# **Business Customers**

Time-Of-Use General Services Rate

UNDERSTANDING YOUR COMMUNITY CHOICE AGGREGATION (CCA) 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 and current amount due.

## 4. Summary of your billing detail

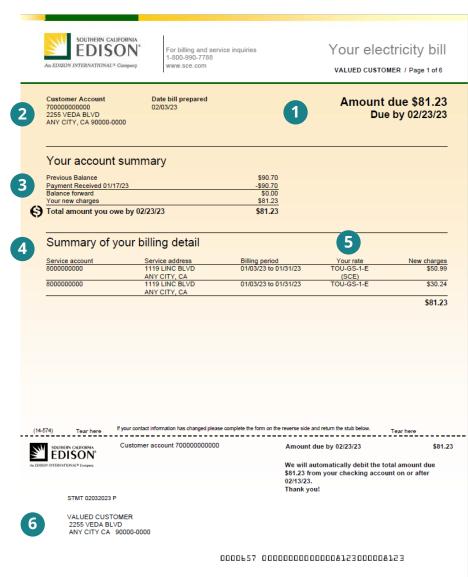
With CCA service you will receive a consolidated bill from SCE that includes charges from both SCE and your CCA. While all of your electric charges are shown together in one bill, we list your SCE delivery charges (to get electricity to your home/business) and your CCA generation charges (to procure the electricity you use) separately, using individual service account numbers. Details of your SCE and CCA charges appear separately on the bill.

### 5. Your rate

Specifies the rate plan pricing schedule for your SCE account.

## 6. Your payment stub

Shows the amount due and the due date. When you pay your bill to SCE, we will be responsible for transferring the generation portion of your payment to your CCA. 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.





## 7. Ways to contact us

Lists SCE Customer Service phone numbers. You may also message us via Facebook and Twitter. For answers to Frequently Asked Questions about CCA accounts, billing, and service, visit sce.com/ccafaqs.

## 8. 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.

## 9. Your payment options

Lists the various methods and contact information for paying your bill.

## 10. Rates and applicable rules

Guides you to **sce.com** to get detailed information on rates, rules, and tariffs.

### 11. 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.

## 12. Disputed bills

If you think your bill is incorrect, please refer to this section for instructions on how to contact SCE or the California Public Utilities Commission (CPUC) for assistance. For questions regarding your generation charges or any other charges on the CCA portion of your bill, please contact your CCA directly.

VALUED CUSTOMER / Page 2 of 6 Ways to contact us Request a large print bill 1-800-655-4555 Multicultural services Customer service numbers Relay calls accepted Correspondence General Services (U.S. & Canada) Cambodian / ব্রি Payments. Extensions or Payment Options 1,800,950,2356 Chinose / 中文 1.800.843.8343 PO Box 6400 Emergency Services & Outages 1-800-628-3061 California Alternate Rates for Energy (CARE) 1-800-447-6620 Vietnamese / Tiếng Việt 1-800-327-3031 91729-6400 Energy Theft Hotline 1-800-227-3901 1-800-441-2233 Hearing & Speech Impaired (TTY) www.sce.com 1-800-352-8580 Important information What are my options for paying my bill? Disputed bills If you believe there is an error on your bill or have a question about your service, please call Southern California Edison (SCE) customer support at Pay one-time or recurring on www.sce.com/bill Check or Money order service, prease can Southern Camorina Euron (SCE) customer support at 1-800-655-4555 if you are not satisfied with SCE's response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cpuc.ca.gov/ complaints/. The CPUC's Consumer Affairs Branch (CAB) handles billing and Authorized payment locations 1-800-747-8908 In Person QuickCheck 1-800-950-2356 Debit & credit card complaints: The Ord S Consumer Analis branch (CAD) flamines bining and service complaints and can be reached by: Telephone 1-800-649-7570 (8:30 AM - 4:30 PM, Monday - Friday)

Mail CPUC, Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, "Residential customers only Electronic check processing Your check payment will be processed as a one-time Electronic Fund Transfer (EFT). With EFTs, funds may be withdrawn from your account the day we receive San Francisco, CA 94102 If you have limitations hearing or speaking, contact the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial 711 your payment. Your check will not be returned, but will appear on your financial or one of the numbers below to be routed to a California Relay Service provider in Rates and applicable rules: Available at www.sce.com or upon request. your preferred mode of communication. Past due bills Type of Call When is my bill past due? It is past due 20 days after the preparation date, which was 02/03/23. TTY/VCO/HCO to Voice 1-800-735-2929 1-800-855-3000 was UZUSZZ.

Reconnecting service that has been disconnected requires a Service Connection payment (non-residential only).

Unable to pay: If payment arrangements were not extended to you by SCE pursuant to SCE's filed tariffs, you may contact the California Public Utilities Voice to TTY/VCO/HCO 1-800-735-2922 Speech-to-Speech Relay 1-800-854-7784 1-800-854-7784 To avoid having service turned off while waiting for the outcome of a complaint to To avoir having service turned on white wating for the outcome of a compliant to the CPUC regarding the accuracy of your bill, contact CAB for assistance. If you case meets the eligibility criteria, CAB will instruct you on how to mail a check or money order to be impounded pending resolution of your case. You must continue · For safety reasons, if service is disconnected, please ensure any sensitive or potentially hazardous equipment is unplugged on the day of reconnect additional home safety tips, visit www.soc.com/safety or call SCE at 1-800-655-4555. to pay your current charges while your complaint is reviewed to keep your service What is the Late Payment Charge (LPC)? Definitions 0.6% will be applied to the total unpaid balance if payment is not received by the due date on this bill (except for CARE and state agency accounts). · Baseline Credit: The baseline credit provides reduced electricity rates or electricity used up to the baseline allocation for the region that you live in What is a rotating outage? What is a rotating outage:

Rotating outages are controlled electrical outages used to avoid widespread or uncontrolled blackouts. Your Rotating Outage Group number is located on page 1, upper left, of your SCE bill. Your rotating outage group number may change at any CA Climate Credit: Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents Wildfire Fund Charge: Supports the California Wildfire Fund which covers costs associated with catastrophic wildfires, including payment of bonds issued by the California Department of Water Resources (DWR) time. For more information, visit www.sce.com/rotating.outage. What is the Power Charge Indifference Adjustment (PCIA)? Public Purpose Programs Charge: Funds state-mandated programs for low income discounts, energy efficiency, renewable energy and R&D. The PCIA is a charge to ensure that both SCE customers and those who have left SCE service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by SCE on their behalf. SCE Generation: For recovering energy procurement and generation costs for that portion of your energy provided by SCE. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources Change of mailing address: 7000000000000 APARTMENT # ZIP CODE Energy Assistance Fund (EAF): I want to help people pay their energy bill through EAF. For info visit www.sce.com/eaf or call (800) 205-8596 Select one box only and sign below for EAF: One Month only



### 13. Definitions

Provides definitions of some types of charges and credits shown on your bill. For additional definitions, go to **sce.com/ccafaqs**.

# 14. Change of address

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

## 15. 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.

## 16. 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.

Ways to contact us Request a large print bill 1-800-655-4555

Customer service numbers General Services (U.S. & Canada)
Payments, Extensions or Payment Options 1-800-655-4555 1-800-950-2356 Emergency Services & Outages 1-800-611-1911 California Alternate Rates for Energy (CARE) 1-800-447-6620 Energy Theft Hotline 1-800-227-3901 Hearing & Speech Impaired (TTY)

Multicultural services Cambodian / fgi Chinese / 中文 Korean / 한국어 Vietnamese / Tiếng Việt Spanish / Español

Correspondence: Southern California Edison Rancho Cucamonga, CA 1-800-628-3061 1-800-327-3031 91729-6400 1-800-441-2233

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### Important information

What are my options for paying my bill?

Pay one-time or recurring on www.sce.com/bill Check or Money order Authorized payment locations 1-800-747-8908 In Person QuickCheck 1-800-950-2356 Debit & credit card 1-800-254-4123

\*Residential customers only Electronic check processing

Your check payment will be processed as a one-time Electronic Fund Transfer (EFT). With EFTs, funds may be withdrawn from your account the day we receive your payment. Your check will not be returned, but will appear on your financial

Rates and applicable rules: Available at www.sce.com or upon request Past due bills

When is my bill past due? It is past due 20 days after the preparation date, which

- was 02/03/23.

  Reconnecting service that has been disconnected requires a Service Connection payment (non-residential only).
- Unable to pay: If payment arrangements were not extended to you by SCE pursuant to SCE's filed tariffs, you may contact the California Public Utilities
- For safety reasons, if service is disconnected, please ensure any sensitive or potentially hazardous equipment is unplugged on the day of reconnection. For additional home safety tips, visit www.sce.com/safety or call SCE at 1-800-655-4555.

What is the Late Payment Charge (LPC)?

0.6% will be applied to the total unpaid balance if payment is not received due date on this bill (except for CARE and state agency accounts). What is a rotating outage?

Rotating outages are controlled electrical outages used to avoid widespread or uncontrolled blackouts. Your Rotating Outage Group number is located on page 1, upper left, of your SCE bill. Your rotating outage group number may change at any time. For more information, visit www.sce.com/rotating outage.

What is the Power Charge Indifference Adjustment (PCIA)? The PCIA is a charge to ensure that both SCE customers and those who have left SCE service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by SCE on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources

Disputed bills

If you believe there is an error on your bill or have a question about your service, please call Southern California Edison (SCE) customer support at 1-800-655-4555. If you are not satisfied with SCE's response, submit a complaint to the California Public Utilities Commission (CPUC) at www.cnuc.ca.gov/ complaints/. The CPUC's Consumer Affairs Broch (CAB) handles billing and service complaints and can be reached by: Telephone 1-800-649-7570 (8:30 AM - 4:30 PM, Monday - Friday)

CPUC, Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, contact the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial 711 or one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.

Type of Call	English	Spanish
TTY/VCO/HCO to Voice	1-800-735-2929	1-800-855-3000
Voice to TTY/VCO/HCO	1-800-735-2922	1-800-855-3000
Speech-to-Speech Relay	1-800-854-7784	1-800-854-7784

To avoid having service turned off while waiting for the outcome of a complaint to the CPUC regarding the accuracy of your bill, contact CAB for assistance. If your case meets the eligibility criteria, CAB will instruct you on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is reviewed to keep your service

Definitions

- Baseline Credit: The baseline credit provides reduced electricity rates on
- electricity used up to the baseline allocation for the region that you live in.

  CA Climate Credit: Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents
- Wildfire Fund Charge: Supports the California Wildfire Fund which covers costs associated with catastrophic wildfires, including payment of bonds issued by the California Department of Water Resources (DWR)
- Public Purpose Programs Charge: Funds state-mandated programs for low income discounts, energy efficiency, renewable energy and R&D.
- SCE Generation: For recovering energy procurement and generation costs for that portion of your energy provided by SCE.

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_	Energy /	Assistance Fun	nd (EAF)	: I want to hel	lp people pay their energy bill through EAF	. For info visit www.soe.com/eaf or call (800) 205-8
	Add this	amount for EAF \$			Select one box only and sign below for EAF:	
16		Every Month		One Month only		



## 17. Things you should know

Check this section each month for important news and information about your bill, SCE programs and services, and more.



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### Things you should know

#### 2020 Fixed Recovery Charge

SCE has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic midfires. Your bill for electric service includes a Fixed Recovery Charge that has been approved by the CPUC to reproduce those bonds. The right to recover the Fixed Recovery Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to SCE. SCE is collecting the Fixed Recovery Charge on behalf of the Special Purpose Entity.

#### DWR Adjustment

This is a refund from the California Department of Water Resources (DWR) relating to the purchase of power during the 2000-2001 energy crisis. The adjustment line item will only appear on bills of customers who previously paid the DWR Bond Charge..



## 18. Delivery

This label shows who is delivering your electricity.

## 19. POD-ID

As a CCA customer you may need to provide your POD ID when speaking to Customer Service or other SCE representatives

## 20. Your time-of-use periods

TOU rates vary based on the time of day, day of week, and season.

## 21. Your usage and costs

Usage is shown in total kilowatt hours (kWh) for each time period along with average and total cost for each.

## 22. Demand and other charges

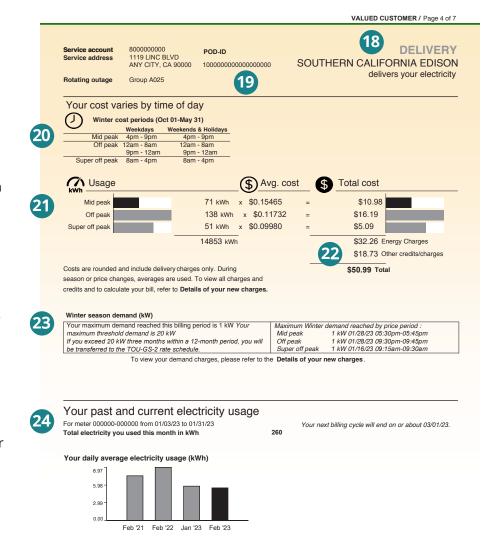
There are two demand charges: 1) Facilities Related Demand (FDR) charges apply year-round and are calculated according to your highest record demand during each monthly billing period; and 2) Time Related Demand (TRD) charges are calculated according to your highest recorded demand during Summer On-Peak and winter Mid-Peak hours (non-holiday weekdays only) during each monthly billing period.

## 23. Maximum seasonal demand

Shows the maximum demand for the bill period, the maximum threshold, and maximum by TOU period.

## 24. 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 at sce.com/myaccount.





## Compare your monthly energy usage (Continued)

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 at sce.com/ myaccount.

## **Details of charges**

Shows the itemized breakdown of demand and other charges, along with delivery, and energy charges.

## **CCA surcharges**

The Power Charge Indifference Adjustment (PCIA) is represented by SCE as either a credit or a charge that recovers long-term energy resources committed prior to your switch to CCA service. The Department of Water Resources (DWR) Bond Charge is collected by SCE to support the California Wildfire Fund, including payment of bonds issued by the California Department of Water Resources (DWR). The Wildfire Fund reduces the costs to customers associated with catastrophic wildfires, supports the financial stability of California's electric utilities, and allows utilities to carry out necessary improvements to lessen future wildfire threat.

The Competition Transition Charge (CTC) is a charge for legacy SCE electricity contracts, signed prior to 1998, that exceed a CPUC-approved market price limit.

## Other surcharges

Other surcharges could include generation charges assessed by Municipalities.



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Total kWh used												Dec '22	Jan '23
	21,045	24,182	25,918	23,967	19,792	19,981	23,477	19,038	19,890	16,730	14,754	17,706	15,638
Number of days	30	29	30	32	30	29	32	30	32	30	30	32	29
Appx. average kWh used/day	701	833	863	748	659	689	733	634	621	557	491	553	539

Delivery charges - Cost to de	
Facilities rel demand	32 kW x \$10.54000 x 26/29 days
Facilities rel demand	32 kW x \$11.46000 x 3/29 days
Demand-Winter	
Mid peak	32 kW x \$3.17000 x 26/29 days
Mid peak	32 kW x \$3.58000 x 3/29 days
Energy-Winter	
Mid peak	2,778 kWh x \$0.02143
Off peak	6,181 kWh x \$0.02143
Super off peak	4,318 kWh x \$0.02143
Mid neak	348 kWh v \$0 02654

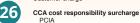
706 kWh x \$0 02654 522 kWh x \$0.02654

charae \$89.29 new system generation charge \$9.24 Your overall energy charges include: \$18.74 • \$12.04 franchise fees \$13.85 \$105.76 Additional information:

\$37.94

\$11.85

\$86.15



Off peak

Super off peak

Customer charge

13,277 kWh x \$0.02314 1,576 kWh x \$0.01765 DWR Bond Charge 14 853 kWh x \$0 00580 CTC 13.277 kWh x \$0.00043 1,576 kWh x \$0.00070

 Service voltage: 208 volts Generation Municipal Surcharge \$27.82 • 2018 Vintage CRS

• \$107.28 transmission charges

• \$123.73 public purpose programs

 \$560.24 distribution charges • -\$0.13 nuclear decommissioning



Other charges or credits

(Continued on next page)



## 28. Supply

This label shows who is generating your electricity.

## 29. Details of your CCA generation charges

Shows the itemized breakdown of generation charges (charges to procure the electricity you use) from your CCA. These include taxes and other fees related to energy generation. For questions regarding your generation charges, contact your CCA energy provider directly.

## 30. Things you should know

Check this section each month for important news and information about your generation and ways to contact your CCA energy provider.



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