

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**



FILED
04/07/26
08:00 AM
C2604003

Julie Reis,

Complainant,

(ECP)

vs.

Southern California Edison Company (U338E),

Defendant.

Expedited Complaint
(Rule 4.6)

COMPLAINANT	DEFENDANT
<p>Julie Reis 462 White Cap Ln. Newport Coast, CA 92657 T: 949-872-3349 E-mail: julsreis@gmail.com</p>	<p>Southern California Edison Company (U338E) Attn: Anna Valdborg, Director & Managing Attorney 2244 Walnut Grove Avenue Rosemead, CA 91770 T-626-302-6008 E-mail 1: Anna.Valdborg@sce.com E-mail 2: case.admin@sce.com E-mail 3: AdviceTariffManager@sce.com</p>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) Julie Reis

COMPLAINANT(S)

vs.

(B) Southern California Edison (SCE)

DEFENDANT(S)

(Include Utility "U-Number," if known)

(for Commission use only)

(C)

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

YES NO

Has staff responded to your complaint?

YES NO

Did you appeal to the Consumer Affairs Manager?

YES NO

Do you have money on deposit with the Commission?

YES NO

Amount \$ _____

Is your service now disconnected?

YES NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
Julie Reis	462 White Cap Ln., Newport Coast, CA 92657	949-872-3349

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
Southern California Edison (SCE)	2244 Walnut Grove Ave, Rosemead, CA 91770	800-655-4555

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

This dispute arises from SCE's administrative negligence and a violation of Tariff Rule 17(D)(2)(a). As of May 2024, SCE had successfully transitioned my service to 343 White Cap Ln and was actively billing me at that address (Exhibit B). Despite having my updated contact information, SCE intentionally or negligently sent a critical 'Overdue Notice' for \$1,079.87 in September 2024 to my vacated address at 109 Parkrest. This notice was only received via USPS forwarding. By failing to use the active billing address on file, SCE denied me the opportunity to timely dispute the error, leading to a wrongful \$1,079.87 'Miscellaneous Transfer' in August 2025. See Attachment 1 for full details

(G) Scoping Memo Information (Rule 4.2[a])

(1) The proposed category for the Complaint is (check one):

- adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)
- ratesetting (check this box if your complaint challenges the reasonableness of rates pursuant to Rule 4.1(b))

(2) Are hearings needed (are there facts in dispute)? YES NO

(3) Regular Complaint Expedited Complaint (Rule 4.6)

(4) The issues to be considered are

(Example: The utility should refund the overbilled amount of \$78.00):

1. Did Southern California Edison (SCE) violate Tariff Rule 17(D)(2)(a) by back-billing for administrative errors beyond the 3-month legal limit?
2. Did SCE's failure to update service addresses in April 2024 constitute administrative negligence?
3. Should the "Miscellaneous Transfer" of \$1,079.87 be reversed and credited to the Complainant?
4. Is the Complainant entitled to a refund of \$658.60 for installments and late fees paid under protest?
5. Should SCE be ordered to issue a Letter of Indemnity to protect the Complainant's professional standing?

(5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09): _____

Hearing (Example: 7/1/09): _____

Explain here if you propose a schedule different from the above guidelines.

I request this matter be handled under the Expedited COmplaint Proceedure (rule 4.6 to resolve the \$1,738.47 billing dispute efficiently. No evidentiary hearing is requested; I propose the matter be decided on the provided written record and attachments.

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

I request a total account credit of \$1,738.47. This in cludes: (1) Reversal of the \$1,079.87 unauthorized 'Miscellaneous Transfer'; (2) Refund of \$658.60 in installments and late fees paid under protest; and (3) An order for SCE to provide a Letter of Indemnity protecting my professional credit standing from this administrative error. Please see Section H of Attachment 1 for the full Itemized breakdown.

(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

Julsreis@gmail.com

(J)

Dated Newport Coast, California, this 23 day of 03, 2026
(City) (date) (month) (year)



Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)

REPRESENTATIVE'S INFORMATION:

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative: _____

Address: _____

Telephone Number: _____

E-mail: _____

Signature: _____

VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)
Executed on 03/23/26, at Newport Coast, California
(date) (City)

Julie Reis
(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)
Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

(N) NUMBER OF COPIES NEEDED FOR FILING:

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one (1) defendant, then you must submit a total of eight (8) copies.

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACY NOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission (“CPUC”) intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a **public record** and may be posted on the CPUC’s website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available online for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.



Signature

03/26/2026

Date

Julie Reis

Print your name

ATTACHMENT 1: DETAILED STATEMENT OF FACTS

Complainant: Julie Reis

Defendant: Southern California Edison (SCE)

SECTION (F): DETAILED EXPLANATION OF COMPLAINT

1. Verification of Responsible Payment History and Successful Service Transfer (March 2023 – May 2024): Since establishing service at 109 Parkcrest in March 2023, I maintained a perfect payment record, settling every monthly statement in full and on time. My commitment to financial responsibility continued through my relocation in April 2024. The transfer of service to 343 Whitecap Ln was successful, as evidenced by the Service Transfer Confirmation and May 2024 statement (**Exhibit B**). This initial bill reflected only current usage with no prior arrears, confirming both accounts were in good standing at the time of the move. Billing and payments continued with successful regularity through August 2024 at 343 White Cap Ln.

2. The "Ghost" Debt and Addressing Negligence (Sept 2024 – Oct 2024): Despite having my active billing address on file, SCE generated a "phantom" overdue notice for \$1,079.87 on September 19, 2024, and sent it to the vacated property at 109 Parkcrest (**Exhibit C**). I only discovered this through USPS mail forwarding weeks later. By bypassing my active account address, SCE denied me a timely opportunity to dispute the charge.

3. Systemic Blockage and Utility Administrative Error (Oct 2024 – Jan 2025): SCE applied an offsetting credit of \$1,082.75 (**Exhibit D**). However, this caused my online portal to malfunction, physically blocking me from making regular payments because the system stated the amount "exceeded the max allowed" (**Exhibit G**). During this time, SCE billing offices were unreachable due to internal layoffs and a transition to automated AI models. This was confirmed by my neighbor, an SCE technician who attempted to help me find someone I could speak to only to confirm there was no one in the offices during this overhaul. I continued to call, write letters and leave voicemails once or twice a week but never received a call back.

4. Good Faith Payment and Collection Escalation (Feb 2025): On February 13, 2025, I finally received an email from Jocelyn R. to confirm that SCE received my letter and issued an order to correct the charges. On February 19, 2025 I received a collection notice from Torres Credit Services (**Exhibit H**). I immediately called the collection agency to protect my credit which is essential to maintain my professional licenses, they instructed me to force a \$300.00 good-faith payment on February 19, 2025 which allowed them to freeze the collection effort while they confirmed with SCE why I was sent to collection when my account clearly showed as having a credit (**Exhibit G**),

5. Written Admission and Direct Instructions (Feb 2025 – Aug 2025): I continued corresponding with Jocelyn. On Feb 24, 2025, I sent her the collection notice, proof on the billing issues, the \$300 payment I forced it to accept as a good faith action to stop collections. (**Exhibit F**). I also spoke with Jocelyn over the phone and relying on her direct, professional instruction to "let the credit run out" and cease any further payments until the credit was \$0 and then promised my billing would return to normal. I complied with the utility's guidance to allow the system to correct itself.

6. The Illegal "Claw Back" and Coercive Resolution Tactics (Aug 2025 – Present): On August 11, 2025, SCE performed an unauthorized "Miscellaneous Transfer" of \$1,079.87 (**Exhibit E**). On Aug 15, 2025, I reached out to Jocelyn, she replied on Aug 22, 2025, stating she needed to gather more information to investigate. On Sep 3, 2025, I asked for an update and fearing I would be sent to collection again I also contacted the Public Advisor's Office/ Consumer Affairs Branch for assistance. On Sept 13, 2025, I was told I needed to pay the balance in full or request a payment plan to avoid collection and disconnection. It was suggested that I sign up for low-income assistance programs (CARE/FERA) to have the state subsidize their mistake. This attempt to deflect financial liability onto state programs while threatening disconnection is a bad-faith violation of Tariff Rule 17(D)(2)(a).

SECTION (G): SCOPING MEMO INFORMATION (RULE 4.2[a])

The Complainant requests that the Commission consider the following issues:

Violation of Law: Did SCE violate Tariff Rule 17(D)(2)(a) by back-billing for administrative errors beyond the 3-month legal limit?

Administrative Negligence: Did SCE's failure to update service addresses and the subsequent systemic billing blockages constitute administrative negligence?

Reversal of Transfer: Should the "Miscellaneous Transfer" of \$1,079.87 be reversed and credited to the Complainant?

Refund of Payments: Is the Complainant entitled to a refund of \$658.60 (including the \$300 good-faith payment and installments paid under protest)?

Indemnity: Should SCE be ordered to issue a Letter of Indemnity to protect the Complainant's professional standing?

SECTION (H): RELIEF DESIRED

I request a total account credit of \$1,738.47. This includes: \$1,079.87: Full reversal of the unauthorized and illegal "Miscellaneous Transfer" (**Exhibit E**).

\$658.60: Full refund/credit for the \$300 good-faith payment, all "payment plan" installments, and erroneous late fees paid under protest to prevent service disconnection (**Exhibit I**).

Letter of Indemnity: A formal statement from SCE confirming that the disputed balance and third-party collection activity (**Exhibit H**) were the result of a documented utility administrative error.

Permanent Account Flag: Apply a permanent correction to my billing profile to ensure no "phantom" balances from 109 Parkcrest can be transferred again.

TABLE OF EXHIBITS

- Exhibit A: Pages 11-13 _CPUC Closing Letter & Appeal Instructions.
- Exhibit B: Pages 12-23 _ May 2024 Statement (Evidence of Clean Transfer).
- Exhibit C: Page 24 _ Sept 19, 2024, Overdue Notice (Sent to Wrong Address).
- Exhibit D: Pages 25-34 _Sept 2024 Statement showing \$1,082.75 Credit.
- Exhibit E: Pages 35-42 _Aug 11, 2025, \$1,079.87 Miscellaneous Transfer.
- Exhibit F: Pages 43-58 _Correspondence with Jocelyn R. (Initial Admission Instructions).
- Exhibit F2: Pages 59-62 _SCE Written Admission of Error- September 3, 2025
- Exhibit G: Pages 63-72 _Portal Screenshots (Blocked Payment Error) & \$300 Payment Receipt.
- Exhibit H: Page 73 _Torres Credit Services Collection Notice.
- Exhibit J: Pages 74-87 _March 12, 2026, Statement (Current Disconnection Threat).
- Exhibit I: Page 88 _Itemized Accounting of Damages (\$1,738.47).

PUBLIC UTILITIES COMMISSION

320 W. 4th STREET, SUITE 520
LOS ANGELES, CA 90013



March 20, 2026

Julie Reis
462 White Cap Ln
Newport Coast CA 92657

Subject: Commission File No: 720087 for Complaint with Southern California Edison Company

Dear Julie Reis:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) has completed its review of your complaint against **Southern California Edison Company (SCE)**. As part of the review, CAB considered the information that you provided, the information that **Southern California Edison Company** provided to us about your account and applicable codes, orders and tariffs.

In your complaint, you expressed concern regarding a payment error. According to the utility, they stated that you first disputed charges by email on February 13, 2025, then started service at 462 White Cap Ln on June 18, 2025, and later contacted SCE on August 15, 2025, and August 22, 2025, regarding a transferred balance of \$1,079.87 from the prior address at 109 Parkcrest. SCE reports that a billing correction for previous tenants created an erroneous credit on the customer's account, which covered bills through July 11, 2025, and when the correction was completed on August 11, 2025, the credit was reversed, resulting in a balance of \$756.41 owed. On March 2, 2026, after a CPUC transfer, SCE informed you that your payment arrangement defaulted because monthly payments were not made on time. SCE stated that they reinstated the arrangement and issued a \$10 adjustment. SCE informed CAB that they attempted follow-up on March 9, 2026, and spoke with you on March 16, 2026, advising that the charges would not be waived and confirming that no payments were made to collections and that the collection was recalled on August 5, 2025. SCE cites **Rule 10 (Disputed Bills) and Rule 17.D (Adjustment of Bills for Billing Error)** as the basis for its actions.

Based on the review of this information, CAB has determined that **SCE** is not in violation of the rules or regulations of the CPUC. If you disagree with this result, you may either provide new evidence or appeal. Detailed instructions for sending new evidence or an appeal are attached. You must file within 15 days of this letter and include supporting documentation. Please provide any information you believe contradicts the utility's representations.

Sincerely,

Written Operations Unit
Consumer Affairs Branch
1-800-649-7570
www.cpuc.ca.gov

PUBLIC UTILITIES COMMISSION

320 W. 4th STREET, SUITE 520
LOS ANGELES, CA 90013



March 20, 2026

File No:720087

WHAT YOU MUST DO IF YOU WANT CAB TO RECONSIDER ITS REVIEW OF YOUR COMPLAINT

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) does its best in all cases to use the information available to us to obtain a favorable resolution of each consumer's complaint. We realize that the outcome of this case may disappoint you. If you meet either one of the two limited exceptions below, you have the opportunity to file a request to review your case **within 15 business days of the date on this letter**:

If you have new evidence that would result in a favorable finding on your complaint, then file a REQUEST TO CONSIDER NEW EVIDENCE, or if you are able to show CAB made a mistake by failing to consider evidence, made a factual mistake, or made a mistake on law, then file an INFORMAL APPEAL.

The remainder of this letter provides both a summary and detailed requirements for these two processes.

SUMMARY: REQUEST TO CONSIDER NEW EVIDENCE

Prominently label your letter as "REQUEST TO CONSIDER NEW EVIDENCE."

Please include all of the following:

- Our informal complaint number; **720087**
- A brief description of the new evidence.
- A statement that shows how the new evidence would necessarily change the disposition of your complaint.
- Attach a copy of any new evidence.

SUMMARY: INFORMAL APPEAL

Prominently label your letter as INFORMAL APPEAL (for example this label might appear in the subject line or header/footer, in capital letters, in a larger font etc.)

Include all of the following:

- Our informal complaint number; **720087**
- The type of error(s) you think CAB made.
- A description of each error.
- A statement that shows how correcting the error(s) would necessarily change the disposition of your complaint.

DETAILED INSTRUCTIONS FOR SUBMISSION OF NEW EVIDENCE

You have one chance, and one only, to present new evidence. If you find additional new evidence after you have

PUBLIC UTILITIES COMMISSION

320 W. 4th STREET, SUITE 520
LOS ANGELES, CA 90013



already sent your request to us, CAB will not consider that as new evidence. All additional information is not evidence. Merely supplying us with additional information is not enough to warrant further consideration. The new evidence must be significant. "Significant" means that the new evidence, either by itself or in consideration with the other existing evidence, would justify a favorable finding in your case. Simply attaching a copy of a bill, etc., does not meet this requirement.

There is no limit to additional evidence that you may provide. However, please observe the following guidelines:

Do not re-submit material that you already sent to us. It is not the quantity of evidence, but the quality that is critical. Rearguing or repeating your case IS NOT new evidence. CAB will reject any such request at once, and will send you a form letter stating the reason for rejecting your request.

Some examples of valid additional information are: once you read the utility response to your complaint, you realized the utility's reasoning relied on a document that you have, and your additional document contradicts the utility's justification.

If you submit a request to us, and we deny it, you may still submit an **Informal Appeal**. Please note that the requirements to file an Informal Appeal are very strict.

You should address your request as outlined. Should you fail to include any of the information that we require, your request for additional consideration can be dismissed at once. CAB will inform you of whether we re-opened your case or not.

DETAILED INSTRUCTIONS FOR SUBMISSION OF AN INFORMAL APPEAL

In order to successfully appeal CAB's findings, you must meet requirements that are both strict and narrow. You must show that CAB made one or the three specific types of errors below:

- CAB made a mistake in the facts in the case;
- or CAB made a mistake in the laws in the case ;
- or CAB made a mistake by not considering evidence that would have resulted in a favorable finding in your case.

There is no limit to how many errors you may identify. Your identification of errors should refer to your existing documentation, such as CAB's letter closing the case or your original complaint letter. An appeal must strictly relate to the information provided to CAB. If you did not previously send evidence to CAB, CAB did not make any error. If we dismiss your appeal, you **MAY NOT** file a **REQUEST TO CONSIDER NEW EVIDENCE**.

You must provide a list of the mistakes that you contend that CAB made, and you must relate those mistakes to the case findings. You may not submit new evidence. If you wish to submit new evidence, you should file a **REQUEST TO CONSIDER NEW EVIDENCE**.



Julie Reis <julsreis@gmail.com>

We Received Your Transfer Service Request: Confirmation 001041636842

1 message

Southern California Edison <ibp3@scewebservices.com>
To: Julie <julsreis@gmail.com>

Tue, Apr 2, 2024 at 2:00 PM



Julie R.
Customer Account
700879105182
[Log in / Register](#)

Your Transfer Request Has Been Received

Thank you for submitting your request to transfer service to another address. Your request has been completed. We recommend saving this email for your records.

Confirmation Number	001041636842
Turn Off Request Date	04/08/2024
Turn Off Service Address	109 PARKCREST NEWPORT COAST CA 92657
Turn On Request Date	04/04/2024
Turn On Service Address	343 WHITE CAP LN NEWPORT COAST CA 92657
Service Connection Fee	\$5.00

My Account >

Support >

Go Paperless >

Outages >



[Privacy Notice](#) | [Terms and Conditions](#)

Please do not reply to this email; this is not a monitored email address.

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Go paperless at www.sce.com/ebilling. It's fast, easy and secure.

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

Your electricity bill

REIS, JULIE / Page 1 of 8

Customer account
700879105182
Residential Account

Rotating outage
Group A062

Amount due \$79.81
Due by 05/28/24

Service account
8017632943
343 WHITE CAP LN
NEWPORT COAST, CA 92657

POD-ID
101760940006407827
Date bill prepared
05/08/24

Your account summary

Previous Balance	\$0.00
Miscellaneous Transfer	-\$9.72
Credit balance	-\$9.72
Your new charges	\$84.53
Service Connection Fee	\$5.00
Total amount you owe by 05/28/24	\$79.81

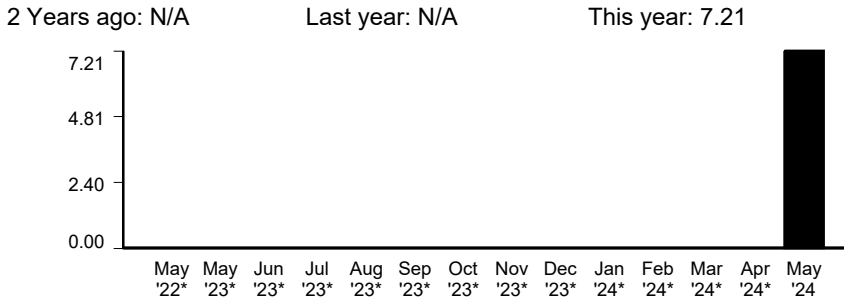
Your past and current electricity usage

For meter 222012-075898 from 04/04/24 to 05/07/24
Total electricity you used this month in kWh

245

Your next billing cycle will end on or about 06/06/24.

Your daily average electricity usage (kWh)



* No data available

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 1-800-747-8908 for locations, or you can pay online at www.sce.com.

(14-574) Tear here

Tear here



Customer account 700879105182
Please write this number on the memo line of your check. Make your check payable to Southern California Edison.

Amount due by 05/28/24 **\$79.81**

Amount enclosed \$

STMT 05082024 P1

REIS, JULIE
343 WHITE CAP LN
NEWPORT COAST CA 92657-1095

P.O. BOX 600
ROSEMEAD, CA 91771-0002

700879105182 0000182 000000000000008953000007981

Ways to contact us

Customer service numbers	<i>Relay calls accepted</i>
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

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

Multicultural services	
Cambodian / ខ្មែរ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 한국어	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

Important information

What are my options for paying my bill?

On-line	Pay one-time or recurring on www.sce.com/bill
Mail-in	Check or Money order
In Person	Authorized payment locations 1-800-747-8908
Phone	QuickCheck 1-800-950-2356
	Debit & credit card 1-833-425-1440
Other	PayPal, Venmo, Apple Pay and Google Pay

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 or upon request.

Past due bills

When is my bill past due? It is past due 20 days after the preparation date, which was 05/08/24.

- Reconnecting service that has been disconnected requires a Service Connection payment (non-residential only).
- 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 or call SCE at 1-800-655-4555.

What is the Late Payment Charge (LPC)?

0.6% 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 outage.

What is the Power Charge Indifference Adjustment (PCIA)?

The PCIA is a charge to ensure that both SCE customers and those who have left SCE service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by SCE on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources.

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/. 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

- Baseline Credit:** The baseline credit provides reduced electricity rates on electricity used up to the baseline allocation for the region that you live in.
- CA Climate Credit:** Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.
- Wildfire Fund Charge:** Supports the California Wildfire Fund which covers costs associated with catastrophic wildfires, including payment of bonds issued by the California Department of Water Resources (DWR)
- 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.

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: 700879105182

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

Direct Payment (Automatic Debit) Enrollment: 700879105182

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/eaf or call (800) 205-8596.

Add this amount for EAF \$ _____

Select one box only and sign below for EAF:

Every Month One Month only



An EDISON INTERNATIONAL® Company

Details of your new charges

Your rate: DOMESTIC

Billing period: 04/04/24 to 05/07/24 (34 days)

Delivery charges - Cost to deliver your electricity

Basic charge	34 days x \$0.02400	\$0.82
Energy-Winter		
Tier 1 (100% of baseline)	245 kWh x \$0.18468	\$45.25
Wildfire fund charge	245 kWh x \$0.00561	\$1.37

Generation charges - Cost to generate your electricity

SCE		
Energy-Winter		
Tier 1 (100% of baseline)	245 kWh x \$0.14921	\$36.56

Other charges or credits

Fixed recovery charge	245 kWh x \$0.00188	\$0.46
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Subtotal of your new charges		\$84.46
State tax	245 kWh x \$0.00030	\$0.07

Your new charges \$84.53

Your Delivery charges include:

- \$4.09 transmission charges
- \$42.40 distribution charges
- \$0.02 nuclear decommissioning charges
- -\$8.75 conservation incentive adjustment
- \$5.32 public purpose programs charge
- \$2.75 new system generation charge

Your Generation charges include:

- -\$0.10 competition transition charge
- -\$0.96 power charge indifference adjustment (PCIA)

Your overall energy charges include:

- \$0.78 franchise fees

Additional information:

- Service voltage: 240 volts
- Your winter baseline allowance: 428.0 kWh
- High Usage Charge applies to all usage above 400% of baseline allowance.

Your Total Usage: 245 kWh	Tier 1	Tier 2	High Usage Charge
Understanding Your Bill... Your usage for the billing period falls into Tier 1 . For most customers, the price you pay increases as you use more energy. The average cost per kilowatt (kWh) in the chart to the right is based on averages. Actual prices may vary.	245 kWh	0 kWh	0 kWh
	\$0.33/kWh	\$0.43/kWh	\$0.43/kWh
	Your Total Usage 245 kWh High Usage Charge - Learn more at on.sce.com/highuse		

Things you should know

Fixed Recovery Charge

SCE has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires. Your bill for electric service includes a Fixed Recovery Charge that has been approved by the CPUC to repay those bonds. The right to recover the Fixed Recovery Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to SCE. SCE is collecting the Fixed Recovery Charge on behalf of the Special Purpose Entity.

California Climate Credit Rollover Information

Your electricity bill for this month may reflect a credit amount. This may be due in part to the California Climate Credit included in the "Delivery charges" section of your April 2024 electricity bill.

Para más información en cómo este cambio impactará su factura, llame al 1-800-798-5723.

NOTICE OF APPLICATION
Southern California Edison Company's Request to Change Electric Rates
Application A.24-03-019

Why am I receiving this notice?

On March 29, 2024, Southern California Edison (SCE) filed its General Rate Case (GRC) Phase 2 Application (A.24-03-019). In this application, SCE is proposing to adopt rates that more accurately reflect what it costs to serve each customer class. This results in rates increasing for some customer classes and decreasing for other customer classes; no new costs are being proposed in this Phase 2 Application.

If the CPUC approves this application, SCE will recover forecasted costs in electric rates over a 4-year period beginning approximately in the first quarter of 2026. This will impact your monthly bill.

Why is SCE requesting this rate revision?

In the second phase of the General Rate Case, rates are designed by dividing approved electric costs among each customer class (residential, commercial, etc.). There are no new costs proposed in this Phase 2 application. This application will redesign rates by incorporating rate changes from other SCE proceedings including SCE's Phase 1 General Rate Case and would be phased in over four years.

How could this affect my monthly electric rates?

If SCE's rate request is approved by the CPUC, the average residential non-CARE monthly bill using 500 kWh per month would increase by approximately \$14.22 or 8.1% per month.

Proposed Electric Rates¹

Customer Classification	Average Rates as of October 2023 (cents/kWh)	Proposed Average Rates (cents/kWh)	Average Rate Change (cents/kWh)	Percentage Rate Change (% Increase)
Residential	32.6	35.2	2.6	8.0%
Lighting - Small and Medium Power	29.3	26.3	(3.0)	-10.4%
Large Power	20.6	20.9	0.3	1.7%
Agriculture	23.6	23.5	(0.1)	-0.4%
Street Lighting	30.5	44.5	14.0	45.7%
Standby	17.9	18.7	0.8	4.7%
Total	27.7	27.7	0.0	0.1%

How does the rest of this process work?

This application will be assigned to a CPUC Administrative Law Judge who will consider proposals and evidence presented during the formal hearing process. The Administrative Law Judge will issue a proposed decision that may adopt SCE's application, modify it, or deny it. Any CPUC Commissioner may sponsor an alternate decision with a different outcome. The proposed decision, and any alternate

¹ October 1, 2023 rates with 2025 sales forecast.

decisions, will be discussed and voted upon by the CPUC Commissioners at a public CPUC Voting Meeting.

Parties to the proceeding are currently reviewing SCE's application, including the Public Advocates Office, which is an independent consumer advocate within the CPUC that represents customers to obtain the lowest possible rate for service consistent with reliable and safe service levels. For more information regarding the Public Advocates Office, please call **1-415-703-1584**, email PublicAdvocatesOffice@cpuc.ca.gov, or visit www.PublicAdvocates.cpuc.ca.gov.

Where can I get more information?

Contact SCE:

Phone: **1-800-655-4555** or **1-626-302-8146**
 Email: scegrc@sce.com
 Mail: Southern California Edison Company
 Attention: Case Administration
 A.24-03-019 - GRC, Phase 2
 P.O. Box 800
 Rosemead, CA 91770

A copy of the Application and any related documents may also be reviewed at www.sce.com/applications.

Contact CPUC

Please visit apps.cpuc.ca.gov/c/A2403019 to submit a comment about this proceeding on the CPUC Docket Card. Here you can also view documents and other public comments related to this proceeding.

Your participation by providing your thoughts on SCE's request can help the CPUC make an informed decision.

If you have questions about CPUC processes, you may contact the CPUC's Public Advisor's Office at:

Phone: **1-866-849-8390** (toll-free) or **1-415-703-2074**
 Email: Public.Advisor@cpuc.ca.gov
 Mail: CPUC Public Advisor's Office
 505 Van Ness Avenue
 San Francisco, CA 94102

Please reference **SCE's Application A.24-03-019** in any communications you have with the CPUC regarding this matter.

*Para más información en cómo este cambio impactará su factura,
llame al 1-800-441-2233 o visite www.sce.com/avisos todos los días.*

NOTICE OF APPLICATION
Southern California Edison Company's Request to Increase Electric Rates
APPLICATION A.24-04-005

Why am I receiving this notice?

On April 5, 2024, Southern California Edison Company (SCE) filed its Wildfire Mitigation, Vegetation Management, Catastrophic Events, and Wildfire Liability Insurance (WMCE) Application with the California Public Utilities Commission (CPUC) requesting authorization to recover recorded costs that are in addition to the amounts already authorized by the CPUC and already included in current customer rates. SCE's application requests CPUC approval for an initial revenue increase of \$326.337 million. If the CPUC approves this application, SCE will recover this amount in electric distribution rates over a one-year period beginning in mid-2025.

Why is SCE requesting this rate increase?

- In 2023, SCE completed necessary work to implement its Wildfire Mitigation Plan and execute other important wildfire mitigation activities.
- In 2023, SCE completed substantial vegetation management work to mitigate wildfire risks related to vegetation contact with electric facilities, comply with required laws and regulations, and promote service reliability.
- In 2019-2023, SCE completed significant work in the Wildfire Covered Conductor Program to replace bare overhead conductors in high fire areas and related work. This will reduce wildfire risk and increase thresholds for potential Public Safety Power Shutoff events.
- SCE responded to 10 government-declared disasters that occurred in 2020-2022 to restore utility service to its customers; repaired, replaced, or restored damaged utility facilities; and complied with governmental agency orders.
- In 2019-2020, SCE incurred incremental wildfire liability insurance premiums.

How could this affect my monthly electric rates?

If SCE's rate request is approved by the CPUC, the average non-CARE residential monthly bill using 500 kWh per month would increase by approximately \$2.77 or 1.5% per month in mid-2025. The average CARE residential monthly bill with the same monthly usage would increase by approximately \$1.87 or 1.5% per month in mid-2025.

Bill Impact Table

Bundled Average Rates (#/kWh)				
Customer Group	Current Rates	Proposed Change	Proposed Rates	% Change
Residential	33.8	0.52	34.3	1.6%
Lighting - Small and Medium Power	30.1	0.45	30.5	1.5%
Large Power	20.5	0.31	20.8	1.5%
Agricultural and Pumping	24.0	0.38	24.4	1.6%
Street and Area Lighting	36.5	0.41	36.9	1.1%
Standby	17.0	0.08	17.1	0.5%
Total	28.5	0.43	28.9	1.5%

Residential Bill Impact (\$/Month)				
Description	Current	Proposed Increase	Proposed	% Increase
Non-CARE residential bill	\$180.40	\$2.77	\$183.17	1.5%
CARE residential bill	\$122.12	\$1.87	\$124.00	1.5%

How does the rest of this process work?

This application will be assigned to a CPUC Administrative Law Judge (ALJ) who will consider proposals and evidence presented during the formal hearing process. The ALJ will issue a proposed decision that may adopt SCE's Application, modify it, or deny it. Any CPUC Commissioner may sponsor an alternate decision with a different outcome. The proposed decision, and any alternate decisions, will be discussed and voted upon by the CPUC Commissioners at a public CPUC Voting Meeting.

Parties to the proceeding may review SCE's Application, including the Public Advocates Office. The Public Advocates Office is an independent consumer advocate within the CPUC that represents customers to obtain the lowest possible rate for service consistent with reliable and safe service levels. For more information about the Public Advocates Office, please call **1-415-703-1584**, email PublicAdvocatesOffice@cpuc.ca.gov or visit www.publicadvocates.cpuc.ca.gov.

Where can I get more information?**Contact SCE**

Phone: **1-800-655-4555**
 Email: **case.admin@sce.com**
 Mail: Case Administration
 Southern California Edison Company
 A.24-04-005 - WMCE Application
 P.O. Box 800
 Rosemead, CA 91770

The application and any related documents may also be reviewed at www.sce.com/applications.

Contact CPUC

Please visit apps.cpuc.ca.gov/c/A2404005 to submit a comment about this proceeding on the CPUC Docket Card. Here you can also view documents and other public comments related to this proceeding.

Your participation by providing your thoughts on SCE's request can help the CPUC make an informed decision.

If you have questions about CPUC processes, you may contact the CPUC's Public Advisor's Office at:

Email: **Public.Advisor@cpuc.ca.gov**
 Phone: **1-866-849-8390** (toll-free) or **1-415-703-2074**
 Mail: CPUC Public Advisor's Office
 505 Van Ness Avenue
 San Francisco, CA 94102

Please reference SCE's **WMCE Application A.24-04-005** in any communications you have with the CPUC regarding this matter.

Ways to contact us

Customer service numbers	<i>Relay calls accepted</i>
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

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

Multicultural services	
Cambodian / ខ្មែរ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 한국어	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

Important information

What are my options for paying my bill?

On-line	Pay one-time or recurring on www.sce.com/bill
Mail-in	Check or Money order
In Person	Authorized payment locations 1-800-747-8908
Phone	QuickCheck 1-800-950-2356
	Debit & credit card 1-833-425-1440
Other	PayPal, Venmo, Apple Pay and Google Pay

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 or upon request.

Past due bills

When is my bill past due? It is past due 20 days after the preparation date, which was 09/09/24.

- Reconnecting service that has been disconnected requires a Service Connection payment (non-residential only).
- 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 or call SCE at 1-800-655-4555.

What is the Late Payment Charge (LPC)?

0.6% 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 outage.

What is the Power Charge Indifference Adjustment (PCIA)?

The PCIA is a charge to ensure that both SCE customers and those who have left SCE service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by SCE on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources.

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/. 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

- Baseline Credit:** The baseline credit provides reduced electricity rates on electricity used up to the baseline allocation for the region that you live in.
- CA Climate Credit:** Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.
- Wildfire Fund Charge:** Supports the California Wildfire Fund which covers costs associated with catastrophic wildfires, including payment of bonds issued by the California Department of Water Resources (DWR)
- 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.

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

Change of mailing address: 700879105182

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

Direct Payment (Automatic Debit) Enrollment: 700879105182

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/eaf or call (800) 205-8596.

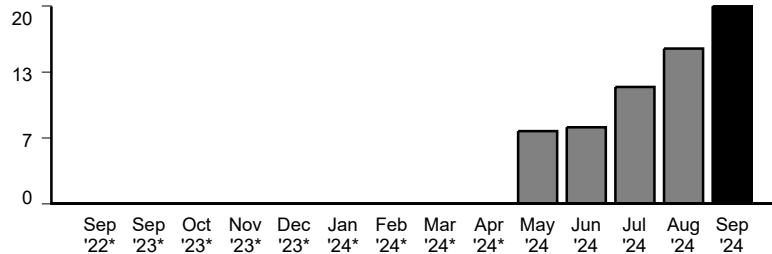
Add this amount for EAF \$ _____

Every Month One Month only

Select one box only and sign below for EAF: _____

Your daily average electricity usage (kWh)

2 Years ago: N/A Last year: N/A This year: 19.56



* No data available

Details of your new charges

Your rate: DOMESTIC

Billing period: 08/08/24 to 09/08/24 (32 days)

Delivery charges - Cost to deliver your electricity

Basic charge	32 days x \$0.02400	\$0.77
Energy-Summer		
Tier 1 (100% of baseline)	278 kWh x \$0.18918	\$52.59
Tier 2 (101% to 400%)	348 kWh x \$0.28510	\$99.21
Wildfire fund charge	626 kWh x \$0.00561	\$3.51

Your Delivery charges include:

- \$11.90 transmission charges
- \$108.62 distribution charges
- \$0.06 nuclear decommissioning charges
- \$10.93 conservation incentive adjustment
- \$13.42 public purpose programs charge
- \$7.01 new system generation charge

Generation charges - Cost to generate your electricity

SCE

Energy-Summer		
Tier 1 (100% of baseline)	278 kWh x \$0.13919	\$38.69
Tier 2 (101% to 400%)	348 kWh x \$0.13919	\$48.44

Your Generation charges include:

- -\$0.25 competition transition charge
- -\$2.47 power charge indifference adjustment (PCIA)

Other charges or credits

Fixed recovery charge	626 kWh x \$0.00188	\$1.18
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Subtotal of your new charges **\$244.39**

State tax **\$0.19**

Your new charges **\$244.58**

Your overall energy charges include:

- \$2.26 franchise fees

Additional information:

- Service voltage: 240 volts
- Your summer baseline allowance: 278.0 kWh
- High Usage Charge applies to all usage above 400% of baseline allowance.

Your Total Usage: 626 kWh	Tier 1	Tier 2	High Usage Charge
<i>Understanding Your Bill...</i> Your usage for the billing period falls into Tier 2. For most customers, the price you pay increases as you use more energy. The average cost per kilowatt (kWh) in the chart to the right is based on averages. Actual prices may vary.	278 kWh	348 kWh	0 kWh
	\$0.33/kWh	\$0.42/kWh	\$0.42/kWh
	Your Total Usage 626 kWh High Usage Charge - Learn more at on.sce.com/highuse		

Things you should know

Fixed Recovery Charge

SCE has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires. Your bill for electric service includes a Fixed Recovery Charge that has been approved by the CPUC to repay those bonds. The right to recover the Fixed Recovery Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to SCE. SCE is collecting the Fixed Recovery Charge on behalf of the Special Purpose Entity.

Stay in Control

If you're behind on payments, enrolled in a payment plan, or facing disconnection, we offer options and energy management solutions to help you stay in control of your bill and costs. Learn more at www.sce.com/billsupport.

SCE's APA Locations Are Changing August 16, 2024

Beginning on August 16, 2024, Western Union will be SCE's new Authorized Payment Agency (APA) for in-person payments (no fees charged). Only cash payments will be accepted. Locations other than Western Union will charge a fee for SCE payments.*

Visit sce.com/apa to find an APA near you or review the requirements for APA payments. We offer other payment options, including debit and credit card payment, at sce.com/billpay.

**Federal requirements apply for identification on large value transactions..*

Customer Connection

Please visit us at www.sce.com

Public Safety Power Shutoffs

- It is a tool of last resort to mitigate wildfire risk during dangerous fire weather conditions. We recognize these outages are difficult for our customers.
- We continue to reduce the size, frequency and duration of PSPS events.
- It will remain a tool to mitigate wildfire risk during severe weather and high fire potential index events to keep communities safe from wildfires.

We urge customers to update their contact information and sign up for PSPS alerts at: www.sce.com/outage. To learn more about Public Safety Power Shutoffs, visit: www.sce.com/pspss.

UNDERSTANDING EMF

ELECTRIC AND MAGNETIC FIELDS

Questions have been raised about the possible health effects of exposure to 60-hertz (power frequency) electric and magnetic fields (EMF*), which are found wherever you have electric power. This article contains information that will help you understand the EMF issue, plus practical tips you can use if you want to reduce your exposure at home and at work.

Campos Eléctricos y Magnéticos (EMF):
Si desea recibir información en español, comuníquese con SCE al 1-800-441-2233

EMF information provided as required by the California Public Utilities Commission (CPUC) EMF policy.

*The term EMF in this publication refers to extremely low frequency (ELF) 60-hertz electric and magnetic fields associated with power delivered by electric utilities. It does not refer to radio frequency (RF) waves associated with wireless communications such as cell phones.

Can EMF Harm Your Health?

Electric and magnetic fields are present wherever electricity flows--around appliances and power lines, in offices, and at schools and homes. Many researchers believe that if there is a risk of adverse health effects from usual residential exposures to EMF, it is probably just at the detection limit of human health studies; nonetheless, the possible risk warrants further investigation. The varying results from epidemiological studies, which looked at estimated EMF exposures and childhood leukemia, are consistent with a weak link. Laboratory studies, including studies investigating a possible mechanism for health effects (mechanistic studies), provide little or no evidence to support this weak link.

The results from many research studies have been evaluated by international, national, and California EMF research programs to determine whether EMF poses any health risk. Given the uncertainty of the issue, the medical and scientific communities have been unable to conclude that usual residential exposures to EMF cause health effects, or to establish any standard or level of residential exposure that is known to be either safe or harmful. These conclusions remain unchanged by recent studies.

World Health Organization Findings







The World Health Organization (WHO) completed a review of the potential health implications of extremely low frequency EMF, which includes power-frequency fields. Their conclusions and recommendations were presented in a June 2007 report known as the *Extremely Low Frequency Fields, Environmental Health Criteria Monograph No. 238*

The WHO report concluded that evidence linking Extremely Low Frequency (ELF) magnetic fields and childhood leukemia "is not strong enough to be considered causal but sufficiently strong to remain a concern." "Virtually all of the laboratory evidence and the mechanistic evidence fail to support" this reported association. For all other diseases, there is inadequate or no evidence of health effects at low exposure levels.



The report emphasized that, given the weakness of the evidence for health effects, the health benefits of exposure reduction are unclear and adopting policies based on arbitrary low exposure limits is not warranted. In light of this situation, WHO made these and other recommendations:

- * National authorities should implement communication programs with all stakeholders to enable informed decision-making, including how individuals can reduce their own exposure.
- * Policy makers and community planners should implement very low-cost measures to reduce exposures when constructing new facilities and designing new equipment, including appliances.
- * Policy makers should establish guidelines for ELF field exposure for both the general public and workers. The best source of guidance for both exposure levels and the principles of scientific review are the international guidelines.
- * Government and industry should promote research to reduce the uncertainty of the scientific evidence on the health effects of ELF field exposure. Several recommended research projects are already under way through the Electric Power Research Institute.

To view the full report visit www.who.int/publications/i/item/9789241572385

Magnetic Fields at Home (Measurements are in milligauss.)				
		1.2" away	12" away	36" away
	Microwave Oven	750 to 2,000	40 to 80	3 to 8
	Clothes Washer	8 to 400	2 to 30	0.1 to 2
	Electric Range	60 to 2,000	4 to 40	0.1 to 1
	Compact Fluorescent Bulb	0 to 32.8	0 to 0.1	0
	Hair Dryer	60 to 20,000	1 to 70	0.1 to 3
	LCD/Plasma TV	1.1 to 73.6	0 to 2.5	0 to 2.2

Source: Adapted from Gauger 1985 & EPRI Appliance Measurement Study 2010.

Magnetic Fields Outside (Maximum values may be lower for some California utilities.)	
	Distribution Lines 1 to 80 milligauss under the line
	Transmission Lines 1 to 300 milligauss at the edge of the right-of-way

(EMF continued on the reverse side)

EMF (continued from front)

What You Can Do

In a situation of scientific uncertainty and public concern, WHO recommended that utilities explore 'very low-cost' ways to reduce EMF exposure from new or upgraded facilities. SCE and other California public utilities have been pursuing no-cost and low-cost measures to reduce EMF levels from new utility transmission lines and substation projects. You, too, may want to take no-cost and low-cost measures to reduce your EMF exposure at home and at work.

Human studies have not produced a consensus about any health benefits from changing the way people use electric appliances. But, if you feel reducing your EMF exposure would be beneficial, you can increase your distance from electric appliances and/or limit the amount of time you use appliances at home or at work. For instance, you can place your electric clocks away from the head of your bed. Increasing your distance from it and other appliances, such as televisions, computer monitors, and microwave ovens, can reduce your EMF exposure.

You can also reduce your EMF exposure by limiting the time you spend using personal appliances, such as hair dryers, electric razors, heating pads, and electric blankets. You may also want to limit the time you spend using electric cooking appliances.

You can locate the sources of EMF in your work environment and spend break time in lower-field areas.

It is not known whether such actions will have any impact on your health.

Additional Information Is Available

SCE provides free EMF information packages and home/business measurements upon request. For any of these services, please call 1-800-200-4723 (4SCE) or visit www.sce.com/EMF.

Additional information is also available at these links:

World Health Organization International EMF Project: Visit www.who.int/health-topics/electromagnetic-fields for EMF information, including fact sheets, research completed, and scientific journal articles.

National Institute of Environmental Health Sciences: Visit www.niehs.nih.gov/health and click on Brochures & Fact Sheets, then select the Electric and Magnetic Fields booklet in English.

California Public Utilities Commission: Visit www.cpuc.ca.gov/industries-and-topics/electrical-energy/infrastructure/permitting-and-environmental-review/electric-magnetic-fields.

Connect With Us

Get energy-saving tips, safety and outage updates, and much more.



www.facebook.com/sce



www.twitter.com/sce



www.instagram.com/sce

Para obtener información sobre como este cambio afectará su factura y/o una copia de esta notificación en español visite www.sce.com/avisos

**NOTICE OF APPLICATION OF
SOUTHERN CALIFORNIA EDISON COMPANY
TO DECREASE ELECTRIC RATES
APPLICATION A.24-05-025**

Why am I receiving this notice?

On May 30, 2024, Southern California Edison Company (SCE) filed an application with the California Public Utilities Commission (CPUC) requesting an expedited review and approval of its 2024 Energy Resource Recovery Account (ERRA) Revenue Requirement Trigger Mechanism Application (Application). The ERRA functions to recover the fuel and power procurement costs that SCE incurs to provide electric service to its customers.

Why is SCE requesting this rate decrease?

As of April 30, 2024, SCE is forecasting to spend \$742.426 million less in procurement costs than has been recovered in customer rates. This is known as the “overcollection amount.” This was due to a variety of factors including lower wholesale power prices. SCE requested the CPUC allow the overcollection amount in rates beginning October 1, 2024. If SCE’s application is approved, your rates may decrease as reflected in the table below.

How could this affect my monthly electric rates?

The average non-CARE residential monthly bill using 500 kWh per month would decrease by approximately 4.4% (or \$7.98) per month. This is an estimate based on current rates, which may change by October 1, 2024.

CUSTOMER BILL IMPACT TABLE

Bundled Average Rates (¢/kWh)				
Customer Group	Current Rates	Proposed Change	Proposed Rates	% Change
Residential	33.77	(1.51)	32.26	-4.5%
Lighting - Small and Medium Power	30.05	(1.46)	28.60	-4.8%
Large Power	20.51	(1.19)	19.32	-5.8%
Agricultural and Pumping	23.99	(1.25)	22.74	-5.2%
Street and Area Lighting	36.46	(0.86)	35.61	-2.4%
Standby	17.00	(1.16)	15.84	-6.8%
Total	28.47	(1.39)	27.08	-4.9%

Residential Bill Impact (\$/Month)				
Description	Current	Proposed Change	Proposed	% Change
Non-CARE residential bill	\$180.40	(\$7.98)	\$172.42	-4.4%
CARE residential bill	\$122.12	(\$5.40)	\$116.73	-4.4%

How does the rest of this process work?

This application was assigned to a CPUC Administrative Law Judge who considered proposals and evidence presented during the formal hearing process. The Administrative Law Judge issued a proposed

decision on July 22 adopting SCE's request. The proposed decision was discussed and approved by the CPUC Commissioners at a public CPUC Voting Meeting on August 1, 2024.

Parties to the proceeding reviewed SCE's application, including the Public Advocates Office. The Public Advocates Office is an independent consumer advocate within the CPUC that represents customers to obtain the lowest possible rate for service consistent with reliable and safe service levels. For more information about the Public Advocates Office, please call 1-415-703-1584, email PublicAdvocatesOffice@cpuc.ca.gov, or visit www.Publicadvocates.cpuc.ca.gov.

Where can I get more information?

Contact SCE:

If you have any questions about SCE's request, you can contact them at:

Phone: 1-800-655-4555

Email: case.admin@sce.com

Mail: Eric Lee

Southern California Edison Company

A.24-05-025 - SCE's 2024 ERRR Trigger Application

P.O. Box 800 Rosemead, CA 91770

A copy of the Application and any related documents may also be reviewed at www.sce.com/applications by searching for the Application name or A.24-05-025.

Contact CPUC:

If you have questions about CPUC processes, you may contact the CPUC's Public Advisor's Office at:

Email: Public.Advisor@cpuc.ca.gov

Phone: 1-866-849-8390 (toll-free) or 1-415-703-2074

Mail: CPUC Public Advisor's Office

505 Van Ness Avenue

San Francisco, CA 94102

If your communication with the CPUC is specific to this proceeding, please reference SCE's ERRR Trigger Application 24-05-025.

Para más información en cómo este cambio impactará su factura, descargar esta notificación en español en el sitio Web de SCE www.sce.com/avisos

**NOTICE OF APPLICATION
SOUTHERN CALIFORNIA EDISON COMPANY'S REQUEST TO INCREASE ELECTRIC RATES
APPLICATION [A.24-08-003]**

Why am I receiving this notice?

On August 2, 2024, Southern California Edison Company (SCE) filed an application (A.24-08-003) with the California Public Utilities Commission (CPUC) requesting approval to sell SCE's General Office #5 (GO5) property in Rosemead, California (GO5 Application). The application seeks approval of a revenue increase of approximately \$40.9 million, which, after taxes, will equate to a recovery of approximately \$29.4 million.

If the CPUC approves this application, SCE will recover forecasted costs in electric rates over a one-year period beginning the year of the closing of the transaction. This will impact your monthly bill.

Why is SCE requesting this rate increase?

- SCE is seeking to sell its ground lease interest in the property because (a) SCE has consolidated its workforce to other SCE buildings and (b) the building requires significant seismic retrofitting, which SCE does not think would be a prudent expenditure.
- Although the sale will result in a one-time after-tax loss of approximately \$29.4 million, the sale will save certain on-going operating, maintenance, lease and other costs for a property no longer required for SCE operations.
- SCE's revenue billed to customers will subsequently be reduced by eliminating the return on SCE's investment in the property not yet collected to date and maintenance costs upon the closing of the sale.

How could this affect my monthly electric rates?

If SCE's rate request is approved by the CPUC, the average residential monthly bill using 500 kWh per month would increase by approximately \$0.36 or 0.2% per month in the year following the close of the sale.

CUSTOMER BILL IMPACT TABLE

Bundled Average Rates (¢/kWh)				
Customer Group	Current Rates	Proposed Change	Proposed Rates	% Change
Residential	33.2	0.07	33.3	0.2%
Lighting - Small and Medium Power	29.5	0.06	29.6	0.2%
Large Power	20.1	0.04	20.1	0.2%
Agricultural and Pumping	23.6	0.04	23.6	0.2%
Street and Area Lighting	36.4	0.04	36.4	0.1%
Standby	16.6	0.02	16.6	0.1%
Total	28.0	0.05	28.0	0.2%

Residential Bill Impact (\$/Month)				
Description	Current	Proposed Change	Proposed	%Change
Non-CARE residential bill	\$177.50	\$0.36	\$177.87	0.2%
CARE residential bill	\$120.16	\$0.25	\$120.40	0.2%

The projected rate increase described in this notice is a forecast and is likely to slightly change depending on the month and year in which the sale of the GO5 property closes.

How does the rest of the process work?

This GO5 Application will be assigned to a CPUC Administrative Law Judge who will consider proposals and evidence presented during the formal hearing process. The Administrative Law Judge will issue a proposed decision that may adopt SCE's application, modify it, or deny it. Any CPUC Commissioner may sponsor an alternate decision with a different outcome. The proposed decision, and any alternate decisions, will be discussed and voted upon by the CPUC Commissioners at a public CPUC Voting Meeting.

Parties to the proceeding may review SCE's application, including the Public Advocates Office. The Public Advocates Office is an independent consumer advocate within the CPUC that represents customers in order to obtain the lowest possible rate for service consistent with reliable and safe service levels. For more information about the Public Advocates Office, please call 1-415-703-1584, email PublicAdvocatesOffice@cpuc.ca.gov, or visit www.PublicAdvocates.cpuc.ca.gov.

Where can I get more information?

Contact SCE

If you have any questions about SCE's request, you may contact them at:

Email: case.admin@sce.com

Phone: 1-626-302-0449

Mail: Southern California Edison Company

Attn: Case Administrator

A.24-08-003 -GO5 Application

P.O. Box 800

Rosemead, CA 91770

A copy of the Application and any related documents may also be reviewed at www.sce.com/applications

Contact the CPUC

Please visit www.apps.cpuc.ca.gov/c/A2408003 to submit a comment about this proceeding on the CPUC Docket Card. Here you can also view documents and other public comments related to this proceeding. Your participation by providing your thoughts on SCE's request can help the CPUC make an informed decision.

If you have questions about CPUC processes, you may contact the CPUC's Public Advisor's Office at:

Email: public.advisor@cpuc.ca.gov

Phone: 1-866-849-8390 (toll-free)

Mail: CPUC Public Advisor's Office

505 Van Ness Avenue

San Francisco, CA 94102

Please reference SCE GO5 Application A.24-08-003 in any communications you have with the CPUC regarding this matter.



Go paperless at www.sce.com/ebilling. It's fast, easy and secure.

For billing and service inquiries
1-800-239-2685
www.sce.com

Your electricity bill

REIS, JULIE / Page 1 of 8

Customer account
700879105182
Residential Account

Rotating outage
Group A062

Amount due \$756.41
Due by 09/02/25

Service account
8020437904
462 WHITE CAP LN
NEWPORT COAST, CA 92657

POD-ID
101760940006425429
Date bill prepared
08/11/25

Your account summary

Credit from previous billing	-\$431.86
Credit balance	-\$431.86
Your new charges	\$108.40
Miscellaneous Transfer	\$1,079.87

Total amount you owe by 09/02/25 **\$756.41**

Your cost varies by time of day



Summer cost periods (Jun 01-Sep 30)

	Weekdays	Weekends & Holidays
On peak	4pm - 9pm	
Mid peak		4pm - 9pm
Off peak	12am - 4pm	12am - 4pm
	9pm - 12am	9pm - 12am

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 1-800-747-8908 for locations, or you can pay online at www.sce.com.

(14-574) Tear here

Tear here



Customer account 700879105182
Please write this number on the memo line
of your check. Make your check payable to
Southern California Edison.

Amount due by 09/02/25 **\$756.41**

Amount enclosed \$

STMT 08112025 P

REIS, JULIE
462 WHITE CAP LN
NEWPORT COAST CA 92657-1093

P.O. BOX 600
ROSEMEAD, CA 91771-0002

700879105182 0000188 000000000000118827000075641

Ways to contact us

Customer service numbers	<i>Relay calls accepted</i>
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

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

Multicultural services	
Cambodian / ខ្មែរ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 한국어	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

Important information

What are my options for paying my bill?

On-line	Pay one-time or recurring on www.sce.com/bill
Mail-in	Check or Money order
In Person	Authorized payment locations 1-800-747-8908
Phone	QuickCheck 1-800-950-2356
	Debit & credit card 1-833-425-1440
Other	PayPal, Venmo, Apple Pay and Google Pay

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 or upon request.

Past due bills

When is my bill past due? It is past due 20 days after the preparation date, which was 08/11/25.

- Reconnecting service that has been disconnected requires a Service Connection payment (non-residential only).
- 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 or call SCE at 1-800-655-4555.

What is the Late Payment Charge (LPC)?

0.6% 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 outage.

What is the Power Charge Indifference Adjustment (PCIA)?

The PCIA is a charge to ensure that both SCE customers and those who have left SCE service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by SCE on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources.

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/. 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

- **Baseline Credit:** The baseline credit provides reduced electricity rates on electricity used up to the baseline allocation for the region that you live in.
- **CA Climate Credit:** Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.
- **Wildfire Fund Charge:** Supports the California Wildfire Fund which covers costs associated with catastrophic wildfires, including payment of bonds issued by the California Department of Water Resources (DWR)
- **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.

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: 700879105182

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

Direct Payment (Automatic Debit) Enrollment: 700879105182

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/eaf or call (800) 205-8596.

Add this amount for EAF \$ _____

Select one box only and sign below for EAF:

- Every Month One Month only

Usage kWh		Avg. cost \$		Total cost \$
On peak	75 kWh	x \$0.57573	=	\$43.18
Mid peak	31 kWh	x \$0.46581	=	\$14.44
Off peak	216 kWh	x \$0.35727	=	\$77.17
	322 kWh			\$134.79 Energy Charges
				-\$26.39 Other credits/charges
				\$108.40 Total

Costs are rounded and include applicable energy charges from SCE. During season or price changes, averages are used. To view all charges and credits and to calculate your bill, refer to **Details of your new charges**.

Your past and current electricity usage

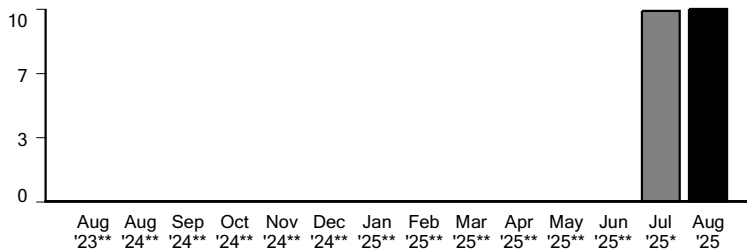
For meter 222011-335882 from 07/11/25 to 08/10/25
Total electricity you used this month in kWh

322

Your next billing cycle will end on or about 09/09/25.

Your daily average electricity usage (kWh)

2 Years ago: N/A Last year: N/A This year: 10.39



* Irregular billing period
** No data available

Details of your new charges

Your rate: TOUD-4-9PM
Billing period: 07/11/25 to 08/10/25 (31 days)

Delivery charges - Cost to deliver your electricity

Basic charge	31 days x \$0.02400	\$0.74
Baseline credit	322 kWh x -\$0.09250	-\$29.79
Energy-Summer		
On peak	75 kWh x \$0.33602	\$25.20
Mid peak	31 kWh x \$0.33602	\$10.42
Off peak	216 kWh x \$0.28632	\$61.85
Wildfire fund charge	322 kWh x \$0.00595	\$1.92

Your Delivery charges include:

- \$7.59 transmission charges
- \$46.48 distribution charges
- \$10.94 public purpose programs charge
- \$3.15 new system generation charge

Generation charges - Cost to generate your electricity

SCE		
Energy-Summer		
On peak	75 kWh x \$0.23967	\$17.98
Mid peak	31 kWh x \$0.12962	\$4.02
Off peak	216 kWh x \$0.07093	\$15.32

Your Generation charges include:

- -\$0.19 competition transition charge
- -\$11.53 power charge indifference adjustment (PCIA)

Your overall energy charges include:

- \$1.00 franchise fees

Other charges or credits

(Continued on next page)

Additional information:

- Service voltage: 240 volts

Details of your new charges (continued)

Fixed recovery charge	322 kWh x \$0.00198	\$0.64
Subtotal of your new charges		\$108.30
State tax	322 kWh x \$0.00030	\$0.10
Your new charges		\$108.40

Rate Identification Number - RIN



USCA-SCSC-0400-0000

In the future, you might use the Rate Identification Number (RIN) to program smart devices like smart thermostats, EV chargers, or energy management systems once the manufacturer has enabled its use. Once these smart device features are available, simply scan the QR code using the smart device app for setup. To learn more, visit sce.com/helpcenter/rin.

Things you should know

Fixed Recovery Charge

SCE has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires. Your bill for electric service includes a Fixed Recovery Charge that has been approved by the CPUC to repay those bonds. The right to recover the Fixed Recovery Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to SCE. SCE is collecting the Fixed Recovery Charge on behalf of the Special Purpose Entity.

Stay in Control

If you're behind on payments, enrolled in a payment plan, or facing disconnection, we offer options and energy management solutions to help you stay in control of your bill and costs. Learn more at www.sce.com/billsupport.

July 2025

Customer Connection

Please visit us at www.sce.com

Public Safety Power Shutoffs

- Your safety is our top priority. The changing climate, below average rainfall this year and extended periods of high winds increase the potential for a fire to spread.
- When fire weather conditions are present, we may temporarily shut off power to reduce the risk of a fire caused by utility equipment. This is known as a Public Safety Power Shutoff (PSPS), and it saves lives.
- Losing power for any amount of time is a hardship; while it's frustrating and inconvenient, safety must come first.

Update your contact information or sign up for PSPS alerts in English or other available languages at www.sce.com/pspsalerts. Learn more about PSPS and emergency preparedness at www.sce.com/psps.

Be Prepared for Outage Emergencies

If your home or business is located in an area designated as a Tier 2 or Tier 3 high fire risk zone, you may want to consider adding a power station or a portable generator to your emergency preparedness plans. These devices may provide backup power for your personal electronics such as a cell phone, computer, or other important household appliances such as refrigerators, lighting, garage door opener and medical devices which helps you to be more prepared for an outage or other emergency. Rebates are available for the purchase of qualifying products.

Watch our backup power educational videos, learn more about available solutions and apply for rebates in the SCE Marketplace at www.sce.com/rebates.

To learn more about the process and method the California Public Utilities Commission used to determine High Fire Threat District maps, visit:

www.cpuc.ca.gov/industries-and-topics/wildfires/fire-threat-maps-and-fire-safety-rulemaking

Budget Your Electricity Bill with the Budget Billing Plan (was Level Pay Plan)

Are your electric bills higher in the summer? Do these higher bills stretch your budget? Sign up for SCE's Budget Billing Plan (BBP), which allows you to spread high summer and/or winter bills over an entire year in eleven (11) equal monthly payments (on the 12th month, you will receive a settlement bill showing either a payment due or a credit balance). To learn more go to

Bill Payment > Ways to Save at www.sce.com/customer-service-center

If you'd like to enroll, please call **1-800-434-2365**. BBP is based on eligibility and some restrictions may apply. Once enrolled, you must pay your bills monthly by the due date to remain eligible for the program.

Get Help If You Use Medical Equipment

If you or someone in your household requires the regular use of electrically-powered medical equipment, including but not limited to power wheelchairs, scooters, respirators, breathing machines or other qualifying medical devices, you may be eligible for our Medical Baseline Allowance program which:

- ◆ Provides an additional allotment of 16.5-kilowatt hours (kWh) of electricity per day on your monthly bill which can help offset the cost of operating the medical equipment, and
- ◆ Prioritizes your household to get critical alerts and notifications if outages occur, including Public Safety Power Shutoffs.

To apply, you will need the signature of a medical professional.* If you apply online, you can enter your medical professional's email address and we will contact them for an electronic signature approval. Please let them know they will receive an email from SCE.

To learn more about eligibility requirements or if you have questions about medical equipment or criteria, visit www.sce.com/mbi or call **1-800-655-4555**. Application forms are available in several languages online and alternative formats (such as large print and braille) upon request.

NOTE: We will evaluate the eligibility of the device on your application if it is not listed on www.sce.com/mbi. Medical devices used for therapy but not medically required for sustaining life do not qualify for this program.

* Includes Medical Doctor (MD), Doctor of Osteopathy (DO), Physician Assistant (PA) or Nurse Practitioner (NP).

(continued on back)

July 2025

Proposition 65 Warnings

⚠ WARNING: The Safe Drinking Water and Toxic Enforcement Act of 1986, commonly referred to as Proposition 65, requires the governor to publish a list of chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. It also requires California businesses to warn the public of potential exposures to these chemicals that result from their operations.

Providing safe and reliable service to all of our customers is a top priority for Southern California Edison and we want you to be aware of these chemicals so that you can reduce exposure to chemicals associated with electricity generation and distribution. We handle all equipment and materials at our sites carefully for your good health as well as ours. However, if you are at or near our facilities and work sites, you can be exposed to the following chemicals on the state's Proposition 65 list. Reduce, limit, or avoid activities at and near the sources of exposure described below. For more information go to:

www.P65Warnings.ca.gov

1. Diesel Generation: Diesel Exhaust: SCE uses diesel-fueled emergency generators during emergencies and other times to help minimize the interruption of our customers' supply of electricity. The generators are used at some SCE facilities like substations and service centers, and at locations where repairs are made to the electrical system. SCE also uses diesel as the primary fuel for electricity generation on Catalina Island and in many service vehicles used throughout our service territory. Diesel engines produce exhaust as a by-product of the combustion of diesel fuel. Breathing diesel engine exhaust exposes you to chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. You should avoid breathing diesel fumes whenever possible.

2. Wooden Utility Poles: SCE uses wooden poles that have been treated with chemical preservatives. These chemicals include pentachlorophenol, which is known to the State of California to cause cancer, and petroleum products such as diesel fuel, which contains chemicals including toluene and benzene that are known to the State of California to cause cancer and birth defects or other reproductive harm. If you come into contact with a wooden utility pole or the dust, debris, soil surrounding the pole, or water runoff that may contain dust, debris, and soil previously in contact with the pole, you could be exposed to these chemicals. Avoid contact with wooden utility poles and the dust, debris, soil surrounding the poles, or water runoff that may contain dust, debris, soil surrounding the poles, or water runoff that may contain dust, debris, and soil previously in contact with the poles.

3. Painted Structures: SCE utilizes metal and wood structures and equipment that may have been coated with paints containing chemicals, such as lead-based paint, that are known to the State of California to cause cancer and birth defects or other reproductive harm. When the paint on these structures deteriorates, flakes of paint can impact the soil adjacent to the structure. To avoid exposure, you should avoid contact with any paint flakes or soil near any structure with deteriorating paint.

Los usuarios con acceso al Internet podran leer y descargar esta notificacion en espanol en el sitio Web de SCE:

www.sce.com/avisos

Support for Customers Affected by a Major Disaster

If you or someone you know has been affected by a disaster for which a state of emergency has been declared, please visit

www.sce.com/disastersupport

for information about consumer protections, programs and services SCE has available.

Safe Portable Generator Hook-Up

Connecting a portable generator to your home's electrical wiring is dangerous and can cause serious injuries or electrocution.

Do not hook up a generator directly to an electrical panel. The safe way is to plug the electrical equipment into a portable generator using a properly sized extension cord approved by Underwriters Laboratories (UL).

If your needs require a generator to be wired directly to your home's electrical system, California state law mandates that you notify us. We also recommend that you enlist the service of a qualified electrician to perform the task. To learn more go to

Outage Tips > Generator Safety at:

www.sce.com/generator

Connect With Us

Get energy-saving tips, safety and outage updates, and much more.



www.facebook.com/sce



www.twitter.com/sce



www.instagram.com/sce

Customer Connection

Please visit us at www.sce.com

Public Safety Power Shutoffs

- Your safety is our top priority. The changing climate, below average rainfall this year and extended periods of high winds increase the potential for a fire to spread.
- When fire weather conditions are present, we may temporarily shut off power to reduce the risk of a fire caused by utility equipment. This is known as a Public Safety Power Shutoff (PSPS), and it saves lives.
- Losing power for any amount of time is a hardship; while it's frustrating and inconvenient, safety must come first.

Update your contact information or sign up for PSPS alerts in English or other available languages at www.sce.com/pspsalerts. Learn more about PSPS and emergency preparedness at www.sce.com/psps.

UNDERSTANDING EMF

ELECTRIC AND MAGNETIC FIELDS

Questions have been raised about the possible health effects of exposure to 60-hertz (power frequency) electric and magnetic fields (EMF*), which are found wherever you have electric power. This article contains information that will help you understand the EMF issue, plus practical tips you can use if you want to reduce your exposure at home and at work.

Campos Eléctricos y Magnéticos (EMF):

Si desea recibir información en español, comuníquese con SCE al **1-800-441-2233**

EMF information provided as required by the California Public Utilities Commission (CPUC) EMF policy.

*The term EMF in this publication refers to extremely low frequency (ELF) 60-hertz electric and magnetic fields associated with power delivered by electric utilities. It does not refer to radio frequency (RF) waves associated with wireless communications such as cell phones.

Can EMF Harm Your Health?

Electric and magnetic fields are present wherever electricity flows--around appliances and power lines, in offices, and at schools and homes. Many researchers believe that if there is a risk of adverse health effects from usual residential exposures to EMF, it is probably just at the detection limit of human health studies; nonetheless, the possible risk warrants further investigation. The varying results from epidemiological studies, which looked at estimated EMF exposures and childhood leukemia, are consistent with a weak link. Laboratory studies, including studies investigating a possible mechanism for health effects (mechanistic studies), provide little or no evidence to support this weak link.

The results from many research studies have been evaluated by international, national, and California EMF research programs to determine whether EMF poses any health risk. Given the uncertainty of the issue, the medical and scientific communities have been unable to conclude that usual residential exposures to EMF cause health effects, or to establish any standard or level of residential exposure that is known to be either safe or harmful. These conclusions remain unchanged by recent studies.

World Health Organization Findings

The World Health Organization (WHO) completed a review of the potential health implications of extremely low frequency EMF, which includes power-frequency fields. Their conclusions and recommendations were presented in a June 2007 report known as the *Extremely Low Frequency Fields, Environmental Health Criteria Monograph No. 238*







The WHO report concluded that evidence linking Extremely Low Frequency (ELF) magnetic fields and childhood leukemia "is not strong enough to be considered causal but sufficiently strong to remain a concern." "Virtually all of the laboratory evidence and the mechanistic evidence fail to support" this reported association. For all other diseases, there is inadequate or no evidence of health effects at low exposure levels.

The report emphasized that, given the weakness of the evidence for health effects, the health benefits of exposure reduction are unclear and adopting policies based on arbitrary low exposure limits is not warranted. In light of this situation, WHO made these and other recommendations:



- * National authorities should implement communication programs with all stakeholders to enable informed decision-making, including how individuals can reduce their own exposure.
- * Policy makers and community planners should implement very low-cost measures to reduce exposures when constructing new facilities and designing new equipment, including appliances.
- * Policy makers should establish guidelines for ELF field exposure for both the general public and workers. The best source of guidance for both exposure levels and the principles of scientific review are the international guidelines.
- * Government and industry should promote research to reduce the uncertainty of the scientific evidence on the health effects of ELF field exposure. Several recommended research projects are already under way through the Electric Power Research Institute.

To view the full report visit

www.who.int/publications/i/item/9789241572385

Magnetic Fields at Home (Measurements are in milligauss.)			
	1.2" away	12" away	36" away
 Microwave Oven	750 to 2,000	40 to 80	3 to 8
 Clothes Washer	8 to 400	2 to 30	0.1 to 2
 Electric Range	60 to 2,000	4 to 40	0.1 to 1
 Compact Fluorescent Bulb	0 to 32.8	0 to 0.1	0
 Hair Dryer	60 to 20,000	1 to 70	0.1 to 3
 LCD/Plasma TV	1.1 to 73.6	0 to 2.5	0 to 2.2

Source: Adapted from Gauger 1985 & EPRI Appliance Measurement Study 2010.

Magnetic Fields Outside (Maximum values may be lower for some California utilities.)	
 Distribution Lines	1 to 80 milligauss under the line
 Transmission Lines	1 to 300 milligauss at the edge of the right-of-way

(EMF continued on the reverse side)

EMF (continued from front)

What You Can Do

In a situation of scientific uncertainty and public concern, WHO recommended that utilities explore 'very low-cost' ways to reduce EMF exposure from new or upgraded facilities. SCE and other California public utilities have been pursuing no-cost and low-cost measures to reduce EMF levels from new utility transmission lines and substation projects. You, too, may want to take no-cost and low-cost measures to reduce your EMF exposure at home and at work.

Human studies have not produced a consensus about any health benefits from changing the way people use electric appliances. But, if you feel reducing your EMF exposure would be beneficial, you can increase your distance from electric appliances and/or limit the amount of time you use appliances at home or at work. For instance, you can place your electric clocks away from the head of your bed. Increasing your distance from it and other appliances, such as televisions, computer monitors, and microwave ovens, can reduce your EMF exposure.

You can also reduce your EMF exposure by limiting the time you spend using personal appliances, such as hair dryers, electric razors, heating pads, and electric blankets. You may also want to limit the time you spend using electric cooking appliances.

You can locate the sources of EMF in your work environment and spend break time in lower-field areas.

It is not known whether such actions will have any impact on your health.

Additional Information Is Available

SCE provides free EMF information packages and home/business measurements upon request. For any of these services, please call **1-800-200-4723 (4SCE)** or visit www.sce.com/EMF.

Additional information is also available at these links:

World Health Organization International EMF Project: Visit www.who.int/health-topics/electromagnetic-fields for EMF information, including fact sheets, research completed, and scientific journal articles.

National Institute of Environmental Health Sciences: Visit www.niehs.nih.gov/health/topics/agents/emf.

California Public Utilities Commission: Visit

www.cpuc.ca.gov/industries-and-topics/electrical-energy/infrastructure/permitting-and-environmental-review/electric-magnetic-fields

Connect With Us

Get energy-saving tips, safety and outage updates, and much more.



www.facebook.com/sce



www.twitter.com/sce



www.instagram.com/sce



Julie Reis <julsreis@gmail.com>

RE: (External):Re: OLS-053744 CLOSING BILL DISPUTE

4 messages

SCE-OLS <SCEOLS@sce.com>
To: Julie Reis <julsreis@gmail.com>

Fri, Aug 22, 2025 at 4:49 PM

Hello,

Thank you for bringing this to our attention. I will review your account and reach out to our billing department to gather more information. Once I have a clearer understanding regarding why the balance was added to your account, I'll determine what steps need to be taken to correct the issue.

I appreciate your patience while we investigate this, and I'll follow up with you as soon as I have an update.

Thank you,

Jocelyn R.

Customer Contact Center | Offline Support Department



From: Julie Reis <julsreis@gmail.com>
Sent: Friday, August 15, 2025 1:52 PM
To: SCE-OLS <SCEOLS@sce.com>
Subject: (External):Re: OLS-053744 CLOSING BILL DISPUTE

Hi Jocelyn,

This has come back to me after all of these months resulting in an enormous and incorrect bill balance of 756.41 that I cannot afford. When we spoke last in February you instructed me not to make any additional payments toward my bill because there was a credit and I was to let it run out and it would take a few billing cycles to remedy.

Please contact me at your earliest convenience to help me settle this matter.

Kind regards,

Julie Reis

949-872-3349

On Mon, Feb 24, 2025 at 4:07 PM Julie Reis <julsreis@gmail.com> wrote:

Jocelyn,

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My bill has shown a credit every month and I have tried to make a payment every month but the payment app says any amount exceeds the maximum allowed. It won't let me pay and shows a credit. I'm not sure what's going on but this is very frustrating. After plugging in hundreds of different dollar amounts it finally accepted \$300 at random and now shows a credit of -\$781.83 increased from -\$481.83.

Please try to provide some information to sort this out as I am now getting collection letters.

On Thu, Feb 13, 2025, 1:25 PM SCE-OLS <SCEOLS@sce.com> wrote:

Hello,

Thank you for bringing this to our attention. We have received your letter regarding the charges on your account ending in 9734. We have issued an order to correct the charges accordingly.

Please allow some time for the corrections to be completed, as it can take several billing cycles. Once the corrections are finalized, you will receive an updated invoice.

If we can be of further assistance, please do not hesitate to contact our Customer Service Department at 1-800-655-4555.

Thank you,

Jocelyn R.

Customer Contact Center | Offline Support Department

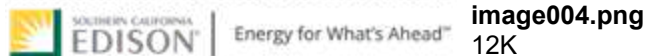


To: SCE-OLS <SCEOLS@sce.com>

Thank you so much for your help with this. I can't believe it took this long.

[Quoted text hidden]

2 attachments



Julie Reis <julsreis@gmail.com>
To: SCE-OLS <SCEOLS@sce.com>
Bcc: public.advisor@cpuc.ca.gov

Wed, Sep 3, 2025 at 9:58 AM

Hello Jocelyn,

I am checking again on the resolution of the billing error on my account. Despite my consistent history of on-time payments, this error has already resulted in my account being sent to collections once and now I have received a very large and incorrect billing statement. I have been more than patient and this situation has gone on longer than any reasonable amount of time.

Eight months ago, I proactively contacted you for guidance to prevent any further collection attempts or negative consequences. At which time, you called me and specifically instructed me to let the credited balance on my account run out before making any future payments. I followed your instructions in good faith, you said the matter would be resolved in a few billing cycles but that was eight months ago and the error remains unaddressed and the consequences have only worsened.

I have always complied with all guidance provided by SCE. As a California customer, I am entitled to accurate billing and timely dispute resolution under the California Public Utilities Commission (CPUC) rules.

I respectfully request the following:

- Immediate correction of my account, with confirmation that my payment history accurately reflects my on-time payments.
- Written confirmation that any negative reporting related to your billing error will be removed from my account.

Please provide an update, as I cannot afford the ongoing negative consequences of this unresolved error. I appreciate your immediate attention to this matter.

Thank you for your understanding and assistance.

Sincerely,
Julie Reis
700879105182
949-872-3349

[Quoted text hidden]

Public.advisor <Public.advisor@cpuc.ca.gov>
To: Julie Reis <julsreis@gmail.com>

Wed, Sep 3, 2025 at 10:41 AM

Dear Julie Reis,

Thank you for reaching out to the [Public Advisor's Office](#).

You may file an informal complaint by contacting the [Consumer Affairs Branch](#) at: 1-800-649-7570, Monday – Friday, 8:30 a.m. – 4:30 p.m. You may also file it online <https://www.cpuc.ca.gov/consumer-support/file-a-complaint/utility-complaint>. The informal complaint is handled through our Consumer Affairs Branch, and they act as liaisons and are able to resolve issues. For additional information, please visit [cab_081121.pdf](#).

Sincerely,

Public Advisor's Office

California Public Utilities Commission

From: Julie Reis <julsreis@gmail.com>

Sent: Wednesday, September 3, 2025 9:58 AM

To: SCE-OLS <SCEOLS@sce.com>

Subject: [EXTERNAL] Re: (External):Re: OLS-053744 CLOSING BILL DISPUTE

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

[Quoted text hidden]



Julie Reis <julsreis@gmail.com>

OLS-053744 CLOSING BILL DISPUTE

4 messages

SCE-OLS <SCEOLS@sce.com>
To: "julsreis@gmail.com" <julsreis@gmail.com>

Thu, Feb 13, 2025 at 1:24 PM

Hello,

Thank you for bringing this to our attention. We have received your letter regarding the charges on your account ending in 9734. We have issued an order to correct the charges accordingly.

Please allow some time for the corrections to be completed, as it can take several billing cycles. Once the corrections are finalized, you will receive an updated invoice.

If we can be of further assistance, please do not hesitate to contact our Customer Service Department at 1-800-655-4555.

Thank you,

Jocelyn R.

Customer Contact Center | Offline Support Department



Julie Reis <julsreis@gmail.com>
To: SCE-OLS <SCEOLS@sce.com>

Mon, Feb 24, 2025 at 3:36 PM

Hello,

Would you please also inform this agency that this was an error by SCE and to stop this action against me please before it destroys my credit.

Thank you
Julie Reis

22

TORRES CREDIT SERVICES, INC.
 27 Fairview Street PO Box 189 Carlisle, PA 17015-3121
 (717) 243-8424 (866) 756-6803
 Phone Hrs: Monday through Thursday - 8am to 9pm EST
 Friday - 8am to 5pm EST
 Office Hrs: Monday through Friday - 8am to 5pm EST
 (Hours may vary due to COVID restrictions)
 www.torrescredit.com

February 10, 2025

To: Julie Reis
 343 WHITE GAP LN
 NEWPORT COAST CA 92657-1095

Reference: Client ID#: 9397608
 Account#: 700791819734

Torres Credit Services, Inc. is a debt collector. We are trying to collect a debt that you owe to SOUTHERN CALIFORNIA EDISON. We will use any information you give us to help collect the debt.

Our information shows:

You had services with SOUTHERN CALIFORNIA EDISON, with reference to Account 700791819734.

As of August 26, 2024 you owed:	\$1,079.87
Between August 26, 2024 and February 10, 2025:	
You were charged this amount in interest:	+ \$0.00
You were charged this amount in fees:	+ \$0.00
You paid or were credited this amount toward the debt:	- \$0.00
Total amount of the debt now:	\$1,079.87

How can you dispute the debt?

- **Call or write to us by March 27, 2025, to dispute all or part of the debt.** If you do not, we will assume that our information is correct.
- **If you write to us by March 27, 2025,** we must stop collection on any amount you dispute until we send you information that shows you owe the debt. You may use the form below or write to us without the form. You may also include supporting documents.

What else can you do?

- **Write to ask for the name and address of the original creditor, if different from the current creditor.** If you write by March 27, 2025, we must stop collection until we send you that information. You may use the form below or write to us without the form.
- **Go to www.cfpb.gov/debt-collection to learn more about your rights under federal law.** For instance, you have the right to stop or limit how we contact you.
- **Contact us about your payment options.**

[Quoted text hidden]



Energy for What's Ahead™

image001.png
12K

Julie Reis <julsreis@gmail.com>
To: SCE-OLS <SCEOLS@sce.com>

Mon, Feb 24, 2025 at 4:07 PM

Jocelyn,

I have been trying to contact SCE for months by phone, email, mail, live chat support with no one ever answering or responding until your email. I even asked one of my neighbors who works at SCE.

My bill has shown a credit every month and I have tried to make a payment every month but the payment app says any amount exceeds the maximum allowed. It won't let me pay and shows a credit. I'm not sure what's going on but this is very frustrating. After plugging in hundreds of different dollar amounts it finally accepted \$300 at random and now shows a credit of -\$781.83 increased from -\$481.83.

3/16/26, 1:02 PM

Gmail - OLS-053744 CLOSING BILL DISPUTE

Please try to provide some information to sort this out as I am now getting collection letters.

5:25



343 WHITE CAP L...



< Billing & Payments

Nov 06 - Dec 06 2024 -660.99 \$ ✓

Paid

Oct 08 - Nov 05 2024 -741.93 \$ ✓

Paid

Sep 09 - Oct 07 2024 -815.93 \$ ✓

Paid

Aug 08 - Sep 08 2024 -836.73 \$ ✓

Paid

Jul 10 - Aug 07 2024 170.12 \$ ✓

110.70 \$

Paid

Jun 07 - Jul 09 2024

138.30 \$

Paid

May 08 - Jun 06 2024

87.79 \$

Paid

Apr 04 - May 07 2024

79.81 \$

Paid



Home



Billing



Usage



Outage



Setting



5:25

75%



343 WHITE CAP L...



Pay Bill

244.39

Other Amount

! Your Payment exceeds the max allowed amount

Payment Method

+ Add new account

*****5070

METABANK



Schedule Payment

19 February 2025



3:54

56%



343 WHITE CAP L...



[Select another](#)

Estimated Usage Periods



Due to the recent high wind events and fires,...

Stay safe and informed on important account updates.

[Update Contact Information](#)

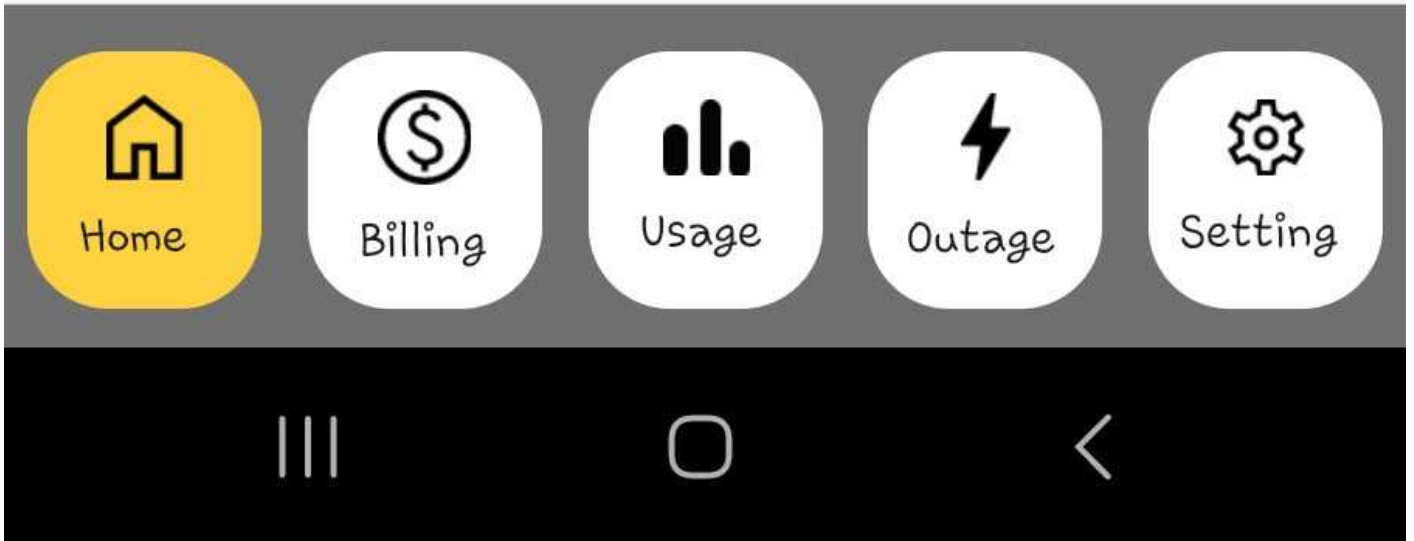
Bill Cycle: Jan 08 - Feb

-\$781.83

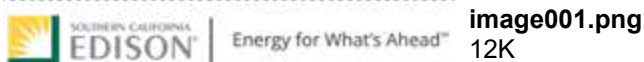
Pay Bill

 View Statement |  Billing & Payments

Manage Autopay & Paperless Billing 



On Thu, Feb 13, 2025, 1:25 PM SCE-OLS <SCEOLS@sce.com> wrote:
[Quoted text hidden]



Julie Reis <julsreis@gmail.com>
To: SCE-OLS <SCEOLS@sce.com>

Fri, Aug 15, 2025 at 1:51 PM

Hi Jocelyn,

This has come back to me after all of these months resulting in an enormous and incorrect bill balance of 756.41 that I cannot afford. When we spoke last in February you instructed me not to make any additional payments toward my bill because there was a credit and I was to let it run out and it would take a few billing cycles to remedy.

Please contact me at your earliest convenience to help me settle this matter.

Kind regards,
Julie Reis
949-872-3349

[Quoted text hidden]



Julie Reis <julsreis@gmail.com>

RE: (External):Re: (External):Re: OLS-053744 CLOSING BILL DISPUTE

SCE-OLS <SCEOLS@sce.com>
To: Julie Reis <julsreis@gmail.com>

Wed, Sep 3, 2025 at 2:10 PM

Hello,

Thank you for your continued patience while we reviewed your account. I sincerely apologize for the delay in resolving this matter and for any distress it has caused. I understand how frustrating this experience has been, especially given your consistent history of on-time payments and your proactive efforts to follow the guidance provided.

After following up with our billing department and conducting a thorough review of your account, we confirmed that the current balance is accurate. On the bill generated on September 9, 2024, an erroneous credit of \$1,082.75 was applied to your account. For your reference, I've attached a copy of the bill. This credit resulted in a remaining credit balance of \$836.73, which covered your billing statements through July 11, 2025.

On August 11, 2025, a bill correction was issued to reverse the erroneous credit. As a result, your account now reflects an outstanding balance of \$756.41.

We understand the impact this situation has had and want to support you in resolving it. I'm able to offer a 6-month installment plan to help with repayment. If you'd like to proceed with this option, please let me know and I'll provide the details to get started.

Again, I truly appreciate your patience and your commitment to resolving this issue in good faith. Please don't hesitate to reach out with any questions or if you need further assistance.

Thank you,

Jocelyn R.

Customer Contact Center | Offline Support Department



From: Julie Reis <julsreis@gmail.com>
Sent: Wednesday, September 3, 2025 9:58 AM
To: SCE-OLS <SCEOLS@sce.com>
Subject: (External):Re: (External):Re: OLS-053744 CLOSING BILL DISPUTE

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I have always complied with all guidance provided by SCE. As a California customer, I am entitled to accurate billing and timely dispute resolution under the California Public Utilities Commission (CPUC) rules.

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Please provide an update, as I cannot afford the ongoing negative consequences of this unresolved error. I appreciate your immediate attention to this matter.

Thank you for your understanding and assistance.

Sincerely,
Julie Reis
700879105182
949-872-3349

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Hello,

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Customer Contact Center | Offline Support Department



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Sent: Friday, August 15, 2025 1:52 PM
To: SCE-OLS <SCEOLS@sce.com>
Subject: (External):Re: OLS-053744 CLOSING BILL DISPUTE

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Thank you,

Jocelyn R.

Customer Contact Center | Offline Support Department



 **09.09.2024.pdf**
3263K

5:25

75%



343 WHITE CAP L...



Pay Bill

244.39

Other Amount

! Your Payment exceeds the max allowed amount

Payment Method

+ Add new account

*****5070

METABANK



Schedule Payment

19 February 2025



Home



Billing



Usage



Outage



Setting





Julie Reis <julsreis@gmail.com>

Payment Confirmation

1 message

SCE <ibp3@scewebservices.com>
To: Julie Reis <julsreis@gmail.com>

Thu, Feb 20, 2025 at 4:01 PM



Julie
Customer Account
700879105182
[Log in / Register](#)

Thanks for Your Payment

Your payment(s) will post to your bank account within approximately 2 business days from your scheduled payment date.

Questions? Please call customer service at [1-800-655-4555](tel:1-800-655-4555).

Amount Paid	\$300.00
Payment Scheduled Date	02/20/2025
Checking Account	XXXXXXXXXX7183
Confirmation Number	806024003470
Paperless Billing	Not Enrolled



Sign Up for Outage Notifications

Update your contact information on [My Account](#) today to receive outage alerts. Once you're logged in, go to "Account Preferences" under the "Preference Center" section.

My Account 
R
A

Support 
R
A

Go Paperless 
R
A

Outages 
R
A

  
Facel Twitte Insta
logo logo logo

[Privacy Notice](#) | [Terms and Conditions](#)

Please do not reply to this email; this is not a monitored email address.

© 2025 Southern California Edison. All rights reserved.

Ways to contact us

Customer service numbers	<i>Relay calls accepted</i>
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

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

Multicultural services	
Cambodian / ខ្មែរ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 한국어	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

Important information

What are my options for paying my bill?

On-line	Pay one-time or recurring on www.sce.com/bill
Mail-in	Check or Money order
In Person	Authorized payment locations 1-800-747-8908
Phone	QuickCheck 1-800-950-2356
	Debit & credit card 1-833-425-1440
Other	PayPal, Venmo, Apple Pay and Google Pay

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 or upon request.

Past due bills

When is my bill past due? It is past due 20 days after the preparation date, which was 03/10/25.

- Reconnecting service that has been disconnected requires a Service Connection payment (non-residential only).
- 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 or call SCE at 1-800-655-4555.

What is the Late Payment Charge (LPC)?

0.6% 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 outage.

What is the Power Charge Indifference Adjustment (PCIA)?

The PCIA is a charge to ensure that both SCE customers and those who have left SCE service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by SCE on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources.

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/. 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

- Baseline Credit:** The baseline credit provides reduced electricity rates on electricity used up to the baseline allocation for the region that you live in.
- CA Climate Credit:** Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.
- Wildfire Fund Charge:** Supports the California Wildfire Fund which covers costs associated with catastrophic wildfires, including payment of bonds issued by the California Department of Water Resources (DWR)
- 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.

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

Change of mailing address: 700879105182

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

Direct Payment (Automatic Debit) Enrollment: 700879105182

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/eaf or call (800) 205-8596.

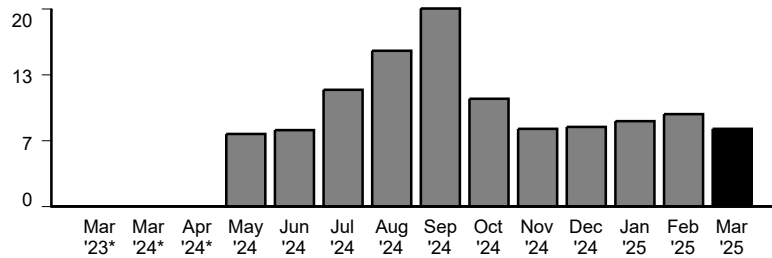
Add this amount for EAF \$ _____

Every Month One Month only

Select one box only and sign below for EAF: _____

Your daily average electricity usage (kWh)

2 Years ago: N/A Last year: N/A This year: 7.66



* No data available

Details of your new charges

Your rate: DOMESTIC

Billing period: 02/06/25 to 03/09/25 (32 days)

Delivery charges - Cost to deliver your electricity

Basic charge	32 days x \$0.02400	\$0.77
Energy-Winter		
Tier 1 (within baseline)	174 kWh x \$0.21379	\$37.20
Tier 1 (within baseline)	71 kWh x \$0.21138	\$15.01
Wildfire fund charge	245 kWh x \$0.00595	\$1.46

- Your Delivery charges include:*
- \$5.96 transmission charges
 - \$44.07 distribution charges
 - -\$8.39 conservation incentive adjustment
 - \$8.74 public purpose programs charge
 - \$2.41 new system generation charge

Generation charges - Cost to generate your electricity

SCE

Energy-Winter		
Tier 1 (within baseline)	245 kWh x \$0.11136	\$27.28

- Your Generation charges include:*
- -\$0.14 competition transition charge
 - -\$8.43 power charge indifference adjustment (PCIA)

Other charges or credits

Fixed recovery charge	245 kWh x \$0.00198	\$0.49
-----------------------	---------------------	--------

Subtotal of your new charges		\$82.21
State tax	245 kWh x \$0.00030	\$0.07
Your new charges		\$82.28

- Your overall energy charges include:*
- \$0.76 franchise fees

Additional information:

- Service voltage: 240 volts
- Your winter baseline allowance: 403.0 kWh

Your Total Usage: 245 kWh	Tier 1 245 kWh	Tier 2 0 kWh
<p><i>Understanding Your Bill...</i> Your usage for the billing period falls into Tier 1. For most customers, the price you pay increases as you use more energy. The average cost per kilowatt (kWh) in the chart to the right is based on averages. Actual prices may vary.</p>	\$0.32/kWh	\$0.36/kWh
	<p>Your Total Usage 245 kWh</p>	

Things you should know

Fixed Recovery Charge

SCE has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires. Your bill for electric service includes a Fixed Recovery Charge that has been approved by the CPUC to repay those bonds. The right to recover the Fixed Recovery Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to SCE. SCE is collecting the Fixed Recovery Charge on behalf of the Special Purpose Entity.

Stay in Control

If you're behind on payments, enrolled in a payment plan, or facing disconnection, we offer options and energy management solutions to help you stay in control of your bill and costs. Learn more at www.sce.com/billsupport.

You may notice a change in your billing statement

Effective 3/1/2025, the billing rates used to calculate your bill have been modified. For more information, please visit www.sce.com/bill_change.

February 2025

Customer *Connection*

Please visit us at www.sce.com

Stay Safe Around Electricity: Metallic Balloon Safety

- Keep metallic balloons indoors. They should always be tied to a weight.
- Never release them outside. They can cause electrical fires and outages if they touch wires.
- Never remove the weight. Puncture balloons before disposing of them.
- Do not attempt to retrieve objects tangled in wires. Stay at least 100 feet away and call 911.

Visit us at www.sce.com/staysafe for more safety tips. Stay aware. Stay safe.

Be Aware of Potential Payment Scams

- All SCE customers are advised to stay vigilant of potential payment scams.
- SCE does not have a disconnection department and an SCE agent will never demand payment over the phone.
- SCE does not accept payments through money apps (like Zelle or Cash App), prepaid cash cards (like MoneyPak) or cryptocurrency (like Bitcoin).

To learn more, go to www.sce.com/scamalert

Support for Customers Affected by a Major Disaster

If you or someone you know has been affected by a disaster for which a state of emergency has been declared, please visit www.sce.com/disastersupport for information about consumer protections, programs and services SCE has available.

Be Prepared for Outage Emergencies

If home or business is located in an area designated as a Tier 2 or Tier 3 high fire risk zone, you may want to consider adding a power station or a portable generator to your emergency preparedness plans. These devices may provide backup power for your personal electronics such as a cell phone, computer, or other important household appliances such as refrigerators, lighting, garage door opener and medical devices which helps you to be more prepared for an outage or other emergency. Rebates are available for the purchase of qualifying products.

Watch our backup power educational videos, learn more about available solutions and apply for rebates in the SCE Marketplace at www.sce.com/rebates.

To learn more about the process and method the California Public Utilities Commission used to determine High Fire Threat District maps, visit:

www.cpuc.ca.gov/industries-and-topics/wildfires/fire-threat-maps-and-fire-safety-rulemaking

Get Help If You Use Medical Equipment

If you or someone in your household requires the regular use of electrically-powered medical equipment or other qualifying medical devices, you may be eligible for our Medical Baseline Allowance program which:

- 1) Provides an additional allotment of 16.5-kilowatt hours (kWh) of electricity per day on your monthly bill which can help offset the cost of operating the medical equipment, and
- 2) Prioritizes your household to get critical alerts and notifications if outages occur, including Public Safety Power Shutoffs.

To apply, you will need the signature of a medical professional.* If you apply online, you can enter your medical professional's email address and we will contact them for an electronic signature approval. Please let them know they will receive an email from SCE.

To learn more about eligibility requirements or if you have questions about medical equipment or criteria, visit www.sce.com/mbi or call 1-800-655-4555. Application forms are available in several languages online and alternative formats (such as large print and braille) upon request.

NOTE: We will evaluate the eligibility of the device on your application if it is not listed on www.sce.com/mbi. Medical devices used for therapy but not medically required for sustaining life do not qualify for this program.

**Includes Medical Doctor (MD), Doctor of Osteopathy (DO), Physician Assistant (PA) or Nurse Practitioner (NP).*

February 2025

Proposition 65 Warnings

⚠ WARNING: The Safe Drinking Water and Toxic Enforcement Act of 1986, commonly referred to as Proposition 65, requires the governor to publish a list of chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. It also requires California businesses to warn the public of potential exposures to these chemicals that result from their operations.

Providing safe and reliable service to all of our customers is a top priority for Southern California Edison and we want you to be aware of these chemicals so that you can reduce exposure to chemicals associated with electricity generation and distribution. We handle all equipment and materials at our sites carefully for your good health as well as ours. However, if you are at or near our facilities and work sites, you can be exposed to the following chemicals on the state's Proposition 65 list.

Reduce, limit, or avoid activities at and near the sources of exposure described below. For more information go to:

www.P65Warnings.ca.gov

1. **Diesel Generation** : Diesel Exhaust: SCE uses diesel-fueled emergency generators during emergencies and other times to help minimize the interruption of our customers' supply of electricity. The generators are used at some SCE facilities like substations and service centers, and at locations where repairs are made to the electrical system. SCE also uses diesel as the primary fuel for electricity generation on Catalina Island and in many service vehicles used throughout our service territory. Diesel engines produce exhaust as a by-product of the combustion of diesel fuel. Breathing diesel engine exhaust exposes you to chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. You should avoid breathing diesel fumes whenever possible.

2. **Wooden Utility Poles** : SCE uses wooden poles that have been treated with chemical preservatives. These chemicals include pentachlorophenol, which is known to the State of California to cause cancer, and petroleum products such as diesel fuel, which contains chemicals including toluene and benzene that are known to the State of California to cause cancer and birth defects or other reproductive harm. If you come into contact with a wooden utility pole or the dust, debris, soil surrounding the pole, or water runoff that may contain dust, debris, and soil previously in contact with the pole, you could be exposed to these chemicals. Avoid contact with wooden utility poles and the dust, debris, soil surrounding the poles, or water runoff that may contain dust, debris, and soil previously in contact with the poles.

3. **Painted Structures** : SCE utilizes metal and wood structures and equipment that may have been coated with paints containing chemicals, such as lead-based paint, that are known to the State of California to cause cancer and birth defects or other reproductive harm. When the paint on these structures deteriorates, flakes of paint can impact the soil adjacent to the structure. To avoid exposure, you should avoid contact with any paint flakes or soil near any structure with deteriorating paint.

Los usuarios con acceso al Internet podran leer y descargar esta notificacion en espanol en el sitio Web de SCE:

www.sce.com/avisos

Thinking of Installing Solar?

SCE's Marketplace* makes the shopping process easier. Simply enter your address, type of residential dwelling and average monthly bill to find out if going solar makes sense.

If it does, you will get a rooftop solar and storage system tailored to your home, bids from a network of vetted solar installers, financing options, and a dedicated energy advisor to assist you through the entire process. Plus, you will also receive a \$500 Marketplace discount from SCE.

For more information visit:

<https://solarmarketplace.sce.com>

*SCE's solar and storage marketplace is run by Electrum, a third-party company not affiliated with SCE. SCE does not endorse, or accept any liability for, the content of, services or products sold on any third-party websites.

Connect With Us

Get energy-saving tips, safety and outage updates, and much more.



www.facebook.com/sce



www.twitter.com/sce



www.instagram.com/sce

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TORRES CREDIT SERVICES, INC.
 27 Fairview Street PO Box 189 Carlisle, PA 17015-3121
 (717) 243-8424 (866) 756-6803
 Phone Hrs: Monday through Thursday - 8am to 9pm EST
 Friday - 8am to 5pm EST
 Office Hrs: Monday through Friday - 8am to 5pm EST
 (Hours may vary due to COVID restrictions)
 www.torrescredit.com

February 10, 2025

To: Julie Reis
 343 WHITE GAP LN
 NEWPORT COAST CA 92657-1095

Reference: Client ID#: 9397608
 Account#: 700791819734

Torres Credit Services, Inc. is a debt collector. We are trying to collect a debt that you owe to SOUTHERN CALIFORNIA EDISON. We will use any information you give us to help collect the debt.

Our information shows:

You had services with SOUTHERN CALIFORNIA EDISON, with reference to Account 700791819734.

As of August 26, 2024 you owed:	\$1,079.87
Between August 26, 2024 and February 10, 2025:	
You were charged this amount in interest:	+ \$0.00
You were charged this amount in fees:	+ \$0.00
You paid or were credited this amount toward the debt:	- \$0.00
Total amount of the debt now:	\$1,079.87

How can you dispute the debt?

- **Call or write to us by March 27, 2025, to dispute all or part of the debt.** If you do not, we will assume that our information is correct.
- **If you write to us by March 27, 2025,** we must stop collection on any amount you dispute until we send you information that shows you owe the debt. You may use the form below or write to us without the form. You may also include supporting documents.

What else can you do?

- **Write to ask for the name and address of the original creditor, if different from the current creditor.** If you write by March 27, 2025, we must stop collection until we send you that information. You may use the form below or write to us without the form.
- **Go to www.cfpb.gov/debt-collection to learn more about your rights under federal law.** For instance, you have the right to stop or limit how we contact you.
- **Contact us about your payment options.**

[Quoted text hidden]



Go paperless at www.sce.com/ebilling. It's fast, easy and secure.

For billing and service inquiries
1-800-239-2685
www.sce.com

Your electricity bill

REIS, JULIE / Page 1 of 6

Customer account
700879105182
Residential Account

Service account
8020437904
462 WHITE CAP LN
NEWPORT COAST, CA 92657

Rotating outage
Group A062

POD-ID
101760940006425429

Date bill prepared
02/10/26

Amount due \$459.07

DISCONNECTION

Your account summary

Your previous balance	\$451.48
Payment Received 02/01/26	-\$80.50
Past due amount	\$370.98
Your new charges	\$86.08
Late payment charge	\$2.01
Total amount you owe	\$459.07

Disconnection of service notice.
You must pay the past due amount of \$290.47 to avoid disconnection. If you are not able to pay your bill, call SCE at 1-800-950-2356 to discuss how we can help. You may qualify for bill payment options, including a 12-month payment plan, and financial programs available to assist you such as SCE's CARE and FERA programs, that can help to reduce your bill. We can also connect you with community agencies that can provide additional assistance to you, and you may also qualify for SCE's Energy Savings Assistance (ESA) program which is an energy efficiency program for income-qualified residential customers. To pay in person, call 1-800-747-8908 for locations.

Your cost varies by time of day



Winter cost periods (Oct 01-May 31)

	Weekdays	Weekends & Holidays
Mid peak	4pm - 9pm	4pm - 9pm
Off peak	12am - 8am 9pm - 12am	12am - 8am 9pm - 12am
Super off peak	8am - 4pm	8am - 4pm

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 1-800-747-8908 for locations, or you can pay online at www.sce.com.

(14-574)

Tear here

Tear here



Customer account 700879105182
Please write this number on the memo line of your check. Make your check payable to Southern California Edison.

Disconnection - pay immediately	\$290.47
Past due charges - pay by 03/02/26	\$80.51
New charges - pay by 03/02/26	\$88.09
Total amount you owe	\$459.07

Amount enclosed \$

STMT 02102026 P1

REIS, JULIE
462 WHITE CAP LN
NEWPORT COAST CA 92657-1093

P.O. BOX 600
ROSEMEAD, CA 91771-0002

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Ways to contact us

Customer service numbers	<i>Relay calls accepted</i>
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

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

Multicultural services	
Cambodian / ខ្មែរ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 한국어	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

Important information

What are my options for paying my bill?

On-line	Pay one-time or recurring on www.sce.com/bill
Mail-in	Check or Money order
In Person	Authorized payment locations 1-800-747-8908
Phone	QuickCheck 1-800-950-2356 Debit & credit card 1-833-425-1440
Other	PayPal, Venmo, Apple Pay and Google Pay

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 or upon request.

Past due bills

When is my bill past due? It is past due 20 days after the preparation date, which was 02/10/26.

- 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 or call SCE at 1-800-655-4555.

What is the Late Payment Charge (LPC)?

0.8% 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 outage.

What is the Power Charge Indifference Adjustment (PCIA)?

The PCIA is a charge to ensure that both SCE customers and those who have left SCE service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by SCE on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources.

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/. 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

- **Baseline Credit:** The baseline credit provides reduced electricity rates on electricity used up to the baseline allocation for the region that you live in.
- **CA Climate Credit:** Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.
- **Wildfire Fund Charge:** Supports the California Wildfire Fund which covers costs associated with catastrophic wildfires, including payment of bonds issued by the California Department of Water Resources (DWR)
- **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.

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: 700879105182

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

Direct Payment (Automatic Debit) Enrollment: 700879105182

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/eaf or call (800) 205-8596.

Add this amount for EAF \$ _____

Select one box only and sign below for EAF:

- Every Month One Month only

Usage	Avg. cost	Total cost
Mid peak	63 kWh x \$0.50571	\$31.86
Off peak	59 kWh x \$0.36966	\$21.81
Super off peak	77 kWh x \$0.33039	\$25.44
199 kWh		\$79.11 Energy Charges
		\$6.97 Other credits/charges
		\$86.08 Total

Costs are rounded and include applicable energy charges from SCE. During season or price changes, averages are used. To view all charges and credits and to calculate your bill, refer to **Details of your new charges**.

Your past and current electricity usage

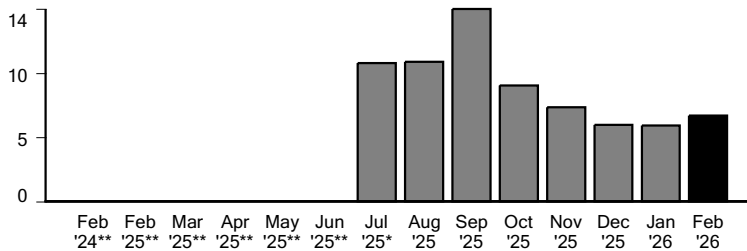
For meter 222011-335882 from 01/10/26 to 02/09/26
Total electricity you used this month in kWh

199

Your next billing cycle will end on or about 03/11/26.

Your daily average electricity usage (kWh)

2 Years ago: N/A Last year: N/A This year: 6.42



* Irregular billing period
** No data available

Details of your new charges

Your rate: TOUD-4-9PM
Billing period: 01/10/26 to 02/09/26 (31 days)

Delivery charges - Cost to deliver your electricity

Base services charge	31 days x \$0.79387	\$24.61
Baseline credit	199 kWh x -\$0.10108	-\$20.11
Energy-Winter		
Mid peak	63 kWh x \$0.32491	\$20.47
Off peak	59 kWh x \$0.26747	\$15.78
Super off peak	77 kWh x \$0.24681	\$19.00
Wildfire fund charge	199 kWh x \$0.00591	\$1.18

Your Delivery charges include:

- \$5.16 transmission charges
- \$40.22 distribution charges
- \$12.51 public purpose programs charge
- \$1.66 new system generation charge

Generation charges - Cost to generate your electricity

SCE		
Energy-Winter		
Mid peak	63 kWh x \$0.18077	\$11.39
Off peak	59 kWh x \$0.10212	\$6.03
Super off peak	77 kWh x \$0.08364	\$6.44

Your Generation charges include:

- \$0.03 competition transition charge
- -\$1.22 power charge indifference adjustment (PCIA)

Your overall energy charges include:

- \$0.80 franchise fees

Other charges or credits

(Continued on next page)

Additional information:

- Service voltage: 240 volts

Details of your new charges (continued)

Fixed recovery charge	199 kWh x \$0.00619	\$1.23
Subtotal of your new charges		\$86.02
State tax	199 kWh x \$0.00030	\$0.06
Your new charges		\$86.08

Rate Identification Number - RIN



USCA-SCSC-0400-0000

In the future, you might use the Rate Identification Number (RIN) to program smart devices like smart thermostats, EV chargers, or energy management systems once the manufacturer has enabled its use. Once these smart device features are available, simply scan the QR code using the smart device app for setup. To learn more, visit sce.com/helpcenter/rin.

Things you should know

Fixed Recovery Charge

SCE has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires. Your bill for electric service includes a Fixed Recovery Charge that has been approved by the CPUC to repay those bonds. The right to recover the Fixed Recovery Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to SCE. SCE is collecting the Fixed Recovery Charge on behalf of the Special Purpose Entity.

Stay in Control

If you're behind on payments, enrolled in a payment plan, or facing disconnection, we offer options and energy management solutions to help you stay in control of your bill and costs. Learn more at www.sce.com/billsupport.

Notice of Southern California Edison Company's (SCE) Rate Increase Request

SCE's Income Qualified Programs' (IQPs) Budgets Application A. 26-01-005 to the California Public Utilities Commission (CPUC)

What is Being Requested?

SCE is requesting revenue of \$781.8 million for these programs, representing a cumulative revenue requirement increase of \$130.3 million, to support the 2028-2033 Income Qualified Programs funding cycle. This represents an average annual revenue increase of \$26.87 million relative to current rates as of October 1, 2025.

IQP TOTAL BUNDLED RATE INCREASE REQUESTED

Total Rate Increase			
Customer Class	Cumulative Bill \$	¢/kWh	%
Residential (Non-CARE)	16	0.05	0.11%
Residential (CARE)	10	0.03	0.14%
Residential (FERA)	13	0.04	0.12%
Lighting, Small, & Medium Power	78	0.04	0.11%
Large Power	8,022	0.02	0.11%
Agriculture & Pumping	301	0.03	0.13%
Street & Area Lighting	27	0.05	0.13%
Standby	21,593	0.02	0.12%

How Would This Impact the Average Residential Customer?

If the request is approved, a typical non-CARE residential customer could see a rate increase of 0.05 ¢/kWh from 40.65 ¢/kWh to 40.69 ¢/kWh. Similarly, a typical CARE residential customer could see a rate increase of 0.03 ¢/kWh from 24.92 ¢/kWh to 24.96 ¢/kWh. The actual impact will vary based on usage, baseline territory, and other factors.

Additional Information

An administrative law judge will hold hearings, consider evidence, testimony, and any public comments received before drafting a proposed decision on this application. CPUC Commissioners will then vote on a final decision at a public meeting.

You can read more about the SCE's request and make public comment by visiting <https://apps.cpuc.ca.gov/c/A2601005>. For questions about participating in CPUC matters, you can contact the Public Advisor's Office at Public.Advisor@cpuc.ca.gov, 1-866-849-8390, or 505 Van Ness Ave., San Francisco, CA 94102. Please reference A.26-01-005 in any communication with the CPUC.

Questions About the Request

For questions about this application, please contact SCE at 1-800-655-4555, or via email at case.admin@sce.com. The mailing address:

Case Administration
Southern California Edison Company
A.26-01-005-- IQP Application
P.O. Box 800 Rosemead, CA 91770

Notice of Southern California Edison Company's Rate Increase Request

Southern California Edison Company's (SCE's) Woolsey Fire Recovery Bond Application to the California Public Utilities Commission (CPUC) A.26-01-007

What is Being Requested?

SCE is requesting approval to finance an increase in revenue of \$1.951 billion with recovery bonds over a 35-year period (2027-2061) for approved claims costs related to the 2018 Woolsey Fire.

- The CPUC previously approved SCE to recover some of the claims' costs that it incurred related to the 2018 Woolsey Fire.
- With this application, SCE is seeking to finance those approved claims costs through the issuance of recovery bonds over 35 years.

WOOLSEY FIRE TOTAL BUNDLED RATE INCREASE REQUESTED

Total Rate Increase			
Customer Class	Cumulative Bill \$	¢/kWh	%
Residential (Non-CARE)	492	0.25	0.6%
Residential (CARE/FERA)	-	-	-%
Lighting, Small, & Medium Power	2,437	0.18	0.6%
Large Power	247,438	0.12	0.6%
Agriculture & Pumping	8,972	0.17	0.7%
Street & Area Lighting	473	0.14	0.4%
Standby	567,496	0.09	0.6%

This ¢/kWh increase will be included in rates over 35 years with some years being more or less than others.

How Would This Impact the Average Residential Customer?

If the request is approved, a typical non-CARE residential customer could see a rate increase of 0.25 ¢/kWh from 39.84 ¢/kWh to 40.09 ¢/kWh. CARE customers would not be impacted since they are exempt from securitized wildfire costs. The actual impact will vary based on usage, baseline territory, and other factors.

Additional Information

An administrative law judge will hold hearings, consider evidence, testimony, and public comments before drafting a proposed decision on this application. CPUC Commissioners will then vote on a final decision at a public meeting.

You can read more about the utility's request and make public comment by visiting <https://apps.cpuc.ca.gov/c/A2601007>. For questions about participating in CPUC matters, you can contact the Public Advisor's Office at Public.Advisor@cpuc.ca.gov 1-866-849-8390, or 505 Van Ness Ave., San Francisco, CA 94102. Please reference application A.26-01-007 in any communication with the CPUC.

Questions About the Request

For questions about this application, please contact SCE via phone at 1-800-655-4555 or via email at case.admin@sce.com. The mailing address is:

Case Administrator
Southern California Edison Company
A.26-01-007 - Woolsey Bond Application
P.O. Box 800
Rosemead, CA 91770



Go paperless at www.sce.com/billing. It's fast, easy and secure.

For billing and service inquiries
1-800-239-2685
www.sce.com

Your electricity bill

REIS, JULIE / Page 1 of 8

Customer account
700879105182
Residential Account

Rotating outage
Group A062

Service account
8020437904
462 WHITE CAP LN
NEWPORT COAST, CA 92657

POD-ID
101760940006425429

Date bill prepared
03/12/26

Amount due \$347.27

PAST DUE

Your account summary

Previous Balance	\$459.07
Payment Received 02/19/26	-\$46.36
Payment Received 03/06/26	-\$135.03
Policy adjustment	-\$10.00
Payment arrangement balance	\$267.68
Your new charges	\$79.59
Total amount you owe	\$347.27

In order to pay your total payment arrangement balance of \$267.68 on time, you will need to pay:

- \$31.82 by 05/04/26
- \$58.95 by 06/02/26
- \$58.95 by 07/02/26
- \$58.95 by 08/03/26
- \$59.01 by agreed upon future dates

Your total new charges of \$79.59 are due by 04/01/26.

Your payment arrangement will be cancelled if we do not receive your payments by 5 p.m. on the dates specified and your service may be disconnected without further notice. If you are not able to pay your bill, call SCE at 1-800-950-2356 to discuss how we can help.

(Continued on next page)

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 1-800-747-8908 for locations, or you can pay online at www.sce.com.

(14-574)

Tear here

Tear here



Customer account 700879105182
Please write this number on the memo line of your check. Make your check payable to Southern California Edison.

Payment arrangement amount	\$267.68
New charges - pay by 04/01/26	\$79.59
Total amount you owe	\$347.27

Amount enclosed \$

STMT 03122026 P1

REIS, JULIE
462 WHITE CAP LN
NEWPORT COAST CA 92657-1093

P.O. BOX 600
ROSEMEAD, CA 91771-0002

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Ways to contact us

Customer service numbers	<i>Relay calls accepted</i>
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

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

Multicultural services	
Cambodian / ខ្មែរ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 한국어	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

Important information

What are my options for paying my bill?

On-line	Pay one-time or recurring on www.sce.com/bill
Mail-in	Check or Money order
In Person	Authorized payment locations 1-800-747-8908
Phone	QuickCheck 1-800-950-2356 Debit & credit card 1-833-425-1440
Other	PayPal, Venmo, Apple Pay and Google Pay

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 or upon request.

Past due bills

When is my bill past due? It is past due 20 days after the preparation date, which was 03/12/26.

- 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 or call SCE at 1-800-655-4555.

What is the Late Payment Charge (LPC)?

0.8% 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 outage.

What is the Power Charge Indifference Adjustment (PCIA)?

The PCIA is a charge to ensure that both SCE customers and those who have left SCE service to purchase electricity from other providers pay for the above market costs for electric generation resources that were procured by SCE on their behalf. 'Above market' refers to the difference between what the utility pays for electric generation and current market prices for the sale of those resources.

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/. 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

- **Baseline Credit:** The baseline credit provides reduced electricity rates on electricity used up to the baseline allocation for the region that you live in.
- **CA Climate Credit:** Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.
- **Wildfire Fund Charge:** Supports the California Wildfire Fund which covers costs associated with catastrophic wildfires, including payment of bonds issued by the California Department of Water Resources (DWR)
- **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.

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: 700879105182

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

Direct Payment (Automatic Debit) Enrollment: 700879105182

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/eaf or call (800) 205-8596.

Add this amount for EAF \$ _____

Every Month One Month only

Select one box only and sign below for EAF:

You may qualify for bill payment options, including a 12-month payment plan, and financial programs available to assist you such as SCE's CARE and FERA programs, that can help to reduce your bill. You can visit www.sce.com/billsupport for additional energy management tools and services to help manage your bill. We can also connect you with community agencies that can provide additional assistance to you, and you may also qualify for SCE's Energy Savings Assistance (ESA) program which is an energy efficiency program for income-qualified residential customers. To pay in person, call 1-800-747-8908 for locations.

Get a discount on your bill every month

Your income may qualify you for discounted bills through the CARE or FERA program. To enroll or learn more, visit sce.com/careandfera or call 1-800-798-5723.

Recibe un descuento en tu factura cada mes

Si cumples los requisitos de ingresos, podrias recibir descuentos en tus facturas gracias a los programas CARE o FERA. Para inscribirte o obtener mas informacion, visita sce.com/carefera o llama al 1-800-798-5723.

Your cost varies by time of day



Winter cost periods (Oct 01-May 31)

	Weekdays	Weekends & Holidays
Mid peak	4pm - 9pm	4pm - 9pm
Off peak	12am - 8am 9pm - 12am	12am - 8am 9pm - 12am
Super off peak	8am - 4pm	8am - 4pm



Usage



Avg. cost



Total cost

Mid peak		57 kWh	x	\$0.50561	=	\$28.82	
Off peak		52 kWh	x	\$0.36962	=	\$19.22	
Super off peak		72 kWh	x	\$0.33042	=	\$23.79	
		181 kWh				\$71.83	Energy Charges
						\$7.76	Other credits/charges
						\$79.59	Total

Costs are rounded and include applicable energy charges from SCE. During season or price changes, averages are used. To view all charges and credits and to calculate your bill, refer to **Details of your new charges**.

Your past and current electricity usage

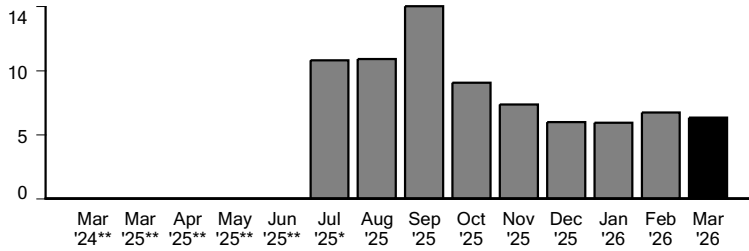
For meter 222011-335882 from 02/10/26 to 03/11/26
Total electricity you used this month in kWh

181

Your next billing cycle will end on or about 04/12/26.

Your daily average electricity usage (kWh)

2 Years ago: N/A Last year: N/A This year: 6.03



* Irregular billing period
 ** No data available

Details of your new charges

Your rate: TOUD-4-9PM
 Billing period: 02/10/26 to 03/11/26 (30 days)

Delivery charges - Cost to deliver your electricity

Base services charge	30 days x \$0.79400	\$23.82
Baseline credit	181 kWh x -\$0.10108	-\$18.30
Energy-Winter		
Mid peak	57 kWh x \$0.32491	\$18.52
Off peak	52 kWh x \$0.26747	\$13.91
Super off peak	72 kWh x \$0.24681	\$17.77
Wildfire fund charge	181 kWh x \$0.00591	\$1.07

- Your Delivery charges include:**
- \$4.68 transmission charges
 - \$37.30 distribution charges
 - \$12.06 public purpose programs charge
 - \$1.50 new system generation charge

Generation charges - Cost to generate your electricity

SCE

Energy-Winter		
Mid peak	57 kWh x \$0.18077	\$10.30
Off peak	52 kWh x \$0.10212	\$5.31
Super off peak	72 kWh x \$0.08364	\$6.02

- Your Generation charges include:**
- \$0.03 competition transition charge
 - -\$1.11 power charge indifference adjustment (PCIA)

Other charges or credits

Fixed recovery charge	181 kWh x \$0.00619	\$1.12
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- Your overall energy charges include:**
- \$0.74 franchise fees

Subtotal of your new charges		\$79.54
State tax	181 kWh x \$0.00030	\$0.05
Your new charges		\$79.59

- Additional information:**
- Service voltage: 240 volts
 - Your winter baseline allowance: 330.0 kWh

Rate Identification Number - RIN



USCA-SCSC-0400-0000

In the future, you might use the Rate Identification Number (RIN) to program smart devices like smart thermostats, EV chargers, or energy management systems once the manufacturer has enabled its use. Once these smart device features are available, simply scan the QR code using the smart device app for setup. To learn more, visit sce.com/helpcenter/rin.

Things you should know

Fixed Recovery Charge

SCE has been permitted to issue bonds that enable it to recover more quickly certain costs related to preventing and mitigating catastrophic wildfires. Your bill for electric service includes a Fixed Recovery Charge that has been approved by the CPUC to repay those bonds. The right to recover the Fixed Recovery Charge has been transferred to a separate entity (called the Special Purpose Entity) that issued the bonds and does not belong to SCE. SCE is collecting the Fixed Recovery Charge on behalf of the Special Purpose Entity.

Stay in Control

If you're behind on payments, enrolled in a payment plan, or facing disconnection, we offer options and energy management solutions to help you stay in control of your bill and costs. Learn more at www.sce.com/billsupport.

You may notice a change in your billing statement

Effective 03/01/2026, the billing rates used to calculate your bill have been modified. For more information, please visit www.sce.com/bill_change.

February 2026

Customer Connection

Please visit us at www.sce.com

Celebrate Safely: Metallic Balloon Do's and Dont's

- Keep metallic balloons indoors and always tied to a weight.
- Never release them outside -- if they touch wires they can cause outages, fire and possible injury.
- Be sure to puncture balloons before throwing them away to prevent them from floating into power lines.
- Do not attempt to retrieve objects tangled in wires. **Stay at least 100 feet away and call 911.**

More electrical safety tips: www.sce.com/staysafe

Stay Alert: Protect Yourself from Payment Scams

- Question requests for personal or financial information over the phone, by mail, by email or in person.
- Remember: SCE does not have a "disconnection department" and will never demand payment over the phone.
- SCE will never request payment in the form of a gift card, prepaid card, prepaid store barcode, cryptocurrency or third-party payment app.

Stay informed on the latest fraud tactics by visiting www.sce.com/scamalert.

Support for Customers Affected by a Major Disaster

If you or someone you know has been affected by a disaster for which a state of emergency has been declared, please visit www.sce.com/disastersupport for information about consumer protections, programs and services SCE has available.

Be Prepared for Outage Emergencies

Homes and small businesses in PSPS-affected areas should consider adding a portable backup battery or portable generator into their emergency preparedness strategies. These devices can supply backup power for essential personal electronics, such as mobile phones and computers, as well as critical household appliances including refrigerators, lighting, garage door openers and medical equipment, helping you stay prepared during outages. Rebates are available for qualifying products.

Watch our backup power educational videos, learn more about available solutions and apply for rebates in the SCE

Marketplace at

www.sce.com/outages-safety/safety-resources-support/backup-power-solutions .

Get Help If You Use Medical Equipment

If you or someone in your household requires the regular use of electrically-powered medical equipment or other qualifying medical devices, you may be eligible for our Medical Baseline Allowance program which:

- 1) Provides an additional allotment of 16.5-kilowatt hours (kWh) of electricity per day on your monthly bill which can help offset the cost of operating the medical equipment.
- 2) Prioritizes your household to get critical alerts and notifications if outages occur, including Public Safety Power Shutoffs.

To apply, you will need the signature of a medical professional.* If you apply online, you can enter your medical professional's email address and we will contact them for an electronic signature approval. Please let them know they will receive an email from SCE.

To learn more about eligibility requirements or if you have questions about medical equipment or criteria, visit www.sce.com/mbi or call **1-800-655-4555**. Application forms are available in several languages online and alternative formats (such as large print and braille) upon request.

NOTE: We will evaluate the eligibility of the device on your application if it is not listed on www.sce.com/mbi. Medical devices used for therapy but not medically required for sustaining life do not qualify for this program.

*Includes Medical Doctor (MD), Doctor of Osteopathy (DO), Physician Assistant (PA) or Nurse Practitioner (NP).

www.cpuc.ca.gov/industries-and-topics/wildfires/fire-threat-maps-and-fire-safety-rulemaking

Electronic version available at www.sce.com/inserts-onserts.

February 2026

Proposition 65 Warnings

⚠ WARNING: The Safe Drinking Water and Toxic Enforcement Act of 1986, commonly referred to as Proposition 65, requires the governor to publish a list of chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. It also requires California businesses to warn the public of potential exposures to these chemicals that result from their operations.

Providing safe and reliable service to all of our customers is a top priority for Southern California Edison and we want you to be aware of these chemicals so that you can reduce exposure to chemicals associated with electricity generation and distribution. We handle all equipment and materials at our sites carefully for your good health as well as ours. However, if you are at or near our facilities and work sites, you can be exposed to the following chemicals on the state's Proposition 65 list.

Reduce, limit, or avoid activities at and near the sources of exposure described below. For more information go to:

www.P65Warnings.ca.gov

1. Diesel Generation: Diesel Exhaust: SCE uses diesel-fueled emergency generators during emergencies and other times to help minimize the interruption of our customers' supply of electricity. The generators are used at some SCE facilities like substations and service centers, and at locations where repairs are made to the electrical system. SCE also uses diesel as the primary fuel for electricity generation on Catalina Island and in many service vehicles used throughout our service territory. Diesel engines produce exhaust as a by-product of the combustion of diesel fuel. Breathing diesel engine exhaust exposes you to chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. You should avoid breathing diesel fumes whenever possible.

2. Wooden Utility Poles: SCE uses wooden poles that have been treated with chemical preservatives. These chemicals include pentachlorophenol, which is known to the State of California to cause cancer, and petroleum products such as diesel fuel, which contains chemicals including toluene and benzene that are known to the State of California to cause cancer and birth defects or other reproductive harm. If you come into contact with a wooden utility pole or the dust, debris, soil surrounding the pole, or water runoff that may contain dust, debris, and soil previously in contact with the pole, you could be exposed to these chemicals. Avoid contact with wooden utility poles and the dust, debris, soil surrounding the poles, or water runoff that may contain dust, debris, soil surrounding the poles, or water runoff that may contain dust, debris, and soil previously in contact with the poles.

3. Painted Structures: SCE utilizes metal and wood structures and equipment that may have been coated with paints containing chemicals, such as lead-based paint, that are known to the State of California to cause cancer and birth defects or other reproductive harm. When the paint on these structures deteriorates, flakes of paint can impact the soil adjacent to the structure. To avoid exposure, you should avoid contact with any paint flakes or soil near any structure with deteriorating paint.

Los usuarios con acceso al Internet podran leer y descargar esta notificacion en espanol en el sitio Web de SCE:

www.sce.com/aviso s

Thinking of Installing Solar?

SCE's Marketplace* makes the shopping process easier. Simply enter your address, type of residential dwelling and average monthly bill to find out if going solar makes sense.

If it does, you will get a rooftop solar and storage system tailored to your home, bids from a network of vetted solar installers, financing options, and a dedicated energy advisor to assist you through the entire process. Plus, you will also receive a \$500 Marketplace discount from SCE.

For more information visit:

<https://solarmarketplace.sce.com>

*SCE's solar and storage marketplace is run by Electrum, a third-party company not affiliated with SCE. SCE does not endorse, or accept any liability for, the content of, services or products sold on any third-party websites.

Connect With Us

Get energy-saving tips, safety and outage updates, and much more.

 www.facebook.com/sce

 www.twitter.com/sce

 www.instagram.com/sce

EXHIBIT J: ITEMIZATION OF DAMAGES AND RELIEF REQUESTED

Complainant: Julie Reis

Defendant: Southern California Edison (SCE)

1. UNAUTHORIZED MISCELLANEOUS TRANSFER

Date: 08/11/2025

Amount: \$1,079.87

Description: Unauthorized transfer of a balance resulting from a documented utility administrative error, violating the 3-month back-billing limit of Tariff Rule 17.

2. FORCED GOOD FAITH PAYMENT

Date: 02/19/2025

Amount: \$300.00

Description: Payment forced while the online portal was malfunctioning (blocking standard payments) to prevent escalated collection activity by Torres Credit Services.

3. INSTALLMENTS AND ERRONEOUS LATE FEES

Dates: October 2025 – March 2026

Amount: \$358.60

Description: Cumulative total of payment plan installments and late fees paid under protest to avoid service disconnection.

TOTAL RELIEF REQUESTED:

\$1,738.47

Complainant also requests a full credit for all additional monthly installments and late fees paid toward this disputed balance from the date of this filing (March 24, 2026) through the date of final resolution

Note: Complainant also requests a Letter of Indemnity from SCE to protect professional licensing and credit standing from the unauthorized collection activity.