

### Your Best Advantage Is Knowing Your Options

If you're facing difficulties balancing your energy needs and household costs, Southern California Edison (SCE) provides assistance and resources that can help. Take a look at the programs we offer to help reduce your monthly energy costs, as well as the programs the government offers to help you manage your budget more effectively. For more information about the various programs offered and eligibility requirements, refer to the contact information provided with each listing. For more information, visit [sce.com/billhelp](https://www.sce.com/billhelp).



## Assistance & Resources

### Discounted Rate Programs

**1-800-798-5723**

We have two programs designed to help eligible individuals and families who may need support meeting their energy costs. The California Alternate Rates for Energy (CARE) program provides a discount of approximately 30% on your energy bill, while our Family Electric Rate Assistance (FERA) plan offers an 18% discount on electric bills for households with three or more people.

### Energy Assistance Fund

**1-800-205-8596**

If you're struggling to pay your SCE bill and you meet the eligibility requirements, the Energy Assistance Fund can help. Based on the actual amount of money you owe, this program could provide you with a one-time supplement of up to \$200 every 12 months toward the payment of your energy bill.

### Medical Baseline Program

**1-800-447-6620**

If you depend on electrically powered medical equipment or have specific medical conditions, you may qualify for an additional baseline energy allowance to help with your equipment's monthly energy costs.

### Budget Billing Plan

**1-800-434-2365**

Your monthly budget is easy to stick to when you let us divide your annual energy charges into 11 equal monthly payments. On the 12th month you will receive a settlement bill showing either a payment due or a credit balance. This amount will equal the sum of your energy usage throughout your Level Pay Plan year.

### Payment Arrangements & Extensions

**1-800-655-4555**

We understand there are times when you're not able to pay your current bill in full. If you find yourself in this situation, contact us so we can discuss a payment extension or a more flexible payment plan that works for you.

### Energy Savings Assistance Program

**1-800-736-4777**

This program is designed to help you save money and lower your energy costs by replacing your current working household refrigerator, cooling system, lighting, and more with energy-efficient models.\*

### Budget Assistant

**1-800-655-4555**

Set an energy-spending goal and stay on track with free alerts that can help you avoid high-bill surprises and stay within budget.

### Choose Your Due Date

**1-800-655-4555**

You can select the time frame for your bill's due date that is the most convenient for you. You can select a date range of the beginning, middle, or end of the month.

### Green Rate Energy Program

**1-866-701-7867**

SCE offers a Green Rate option that allows you to purchase more energy from local renewable sources without installing solar panels. SCE will purchase renewable energy from independently owned solar farms in California on your behalf. This rate supports the environment for a cleaner energy future by helping reduce greenhouse gas emissions associated with electricity. Visit [sce.com/greenrate](https://www.sce.com/greenrate) to learn more.

# Government & Community Programs

These community, county, and government plans, not affiliated with SCE, are here to assist you and your family.

## Low Income Home Energy Assistance Program

1-866-675-6623

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

LIHEAP is a federally funded program aimed to assist low-income households that pay a high portion of their income to meet their energy needs. LIHEAP is funded by the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services.

## CalFresh Program

1-877-847-3663

[calfresh.ca.gov](http://calfresh.ca.gov)

The CalFresh Program supplements your food budget by offering monthly benefits through an electronic card. Use the card to purchase food at participating stores. Participants must meet program qualifications, and terms and conditions apply.

## Social Security Administration

1-800-772-1213

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

Social Security Administration programs are a great resource for qualifying customers, helping with retirement planning, Medicare prescriptions, and financial assistance.

## American Red Cross

[preparesocal.org](http://preparesocal.org)

We're partnering with the American Red Cross to increase emergency preparedness throughout Southern California. Our joint effort, PrepareSoCal, will help save lives by informing people and vulnerable communities how to stay safe and how to respond to emergencies. [redcross.org/local/california/preparesocal.html](http://redcross.org/local/california/preparesocal.html).

## California LifeLine

1-866-519-8655

[californialifeline.com](http://californialifeline.com)

A state program providing discounted home or cellular phone services to eligible households.

## Discounted Internet and Computer Program

1-866-519-8655

[everyoneon.org/getconnected](http://everyoneon.org/getconnected)

This program helps bring low-cost internet and computers to those in need. Find out if discounted internet and computers are available in your area.

## Social Services Programs

[findhelp.org](http://findhelp.org)

A social care platform that provides a large network of free and reduce cost programs in every ZIP code across the United States that helps connect people in need with social services programs that serve them.

## Dial 2-1-1 for Free Help or go to 211.org



2-1-1 is a free, confidential phone service available 24/7 to assist you and your family find local resources you may need during emergencies and with everyday needs. Click here to find

services available in your community. [www.211ca.org](http://www.211ca.org).

## General Questions and Information

Visit [sce.com/billhelp](http://sce.com/billhelp) or call:

English	1-800-655-4555	Chinese / 中文	1-800-843-8343
Spanish / Español	1-800-441-2233	Korean / 한국어	1-800-628-3061
Cambodian / ខ្មែរ	1-800-843-1309	Vietnamese / Tiếng Việt	1-800-327-3031

\* For the Energy Savings Assistance Program, not all services may be available in all areas, and a co-payment may be required in some instances.

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