

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

DEC 17 2009

December 15, 2009

REVENUE & TARIFFS DEPT.

File No. 602-19

Akbar Jazayeri
Vice President, Regulatory Operations
Southern California Edison Company
PO Box 800
Rosemead, CA 91770

Dear Mr. Jazayeri:

The Commission has received and filed the utility's Advice Letter No. 72-W, together with the following revised Cal. P.U.C. tariff sheets that were submitted:

<u>Cal. P.U.C. Sheet No.</u>	<u>Title of Sheet</u>
552-W – 555-W	Rule 9, Rendering and Payment of Bills
556-W	Form 14.574.W, Water Statement
557-W	Form 14.574.W.S, Water Statement, Simplified
558-W, 559-W	Table of Contents

Enclosed is a copy of the advice letter and tariff sheets, stamped effective December 15, 2009, for the utility's files.

Please contact Kerrie Evans at (415) 703-2811 if you have any questions.

Very truly yours,

A handwritten signature in cursive script, appearing to read "Josie R. Babaran".

JOSIE R. BABARAN
Staff Services Analyst
Water & Sewer Advisory Branch

Enclosures

November 12, 2009

ADVICE 72-W
(U 338-W)

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
WATER DIVISION

SUBJECT: Establishment of Southern California Edison Company's
Credit/Debit Card Bill Payment Option

Southern California Edison Company (SCE) hereby submits for filing the following changes to its tariff schedules. The revised tariff sheets and filed forms are listed on Attachment A and are attached hereto.

PURPOSE

This advice filing requests approval from the California Public Utilities Commission (Commission) to establish SCE's Credit/Debit Card Bill Payment Option consistent with the provisions of Public Utilities (PU) Code Section 755 and Resolution G-3427 (the Resolution). This advice filing revises SCE's Water Rule 9, Rendering and Payment of Bills, and Energy Statement, Form 14-574.

BACKGROUND

On May 12, 2009, in response to SCE's Advice Letters 152-G/2269-E and 67-W requesting that the Commission authorize SCE to offer customers a credit, debit or ATM pinless card option to pay their SCE bills, the Commission issued the Resolution. In the Resolution, the Commission rejected SCE's proposal and directed SCE to lower its proposed convenience fee of \$3.50 to more closely align with the convenience fees approved for credit card payment options offered by Pacific Gas and Electric Company (PG&E), Southern California Gas Company, and San Diego Gas & Electric Company (SDG&E), if SCE should choose to offer a credit/debit card payment option. SCE has modified its credit/debit card payment program and renegotiated a lower convenience fee with the vendor, JP Morgan Chase (JPMC), consistent with the Commission's direction in the Resolution.

SCE'S PROPOSED CREDIT/DEBIT CARD BILL PAYMENT OPTION AND CONVENIENCE FEE

1. Description of SCE's Proposed Credit/Debit Card Payment Option

Consistent with the provisions of PU Code Section 755, SCE seeks authority to assess a per transaction convenience fee of \$1.75 for those residential customers who choose the option to pay their monthly bill for water service and/or pay their deposit through the use of a credit or debit card.¹ SCE's credit/debit card payment option allows the use of MasterCard only and includes an automated payment option using the vendor's Voice Response Unit (VRU) for customer service. The vendor's VRU will provide limited live customer service support to provide answers to customer questions related to payment. When the customer's questions have been answered, she/he is returned to the VRU to complete the payment. This payment option will be available to all residential customers taking water service under SCE's residential rate schedules,² including those scheduled for disconnection or those who have already been disconnected for nonpayment.

2. Description of the Credit/Debit Card Payment Option Process

Customers choosing to pay their utility service bills with a credit/debit card will call the vendor's VRU to make a credit/debit card or pinless debit card payment. Any time during the call, the customer can request the assistance of an English or Spanish-speaking JPMC customer service representative to answer questions regarding the JPMC VRU system only. The customer service representative will not process the payment, but rather provide assistance and guidance to customer, and then return the customer to the VRU where the customer can complete her/his transaction. The customer's credit or debit card will be assessed the \$1.75 convenience fee for each transaction (*i.e.*, each time a credit or debit card is used to make a payment).³ The vendor's VRU will accept the customer's account information, validate data/customer eligibility, and provide the customer with her/his current SCE account balance, including any past due amounts. Upon completion of each payment transaction, the vendor will provide a confirmation number to the customer. The customer's payment will then be immediately noted on the customer's account and posted nightly (except for weekends and Federal holidays) to the customer's account in SCE's Customer Service System. A detailed credit/debit card payment process diagram is included as Attachment B.

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- ¹ A credit/debit card payment option for nonresidential customers is not being proposed at this time because of significant costs associated with processing the larger nonresidential customer payments.
- ² The eligible residential rate schedules include Schedules W-1 and W-1-CARE. Summary Bills comprised of residential and nonresidential accounts are not eligible; however, Summary Bills comprised of residential electrical, gas, and water accounts for Santa Catalina Island customers are eligible for this service.
- ³ If a residential customer has more than one service account and desires to pay by credit or debit card, the customer must make a separate card transaction for each account. A separate convenience fee will be assessed for each transaction.

SCE will inform residential customers of the new credit/debit card payment option through their Energy Statement, the sce.com website, printed materials describing payment options under Rule 9, and through SCE's Call Centers. JPMC's toll-free number for credit or debit card bill payments will be standard information on SCE's residential customer bill formats and all notices (deposit and disconnection/reconnection related). SCE will also provide occasional promotional bill messages throughout the year.

PROPOSED TARIFF CHANGES

Simultaneous with this advice filing, SCE is filing changes to its electric/gas tariffs. SCE's existing electric Rule 9 accounts for electronic methods of payment, and specifies that additional fees may be assessed for alternative bill payment services such as through bill aggregators and credit card companies. SCE proposes to revise electric Rule 9 to include credit/debit and pinless debit card transactions as accepted methods of payment and add a new section entitled, "Credit/Debit Card Payment Option" that provides the terms and conditions of use and includes the \$1.75 per transaction fee. SCE's water Rule 9 has been revised herein to include the currently effective and previously approved language from SCE's electric Rule 9, in addition to the changes proposed above. SCE's water Rule 9, Section B, has been revised accordingly and Section C has been newly added. In addition, the same changes to SCE's electric/gas residential Energy Statements, which are revised to include JPMC's toll-free telephone number on the second page of the Energy Statement under the section entitled, "Options for Paying Your Bill," apply to water accounts. A sample is included herein as Attachment C. SCE's notices are also revised to include JPMC's toll-free telephone number on the first page under the section entitled, "Options for Paying Your Bill" and then again on the second page of the notice under the section entitled, "Options for Paying Your Bill." A sample is included herein as Attachment D. The following is a list of the water Energy Statement and the electric/gas notices (deposit and disconnection/reconnection related) that also apply to water accounts that SCE proposes to modify:

Bill Formats:

- Form 14-574, Format W and W.S (Bundled and Simplified bill formats for residential water rate schedules)

Notices:

- Form 14-574-0, Energy Statement, Past Due Notice
- Form 14-589, Closed Account Overdue Notice
- Form 14-590, Closed Account Collection Notice
- Form 14-591, Closed Account Final Collection Notice
- Form 14-656, Request to Pay Deposit
- Form 14-657, Disconnection Notice, Past Due Security Deposit
- Form 14-658, Deposit Urgent Notice
- Form 14-660, Request to Pay Deposit (ESP Consolidated Billing)
- Form 14-661, Deposit Final Call Notice (ESP Consolidated Billing)

- Form 14-662, Deposit Urgent Notice (ESP Consolidated Billing)
- Form 14-664, Past Due Service Termination Notice
- Form 14-665, Disconnection Notice, Past Due Utility Service and Other Services
- Form 14-666, Urgent Notice
- Form 14-667, Disconnect Notice, Returned Check
- Form 14-668, Past Due Service Termination Notice (ESP Consolidated Billing)
- Form 14-669, Final Call Notice (ESP Consolidated Billing)
- Form 14-670, Urgent Notice (ESP Consolidated Billing)
- Form 14-671, Returned Check Final Call Notice (ESP Consolidated Billing)
- Form 14-672, Closed Account Past Due Notice
- Form 14-673, Disconnection Notice, Closed SCE Account

CREDIT/DEBIT CARD PROGRAM IMPLEMENTATION

SCE plans to implement the proposed Credit/Debit Card Payment Option within eight weeks of the approval of this advice letter.

TIER DESIGNIATION

Pursuant to Resolution G-3427, SCE submits this advice filing with a Tier 2 designation.

EFFECTIVE DATE

SCE requests that this advice filing become effective upon Water Division approval.

NOTICE

Anyone wishing to protest this advice filing may do so by letter via U.S. Mail, facsimile, or electronically, any of which must be received no later than 20 days after the date of this advice filing. Protests should be mailed to:

Director, Water Division
CPUC
505 Van Ness Avenue
San Francisco, California 94102
E-mail: water_division@cpuc.ca.gov
Facsimile: (415) 703-2200

In addition, protests and all other correspondence regarding this advice letter should also be sent by letter and transmitted via facsimile or electronically to the attention of:

Akbar Jazayeri
Vice President of Regulatory Operations
Southern California Edison Company
2244 Walnut Grove Avenue
Rosemead, California 91770
Facsimile: (626) 302-4829
E-mail: AdviceTariffManager@sce.com

Bruce Foster
Senior Vice President, Regulatory Affairs
c/o Karyn Gansecki
Southern California Edison Company
601 Van Ness Avenue, Suite 2040
San Francisco, California 94102
Facsimile: (415) 929-5540
E-mail: Karyn.Gansecki@sce.com

There are no restrictions on who may file a protest, but the protest shall set forth specifically the grounds upon which it is based and shall be submitted expeditiously.

In accordance with Section 4 of General Order (GO) 96-B, SCE is serving copies of this advice filing to the interested parties shown on the attached GO 96-B service list. Address change requests to the GO 96-B service list should be directed by electronic mail to AdviceTariffManager@sce.com or at (626) 302-2930. 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.

Further, in accordance with Public Utilities Code Section 491, notice to the public is hereby given by filing and keeping the advice filing 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>.

For questions, please contact Darrah Morgan at (626) 302-2086 or by electronic mail at darrah.morgan@sce.com.

Southern California Edison Company

Akbar Jazayeri

AJ:dm:sq
Enclosures

CALIFORNIA PUBLIC UTILITIES COMMISSION DIVISION OF WATER AND AUDITS Advice Letter Cover Sheet	(Date Filed / Received Stamp by CPUC)
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AL # 72	Date Mailed to Service List: 11/12/09	Requested Effective Date: upon Water Division approval	Requested Tier: <input type="checkbox"/> Tier 1 <input checked="" type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 3
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Replacing AL#: 67-W	Authorization for Filing: Resolution G-3427	Compliance Filing? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Rate	\$	
			Impact	%	

<p><u>The public has 20 days from Date Mailed (above) to protest this advice letter. If you chose to protest or respond to the advice letter, send Protest and/or Correspondence within 20 days to:</u></p> <p><u>and if you have email capability, also email to:</u></p> <p><u>Your protest also must be served on the Utility</u></p>	<p>Director Division of Water and Audits 505 Van Ness Ave. San Francisco, CA 94102</p> <p>water_division@cpuc.ca.gov</p> <p>(see attached advice letter for more information and grounds for protest)</p>
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Company Name: Southern California Edison Company	CPUC Utility Number:
Address: 2244 Walnut Grove Avenue	WTA _____
	WTB _____
City, State, Zip: Rosemead, CA 91770	WTC <u>U 338-W</u>
	WTD _____
	SWR _____

	Contact Name:	Phone No.	Fax No.	Email Address:
Filer	James Yee	626-302-2509	626-302-4829	advicetariffmanager@sce.com
Alternate	Susan Quon	626-302-2930	626-302-4829	susan.quon@sce.com

Description:
In this space or on the back of this form:

1. Explain justification for requested Tier: Resolution G-3427
2. Describe service affected and how it is affected: Establish Credit/Debit Card Bill Payment Option
3. Describe differences from related Advice Letters (Similar service, replacement filing): Reduced level of service and transaction fee amount from that proposed in Advice 67-W. Only MasterCard offered.

(FOR CPUC USE ONLY)			
WTS Budget/Activity/Type	Process as: <input type="checkbox"/> Tier 1 <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 3		
/ /	20th Day		30th Day
Project Manager:	Suspended on:		
Analyst:	Extended on:		
Due Date:	Resolution No.:		
Completion Date:	AL/Tariff Effective Date:		

Cal. P.U.C. Sheet No.	Title of Sheet	Cancelling Cal. P.U.C. Sheet No.
Revised 552-W Revised 553-W Revised 554-W Revised 555-W	Rule 9 Rule 9 Rule 9 Rule 9	Revised 371-W Revised 372-W Revised 372-W Original 373-W**
Revised 556-W	Forms 14-574.W	Revised 440-W
Revised 557-W	Forms 14-574.W.S	Original 415-W
Revised 558-W Revised 559-W	Table of Contents ToFC Table of Contents ToFC	Revised 541-W Revised 516-W

Rule No. 9
RENDERING AND PAYMENT OF BILLS

Sheet 1

A. Rendering of Bills

Bills for service will be rendered each customer on a monthly or bimonthly basis at the option of the utility, unless otherwise provided in the rate schedules.

1. Metered Service

a. Meters will be read at regular intervals for the preparation of periodic bills and as required for the preparation of opening bills, closing bills and special bills. Level Pay Plan Bills are based on meter registrations but are determined as described in Section D of the tariff. (T)

b. The opening bill for metered service will not be less than the established monthly minimum or readiness to serve charge for the service. Any amount paid in excess of the prorated charges otherwise applicable to the opening period will be credited against the charge for the succeeding regular billing period, except that no such credit shall accrue if the total period of service is less than one month.

c. It may not always be practicable to read meters at intervals which will result in billing periods of equal numbers of days.

(1) Should a monthly billing period contain less than 27 days or more than 33 days a pro rate correction in the amount of the bill will be made.

(2) The charge for metered service for a bimonthly period will be computed by doubling the monthly minimum or readiness to serve charge and the number of cubic feet to which each block rate is applicable on a monthly basis.

(3) For billing periods other than monthly or bimonthly adjustments will be made proportionate to that for a monthly billing period.

d. Bills for metered service will show at least the reading of the meter at the end of the period for which the bill is rendered, the meter constant, if any, the number and kinds of units, and date of the current meter reading.

(Continued)

(To be inserted by utility)

Advice 72-W
Decision _____

Issued by
Akbar Jazayeri
Vice President

(To be inserted by Cal. PUC)

Date Filed Nov 12, 2009
Effective Dec 15, 2009
Resolution G-3427

Rule No. 9
RENDERING AND PAYMENT OF BILLS

Sheet 3

(Continued)

3. Proration of Bills (Continued)

and the quantity in each of the several quantity rate blocks will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period. The measured quantity of usage will be applied to such prorated amounts and quantities.

(2) Flat Rate Service

The billing period charge will be prorated on the basis of the ratio of the number of days in the period to the number of days in an average billing period.

(3) Average Billing Period

The number of days in an average billing period is defined as 365 divided by the number of billing periods in a year. (It is 30.4 days for a monthly billing period.)

B. Payment of Bills

Regular monthly bills are due and payable on presentation and payment may be made at SCE's office or to an authorized collector. Accepted methods of payment are as follows: (T)

- 1. Checks sent via the U.S. mail to the address on the payment stub, or (N)
- 2. Checks, money orders, or cash paid at any SCE Payment Office or an authorized payment location, or |
- 3. Electronically through SCE's electronic bill presentation and payment service, Pay-by-Phone service Direct Payment service, QuickCheck, Electronic Data Interchange for commercial customers, or credit/debit card and/or pinless debit card for residential customers, or |
- 4. Electronically by a recurring automatic bank debit or an electronic funds transfer the customer initiates through a third party. A transfer or transaction fee over and above the SCE bill amount may be charged to the customer by a third-party vendor for these services, or |
- 5. Any other means mutually agreeable to SCE and the customer. (N)

Closing bills, where service is to be discontinued, will be due and payable on presentation, and collection will be made at time of presentation. (T)

(L)

(Continued)

(To be inserted by utility)
Advice 72-W
Decision _____

Issued by
Akbar Jazayeri
Vice President

(To be inserted by Cal. PUC)
Date Filed Nov 12, 2009
Effective Dec 15, 2009
Resolution G-3427

Rule No. 9
RENDERING AND PAYMENT OF BILLS

Sheet 4

(Continued)

C. Credit/Debit Card Payment Option. (N)

SCE shall accept credit/debit card and pinless debit card payments from customers for payment of their residential gas bill and deposit. Payments will be accepted through the use of a vendor, and a \$1.75 convenience fee per transaction shall apply. Credit/debit card and pinless debit card payments will be accepted for water-related charges and deposits. Customers are limited to one transaction per each assessed fee. If a residential customer has more than one customer account, a separate card transaction is needed for each account. A convenience fee will apply for each transaction completed and will be added as a charge to the credit/debit card and not to the SCE Energy Statement.

Customers who are scheduled for disconnection (i.e., a bill that is not paid within the time required by such disconnection notice) are able to make a payment using a credit/debit or pinless debit card. In addition, customers who have had their residential service disconnected will be able to make a payment using a credit/debit or pinless debit card for reconnection of service, and will be able to pay a deposit that is necessary due to being scheduled for disconnection or disconnected. This payment option is not available to customers who have had two or more returned credit and/or debit payments within the last 12 months or who have made a fraudulent payment. (N)

D. Level Pay Plan (L)(T)

Water customers who are served by SCE on Schedule DE and Schedule W-1, all of whom want to minimize variations in monthly bills, may elect to participate in the Level Pay Plan. Customers can join the plan in any month of the year and the plan will extend for 12 subsequent months. However, customers may voluntarily withdraw from the plan upon written notice to SCE and a settlement bill will be generated in accordance with the provision of Section D.4. Meters will normally be read and billed at regular monthly intervals. The terms and conditions of the Level Pay Plan are as follows: (T)

1. Level Pay Plan is open to customers regardless of length of service with SCE.
2. The Level Pay Plan amount is due upon presentation as described in Section D.3. (T)
3. Customers shall pay the Level Pay Plan amount shown due each month before it becomes Past Due as described in Rule 11, Section A, Discontinuance and Restoration of Service.
4. At the one (1) year anniversary of Level Pay Plan participation, all customers will receive a settlement bill. Customer will also receive a settlement bill if they voluntarily withdraw from the plan. (L)

(Continued)

(To be inserted by utility)

Advice 72-W
Decision _____

Issued by
Akbar Jazayeri
Vice President

(To be inserted by Cal. PUC)

Date Filed Nov 12, 2009
Effective Dec 15, 2009
Resolution G-3427

Rule No. 9
RENDERING AND PAYMENT OF BILLS

Sheet 5

(Continued)

D. Level Pay Plan (Continued) (T)

5. When a settlement bill is rendered, any amounts due for usage over and above plan amounts already paid are then due and payable in accordance with SCE's filed tariff schedules; any credit for plan amounts paid in excess of actual usage will be applied to the customer's next regular monthly bill or will be refunded by check if so requested by the customer.
6. Level Pay Plan amounts will be reviewed and may be adjusted if there is a 20% or greater difference between the current Level Pay Plan amount and the actual usage amount.
7. Participants may be removed from the Plan if, in the opinion of SCE, the conditions of service or basis on which credit was originally established have materially changed. If a customer is removed from the Level Pay Plan, a settlement bill will be rendered as described in Section D.5. above. (T)

For customers with a minimum of 365 days of service, the following condition applies:

The Level Pay Plan amount is based on the daily average bill amount in dollars, multiplied by 365 and divided by 11 months. The Level Pay Plan amount will be rounded up or down to the nearest \$1.00.

For customers with less than 365 days of service or customers electing the Level Pay Plan at the time service begins at a specific service address, the following condition applies:

The Level Pay Plan amount will be based at one-half of the deposit base amount determined in accordance with the provisions of Section A.1 of Rule 7, Deposits, established on the account.

(To be inserted by utility)

Advice 72-W
Decision _____

5C10

Issued by
Akbar Jazayeri
Vice President

(To be inserted by Cal. PUC)

Date Filed Nov 12, 2009
Effective Dec 15, 2009
Resolution G-3427



Southern California Edison
Rosemead, California (U 338-E)

Revised Cal. PUC Sheet No. 556-W
Cancelling Revised Cal. PUC Sheet No. 440-W

Sheet 1

WATER STATEMENT

FORM 14-574.W

Schedule W-1, W-1-CARE

(T)

(To be inserted by utility)

Advice 72-W

Decision _____

108

Issued by

Akbar Jazayeri

Vice President

(To be inserted by Cal. PUC)

Date Filed Nov 12, 2009

Effective Dec 15, 2009

Resolution G-3427

Contact information

Customer service numbers

General Services (U.S. & Canada)	1-800-655-4555
Account Balance & Extensions	1-800-950-2356
Emergency Services and 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

Multicultural services (Available Monday – Friday 8 a.m. – 5 p.m.)

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

(7 dias a la semana 8 a.m. – 8 p.m.)

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 or call (800) 655-4555.

Options for Paying Your Bill

You can pay your bill by:

On-line/Electronically

- www.sce.com
- Electronic Fund Transfer

Phone

- QuickCheck 1-800-950-2356
- Credit/Debit Card 1-888-xxx-xxxx (N)

Mail-in

- Check
- Money Order

In Person

- Authorized Payment Locations
- 1-800-747-8908

You may call us for electronic payment options, to make payment arrangements, or for information on agencies to assist you in bill payment.

Past-Due Bills

Your bill was prepared on September 7, 2006. 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 reconnection charge. A field assignment charge may appear on your next bill if SCE visits your premises because of non-payment. 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).

Late Payment Charge (LPC)

A late payment charge of .9% 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 rate and state agency accounts).

Rules and Rates

SCE's rules and rates are available in full at www.sce.com or upon request.

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.

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, (800) 649-7570, TTY: (800) 924-9599. 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.

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.
- DWR Generation: Charges for that portion of your energy usage provided by the DWR; these are collected by SCE as an agent for DWR.
- Historic Procurement Charge (HPC): The HPC has been authorized by the CPUC to allow SCE to recover past undercollections.
- SCE Generation: These charges recover energy procurement and generation costs for that portion of your energy provided by SCE. Effective September 20, 2001, your ability to enter into new contracts to purchase electricity from a supplier other than SCE was suspended by the CPUC. Customers who were taking Direct Access service or who had a signed contract prior to September 20, 2001, may switch suppliers consistent with CPUC-established rules.
- Trust Transfer Amount (TTA): This reflects the Fixed Transition Amount (FTA), chargeable to residential and small commercial customers pursuant to state law and a financing order issued by the CPUC. The TTA is the property of SCE Funding Limited Liability Corporation (LLC) and is collected by SCE solely as the servicing agent for SCE Funding LLC.

To change your contact information or enroll in SCE's payment option, complete the form below and return it in the enclosed envelope.

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 @ 1-800-655-4555

Details of your new charges

Your rate: W-1

Billing period: Jul 30 '09 to Aug 29 '09 (30 days)

Water charges

Service charge		\$XX.XX
Quantity charge (per 1,000 Gallons)		
First 2,500	0,000 Gal/1000 x \$5.52	\$XX.XX
2,501 – 10,000	0,000 Gal/1000 x \$14.86	\$XXX.XX
More than 10,000	0,000 Gal/1000 x \$20.36	\$XXX.XX
Subtotal of your new charges		\$XXX.XX
1986 Tax Act Credit	\$000.00 x -3.30000%	-\$XXX.XX
State water surcharge	\$000.00 x 1.50000%	\$XXX.XX
Your new charges		\$XXX.XX

Things you should know

Get \$35...

Let SCE pick up and recycle your old, inefficient, working refrigerator or freezer and receive \$35. Program funds are limited, so call 1-800-234-9722 or visit www.sce.com and click on rebates and savings today! Terms and conditions apply.

Save energy, save money...

Save energy this summer, and you'll be rewarded with SCE's 20/20 Summer Savings Program. Reduce energy use by 20% compared to last summer. You'll save by using less, and SCE will Give you a 20% credit on your summer energy charges. The 20% credit will appear on your first winter bill.

SAMPLE

This summer you can **SAVE**
more than just energy.

Visit www.sce.com for more details on our 20/20 summer savings program.

More
great rebates and savings
at www.sce.com

It's Easy to Earn the 20/20 Discount

Even simple activities can produce big cash and energy savings this summer. Here are some things you can do:

- Set your thermostat at 78 degrees. You can save up to xx% on cooling costs.
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- Switch from incandescent to compact fluorescent light bulbs, which can save you as much as \$xx.xx per light bulb in just one year. Fluorescents are cooler, too, which means your air-conditioning system won't have to work as hard.

Find more money and energy-saving tips at www.sce.com. Click on "Rebates & Savings." Or call 1-800-000-0000.

Please fill out the following information, detached and return it in the enclosed postage-paid return envelope along with your payment stub.

I pledge to reduce my energy use by 20% this summer and receive my "emPOWERed to conserve" pledge band. With my pledge, the pledge band will be sent to the address listed below.

You can also pledge online at www.sce.com/pledgetosave and receive your "emPOWERed to conserve"

Name _____
(First) _____ (Last) _____
Service Account Num. _____ 0-00-000-0000 _____
Address 1234 Main St. _____
City Anytown _____ State CA Zip 12345 _____
Email Address (optional) _____

Looking for Your Energy Overhead? Find Out in 15 Minutes

Take about 15 minutes to complete SCE's free online Business Energy Survey and learn where you can save the most on your energy overhead costs. You'll receive customized energy efficiency recommendations that you can take to your office or shop floor and then to the bank!

It's easy:

- Answer questions about your business.
- Receive a list of ways you can save energy and money.
- Get estimated cost savings for each energy-saving suggestion.
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Voluntary Renewables

California's air quality can use your help by making a voluntary contribution to renewable energy resources like wind, solar, geothermal, biomass and small hydropower. SCE supports renewable energy and the landmark state legislation that mandates the use of these natural resources to generate electricity. Here's how you can contribute to clean air:

- Make a contribution in any amount you choose by writing a separate check to the Renewable Resource Trust Fund, which is administered by the California Energy Commission (CEC). Enclose your contribution check with your bill payment check in the return envelope.
- Please do not send cash. Your contribution is not tax-deductible, but will go a long way toward supporting alternative energy resources.

If you have any questions about the Trust Fund or renewable energy, please call the CEC at (800) 000-0000.

SCE Solicits Offers for New Power Supply

Your energy conservation efforts help assure adequate power supply for Southern California, but the region will need additional supply sources as early as next year.

That's why SCE is conducting a competitive Request for Offers to attract new electricity generating plants that would serve all Southern California electricity users. SCE is soliciting bids for contracts of up to 10 years to buy electricity from new sources that could start providing power between Month DD, YYYY and Month D, YYYY.

The offer is intended to assure adequate power supply while state policymakers continue to develop strategies that encourage new plant construction.

See more details at www.sce.com/NewGenRFO.

Generator Safety

If you have a temporary portable generator, never attempt to connect it to home or building wiring. Carefully connect appliances directly into the portable generator. Use a portable generator in a well-ventilated area and install according to local electrical codes and instructions.

You may have a more permanently installed generator that is attached to building wiring in accordance with local electrical codes and Southern California Edison (SCE) standards. Before operating such a generator, switch off the main circuit breaker or open the transfer switch to disconnect your wiring from the utility system. This helps avoid feeding electricity back through utility power lines, which endangers SCE crews.

Note: State law requires that you notify SCE if you have a generator that can be connected to your wiring. Call 1-800-000-0000 to request an Electric Generator Notification Card.



Southern California Edison
Rosemead, California (U 338-E)

Revised Cal. PUC Sheet No. 557-W
Cancelling Original Cal. PUC Sheet No. 415-W

Sheet 1

WATER STATEMENT

FORM 14-574.W.S
(Simplified)

Schedule W-1

(To be inserted by utility)

Advice 72-W

Decision _____

Issued by

Akbar Jazayeri

Vice President

(To be inserted by Cal. PUC)

Date Filed Nov 12, 2009

Effective Dec 15, 2009

Resolution G-3427

Contact information

Customer service numbers

General Services (U.S. & Canada)	1-800-655-4555
Account Balance & Extensions	1-800-950-2356
Emergency Services and 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

Multicultural services (Available Monday – Friday 8 a.m. – 5 p.m.)

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

(7 dias a la semana 8 a.m. – 8 p.m.)

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 or call (800) 655-4555.

Options for Paying Your Bill

You can pay your bill by:

On-line/Electronically

- www.sce.com
- Electronic Fund Transfer

Phone

- QuickCheck 1-800-950-2356
- Credit/Debit Card 1-888-xxx-xxxx (N)

Mail-in

- Check
- Money Order
- Authorized Payment Locations 1-800-747-8908

You may call us for electronic payment options, to make payment arrangements, or for information on agencies to assist you in bill payment.

Past-Due Bills

Your bill was prepared on September 7, 2006. 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 reconnection charge. A field assignment charge may appear on your next bill if SCE visits your premises because of non-payment. 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).

Late Payment Charge (LPC)

A late payment charge of .9% 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 rate and state agency accounts).

Rules and Rates

SCE's rules and rates are available in full at www.sce.com or upon request.

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.

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, (800) 649-7570, TTY: (800) 924-9599. 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.

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- 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.
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To change your contact information or enroll in SCE's payment option, complete the form below and return it in the enclosed envelope.

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 @ 1-800-655-4555

This summer you can **SAVE** more than just energy.

Visit www.sce.com for more details on our 20/20 summer savings program.

More
great rebates and savings
at www.sce.com

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(First) _____ (Last) _____

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Address _____
1234 Main St. _____

City _____ Anytown _____ State _____ CA _____ Zip _____ 12345 _____

Email Address (optional) _____

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(Continued)

(To be inserted by utility)
 Advice 72-W
 Decision _____

Issued by
Akbar Jazayeri
Vice President

(To be inserted by Cal. PUC)
 Date Filed Nov 12, 2009
 Effective Dec 15, 2009
 Resolution G-3427



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(To be inserted by utility)
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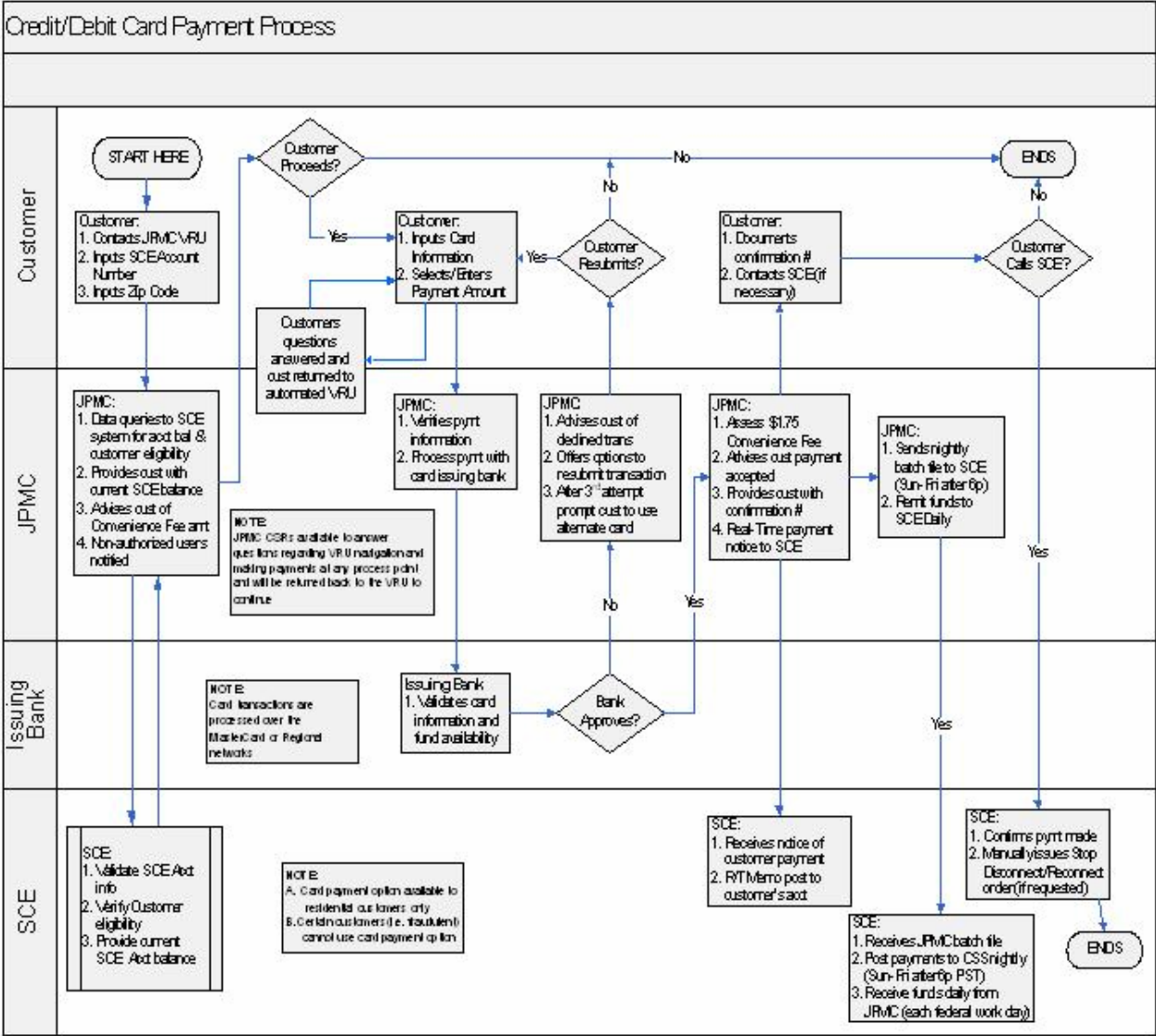
Issued by
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ATTACHMENT B

Credit/Debit Card Payment Process Diagram

Attachment B Credit/Debit Card Payment Process Diagram



ATTACHMENT C

Sample of JPMC's toll-free telephone number on
second page of customer's Energy Statement
(Forms 14-574.W and 14-574.S)

Form 14-574.S

ATTACHMENT D

Sample of JPMC's toll-free telephone number on first and second page of customer's disconnection/reconnection notice

(Notices are applicable to electric, gas, and water accounts and are filed with the Energy Division)

Contact information

Customer service numbers

General services (U.S. & Canada)	1-800-655-4555
Account balances & extensions	1-800-950-2356
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To change your contact information, complete the form below and return it to SCE

Change of Mailing Address: 0-00-000-0000 (Print Clearly)

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



An EDISON INTERNATIONAL Company

Lisa Vellanoweth
Manager of Tariffs

November 18, 2009

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

Attn: Josefina Babaran
Water Division, Tariff Unit

Re: Substitute Sheets for Advice 72-W

Dear Ms. Babaran,

Pursuant to conversations with the Water Division, provided herein are an original and four copies of Attachments C and D, in their entirety, for Advice 72-W. These Substitute Sheets ensure that all appropriate and approved revisions are contained in the affected attachments.

Please distribute the enclosed sheets to those reviewing Advice 72-W. If you have any questions, please contact Lisa Foulds at (626) 302-2010.

Sincerely,

Lisa Vellanoweth

Enclosures
72-WSub.doc

cc. Karrie Evans