

# UNDERSTANDING YOUR TIME-OF-USE (TOU) BILL

## 1. Your amount due

Shows your current monthly amount due and the due date.

## 2. Your SCE account information

If you ever need customer service or want to enroll in SCE programs and services, we'll use your customer account number to access your information.

## 3. Your account summary

Shows your most recent account activity, current amount due, and due date.

## 4. Your cost varies by time of day

TOU rates vary based on the time of day and season, as shown on this chart. You're enrolled in one of SCE's Time-Of-Use (TOU) rates, which means you'll pay less when you're able to shift your energy usage to off-peak and super off-peak hours, when overall energy demand and costs are lower. For more information about TOU rates, visit [sce.com/rates](http://sce.com/rates).



Go paperless at [www.sce.com/ebilling](http://www.sce.com/ebilling). It's fast, easy and secure.

For billing and service inquiries call  
1-800-XXX-XXXX  
[www.sce.com](http://www.sce.com)

**Your electricity bill**

VALUED CUSTOMER / Page 1 of 4

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**Customer account**  
2-00-000-0000

**Rotating outage**  
Group N001

**Service account**  
3-000-0000-00  
00 ANY DR  
ANY CITY, CA 90000

**Date bill prepared**  
09/27/16

**1 Amount due \$235.32**

**Due by 10/17/16**

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2

**3 Your account summary**

Previous Balance	\$134.00
Payment Received 09/14/16	-\$134.00
Balance forward	\$0.00
Your new charges	\$235.32
<b>Total amount you owe by 10/17/16</b>	<b>\$235.32</b>

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3

**Your cost varies by time of day**

**4 Summer cost periods (Jun 1-Sep 30)**

	Weekdays	Weekends & Holidays
On peak	4pm-9pm	4pm-9pm
Mid peak		4pm-9pm
Off peak	12am-4pm 9pm-12am	12am-4pm 9pm-12am

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**Usage**  
kWh

On peak	233 kWh	×	\$0.43043	=	\$100.29
Mid peak	442 kWh	×	\$0.27973	=	\$123.64
Off peak	302 kWh	×	\$0.12560	=	\$37.93
	977 kWh				\$261.86

**Avg. cost**

**Total cost**

Subtotal **\$261.86**

Other credits/charges **-\$26.54**

**Total \$235.32**

Costs are rounded and include delivery and generation charges. During season or price changes, averages are used. To view all charges and credits and to calculate your bill, refer to **Details of your new charges**.

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

Tear here

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**Customer account 2-00-000-0000**  
Please write this number on the memo line of your check. Make your check payable to Southern California Edison.

**Amount due by 10/17/16 \$235.32**

Amount enclosed \$

STMT 09272016 P1

VALUED CUSTOMER  
000 ANY DRIVE  
ANY CITY, CA 90000-0000

P.O. BOX 300  
ROSEMead, CA 91772-0001

12 345 6789 00000000 0000000001000000000100000000

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# UNDERSTANDING YOUR TIME-OF-USE (TOU) BILL

## 5. Your usage, by time of day

This graph shows the amount of energy you used (in kilowatt-hours) by the peak period, during the billing period. We made the highest cost bar darker so it's easier to find.

## 6. Average cost of energy, by time of day

Shows the average cost (per kilowatt-hour) of the energy you used during each peak period. Costs are rounded and include delivery and generation charges. To view all charges and credits, refer to the Details of your new charges section.

## 7. Your total energy costs, by time of day

Multiplies your energy usage by the average cost of energy for a "snapshot" of your total cost of energy (by time of day). Other credits/charges include any costs that do not vary by time of day. For a full view of all your credits and charges or to calculate your bill, please see the "Details of your new charges" section of your bill.

## 8. Your payment stub

Shows the amount due and the due date. If you're paying by mail, remember to write your Customer account number on the "memo" line of your check and make sure the SCE address is visible in the return envelope window. You can save postage costs and help the environment by going paperless at [sce.com/ebilling](http://sce.com/ebilling) - it's fast, easy, and secure.



SOUTHERN CALIFORNIA  
**EDISON**  
An EDISON INTERNATIONAL Company

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**Your electricity bill**

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**Customer account**  
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**Service account**  
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**Rotating outage**  
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**Amount due \$235.32**  
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**Your cost varies by time of day**

🕒 **Summer cost periods (Jun 1-Sep 30)**

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📊 Usage **5**

On peak	233 kWh	×	\$0.43043	=	\$100.29
Mid peak	442 kWh	×	\$0.27973	=	\$123.64
Off peak	302 kWh	×	\$0.12560	=	\$37.93
	977 kWh				\$261.86

💰 Avg. cost **6**

💰 Total cost **7**

Subtotal: \$261.86

Other credits/charges: -\$26.54

**Total: \$235.32**

Costs are rounded and include delivery and generation charges. During season or price changes, averages are used. To view all charges and credits and to calculate your bill, refer to **Details of your new charges**.

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Tear here

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Tear here



SOUTHERN CALIFORNIA  
**EDISON**  
An EDISON INTERNATIONAL Company

**Customer account 2-00-000-0000**  
Please write this number on the memo line of your check. Make your check payable to Southern California Edison.

**8** **Amount due by 10/17/16** **\$235.32**

Amount enclosed \$

STMT 09272016 P1

VALUED CUSTOMER  
000 ANY DRIVE  
ANY CITY, CA 90000-0000

P.O. BOX 300  
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# UNDERSTANDING YOUR TIME-OF-USE (TOU) BILL

## 9. Ways to contact us

Lists SCE Customer Service phone numbers. You may also message us via Facebook and Twitter, and get quick answers from our Frequently Asked Questions. For details, visit [SCE.com/FAQs](http://SCE.com/FAQs).

## 10. Request a large print bill

We offer a version of your bill in larger print – if you would like to enroll, please contact us at the number shown in this section.

## 11. Your payment options

Lists the various methods and contact information for paying your bill.

## 12. Rates and applicable rules

Guides you to [sce.com](http://sce.com) to get detailed information on rates, rules, and tariffs.

## 13. Past-due bills

Explains that your SCE bill becomes past due 19 days after the bill is prepared and provides information about late payment charges and disconnection.

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### 9 Ways to contact us

**Customer service numbers** *Relay calls accepted*

General Services (U.S. & Canada)	1-800-855-4555
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

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

**Multicultural services**

Cambodian / ខ្មែរ	1-800-843-1309
Chinese / 中文	1-800-843-8343
Korean / 한국	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](http://www.sce.com)

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### Important information

#### 11 What are my options for paying my bill?

<b>Online</b>	Pay one-time or recurring on <a href="http://www.sce.com/bill">www.sce.com/bill</a>
<b>Mail-in</b>	Check or money order
<b>In Person</b>	Authorized payment locations 1-800-747-8908
<b>Phone</b>	QuickCheck 1-800-950-2356
	Debit & credit card (Visa/MasterCard)* 1-800-254-4123
	<small>* Residential customers only</small>

**Electronic check processing**  
When paying by check, you authorize us to process your payment as a one-time Electronic Fund Transfer (EFT) or as a regular check transaction. 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. If you do not wish to authorize an EFT, please call the 800 number on the front page.

**Disputed bills**  
If you think your bill is incorrect, please call us. If you feel unsatisfied with the result of such discussion(s), contact the California Public Utilities Commission: CPUC, Consumer Affairs Branch [www.cpuc.ca.gov](http://www.cpuc.ca.gov)  
505 Van Ness, Room 2003 1-800-649-7570  
San Francisco, CA 94102 TTY: 1-800-229-6848

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 and 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.

#### 12 Rates and applicable rules

Find them in detail at [www.sce.com](http://www.sce.com) or upon request.

**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. If your Outage Group number begins with:  
A, M, R, S, or X You are subject to rotating outages.  
N or Exempt You are exempt from rotating outages.  
Your outage group may change at any time. To see which groups are likely to be called during a system emergency, visit [www.sce.com](http://www.sce.com) or call 1-800-655-4555.

#### 13 Past due bills

When does my bill become past due? It becomes past due 19 days after the preparation date, which was xx/xx/xx.

- Reconnecting service that has been disconnected requires a Service Connection payment.
- Residential customers claiming an inability to pay: If 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).
- 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](http://www.sce.com/safety) or call SCE Customer Service at 1-800-655-4555.

**What is the Late Payment Charge (LPC)?**  
0.8% 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).

**Definitions**

- Baseline Credit:** The baseline credit provides reduced electricity rates on electricity used up to the baseline allocation for the region that you live in.
- 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.

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**Change of mailing address: 2-00-000-0000**

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

**Direct Payment (Automatic Debit) Enrollment: 2-00-000-0000**

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 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/efaf](http://www.sce.com/efaf) or call (800) 205-8596.

Round-up my bill to next whole dollar amount for EAF  Add this amount for EAF \$ \_\_\_\_\_  Select one box only and sign below for EAF:

Every Month     One Month only     Every Month     One Month only

# UNDERSTANDING YOUR TIME-OF-USE (TOU) BILL

## 14. Disputed bills

If you think your bill is incorrect, please refer to this section for instructions on how to contact SCE or the CPUC for assistance.

## 15. Definitions

Provides definitions of some types of charges and credits shown on your bill.

## 16. Change of address

If your mailing address is changing, please use this section to provide your new information.

## 17. Enroll in the Direct Payment program

If you would like to save time by having your monthly payments automatically deducted from your checking account, use this section to enroll in the Direct Payment program.

## 18. Make a donation to SCE's Energy Assistance Fund (EAF)

EAF helps keep the lights on for people in need. If you would like to round up your bill or contribute an amount of your choice to help others, use this section to make your selection.

VALUED CUSTOMER / Page 2 of 4

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### Ways to contact us

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<b>Mail-in</b>	Check or money order
<b>In Person</b>	Authorized payment locations
<b>Phone</b>	QuickCheck
	Debit & credit card (Visa/MasterCard) <sup>*</sup>
	<sup>*</sup> Residential customers only

**Electronic check processing**  
When paying by check, you authorize us to process your payment as a one-time Electronic Fund Transfer (EFT) or as a regular check transaction. 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. If you do not wish to authorize an EFT, please call the 800 number on the front page.

**Rates and applicable rules**  
Find them in detail at [www.sce.com](http://www.sce.com) or upon request.

**Past due bills**  
When does my bill become past due? It becomes past due 19 days after the preparation date, which was xx/xx/xx.  
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• Residential customers claiming an inability to pay: If 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).  
• 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](http://www.sce.com/safety) or call SCE Customer Service at 1-800-655-4555.

**What is the Late Payment Charge (LPC)?**  
0.8% 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).

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If you think your bill is incorrect, please call us. If you feel unsatisfied with the result of such discussion(s), contact the California Public Utilities Commission: CPUC, Consumer Affairs Branch [www.cpuc.ca.gov](http://www.cpuc.ca.gov)  
505 Van Ness, Room 2003 1-800-649-7570  
San Francisco, CA 94102 TTY: 1-800-229-6846  
N or Exempt You are exempt from rotating outages.  
You are exempt from rotating outages.  
Your outage group may change at any time. To see which groups are likely to be called during a system emergency, visit [www.sce.com](http://www.sce.com) or call 1-800-655-4555.

**15 Definitions**

- **Baseline Credit:** The baseline credit provides reduced electricity rates on electricity used up to the baseline allocation for the region that you live in.
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CITY	STATE	ZIP CODE	
TELEPHONE #	E-MAIL ADDRESS		

**17** Direct Payment (Automatic Debit) Enrollment: 2-00-000-0000

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 at 1-800-655-4555.

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**18** Energy Assistance Fund (EAF): I want to help people pay their energy bill through EAF. For info visit [www.sce.com/eaef](http://www.sce.com/eaef) or call (800) 205-8596.

Round-up my bill to next whole dollar amount for EAF  Add this amount for EAF \$ \_\_\_\_\_

Every Month     One Month only     Every Month     One Month only

Select one box only and sign below for EAF: \_\_\_\_\_

# UNDERSTANDING YOUR TIME-OF-USE (TOU) BILL

## 19. Compare your monthly energy usage

Compare the amount of energy you use from month to month. This can help you discover any seasonal trends. If you want to view your hourly consumption data online, sign up for SCE's My Account.

## 20. Your rate and billing period

Shows the TOU rate in which you're currently enrolled and the dates in the current billing period. You can use our Rate Analyzer tool to compare rates and find out if you may benefit from a different rate option at [sce.com/rateanalyzer](http://sce.com/rateanalyzer).

## 21. Delivery charges

Shows the itemized cost of delivering your electricity.

## 22. Generation charges

Shows the itemized cost of generating your electricity.

## 23. Details of your charges

Shows the itemized breakdown of delivery, generation, and energy charges. These include taxes and other fees related to energy distribution.

## 24. Things you should know

Check this section each month for important news and information about your bill, SCE programs and services, and more.

This document provides details for a standard residential electric bill - your bill may look different. If you have any questions about your bill, please contact Customer Service at 1-800-655-4555.



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VALUED CUSTOMER / Page 3 of 4

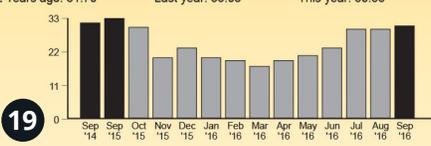
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### Your past and current electricity usage

For meter 2220000-000000 from 08/25/16 to 09/26/16  
Total electricity you used this month in kWh 977

Your daily average electricity usage (kWh) This year: 30.53

2 Years ago: 31.70      Last year: 33.03      This year: 30.53      Your next billing cycle will end on or about 10/26/16.



**20** Your rate: TOU-D-A  
Billing period: 08/25/16 to 09/26/16 (32 days)

**21** **Delivery charges - Cost to deliver your electricity**

Basic charge	32 days x \$0.03100	\$0.99
Energy-Summer		
On peak	233 kWh x \$0.14856	\$34.61
Mid peak	442 kWh x \$0.14856	\$65.66
Off peak	302 kWh x \$0.08594	\$25.95
DWR bond changes	977 kWh x \$0.00539	\$5.27

**22** **Generation charges - Cost to generate your electricity**

DWR		
DWR energy credit	977 kWh x -\$0.00022	-\$0.21
SCE		
Energy-Summer		
On peak	233 kWh x \$0.28188	\$65.88
Mid peak	442 kWh x \$0.13118	\$57.98
Off peak	302 kWh x \$0.03968	\$11.98
Baseline credit	333 kWh x -\$0.09871	-\$32.87
Subtotal of your new charges		\$235.04
State tax	977 kWh x \$0.00029	\$0.28
<b>Your new charges</b>		<b>\$235.32</b>

**23** **Your delivery charges include:**

- \$14.39 transmission charges
- \$87.70 distribution charges
- -\$0.83 nuclear decommissioning charges
- \$20.66 public purpose programs charge
- \$4.98 new system generation charge

**Your generation charges include:**

- -\$0.15 competition transition charge

**Your overall energy charges include:**

- \$1.24 franchise fees

**Additional information:**

- Service voltage: 240 volts

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**24** **Things you should know**

**Enhancements to My Account**  
Your SCE.com My Account billing and payment just got easier, more convenient and mobile-friendly. Check out the new My Account today, [www.sce.com/MyAccount](http://www.sce.com/MyAccount).

Go paperless at [www.sce.com/ebilling](http://www.sce.com/ebilling). It's fast, easy and secure.

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