

We're Here to Help

Find out if you qualify for one or more of these helpful programs offered by SCE:

Payment Arrangements and Extensions –

If you are having difficulty paying your SCE bill, contact us to request a payment extension. We can also help you work out a more flexible payment arrangement. **(800) 950-2356**

California Alternate Rates for Energy (CARE) –

You can receive a discount of 20 percent or more on your monthly electric bill if you meet this program's income qualifications. **(800) 447-6620**

Energy Management Assistance Program (EMA) –

You can receive free energy-saving appliances and services, such as refrigerators, air conditioners, home weatherization, and energy-efficient light bulbs at no cost to you if you meet the program's eligibility and income requirements (not all services are available in all areas). **(800) 736-4777**

Family Electric Rate Assistance (FERA) –

If you have three or more individuals in your household, and you exceed your baseline electricity usage by over 30 percent, you can receive a discount on your energy bill by meeting the program's income requirements. **(800) 447-6620**

Level Pay Plan –

Let SCE help you plan and budget your funds more efficiently by dividing your SCE bill annual energy charges into equal monthly payments. **(800) 434-2365**

Medical Baseline –

If you use electrically-powered medical equipment, or if you have specific medical conditions that require increased electric usage, your household may qualify for an additional baseline energy allowance to help manage your energy costs. **(800) 684-8123**

For details on eligibility and income requirements for these SCE programs, please visit www.sce.com/billhelper, or contact us toll-free at the phone number listed with each program.

These programs are funded by California utility ratepayers and administered by SCE under the auspices of the California Public Utilities Commission.

Take Our Free Home Energy Efficiency Survey

Learn how to begin saving on your monthly bill

Visit www.sce.com/homesurvey to take the survey online

Or call **(800) 278-8585** to take the survey by mail or by phone



Rebates Could Lead to Extra Cash for Energy Efficient Appliances



Starting April 22, for a limited time while funding is available, SCE residential customers will be eligible for incentives up to \$200 on qualified energy-efficient refrigerators and room air conditioners. You can combine rebates from the California Cash for Appliances rebate program with SCE incentives to increase your total savings. The steps are easy: Buy, recycle and save. Because the California Cash for Appliances rebate program is offered on a first-come, first-served basis, we encourage you to act quickly to take advantage of this opportunity.

Visit the California Cash for Appliances Web site, www.cash4appliances.org, to read about the program's rules, find out which appliance models qualify for rebates, and get details on recycling your old appliance. Rebate forms are scheduled to be available on the program's Web site starting on April 22.

Also see www.sce.com/appliances to learn more about using the California Cash for Appliances rebate in conjunction with SCE's appliance incentives. Combining the California Cash for Appliances rebates with SCE's 2010 incentives can help you earn up to \$300 back in rebates. The table below illustrates how:

Product Category	Buy		Recycle		Rebate		Total Savings
Room Air Conditioners	SCE offers \$50 when you buy a qualified ENERGY STAR [®] Room Air Conditioner	+	Talk to your retailer for recycling information	+	California Cash for Appliances Rebate up to \$50	=	Up to \$100
Refrigerators	SCE offers \$50 when you buy a qualified ENERGY STAR [®] Refrigerator	+	SCE offers \$50 when you turn in your working refrigerator for recycling	+	California Cash for Appliances Rebate \$200	=	Up to \$300

The California Cash for Appliances Rebate Program is funded by the American Recovery and Reinvestment Act of 2009. To learn more about the program, visit www.cash4appliances.org.

Important Information About Your Electric Bill

As a Direct Access customer, you may have noticed a recent change on your electric bill. Effective March 1, 2010, SCE has implemented a Conservation Incentive Adjustment charge.

With the Conservation Incentive Adjustment, you will pay more per kilowatt-hour as you move up SCE's five-tiered pricing structure. SCE's full-service residential customers have been paying tiered rates since 2001.

This new tiered pricing structure helps enable you to save money as you save energy. Energy usage within the first tier (Tier 1) is charged at the lowest price, and usage within the top tier (Tier 5) is charged at the highest price. To determine which tier your usage falls in, please see the "Details of Your New Charges" section on your bill.

For information on tips and programs that can help you save energy and money, as well as financial and other assistance programs designed to help you with your electric bill, please visit www.sce.com/highbillhelper or call us at **(800) 799-4723**.

Enjoy "Green" Savings with Solar

Installing a solar energy or solar water heating system for your home can earn you rebates and reduce your electric bill while helping to protect the environment by capturing the sun's renewable energy.

We are offering customers a series of free Homeowner Solar classes to learn how to take advantage of the incentives offered through the California Solar Initiative. The classes will provide information about:

- Solar energy basics;
- Benefits of installing a solar energy system or solar water heating system;
- Tax credits and other financial models that can help reduce upfront costs;
- Financial incentives through the California Solar Initiative program.

The 90-minute, easy-to-understand sessions are held weekday evenings and Saturday mornings at SCE Service Centers and other convenient locations throughout our service territory.

Pre-registration is required as space is limited. To find a session near you, call **(866) 970-9221**, or visit us online at www.sce.com/solartraining.

Third Installation in SCE's Solar Power Project to Take Place in Rialto

In March, SCE announced plans to install 16,300 advanced solar panels on the roof of a 436,000-square-foot facility in Rialto, Calif. owned by an affiliate of AMB Property Corporation, a leading owner, operator and developer of global industrial real estate in the Americas, Europe and Asia.

The new solar rooftop facility will be completed in time to help meet this summer's peak power needs of SCE customers. It will join SCE installations already online in Fontana and Chino, Calif. SCE plans to install a total of 250 megawatts of solar generation at up to 100 Southern California sites during the next five years.

The solar energy produced by the AMB facility will be delivered to SCE's nearest neighborhood distribution circuit and benefit all SCE customers.

SCE Solar Project Benefits

- New generation sources will be installed in areas where customer demand is rising.
- The installations will speed up California's deployment of solar generation while major new renewable energy transmission lines are being built such as SCE's 4,500 megawatt Tehachapi Renewable Transmission Project.
- SCE anticipates its rooftop solar power project will create as many as 1,200 new green jobs in Southern California in the solar industry. The International Brotherhood of Electrical Workers, one of SCE's project partners, is supporting the project through the expansion of its solar installation apprentice training program. To learn more about our commitment to tapping new sources of renewable power, visit www.sce.com/renewableenergy.

Safe Tree Trimming Reminders

This spring, you may be planning to trim your home's trees and shrubs, some of which may have grown near or around power lines or electrical equipment. For your safety, we remind you of the following:

- Always stay at least 10 feet away from electrical facilities and power lines. If you or your tools come in contact or close proximity with an energized power line you could be killed or seriously injured.
- Be aware of broken or downed power lines, which may still be energized and deadly. If you see a downed power line, or a fallen tree near electrical wires, stay away and keep others away as well. Do not touch either the tree or the wires. Instead, immediately call SCE at **(800) 611-1911**.
- Do not climb any tree if there is a power line touching its branches or trunk. That tree could be energized. If a cut tree branch falls on to a power line, that branch could also become energized. In either case, contact SCE right away at **(800) 611-1911**.
- Be careful as you move ladders, tree trimming equipment, harvesting poles, pool skimmers or any tool that extends above your head.
- We strongly recommend you contact a qualified line-clearance arborist to trim and maintain trees that have grown close to power lines or electric facilities. However, if you plan to trim or remove trees that are closer than 10 feet from power lines, please contact SCE at least five days before the work is to be done. To report trees that have grown near power lines, call SCE at **(800) 655-4555** or go to SCE's online Request Tree Trimming form at www.sce.com/treetrimming.

For more safety tips to help you while your work on beautifying your landscape, visit www.sce.com/trees.

Building a Smarter, Cleaner Energy Future With Our Customers

In honor of Earth Month this April, we want to share with you some of the ways that we demonstrate our environmental commitment.

Bringing Renewable Energy to You

We strive to meet the electricity needs of our customers in an environmentally responsible way. That's one reason why SCE is the nation's leading purchaser of renewable energy. In 2009, SCE delivered 13.6 billion kilowatt-hours of renewable energy to our customers – 17 percent of our total power. We are also the nation's leading purchaser of solar power, buying approximately 65 percent of all U.S. solar generation for our customers in 2008.

Energy Efficiency Leadership

The U.S. Environmental Protection Agency (EPA) has awarded SCE a 2010 ENERGY STAR® Sustained Excellence Award in recognition of our continued leadership in protecting the environment through energy efficiency. Award winners are selected from more than 15,000 organizations that participate in the ENERGY STAR® program.

Over the last five years, SCE customers have saved 6.8 billion kilowatt-hours of electricity through SCE's energy-efficiency programs and services. That's enough to power 965,000 average Southern California homes for an entire year. In this period, the programs have reduced greenhouse gas emissions by 3.4 million metric tons – the equivalent of removing 650,000 cars from the road.

Smart Meters: Advancing Technology

SCE is making it easier for customers to make smarter energy use decisions with Edison SmartConnect™ – SCE's smart metering program.

Edison SmartConnect meters are digital, secure, two-way communicating devices that are replacing traditional mechanical meters and are a key step in transforming the electric system to a smart grid. This technology will enable new pricing plans and programs to help customers reduce their energy cost and carbon footprint.

We estimate that the new meters will promote sustained energy conservation, reducing greenhouse gases and smog forming pollutants by at least 365,000 metric tons per year – the equivalent of 79,000 cars being removed from the road.

SCE's smart meters undergo rigorous testing at the manufacturing facility, at SCE, and at independent labs. Meters are also tested in the field under normal operating conditions to ensure we've covered all bases. SCE also has teams in place to follow smart meters performance after installation to ensure they are working properly.

To learn more about our commitment to building a smarter, cleaner more efficient energy future with our customers, visit www.sce.com/smartenergy.

