

November 2004

Play it Safe Around Holiday Lights

Fun and festive lights are part of the holiday season. But remember to keep your family safe around electricity by following a few important tips. Keep holiday lights away from carpeting, furniture, draperies and other combustible materials. Never insert nails or metal tacks through electrical cords, and keep electrical connectors above ground since metal and water conduct electricity. Never use lighted candles on decorations or trees and for added safety, unplug all holiday lights before bedtime or leaving home. For more information, visit www.sce.com and click on "Safety First."



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SOUTHERN CALIFORNIA
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Service Guarantee

On November 8, 2004, SCE will implement a four-point Service Guarantee Program for customers. The Service Guarantees were part of the California Public Utilities Commission (CPUC) decision on SCE's 2003 General Rate Case (GRC). The CPUC has mandated similar Service Guarantees for PG&E as part of its GRC. Below is the list of services that will be guaranteed under this program:

No Missed Appointments – SCE will arrive within 30 minutes of the agreed-upon field service appointment time.

24-Hour Service Restoration – SCE will restore electrical service within 24 hours of a power outage, except in emergency situations.

Notification of Planned Outages – SCE will notify affected customers of a planned outage at least 3 calendar days before an event.

Timely and Accurate First Bill – SCE will issue an accurate first bill to the customer of record within 60 days of establishing service.

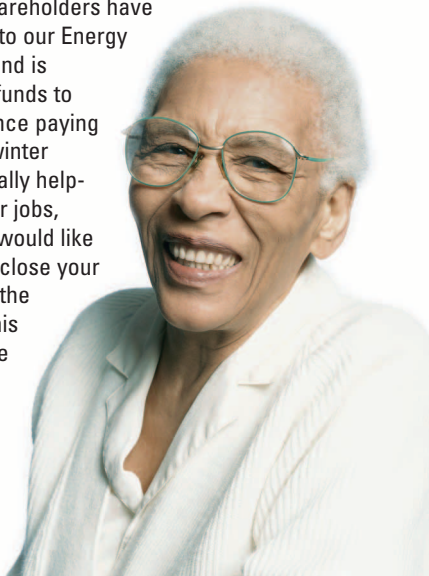
Failure to meet any of the above standards will result in an automatic customer credit of \$30. Some exceptions and restrictions apply.

Please visit us at: www.sce.com



Helping Others Through the **Energy Assistance Fund**

As winter nears and temperatures drop, please consider helping others to keep their lights on and stay warm. For 23 years, SCE customers, employees and shareholders have contributed nearly \$13 million to our Energy Assistance Fund (EAF). This fund is matched by SCE shareholder funds to help others who need assistance paying their electric bills during the winter months. Donations are especially helpful to those who have lost their jobs, are disabled or elderly. If you would like to make a donation, please enclose your tax-deductible contribution in the EAF envelope provided with this month's bill. You can also make a donation online by visiting www.sce.com and entering "EAF" in the search bar.





10 Ways You Can Be Disaster-Prepared

SCE has joined the California Service Corps to encourage California residents to plan ahead for emergencies. Help ensure your family's safety before disaster strikes:

- Learn which kinds of natural disasters pose a risk for your area (floods, earthquakes, fires, etc.)
- Create a family disaster plan.
- Have emergency supply kits for your home and car.
- Choose an out-of-town contact person that family members can call after an emergency.
- Know where to go (a school, park, shelter) after an emergency.
- Prepare your children and those with special needs for disasters.
- Include pets in your family disaster plan.
- Eliminate hazards in your home or office like securing bookshelves to walls.
- Take first aid classes and learn CPR.
- Get involved – donate blood, educate your neighbors and volunteer.

For more detailed information, please visit www.sce.com and click on "Safety First."