

December 5, 2025

Dear Valued Customer,

In February 2025, you received a communication from Southern California Edison (SCE) notifying you that SCE identified errors related to the discounts on your bill for your sub-metered tenants that are enrolled in the California Alternate Rates for Energy (CARE), Family Electric Rate Assistance (FERA), and/or Medical Baseline (MBL) assistance programs (the Programs). After further investigation, SCE has determined that Program discounts were not always accurately credited to your billing statement.

If you were overcharged as a result of this error, you will receive bill credits in two phases that collectively are retroactive to April 2021. In the first phase, SCE will issue you bill credits for any net overcharge over the last three years, as required by SCE's tariffs. In the second phase, SCE will issue a one-time credit for additional amounts, if any, you were overcharged prior to the three-year period.¹ To the extent that the net billing error resulted in you receiving a higher discount than you would have otherwise received in either of these phases, SCE will *not* seek back payments of these amounts. SCE anticipates completing the first phase by February 6, 2026, and the second phase by July 6, 2026.

Upon receiving these bill credits, SCE requests that you take the necessary steps to ensure compliance with your billing obligations under Public Utilities Code §739.5, Cal Civil Code §798.43.1, and SCE Tariff Schedule DMS-1, DMS-2 or DMS-3.² This may include verifying whether your tenants received the appropriate discounts throughout the affected period and passing through bill credits as needed.

Please be aware that SCE will also be sending a communication to your tenants notifying them of the pending credits that may be provided to you, and, therefore, they may contact you as their landlord for more information regarding bill credits.

Shortly after you receive your revised billing statements, SCE will send you a follow-up letter with a summary of the bill credits you received, as well as a list of Program credits and enrollment counts by month. SCE will also make a tool available on SCE.com to assist you with a suggested methodology for distributing the credits, if you determine that any eligible tenants did not receive all applicable discounts. As part of the correction process, you may experience a delay of up to 60 days in receiving your routine bills. Once the corrected bill is completed, you will receive a multi-paged invoice covering multiple bill periods, and you will receive updated bills for each corrected billing statement. If you currently receive paper bills and would like to reduce the volume of paper received, SCE encourages you to visit <https://www.sce.com/factsheet/electronic-billing-payment-options> to learn about our

¹ The first phase of bill credits is in accordance with SCE's Rule 17 tariff. The second phase of bill credits is in addition to the three years of bill credits required by Rule 17. For more information on SCE Rule 17, please visit <https://www.sce.com/regulatory/regulatory-information/tariff-books>, then click on "Rules" in the sidebar under "SCE Tariff Books". Please note, if you are due credits for this billing error, you may receive credits in the first, second, or both phases.

² For more information on SCE Tariff Schedule DMS-1, DMS-2 or DMS-3, please visit <https://www.sce.com/regulatory/regulatory-information/tariff-books/rates-pricing-choices>, then click on "Residential Rates".

paperless billing options and enroll. If you are already enrolled in paperless billing, you will receive your revised billing statement in the manner you selected.

If you have questions or need assistance understanding the corrected bills or allocating credits to your tenants, if necessary, a dedicated help line has been created for your convenience. Please call 866-903-7947 to speak with one of our Energy Advisors.

SCE also provides assistance for on-going tenant bill calculation. For more information regarding SCE's Mobilehome Park Tenant Bill Calculation Service, please visit <https://www.sce.com/business/resources/resources/mobile-home-tenant-bill-calculation>.

If you have a complaint regarding this matter, you may contact the CPUC Consumer Affairs Branch at: <https://www.cpuc.ca.gov/consumer-support/file-a-complaint/utility-complaint/how-the-consumer-affairs-branch-can-help>

Thank you for your cooperation.

Southern California Edison