



FILED

08/10/26

04:59 PM

C2608006

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

Joshua Springs

Complainant,

vs.

Southern California Edison (U338E)

Defendant.

Case (C.) _____

Complaint

COMPLAINANT	DEFENDANT (Include Utility "U-Number," if known)
Joshua Springs, 733 W Thurman Ave, Porterville, CA 93257 (559) 789-5287, E-mail: liljosh4x@gmail.com	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

(Internal Use Only)

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

COMPLAINT

Additional complainant(s) (Provide name, address, phone number and email address for each complainant)

Name of Complainant	Joshua Springs
Address	733 W Thurman Ave Porterville, CA 93257
Daytime Phone Number	(559) 789-5287
Email Address	liljosh4x@gmail.com

☒ One/sole complainant is representative listed in Box C-1☐ Additional complainants listed in attachment

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

Name of Defendant	Southern California Edison Company (U338E), Attn: Anna Valdborg, Director & Managing Attorney
Address	2244 Walnut Grove Avenue, Rosemead, CA 91770
Daytime Phone Number	626-302-6008
Email Address	Anna.Valdborg@sce.com, case.admin@sce.com, AdviceTariffManager@sce.com

Name of Defendant	
Address	
Daytime Phone Number	
Email Address	

Name of Defendant	
Address	
Daytime Phone Number	
Email Address	

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

☒ YES ☐ NO

Do you have money on deposit with the Commission?

☐ YES ☒ NO

Amount \$ _____

Has staff responded to your complaint?

☒ YES ☐ NO

Is your service now disconnected?

☐ YES ☒ NO

Did you appeal to the Consumer Affairs Manager?

☒ YES ☐ NO

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

See attached documentation for chronological list of events as well as details of the case.

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):

Regulatory Evasion, Hostage Billing, and Bad Faith Investigations
 see attached documentation for details

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: joshua springs

Address: _____

Telephone Number: _____

E-mail: _____

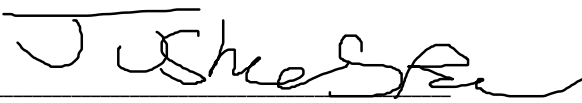
Signature: _____

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.

Executed on 6-18-2026, at Porterville, California
(date) (City)


(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.

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

Signature of Officer

Title

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.

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

6-18-2026

Date

Joshua Springs

Print your name

ATTACHMENT TO FORMAL COMPLAINT Complainant: Joshua Springs **Utility:** Southern California Edison (SCE) **Account Number:** 700917648942 **Informal Complaint:** #707050

I. CHRONOLOGY OF EVENTS

- **August 2022 – March 2023:** The timeframe in which the disputed original usage occurred at a previous address, according to SCE's own written admission.
- **March 21, 2023 (The Customer of Record):** SCE issues a final disconnection notice for the disputed past-due balance, addressing it exclusively to "COURTNEY CORBITT" and demanding \$4,255.84 (Exhibit J). This proves SCE knew exactly who the sole customer of record was at the end of the billing period.
- **March 29, 2023 (New Customer Acceptance / Waiver):** Complainant establishes service in his own name. Recognizing Complainant as a new, separate customer taking responsibility for future usage, SCE formally approves the account with a \$0.00 starting balance. Despite having issued a final disconnect notice to Corbitt just eight days prior, SCE does not require the transfer of Corbitt's past-due debt as a condition of service, legally validating Complainant's separate liability.
- **July 30, 2024:** Complainant pays his Maston account balance to exactly \$0.00, achieving perfect standing.
- **August 8, 2024 (The 17-Month Delay):** Nine days after the account was paid to zero, SCE places an un-itemized "Miscellaneous Transfer" of \$4,846.93 on the account. Complainant immediately disputes the charge and initiates a targeted payment strike against the invalid line item to prevent legal ratification of the debt.
- **March 4, 2025 (The Account Hop):** Instead of resolving the dispute, SCE transfers the debt to the Complainant's current Thurman account, arbitrarily increasing it to \$6,069.13 (Exhibit B).
- **July 2025:** Under severe duress and repeated threats of disconnection, Complainant is coerced into paying approximately \$3,535 to maintain essential service over the course

of several months. Due to SCE's FIFO (First-In-First-Out) accounting, these funds are misapplied to the disputed transfer rather than active usage.

- **December 3, 2025:** SCE issues a formal "DISCONNECTION" notice demanding \$4,883.28.
- **December 12, 2025:** While actively under CPUC dispute, SCE acts in bad faith by unilaterally enrolling the Complainant in an unauthorized payment plan.
- **January 12, 2026 (The "Ex-Wife" Fabrication):** The CPUC CAB issues a decision letter revealing SCE's formal justification for the debt transfer. **(Note: Complainant requests the Commission take Official Notice of this CAB Decision Letter, located within the official agency record for Informal Complaint #707050).** In this letter, SCE falsely claimed to the CPUC that a caller was the Complainant's "ex-wife" and that they were going through a "divorce," fabricating a legal relationship to establish joint liability under Rule 3. (Complainant was never married; Exhibit G proves separate households).
- **January 18, 2026 (The Spoliation Demand & Ignored Warning):** Complainant sends a formal written email to the SCE Executive Team explicitly demanding the preservation of the "ex-wife" audio logs and invoking CPUC disconnection protections (Exhibit I). Complainant also clearly states that current payments are made under protest and do not ratify the invalid transfer. SCE completely ignores this email.
- **February 2026:** CPUC CAB issues a denial of the appeal, improperly deferring to SCE's fabricated "ex-wife" narrative rather than reviewing the certified court records. Despite this administrative failure, Complainant continues to pay all current, undisputed usage to maintain a strict 'Clean Hands' status.
- **April 13 – 17, 2026:** AT&T phone logs prove SCE made zero attempts to contact the Complainant from their 800-numbers to provide a 24-hour disconnection warning.

- **April 17, 2026 (5:30 PM):** SCE illegally disconnects the Complainant's essential service on a Friday evening.
- **May 19, 2026:** Complainant pays \$17.25, perfectly clearing all undisputed current usage to maintain strict 'Clean Hands' status.

II. SECTION F: STATEMENT OF FACTS & REGULATORY VIOLATIONS

I am filing this formal expedited complaint to appeal Informal Complaint #707050. SCE has engaged in Intentional Regulatory Evasion, Hostage Billing, and Bad Faith Investigations through the following violations:

1. **Defiance of CPUC Precedent & Billing Incompetence (Rule 9):** SCE's continued use of un-itemized 'Miscellaneous Transfers' directly defies CPUC Decision 13-04-010 (*Sue Sang v. SCE*), which condemned this exact practice. Furthermore, SCE's math is entirely un-auditable and artificially inflated. SCE's own records show the sole customer of record was issued a final demand for **\$4,255.84** in March 2023 (Exhibit J), yet 17 months later, SCE transferred an un-itemized lump sum of **\$4,846.93** to my account—illegally hiding nearly \$600 in undocumented fees, penalties, or closing costs within a flat 'Miscellaneous' charge in direct violation of Rule 9 itemization standards. SCE then arbitrarily inflated the debt *again* to **\$6,069.13** (Exhibit B) when hopping it to my Thurman account in March 2025. Finally, in a Dec 23, 2025 email, SCE claimed a total of **\$6,101.04**, creating yet another mathematical discrepancy. This erratic inflation demonstrates that these transfers are arbitrary, undocumented, and legally unenforceable.
2. **Written Admission of Time-Barred Debt (Rule 17.E):** In the same email, SCE admitted \$4,846.93 of this debt originates from Aug 2022 to March 2023. SCE withheld this billing for 17 months, violating the Rule 17.E 3-month backbilling limit, and then 'hopped' it across two addresses to bypass the statute of limitations.
3. **Rule 10 Violation, Fabricated Evidence & Bad Faith:** To justify the transfer, SCE claims joint liability based on an alleged 'ex-wife.' This individual does not exist; I have never been legally married and sent state-certified proof of my "single" status to the CPUC when I submitted the request for new evidence during the informal complaint. I have formally demanded SCE preserve the audio logs of this fabricated claim, as its spoliation will prove bad faith. Furthermore, while actively in dispute, SCE engaged in deceptive collection by unilaterally enrolling me in an unauthorized payment plan on Dec 12, 2025.
4. **Hostage Billing, Duress Payments & Clean Hands (PUC § 779.1):** My records prove I paid my prior account to a \$0.00 balance before this transfer ever appeared. To avoid legally ratifying the illegal debt, I instituted a deliberate payment strike when the un-itemized transfer was placed on my account. However, while SCE stonewalled my

dispute, they threatened immediate disconnection. Under this severe duress, in July 2025, I was coerced into agreeing to a payment plan just to keep my power on, resulting in the misappropriation of approximately \$3,535 toward the invalid debt. As soon as I filed my informal complaint with the CPUC and secured a regulatory stay, I immediately halted these extorted payments. From that moment forward, I established and maintained a strict 'Clean Hands' status by paying my current, undisputed monthly bill on time and to the penny (including recently my \$17.25 payment in May for current usage). I placed SCE on formal written notice on January 18, 2026, that these payments did not ratify the time-barred transfer and demanded the preservation of the "ex-wife" audio logs. Even after the informal CAB process concluded in February, I continued to pay my current usage. Despite this compliance, SCE failed to provide a 24-hour telephone warning (proven by third-party AT&T logs) and disconnected my essential service on Friday, April 17, 2026, at 5:30 PM (a Rule 11 violation) to extort payment for the time-barred, different-address debt.

Furthermore, SCE's record-keeping indicates a pattern of material omissions intended to manufacture liability. SCE acknowledges in their internal logs that the other party contacted them regarding this account, yet SCE failed to document the reasoning for that call—specifically, her attempt to assume the debt and establish a payment plan. By documenting the contact but scrubbing the purpose of the call, SCE purposefully omitted material evidence that contradicted their 'joint liability' narrative. This demonstrates that SCE's investigation was not a good-faith effort to determine account responsibility, but a pre-determined effort to enforce collection against me while suppressing evidence to the contrary.

III. SECTION H: RELIEF REQUESTED

I respectfully request that the Commission grant the following exact relief:

1. **Emergency Stay:** Issue an immediate stay on the coerced \$1,530.03 payment arrangement due May 26, 2026, pending the outcome of this formal complaint, to prevent further imminent shutoffs.
2. **Account Correction (Rule 9/17.E):** Order SCE to permanently remove the illegal \$6,069.13 "Miscellaneous Transfer" from account 700917648942, as it is a time-barred debt that violates Rule 17.E.
3. **Full Forensic Audit & Production of Records:** Order SCE to conduct a comprehensive forensic audit of my account and provide a certified copy of the complete audit report to both me and the Commission. I do not accept a summary adjustment. SCE must be ordered to produce a line-by-line itemization of the \$6,069.13 "Miscellaneous Transfer," a breakdown of all Late Payment Charges (LPC), interest, and service fees that accrued as a result of this invalid balance, and a ledger showing exactly how my \$3,535 in cash payments **and any NEM solar credits** were applied.
4. **Restitution Check:** Order SCE to issue a refund BY CHECK in the amount of \$3,535.00. These funds were collected under duress and misappropriated via FIFO accounting to pay down the disputed, time-barred transfer rather than my active service.

Furthermore, SCE must be ordered to completely restore any NEM solar export credits that were misapplied to this invalid balance.



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

SPRINGS, JOSHUA / Page 1 of 6

Customer account
700795124097

Rotating outage
Group A062

Amount due \$5,536.78
Due by 08/28/24

Service account
8015427519
155 S MASTON ST
PORTERVILLE, CA 93257

POD-ID
101760940004113251

Date bill prepared
08/08/24

Your account summary

Previous Balance	\$723.28
Payment Received 07/13/24	-\$361.00
Payment Received 07/30/24	-\$362.28
Balance forward	\$0.00
Your new charges	\$689.85
Miscellaneous Transfer	\$4,846.93
 Total amount you owe by 08/28/24	\$5,536.78

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 9pm - 12am	12am - 4pm 9pm - 12am

(14-574)

Tear here

Please return the payment stub below with your payment and make your check payable to Southern California Edison.

If you want to pay in person, call 1-800-747-8908 for locations, or you can pay online at www.sce.com. Tear here



Customer account 700795124097
Please write this number on the memo line
of your check. Make your check payable to
Southern California Edison.

Amount due by 08/28/24

\$5,536.78

Amount enclosed \$

STMT 08082024 P1

SPRINGS, JOSHUA
155 S MASTON ST
PORTERVILLE CA 93257-4402

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

700795124097 0000553 0000000000005536780000553678

Ways to contact us

Customer service numbers

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

Relay calls accepted

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 08/08/24.

- 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 electronic 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 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 one of the numbers below to be routed to a California Relay Service provider of 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.
- 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: 700795124097

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

Direct Payment (Automatic Debit) Enrollment: 700795124097

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
On peak 	497 kWh x \$0.58706 =	\$291.77 
Mid peak 	183 kWh x \$0.47295 =	\$86.55 
Off peak 	1808 kWh x \$0.36067 =	\$652.09 
2488 kWh		\$1,030.41
		Energy Charges
		-\$340.56
		Other credits/charges
		\$689.85
		Total

Costs are rounded and include delivery and generation charges. During season or price changes, averages are used. To view all charges and credits and to calculate your bill, refer to Detailed new charges.

Your past and current electricity usage

For meter 322010-368760 from 07/10/24 to 08/07/24
Total electricity you used this month in kWh

2,488

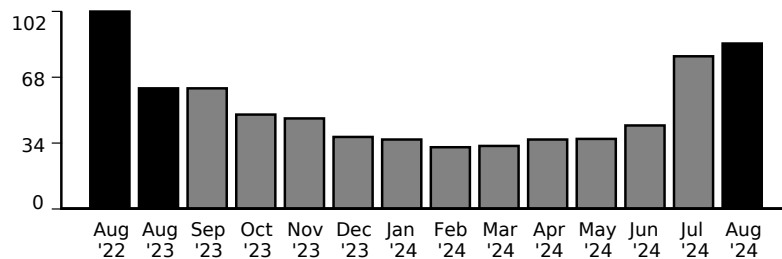
Your next billing cycle will end on or about 09/08/24

Your daily average electricity usage (kWh)

2 Years ago: 102.38

Last year: 62.52

This year: 85.79



Your monthly usage may be higher than usual...
Based on your historical usage pattern, your monthly usage is trending higher than normal. As a result, you may notice an increase in your bill. If you would like information on tips and programs that can help you lower your energy usage and your bill, please visit www.sce.com/billhelper.

Details of your new charges

Your rate: TOUD-4-9PM-CARE

Billing period: 07/10/24 to 08/07/24 (29 days)

Delivery charges - Cost to deliver your electricity

Basic charge	29 days x \$0.03100	\$0.90
Baseline credit	644 kWh x -\$0.09591	-\$61.77
Energy-Summer		
On peak	497 kWh x \$0.31428	\$156.20
Mid peak	183 kWh x \$0.31428	\$57.51
Off peak	1,808 kWh x \$0.26387	\$477.08
CARE discount		-\$280.44

Your Delivery charges include:

- \$47.32 transmission charges
- \$524.28 distribution charges
- \$0.22 nuclear decommissioning charges
- \$27.74 public purpose programs charge
- \$27.87 new system generation charge

Generation charges- Cost to generate your electricity

SCE		
Energy-Summer		
On peak	497 kWh x \$0.27277	\$135.57
Mid peak	183 kWh x \$0.15871	\$29.04
Off peak	1,808 kWh x \$0.09680	\$175.01

Your Generation charges include:

- -\$0.97 competition transition charge
- -\$9.65 power charge indifference adjustment (PCIA)

Subtotal of your new charges

State tax 2,488 kWh x \$0.00030

Your new charges

\$689.10
\$0.75
\$689.85

Your overall energy charges include:

- \$6.38 franchise fees

Additional information:

- Service voltage: 240 volts

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 features are available, simply scan the QR code using the smart device app for setup. To learn more, visit [sce.com/helpcenter/rin](https://www.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 recover 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 services to help you stay in control of your bill and costs. Learn more at www.sce.com/billsupport.

CustomerConnection

Please visit us at www.sce.com

Public Safety PowerShutoffs

- 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 have to remain available as a tool to mitigate wildfire risk during severe weather and high fire potential index events.

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/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 LevelPay 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 visit www.sce.com/residential/assistance.

If you'd like to enroll, please call 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 and devices, you may be eligible for our Medical Baseline Allowance Program (MBL).

The program provides an additional allotment of 16.5-kilowatt hours (kWh) of electricity per day on your monthly bill. MBL 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 submit an online application, you can enter your medical professional's email address, and we will contact them for an electronic signature approval. Please notify your medical professional that they will receive an email communication from SCE.

To learn more about eligibility requirements or if you have questions about medical equipment or criteria, visit www.sce.com/mb. MBL application forms are available upon request in various languages and alternative formats, such as large print and braille.

NOTE: We will evaluate the eligibility of the device on your application if it is not listed on www.sce.com/rm. 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).

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.

(continued on back)

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

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.

For additional safety information visit:

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



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

SPRINGS, JOSHUA / Page 1 of 6

Customer account
700917648942
Residential Account

Rotating outage
Group N001

Service account
8018714831
733 W THURMAN AVE
PORTERVILLE, CA 93257

POD-ID
101760940002810444

Date bill prepared
03/04/25

Amount due \$6,378.90
Due by 03/24/25

Your account summary

Previous Balance	\$701.81
Payment Received 02/10/25	-\$392.86
Payment Received 02/18/25	-\$308.95
Balance forward	\$0.00
Your new charges	\$309.77
Miscellaneous Transfer	\$6,069.13
 Total amount you owe by 03/24/25	\$6,378.90

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.

(14-574)

Tear here

Please return the payment stub below with your payment and make your check payable to Southern California Edison.
If you want to pay in person, call 1-800-747-8908 for locations, or you can pay online at www.sce.com. Tear here



Customer account 700917648942
Please write this number on the memo line
of your check. Make your check payable to
Southern California Edison.

Amount due by 03/24/25	\$6,378.90
Amount enclosed	\$

STMT 03042025 P1

SPRINGS, JOSHUA
733 W THURMAN AVE
PORTERVILLE CA 93257-3241

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

700917648942 0000957 0000000000006378900000637890

Ways to contact us

Customer service numbers

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

Relay calls accepted

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 03/04/25.

- 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 electronic 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 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 one of the numbers below to be routed to a California Relay Service provider or 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.
- Self-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: 700917648942

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

Direct Payment (Automatic Debit) Enrollment: 700917648942

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

Your cost varies by time of day

Winter cost periods (Oct01-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	197 kWh x \$0.53381 =	\$105.16
Off peak	407 kWh x \$0.24287 =	\$98.85
Super off peak	263 kWh x \$0.24285 =	\$63.87
867 kWh		\$267.88
		\$41.89 Energy Charges
		\$309.77 Other credits/charges
		\$309.77 Total

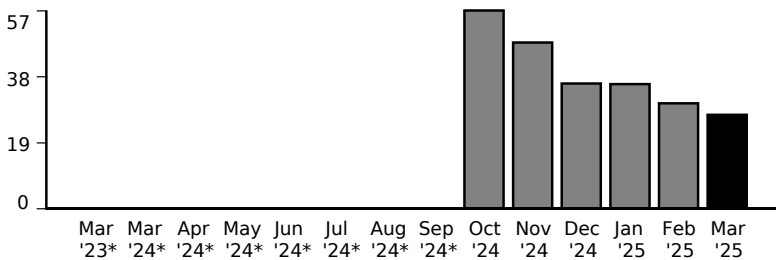
Costs are rounded and include delivery and generation charges. During season or price changes, averages are used. To view all charges and credits and to calculate your bill, refer to Details of new charges.

Your past and current electricity usage

For meter 322010-310921 from 01/31/25 to 03/03/25
Total electricity you used this month in kWh **867** Your next billing cycle will end on or about 04/01/25

Your daily average electricity usage (kWh)

2 Years ago: N/A Last year: N/A This year: 27.09



* No data available

Details of your new charges

Your rate: TOU-D-PRIME
Billing period: 01/31/25 to 03/03/25 (32 days)

Delivery charges - Cost to deliver your electricity

Basic charge	29 days x \$0.53900
Basic charge	3 days x \$0.53200
Energy-Winter	
Mid peak	174 kWh x \$0.28651
Off peak	371 kWh x \$0.18620
Super off peak	236 kWh x \$0.18620
Mid peak	23 kWh x \$0.28376

\$15.63	Your Delivery charges include:
\$1.60	• \$21.11 transmission charges
\$49.85	• \$136.97 distribution charges
\$69.08	• \$30.98 public purpose programs charge
\$43.94	• \$8.49 new system generation charge
\$6.53	

(Continued on next page)

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Details of your new charges (continued)

Off peak	36 kWh x \$0.18427
Super off peak	27 kWh x \$0.18427
Wildfire fund charge	867 kWh x \$0.00595

Generation charges- Cost to generate your electricity

SCE

Energy-Winter

Mid peak	197 kWh x \$0.24759
Off peak	407 kWh x \$0.05686
Super off peak	263 kWh x \$0.05686

Other charges or credits

Fixed recovery charge	867 kWh x \$0.00198	\$1.72
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Subtotal of your new charges		\$291.99
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Porterville UUT	\$291.99 x 6.00000%	\$17.52
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State tax	867 kWh x \$0.00030	\$0.26
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Your new charges		\$309.77
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Your Generation charges include:

- \$6.63 - \$0.50 competition transition charge
- \$4.98 - \$26.84 power charge indifference adjustment (PCIA)
- \$5.16

Your overall energy charges include:

- \$2.70 franchise fees

Additional information:

- Service voltage: 240 volts

Rate Identification Number - RIN



USCA-SCSC-0600-0000

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 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 recover 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 services 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 ElectricityMetallic Balloon Safety

- Keep metallic balloonsindoors. They should always be tied to a weight.
- Never release them outsideThey can cause electrical fires and outages if they touch wires.
- Never remove the weightPuncture balloons before disposing of them.
- Do not attemptto retrieve objects tangled in wireStay at least100 feetaway and call911.

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

Be Aware ofPotentialPaymentScams

- 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) cryptocurrency (like Bitcoin).

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

Support for Customers Affected by a MajorDisaster

If youor someone you know has been affected by a disaster for which a state of emergency has been declared, please visitwww.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 MedicalEquipment

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 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/mobile 1-800-655-4555. Application forms are available in several languages online and alternative formats (such as large print and braille) upon request.

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February 2025

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⚠ 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:

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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 affiliated with SCE. SCE does not endorse, or accept any liability for, the content 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



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

SPRINGS, JOSHUA / Page 1 of 6

Customer account
700917648942
Residential Account

Service account
8018714831
733 W THURMAN AVE
PORTERVILLE, CA 93257

POD-ID
101760940002810444

Date bill prepared
12/03/25

Amount due \$5,074.69

DISCONNECTION

Your account summary

Your previous balance	\$4,989.98
Payment Received 11/19/25	-\$62.30
UUT Dr	-\$10.75
UUT Dr	-\$17.11
UUT Dr	-\$16.54
Past due amount	\$4,883.28
Your new charges	\$184.65
Late payment charge	\$6.76
Total amount you owe	\$5,074.69

Disconnection of service notice.

You must pay the past due amount of \$4,883.28 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.

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.

(14-574)

Tear here

Please return the payment stub below with your payment and make your check payable to Southern California Edison.

If you want to pay in person, call 1-800-747-8908 for locations, or you can pay online at www.sce.com. Tear here



Customer account 700917648942
Please write this number on the memo line of your check. Make your check payable to Southern California Edison.

Disconnection - pay immediately	\$4,883.28
New charges - pay by 12/23/25	\$191.41
Total amount you owe	\$5,074.69

Amount enclosed

\$

STMT 12032025 P1

SPRINGS, JOSHUA
733 W THURMAN AVE
PORTERVILLE CA 93257-3241

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

700917648942 0000951 000488328000019141000507469

Ways to contact us

Customer service numbers

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

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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

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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.

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Past due bills

When is my bill past due? It is past due 20 days after the preparation date, which was 12/03/25.

☐ 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.

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Rotating outages are controlled electronic 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 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 one of the numbers below to be routed to a California Relay Service provider or 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.

☐ Self-Generation: For recovering energy procurement and generation costs 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: 700917648942

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

Direct Payment (Automatic Debit) Enrollment: 700917648942

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) 295-8555

Add this amount for EAF \$ _____

Select one box only and sign below for EAF:

☐

Every
Month

☐

One Month
only

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	67 kWh	x \$0.58612	=	\$39.27
Off peak	388 kWh	x \$0.25585	=	\$99.27
Super off peak	34 kWh	x \$0.25618	=	\$8.71
	489 kWh			\$147.25

Energy Charges

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 .

\$37.40 Other credits/charges

\$184.65 Total

Your past and current electricity usage

Meter 322010-310921 from 10/31/25 to 12/02/25

Your next billing cycle will end on or about 01/04/26

Total electricity you used this month in kWh 488

Total electricity you exported this month in kWh 2

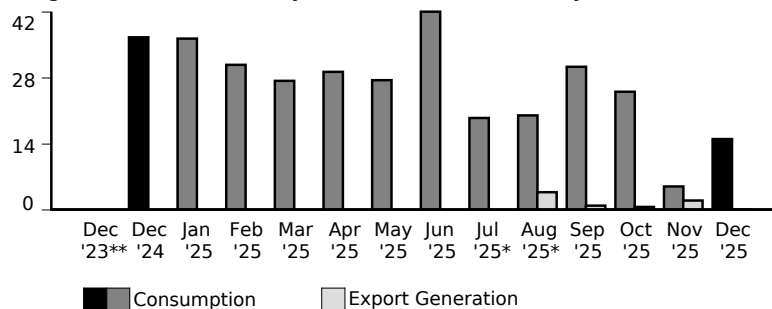
Your daily average electricity usage (kWh)

Electricity Usage

2 Years ago: N/A Last year: 36.21 This year: 14.82

Export Generation

2 Years ago: N/A Last year: N/A This year: 0.06



* Irregular billing period
** No data available

Details of your new charges

Your rate: TOU-D-PRIME

Billing period: 10/31/25 to 12/02/25 (33 days)

Delivery charges - Cost to deliver your electricity

Basic charge	15 days x \$0.58900	\$8.84	Your Delivery charges include:
Base services charge	18 days x \$0.79389	\$14.29	
Energy-Winter			
Mid peak	6 kWh x \$0.30348	\$1.82	
Off peak	92 kWh x \$0.19719	\$18.14	· \$11.51 transmission charges
Super off peak	9 kWh x \$0.19719	\$1.77	
Mid peak	61 kWh x \$0.29225	\$17.83	
Off peak	296 kWh x \$0.18596	\$55.04	
Super off peak	25 kWh x \$0.18596	\$4.65	· \$91.12 distribution charges
Wildfire fund charge	489 kWh x \$0.00595	\$2.91	

Generation charges - Cost to generate your electricity

SCE			Your Generation charges include:
Energy-Winter			
Mid peak	67 kWh x \$0.29281	\$19.62	
Off peak	388 kWh x \$0.06725	\$26.09	
Super off peak	34 kWh x \$0.06725	\$2.29	· -\$0.29 competition transition charge

Solar billing plan - Costs and credits for your renewable exports

Energy export credit - Generation	2 kWh x -\$0.07500	-\$0.15	Your overall energy charges include:
Energy export bonus credit	2 kWh x -\$0.02400	-\$0.05	
Other charges or credits			Additional information:
Fixed recovery charge	489 kWh x \$0.00198	\$0.97	

Subtotal of your new charges

Porterville UUT	\$174.06 x 6.000000%	\$10.44	Solar billing plan details:
State tax	489 kWh x \$0.00030	\$0.15	
Your new charges		\$184.65	

Rate Identification Number - RIN



USCA-SCSC-0605-0000

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 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 cover 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 tools to help you stay in control of your bill and costs. Learn more at www.sce.com/billsupport.

Things you should know (continued)

Base Services Charge

Under California Assembly Bill 205, electricity bills have been restructured for residential customers beginning on Nov. 15, 2015. The electricity delivery section of the bill includes a Base Services Charge as a separate line item, replacing the Basic Charge. At the same time, the cost you pay for each kilowatt-hour (kWh) of electricity has decreased. Your total bill may go up or down, depending on your usage. To learn more, visit sce.com/BaseServicesCharge.

Solar Billing Plan (SBP)

SBP applies Energy Export credits to the Delivery and Generation sections of your bill (these credits do not offset your "Non-bypassable" charges). If your generation services are from another company, they handle your generation credits and charges, which may appear in detail on this bill. At the end of your annual relevant period, we will send you a Settlement bill, with unused Energy Export credits applied to previous energy charges. Your Net Surplus Compensation (NSC) will be calculated and credited, if applicable. As a reminder, please monitor your system to ensure it works properly. For more details visit <https://sce.com/speaksolar>.



Joshua Springs <liljosh4x@gmail.com>

Payment Arrangement Update

1 message

SCE <donotreply@email.sce.com>

Fri, Dec 12, 2025 at 8:18 AM

Reply-To: Edison <reply-FIF6SRQOIJSETC66LXIFESJJ4I.60250@email.sce.com>

To: liljosh4x@gmail.com

To view this email as a web page, [click here](#).



Welcome to Your New Payment Arrangement Plan

Thank you for enrolling in a Payment Arrangement Plan. Our plans are designed to make it easier for you to manage your payments by dividing your past due balance into manageable installments. We want to make sure you understand the terms of the plan, so here are some frequently asked questions:

How do I submit payment?

You can easily submit your installment amount online by logging into [My Account](#). Just make sure your payment is posted by 5:00 p.m. on the due date. If you're paying through an authorized payment agency, please allow enough time for your payment to be processed.

Will my payment arrangement cover my new charges?

No, you will need to make separate payments for the payment plan and any new monthly charges. These may have different due dates and payment amounts. Be sure to pay both amounts on time to avoid disconnection and keep your arrangement from defaulting.

How can I confirm the due dates of my payment plan?

To confirm the dates of your payment plan, we encourage you to view the detailed breakdown on your bill. Please log in to [My Account](#) to view your bill and confirm the installment dates.

Are other assistance plans available?

Yes! We offer a variety of payment assistance programs and services to help you pay and save on your bill. Visit [Ways to Save](#) for more information.

To learn more about Payment Arrangement plans, [click here](#)

Was this information helpful?



DO MORE AT
SCE.COM



Pay Your Bill

Stay Safe

View/Report Outages

Go Paperless

Start/Stop Service

Outage Alerts

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Joshua Springs <liljosh4x@gmail.com>

RE: (External):Re: SCE - CPUC IC 707050

4 messages

Cristina Lynn Saragosa <Cristina.L.Saragosa@sce.com>

Tue, Dec 23, 2025 at 4:02 PM

To: Joshua Springs <liljosh4x@gmail.com>

Cc: "consumer-affairs@cpuc.ca.gov" <consumer-affairs@cpuc.ca.gov>

Dear Mr. Springs,

Thank you for your email and for sharing your concerns regarding the CPUC Complaint No. 707050. I appreciate your patience as we work to address this.

Upon reviewing your account, I would like to clarify the circumstances regarding the unpaid balance of \$6,101.04, which includes the original Miscellaneous Transfer. It is important to note that Rule 14 and Rule 17 do not apply to this case. There was no delay in presenting your monthly bills beyond the required timeframes. The charges were incurred and presented to you in a timely manner; therefore, this situation does not constitute a Rule 17 rebill. Rule 17 applies only when billing errors result in delayed or missed bills beyond three full billing periods, which is not the case here as the bills were presented on time.

The charges of \$4,846.93 were carried over from the period of August 9, 2022, to March 29, 2023, and the last payment made was \$286.20, received on June 28, 2022. The charges of \$1,254.11 were carried over from the period of July 10, 2024, to September 9, 2024. The last payment made was \$362.28, received on July 30, 2024.

Additionally, SCE Rule 14 is not applicable to this situation as it relates to Shortage of Supply and Interruption of Delivery.

There was no back billing issue; the original statements were presented in a timely manner but went unpaid, resulting in the Miscellaneous Transfer from account 700795124097. Furthermore, in lieu of documentation to validate your place of residency, you are held responsible under SCE Rule 3. You are equally responsible for the charges as you benefitted from the service provided. If you would like to provide documentation confirming your residency during the disputed billing periods, please send it directly to me so that your case can be reopened.

It is also worth noting that the balance on the account has decreased because you have made payments.

after the Miscellaneous Transfer. A refund is not warranted in this case as the charges remain due and payable. This matter would be considered a civil issue between you and any other individuals who resided at the property during the disputed billing period.

Thank you.

From: Joshua Springs <liljosh4x@gmail.com>
Sent: Tuesday, December 9, 2025 12:00 AM
To: Cristina Lynn Saragosa <Cristina.L.Saragosa@sce.com>
Cc: consumer-affairs@cpuc.ca.gov
Subject: (External):Re: SCE - CPUC IC 707050

Dear Cristina Saragosa / SCE Office of Consumer Affairs,

I am in receipt of your December 4, 2025 email regarding CPUC Complaint No. 707050. I reject SCE's position in full. Your response relies solely on Rule 3 "occupancy" language and does not address the age of the debt, the lack of itemization, or SCE's repeated transfers of a disputed balance between accounts without resolution.

This letter is a formal rebuttal and demand for removal of the transferred balance, based on the facts and documents attached (Exhibit A - August 2024 bill; Exhibit B - March 2025 bill).

I. Time-barred debt and improper transfer chain (Rule 17.E / Rule 14)

On the August 2024 bill for my prior service address (Exhibit A), SCE added a line item "Miscellaneous Transfer" in the amount of \$4,846.93, on top of normal new charges. I disputed this transfer at the time. While that dispute remained unresolved, SCE later increased and moved this disputed balance again: on my March 2025 bill for my current address (Exhibit B), SCE listed a new "Miscellaneous Transfer" of \$6,069.13 on my current account, again without any dates, usage, or breakdown.

The underlying usage for this transferred balance dates back to 2020-2021. Under SCE Tariff Rule 17.E, backbilling for unauthorized use or undercharges is limited to the most recent three years from discovery. The 2020-2021 portions are therefore time-barred as of the 2024-2025 transfers and cannot lawfully be collected. This remains true even if SCE could prove I occupied the premises, because Rule 3 cannot override the three-year backbilling limit in Rule 17.E or retroactively legalize time-barred charges. Moving the same disputed, partially time-barred debt between accounts—first at \$4,846.93, then at \$6,069.13—does not restart the clock or cure the violation; it simply commingles invalid and potentially valid amounts into a single, un-auditable lump.

In addition, transferring a disputed third-party balance across accounts without my consent or a proper, itemized backbill violates SCE's obligations under its collection and dispute procedures (including Rule 14). Internal "Miscellaneous Transfers" are not a lawful substitute for a transparent, date-specific bill that complies with Rule 17 and the CPUC's billing standards.

II. Opaque "Miscellaneous Transfer" billing

Both Exhibit A (August 2024) and Exhibit B (March 2025) show the transfer solely as "Miscellaneous Transfer," with

- No service dates
- No usage information
- No rates

- No explanation for the increase from \$4,846.93 to \$6,069.13

This billing format prevents any customer from recalculating or verifying the charge and makes it impossible to distinguish time-barred portions from any later amounts. I was never provided with a detailed backbill or itemized breakdown of the transferred balance, despite repeatedly disputing it. SCE's failure to separate and explain the components of this transfer renders it defective on its face.

III. Incomplete investigation and mischaracterization of "no documentation"

Your email states that "when you contacted us to dispute the charges, we advised you to provide documentation," that "in lieu of supporting documentation, our position remains unchanged," before citing Rule 3 to assert joint and several liability based on occupancy.

That is not an adequate investigation of this dispute. I was asked to submit documentation through SCE's dispute process and I did so. Rather than review or address the materials I provided, SCE treated my dispute as if I had provided nothing and fell back on a generic Rule 3 presumption. Rule 3 cannot be applied based solely on assumption when SCE has not produced any concrete, account-specific evidence of my occupancy tied to the disputed balance and when there are unresolved questions about the age, composition, and transfer history of that balance.

IV. Dispute history, payment history, and duress

I initially disputed this debt while it was still on the prior account, and I disputed it again after SCE moved it to my current account. At no point did SCE provide a written explanation addressing the Rule 17.E time limitation or an itemized breakdown of the transferred amount, nor did I receive a written notice of my right to escalate the dispute to the CPUC at that time.

Since opening service in my own name at the prior address on March 29, 2023, I have consistently paid all undisputed current charges on time. After SCE placed the \$6,069.13 "Miscellaneous Transfer" on my current account in March 2025 (Exhibit B), I continued to make payments under duress and threat of disconnection, simply to keep service active while this balance remained in dispute.

From that time through the present, I have paid approximately \$2,500 in total on this account. My current billed balance is \$5,074.69, which is already about \$1,000 less than the original \$6,069.13 transfer. This confirms that SCE has already collected a significant portion of the disputed transferred amount, even before considering any fees or other add-ons. I request that SCE provide a complete payment and application history for this period and identify the exact amount of my payments that were applied to the disputed transfer, so that those amounts can be refunded by check.

Resolution demanded

- ◆ Remove the full \$6,069.13 "Miscellaneous Transfer" from my current account and reverse any related fees or charges, including any late fees, interest, or collection-related add-ons that were triggered by or calculated on this disputed transferred balance.
2. Provide a detailed payment/application history from the date the transfer first appeared on my current account (March 2025 bill, Exhibit B) through the present, showing how each of my payments was applied between current usage and the transferred balance.
3. Issue a refund by check for all amounts of my payments that were applied to the disputed transferred balance. As a NEM solar customer with a 13.3 kW system and near-zero net usage, a bill credit would lock up my money for years and would not constitute meaningful restitution. A check is required to make me whole.

Please confirm in writing within 10 days that:

- The \$6,069.13 transfer and associated charges have been removed, and
- A refund check has been issued for all amounts applied to the disputed transfer.

If SCE does not resolve this matter promptly and completely, I will pursue a formal complaint and/or enforcement referral with the CPUC so that SCE's handling of this account can be reviewed on the record.

CC: CPUC Consumer Affairs Branch (CPUC Complaint #707050)

Attachments:

- Exhibit A - August 2024 bill (old address account) showing \$4,846.93 "Miscellaneous Transfer"
- Exhibit B - March 2025 bill (current account) showing \$6,069.13 "Miscellaneous Transfer"
- Recent payment history showing approximately \$2,500 in payments after the transfer was placed on my current account

On Thu, Dec 4, 2025 at 2:52 PM Cristina Lynn Saragosa <Cristina.L.Saragosa@sce.com> wrote:

Mr. Springs,

RE: CPUC Complaint. 707050/ SCE Contract Account No. 700917648942

Your complaint, filed with the California Public Utilities Commission (CPUC), was received in Southern California Edison's (SCE) Office of Consumer Affairs. I was unsuccessful in reaching you by telephone; therefore, I am taking this opportunity to respond in writing to your concerns.

Your complaint is regarding the transfer of \$4,846.93 left unpaid from a closed account to your account. The transfer of the closing bill is in compliance with CPUC approved SCE Rule 3, Application for Service which states in part "where two or more persons join in one application or contract for electric service they shall be jointly and severally liable... Whether or not SCE obtained a joint application where two or more persons occupy the same premises, they shall be jointly and severally liable for for electric energy supplied".

When you contacted us to dispute the charges, we advised you to provide documentation to validate your dispute. In lieu of supporting documentation, our position remains unchanged. If you have documentation, you would like reviewed, please forward your correspondence to my attention. I will forward this information to the appropriate department for evaluation and will re-open my investigation. Thank you.

Sincerely,

Cristina Saragosa

Review Manager I Customer Service, Consumer Affairs

Telephone: 626-815-7225



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Joshua Springs <liljosh4x@gmail.com>
To: Cristina Lynn Saragosa <Cristina.L.Saragosa@sce.com>

Mon, Jan 5, 2026 at 5:48 AM

Dear Ms. Saragosa,

I am in receipt of your December 23rd email. I formally reject your findings in their entirety. Your assertion that Rule 17 does not apply because "original statements were presented in a timely manner" to a prior account is legally irrelevant and ignores the 17-month delay in billing me.

I. Pattern of Account Shifting (The "2-Account Hop") This was not a clerical error; it is a documented pattern of moving disputed balances without itemization.

- Hop 1 (August 8, 2024): SCE added "Miscellaneous Transfer \$4,846.93" to my Maston account (ending 4097) with no usage dates, meter reads, or breakdown. I disputed this immediately and ceased payment on that line.
- Hop 2 (March 4, 2025): Instead of validating the debt, SCE transferred it to my Thurman account (ending 8942), increased it to \$6,069.13, and again listed only "Miscellaneous Transfer" without supporting detail.

The Violation: Moving disputed balances between accounts without itemized billing prevents verification and violates SCE Tariff Rule 9, which mandates transparent, meter-based billing.

II. The "Poisoned Bill": Rule 17 Violations You admit the debt covers August 2022 – March 2023, yet you claim Rule 17 (Billing Error) does not apply. This is false.

- The 17-Month Gap: I established service in my own name on March 29, 2023. If I owed this debt, SCE was required to present it then. Instead, you waited until August 8, 2024—a delay of 17 months—to transfer these charges. You cannot bypass the requirement for prompt billing by claiming you billed "someone else" on time.
- Failure to Itemize: Rule 17 requires itemized backbills so customers can verify compliance with time limits. A "Miscellaneous Transfer" fails this requirement. The CPUC explicitly criticized SCE's use of undated "Miscellaneous Charges" transfers in *Sue Sang v. SCE* (Decision 13-04-010), noting that this practice makes it impossible for customers to verify dates.

III. Bad Faith Payment Arrangement (December 12 Violation) On December 12, 2025—while this debt was actively under CPUC dispute—SCE emailed me "welcoming" me to a payment arrangement I did not request (Exhibit E).

- Unauthorized Enrollment: Enrolling a customer in a payment plan for a debt they are actively disputing with the CPUC is a deceptive collection practice.
- Violation of Due Process: This action violates the good faith investigation requirements of Rule 10. I reject this enrollment.

IV. Rule 10 Investigation Failure Rule 10.C requires a substantive investigation of disputed amounts. Your email fails this standard.

- The Commingling Admission: In your email, you claim the balance is \$6,101.04 (combining \$4,846.93 from 2022 and \$1,254.11 from 2024). However, the transfer on my bill is \$6,069.13. The numbers do not match, proving SCE cannot accurately account for this debt.
- Recitation ≠ Validation: Simply listing the totals in an email does not substitute for providing the original invoices or the transfer breakdown I specifically requested. Reciting the numbers is not the same as auditing the debt.
- Missing Basic Math: A proper investigation would have identified that I paid my Maston bill to \$0.00 before the first transfer ever appeared (see Section V). The fact that you missed this proves you summarily dismissed the debt.

dispute without examining the actual financial timeline.

V. No Ratification by Payment (The Math) You claimed that my payments "reduced the balance" and therefore I accepted the debt. The math proves otherwise:

- Paid Valid Bills: My July 2024 Maston bill showed a prior balance of \$723.28. I paid exactly \$361.00 (07/13) + \$362.28 (07/30) = \$723.28.
- The Result: This left a \$0.00 balance forward. The disputed transfer did not appear until August 8—nine days after I cleared my balance.
- Dispute Pattern: Both times the transfer hit my account, I immediately withheld payment on that specific account.

VI. Hostage Billing & Payments Under Duress My most recent bill (Exhibit C, dated 12/03/25) explicitly states "Disconnection of service notice" and demands payment to avoid shutoff.

- 1. The Protest (Pattern of Non-Ratification): My payment history proves I do not accept this debt.
 - August 2024 (Maston): When the transfer first appeared, I halted ALL payments full stop to dispute the charge.
 - March 2025 (Thurman): When you moved the debt to my current account, I again halted ALL payments full stop for four months. This consistent "payment strike" proves I never ratified the debt.
- 2. The Coercion: I only resumed payments in July 2025 because SCE threatened immediate disconnection of my essential service.
- 3. Misapplication of Funds: Since July 2025, I have paid approximately \$3,535 to this account. While I intended these payments to cover my active service usage, standard utility accounting applies payments to oldest arrears first. Therefore, SCE has effectively seized \$3,535 of my money to pay down the disputed, time-barred transfer, while continuing to threaten disconnection of my current service.
- The Violation: Threatening to disconnect my current service for a disputed balance from a prior account violates CPUC disconnection protections (Rule 11 and Pub. Util. Code §779).

Resolution Demanded I refuse payment of defective, unitemized transfers.

- ◆ Remove the entire ~\$6,101.04 "Miscellaneous Transfer" immediately.
- 2. Full Forensic Audit & Record Production: Identify and refund ALL Late Payment Charges (LPC), interest, and service fees that accrued on the Thurman account due to this invalid balance. Provide the itemized accounting records verifying that every penny of interest and penalties associated with this debt has been removed.
- 3. Issue a Refund BY CHECK (\$3,535): Since July 2025, I have paid approximately \$3,535 under duress. Because SCE's system applies payments to the oldest debt first (FIFO), these funds were misappropriated to pay down the disputed, time-barred transfer rather than my active service.
 - Action Required: Issue a check for the full \$~3,535 immediately to restore my funds.
 - Future Payment: Once the illegal transfer is removed and my funds are returned, I will immediately pay any valid, undisputed charges for my current service upon presentation of a corrected bill.
- 4. Confirm Compliance: Provide written confirmation within 5 business days that the transfer has been removed, the unauthorized payment plan cancelled, and the refund process initiated.

Sincerely,

Joshua Springs Account No: 700917648942

CC: CPUC Consumer Affairs Branch (Complaint #707050)

Attachments:

- Exhibit A: Aug 8, 2024 Bill (Proof transfer appeared after payment)
- Exhibit B: Payment History (Proof of \$3,535 paid under duress)
- Exhibit C: Dec 3, 2025 Bill (Disconnection Threat)
- Exhibit D: Dec 12, 2025 Email (Proof of unauthorized payment plan enrollment)
- Exhibit E: March 4, 2025 (Misc transfer on current account)

5 attachments

-  A. Aug 2024 Maston.pdf
372K
-  B. Billing & Payment History.PDF
316K
-  C. dec25.pdf
646K
-  D. Payment Arrangement Update.pdf
106K
-  E. March 2025 Thurman.pdf
353K

Joshua Springs <liljosh4x@gmail.com>
To: Cristina Lynn Saragosa <Cristina.L.Saragosa@sce.com>
Cc: consumer-affairs@cpuc.ca.gov

Mon, Jan 5, 2026 at 5:50 AM

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- Failure to Itemize: Rule 17 requires itemized backbills so customers can verify compliance with time limits. A "Miscellaneous Transfer" fails this requirement. The CPUC explicitly criticized SCE's use of undated "Miscellaneous Charges" transfers in *Sue Sang v. SCE* (Decision 13-04-010), noting that this practice makes it impossible for customers to verify dates.

III. Bad Faith Payment Arrangement (December 12 Violation) On December 12, 2025—while this debt was actively

under CPUC dispute—SCE emailed me "welcoming" me to a payment arrangement I did not request (Exhibit E).

- Unauthorized Enrollment: Enrolling a customer in a payment plan for a debt they are actively disputing with the CPUC is a deceptive collection practice.
- Violation of Due Process: This action violates the good faith investigation requirements of Rule 10. I reject this enrollment.

IV. Rule 10 Investigation Failure Rule 10.C requires a substantive investigation of disputed amounts. Your email fails this standard.

- The Commingling Admission: In your email, you claim the balance is \$6,101.04 (combining \$4,846.93 from 2022 and \$1,254.11 from 2024). However, the transfer on my bill is \$6,069.13. The numbers do not match, proving SCE cannot accurately account for this debt.
- Recitation ≠ Validation: Simply listing the totals in an email does not substitute for providing the original invoices or the transfer breakdown I specifically requested. Reciting the numbers is not the same as auditing the debt.
- Missing Basic Math: A proper investigation would have identified that I paid my Maston bill to \$0.00 before the first transfer ever appeared (see Section V). The fact that you missed this proves you summarily dismissed the dispute without examining the actual financial timeline.

V. No Ratification by Payment (The Math) You claimed that my payments "reduced the balance" and therefore I accepted the debt. The math proves otherwise:

- Paid Valid Bills: My July 2024 Maston bill showed a prior balance of \$723.28. I paid exactly \$361.00 (07/13) + \$362.28 (07/30) = \$723.28.
- The Result: This left a \$0.00 balance forward. The disputed transfer did not appear until August 8—nine days after I cleared my balance.
- Dispute Pattern: Both times the transfer hit my account, I immediately withheld payment on that specific line item.

VI. Hostage Billing & Payments Under Duress My most recent bill (Exhibit C, dated 12/03/25) explicitly states "Disconnection of service notice" and demands payment to avoid shutoff.

- 1. The Protest (Pattern of Non-Ratification): My payment history proves I do not accept this debt.
 - August 2024 (Maston): When the transfer first appeared, I halted ALL payments full stop to dispute the charge.
 - March 2025 (Thurman): When you moved the debt to my current account, I again halted ALL payments full stop for four months. This consistent "payment strike" proves I never ratified the debt.
- 2. The Coercion: I only resumed payments in July 2025 because SCE threatened immediate disconnection of my essential service.
- 3. Misapplication of Funds: Since July 2025, I have paid approximately \$3,535 to this account. While I intended these payments to cover my active service usage, standard utility accounting applies payments to oldest arrears first. Therefore, SCE has effectively seized \$3,535 of my money to pay down the disputed, time-barred transfer, while continuing to threaten disconnection of my current service.
- The Violation: Threatening to disconnect my current service for a disputed balance from a prior account violates CPUC disconnection protections (Rule 11 and Pub. Util. Code §779).

Resolution Demanded I refuse payment of defective, unitemized transfers.

◆ Remove the entire \$6,101.04 "Miscellaneous Transfer" immediately.

2. Full Forensic Audit & Record Production: Identify and refund ALL Late Payment Charges (LPC), interest, and service fees that accrued on the Thurman account due to this invalid balance. Provide the itemized

accounting records verifying that every penny of interest and penalties associated with this debt has been removed.

3.

Issue a Refund BY CHECK (\$3,535): Since July 2025, I have paid approximately \$3,535 under duress. Because SCE's system applies payments to the oldest debt first (FIFO), these funds were misappropriated to pay down the disputed, time-barred transfer rather than my active service.

- Action Required: Issue a check for the full \$3,535 immediately to restore my funds.
- Future Payment: Once the illegal transfer is removed and my funds are returned, I will immediately pay any valid, undisputed charges for my current service upon presentation of a corrected bill.

4. Confirm Compliance: Provide written confirmation within 5 business days that the transfer has been removed, the unauthorized payment plan cancelled, and the refund process initiated.

Sincerely,

Joshua Springs Account No: 700917648942

CC: CPUC Consumer Affairs Branch (Complaint #707050)

Attachments:

- Exhibit A: Aug 8, 2024 Bill (Proof transfer appeared after payment)
- Exhibit B: Payment History (Proof of \$3,535 paid under duress)
- Exhibit C: Dec 3, 2025 Bill (Disconnection Threat)
- Exhibit D: Dec 12, 2025 Email (Proof of unauthorized payment plan enrollment)
- Exhibit E: March 4, 2025 (Misc transfer on current account)

[Quoted text hidden]

Joshua Springs <liljosh4x@gmail.com>
To: consumer-affairs@cpuc.ca.gov

Mon, Jan 5, 2026 at 5:55 AM

To CPUC Consumer Affairs,

I am writing to provide an update regarding my Informal Complaint #707050 against Southern California Edison.

I have just served the attached formal rebuttal to SCE's Executive Response (Ms. Saragosa). Please add the attached correspondence and evidence to my case file.

Key Updates for the CPUC Record:

- ◆ Admission of Time-Barred Debt: In her Dec 23rd email, the SCE representative explicitly admitted that \$4,846.93 of the disputed transfer dates back to August 2022. This confirms a clear violation of Rule 17, as SCE failed to bill me for this amount for over 17 months.
- 2. Hostage Billing: I have submitted evidence (Exhibit C) showing SCE threatened to disconnect my current service for this disputed back-debt.
- 3. Refund Demand: Because SCE applied my recent payments to this illegal debt first (FIFO), I have formally demanded a refund of \$3,535 for funds collected under duress.

I formally reject SCE's findings and request that the CPUC review the attached rebuttal and exhibits in their entirety.

Sincerely,

Joshua Springs Account No: 700917648942

Attachments:

- Rebuttal Letter to SCE (The email I just sent)
- Exhibit A: Aug 8, 2024 Bill
- Exhibit B: Payment History
- Exhibit C: Dec 3, 2025 Bill (Disconnection Notice)
- Exhibit D: Dec 12, 2025 Email (Unauthorized Payment Plan)
- Exhibit E: Mar 2025 Bill (Transfer Date)

----- Forwarded message -----

From: Joshua Springs <liljosh4x@gmail.com>

Date: Mon, Jan 5, 2026 at 5:48 AM

Subject: Re: (External):Re: SCE - CPUC IC 707050

To: Cristina Lynn Saragosa <Cristina.L.Saragosa@sce.com>

[Quoted text hidden]

5 attachments



A. Aug 2024 Maston.pdf
372K



B. Billing & Payment History.PDF
316K



C. dec25.pdf
646K



D. Payment Arrangement Update.pdf
106K



E. March 2025 Thurman.pdf
353K



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Account



Payments



Billing



Profi le



Securiti

Usage cente

Usage detail:

Talk

Usage details

[Redacted] itt [Redacted] 5287

Talk

Text

Data

Hotspot



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by

all

What would you like

☐ Date: Newest to oldest

Incoming Outgoing

☐ Date: Oldest to newest

☐ Location: A to Z

☐ Location: Z to A

Filters

Charges

☐ Billed

Call type

☐ Incoming

☐ Outgoing

Location

☐ Domestic

☐ International

Network

☐ Cellular calls

☐ WiFi calls

Time of day



559 [REDACTED]

Apr 19, 2026 8:00 pm 2 mins

Portervl,



559 [REDACTED]

Apr 18, 2026 12:44 am 1 mins

Incomin



559 [REDACTED]

Apr 17, 2026 7:24 pm 1 mins

Portervl,



559 [REDACTED]

Apr 17, 2026 6:53 pm 1 mins

Portervl,



800.250.7339

Apr 17, 2026 6:35 pm 7 mins

Toll Fre



800.319.8765

Apr 17, 2026 6:25 pm 17 mins

Toll Fre



800.950.2356

Apr 17, 2026 6:21 pm 3 mins

Toll Fre



559 [REDACTED]

Apr 17, 2026 9:35 am 5 mins

Tulare, C



559 [REDACTED]

Apr 17, 2026 9:14 am 1 mins

Incomin



559 [REDACTED]

Apr 17, 2026 9:12 am 2 mins

Portervl,

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559-██████████65	Apr 14, 2026	8:06 am	1 mins	Portervl,
559-██████████3	Apr 14, 2026	6:47 am	1 mins	Incomin
559-██████████	Apr 14, 2026	12:02 am	2 mins	Portervl,
559-██████████	Apr 14, 2026	12:00 am	3 mins	Portervl,
559.5-██████████	Apr 13, 2026	11:46 pm	2 mins	Incomin
559-██████████	Apr 13, 2026	11:16 pm	1 mins	Incomin
559-██████████5	Apr 13, 2026	8:10 pm	7 mins	Portervl,
559-██████████5	Apr 13, 2026	5:28 pm	2 mins	Pixley, C
800.798.0723	Apr 13, 2026	9:27 am	1 mins	Incomin

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Sort by

Search by name or number

Clear all

name/number

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 Incoming  Outgoing

What would you like

☐ Date: Oldest to newest

 559 [REDACTED] Apr 13, 2026 9:23 am 2 mins Tulare, C

☐ Location: A to Z

☐ Location: Z to A

 559 [REDACTED] 5 Apr 13, 2026 9:21 am 1 mins Pixley, C

Filters

 559 [REDACTED] Apr 13, 2026 9:19 am 2 mins Pixley, C

Charges

 661 [REDACTED] Apr 13, 2026 8:34 am 1 mins Earlimart,

☐ Billed

Call type

 559 [REDACTED] Apr 11, 2026 6:52 pm 2 mins Incomin

☐ Incoming

☐ Outgoing

 559 [REDACTED] 5 Apr 11, 2026 5:58 pm 1 mins Portervl,

Location

 559 [REDACTED] Apr 11, 2026 5:39 pm 1 mins Incomin

☐ Domestic

☐ International

 55 [REDACTED] Apr 10, 2026 11:13 pm 1 mins Springvl,

Network

☐ Cellular calls

 559 [REDACTED] 8 Apr 10, 2026 6:54 pm 5 mins Portervl,

☐ WiFi calls

 559 [REDACTED] 5 Apr 10, 2026 9:39 am 2 mins Pixley, C

Time of day

559.7	[REDACTED]	Apr 09, 2026	4:16 pm	2 mins	Portervl,
559.	[REDACTED]	Apr 08, 2026	10:49 pm	17 mins	Portervl,
559.	[REDACTED]	Apr 08, 2026	2:27 pm	1 mins	Portervl,
559.	[REDACTED]	Apr 08, 2026	12:52 pm	1 mins	Incomin
559.	[REDACTED] 1	Apr 08, 2026	7:24 am	1 mins	Portervl,
559.	[REDACTED]	Apr 07, 2026	7:37 pm	1 mins	Springvl,
559.	[REDACTED]	Apr 06, 2026	11:59 pm	20 mins	Portervl,
559.	[REDACTED]	Apr 06, 2026	5:56 pm	1 mins	Portervl,
559.	[REDACTED]	Apr 06, 2026	12:37 am	10 mins	Springvl,

Shop	Trending	Top phone & data plans	Switch to AT&T
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Case Detail Page

VFS093381

County Of Tulare vs. Springs, Joshua

Family Support-Visalia

- Summary
- Filings
- Parties
- Documents
- Events

Summary 

Case

 Filing Date	Case Caption	Disposition
11/17/2022	County Of Tulare vs. Springs, Joshua	

Parties

 Type	Name	Represented By
 Complaint - DCSS Family Support filed on 11/17/2022		
 Other Parent	Corbitt,  ALS  CORBITT	
 Minor	Springs, 	
 Respondent	Springs, Joshua ALS JOSHUA K SPRINGS	
 Petitioner	County Of Tulare	



Joshua Springs <liljosh4x@gmail.com>

Appeal & Disconnect Prohibition - Case No. 707050 (Sprints)

Joshua Springs <liljosh4x@gmail.com>

Sun, Jan 18, 2026 at 2:29 AM

To: Cristina Lynn Saragosa <Cristina.L.Saragosa@sce.com>

Cc: consumer-affairs@cpuc.ca.gov

Mrs. Saragosa,

I am writing to formally notify you that I have filed a Request to Consider New Evidence with the CPUC regarding Case No. 707050. A physical packet containing court records and evidence of Tariff Rule violations has been sent via Certified Mail today, January 18th, 2026.

Notice of Disconnection Prohibition Pursuant to CPUC regulations regarding active disputes, you are legally prohibited from disconnecting service for the disputed debt while the Commission reviews this new evidence.

Current Account Status Furthermore, I have paid approximately \$3,535 into this account since July 2025. This amount far exceeds my actual legitimate usage for the period of March 2025 to present. Therefore, my account is effectively current and paid ahead on all undisputed charges. Any attempt to disconnect service will be considered retaliation against a customer with a pending regulatory appeal and will be reported immediately to the Commission.

Demand to Preserve Evidence I also demand that SCE immediately preserve all records related to this account, specifically the alleged audio recording or call logs where an "ex-wife" purportedly claimed liability. My new evidence proves this individual does not exist, and the spoliation of this key record will be considered an admission of fabrication.

Regarding Current Charges: I have just made a payment of \$244.68 to clear the past due balance on my active service.

Please note: This payment is made specifically to satisfy current, undisputed usage only. It does not constitute ratification or acceptance of the disputed \$6,101.04 transfer, nor does it validate any late fees associated with that void debt. I continue to strictly withhold payment on the transferred balance as it is legally time-barred and current under formal appeal.

I look forward to the Commission's review of these facts.

Thanks,

Joshua Springs Account Ending: 8942



Joshua Springs <liljosh4x@gmail.com>

Fw: Disconnection notice past due utility service and other services

courtney corbitt <corbitt_courtney@yahoo.com>
Reply-To: courtney corbitt <corbitt_courtney@yahoo.com>
To: Josh <liljosh4x@gmail.com>

Mon, Dec 22, 2025 at 4:08 AM

Yahoo Mail: [Search](#), [Organize](#), [Conquer](#)

----- Forwarded Message -----

From: "sce@entnotification.sce.com" <sce@entnotification.sce.com>
To: "corbitt_courtney@yahoo.com" <corbitt_courtney@yahoo.com>
Sent: Tue, Mar 21, 2023 at 9:00 AM
Subject: Disconnection notice past due utility service and other services



This is your final notice. Please act today to avoid a costly service interruption.

Dear COURTNEY

This is a reminder that COURTNEY CORBITT's account is past due. To avoid disconnection of service, please pay the past due amount of \$4255.84 or enroll in a payment plan on or before by no later than 11:59pm on 03/30/2023. 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.

If you or a resident of your home has a serious illness or condition that could become life-threatening if your service is disconnected, please contact us immediately.

Options for paying your bill or past due amount on or before by no later than 11:59pm on 03/30/2023:

- Online Payments – To make an online payment or to enroll in auto pay, login to your account at www.sce.com/myaccount.
- Payment Arrangement – Call 1-800-950-2356 to discuss bill payment options, including a 12-month

payment plan.

- QuickCheck – Call 1-800-950-2356 to authorize a payment from your checking account, without writing a check
- Credit or Debit Card – If you are a residential customer, you may pay your bill using a Credit Card or most Debit Cards by calling 1-800-254-4123.

Southern California Edison

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 Mon-Fri)
- Mail – CPUC, Consumer Affairs Branch, [505 Van Ness Ave., Room 2003, San Francisco, CA 94102](#)



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Joshua Springs <liljosh4x@gmail.com>

URGENT: Active Collections Harassment During CPUC Dispute #707050

Joshua Springs <liljosh4x@gmail.com>
To: Cristina Lynn Saragosa <Cristina.L.Saragosa@sce.com>
Cc: consumer-affairs@cpuc.ca.gov

Mon, Jan 5, 2026 at 1:43 PM

Mrs. Saragosa,

I just received the attached "Notice of Default and Disconnection" from your automated system (dated Jan 5, 2026). This is a direct violation of CPUC Rule 10.

- ❖ Unauthorized Plan Default: This notice claims I "defaulted" on the payment arrangement I explicitly told you I never authorized. You are penalizing me for a plan I did not agree to.
- 2. Illegal Disconnection Threat: My account is under active CPUC Complaint #707050. It is a violation of California Public Utilities Code to threaten disconnection for non-payment of a disputed amount while the investigation is pending.

DEMAND:

I demand you manually override your collections system immediately. If my power is disconnected while this dispute is open, I will file for immediate emergency injunctive relief and damages with the CPUC.

Confirm receipt of this email and confirm that a "Collections Hold" has been placed on my account effective immediately.

Joshua Springs

----- Forwarded message -----

From: noreply@message.sce.com <noreply@message.sce.com>
Date: Mon, Jan 5, 2026, 10:AM
Subject: Your Payment Arrangement Has Defaulted
To: <LILJOSH4X@gmail.com>



JOSHUA
Account Ending In 8942
[Log In / Register](#)

Your Payment Arrangement Has Been Canceled

We are reaching out to inform you that your payment arrangement has been canceled due to nonpayment.

As of today, the outstanding past due balance on your account is \$4,856.95.

To set up a new payment arrangement, a payment will be required. Use the link below to make a payment on your account or call our automated payment line

at 1-800-950-2356.

Pay Now



Failure to make a payment and set up a payment arrangement may result in a disconnection of your electric service.

We understand that financial difficulties can arise unexpectedly. You may qualify for financial assistance through programs such as Home Energy Assistance Program (HEAP) and Energy Assistance Fund (EAF). Visit www.sce.com/residential/assistance for more details.



You are also eligible to apply to the Arrearage Management Plan (AMP). This program will forgive 1/12 of your eligible utility debt after each on-time payment of your current bill. After 12 on-time payments of your monthly bills, the debt is fully forgiven. You can apply for the AMP program at www.sce.com/amp. Your account is eligible for bill forgiveness up to \$8,000.00.

Manage My Account

Sincerely,
Southern California Edison

Do More at sce.com

- | | | |
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Dark Gray 100%

White



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Jan 10, 2021

2021-01

100% Progress

Jan 15, 2021

2021-01

80% Progress

Jan 20, 2021

100% Progress



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100% Progress

Jan 30, 2021

2021-01

80% Progress

Jan 31, 2021

100% Progress



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Aug 27, 2021

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Aug 28, 2021

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Year 2012



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

Your electricity bill

SPRINGS, JOSHUA / Page 1 of 10

Customer account
700917648942
Residential Account

Service account
8018714831
733 W THURMAN AVE
PORTERVILLE, CA 93257

POD-ID
101760940002810444

Date bill prepared
05/05/26

Amount due \$4,713.06

PAST DUE

Your account summary

Previous Balance	\$4,728.31
Payment Received 04/19/26	-\$46.07
Payment arrangement balance	\$4,682.24
Your new charges	\$17.25
Late payment charge	\$13.57
Total amount you owe	\$4,713.06

In order to pay your total payment arrangement balance of \$4,682.24 on time, you will need to pay:

- ☐ \$1,530.03 by 05/26/26
- ☐ \$1,576.10 by 06/26/26
- ☐ \$1,576.11 by 07/27/26

Your total new charges of \$30.82 are due by 05/26/26.

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)

(14-574)

Tear here

Please return the payment stub below with your payment and make your check payable to Southern California Edison.

If you want to pay in person, call 1-800-747-8908 for locations, or you can pay online at www.sce.com. Tear here



Customer account 700917648942
Please write this number on the memo line of your check. Make your check payable to Southern California Edison.

Payment arrangement amount	\$4,682.24
New charges - pay by 05/26/26	\$30.82
Total amount you owe	\$4,713.06

Amount enclosed \$

STMT 05052026 P1

SPRINGS, JOSHUA
733 W THURMAN AVE
PORTERVILLE CA 93257-3241

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

700917648942 0000957 000468224000003082000471306

Ways to contact us

Customer service numbers

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

Relay calls accepted

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

Multicultural services

Cambodian / ភ្នំ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 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 05/05/26.

☐ 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 paid 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 electric 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.
- ☐ 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 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: 700917648942

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

Direct Payment (Automatic Debit) Enrollment: 700917648942

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) 205-8590

Add this amount for EAF \$ _____

Select one box only and sign below for EAF:

☐

Every
Month

☐

One Month
only

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.

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	1 kWh	x	\$0.56000	=	\$0.56
Off peak	33 kWh	x	\$0.24152	=	\$7.97
Super off peak	4 kWh	x	\$0.24250	=	\$0.97
	38 kWh				\$9.50

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

Meter 322010-310921 from 04/06/26 to 05/04/26

Your next billing cycle will end on or about 06/03/26.

Total electricity you used this month in kWh 38
Total electricity you exported this month in kWh 628

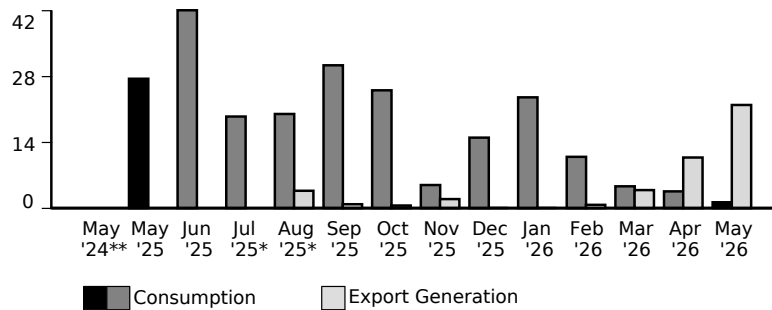
Your daily average electricity usage (kWh)

Electricity Usage

2 Years ago: N/A Last year: 27.27 This year: 1.31

Export Generation

2 Years ago: N/A Last year: N/A This year: 21.66



* Irregular billing period

** No data available

Details of your new charges

Your rate: TOU-D-PRIME

Billing period: 04/06/26 to 05/04/26 (29 days)

Delivery charges - Cost to deliver your electricity

Base services charge	29 days x \$0.79414	\$23.03	<i>Your Delivery charges include:</i> • \$0.98 transmission charges • \$17.79 distribution charges • \$10.93 public purpose programs charge • \$0.32 new system generation charge
Energy-Winter			
Mid peak	1 kWh x \$0.29500	\$0.30	
Off peak	33 kWh x \$0.18194	\$6.00	
Super off peak	4 kWh x \$0.18194	\$0.73	
Wildfire fund charge	38 kWh x \$0.00591	\$0.22	

Generation charges - Cost to generate your electricity

SCE

Energy-Winter

Mid peak	1 kWh x \$0.26489	\$0.26	<i>Your Generation charges include:</i> • -\$0.13 power charge indifference adjustment (PCIA)
Off peak	33 kWh x \$0.05958	\$1.97	
Super off peak	4 kWh x \$0.05958	\$0.24	

Solar billing plan - Costs and credits for your renewable exports

Energy export credit - Delivery	628 kWh x -\$0.00022	-\$0.14	<i>Additional information:</i> • Service voltage: 240 volts
Energy export credit - Generation	628 kWh x -\$0.00242	-\$1.52	
Energy export bonus credit	628 kWh x -\$0.02400	-\$15.07	

Other charges or credits

Fixed recovery charge	38 kWh x \$0.00619	\$0.24	<i>Solar billing plan details:</i> • Solar billing plan month: 10 • Export generation: 628 kWh • Credit earned this period: -\$1.66 • Credit applied: -\$1.66 • Net Surplus Compensation (NSC) option: Rollover • Year-to-date NSC kWh: 0
Subtotal of your new charges		\$16.26	
Porterville UUT	\$16.26 x 6.00000%	\$0.98	
State tax	38 kWh x \$0.00030	\$0.01	
Your new charges		\$17.25	

Rate Identification Number - RIN



USCA-SCSC-0605-0000

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.

Solar Customer Bills

Starting in June 2026, solar customers, except those on MASH or SOMAH, may notice a change in how their bills look. The information will be the same with additional call-outs for clarity.

Solar Billing Plan (SBP)

SBP applies Energy Export credits to the Delivery and Generation sections of your bill (these credits do not offset your "Nonbypassable" charges). If your generation services are from another company, they handle your generation credits and charges, which may not appear in detail on this bill. At the end of your annual relevant period, we will send you a Settlement bill, with unused Energy Export credits applied to previous energy charges. Your Net Surplus Compensation (NSC) will be calculated and credited, if applicable. As a reminder, please monitor your system to ensure it works properly. For more details visit <https://sce.com/speaksolar>.

May 2026

CustomerConnection

Please visit us at www.sce.com

Practice Metallic Balloon Safety

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

For more electrical safety tips, visit www.sce.com/staysafe.

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/backuppower.

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

Support for Customers Affected by a Major Disaster

If you or someone you know has been impacted 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.

An electronic version of Connections is available at www.sce.com/inserts-onsets.

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 when 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).*

May 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, 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

Health and Safety Tips for Temperature Sensitive Customers

Extreme hot weather may be harmful to people who have health issues or those who are sensitive to high temperatures. Here are steps you can take to avoid heat-related illness this summer if you don't have access to air conditioning at home to help you stay cool in hot weather:

- Drink plenty of water to stay hydrated.
- Stay out of direct sunlight and limit outdoor activity to covered or shaded areas.
- Wear lightweight, loose, light-colored clothing and a head covering.
- Take a cool shower or bath.

What to Do During Rotating Outages?

We strongly encourage you to be prepared for summer heat waves and potential outages. Power outages, regardless of the cause, can occur at any time. Since we cannot guarantee uninterrupted service to our customers, it is important that your emergency plan includes having sufficient standby battery power or a back-up portable unit available to power any in-home medical equipment you may have. If you have back-up power generator, we recommend you test it each month to ensure it is ready in case of a power interruption.

While rare, a rotating outage is a temporary controlled power outage typically lasting no more than one hour. Rotating outages are ordered by the California Independent System Operator (CAISO) during statewide Energy Emergency Alert Level 3 events to help ease demand and protect the integrity of the overall electric system. Your address or rotating outage group number located at the top of your bill can be used to see if you will be impacted. For more information or to check on outages in your area visit:

www.sce.com/outages

Advance Notification of a Rotating Outage

When possible, we will provide advance notice of a possible rotating outage via an automated notification using your preference for a text, email, or voice call.

Note: If you are enrolled in our Medical Baseline program, you do not need to complete this application form since you will already receive advance notification of rotating power outages that may affect you. For more information visit

www.sce.com/mbi

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

Notice of Southern California Edison Company's Rate Increase Request

Southern California Edison Company's (SCE) Application for Authorization to Deploy Advanced Metering Infrastructure (AMI) 2.0 and for Associated Cost Recovery to the California Public Utilities Commission (CPUC) A.26-03-030.

What is Being Requested?

SCE is requesting an increase in revenue of \$1,865 million from 2026-2033. Based on the year of the highest rate impact, this amounts to a total requested rate increase of 0.7¢/kWh (2.5%).¹ The current meters are nearing the end of their service life and they rely on legacy technology. SCE seeks to replace them with contemporary meters that will enable SCE to continue current meter functionality and provide new capabilities and customer benefits. This increase will be phased into rates over the years in this request.

Proposed Rate Increase by Customer Class in 2033

Customer Class	¢/kWh Increase	% Increase
Residential (Non-CARE)	1.1	2.6%
Residential (CARE)	0.6	2.8%
Lighting, Small, & Medium Power	0.8	2.5%
Large Power	0.4	2.1%
Agriculture & Pumping	0.6	2.3%
Street & Area Lighting	0.4	1.1%
Standby	0.2	1.4%

The table shows the requested increase in rates for the year with the highest revenues (2033) compared to current rates. Actual changes in rates may vary by year.

How Would This Impact the Typical Residential Customer?

If the request is approved, a typical non-CARE residential customer using 500 kWh per month would see a bill increase of approximately \$4.87 per month. Similarly, a typical CARE residential customer using 500 kWh per month would see a bill increase of \$3.17 per month. 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 apps.cpuc.ca.gov/c/A2603030. 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.26-03-030 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.26-03-030- AMI 2.0 Application
P.O. Box 800
Rosemead, CA 91770

Notice of Southern California Edison Company's Rate Increase Request

Pacific Gas and Electric Company's (PG&E) Diablo Canyon Power Plant (DCPP) 2027 Cost Recovery Application to the California Public Utilities Commission (CPUC) (A.26-03-031)

What is Being Requested?

PG&E is authorized to recover DCPP costs from the customers of other electric utilities in California, including customers of Southern California Edison Company (SCE) with no additional markup. PG&E is the only applicant seeking approval from the CPUC. SCE customers are responsible for \$208.330 million and SCE is required by law to collect that authorized amount. SCE is providing this notice of PG&E's application because it could result in a rate increase for SCE's customers.

Proposed Increase by Customer Class

Customer Class	¢/kWh Increase	% Increase
Residential (Non-CARE)	0.13	0.3%
Residential (CARE)	0.08	0.4%
Lighting, Small, & Medium Power	0.10	0.3%
Large Power	0.07	0.4%
Agricultural & Pumping	0.08	0.3%
Street & Area Lighting	0.06	0.2%
Standby	0.05	0.3%

How Would This Impact the Average Residential Customer?

If the request is approved, the average residential customer using 500 kWh per month would see a bill increase of approximately \$0.65 per month in 2026. Similarly, a typical CARE residential customer using 500 kWh per month would see a rate increase of \$0.42 per month. The actual impact will vary based on usage, baseline territory, and other factors.

Additional Information

You can read more about the utility's request and make public comment by visiting apps.cpuc.ca.gov/c/A2603031. 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.26-03-031 in any communication with the CPUC.

Questions About the Request

For questions about this application, please contact SCE by: Phone: 1-800-655-4555; Email case.admin@sce.com; Mail: Eric Lee, A.26-03-031 2027 DCPP Cost Recovery Application, Southern California Edison Company, P.O. Box 800 Rosemead, CA 91770, or visit www.sce.com/applications for further information.

¹ Rate change will vary each year. Percentage calculated using largest rate increase for the application years.

² Year 2033 of the application was used to calculate typical customer bill because it is the year with the largest increase of \$543.6M.

³ Id.

Notice of SCE Rate Increase Request

SCE's Annual Energy Resource Recovery Account Application to the California Public Utilities Commission (CPUC) A.26-04-002

What is Being Requested?

Southern California Edison Company (SCE) is requesting a revenue increase of \$11.531 million to recover a net under-collection in 14 authorized SCE memorandum/balancing accounts. This will be recovered in electric rates.

Requested Rate Increase by Customer Class

Customer Class	¢/KWh	% Increase
Residential	0.02	0.1%
Lighting - Small & Medium Power	0.02	0.1%
Large Power	0.01	0.0%
Agricultural & Pumping	0.01	0.0%
Street & Area Lighting	0.01	0.0%
Standby	0.00	0.0%

How Would This Impact the Average Residential Customer?

If the request is approved, a typical residential customer using 500 kWh per month could see a monthly bill increase of \$0.10 (approximately 0.1%). A typical CARE residential customer using 500 kWh per month could see a monthly bill increase of \$0.07 (approximately 0.1%).

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 apps.cpuc.ca.gov/c/A2604002 . 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.26-04-002 in any communication with the CPUC.

Questions About the Request

For questions about this application or SCE's request, please contact SCE by: Phone: 1-800-655-4555; email case.admin@sce.com ; Mail: Case Administrator, A.26-04-002 -ERRA Review Application, Southern California Edison Company, P.O. Box 800 Rosemead, CA 91770, or visit www.sce.com/applications for further information.