

**Southern California Edison**  
**Disconnection OIR Workshop – October 12, 2018**

**SCE's Disconnection Best Practices and Key Statistics**

- SCE's main priority for its disconnection policy is to **help customers avoid a service interruption.**
- The disconnection process takes **a minimum of 52 days** from the time a bill is generated before a customer becomes eligible for disconnection for that bill.
- **SCE contacts customers multiple times** prior to disconnection to offer many existing bill payment, financial assistance, and energy savings programs such as:
  - California Alternate Rates for Energy (CARE): 20% discount for qualified customers
  - Family Electric Rate Assistance (FERA): 12% discount for qualified customers
  - Energy Assistance Fund (EAF): A one-time grant (up to \$100) to help pay electricity bills
  - Medical Baseline Allowance: Allows for an additional 16.5 kWh per day over normal baseline allocation
  - Energy Savings Assistance Program: Helps qualified customers reduce electricity bills by installing free energy-efficient appliances and equipment.
- SCE offers **flexible, convenient, and customer-focused** payment arrangement plans.
  - SCE and its customers have on average, entered into approximately **1.7 million payment arrangements** per year.
  - On average, nearly **1 million of these payment arrangements are with CARE customers.**
- SCE conducts **multiple field visits** to seniors, disabled customers, critical care customers, or those who self-certify that they have a medical condition that requires electricity to survive.
- **Service disconnections are the last step** in an extensive, customer focused process. However, if a customer is disconnected, **SCE acts quickly to restore service**, with most reconnections typically **occurring within minutes** of payment.
  - **SCE will reconnect customers immediately** if they self-certify as having a medical condition that requires electricity to survive.
  - **SCE does not require re-establishment of credit for low-income customers** who routinely pay late.
  - **SCE does not require a security deposit** for customers who sign-up for Direct Pay.
- SCE manages the disconnection and reconnection process to:
  - **Increase the likelihood of repayment and reconnection**
    - 94% of customers who are disconnected, reconnect when they are 100 days or less past-due.
    - SCE data shows that the longer a customer is on a payment arrangement, the more likely that customer is to default. For example, payment arrangements established at 3 months or greater past-due default at a 67% rate.
  - **Lowers bill impact on other customers**
    - Maintaining high reconnection rates and low default/write-offs helps keep rates lower for all SCE customers.