



Southern California Edison  
Rosemead, California (U 338-E)

Revised Cal. PUC Sheet No. 56527-E  
Cancelling Revised Cal. PUC Sheet No. 52735-E

Sheet 1

ESP Deposit Receipt  
Do Not Pay

Form 14-663

(To be inserted by utility)

Advice 3197-E

Decision \_\_\_\_\_

Issued by

R.O. Nichols

Senior Vice President

(To be inserted by Cal. PUC)

Date Filed Mar 20, 2015

Effective Apr 19, 2015

Resolution \_\_\_\_\_



## Contact information

### Customer service numbers

General Services (U.S. & Canada)	1-800-655-4555
Account Balances & Extensions	1-800-950-2356
Emergency Services & Outages	1-800-611-1911
California Alternate Rates for Energy (CARE)	1-800-447-6620
Electric Industry Restructuring	1-800-799-4723
Energy Theft Hotline	1-800-227-3901
Hearing & Speech Impaired (TTY)	1-800-352-8580

\*Note - Symbols will appear on production bills

### Multicultural services

Cambodian	1-800-843-1309
Chinese	1-800-843-8343
Korean	1-800-628-3061
Vietnamese	1-800-327-3031
Spanish	1-800-441-2233

Correspondence: Southern California Edison (SCE)  
P.O. Box 6400 Rancho Cucamonga, CA 91729-6400

## Important information

### Rotating outages

A rotating outage is a controlled electric outage that lasts approximately one hour for a group of circuits, which is used during electric system emergency conditions to avoid widespread or uncontrolled blackouts. Each SCE customer is assigned a rotating outage group, shown on the upper part of the SCE bill. If your rotating outage group begins with the letters A, M, R, S, or X, you are subject to rotating outages. If it begins with N or Exempt, you are not. Your rotating outage group may change at any time. For more information, and to see which rotating outage groups are likely to be called in the event of a system emergency, visit [www.sce.com](http://www.sce.com) or call 1-800-655-4555.

### Options for paying your bill

<b>On-line:</b>	<a href="http://www.sce.com">www.sce.com</a> or Electronic Fund Transfer		
<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	
	Credit Card—Visa/MasterCard*	1-800-254-4123	
	Debit Card—ACCEL/NYCE/Pulse/Star	1-800-254-4123	

\*The Credit/Debit card payment options are not available for payment of commercial services or security deposits for commercial services.

You may call us for electronic payment options, to make payment arrangements, or for information on agencies to assist you in bill payment. If service has been disconnected, on the day of the service reconnection, be sure all appliances and other electric devices are turned off. For additional home safety tips, visit [www.sce.com/safety](http://www.sce.com/safety) or you may call SCE Customer Service at 1-800-655-4555.

### Deposit receipt

Your deposit receipt was prepared on Month dd, yyyy.

### Rules and rates

SCE's rules and rates are available in full at [www.sce.com](http://www.sce.com) or upon request.

### Late Payment Charge (LPC)

A late payment charge of 0.8% will be applied to the total unpaid balance on your account if full payment is not received by the due date on this bill (except for CARE and state agency accounts).

### Disputed bills

If you think your bill is incorrect, call us and speak with a customer service representative, or if necessary, with a manager. If you feel unsatisfied with the result of such discussion(s), contact the CPUC, Consumer Affairs Branch by mail at: 505 Van Ness, Room 2003 San Francisco, CA 94102; or at: [www.cpuc.ca.gov](http://www.cpuc.ca.gov), 1-800-649-7570, TTY: 1-800-229-6846. Include a copy of your bill, why you believe SCE did not follow its rules and rates, and a check or money order made out to the CPUC for the disputed amount. You must pay the disputed amount, or send it to the CPUC, before the past-due date to avoid disconnection. The CPUC accepts payment only for matters relating directly to bill accuracy. While the CPUC is investigating your complaint, you must pay any new SCE bills that become due.

### Electronic Fund Transfers (EFT)

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment. You will not receive your check back from your financial institution, but the transaction will appear on your financial institution statement. If you do not wish to authorize an electronic fund transfer, please call the 800 number on the front of your bill.

### Definitions

- DWR Bond Charge: Bonds issued by the Department of Water Resources (DWR) to cover the cost of buying power for customers during the energy crisis are being repaid through this charge.
- SCE Generation: These charges recover energy procurement and generation costs for that portion of your energy provided by SCE. Beginning April 11, 2010, pursuant to CPUC Decision 10-03-022, Direct Access (DA) is again open to all non-residential customers, subject to annual limits during a four year phase-in period, and absolute limits following the phase-in. All residential customers currently returning to Bundled Service may not elect to return to DA service.
- CA Climate Credit: Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.

To change your contact information, complete the form below and return it to SCE.

### Change of Mailing Address: 0-00-000-0000

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

### Direct Payment (Automatic Debit) Enrollment: 0-00-000-0000

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 @

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

Round-up my bill to next whole dollar amount for EAF

Add this amount for EAF \$ \_\_\_\_\_

Select one box only and sign below for EAF:

Every Month

One Month Only

Every Month

One Month Only

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