



# IMPORTANT INFORMATION

Regarding Local  
Payment Office Closure

Month XX, 2018

Customer Name

Address

City, State ZIP

Dear Valued Customer,

This letter is to inform you that Southern California Edison Company (SCE) plans to close the payment office located at «1212 Main Street, Irvine» in 2019.

**Important Note:** ONLY the payment offices are closing and this will not impact our local service centers.

SCE plans to close all payment offices because of much lower use due to SCE's ongoing efforts to provide more cost-effective services to our customers and the rapid growth of other billing, payment, and service request options.

We realize it is important to continue offering solutions that meet your needs, so we want to make you aware of other convenient and secure options available to you, such as:

*1. Online at **on.sce.com/billpayment** (using a cell phone, tablet, or personal computer)*

- View and pay your bill with a checking account
- Pay with a credit or debit card\*
- Set up automatic payments or an electronic fund transfer

*2. By phone (with a checking account, credit, or debit card)*

- QuickCheck (1-800-655-4555) and Pay By Phone (1-800-877-8600)
- Credit or Debit Cards\* (1-800-254-4123)

*3. By U.S. Mail*

You can submit a check or money order payment by U.S. mail using the envelope provided with your printed bill.

*4. In person at an Authorized Payment Agency (APA)*

You can make cash, check, or money order payments in person at any APA in our territory.\*\* APAs have some great advantages — they are usually open longer hours, including evenings, take all types of SCE payments (for monthly bill, deposits, and reconnections), and may take payments for other utility bills. You can look up APAs online by ZIP code at **[on.sce.com/apalocator](https://on.sce.com/apalocator)** or call **1-800-747-8908** Option 1.

If you have any questions about the available payment options or other requests, contact us at **1-800-747-8908**.

The California Public Utilities Commission (CPUC) is aware of SCE's proposal to close payment offices. If you have concerns related to SCE's planned office closures, you may contact the CPUC at 1-800-649-7570. Additionally, SCE will accept public comments regarding this office closure for 60 days following the date of this letter. Copies of all public comments received will be

provided to the CPUC as part of SCE's required Advice Letter submittal. Comments can be submitted to us through the following:

- Mail: SCE  
Attention: POC – «City Name»  
PO Box 6400  
Rancho Cucamonga, CA 91729-6400
- Call: 1-888-367-7178
- Email: «poc.xxxxxxxxxxxxxx@sce.com»

In addition, we plan to hold several customer education workshops in December, 2018 regarding these closures. For additional information on these free public workshops, please visit **[sce.com/notices/educationworkshops](http://sce.com/notices/educationworkshops)**.

Thank you for your understanding and patience. Our goal is to continue providing you with the highest levels of service and convenience while managing our costs.

Sincerely,

A handwritten signature in black ink, appearing to read "Marc Ulrich", with a large, stylized flourish at the end.

Marc Ulrich

Vice President, Customer Service Operations Division

Southern California Edison

1-800-655-4555

**Multicultural services**

Cambodian / ខ្មែរ 1-800-843-1309

Chinese / 中文 1-800-843-8343

Korean / 한국어 1-800-628-3061

Vietnamese / Tiếng Việt 1-800-327-3031

Spanish / Español 1-800-441-2233

**Local Authorized Payment Agencies (APAs) – partial list\*\***

APA OFFICE NAME

ADDRESS

CITY

APA OFFICE NAME

ADDRESS

CITY

\*Residential customers only, Visa and Master card accepted,  
\$1.65 JP Morgan Chase convenience fee applies.

\*\* Please go to **[on.sce.com/apalocator](https://on.sce.com/apalocator)** or call 1-800-747-8908  
(Option 1) for the most current list of APAs as they may change.