

December 5, 2025

Dear Tenant,

Southern California Edison (SCE) discovered that certain discounts that should have been applied to electric bills for tenants enrolled in the California Alternate Rates for Energy (CARE), Family Electric Rate Assistance (FERA), and/or Medical Baseline (MBL) assistance programs (the Programs) were not accurately reflected on your landlord bills. Your landlord may receive a credit on an upcoming billing statement to correct billing errors for the past three years that resulted from any Program discounts that were not reflected on your landlord's bill. In a subsequent billing statement, your landlord may receive an additional credit to correct billing errors occurring prior to this three-year period. If the net billing errors resulted in your landlord receiving a higher discount, SCE will not ask you or your landlord to pay back this amount.

Because you are billed by your landlord, not SCE, your bills may or may not have been affected by SCE's billing error. Your landlord is required to comply with all applicable laws and rules, including Public Utilities Code §739.5, Cal Civil Code §798.43.1 and SCE Tariff Schedule DMS 1, DMS 2 or DMS-3, which among other things, require your landlord to bill tenants at the appropriate rate based on their electricity usage and pass through Program discounts to residents participating in the Programs.¹

Please reach out to your landlord if you have any questions and to ensure you are receiving the appropriate credits to your bill. If you need additional support, please call the dedicated helpline 866-903-7947 to speak with one of our Energy Advisors.

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

¹ 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."