

# SCE Resource Guide

Let us show you how we care.

## LINKING SCE CUSTOMERS TO COMMUNITY RESOURCES

Because you're a valued SCE customer, we want you to know about the many resources available to help reduce your monthly energy costs. You may qualify for one or more of these programs offered by SCE, your county, or the government. For details on eligibility and income requirements of the SCE programs, please visit [www.sce.com/highbillhelper](http://www.sce.com/highbillhelper), or contact us toll-free at the phone number listed under each program:

### SCE PROGRAMS

#### California Alternate Rates for Energy

You can receive a discount of 20% or more on your monthly electric bill, if you meet this program's income qualifications.

**(800) 447-6620**

#### Energy Assistance Fund

SCE helps our residential customers by providing you with up to \$100 toward your SCE energy bill, if you meet the program's income qualifications. This assistance is available to you once during a 12-month period.

**(800) 205-8596**

#### Energy Management Assistance Program

You can receive FREE energy-saving appliances (such as new refrigerators and air conditioners) and benefit from energy-saving services, if you meet this program's eligibility and income requirements (these services may not be available in all areas).

**(800) 736-4777**

#### Family Electric Rate Assistance

If you have three or more individuals in your household, and you exceed your baseline electricity usage by over 30%, you can receive a discount on your energy bill by meeting the program's income requirements.

**(800) 447-6620**

#### Level Pay Plan

Let SCE help you plan and budget your funds more efficiently by dividing your SCE bill annual energy charges into equal monthly payments.

**(800) 434-2365**

#### Medical Baseline

If you use electrically-powered medical equipment, or if you have specific medical conditions, your household may qualify for an additional baseline energy allowance to help manage your energy costs.

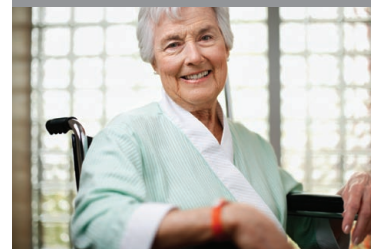
**(800) 684-8123**

#### Payment Arrangements & Extensions

If you are having difficulty paying your SCE bill, contact us to request a payment extension. We can also help you work out a more flexible payment arrangement.

**(800) 655-4555**

Funding for these programs is provided on a first-come, first-served basis and is subject to change without notice.



### HOW TO REACH US

English	(800) 655-4555
Spanish/Español	(800) 441-2233
Chinese/中文	(800) 843-8343
Korean/한국어	(800) 628-3061
Vietnamese/Tiếng Việt	(800) 327-3031
Cambodian/ខ្មែរ	(800) 843-1309
TTY	(800) 352-8580

[www.sce.com/highbillhelper](http://www.sce.com/highbillhelper)



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## COUNTY AND GOVERNMENT PROGRAMS

These county- and government-sponsored programs can also help you save money.

### Food Stamp Program

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Low-income households can receive food stamp benefits that help cover the cost of groceries. If you qualify, each month, food stamp benefits are placed on a card that works like a debit card. You can use this card to shop at your local grocery store.

Some counties may also participate in California's Restaurant Meal Program. Through this program, if you are an eligible food stamp recipient, and are homeless, elderly, and/or disabled, you can use your food stamp benefits to purchase prepared meals at participating restaurants.

**(877) 847-3663**

**[www.cdss.ca.gov/foodstamps](http://www.cdss.ca.gov/foodstamps)**

### Social Security Administration

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If you are an older adult, or are disabled with limited income and resources, you can benefit from programs offered by the Social Security Administration. These programs offer you help with retirement planning, Medicare prescription assistance, and financial assistance.

**(800) 772-1213**

**(800) 325-0778 TTY**

**[www.socialsecurity.gov](http://www.socialsecurity.gov)**

### Home Energy Assistance Program

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You can receive help paying your utility bills, if you meet the program's income requirements.

**(866) 675-6623**

**(916) 327-6318 TTY**

**[www.csd.ca.gov](http://www.csd.ca.gov)**

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## DIAL 2-1-1 FOR FREE INFORMATION

**While services that are offered through 2-1-1 vary from community to community, 2-1-1 provides callers with information and referrals to community services for every day needs and in times of crisis. Here are just a few of the valuable programs and services available to you:**

- Employment services — job placement, vocational skills training and more
- Financial and public assistance programs
- Help with caring for your aging parent, or a child with special needs
- Housing assistance and emergency shelter programs
- Health care services and medical insurance programs
- Information on food banks and hot meal centers
- Parenting resources — child care, recreation programs, tutoring and others
- Legal services — you can get free or low-cost legal assistance
- Mental health services — individual or family counseling and support groups
- Senior services — case management, meals delivered to your home, senior centers and more
- Transportation services
- Services and support for individuals with disabilities

**2-1-1- IS FREE AND OFFERS CONFIDENTIAL HELP 24-HOURS A DAY, 7 DAYS A WEEK. MULTILINGUAL REPRESENTATIVES.**

This information is provided for information purposes only. The 2-1-1 service is not available in all communities in California as of 2009. SCE does not endorse and is not a participating agent in these programs.

