

## We're Here to Help

SCE is here to help. Our customer service specialists are ready to answer questions and assist in finding programs and options to help business owners and their employees keep the lights on.

If you are having difficulty paying the SCE bill for your business, please contact us immediately. You may be eligible for a payment extension or payment arrangements. For more information, call **(800) 990-7788**.

In these challenging economic times, you may have employees or know someone else who may have difficulty paying their household electric bill. We offer household bill payment assistance, educational tips and tools to help customers reduce their bills, and incentives to switch to appliances that cost less to operate.



### HELPFUL PROGRAMS FOR RESIDENTIAL CUSTOMERS

You may know someone who qualifies for one or more of these residential customer programs offered by SCE – please share the information below with your employees, friends and family.

■ **Payment Arrangements and Extensions** – If you are having difficulty paying your household

SCE bill, contact us to request a payment extension. We can also help you work out a more flexible payment arrangement. **(800) 950-2356**

- **California Alternate Rates for Energy (CARE)** – You can receive a discount of 20 percent or more on your household’s monthly electric bill if you meet this program’s income qualifications. **(800) 447-6620**
- **Energy Management Assistance Program (EMA)** – You can receive free energy-saving appliances and services, such as refrigerators, air conditioners, home weatherization, and energy-efficient light bulbs at no cost to you if you meet the program’s eligibility and income requirements (not all services are available in all areas). **(800) 736-4777**
- **Family Electric Rate Assistance (FERA)** – If you have three or more individuals in your household, and you exceed your baseline electricity usage by over 30 percent, 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 household SCE bill’s 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 that require increased electric usage, your household may qualify for an additional baseline energy allowance to help manage your energy costs. **(800) 684-8123**

For details on eligibility and income requirements for these SCE programs, please visit [www.sce.com/billhelper](http://www.sce.com/billhelper), or contact us toll-free at the phone number listed with each program.

These programs are funded by California utility ratepayers and administered by SCE under the auspices of the California Public Utilities Commission.

## Critical Peak Pricing (CPP) Can Help You Manage Your Bills During the Summer Months



SCE wants you to know about programs and services that can help you lower your electric bills, including ways to cut overhead costs and enhance your facility’s performance and productivity. The Critical Peak Pricing (CPP) rate is a great solution to help manage your bills during the summer months.

CPP offers a substantial discount on monthly on-peak demand charges, in exchange for allowing SCE to activate CPP “events” in the summer – time periods when electricity demand and prices climb. During these events, energy charges go up – but if you can reduce or shift usage to lower-demand

times of day during these time periods, CPP may result in a lower overall electric bill.

CPP features bill protection, which allows you to try CPP during your initial 12-month period at no additional cost. SCE will compare the total amount you paid over 12 months while on CPP to the total amount you would have otherwise paid. If the amount you paid is greater, you will receive a credit for that amount on your bill. So, if you manage your energy usage and respond to CPP events by reducing or shifting usage, any savings you achieve is yours to keep.

Soon, your SCE Account Representative will send you additional information on CPP and how it may impact your electric bills. Your representative will work with you to determine the participation level and the demand response program that’s best for you. For details on CPP and other demand response programs, visit [www.sce.com/drp](http://www.sce.com/drp).

## SCE’s Energy Centers Help You Make Smart Energy Choices

For **free** training and information on the latest energy-efficient technologies for your business or non-profit organization, visit SCE’s energy centers – the Customer Technology Application Center (CTAC) in Irwindale, and the Agricultural Technology Application Center (AgTAC) in Tulare.

CTAC and AgTAC offerings are tailored for commercial, industrial customers, while AgTAC also includes classes that meet the needs of our agricultural customers.

Here are a few examples of upcoming workshops that will take place at our energy centers:

Date	Location	Topic
April 20	CTAC, Irwindale	Foodservice Refrigeration Chill-Out
April 22	CTAC, Irwindale	Efficient Technologies for Commercial Refrigeration
May 11	AgTAC, Tulare	Hot Rebates and Cool Savings for Foodservice
May 18	AgTAC, Tulare	Solar Water Heating Systems

For more information about the services offered at SCE’s energy centers, visit [www.sce.com/energysolutions](http://www.sce.com/energysolutions), or call us at **(800) 336-2822** (for CTAC) or at **(800) 772-4822** (for AgTAC).

## Third Installation in SCE's Solar Power Project to Take Place in Rialto

In March, SCE announced plans to install 16,300 advanced solar panels on the roof of a 436,000-square-foot facility in Rialto, Calif. owned by an affiliate of AMB Property Corporation, a leading owner, operator and developer of global industrial real estate in the Americas, Europe and Asia.

The new solar rooftop facility will be completed in time to help meet this summer's peak power needs of SCE customers. It will join SCE installations already online in Fontana and Chino, Calif. SCE plans to install a total of 250 megawatts of solar generation at up to 100 Southern California sites during the next five years.

The solar energy produced by the AMB facility will be delivered to SCE's nearest neighborhood distribution circuit and benefit all SCE customers.

### SCE Solar Project Benefits

- New generation sources will be installed in areas where customer demand is rising.
- The installations will speed up California's deployment of solar generation while major new renewable energy transmission lines are being built such as SCE's 4,500 megawatt Tehachapi Renewable Transmission Project.
- SCE anticipates its rooftop solar power project will create as many as 1,200 new green jobs in Southern California in the solar industry. The International Brotherhood of Electrical Workers, one of SCE's project partners, is supporting the project through the expansion of its solar installation apprentice training program. To learn more about our commitment to tapping new sources of renewable power, visit [www.sce.com/renewableenergy](http://www.sce.com/renewableenergy).

## Safe Tree Trimming Reminders

This spring, you may be planning to trim your home's trees and shrubs, some of which may have grown near or around power lines or electrical equipment. For your safety, we remind you of the following:

- Always stay at least 10 feet away from electrical facilities and power lines. If you or your tools come in contact or close proximity with an energized power line you could be killed or seriously injured.
- Be aware of broken or downed power lines, which may still be energized and deadly. If you see a downed power line, or a fallen tree near electrical wires, stay away and keep others away as well. Do not touch either the tree or the wires. Instead, immediately call SCE at **(800) 611-1911**.
- Do not climb any tree if there is a power line touching its branches or trunk. That tree could be energized. If a cut tree branch falls on to a power line, that branch could also become energized. In either case, contact SCE right away at **(800) 611-1911**.
- Be careful as you move ladders, tree trimming equipment, harvesting poles, pool skimmers or any tool that extends above your head.
- We strongly recommend you contact a qualified line-clearance arborist to trim and maintain trees that have grown close to power lines or electric facilities. However, if you plan to trim or remove trees that are closer than 10 feet from power lines, please contact SCE at least five days before the work is to be done. To report trees that have grown near power lines, call SCE at **(800) 655-4555** or go to SCE's online Request Tree Trimming form at [www.sce.com/treetrimming](http://www.sce.com/treetrimming).

For more safety tips to help you while your work on beautifying your landscape, visit [www.sce.com/trees](http://www.sce.com/trees).

## Building a Smarter, Cleaner Energy Future With Our Customers

In honor of Earth Month this April, we want to share with you some of the ways that we demonstrate our environmental commitment.

### Bringing Renewable Energy to You

We strive to meet the electricity needs of our customers in an environmentally responsible way. That's one reason why SCE is the nation's leading purchaser of renewable energy. In 2009, SCE delivered 13.6 billion kilowatt-hours of renewable energy to our customers – 17 percent of our total power. We are also the nation's leading purchaser of solar power, buying approximately 65 percent of all U.S. solar generation for our customers in 2008.

### Energy Efficiency Leadership

The U.S. Environmental Protection Agency (EPA) has awarded SCE a 2010 ENERGY STAR® Sustained Excellence Award in recognition of our continued leadership in protecting the environment through energy efficiency. Award winners are selected from more than 15,000 organizations that participate in the ENERGY STAR® program.

Over the last five years, SCE customers have saved 6.8 billion kilowatt-hours of electricity through SCE's energy-efficiency programs and services. That's enough to power 965,000 average Southern California homes for an entire year. In this period, the programs have reduced greenhouse gas emissions by 3.4 million metric tons – the equivalent of removing 650,000 cars from the road.

### Smart Meters: Advancing Technology

SCE is making it easier for customers to make smarter energy use decisions with Edison SmartConnect™ – SCE's smart metering program.

Edison SmartConnect meters are digital, secure, two-way communicating devices that are replacing traditional mechanical meters and are a key step in transforming the electric system to a smart grid. This technology will enable new pricing plans and programs to help customers reduce their energy cost and carbon footprint.

We estimate that the new meters will promote sustained energy conservation, reducing greenhouse gases and smog forming pollutants by at least 365,000 metric tons per year – the equivalent of 79,000 cars being removed from the road.

SCE's smart meters undergo rigorous testing at the manufacturing facility, at SCE, and at independent labs. Meters are also tested in the field under normal operating conditions to ensure we've covered all bases. SCE also has teams in place to follow smart meters performance after installation to ensure they are working properly.

To learn more about our commitment to building a smarter, cleaner more efficient energy future with our customers, visit [www.sce.com/smartenergy](http://www.sce.com/smartenergy).

