

# 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](http://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](http://sce.com/ebilling) it's fast, easy, and secure.

SOUTHERN CALIFORNIA <b>EDISON</b> <small>An EDISON INTERNATIONAL® Company</small>		Go paperless at <a href="http://www.sce.com/ebilling">www.sce.com/ebilling</a> . It's fast, easy and secure.	Your electricity bill
For billing and service inquiries 1-800-239-2685 <a href="http://www.sce.com">www.sce.com</a>		VALUED CUSTOMER / Page 1 of 4	
<b>2</b>	<b>Customer account</b> 700000000000	<b>Rotating outage</b> Group N000	<b>1</b> <b>Amount due \$147.37</b> <b>Due by 01/13/26</b>
	<b>Service account</b> 8000000000 123 MAIN ST ANYTOWN, CA 91234	<b>POD-ID</b> 10000000000000000000 <b>Date bill prepared</b> 10/22/25	
<b>3</b>	<b>Your account summary</b>		
	Previous Balance	\$332.76	
	Payment Received 10/22/25	-\$332.76	
	Balance forward	\$0.00	
	Your new charges	\$147.37	
	<b>Total amount you owe by 01/13/26</b>	<b>\$147.37</b>	
<b>Get a discount on your bill every month</b> <small>Your income may qualify you for discounted bills through the CARE or FERA program. To enroll or learn more, visit <a href="http://sce.com/careandfera">sce.com/careandfera</a> or call 1-800-798-5723.</small>			
<b>Recibe un descuento en tu factura cada mes</b> <small>Si cumples los requisitos de ingresos, podrias recibir descuentos en tus facturas gracias a los programas CARE o FERA. Para inscribirte o obtener mas informacion, visita <a href="http://sce.com/carefera">sce.com/carefera</a> o llama al 1-800-798-5723.</small>			
<b>4</b>	<b>Your cost varies by time of day</b>		
	<b>Winter cost periods (Oct 01-May 31)</b>		
	<b>Weekdays</b>	<b>Weekends &amp; Holidays</b>	
	Mid peak 4pm - 9pm	4pm - 9pm	
	Off peak 12am - 8am	12am - 8am	
	9pm - 12am	9pm - 12am	
	Super off peak 8am - 4pm	8am - 4pm	
(14-574) Tear here If your contact information has changed please complete the form on the reverse side and return the stub below. Tear here			
	<b>SOUTHERN CALIFORNIA EDISON</b> <small>An EDISON INTERNATIONAL® Company</small>	Customer account 700000000000	Amount due by 01/13/26 \$147.37
<b>5</b>	STMT 10242025 P		
	VALUED CUSTOMER 123 MAIN ST ANYTOWN, CA 91234-5678		
We will automatically debit the total amount due \$147.37 from your checking account on or after 11/01/25. Thank you!			
0000722 000000000000000014737000014737			

# 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](https://www.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](https://www.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.

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### Ways to contact us

<b>Customer service numbers</b>	Relay calls accepted
General Services (U.S. & Canada)	1-800-655-4555
Payments, Extensions or Payment Options	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)	1-800-352-8580

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### Request a large print bill

1-800-655-4555

<b>Multicultural services</b>		<b>Correspondence:</b>
Cambodian / ភ្នំ	1-800-843-1309	Southern California Edison
Chinese / 中文	1-800-843-8343	P.O. Box 6400
Korean / 한국어	1-800-628-3061	Rancho Cucamonga, CA
Vietnamese / Tiếng Việt	1-800-327-3031	91729-6400
Spanish / Español	1-800-441-2233	<a href="http://www.sce.com">www.sce.com</a>

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### Important information

#### What are my options for paying my bill?

<b>On-line</b>	Pay one-time or recurring on <a href="https://www.sce.com/bill">www.sce.com/bill</a>
<b>Mail-in</b>	Check or Money order
<b>In Person</b>	Authorized payment locations
<b>Phone</b>	QuickCheck
	Debit & credit card
<b>Other</b>	PayPal, Venmo, Apple Pay and Google Pay

#### 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 statement.

#### Rates and applicable rules:

Available at [www.sce.com](https://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 09/29/25.

- 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 Commission.
- 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](https://www.sce.com/safety) or call SCE at 1-800-655-4555.

#### What is the Late Payment Charge (LPC)?

0.8% will be applied to the total unpaid balance if payment is not received by 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](https://www.sce.com/rotating).

#### 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.

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### 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.cpuc.ca.gov/complaints/](https://www.cpuc.ca.gov/complaints/). The CPUC's Consumer Affairs Branch (CAB) handles billing 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, 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/TCO/HCO to Voice	1-800-735-2929	1-800-855-3000
Voice to TTY/TCO/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 turned on.

#### 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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To change your contact information or enroll in SCE's payment option, complete the form below and return it in the enclosed envelope.

Change of mailing address: 700000000000

STREET #	STREET NAME	APARTMENT #
CITY	STATE	ZIP CODE
TELEPHONE #	E-MAIL ADDRESS	

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Direct Payment (Automatic Debit) Enrollment: 700000000000

I hereby authorize SCE and my financial institution to automatically deduct my monthly payment from the checking account as shown on my enclosed check, ten calendar days after my bill is mailed.

Signature \_\_\_\_\_ Date \_\_\_\_\_

To change your checking account information or to be removed from the Direct Payment program please call SCE at 1-800-655-4555.

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### Energy Assistance Fund (EAF):

I want to help people pay their energy bill through EAF. For info visit [www.sce.com/eaf](https://www.sce.com/eaf) or call (800) 205-8596.

Add this amount for EAF \$ \_\_\_\_\_

☐ Every Month ☐ One Month only

Select one box only and sign below for EAF: \_\_\_\_\_

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## 16. Your usage, by time of day

This graph shows the amount of energy you used (in kilowatthours) by the peak period, during the billing period. We made the highest cost bar darker so it's easier to find.

## 17. 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.

## 18. Your total energy costs, by time of day

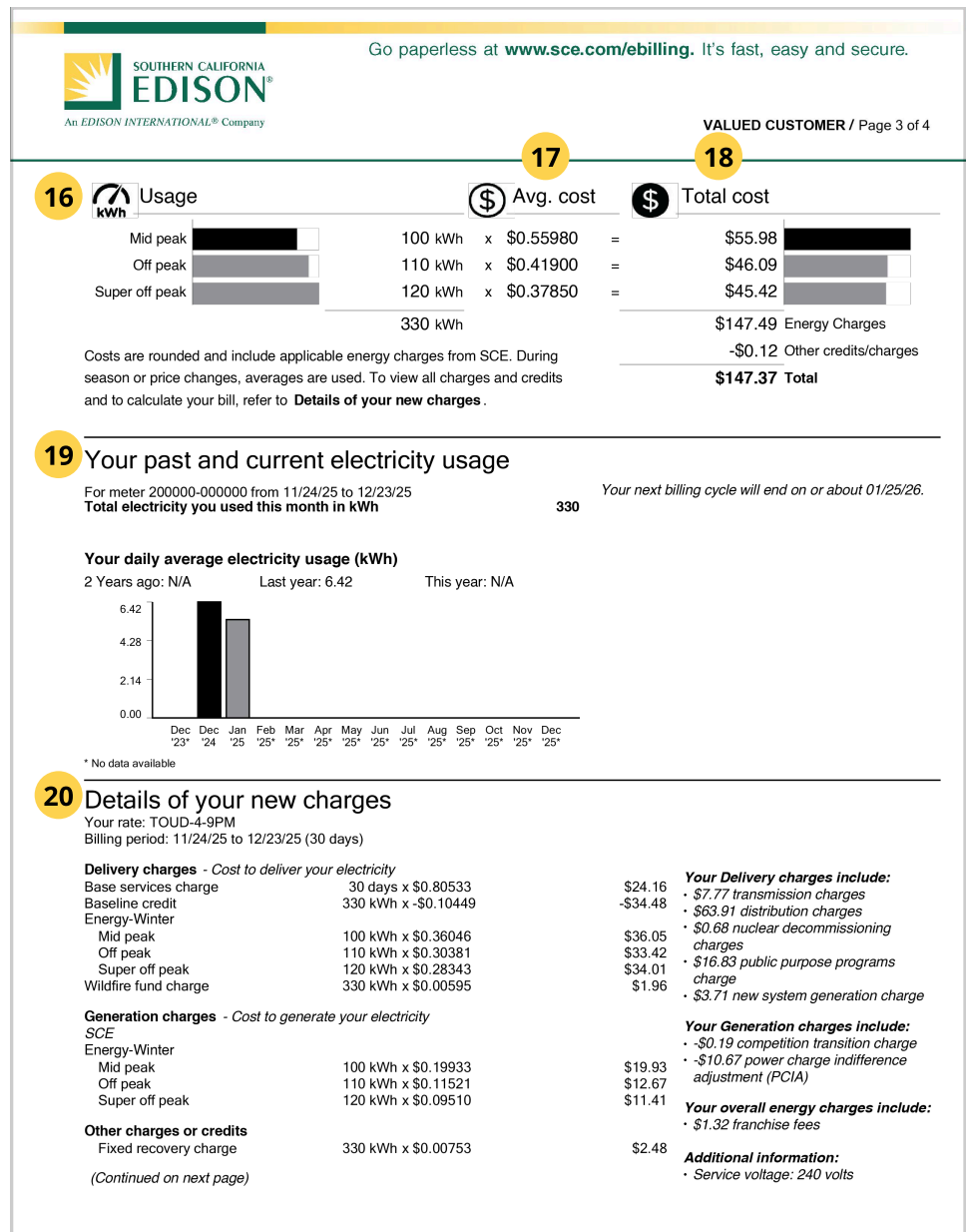
Multiplies your energy usage by the average cost of energy for a "snapshot" of your total cost of energy (by time of day). Other credits/charges include any costs that do not vary by time of day. For a full view of all your credits and charges or to calculate your bill, please see the "Details of your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

## 19. 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.

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Details of your new charges (continued)

Subtotal of your new charges		\$141.61
Westminster UUT	\$141.61 x 4.00000%	\$5.66
State tax	330 kWh x \$0.00030	\$0.10
<b>Your new charges</b>		<b>\$147.37</b>

Rate Identification Number - RIN SUM2



**USCA-SCSC-0400-0000**  
In the future, you might use the Rate Identification Number (RIN) to program smart devices like smart thermostats, EV chargers, or energy management systems once the manufacturer has enabled its use. Once these smart device features are available, simply scan the QR code using the smart device app for setup. To learn more, visit [sce.com/helpcenter/rin](https://sce.com/helpcenter/rin).

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Things you should know

**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 wildfires. Your bill for electric service includes a Fixed Recovery Charge that has been approved by the CPUC to repay 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.

**Stay in Control**  
If you're behind on payments, enrolled in a payment plan, or facing disconnection, we offer options and energy management solutions to help you stay in control of your bill and costs. Learn more at [www.sce.com/billsupport](https://www.sce.com/billsupport).

**Base Services Charge**  
Under California Assembly Bill 205, electricity bills will be restructured for residential customers beginning in November 2025. The electricity delivery section of the bill will include a Base Services Charge as a separate line item, replacing the current Basic Charge. Customers may also see total electricity prices lowered per kilowatt-hour (kWh). Estimate is based on current electricity rates as of June 1, 2025, and does not assume future rate changes. To learn more, visit [sce.com/BaseServicesCharge](https://sce.com/BaseServicesCharge).