

### **Information on SCE Billing Issues – for CPA Member Agencies**

Over the past few months, SCE had several issues with its billing system that caused delays in the issuance of bills, or the issuance of incomplete bills, to some customers served by Community Choice Aggregation programs, including Clean Power Alliance (CPA). Approximately 10% of CPA customers have been impacted. CPA apologizes for the inconvenience caused by SCE's billing system issues.

SCE has advised CPA that it fixed the issues that caused the current problems and that the number of impacted customers is not increasing. CPA is now collaborating with SCE to clear the backlog of outstanding charges. Clearing that backlog means that over the next few months, SCE will be sending bills to impacted customers that contain two or more billing periods for any CPA charges that SCE failed to include in customer bills over the past few months. Customers may also see SCE charges that were missed.

Customers who are seeing higher than normal bills are not being charged extra and are not being double-billed. These customers are being billed for past electricity usage that SCE either did not apply to their prior bills or did not bill them for at all. No late fees or penalties will be applied and if the higher than normal monthly bills are a financial burden, customers are encouraged to contact SCE at 800-655-4555 to arrange a payment plan.

### **Social Media blurb**

Over the past few months, SCE had several systems issues that caused delayed bills or incomplete bills for about 10% of Clean Power Alliance (CPA)'s customers. SCE has advised CPA that it fixed the issues that caused the current delays. CPA is now collaborating with SCE to ensure past bill charges are sent out so you may see higher than average bills if you didn't receive one of your past bills or received an incomplete bill. These are not duplicate bills or extra charges. Should you need a payment plan to manage these higher bills, you can call SCE to set that up at: 800-655-4555. We apologize for any inconveniences caused to our customers by SCE billing delays. Thank you for your patience.