

# UNDERSTANDING YOUR COMMUNITY CHOICE AGGREGATION (CCA) 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 and current amount due.

## 4. Summary of your billing detail

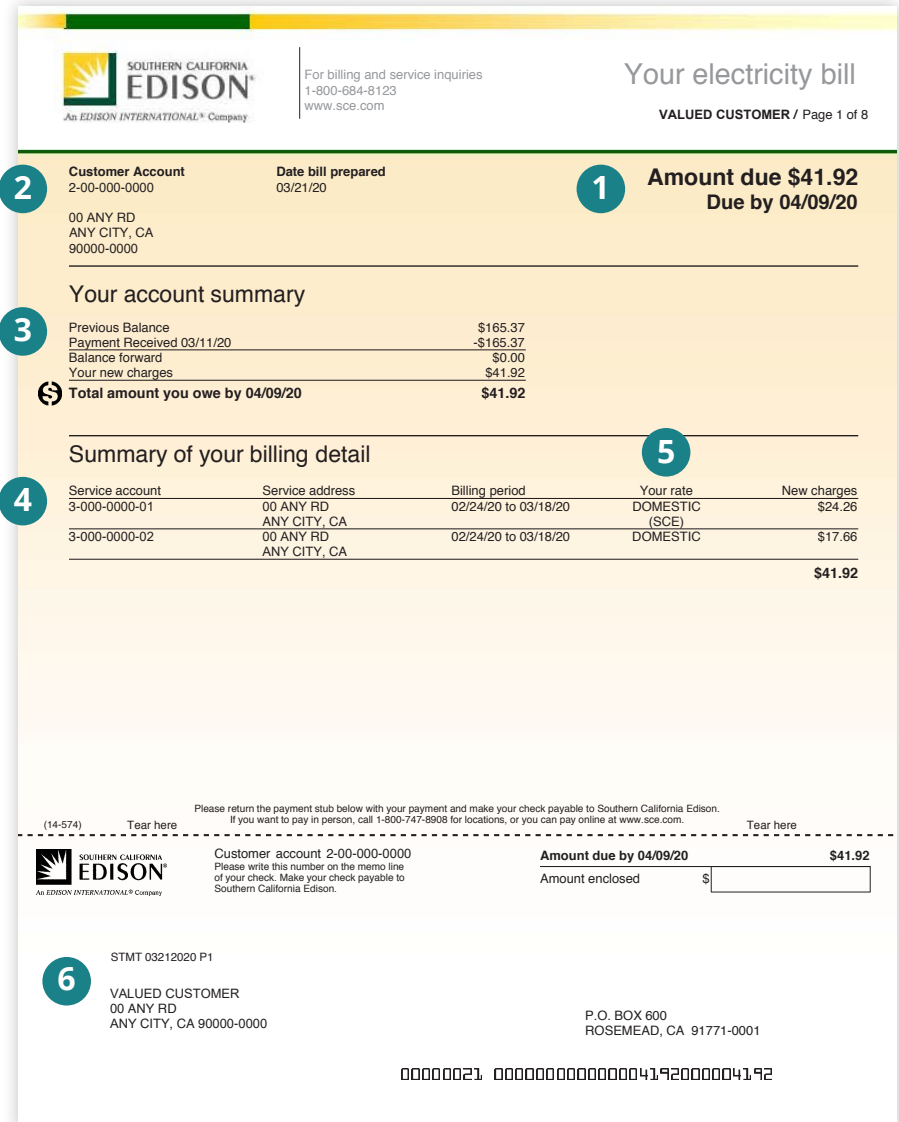
With CCA service you will receive a consolidated bill from SCE that includes charges from both SCE and your CCA. While all of your electric charges are shown together in one bill, we list your SCE delivery charges (to get electricity to your home) and your CCA generation charges (to procure the electricity you use) separately, using individual service account numbers. Details of your SCE and CCA charges appear separately on the bill.

## 5. Your rate

Specifies the rate plan pricing schedule for your SCE account.

## 6. Your payment stub

Shows the amount due and the due date. When you pay your bill to SCE, we will be responsible for transferring the generation portion of your payment to your CCA. 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 EDISON**  
An EDISON INTERNATIONAL<sup>®</sup> Company

For billing and service inquiries  
1-800-684-8123  
www.sce.com

Your electricity bill  
VALUED CUSTOMER / Page 1 of 8

**2** Customer Account 2-00-000-0000 Date bill prepared 03/21/20 **1** Amount due \$41.92 Due by 04/09/20

00 ANY RD  
ANY CITY, CA  
90000-0000

Your account summary

**3**

Previous Balance	\$165.37
Payment Received 03/11/20	-\$165.37
Balance forward	\$0.00
Your new charges	\$41.92
<b>Total amount you owe by 04/09/20</b>	<b>\$41.92</b>

Summary of your billing detail **5**

**4**

Service account	Service address	Billing period	Your rate	New charges
3-000-0000-01	00 ANY RD ANY CITY, CA	02/24/20 to 03/18/20	DOMESTIC (SCE)	\$24.26
3-000-0000-02	00 ANY RD ANY CITY, CA	02/24/20 to 03/18/20	DOMESTIC	\$17.66
				<b>\$41.92</b>

(14-574) Tear here

Please return the payment stub below with your payment and make your check payable to Southern California Edison. If you want to pay in person, call 1-800-747-8906 for locations, or you can pay online at www.sce.com. Tear here

**SOUTHERN CALIFORNIA EDISON**  
An EDISON INTERNATIONAL<sup>®</sup> Company

Customer account 2-00-000-0000  
Please write this number on the memo line of your check. Make your check payable to Southern California Edison.

Amount due by 04/09/20 \$41.92  
Amount enclosed \$

**6** STMT 03212020 P1

VALUED CUSTOMER  
00 ANY RD  
ANY CITY, CA 90000-0000

P.O. BOX 600  
ROSEMEAD, CA 91771-0001

00000021 000000000000004192000004192

# UNDERSTANDING YOUR COMMUNITY CHOICE AGGREGATION (CCA) BILL

## 7. Ways to contact us

Lists SCE Customer Service phone numbers. You may also message us via Facebook and Twitter. For answers to Frequently Asked Questions about CCA accounts, billing, and service, visit [sce.com/ccafaqs](http://sce.com/ccafaqs).

## 8. 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.

## 9. Your payment options

Lists the various methods and contact information for paying your bill.

## 10. Rates and applicable rules

Guides you to [sce.com](http://sce.com) to get detailed information on rates, rules, and tariffs.

## 11. 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.

## 12. Disputed bills

If you think your bill is incorrect, please refer to this section for instructions on how to contact SCE or the California Public Utilities Commission (CPUC) for assistance. For questions regarding your generation charges or any other charges on the CCA portion of your bill, please contact your CCA directly.

VALUED CUSTOMER / Page 2 of 8

### 7 Ways to contact us

**Customer service numbers** *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

**Important information**

**9 What are my options for paying my bill?**

<b>On-line</b>	Pay one-time or recurring on <a href="http://www.sce.com/bill">www.sce.com/bill</a>
<b>Mail-in</b>	Check or Money order
<b>In Person</b>	Authorized payment locations 1-800-747-8908
<b>Phone</b>	QuickCheck 1-800-950-2356
	Debit & credit card * 1-800-254-4123
	*Residential customers only

**10 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.

**11 Rates and applicable rules:** Available at [www.sce.com](http://www.sce.com) or upon request.

**Past due bills**  
When is my bill past due? It is past due 19 days after the preparation date, which was 03/21/20.

- Reconnecting service that has been disconnected requires a Service Connection payment.
- 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](http://www.sce.com/safety) or call SCE at 1-800-655-4555.

**What is the Late Payment Charge (LPC)?**  
0.7% will be applied to the total unpaid balance if payment is not received by the 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](http://www.sce.com/rotating).

### 8 Request a large print bill 1-800-655-4555

**Multicultural services**

Cambodian / ភ្នំ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 韓国	1-800-628-3061
Vietnamese / Tiếng Việt	1-800-327-3031
Spanish / Español	1-800-441-2233

**Correspondence:**  
Southern California Edison  
P.O. Box 6400  
Rancho Cucamonga, CA  
91729-6400  
[www.sce.com](http://www.sce.com)

**12 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](http://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/VCO/HCO to Voice	1-800-735-2929	1-800-855-3000
Voice to TTY/VCO/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**

- **CA Climate Credit:** Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.
- **DWR Bond Charge:** Bonds issued by the Department of Water Resources (DWR) to cover the cost of buying power during the energy crisis are being repaid through this charge.
- **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: 2-00-000-0000**

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

**Direct Payment (Automatic Debit) Enrollment: 2-00-000-0000**  
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.

**Energy Assistance Fund (EAF):** I want to help people pay their energy bill through EAF. For info visit [www.sce.com/eaef](http://www.sce.com/eaef) or call (800) 205-8596.

Round-up my bill to next whole dollar amount for EAF  Add this amount for EAF \$ \_\_\_\_\_

Every Month     One Month only     Every Month     One Month only

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

# UNDERSTANDING YOUR COMMUNITY CHOICE AGGREGATION (CCA) BILL

## 13. Definitions

Provides definitions of some types of charges and credits shown on your bill. For additional definitions, go to [sce.com/ccafaqs](http://sce.com/ccafaqs).

## 14. Change of address

If your mailing address is changing, please use this section to provide your new information.

## 15. Enroll in the Direct Payment program

If you would like to save time by having your monthly payments automatically deducted from your checking account, use this section to enroll in the Direct Payment program.

## 16. Make a donation to SCE's Energy Assistance Fund (EAF)

EAF helps keep the lights on for people in need. 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.

VALUED CUSTOMER / Page 2 of 8

### Ways to contact us

<b>Customer service numbers</b>	<i>Relay calls accepted</i>	<b>Multicultural services</b>		<b>Correspondence:</b>
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### Request a large print bill 1-800-655-4555

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### Important information

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

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<b>Mail-in</b>	Check or Money order
<b>In Person</b>	Authorized payment locations
<b>Phone</b>	QuickCheck
	Debit & credit card *
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**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](http://www.sce.com) or upon request.

**Past due bills**  
When is my bill past due? It is past due 19 days after the preparation date, which was 03/21/20.

- Reconnecting service that has been disconnected requires a Service Connection payment.
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- 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](http://www.sce.com/safety) or call SCE at 1-800-655-4555.

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**14** Change of mailing address: 2-00-000-0000

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

**15** Direct Payment (Automatic Debit) Enrollment: 2-00-000-0000

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.

**16** **Energy Assistance Fund (EAF):** I want to help people pay their energy bill through EAF. For info visit [www.sce.com/eaef](http://www.sce.com/eaef) or call (800) 205-8596.

Round-up my bill to next whole dollar amount for EAF  Add this amount for EAF \$ \_\_\_\_\_

Every Month   
  One Month only   
  Every Month   
  One Month only

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

# UNDERSTANDING YOUR COMMUNITY CHOICE AGGREGATION (CCA) BILL

## 17. Delivery

This label shows who is delivering your electricity.

## 18. Compare your monthly energy usage

Compare the amount of energy you use from month to month, and discover any seasonal trends. If you want to view your hourly consumption, sign up for SCE's My Account at [sce.com/myaccount](https://sce.com/myaccount).

## 19. Delivery charges

Shows the itemized cost of delivering your electricity.

## 20. CCA surcharges

The Power Charge Indifference Adjustment (PCIA) is represented by SCE as either a credit or a charge that recovers long-term energy resources committed prior to your switch to CCA service.

The Department of Water Resources (DWR) Bond Charge is collected by SCE to support the California Wildfire Fund, including payment of bonds issued by the California Department of Water Resources (DWR). The California Wildfire Fund reduces the costs to customers associated with catastrophic wildfires, supports the financial stability of California's electric utilities, and allows utilities to carry out necessary improvements to lessen future wildfire threat.

The Competition Transition Charge (CTC) is a charge for legacy SCE electricity contracts, signed prior to 1998, that exceed a CPUC-approved market price limit.

## 21. Details of your charges

Shows the itemized breakdown of delivery and energy charges. These include taxes and other fees related to energy distribution.

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17 **DELIVERY**  
 SOUTHERN CALIFORNIA EDISON  
 delivers your electricity

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**Service account** 3-000-0000-01  
**Service address** 00 ANY RD  
 ANY CITY, CA 90000

**Rotating outage** Group A070

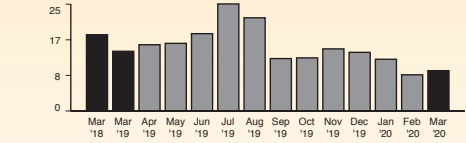
**18** Your past and current electricity usage

For meter 000000-000000 from 02/24/20 to 03/18/20  
**Total electricity you used this month in kWh** 218

Your next billing cycle will end on or about 04/16/20.

**Your daily average electricity usage (kWh)**

2 Years ago: 17.88      Last year: 14.00      This year: 9.48



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**19** Details of your new charges

Your rate: DOMESTIC (SCE)  
 Billing period: 02/24/20 to 03/18/20 (23 days)

<b>Delivery charges - Cost to deliver your electricity</b>		
Basic charge	23 days x \$0.03100	\$0.71
Energy-Winter		
Tier 1 (100% of baseline)	218 kWh x \$0.08933	\$19.47
<b>CCA cost responsibility surcharge</b>		
PCIA	218 kWh x \$0.01151	\$2.51
DWR Bond Charge	218 kWh x \$0.00580	\$1.26
CTC	218 kWh x \$0.00055	\$0.12
<b>Other charges or credits</b>		
Generation Municipal Surcharge		\$0.19
Subtotal of your new charges		\$24.26
<b>Your new charges</b>		<b>\$24.26</b>

**21** Your Delivery charges include:

- \$3.30 transmission charges
- \$18.29 distribution charges
- \$0.01 nuclear decommissioning charges
- -\$5.48 conservation incentive adjustment
- \$2.41 public purpose programs charge
- \$1.52 new system generation charge

Your overall energy charges include:

- \$0.22 franchise fees

**Additional information:**

- Service voltage: 240 volts
- Your winter baseline allowance: 276.0 kWh
- High Usage Charge applies to all usage above 400% of baseline allowance.
- Generation Municipal Surcharge (GMS) factor: 0.009144
- 2016 Vintage CRS

# UNDERSTANDING YOUR COMMUNITY CHOICE AGGREGATION (CCA) BILL

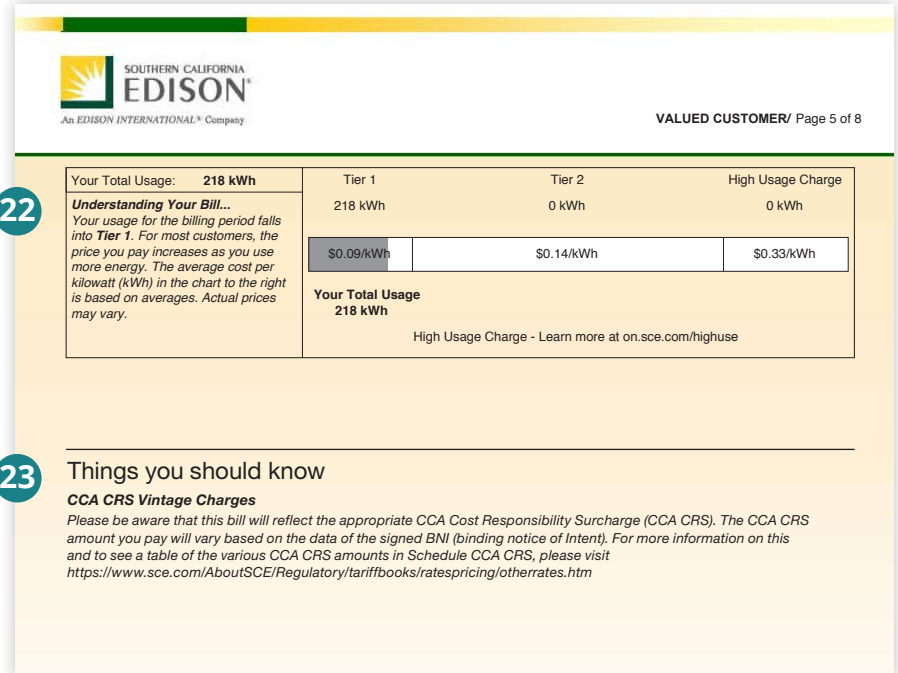
## 22. Understanding your SCE bill

With our Domestic Tiered Rate Plan (Schedule D), you begin each billing period at the Tier 1 rate, which has the lowest price per kilowatt-hour. If you use more energy than the “baseline allocation” for your region, your energy cost increases to Tier 2. A state-mandated High Usage Charge may also apply when you use more than four times your baseline amount.

One of the best ways to lower your energy costs is to reduce the amount of energy you use. We have tips and tools that may help, including SCE’s Budget Assistant, which enables you to set monthly spending goals, tracks your costs in near real-time, and sends you alerts via email, phone or text to let you know how you’re doing.

## 23. Things you should know

Check this section each month for important news and information about your bill, SCE programs and services, and more.



The screenshot shows a bill page for a 'VALUED CUSTOMER' (Page 5 of 8). It features the Southern California Edison logo and a table detailing usage tiers. A callout box (22) explains that the customer's usage of 218 kWh falls into Tier 1, and a callout box (23) provides information about CCA CRS Vintage Charges.

Your Total Usage:	Tier 1	Tier 2	High Usage Charge
218 kWh	218 kWh	0 kWh	0 kWh
	\$0.09/kWh	\$0.14/kWh	\$0.33/kWh

**Your Total Usage**  
218 kWh

High Usage Charge - Learn more at [on.sce.com/highuse](http://on.sce.com/highuse)

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**23 Things you should know**

**CCA CRS Vintage Charges**

Please be aware that this bill will reflect the appropriate CCA Cost Responsibility Surcharge (CCA CRS). The CCA CRS amount you pay will vary based on the data of the signed BNI (binding notice of Intent). For more information on this and to see a table of the various CCA CRS amounts in Schedule CCA CRS, please visit <https://www.sce.com/AboutSCE/Regulatory/tariffbooks/ratespricing/otherates.htm>

# UNDERSTANDING YOUR COMMUNITY CHOICE AGGREGATION (CCA) BILL

## 24. Supply

This label shows who is generating your electricity.

## 25. Details of your CCA generation charges

Shows the itemized breakdown of generation charges (charges to procure the electricity you use) from your CCA. These include taxes and other fees related to energy generation.

For questions regarding your generation charges, contact your CCA Energy Provider directly.

## 26. Things you should know

Check this section each month for important news and information about your generation and ways to contact your CCA Energy Provider.

VALUED CUSTOMER / Page 6 of 8

<p><b>Service account</b> 3-000-0000-02  <b>Service address</b> 00 ANY RD          ANY CITY, CA 90000</p> <p><b>Rotating outage</b> Group A070</p>	<p><b>24 SUPPLY/GENERATION</b>  <b>CCA ENERGY PROVIDER</b>          supplies your electricity</p>															
<p><b>25 Details of your new charges</b></p> <p><b>CCA ENERGY PROVIDER</b>          Your rate: DOMESTIC          Service Account: 3-000-0000-02          Billing period: 02/24/20 to 03/18/20 (23 days)</p> <table border="1"> <thead> <tr> <th colspan="3">Generation Charges</th> </tr> </thead> <tbody> <tr> <td>Generation</td> <td>218.29 kWh @ 0.08056</td> <td style="text-align: right;">\$17.59</td> </tr> <tr> <td>Energy Surcharge</td> <td></td> <td style="text-align: right;">\$0.07</td> </tr> <tr> <td colspan="2">Sub-Total of CCA Generation Charges</td> <td style="text-align: right;">\$17.66</td> </tr> <tr> <td colspan="2"><b>Your New Charges</b></td> <td style="text-align: right;"><b>\$17.66</b></td> </tr> </tbody> </table>		Generation Charges			Generation	218.29 kWh @ 0.08056	\$17.59	Energy Surcharge		\$0.07	Sub-Total of CCA Generation Charges		\$17.66	<b>Your New Charges</b>		<b>\$17.66</b>
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<p><b>26 Things you should know</b></p> <p><b>CCA Energy Provider Information</b>          For more detail on your CCA Energy Provider bill, call us at 1-800-000-0000.</p>																

*This document provides details for a standard CCA 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.*