

## CARE VERIFICATION PROCESS INSTRUCTIONS — High Usage

To continue receiving your CARE program discount, you need to provide specific documentation within **45** days from the date indicated on the letter or email you received. Please complete this process by carefully following the step-by-step instructions below.

### Step 1 Collect Eligibility Documents for every adult in your household.

For a complete list of acceptable documentation, please see the [Approved Document List for CARE Verification — Income Based](#).



Some of the most common forms of documentation include:

- **IRS TRANSCRIPT:** Instructions on how to obtain your IRS Transcript can be found [here](#).
- **MOST RECENT FEDERAL INCOME TAX RETURN:** Individual and/or business filing. This should be the 1040 Tax Returns Full Package which may include, but not limited to W-2s, 1099s, Schedule C, etc. and all documents that support the income stated on the filing.
- **EMPLOYMENT:** 1 or more paystubs no older than 60 days (from when SCE receives them).

### Step 2 Collect proof of every child in the household.

Forms of proof include:



- Claimed as dependents on IRS Transcript of Federal income tax returns
- Copy of birth certificate
- Copy of school record

### Step 3 Complete the Eligibility Form and select your method of delivery.

#### Option 1: Online Process

- Complete the Eligibility Verification Form online at [sce.com/verify](https://www.sce.com/verify).
- Upload all supporting documentation of Proof of Income and Proof of Children, if applicable.

#### Eligibility Verification Form — Helpful Tips

1. Participating in the Energy Savings Assistance (ESA) program is a requirement to receive the discount. Be sure to check the appropriate box.
2. The table on the form must have a completed row for EACH household member. If information is missing, our review may be delayed, and your discount may be interrupted.

#### Option 2: Fax or Mail Process

- **Complete and sign the Eligibility Verification Form** enclosed with the letter or email you received, *or* if you do not have it, download and complete the version [here](#).
- All supporting documentation of Proof of Income and Proof of Children, if applicable.
- **Fax:** Send full package (signed Verification form and ALL documents) to **1-626-571-4202**.
- **Mail:** Send full package (signed Verification form and ALL documents) to:

**CARE/FERA, Southern California Edison  
PO Box 9527, Azusa, CA 91702-9954**

**Important:** Any information or documents you submit are confidential and will only be used by Southern California Edison personnel for verification purposes. **Be sure to black out the first 5 digits of your Social Security number on all documents for added security.**

**Need More Information?** To learn more about the CARE Verification process, including frequently asked questions, visit [on.sce.com/highusage](https://www.sce.com/highusage).