UNDERSTANDING YOUR COMMUNITY CHOICE AGGREGATION (CCA) BILL

Residential Customers

1. **Your amount due**
   Shows your current monthly amount due and the due date.

2. **Your SCE account information**
   If you ever need customer service or want to enroll in SCE programs and services, we’ll use your customer account number to access your information.

3. **Your account summary**
   Shows your most recent account activity and current amount due.

4. **Summary of your billing detail**
   You’re an “unbundled” SCE customer, which means we deliver your electricity, but you have a separate Energy Service Provider who generates it. While all of your charges are shown together on one bill, we use this section to list your delivery and generation charges separately, and we identify them for you using individual service account numbers.

5. **Your payment stub**
   Shows the amount due and the due date. If you’re paying by mail, remember to write your customer account number on the “memo” line of your check and make sure the SCE address is visible in the return envelope window. You can save postage costs and help the environment by going paperless at sce.com/ebilling - it’s fast, easy, and secure.
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6. Ways to contact us
Lists SCE Customer Service phone numbers. You may also message us via Facebook and Twitter, and get quick answers from our Frequently Asked Questions. For details, visit SCE.com/FAQs.

7. Request a large-print bill
We offer a version of your bill in larger print – if you would like to enroll, please contact us at the number shown in this section.

8. Your payment options
Lists the various methods and contact information for paying your bill.

9. Rates and applicable rules
Guides you to sce.com to get detailed information on rates, rules, and tariffs.

10. Past due bills
Explains that your SCE bill becomes past due 19 days after the bill is prepared and provides information about late payment charges and disconnection.

11. Disputed bills
If you think your bill is incorrect, please refer to this section for instructions on how to contact SCE or the CPUC for assistance.
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12. Definitions
Provides definitions of some types of charges and credits shown on your bill.

13. Change of address
If your mailing address is changing, please use this section to provide your new information.

14. Enroll in the Direct Payment program
If you would like to save time by having your monthly payments automatically deducted from your checking account, use this section to enroll in the Direct Payment program.

15. Make a donation to SCE’s Energy Assistance Fund (EAF)
EAF helps keep the lights on for people in need. If you would like to round up your bill or contribute an amount of your choice to help others, use this section to make your selection.
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16. Delivery
This label shows who is delivering your electricity.

17. POD ID
As a CCA customer you might need to provide your POD-ID when speaking with Customer Service or other SCE representatives.

18. Compare your monthly energy usage
Compare the amount of energy you use from month to month, and discover any seasonal trends. If you want to view your hourly consumption, sign up for SCE’s My Account.

19. Delivery charges
Shows the itemized cost of delivering your electricity.

20. Details of your charges
Shows the itemized breakdown of delivery and energy charges. These include taxes and other fees related to energy distribution.
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21. **Understanding your bill**
   With our Tiered Rate Plan (Schedule D), you begin each billing period at the Tier 1 rate, which has the lowest price per kilowatt-hour. If you use more energy than the “baseline allocation” for your region, your energy cost increases to Tier 2. A High Usage Charge tier will continue to show on your bill through 2024 although the price per kilowatt hour will be the same as Tier 2. One of the best ways to lower your energy costs is to reduce the amount of energy you use. We have tips and tools that may help, including SCE’s Budget Assistant, which enables you to set monthly spending goals, tracks your costs in near real-time, and sends you alerts via email, phone or text to let you know how you’re doing.

22. **Your Total Usage**
   Check this section for your total usage breakdown for the month.
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23. **Supply**
   This label shows who is supplying your electricity.

24. **Details of your charges**
   Shows the itemized breakdown of generation and energy charges. These include taxes and other fees related to energy generation.

25. **Things you should know**
   Check this section each month for important news and information about your generation and ways to contact your energy provider.