

## RESIDENTIAL COLLECTIONS ANSWERS TO FREQUENTLY ASKED QUESTIONS

### Is SCE resuming service disconnections for nonpayment?

SCE is resuming pre-pandemic collection processes for residential customers with past-due balances — including service disconnections for nonpayment — in October 2022.

Residential customers who are at risk for disconnection due to nonpayment will begin receiving a “final notice” — a separate, stand-alone notification from their bill sent to SCE customers by U.S. mail. SCE currently includes past-due and disconnection of service notification information on the customer’s monthly bills that have past-due charges.

Note: In May 2022, SCE restarted its collections processes — including service disconnections for nonpayment — for a very limited number of business customers with whom SCE had been in contact about their past-due account balances.

### Why is SCE resuming service disconnections for nonpayment for residential customers at this time?

To help customers, SCE suspended service disconnections for nonpayment at the beginning of the COVID-19 pandemic in March 2020. Like many companies nationwide, SCE is gradually returning to normal operations. Continuing the suspension of disconnections for nonpayment could result in even larger past-due balances, which may be more challenging for customers to repay.

SCE plans a slow but steady approach to resuming collections activities, increasing over time as needed to reach standard, pre-pandemic operations levels.

### Which residential customers are at risk for service disconnection due to nonpayment?

Beginning in October 2022, residential customers with past-due balances who receive a “final notice” from SCE are at risk of service disconnection for nonpayment. Residential customers enrolled in payment arrangements are not at risk for disconnection due to nonpayment, if they continue to make on-time payments.

### What is SCE doing to help residential customers avoid service disconnections due to nonpayment?

SCE understands the last two-plus years have been extremely challenging for many of its customers, and strongly encourages residential customers at risk for service disconnection due to nonpayment to request payment arrangements. Residential customers whose service has been disconnected are not eligible for payment arrangements, which is why it is important for customers with a past-due balance to contact SCE’s Customer Contact Center at once at **1-800-655-4555** to avoid having service disconnected for nonpayment.

In addition to payment arrangements, SCE offers a range of financial assistance and program options:

- **Budget Billing Plan**  
Offers eligible customers the opportunity to pay for their annual electricity service across 11 equal monthly payments. You can enroll by calling **1-800-434-2365**.
- **Financial Assistance for Families and Individuals**  
Our Family Electric Rate Assistance (FERA) and California Alternate Rates for Energy (CARE) programs help qualified families lower their monthly bills. To learn more, visit [sce.com/care](https://www.sce.com/care).
- **Energy Assistance Fund (EAF)**  
EAF is SCE’s non-profit organization that offers direct payment assistance to those in need. To learn more, visit [sce.com/eaf](https://www.sce.com/eaf).
- **Arrearage Management Plan (AMP)**  
AMP helps eligible FERA and CARE customers who have past-due bills. Visit [sce.com/amp](https://www.sce.com/amp) for more information.
- **Low-Income Home Energy Assistance Program (LIHEAP)**  
LIHEAP is a federally-funded program for low-income

households who pay a high portion of their income to meet energy needs. Visit [sce.com/billhelp](https://www.sce.com/billhelp) for details.

- **Get Help If You Use Medical Equipment**  
If you or someone in your household uses electrically-powered medical or mobility equipment, our Medical Baseline Allowance program supplies additional kilowatt-hours (kWh) of electricity at the lowest rate. For more information, visit [sce.com/mbl](https://www.sce.com/mbl).
- **Summer Discount Plan (SDP)**  
SDP can help you save on your summer bills when you allow SCE to turn off or cycle your central A/C during energy events. For more information, visit [sce.com/sdp](https://www.sce.com/sdp).
- **Budget Assistant**  
Budget Assistant uses your account’s projected next bill and compares it to your selected spending goal and sends you an alert based on your settings. For more information, visit [sce.com/budgetassistant](https://www.sce.com/budgetassistant).

### How soon after a residential customer receives a “final notice” could their service be disconnected?

Service could be disconnected as soon as the business day after the “final notice” has expired unless the customer contacts SCE to resolve the past-due balance or enrolls in a payment arrangement.

### If a residential customer’s service is disconnected for nonpayment, how can they get their service reconnected?

Customers can get their service reconnected after paying their past-due balance. Customers whose service has been disconnected are not eligible for payment arrangements. That’s why SCE strongly urges residential customers to contact SCE if they have a past-due balance and want to avoid having service disconnected for nonpayment.

### Will SCE charge late fees to past-due account balances?

Yes, a 0.6% fee will be applied to the total unpaid balance each month if payment is not received by the bill’s due date.

### Will residential customers receive a “final notice” if they are already enrolled in an SCE payment arrangement?

No, residential customers enrolled in an SCE payment arrangement should not receive a “final notice” as long as they are submitting on-time payments for both their monthly balance due and their monthly installment payment for their past-due balance. If a customer believes they received a “final notice” in error, they should contact SCE’s Customer Contact Center immediately at **1-800-655-4555**.

### When did SCE begin its suspension of customer disconnections due to nonpayment?

The company halted all collections and service disconnections for nonpayment in March 2020 at the beginning of the COVID-19 pandemic. At that time, SCE also implemented flexible payment plans for residential and small business customers.

The California Public Utilities Commission ordered utilities to begin emergency customer protections as of March 4, 2020, during the COVID-19 pandemic. For residential and small business customers, these assistance policies included (but were not limited to):

- Suspension of service disconnections for nonpayment
- Flexible payment plan
- Waiving late fees

The Commission order expired on June 30, 2021, ending many of these assistance policies; suspensions of service disconnections for nonpayment were continued through September 30, 2021, and extended to medium and large business customers as well. Separately, the Commission directed utilities to automatically enroll eligible residential and small business customers with past-due balances of 60 days or more into monthly installment payment arrangements. These auto-enrollments are scheduled to end September 30, 2022.