

Your Electric Bill Outlook



Residential customers who are moderate to heavy users of electricity may notice an increase in their electric bill during the first quarter of 2009.

We want to make you aware of the potential for rate changes to allow you time to plan and to take advantage of programs that can help you manage your bill.

The electricity you use is priced in different tiers. The rate for usage in Tiers 1 and 2 would not increase as a result of the changes we expect in the first quarter of 2009. However, if you have usage in Tiers 3, 4, or 5 you would see minimal to moderate increases. To determine which tier your usage falls in, please see the ***“Details of Your New Charges”*** section on your bill.

We are investing in technology and resources to bring about a cleaner, smarter reliable energy future. Our field experts are working tirelessly every day to deliver dependable electric service to you.

At the same time, our customer care specialists are ready to answer your questions and to assist you with programs and options to help you save energy, money and the environment.

Here are some valuable tools to help you start saving today:

- ❑ **Discover Hidden Savings Right at Home:** Take our free *Home Energy Efficiency Survey*, which will give you an estimated usage and cost breakdown for your appliances and fixtures, along with saving tips tailored to your needs. Or, tour our online energy-efficiency house, where the high bill helper identifies items that use the most energy, and shows you ways to reduce costs.
- ❑ **Save Money by Switching to CFLs:** Compact fluorescent lights last up to 10 times longer than regular incandescent bulbs. Over time, CFLs cost less and are less harmful to the environment.

If you are having difficulty paying your electric bill on time, please contact us to make arrangements before your bill due date. You can make payment arrangements online by visiting www.sce.com/billhelper, or you can call us for an extension.

And income-qualified customers can participate in one of several assistance programs:

- ❑ **CARE:** The California Alternate Rates for Energy (CARE) offers a 20% or more discount off your electric bill.
- ❑ **FERA:** You may qualify for a discount on your monthly bill with the Family Electric Rate Assistance (FERA) program, if there are 3 or more persons in your household and your electricity usage is extremely high.
- ❑ **EAF:** The Energy Assistance Fund (EAF) offers qualified customers up to \$100 towards their electric utility bill once per year.

For more information on money and energy saving ideas, assistance programs, or to make payment arrangements, please call us at **1-800-655-4555**. Or, visit us online at www.sce.com/billhelper.