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

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 TIERED BILL

6. **Ways to contact us**
   Lists our 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 SCE bills become past due 19 days after the date they’re prepared, and provides information about late payment charges and disconnection.
UNDERSTANDING YOUR TIERED BILL

11. Disputed bills
If you think your bill is incorrect, please refer to this section for instructions on how to contact us 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 enter your new information.

14. 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.
UNDERSTANDING YOUR TIERED BILL

15. Your rate and billing period
Shows the rate in which you're currently enrolled and the dates in the current billing period. You can use our Rate Comparison tool to compare rates and find out if you may benefit from a different rate option at sce.com/rateanalyzer.

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

17. Generation charges
Shows the itemized cost of generating your electricity.

18. Details of your charges
Shows the itemized breakdown of delivery, generation, and energy charges. These include taxes and other fees related to energy distribution.
UNDERSTANDING YOUR TIERED BILL

19. Understanding your tiered 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.

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