

# KEEPING YOU CONNECTED DURING COVID-19

We understand that many of our customers have been directly or indirectly impacted by COVID-19 this year. To support you during these uncertain times, we've implemented several customer protections that offer financial and other assistance to help you manage your monthly energy bill.

## GET HELP PAYING YOUR BILL AND DEPOSITS

If you're having trouble with payments, we'll work with you to make sure your home's power stays on.

- We've created **new payment plans** and **suspended disconnection** to support customers who have been financially affected by COVID-19. To speak with our Customer Contact Center about payment arrangements and extensions, call **1-800-655-4555**. You can also visit [sce.com/billhelp](https://sce.com/billhelp) to learn more about financial assistance opportunities.
- Additionally, we are **waiving deposit requirements and late fees** for residential customers.

## LOWER YOUR BILL WITH FINANCIAL ASSISTANCE PROGRAMS

If you have recently experienced changes to your financial and/or employment situation, you may qualify for our financial assistance programs, or a one-time bill payment through the Energy Assistance Fund.

- Our California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) programs can help you **save up to 30% each month** on your energy bill. We're also temporarily **suspending certain requirements until April 2021** to make sure current and new CARE and FERA participants continue to receive their rate discount. Find out more about eligibility and enrollment by visiting [sce.com/billhelp](https://sce.com/billhelp).
- Energy Assistance Fund (EAF) temporarily provides up to **\$300 total in direct bill payment assistance** for income-eligible customers impacted by COVID-19. To learn more, visit [sce.com/eaf](https://sce.com/eaf).
- If you **require electrically-powered medical equipment**, you may be eligible for our Medical Baseline Program, which increases the amount of electricity you can use without having to pay a higher rate. Call **1-800-447-6620** or visit [sce.com/medicalbaseline](https://sce.com/medicalbaseline).

## DON'T FALL FOR SCAMS

We take customer privacy seriously and make every effort to protect your information. As a reminder:

- We will never call to demand immediate payment with the threat of service disconnection or meter removal.
- We do not have a disconnection department.
- We do not accept pre-paid Visa cards, Bitcoin, or pre-paid cash cards for bill payments.
- An SCE employee will never ask for cash in person.

To report a possible scam, visit [sce.com/scamalert](https://sce.com/scamalert).

## STAYING SAFE

We must all work together to slow the spread of COVID-19 in California.

- **Wearing a mask when in public, social (or physical) distancing, and hygiene** can help protect you as well as those around you.
- **Getting tested** will help us to slow the spread of the virus. To find a testing location near you, visit <https://covid19.ca.gov/testing-and-treatment/>.