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**NOTICE OF APPLICATION  
SOUTHERN CALIFORNIA EDISON'S REQUEST TO INCREASE ELECTRIC RATES  
APPLICATION A.21-07-009**

**Why am I receiving this notice?**

On May 3, 2022, Southern California Edison served its direct testimony for the second phase (Track 2) of its July 22, 2021 application with the California Public Utilities Commission (CPUC) for authorization to recover costs related to the Customer Service Re-Platform (CSRP) project. The CSRP project delivers a new billing and customer service system that performs functions such as customer billing and payment processing, credit and collections, and customer account management.

The first phase (Track 1) of this application concerned CSRP costs through April 2021. The second phase (Track 2) of this application will concern CSRP costs after April 2021. In this second phase (Track 2), SCE is requesting approximately \$65.0 million in customer rates.

**Why is SCE requesting this rate increase?**

- In 2017, SCE formally launched its CSRP project to replace SCE's legacy Customer Service System with a new billing and customer service system.
- In April 2021, SCE successfully implemented the new billing and customer service system.
- The new billing and customer service system delivered by the CSRP project is more reliable than the legacy system, enables quicker and more efficient customer rate changes, and allows SCE to respond to new regulatory requirements more quickly and effectively.
- The first phase (Track 1) of SCE's application focused on SCE's requests to recover costs incurred through April 2021 to design, build, and deploy the new billing and customer service system.
- The second phase (Track 2) of SCE's application now focuses on SCE's requests to recover costs incurred after April 2021 to stabilize the new billing and customer service system and to provide on-going system support and maintenance.

## How could this affect my monthly electric rates?

In **2023**, if SCE’s rate request is approved by the CPUC, the average residential monthly bill using 500 kWh per month would increase by approximately **\$0.48 or 0.3% per month for Non-CARE customers** and by approximately **\$0.32 or 0.3% for CARE customers**.

### *Customer Rate and Bill Impacts*

**2023\***

<b>Bundled Average Rates (¢/kWh)</b>					
<b>Customer Group</b>	<b>Current Rates</b>	<b>Proposed Increase</b>	<b>Proposed Rates</b>	<b>% Increase</b>	
Residential	25.66	0.09	25.75	0.3%	
Lighting - Small and Medium Power	25.96	0.07	26.03	0.3%	
Large Power	17.87	0.04	17.91	0.2%	
Agricultural and Pumping	21.26	0.06	21.32	0.3%	
Street and Area Lighting	27.22	0.05	27.26	0.2%	
Standby	14.43	0.02	14.45	0.1%	
<b>Total</b>	<b>23.36</b>	<b>0.07</b>	<b>23.43</b>	<b>0.3%</b>	

  

<b>Residential Bill Impact (\$/Month)</b>					
<b>Description</b>	<b>Current</b>	<b>Proposed Increase</b>	<b>Proposed</b>	<b>% Increase</b>	
Non-CARE Residential Bill	\$ 150.15	\$ 0.48	\$ 150.63	0.3%	
CARE Residential Bill	\$ 101.60	\$ 0.32	\$ 101.93	0.3%	

\* CSRP rate impacts were calculated using the following assumptions: (1) April 15, 2022 effective rates; (2) April 15, 2022 sales forecast; and (3) Baseline region 9 allocation. The implementation dates of these impacts are uncertain.

In **2024**, if SCE’s rate request is approved by the CPUC, the average residential monthly bill using 500 kWh per month would increase by approximately **\$0.14 or 0.1% per month for Non-CARE customers** and by approximately **\$0.10 or 0.1% for CARE customers**.

### *Customer Rate and Bill Impacts*

**2024\***

<b>Bundled Average Rates (¢/kWh)</b>					
<b>Customer Group</b>	<b>Current Rates</b>	<b>Proposed Increase</b>	<b>Proposed Rates</b>	<b>% Increase</b>	
Residential	25.66	0.03	25.69	0.1%	
Lighting - Small and Medium Power	25.96	0.02	25.98	0.1%	
Large Power	17.87	0.01	17.88	0.1%	
Agricultural and Pumping	21.26	0.02	21.28	0.1%	
Street and Area Lighting	27.22	0.01	27.23	0.0%	
Standby	14.43	0.01	14.43	0.0%	
<b>Total</b>	<b>23.36</b>	<b>0.02</b>	<b>23.38</b>	<b>0.1%</b>	

  

<b>Residential Bill Impact (\$/Month)</b>					
<b>Description</b>	<b>Current</b>	<b>Proposed Increase</b>	<b>Proposed</b>	<b>% Increase</b>	
Non-CARE Residential Bill	\$ 150.15	\$ 0.14	\$ 150.30	0.1%	
CARE Residential Bill	\$ 101.60	\$ 0.10	\$ 101.70	0.1%	

\* CSRP rate impacts were calculated using the following assumptions: (1) April 15, 2022 effective rates; (2) April 15, 2022 sales forecast; and (3) Baseline region 9 allocation. The implementation dates of these impacts are uncertain.

## **How does the rest of this process work?**

This application was previously assigned to a CPUC Administrative Law Judge who will consider proposals and evidence presented during the formal hearing process. The Administrative Law Judge will issue a proposed decision that may adopt the Track 2 requests associated with SCE's application, modify them, or deny them. Any CPUC Commissioner may sponsor an alternate decision with a different outcome. The proposed decision, and any alternate decisions, will be discussed and voted upon by the CPUC Commissioners at a public CPUC Voting Meeting.

Parties to the proceeding are currently reviewing the Track 2 testimony associated with SCE's application, including the Public Advocates Office. The Public Advocates Office is an independent consumer advocate within the CPUC that represents customers to obtain the lowest possible rate for service consistent with reliable and safe service levels. For more information about the Public Advocates Office, please call **1-415-703-1584**, email [PublicAdvocatesOffice@cpuc.ca.gov](mailto:PublicAdvocatesOffice@cpuc.ca.gov), or visit **PublicAdvocates.cpuc.ca.gov**.

## **Where can I get more information?**

### **Contact SCE:**

Via Phone: 626-302-0449

By E-mail: [Case.Admin@sce.com](mailto:Case.Admin@sce.com)

Mail: Case Administration  
Southern California Edison Company  
8631 Rush Street  
Rosemead, CA 91770

A copy of the Application and any related documents may also be reviewed at [www.sce.com/applications](http://www.sce.com/applications)

### **Contact CPUC:**

Please visit **[apps.cpuc.ca.gov/c/A2107009](http://apps.cpuc.ca.gov/c/A2107009)** to submit a comment about this proceeding on the CPUC Docket Card. Here you can also view documents and other public comments related to this proceeding.

Your participation by providing your thoughts on SCE's request can help the CPUC make an informed decision.

If you have questions about CPUC processes, you may contact the CPUC's Public Advisor's Office at:

Phone: 1-866-849-8390 (toll-free)

Email: [Public.Advisor@cpuc.ca.gov](mailto:Public.Advisor@cpuc.ca.gov)

Mail: CPUC Public Advisor's Office  
505 Van Ness Avenue  
San Francisco, CA 94102

Please reference **Application A.21-07-009** in any communications you have with the CPUC regarding this matter.