

## Special Programs That Can Help You Save Money on Your Electric Bill



We understand that during difficult economic conditions, some customers may have trouble paying their electric bills. We want to inform you about two special programs we offer that can help income-qualified individuals and families lower monthly electric bills:

- SCE's **California Alternate Rates for Energy (CARE)** program offers income-qualified customers a discount of 20 percent or more off their monthly electric bill.
- If the CARE program is not right for your family, you may qualify for the **Family Electric Rate Assistance (FERA)** program. This plan offers a discounted rate on your monthly SCE bill for income-qualified households of 3 people or more that exceed their baseline electrical usage by 30 percent or more.

It's easy for income-qualified applicants to enroll in the CARE or FERA programs. For more information about these programs, or to enroll, please visit our website at [www.sce.com/CAREANDFERA](http://www.sce.com/CAREANDFERA) or call us at **1-800-798-5723**.

*Find out if you qualify for CARE or FERA by reviewing the income guidelines listed in the chart. These income limits are effective June 1, 2008 to May 31, 2009.*

**CARE/FERA Programs**  
Maximum Household Income

Number of Persons In Household	Total Combined Annual Income	
	CARE	FERA
1-2	up to \$30,500	Not eligible
3	up to \$35,800	\$35,801 - \$44,800
4	up to \$43,200	\$43,201 - \$54,000
5	up to \$50,600	\$50,601 - \$63,200
6	up to \$58,000	\$58,001 - \$72,400
each additional person	\$7,400	\$7,400 - \$9,200

### Power Line Safety and You

At SCE, the safe and reliable delivery of electricity is our top priority year-round. To ensure your own safety while helping to keep the lights on in your community, keep these safety tips in mind:

**Remember the 10-Foot Rule.** Keep yourself and all items at least 10 feet away from power lines and electrical facilities to avoid contact with energized equipment.

**Call 811.** At least two business days before any digging or landscaping project in and around your yard, call 811. Through this free service, SCE will arrange for an expert to visit the property and mark the location of any underground utility equipment near where you will be working.

**Look Out for Energy and Metal Theft.** Stealing electrical wires or tampering with equipment to use un-metered electricity is not only a serious crime – it can be deadly. If you are aware of, or see anyone tampering with electrical wires, meters, or facilities, please contact SCE immediately at **1-800-655-4555**.

To learn more about power line safety and how you can help keep your community safe, please visit [www.sce.com/powerlines](http://www.sce.com/powerlines).

### Just in Time for a Friendly Reminder

Many of us know someone – such as elderly parents, relatives or friends – who may have difficulty remembering to pay the electric bill on time. Whatever the circumstance, a free Friendly Reminder Notification might help prevent unnecessary disconnections\* of a customer's electric service.

SCE customers can designate someone to be notified in the event their service is to be disconnected because of a past due bill. Designated persons are not responsible for paying the bill, but they can provide an extra reminder when the bill payment is due. To enroll, call **1-800-684-8123**, or for complete details, visit [www.sce.com/reminder](http://www.sce.com/reminder).

*\*A Friendly Reminder Notification does not stop electric service from being disconnected if the bill is not paid on time.*

### Not Seeing Eye-to-Eye With Your Bill?

If you believe the amount you have been billed is incorrect, call the customer service phone number at the top of your bill to request an explanation. We will be happy to look into your concerns.

## View and Pay Your Electric Bill Online

Looking for a faster, more convenient way to receive and pay your monthly electric bill? Enroll in SCE's free **My Account** service, which allows you to manage your account(s) online at [SCE.com](http://SCE.com). **My Account** gives you 24-hour access to your account(s) from any computer, and puts three years of usage history at your fingertips.

Once you've signed up for **My Account**, you can easily receive and pay your electric bill with **Online Billing & Payment**. With customer safeguards in place, this free, online service will help you stay on top of your bills while eliminating excess paper waste. Select from the following options:



- **Online Billing** lets you save time while doing something good for the environment. You can view your bill online and access your account history without receiving a paper bill.
- **Online Payment** offers you the convenience of paying online, any time of day, seven days a week. You'll save on postage, too.
- **Direct Payment** automatically deducts your payment from your checking account each month, letting you stay focused on your home or business.

Simply visit [www.sce.com/mybill](http://www.sce.com/mybill) to sign up for the plan that's right for you.

### Make a Voluntary Contribution Today For a Cleaner Tomorrow

How can you help the nation's most populous state become a more environmentally friendly place to live and work? Simply make a voluntary contribution toward technologies that will capture greater amounts of renewable energy from such resources as the sun, wind, biomass, and geothermal formations.

Your contribution will help California meet its goal of generating more renewable energy, and help educate consumers about the benefits of investing in renewable energy today for a cleaner environment tomorrow.

To make your voluntary contribution, enclose a check for any amount, payable to the Renewable Resource Trust Fund, in the return envelope with your bill payment. Upon receipt, we will forward your contribution to the California Energy Commission, which administers this fund. Or you can mail your contribution to the California Energy Commission, Renewable Resource Trust Fund, P.O. Box 944295, Sacramento, California 94244-2950. For more information, please call **800-555-7794**, or visit [www.sce.com/cecfund](http://www.sce.com/cecfund).

### Improve Your Home's Energy Efficiency

We invite you to take our free Home Energy Efficiency Survey, a home energy audit that can tell you how to begin saving on your monthly bill immediately and what simple steps you can take to save even more money in the future.

Participating in the survey will provide you with helpful information about your energy usage. You will receive an analysis of how and when you use your major appliances, and an evaluation of your lighting, heating and cooling systems and thermostat settings. You'll also be able to learn about rebates, incentive offers, and valuable savings tips tailored to your home.

It's easy to participate in the free Home Energy Efficiency Survey:

- Visit [www.sce.com/homesurvey](http://www.sce.com/homesurvey) to take the survey online;
- Call **1-800-278-8585** to request a copy of the survey by mail or to schedule an appointment to take the survey by phone or at your home.



### Celebrating Black History Month

Each February, SCE joins the nation in celebrating Black History Month. We recognize people of African descent who have made significant impacts in science, technology and the electric industry. We celebrate their work and salute their contributions.

SCE honors their vision and intelligence through a series of company and employee-sponsored events in the community.

Visit our showcase of inspirational African American inventors on our Web site at [www.sce.com/blackhistorymonth](http://www.sce.com/blackhistorymonth).

*Afarah Board, SCE employee*