

Contact information

Customer service numbers

General Services (U.S. & Canada)	1-800-855-4555
Account Balances & Extensions	1-800-950-2358
Emergency Services and Outages	1-800-811-1911
California Alternate Rates for Energy (CARE)	1-800-447-8620
Electric Industry Restructuring	1-800-799-4723
Energy Theft Hotline	1-800-227-3901
Hearing and Speech Impaired (TTY)	1-800-352-8580

Multicultural services (Available Monday – Friday 8 a.m. – 5 p.m.)

Cambodian	1-800-843-1309
Chinese	1-800-843-8343
Korean	1-800-628-3081
Vietnamese	1-800-327-3031
Spanish	1-800-441-2233

(7 días a la semana 8 a.m. – 8 p.m.)

Correspondence: Southern California Edison (SCE)
P.O. Box 6400 Rancho Cucamonga, CA 91729-6400

Important information

Rotating Outages

A rotating outage is a controlled electric outage that lasts approximately one hour for a group of circuits, which is used during electric system emergency conditions to avoid widespread or uncontrolled blackouts. Each SCE customer is assigned a rotating outage group, shown on the upper part of the SCE bill. If your rotating outage group begins with the letters A, M, R, S, or X, you are subject to rotating outages. If it begins with N or Exempt, you are not. Your rotating outage group may change at any time. For more information, and to see which rotating outage groups are likely to be called in the event of a system emergency, visit www.sce.com or call (800) 855-4555.

Options for Paying Your Bill

You can pay your bill by:

- Mail
- In person at an authorized payment location
- By telephone
- Online at www.sce.com

You may call us for electronic payment options, to make payment arrangements or for information on agencies to assist you in bill payment.

Past-Due Bills

Your bill was prepared on December 7, 2007. Your bill is due when you receive it and becomes past due 19 days after the date the bill was prepared. You will have 15 days at your new address to pay a bill from a prior address before your service will be terminated. SCE does not terminate residential service for non-payment of bills for other classes of service. Termination of electric service requires a reconnection charge. A field assignment charge may appear on your next bill if SCE visits your premises because of non-payment. If you are a residential customer, and claim an inability to pay and payment arrangements have not been extended to you by SCE pursuant to SCE's filed tariffs, you may contact the California Public Utilities Commission (CPUC).

Disputed Bills

If you think your bill is incorrect, call us and speak with a customer service representative, or if necessary, with a manager. If you feel unsatisfied with the result of such discussion(s), contact the CPUC, Consumer Affairs Branch by mail at: 505 Van Ness, Room 2003 San Francisco, CA 94102; or at: www.cpuc.ca.gov, (800) 649-7570, TTY: (800) 924-9599. Include a copy of your bill, why you believe SCE did not follow its rules and rates, and a check or money order made out to the CPUC for the disputed amount. You must pay the disputed amount, or send it to the CPUC, before the past-due date to avoid disconnection. The CPUC accepts payment only for matters relating directly to bill accuracy. While the CPUC is investigating your complaint, you must pay any new SCE bills that become due.

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: 0-00-000-000

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

Direct Payment (Automatic Debit) Enrollment: 0-00-000-0000

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 @ 1-800-855-4555