual outcome of the scheduled appointment and is based solely on the arrival time of the SCE representative in relation to the agreed upon appointment time (*i.e.*, plus or minus thirty minutes). In the event SCE is aware in advance that an appointment will be missed, SCE will, if feasible, attempt to notify the customer.

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<sup>1</sup> See D. 04-05-055 in PG&E's 2003 Test Year GRC where the Commission adopted a settlement between ORA and PG&E on a service guarantee program.

**b) Exceptions to the Missed Appointment Standard**

The following exceptions apply to this Standard:

- There is a Category 1, 2, or 3 Storm Condition.
- There is a declared Emergency Event.
- There is a need for the Field Service Representative to respond to an immediate response event (such as car power pole accidents or wire down). However, at the customer's request, SCE will credit a customer for a missed appointment if SCE's internal investigation confirms that the same appointment was missed more than once in order to respond to immediate emergencies.
- Access to the customer's premise is not available.
- The premise is not deemed safe.
- Causes related to force majeure.

**c) Administrative Process and Control Procedures**

Compliance with the Missed Appointment Standard relies on the Field Service Representatives to report their arrival time at the scheduled appointment. SCE plans to use the field order delivery system in the Field Service Representative's hand-held device to record the arrival time and the completion time of the scheduled appointment. In addition, paper forms that are currently used to document billing inquiries will be modified to include the appointment and arrival time for the customer to sign or initial. This is in addition to the existing customer signature line to validate that the billing inquiry was completed.

If a customer states that SCE personnel inaccurately recorded the arrival time of a scheduled appointment, SCE will conduct an investigation and determine whether a credit is due to the customer. SCE will investigate records of scheduled appointment times kept by each District Supervisor, and where a discrepancy is identified, SCE will compare these records to the arrival time reports generated by the hand-held device. Finally, for additional verification, customers will be randomly contacted to confirm onsite arrival times.

**2. Standard Two - Restoration of Service Within 24 Hours**

**a) Definition of the Restoration of Service Within 24 Hours Service Standard**

SCE will restore electrical service within 24 hours of when SCE first becomes aware of a power outage. The first credit will be applied if the outage exceeds 24 hours. Additional credits will be applied for each succeeding 24-hour period that the customer is without service. Partial credits will not be paid for outage periods less than a full 24-hour increment.

**b) Exceptions to the Restoration of Service Within 24 Hours Standard**

The following exceptions apply to this Standard:

- There is a Category 1, 2, or 3 Storm Condition.
- There is a declared Emergency Event.
- Restoration crews are denied access to the affected area by a public authority, or the area is not accessible due to a road closure.
- The service interruption is the result of a planned outage.
- The affected service location is vacant, an owner authorization agreement exists, or the premise is a “clean and show.”
- Access to the customer’s premise is not available or the customer is not ready for service.
- The premise is not deemed safe.
- Causes related to force majeure.

**c) Administrative Process and Control Procedures**

To comply with the Restoration of Service Within 24 Hours Standard, interruption log sheets maintained by the system operators in SCE’s switching centers will be reviewed on a regular basis to identify instances where outages greater than 24 hours have occurred. SCE’s Outage Management System (OMS) will then be queried to identify customers affected by these outages.

SCE’s OMS, while highly reliable, may not always accurately identify 100 percent of all affected customers due to incorrect or incomplete data within the system. To mitigate this potential limitation, SCE will continue to update and verify information contained in the OMS and will fully research any customer-initiated claim. In addition, certain customer outages are undetectable to OMS. SCE learns of these outages only after customers provide notification of the outage, usually through the Call Center, so the exact start time of the outage is unknown. In these situations, SCE will use the time of notification by the customer as the start time for the 24-hour standard.

**3. Standard Three – Notification of Planned Outages**

**a) Definition of the Notification of Planned Outages Service Standard**

SCE will provide customers with notification of a planned outage at least three calendar days prior to the event. SCE will notify customers either by US Postal Service mail, by phone, in-person or door-to-door through door hangers, or by e-mail if SCE has the customer’s e-mail address on file. If a planned outage is rescheduled to a new date not specified in the original notice to the customer, SCE will provide a new notice at least three calendar days in advance of the rescheduled planned outage.

**b) Exceptions to the Notification of Planned Outages Service Standard**

The following exceptions apply to this Standard:

- There is a Category 1, 2, or 3 Storm Condition.
- There is a declared Emergency Event.
- The customer provided incorrect contact information at the time of service initiation, or has failed to update his/her records with SCE (*i.e.* phone numbers, mailing addresses, etc.).
- The notification was made to the customer of record and the customer failed to inform his/her tenants or occupants of the planned outage.
- According to SCE's records, the U.S. Postal Service failed to deliver the notification in a timely manner.
- The affected service location is vacant, an owner authorization agreement exists, or the premise is a "clean and show."
- An emergent outage is required. This includes, but is not limited to the following: equipment failure, imminent equipment failure, ISO-initiated rolling blackouts, high/low voltage conditions, overload conditions, removing hazards from SCE's facilities, Priority-One General Order 95/128 repairs, conditions that may affect public/employee safety, customer meter adjustments, burned cross arms/poles, car hit structure, downed wire, and other short duration outages arising from unanticipated as-found conditions necessary to complete a job.
- The customer agrees to a shutdown without three days notice. SCE will document the date and time of such agreements.
- Causes related to force majeure.

**c) Administrative Process and Control Procedures**

To comply with the Notification of Planned Outages Standard, SCE and contractor personnel requiring an outage will complete a substation outage request. This request will trigger a Planned Outage event in SCE's Outage Management System (OMS). OMS will then interface with SCE's Customer Service System (CSS) to generate a list of customers that will be affected by the planned outage. This list of customers will be transferred to SCE's Business Resources group, which will be responsible for preparing and mailing a postcard to the affected customers so that they receive the notification at least three calendar days prior to the planned outage event. In the event that this process would not provide enough time for SCE to notify customers at least three calendar days in advance, customers will be notified through other means, including but not limited to: hand-delivered door hangers; in person; by telephone; or by e-mail.

In addition, SCE and contract field crews will notify the appropriate Distribution Operations Center (DOC) whenever an outage is going to be initiated. The DOC operator will then classify the outage and OMS will automatically generate a list of customers affected by the outage. This list will be used to determine whether a customer is eligible for a service guarantee credit.

SCE's OMS, while highly reliable, may not always accurately identify 100 percent of all affected customers due to incorrect or incomplete data within the system. To mitigate this potential limitation, SCE will continue to update and verify information contained in OMS and will fully research any customer-initiated claim.

#### **4. Standard Four - Timely and Accurate First Bill**

##### **a) Definition of the Timely and Accurate First Bill Standard**

SCE will issue an accurate first bill to a new customer of record within sixty (60) days of establishing service. SCE will use the date of bill issuance as the date the bill is mailed by SCE; the date of service initiation will be the date the customer assumed responsibility for electric service. A new customer is defined as someone who establishes electric service with SCE at a new location, including new meter sets, a turn-on for service or a new party-in. The bill and bill accuracy is defined according to the terms and conditions of SCE's Rule 9 (Rendering and Payment of Bills) and Rule 17 Section A (Adjustment of Bills and Meter Tests Usage) and Section D (Adjustment of Bills for Billing Error). The service guarantee credit process will be initiated once SCE is aware that the first bill was either inaccurate or issued beyond sixty (60) days of establishing service. The first bill for any given customer account is eligible for only one service guarantee credit regardless of whether the bill is late, inaccurate, or both.

##### **b) Exceptions to the Timely and Accurate First Bill Standard**

The following exceptions apply to this Standard:

- The affected party is attempting to re-establish service following a disconnection for non-payment.
- Access to the meter or the customer's premise is not available.
- The customer fails to request service in a timely fashion after occupying a new residence, thereby creating a retroactive bill.
- According to SCE's records there is a case of mail theft or a clear failure on the part of the U.S. Postal service to deliver the first bill in a timely manner.
- The customer provides inaccurate information at the time of requesting service initiation.

- A Commission directive requires SCE to adjust rate factors that result in a billing adjustment and/or a rebill.
- An adjustment was made due to unauthorized use as stated in Rule 17 Part E –Adjustment of Bills and Meter Tests –Adjustment for Bills for Unauthorized Use.
- A rebill was a direct result of the customer participating in an SCE or Commission sponsored or endorsed program such as, but not limited to, Critical Peak Pricing, Demand Bidding, Air Conditioning Cycling, or Interruptible Programs.
- Causes related to force majeure.

**c) Administrative Process and Control Procedures**

The Billing Organization will initiate Customer Service System queries to determine eligibility for service guarantee credits. These queries will identify potential customer accounts that are eligible for a service guarantee and billing personnel will make the final recommendation regarding a customer's eligibility for a service guarantee credit.

**B. Reporting Requirements for Service Guarantee Program**

SCE will provide a report containing three metrics of the Service Guarantee Program adopted in D.04-07-022:

- number of claims made;
- number of claims paid; and
- amounts of money paid.

Consistent with D.04-07-022, SCE will prepare a report on a semi-annual basis beginning on June 30, 2005 and every six months thereafter for as long as the Service Guarantee Program is in effect. The initial report will reflect activity for the period from November 8, 2004 through May 31, 2005. A subsequent report will be prepared in December of 2005 that will reflect activities from June 1, 2005 and ending November 30, 2005. The results contained in the semi-annual reports will be based on internal SCE processes and data. As agreed with ORA, should significant variances occur from one month to another during the six-month reporting period, SCE will provide an explanation for the variance. SCE will send the reports to the Commission's Energy Division and also provide a copy to the ORA.

**C. Funding of Service Guarantee Compensatory Rebate Credits**

For each occurrence that a Service Guarantee is not met, SCE will provide the affected customer with a \$30 credit. As ordered in D.04-07-022, the credits paid to customers resulting from this program will be borne by SCE's shareholders.

**D. Program Implementation Schedule and Customer Awareness Campaign**

D.04-07-022 established a 120 day implementation deadline; therefore, SCE's scheduled start date of the Service Guarantee Program is November 8, 2004. SCE is conducting training with frontline employees in its Customer Service and Transmission and Distribution Business Units so that they understand and follow the program requirements and processes outlined above. SCE announced the program through an article in the November, 2004 edition of the *Customer Connection* newsletter that accompanied SCE's November billing statements. SCE will also store customer reference materials at [sce.com](http://sce.com).

No cost information is required for this Advice Filing.

This Advice Filing will not increase any rate or charge, cause the withdrawal of service, or conflict with any other schedule or rule.

**EFFECTIVE DATE**

Consistent with SCE's Advice Letter 1839-E and because this advice filing notifies the Commission of SCE's compliance with Ordering Paragraph 12 of D.04-07-022, SCE respectfully requests that this advice filing become effective November 8, 2004.

**NOTICE**

All correspondence regarding this Advice Letter should also be sent by letter and transmitted via facsimile or electronically to the attention of:

Akbar Jazayeri  
Director of Revenue and Tariffs  
Southern California Edison Company  
2244 Walnut Grove Avenue, Quad 3D  
Rosemead, California 91770  
Facsimile: (626) 302-4829  
E-mail: [AdviceTariffManager@sce.com](mailto:AdviceTariffManager@sce.com)

Bruce Foster  
Vice President of Regulatory Operations  
c/o Karyn Gansecki  
Southern California Edison Company  
601 Van Ness Avenue, Suite 2040  
San Francisco, California 94102  
Facsimile: (415) 673-1116  
E-mail: [Karyn.Gansecki@sce.com](mailto:Karyn.Gansecki@sce.com)

In accordance with Section III, Paragraph G, of General Order No. 96-A, SCE is serving copies of this advice filing to the interested parties shown on the attached service list and A.02-05-004. Address change requests to the attached GO 96-A Service List should be directed to (626) 302-

4039 or by electronic mail at [AdviceTariffManager@sce.com](mailto:AdviceTariffManager@sce.com). For changes to all other Service Lists, please contact the Commission's Process office at (415) 703-2021 or by electronic mail at [Process\\_Office@cpuc.ca.gov](mailto:Process_Office@cpuc.ca.gov).

Further, in accordance with Public Utilities Code Section 491, notice to the public is hereby given by filing and keeping the Advice Filing open for public inspection at SCE's corporate headquarters. To view other SCE advice letters filed with the Commission, log on to SCE's web site at <http://www.sce.com/AboutSCE/Regulatory/adviceletters/> and choose Regulatory Info Center/Advice Letters.

For questions, please contact Thomas Diaz at (626) 302-4823 or by electronic mail at [Thomas.Diaz@sce.com](mailto:Thomas.Diaz@sce.com).

**Southern California Edison Company**

Akbar Jazayeri

AJ:td:mm  
Enclosures

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 37164-E Original 37165-E Original 37166-E* Original 37167-E Original 37168-E	Preliminary Statement Part A thru F Preliminary Statement Part A thru F Preliminary Statement Part A thru F Preliminary Statement Part A thru F Preliminary Statement Part A thru F	Revised 27630-E  Revised 27630-E
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PRELIMINARY STATEMENT

Sheet 3

(Continued)

E. General (Continued)

4. Direct Access Start Date (Continued)

- d. The description of the hourly rate on Schedules RTP-3 and RTP-3-GS is modified to substitute the Utility's day ahead forecast of the incremental hourly energy and capacity cost in place of the hourly cost of procuring energy from the Power Exchange. In addition, the Real Time Pricing/Two Part Pricing Agreement, Form 14-640, remains effective.
- e. The description of the Energy Charge on Schedule TOU-8-CR-1 is modified to substitute the Utility's Avoided Cost Energy Prices as published in its Monthly Report of Avoided Cost Pricing, adjusted for line losses, in place of the Utility's total hourly cost of procuring energy from the Power Exchange in accordance with Schedule PX.
- f. The description of the CTC portion of the per kWh Energy Charge on Schedule CTCE-IWD is modified to substitute the Utility's published monthly short run avoided energy and capacity costs set forth in the Utility's "Monthly Report of Avoided Cost Pricing", or its successor, as regularly filed with the Commission, adjusted for retail line losses, in place of the average Power Exchange Energy Cost determined in accordance with Schedule PX.

5. Service Guarantee Program

SCE shall provide the following four service guarantees to its electric customers and provide a \$30 credit when these service guarantees are not met. Unless otherwise stated below, the four service standards apply only to active service accounts served under the Residential, General Service and Industrial, or Agricultural and Pumping rate schedules.

a. Missed Appointments

When an appointment for a field service visit is made with a customer for a specific appointment time, and the customer's presence is required for establishing new service, a billing inquiry, or meter installation, SCE will arrive at the agreed upon appointment within 30 minutes before or after the scheduled time. The criterion for receiving a service guarantee credit does not include the expected or actual outcome of the scheduled appointment and is based solely on the arrival time of the SCE representative in relation to the agreed-upon appointment time (*i.e.*, plus or minus thirty minutes). In the event SCE is aware in advance that an appointment will be missed, SCE will, if feasible, attempt to notify the customer.

Exceptions:

- (1) There is a need for the field service representative to respond to an immediate response event (such as a car power pole accident or wire down). However, at the customer's request, SCE will credit a customer for a missed appointment if SCE's internal investigation confirms that the same appointment was missed more than once in order to respond to an immediate emergency.
- (2) See also General Exceptions

(L)  
(N)

(N)

(Continued)

(To be inserted by utility)

Advice 1839-E-A  
Decision 04-07-022

Issued by

John R. Fielder  
Senior Vice President

(To be inserted by Cal. PUC)

Date Filed Feb 2, 2005  
Effective Nov 8, 2004  
Resolution \_\_\_\_\_

PRELIMINARY STATEMENT

Sheet 4

(Continued)

## E. General (Continued)

## 5. Service Guarantee Program (Continued)

b. Restoration of Service Within 24 Hours

SCE will restore electrical service within 24 hours of when SCE first becomes aware of a power outage. The first credit will be applied if the outage exceeds 24 hours. Additional credits will be applied for each succeeding 24-hour period that the customer is without service. Partial credits will not be paid for outage periods less than a full 24-hour increment.

## Exceptions:

- (1) The service interruption is the result of a planned outage.
- (2) Restoration crews are denied access to the affected area by a public authority, or the area is not accessible due to a road closure.
- (3) The affected service location is vacant, an owner authorization agreement exists, or the premise is a "clean and show."
- (4) See also General Exceptions.

c. Notification of Planned Outages

SCE will provide customers with notification of a planned outage at least three calendar days prior to the event. SCE will notify customers either by US Postal Service mail, by phone, in-person or door-to-door through door hangers, or by e-mail if SCE has the customer's e-mail address on file. If a planned outage is rescheduled to a new date not specified in the original notice to the customer, SCE will provide a new notice at least three calendar days in advance of the rescheduled planned outage.

## Exceptions:

- (1) The customer provided incorrect contact information at the time of service initiation, or has failed to update his/her records with SCE (*i.e.* phone numbers, mailing addresses, etc.).
- (2) The notification was made to the customer of record and the customer failed to inform his/her tenants or occupants of the planned outage.
- (3) According to SCE records, the U.S. Postal Service failed to deliver the notification in a timely manner.
- (4) The affected service location is vacant, an owner authorization agreement exists, or the premise is a "clean and show."

(Continued)

(To be inserted by utility)

Advice 1839-E-A  
Decision 04-07-022Issued by  
John R. Fielder  
Senior Vice President

(To be inserted by Cal. PUC)

Date Filed Feb 2, 2005  
Effective Nov 8, 2004  
Resolution \_\_\_\_\_

PRELIMINARY STATEMENT

Sheet 5

(Continued)

## E. General (Continued)

## 5. Service Guarantee Program (Continued)

c. Notification of Planned Outages (Continued)

Exceptions: (Continued)

- (5) An emergent outage is required. This includes, but is not limited to the following: equipment failure, imminent equipment failure, ISO-initiated rolling blackouts, high/low voltage conditions, overload conditions, removing hazards from SCE's facilities, Priority-One General Order 95/128 repairs, conditions that may affect public/employee safety, customer meter adjustments, burned cross arms/poles, car hit structure, downed wire, and other short duration outages arising from unanticipated as-found conditions necessary to complete a job.
- (6) The customer, while acknowledging the right to receive a three-day notification, makes a request that the planned outage occur without the three-day notification. SCE will document such requests and the customer's waiver of a service guarantee credit.
- (7) See also General Exceptions.

d. Timely and Accurate First Bill

SCE will issue an accurate first bill to a new customer of record within 60 days of establishing service. SCE will use the date of bill issuance as the date the bill is mailed by SCE; the date of service initiation will be the date the customer assumed responsibility for electric service. A new customer is defined as someone who establishes electric service with SCE at a new location, including new meter sets, a turn-on for service or a new party-in. The bill and bill accuracy is defined according to the terms and conditions of SCE's Rule 9 (Rendering and Payment of Bills) and Rule 17 Section A (Adjustment of Bills and Meter Tests Usage) and Section D (Adjustment of Bills for Billing Error). The service guarantee credit process will be initiated once SCE is aware that the first bill was either inaccurate or issued beyond sixty days of establishing service. The first bill for any given customer account is eligible for only one service guarantee credit regardless of whether the bill is late, inaccurate, or both.

Exceptions:

- (1) The affected party is attempting to re-establish service following a disconnection for non-payment.
- (2) Access to the customer's meter is not available.
- (3) The customer fails to request service in a timely fashion after occupying a new residence, thereby creating a retroactive bill.
- (4) According to SCE records there is a case of mail theft or a clear failure on the part of the U.S. Postal service to deliver the first bill in a timely manner.

(Continued)

(To be inserted by utility)

Advice 1839-E-A  
Decision 04-07-022

Issued by

John R. Fielder  
Senior Vice President

(To be inserted by Cal. PUC)

Date Filed Feb 2, 2005  
Effective Nov 8, 2004  
Resolution \_\_\_\_\_

PRELIMINARY STATEMENT

Sheet 6

(Continued)

E. General (Continued)

5. Service Guarantee Program (Continued)

d. Timely and Accurate First Bill (Continued)

Exceptions: (Continued)

- (5) The customer provides inaccurate information at the time of requesting service initiation.
- (6) A Commission directive requires SCE to adjust rate factors that result in a billing adjustment and/or rebill.
- (7) An adjustment was made due to unauthorized use as stated on Rule 17 (E) - Adjustment of Bills and Meter Tests - Adjustment of Bills for Unauthorized Use.
- (8) A rebill was a direct result of the customer participating in an SCE or Commission sponsored or endorsed program such as, but not limited to, Critical Peak Pricing, Demand Bidding, Air Conditioning Cycling, or Interruptible programs.
- (9) See also General Exceptions.

e. General Exceptions

The following, where applicable, are exceptions to the utility's service guarantees described above.

- (1) There is a Category 1, 2, or 3 Storm Condition.
- (2) There is a declared Emergency Event.
- (3) Access to the customer's premise is not available or the customer is not ready for service.
- (4) The premise is not deemed safe.
- (5) Causes related to force majeure, which include but are not limited to injunction or any decree or order of any court or governmental agency having jurisdiction, strikes or other labor disputes such as lockouts, slowdowns or work stoppages, sabotage, riot, insurrection, acts of public enemy, fire, flood, explosion, earthquake or other acts of God, or accidental destruction of or damage to facilities.

(Continued)

(To be inserted by utility)

Advice 1839-E-A  
Decision 04-07-022

Issued by

John R. Fielder  
Senior Vice President

(To be inserted by Cal. PUC)

Date Filed Feb 2, 2005  
Effective Nov 8, 2004  
Resolution \_\_\_\_\_



PRELIMINARY STATEMENT

Sheet 7

(Continued)

F. Symbols

(L)

When any change is proposed on a tariff sheet, attention shall be directed to such change by an appropriate character along the right-hand margin of the tariff sheet utilizing the following symbols:

(C) To signify changed listing, rule, or condition which may affect rates or charges.

(D) To signify discontinued material, including listing, rate, rule, or condition.

(I) To signify increase.

(L) To signify material relocated from or to another part of tariff schedules with no change in text, rate, rule, or condition.

(N) To signify new material including listing, rate, rule, or condition.

(R) To signify reduction.

(T) To signify change in wording of text but not change in rate, rule, or condition.

(L)

(To be inserted by utility)

Advice 1839-E-A  
 Decision 04-07-022

7H16

Issued by

John R. Fielder  
Senior Vice President

(To be inserted by Cal. PUC)

Date Filed Feb 2, 2005  
 Effective Nov 8, 2004  
 Resolution \_\_\_\_\_



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27645-27646-27647-27648-27649-27650-27651-27652-27653-27654-27655-27656-31327-E  
26596-26005-21960-34441-34442-22546-27658-23703-27465-29774-29775-29776-29777-E  
27663-36590-36591-30057-30058-30059-30060-26484-26485-23212-28280-24197-29470-E  
26486-29471-24199-29472-23221-23222-23223-24200-26487-29473-23227-37099-28282-E  
36592-24477-24812-22380-28283-22621-36593-24272-27015-30234-27476-26007-26757-E  
26996-26735-33597-27500-27424-27425-27477-29778-28408-29789-29488-37111-35952-E  
..... 36595-32988-33085-36596-34420-31665-31936-32936-33531-36597-E

O. California Alternative Rates for Energy (CARE) Adjustment Clause  
..... 34705-30259-30260-30261-36598-E

P. Optional Pricing Adjustment Clause (OPAC)..... 20625-20626-24169-22165-20629-E

(Continued)

(To be inserted by utility)  
Advice 1839-E-A  
Decision 04-07-022

Issued by  
John R. Fielder  
Senior Vice President

(To be inserted by Cal. PUC)  
Date Filed Feb 2, 2005  
Effective Nov 8, 2004  
Resolution \_\_\_\_\_



SOUTHERN CALIFORNIA  
**EDISON**

An EDISON INTERNATIONAL Company

Lisa Vellanoweth  
Manager of Tariffs

March 8, 2005

California Public Utilities Commission  
505 Van Ness Avenue, Room 4005  
San Francisco, CA 94102

Attn: Jerry Royer  
Energy Division

Re: Substitute Sheets for Advice 1839-E-A

Dear Mr. Royer:

Enclosed are an original and six copies of Attachment A and Substitute Sheet No. 37166-E\* for Advice 1839-E-A. This Substitute Sheet is necessary to replace the language in the Preliminary Statement, Section E.5, Service Guarantee Program, c. Notification of Planned Outages, Exception (6) to more accurately reflect the nature of the Exception. This Substitute Sheet Letter is submitted pursuant to conversations with the Energy Division Staff.

Please replace the enclosed sheets in your master Advice 1839-E-A file. If you have any questions, please contact Ruby Diaz at (626) 302-2010.

Sincerely,

A handwritten signature in cursive script, appearing to read "Lisa Vellanoweth".

copy: Laura Lei-Strain  
Energy Division

Enclosures  
1839-E-A Sub.doc