Disconnection OIR Workshop October 12, 2018



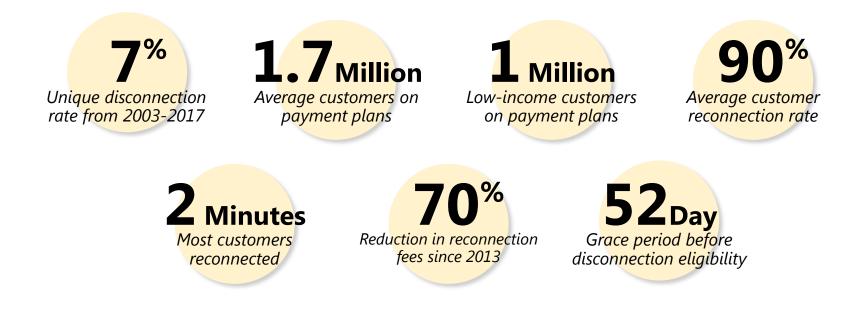
SCE's Disconnection Best Practices

SCE employs policies to limit disconnections and make reconnections easier and faster for customers

- Contact customers multiple times prior to disconnection, offering many assistance programs to customers in need (CARE, FERA, Medical Baseline Allowance, Energy Assistance Funds)
- Conduct in-person visits to critical care, medical baseline, disabled and elderly customers prior to disconnection
- Do not require re-establishment of credit for low-income customers who routinely pay late
- Do not require a security deposit for customers who sign-up for Direct Pay
- Reconnect customers immediately if they self-certify as critical care and need electricity to survive
- Do not disconnect during extreme weather events or on holidays

SCE's Key Disconnection Statistics

SCE employs an extensive process to help customers avoid disconnection and provide special assistance to customers



Low-income disconnections remain relatively flat since 2010