



# Customer Connection

Please visit us at [www.sce.com](http://www.sce.com)

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## SCE's Energy Management Assistance Program Can Help You Replace Appliances for Free

In these challenging economic times, many customers are looking for ways to save money. SCE is here to help.

One way to reduce your household electric bill is to make your home more energy-efficient. Through SCE's Energy Management Assistance (EMA) program, you may be eligible to replace your inefficient appliances, light bulbs and more with energy-efficient models that will help lower your electric bills. Best of all, the EMA program covers all costs for the purchase and installation of new energy-efficient appliances and services for income-qualified customers.

Find out if you qualify for the EMA program by reviewing the income guidelines listed on the chart below:

Maximum Household Income Effective as of June 1, 2009	
Persons per Household	Total Combined Annual Income
1-2	up to \$30,500
3	up to \$35,800
4	up to \$43,200
5	up to \$50,600
6	up to \$58,000
Each additional person	\$7,400

To learn more about the EMA program, please call us at **1-800-736-4777**. Or, visit us online at [www.sce.com/energymanagementassistance](http://www.sce.com/energymanagementassistance).

The EMA program is funded by California utility ratepayers and administered by SCE under the auspices of the California Public Utilities Commission. Please note that not all services may be available in all areas.

## Have a Safe and Happy New Year

To safely remove and store your holiday lighting and electrical decorations, here are a few helpful tips:

- Unplug all decorations, lights and extension cords before taking them down. Plugged in items are still energized and can be dangerous.
- Don't tug on electrical cords – this may tear the insulation and expose raw wires.
- Stay at least 10 feet away and keep ladders, long handled tools and dangling light strands the same distance from overhead power lines when removing decorations.
- Follow the manufacturer and your city's directions for safely disposing of worn or broken lights and decorations.

We look forward to serving you this year and wish you a safe and happy New Year. For more information about electrical safety, visit [www.sce.com/newyear](http://www.sce.com/newyear).

## Manage Your Electric Bill Online – It's Simple, Convenient and Free

*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 anywhere with Internet access.

While signing up for **My Account**, you also have the ability to enroll in Paperless Billing. Or, if you are already enrolled in **My Account**, you can easily opt to receive and pay your electric bill with **Paperless Billing and Online Payment**. With customer safeguards in place, these free, online services will help you stay on top of your bills while eliminating excess paper waste. You will receive a monthly e-mail notification when your online statement is ready, and you will be able to view your previous billing, payment and usage history.

*Select from the following options:*

- **Paperless 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.

## Important Notice About Your Gas Bill

SCE plans to adjust the gas rates for Santa Catalina Island effective January 1, 2010. The changes would result in the following average monthly gas bill increases in 2010:

Single-Family Residential Customers	Commercial Customers
9.4%	9.7%

*The new rates will enable SCE to keep providing safe and reliable gas delivery to our customers' homes and businesses on the island. These changes in rates are necessary for SCE to continue to meet environmental operating requirements, and to maintain the gas system.*

SCE customers can find a number of ways to make their homes and businesses more energy efficient by visiting [www.sce.com/catalina](http://www.sce.com/catalina). The site provides helpful tips and tools on reducing gas usage and bills, plus information on available incentive programs.

## SCE's New Service Center in Wildomar Awarded Platinum Certification by National Building Council

SCE's new service center in Wildomar has been awarded LEED platinum certification — the highest designation available to buildings that demonstrate energy efficiency and sustainability.

The recently opened service center in Wildomar is the first California investor-owned utility facility to achieve LEED (Leadership in Energy and Environmental Design) platinum certification and one of only 36 buildings in California to achieve that designation. The U.S. Green Building Council is a national organization that certifies green buildings.

The 19-acre complex, now home to nearly 300 employees, is 39 percent more energy efficient than similar buildings. The sustainable building, powered by solar panels, was built to stringent LEED standards. State-of-the-art energy efficiency lighting allows for 90 percent of the interior spaces to have a line of sight to the outdoors.

In addition, controls automatically raise and lower lighting levels based on natural light levels during the day. Among the water conservation features are low water demand landscaping and an underground water purification system that releases cleaner water into the environment. Saving water conserves both water and electricity.

The location of the new service center allows SCE crews to more quickly respond to areas such as Temecula, Lake Elsinore and Canyon Lake. The crews previously were based in San Jacinto.

For more information about SCE's commitment to environmental sustainability, visit [www.sce.com/sustainability](http://www.sce.com/sustainability).



## We'd Like to Hear from You

SCE is establishing a Customer Advisory Board to collect feedback through online surveys and discussions. The online residential customer panel will help SCE stay updated about customer opinions on important issues related to electricity, the environment and new developments.

Members of the SCE Customer Advisory Board will be paid for every online survey they complete, ranging from a minimum of \$2 to \$6. Space on the panel is limited and this program is offered on a first-come, first-served basis. The panel is not open to employees of SCE or other subsidiaries of Edison International, nor is it open to immediate family of employees.

We invite you to join the Customer Advisory Board and help shape the future of SCE. Visit [panel.sce.com/cc](http://panel.sce.com/cc) to learn more or to sign up for SCE's Customer Advisory Board.

## College Scholarships Available From Edison International

Edison International, the parent company of Southern California Edison (SCE), welcomes applications for the Edison Scholars program, which supports the study of math, science, engineering and technology. Promising high school seniors who plan to attend four year colleges are encouraged to apply for the program, which continues Edison International's long-standing tradition of awarding scholarships to students who show the potential for successful college careers.

Applicants for the Edison Scholars program must meet the eligibility criteria listed below (partial list):

- Be high school seniors who live, or attend a public or private school, in SCE's 50,000-square-mile service area.
- Have a cumulative grade point average of 2.5 or higher on a 4.0 scale (or the equivalent).
- Have taken the SAT or ACT exams and/or met California State University placement standards for entry-level coursework as defined by the Early Assessment Program.
- Plan to be a full-time student majoring in math, physics, chemistry, engineering, materials science or computer science/information systems at a four year college in, or adjacent to, SCE's service territory.

Dependents of Edison International employees or retirees are not eligible.

*As many as 75 successful candidates each may receive scholarships of \$2,500, renewable for up to \$10,000 total, if all requirements are met.*

**All applications must be postmarked by March 1, 2010.** Award recipients will be announced by June. Edison International provided 71 students with scholarships in 2009.

Visit [www.edison.com/edisonscholars](http://www.edison.com/edisonscholars) to learn more about the Edison Scholars program, including a complete list of requirements, lists of eligible schools and colleges, and to download an application.



2009 Edison Scholars