

# BILL HELP OPTIONS FOR SCE CUSTOMERS



## Your Best Advantage Is Knowing Your Options

If you're facing difficulties balancing your energy needs and household costs, SCE provides assistance and resources that can help. Explore the various programs and eligibility requirements at [sce.com/residential](https://sce.com/residential).



Scan this QR Code  
to visit the SCE  
Residential  
Resource page



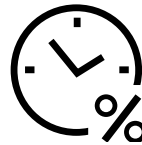
### Help Managing Your Bill

See all of your options for managing difficult bills, including payment arrangements, public assistance, free energy efficient appliances and more.



Scan this  
QR Code to  
manage your  
SCE bill

- California Alternate Rates for Energy (CARE)
- Family Electric Rate Assistance (FERA)
- Energy Savings Assistance Program (ESA)
- Arrearage Management Plan (AMP)
- Medical Baseline Allowance Program (MBL)
- Budget Billing Plan
- Energy Assistance Fund (EAF)
- Low-Income Home Energy Assistance Program (LIHEAP)



### Residential Rate Plans

Your home, the size of your family, your schedule, and your lifestyle all play a part in determining your electrical needs. Our plans are designed so you can find the right fit for your household.



Scan this  
QR Code to  
browse SCE  
residential  
resources

- Time-of-Use Rate Plans
- Compare Rate Plans
- Electrical Vehicle and Solar Customer Rate Plans



### Demand Response

Find out how you can get bill credits, reduced rates, or other compensation when you participate in a Demand Response program.



Scan this QR  
Code to browse  
SCE Demand  
Response  
programs

- Summer Discount Plan
- Smart Energy Program
- Power Saver Rewards Program



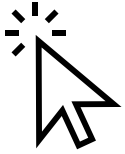
### Rebates and Incentives

Energy-saving rebates and incentives, that can help you conserve energy and save money.



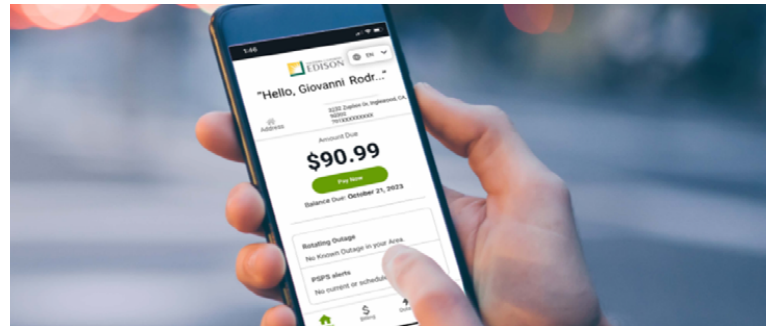
Scan this  
QR Code to  
discover SCE  
rebates &  
incentives

- SCE Marketplace
- Energy Management Center
- Current Rebates and Incentives
- Electric Vehicle Rebates and Incentives
- California Statewide Residential Resources



## SCE My Account

The SCE My Account dashboard is designed with your convenience in mind, offering features such as **Bill Help, Projected Next Bill, Budget Assistant, Payment Arrangement Requests, and the ability to Manage Alerts and Notifications** to keep you informed and in control of your energy usage and billing.



Scan this QR Code to log in to your SCE My Account Dashboard



Scan this QR Code to visit the SCE Appliance Energy Use Cost Estimator



Scan this QR Code to visit the SCE Home Energy Guide

## Additional Community Resources\*

- The most comprehensive source of information about local resources and services **211.org**
- California LifeLine discount phone service **CaliforniaLifeLine.com/en**
- Low-cost internet access **internetforallnow.org**
- No-cost solar installation **gridsolar.org/scesolarcare**
- Energy efficiency rebates by ZIP code **incentives.switchison.org**
- Social Security Administration **ssa.gov**

\*Not SCE programs.

Funding for many programs is provided on a first-come, first-served basis and are subject to change without notice. References to non-SCE programs in this document is provided for information purposes only, and are not meant as endorsements. Specific program terms and conditions may apply.

## General Questions and Information

Visit **sce.com/billhelp** or call:

English	1-800-655-4555
Spanish / Español	1-800-441-2233
Chinese / 中文	1-800-843-8343
Korean / 한국어	1-800-628-3061
Vietnamese / Tiếng Việt	1-800-327-3031

