



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

Your electricity bill

DELGADO, HUGO / Page 1 of 4

Customer account

2-24-317-5619
KAREN DELGADO

Rotating outage

Group A056

Amount due \$200.00**Due by 04/08/21****Service account**

3-039-9772-86
43548 VIRGINIA AVE
PALM DESERT, CA 92211

Date bill prepared

03/20/21

Your account summary

Previous Balance	\$571.54
Payment Received 03/11/21	-\$571.54
Balance forward	\$0.00
Your LPP amount	\$200.00

Total amount you owe by 04/08/21 \$200.00

LPP year to date summary – month #1

Beginning plan balance	\$571.54
Actual amount billed	\$133.90
Payments received	-\$571.54
Actual balance	\$133.90

Your Level Pay Plan amount is due when you receive your bill. If your account becomes past due, you may no longer be eligible to participate in this program.

You saved \$64.55 this month by being enrolled in the CARE program.

Your past and current electricity usage

For meter 222012-085191 from 02/16/21 to 03/17/21

Total electricity you used this month in kWh

725

Your next billing cycle will end on or about 04/15/21.

(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 2-24-317-5619
Please write this number on the memo line
of your check. Make your check payable to
Southern California Edison.

Amount due by 04/08/21**\$200.00**

Amount enclosed

\$

STMT 03202021 P4

DELGADO, HUGO
43548 VIRGINIA AVE
PALM DESERT, CA 92211-0987

P.O. BOX 600
ROSEMEAD, CA 91771-0001

24 317 5619 00000024 0000000000000200000000020000

Ways to contact us

Customer service numbers

General Services (U.S. & Canada)	Relay calls accepted 1-800-655-4555
Payments, Extensions or Payment Options	1-800-950-2356
Emergency Services & Outages	1-800-611-1911
California Alternate Rates for Energy (CARE)	1-800-447-6620
Energy Theft Hotline	1-800-227-3901
Hearing & Speech Impaired (TTY)	1-800-352-8580

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

Multicultural services

Cambodian / 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 * 1-800-254-4123

*Residential customers only

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 19 days after the preparation date, which was 03/20/21.

- Reconnecting service that has been disconnected requires a Service Connection payment.
- 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)?

0.7% will be applied to the total unpaid balance if payment is not received by the due date on this bill (except for CARE and state agency accounts).

What is a rotating outage?

Rotating outages are controlled electrical outages used to avoid widespread or uncontrolled blackouts. Your Rotating Outage Group number is located on page 1, upper left, of your SCE bill. Your rotating outage group number may change at any time. For more information, visit www.sce.com/rotating_outage.

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

- **CA Climate Credit:** Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.
- **DWR Bond Charge:** Bonds issued by the Department of Water Resources (DWR) to cover the cost of buying power during the energy crisis are being repaid through this charge.
- **Public Purpose Programs Charge:** Funds state-mandated programs for low income discounts, energy efficiency, renewable energy and R&D.
- **SCE Generation:** For recovering energy procurement and generation costs for that portion of your energy provided by SCE.

To change your contact information or enroll in SCE's payment option, complete the form below and return it in the enclosed envelope.

Change of mailing address: 2-24-317-5619

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

Direct Payment (Automatic Debit) Enrollment: 2-24-317-5619

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.

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

☐

Every
Month

☐

One Month
only

Add this amount for EAF \$ _____

☐

Every
Month

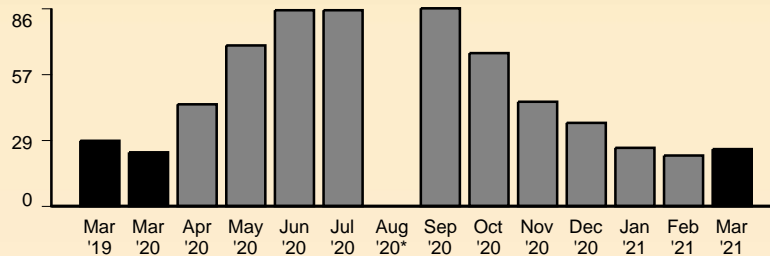
☐

One Month
only

Select one box only and sign below for EAF:

Your daily average electricity usage (kWh)

2 Years ago: 28.47 Last year: 23.45 This year: 25.00



* No data available

Details of your new charges

Your rate: D-CARE

Billing period: 02/16/21 to 03/17/21 (29 days)

Delivery charges - Cost to deliver your electricity

Basic charge	29 days x \$0.02400	\$0.70
CARE Energy-Winter		
Tier 1 (100% of baseline)	287 kWh x \$0.06181	\$17.74
Tier 2 (101% to 400%)	438 kWh x \$0.10511	\$46.04

Generation charges - Cost to generate your electricity

SCE		
CARE Energy-Winter		
Tier 1 (100% of baseline)	287 kWh x \$0.09545	\$27.39
Tier 2 (101% to 400%)	438 kWh x \$0.09545	\$41.81

Subtotal of your new charges		\$133.68
State tax	725 kWh x \$0.00030	\$0.22
Your new charges		\$133.90

Your Delivery charges include:

- \$15.30 transmission charges
- \$25.96 distribution charges
- -\$0.41 nuclear decommissioning charges
- \$10.22 conservation incentive adjustment
- \$3.36 public purpose programs charge
- \$9.10 new system generation charge

Your Generation charges include:

- -\$0.01 competition transition charge

Your overall energy charges include:

- \$1.22 franchise fees

Additional information:

- Service voltage: 240 volts
- Your winter baseline allowance: 287.0 kWh
- High Usage Charge applies to all usage above 400% of baseline allowance.
- You saved \$64.55 this month by being enrolled in the CARE program.

<div>Your Total Usage: 725 kWh</div> <div><div>Understanding Your Bill...</div><div>Your usage for the billing period falls into Tier 2. For most customers, the price you pay increases as you use more energy. The average cost per kilowatt (kWh) in the chart to the right is based on averages. Actual prices may vary.</div></div>	<table><tr><td>Tier 1</td><td>Tier 2</td><td>High Usage Charge</td></tr><tr><td>287 kWh</td><td>438 kWh</td><td>0 kWh</td></tr><tr><td>\$0.16/kWh</td><td>\$0.20/kWh</td><td>\$0.25/kWh</td></tr></table> <div><div>Your Total Usage</div><div>725 kWh</div><div>High Usage Charge - Learn more at on.sce.com/highuse</div></div>	Tier 1	Tier 2	High Usage Charge	287 kWh	438 kWh	0 kWh	\$0.16/kWh	\$0.20/kWh	\$0.25/kWh
Tier 1	Tier 2	High Usage Charge								
287 kWh	438 kWh	0 kWh								
\$0.16/kWh	\$0.20/kWh	\$0.25/kWh								

Things you should know

YOUR LEVEL PAY PLAN STATEMENT

Your Level Pay Plan payment amount has been changed as you requested. Your new payment amount is \$ 200.00.

Changes to DWR Bond Charge on your bill

As of October 1, 2020, the DWR Bond Charge is being collected to support California's Wildfire Fund. This charge is no longer being used to repay bonds issued by the California Department of Water Resources (DWR) to cover the costs of buying power during the 2001-02 energy crisis. For more information on this change, please visit sce.com/understandyourbill.

Have you received a past due notice containing service disconnection language, or are you having trouble paying your bill?

For residential customers, SCE has suspended service disconnections for nonpayment and waived late fees because of the hardships caused by COVID-19, but Past Due notices containing service disconnection language may still be sent. SCE has also eliminated service reconnection fees for residential customers. If you are a residential customer and have received a Past Due notice containing service disconnection language or you are having trouble paying your bill, please call 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, which 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 for income-qualified residential customers. For more information, please visit www.sce.com/billhelp. Some CARE/FERA customers may also qualify to participate in SCE's Arrearage Management Plan (AMP), which offers forgiveness of eligible past due bill amounts when on-time payments of current charges are made. To learn more about AMP, please call 1-800-655-4555 or visit www.sce.com/careandfera.

Changes Are Coming to Your Account

From March 29 to April 8, our billing services and parts of sce.com will be temporarily unavailable as we implement our new billing system. After the system updates are complete, all customers will receive new account numbers and will need to update their payment methods to avoid payment delays or errors. To learn more about what actions you need to take, visit sce.com/helpcenter.