UNDERSTANDING YOUR TIME-OF-USE (TOU) BILL

1. **Your amount due**
   Shows your total 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 and/or Service Account Number to access your information.

3. **Your account summary**
   Shows your most recent account activity, including any payments, new charges, amount due, and due date.

4. **Your cost varies by time of day**
   Time-Of-Use (TOU) rates vary based on the times of day and season shown in this chart. Your account is currently being served under one of SCE’s Business TOU rate plans, which means you’ll pay less when you’re able to shift some of your business’s energy usage to off-peak and super off-peak hours, when overall energy demand and costs are lower. For more information about TOU rates, visit sce.com/rates.

5. **Your payment stub**
   Shows the amount due and the due date. 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. Your business can save postage costs and help the environment by going paperless at sce.com/ebilling — it’s fast, easy, and secure.
6. Ways to contact us
Lists our SCE Customer Service phone numbers. You may also message us via Facebook and Twitter, and get quick answers from our Frequently Asked Questions at sce.com/FAQ.

7. Request a large print bill
We offer a version of your bill in large print. To start receiving a large print bill, please contact us at the number shown in this section.

8. Your payment options
Lists the various methods and contact information for paying your bill.

9. Rates and applicable rules
Guides you to sce.com to get detailed information on rates, rules, and tariffs.

10. 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.
11. Disputed bills
If you think your bill is incorrect, please refer to this section for instructions on how to contact us or the California Public Utilities Commission (CPUC) for assistance.

12. Definitions
Provides definitions of some types of charges and credits shown on your bill.

13. Change of address
If your mailing address is changing, please use this section to provide us with your new information.

14. 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.

15. 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.
16. Your usage, by time of day
This graph shows the amount of energy you used (in kilowatt-hours) by the peak period, during the billing cycle. We made the highest-cost bar darker, so it’s easier to find.

17. Average cost of energy, by time of day
Shows the average cost (per kilowatt-hour) of the energy you used during each peak period. Costs are rounded up and include delivery and generation charges. To view all charges and credits, refer to the Details of your new charges section.

18. Your total energy costs, by time of day
Multiplies your energy usage by the average cost of energy for a “snapshot” of your total cost of energy (by time of day). Other credits/charges include any costs that do not vary by time of day. For a full view of all credits and charges used to calculate your bill, refer to the Details of your new charges section.

19. Demand table
This table includes all demand-related information. The left side of the table shows the highest demand reached during the billing period as well as other information, such as demand thresholds or reactive demand, depending on your rate. The right side of the table shows the maximum demand reached for each TOU period. For more information about demand, visit sce.com/demand.

20. Compare your monthly energy usage
Compare the amount of energy you use from month to month. This can help you discover any seasonal trends. If you want to view your hourly consumption data online, sign up for SCE’s My Account at sce.com.
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21. Your rate and billing period
Shows the name of the TOU rate under which your account is currently being served and the dates of the current billing period. You can use our Rate Analyzer tool to compare rates and find out if your business may benefit from a different rate plan at sce.com/ratetool.

22. Delivery charges
Shows the itemized cost of delivering your electricity.

23. Generation charges
Shows the itemized cost of generating your electricity.

24. Details of your charges
Shows the itemized breakdown of delivery, generation, and energy charges. These include taxes and other fees related to energy distribution.

25. Things you should know
Check this section each month for important news and information about your bill, SCE programs and services, and more.

This document provides details for a standard non-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.