Understanding Your Time-Of-Use (TOU) Bill

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, current amount due, and due date.

4. Your cost varies by time of day
   TOU rates vary based on the time of day and season, as shown on this chart. You’re enrolled in one of SCE’s Time-Of-Use (TOU) rates, which means you’ll pay less when you’re able to shift your energy usage to off-peak and super off-peak hours, when overall energy demand and costs are lower. For more information about TOU rates, visit sce.com/rates.

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.
UNDERSTANDING YOUR TIME-OF-USE (TOU) BILL

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.

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
Use this section to enroll in the Direct Payment program.

15. Make a donation to SCE’s Energy Assistance Fund (EAF)
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.
UNDERSTANDING YOUR TIME-OF-USE (TOU) BILL

16. Your usage, by time of day
This graph shows the amount of energy you used (in kilowatt-hours) by the peak period, during the billing period. We made the highest cost bar darker so it’s easier to find.

Average cost of energy, by time of day
Shows the average cost (per kilowatt-hour) of the energy you used during each peak period. Costs are rounded and include delivery and generation charges. To view all charges and credits, refer to the Details of your new charges section.

Your total energy costs, by time of day
Multiplies your energy usage by the average cost of energy for a “snapshot” of your total cost of energy (by time of day). Other credits/charges include any costs that do not vary by time of day. For a full view of all your credits and charges or to calculate your bill, please see the “Details of your new charges” section of your bill.

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

20. Details of your new charges
Shows the itemized breakdown of delivery, generation, and energy charges. These include taxes and other fees related to energy distribution.
UNDERSTANDING YOUR TIME-OF-USE (TOU) BILL

21. Things you should know
Check this section each month for important news and information about your bill, SCE programs and services, and more FAQs.

This document provides details for a standard residential electric bill - your bill may look different. If you have any questions about your bill, please contact Customer Service at 1-800-655-4555.