



For billing and service inquiries  
1-800-990-7788  
www.sce.com

# Your electricity bill

PALM DESERT RESUSCITATION EDU / Page 1 of 4

**Customer account**  
2-38-405-2908

**Rotating outage**  
Group N001

**Amount due \$138.99**  
**Due by 02/20/20**

**Service account**  
3-044-6909-25  
73700 DINAH SHORE DR STE  
107  
PALM DESERT, CA 92211

**Date bill prepared**  
02/01/20

## Your account summary

Previous Balance	\$140.64
Payment Received 01/10/20	-\$140.64
Balance forward	\$0.00
Your new charges	\$138.99
<b>Total amount you owe by 02/20/20</b>	<b>\$138.99</b>



## Your cost varies by time of day



### Winter cost periods (Oct 01-May 31)

	Weekdays	Weekends & Holidays
Mid peak	4pm - 9pm	4pm - 9pm
Off peak	12am - 8am 9pm - 12am	12am - 8am 9pm - 12am
Super off peak	8am - 4pm	8am - 4pm

(14-574)

Tear here

If your contact information has changed please complete the form on the reverse side and return the stub below.

Tear here



Customer account 2-38-405-2908

**Amount due by 02/20/20**

**\$138.99**

STMT 02012020 P4

**We will automatically debit the total amount due \$138.99 from your checking account on or after 02/11/20. Your bank may place a hold on these funds prior to that date.  
Thank you!**

PALM DESERT RESUSCITATION EDU  
73700 DINAH SHORE DR STE 107  
PALM DESERT, CA 92211-0815

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## Ways to contact us

<b>Customer service numbers</b>	<i>Relay calls accepted</i>
General Services (U.S. & Canada)	1-800-655-4555
Payments, Extensions or Payment Options	1-800-950-2356
Emergency Services & Outages	1-800-611-1911
California Alternate Rates for Energy (CARE)	1-800-447-6620
Energy Theft Hotline	1-800-227-3901
Hearing & Speech Impaired (TTY)	1-800-352-8580

## Request a large print bill 1-800-655-4555

<b>Multicultural services</b>	
Cambodian / ភ្នំ	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

**Correspondence:**  
 Southern California Edison  
 P.O. Box 6400  
 Rancho Cucamonga, CA  
 91729-6400  
 www.sce.com

## Important information

### What are my options for paying my bill?

<b>On-line</b>	Pay one-time or recurring on <a href="http://www.sce.com/bill">www.sce.com/bill</a>
<b>Mail-in</b>	Check or Money order
<b>In Person</b>	Authorized payment locations 1-800-747-8908
<b>Phone</b>	QuickCheck 1-800-950-2356
	Debit & credit card * 1-800-254-4123
	*Residential customers only

### Electronic check processing

Your check payment will be processed as a one-time Electronic Fund Transfer (EFT). With EFTs, funds may be withdrawn from your account the day we receive your payment. Your check will not be returned, but will appear on your financial statement.

**Rates and applicable rules:** Available at [www.sce.com](http://www.sce.com) or upon request.

### Past due bills

When is my bill past due? It is past due 19 days after the preparation date, which was 02/01/20.

- Reconnecting service that has been disconnected requires a Service Connection payment.
- Unable to pay: If payment arrangements were not extended to you by SCE pursuant to SCE's filed tariffs, you may contact the California Public Utilities Commission.
- For safety reasons, if service is disconnected, please ensure any sensitive or potentially hazardous equipment is unplugged on the day of reconnection. For additional home safety tips, visit [www.sce.com/safety](http://www.sce.com/safety) or call SCE at 1-800-655-4555.

### What is the Late Payment Charge (LPC)?

0.8% will be applied to the total unpaid balance if payment is not received by the due date on this bill (except for CARE and state agency accounts).

### What is a rotating outage?

Rotating outages are controlled electrical outages used to avoid widespread or uncontrolled blackouts. Your Rotating Outage Group number is located on page 1, upper left, of your SCE bill. Your rotating outage group number may change at any time. For more information, visit [www.sce.com/rotating\\_outage](http://www.sce.com/rotating_outage).

### Disputed bills

**If you believe there is an error on your bill or have a question about your service, please call Southern California Edison (SCE) customer support at 1-800-655-4555. If you are not satisfied with SCE's response, submit a complaint to the California Public Utilities Commission (CPUC) at [www.cpuc.ca.gov/complaints/](http://www.cpuc.ca.gov/complaints/). The CPUC's Consumer Affairs Branch (CAB) handles billing and service complaints and can be reached by:**

**Telephone** 1-800-649-7570 (8:30 AM - 4:30 PM, Monday - Friday)  
**Mail** CPUC, Consumer Affairs Branch, 505 Van Ness Ave., Room 2003, San Francisco, CA 94102

*If you have limitations hearing or speaking, contact the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial 711 or one of the numbers below to be routed to a California Relay Service provider in your preferred mode of communication.*

Type of Call	English	Spanish
TTY/VCO/HCO to Voice	1-800-735-2929	1-800-855-3000
Voice to TTY/VCO/HCO	1-800-735-2922	1-800-855-3000
Speech-to-Speech Relay	1-800-854-7784	1-800-854-7784

*To avoid having service turned off while waiting for the outcome of a complaint to the CPUC regarding the accuracy of your bill, contact CAB for assistance. If your case meets the eligibility criteria, CAB will instruct you on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is reviewed to keep your service turned on.*

### Definitions

- **CA Climate Credit:** Credit from state effort to fight climate change. Applied monthly to eligible businesses and semi-annually to residents.
- **DWR Bond Charge:** Bonds issued by the Department of Water Resources (DWR) to cover the cost of buying power during the energy crisis are being repaid through this charge.
- **Public Purpose Programs Charge:** Funds state-mandated programs for low income discounts, energy efficiency, renewable energy and R&D.
- **SCE Generation:** For recovering energy procurement and generation costs for that portion of your energy provided by SCE.

To change your contact information, complete the form below and return it to SCE

Change of mailing address: 2-38-405-2908

STREET#	STREET NAME	APARTMENT #
CITY	STATE	ZIP CODE
TELEPHONE #	E-MAIL ADDRESS	

**Energy Assistance Fund (EAF):** I want to help people pay their energy bill through EAF. For info visit [www.sce.com/eaf](http://www.sce.com/eaf) or call (800) 205-8596.










Round-up my bill to next whole dollar amount for EAF

Every Month  One Month only

Add this amount for EAF \$ \_\_\_\_\_

Every Month  One Month only

Select one box only and sign below for EAF: \_\_\_\_\_

 Usage	 Avg. cost	 Total cost
Mid peak 	151 kWh x \$0.25137 =	\$37.95 
Off peak 	346 kWh x \$0.13796 =	\$47.73 
Super off peak 	372 kWh x \$0.10691 =	\$39.77 
	<b>869 kWh</b>	<b>\$125.45</b> Energy Charges
		<b>\$13.54</b> Other credits/charges
		<b>\$138.99</b> Total

Costs are rounded and include delivery and generation charges. During season or price changes, averages are used. To view all charges and credits and to calculate your bill, refer to **Details of your new charges**.

**Winter season demand (kW)**

<p>Your maximum demand reached this billing period is 14 kW Your maximum threshold demand is 20 kW</p> <p>If you exceed 20 kW three months within a 12-month period, you will be transferred to the TOU-GS-2 rate schedule.</p>	<p>Maximum Winter demand reached by price period :</p> <p>Mid peak 5 kW 01/17/20 08:00pm-08:15pm Off peak 7 kW 01/14/20 04:30am-04:45am Super off peak 14 kW 01/20/20 10:30am-10:45am</p>
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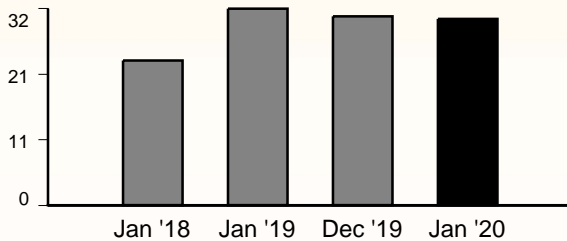
To view your demand charges, please refer to the **Details of your new charges**.

**Your past and current electricity usage**

For meter 256000-006040 from 01/02/20 to 01/31/20  
**Total electricity you used this month in kWh**

**869** Your next billing cycle will end on or about 03/03/20.

**Your daily average electricity usage (kWh)**



**Usage comparison**

	Jan '18	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20
Total kWh used	674	914	1,033	432	833	964	1,818	2,581	2,792	1,742	1,069	1,109	909	869
Number of days	29	29	32	29	30	32	29	30	29	32	30	33	30	29
Appx. average kWh used/day	23	31	32	14	27	30	62	86	96	54	35	33	30	29

## Details of your new charges

Your rate: TOU-GS-1-E CPP

Billing period: 01/02/20 to 01/31/20 (29 days)

### Delivery charges - Cost to deliver your electricity

Energy-Winter		
Mid peak	151 kWh x \$0.10281	\$15.52
Off peak	346 kWh x \$0.06656	\$23.03
Super off peak	372 kWh x \$0.06113	\$22.74
DWR bond charge	869 kWh x \$0.00580	\$5.04
Customer charge	29 days x \$0.34700	\$10.06
3 phase service chg	29 days x \$0.03100	\$0.90
CA Climate Credit	869 kWh x -\$0.00306	-\$2.66

### Your Delivery charges include:

- \$10.54 transmission charges
- \$46.21 distribution charges
- \$0.04 nuclear decommissioning charges
- \$7.23 public purpose programs charge
- \$5.06 new system generation charge

### Generation charges - Cost to generate your electricity

DWR		
DWR energy credit	869 kWh x -\$0.00007	-\$0.06
SCE		
Energy-Winter		
Mid peak	151 kWh x \$0.14856	\$22.43
Off peak	346 kWh x \$0.07140	\$24.70
Super off peak	372 kWh x \$0.04578	\$17.03

### Your Generation charges include:

- \$0.36 competition transition charge

### Your CPP participation summary include:

- Bill protection start date: 03/04/19
- YTD incentives: -\$121.56
- YTD event charges: \$137.60

Subtotal of your new charges		\$138.73
State tax	869 kWh x \$0.00030	\$0.26
<b>Your new charges</b>		<b>\$138.99</b>

### Your overall energy charges include:

- \$1.27 franchise fees

### Additional information:

- Service voltage: 208 volts

## Things you should know

### DIRECT PAYMENT INFORMATION.....

We will automatically debit the total amount due, \$138.99, from your checking account on or after 02/11/20. Your bank may place a hold on these funds prior to that date. Thank you!

### You may notice a change in your billing statement.....

Effective 01/01/2020, the billing rates used to calculate your bill have been modified. For more information, please visit [www.sce.com/bill\\_change](http://www.sce.com/bill_change).

### You Received a California Climate Credit

California is fighting climate change and so can you! Your bill includes a Climate Credit from a state program to cut carbon pollution while also reducing your energy costs. Find out how at [EnergyUpgradeCA.org/credit](http://EnergyUpgradeCA.org/credit).

### Curious about demand?

Demand is measured in kilowatts (kW) and is the level at which energy is used in a given period of time. For more information, please visit [sce.com/demand](http://sce.com/demand).