

## CCA FAQs V 4.0

### Information about Community Choice Aggregation for SCE Customers

*In 2002, Assembly bill 117 was signed into law, allowing cities and counties to participate in Community Choice Aggregation. Formation of Community Choice Aggregator Service (CCA Service) in a city or county means that changes are possible in how local residents purchase electricity within the CCA service area.*

SCE customers typically receive power, including the generation, transmission, and distribution of electricity, solely from SCE. For these customers, electric service is referred to as “bundled” because all the components of providing electricity to a home or business are supplied by one electric service provider: Southern California Edison (SCE).

With CCA Service, cities or counties (or aggregated groups of cities and counties who have partnered together) can become responsible for the generation portion of their customers’ electric service; that is, a local CCA establishes control over choosing their energy source and obtaining the energy they provide. However, SCE is still responsible for delivering the power to home and businesses. Unlike a utility such as SCE, a CCA does not own the transmission and delivery systems (i.e., the poles and wires). Therefore, SCE and CCAs work together to bring electric service their communities.

If your home or business falls within the boundaries of a CCA, you are considered to be part of that CCA’s territory. Please note the following:

- All customers within a CCA’s territory will be automatically transferred to CCA Service.
- At least 60-days before your account is transferred to CCA Service, you will receive two notifications from your CCA providing information on timing and costs associated with your new service.
- If you do not wish to participate in CCA Service, contact SCE to opt out of CCA Service during this 60-day notification period.
- If you do not opt out of CCA service before the end of this 60-day notification period, your account(s) will automatically be transferred to CCA Service.
- If you choose to opt out of CCA Service after the 60-day notification period, other rules apply. Please see, “What if I choose to transfer my account to CCA Service and then I change my mind later?” under the FAQ’s below.

Once you become a CCA customer, you will continue to receive your monthly bill from SCE. Both the CCA's electric generation charges, as well as SCE's transmission and distribution charges, will be included on your SCE bill. When you pay your bill, SCE will transfer the electric generation portion of your payments to your CCA.

SCE will continue to be responsible for responding to power outages and critical emergency repair situations in your neighborhood. SCE will also continue to read your meter, and maintain your power lines, poles, and other distribution equipment.

## ***Frequently Asked Questions***

### **How will I know if I am in a CCA Territory?**

If your business or residence is located inside a CCA territory, you will be notified of your city or county's intent to participate in Community Choice Aggregation at least 60 days before your area is scheduled to transfer to CCA Service. Efforts to transfer customers to CCA Service can be done in phases, so even if your city or county has chosen to form a CCA, you may not receive a notification immediately. If your city or county does not notify you of their intent to form a CCA, then you are in an area outside of the CCA territory, and you will not be enrolled in CCA Service.

### **How do I transfer to CCA Service?**

First, to be eligible for CCA Service, your account must be located within a CCA's territory. See "How will I know if I am in a CCA Territory?" above for help determining if you are in a CCA territory.

Second, if your account is located within a CCA territory, then you do not need to do anything to transfer to CCA Service. All service accounts within a CCA's territory will be automatically transferred to CCA Service.

### **I was placed on CCA Service without my permission. Is that legal?**

Yes; if your local elected officials choose to form a CCA in your city or county, they are permitted to combine the electrical loads of all residents, businesses and municipal facilities that reside in that area for the purposes of forming a CCA. However, CCA's are required to provide you with two notifications and an opt-out option for customers that choose to continue buying power directly from SCE.

### **What if I want to remain on my current service? How do I opt out of CCA Service?**

Opt out requests will only be accepted during the Initial Notification Period and the 60 day period following the enrollment of your account. This means that the

CCA must be formed before a customer can choose to opt out. SCE does not offer opt out to customers; the choice is completely the customers. If you choose to opt out of CCA Service before your CCA transfers your account, contact SCE at (800) 974-2356 and advise us of your choice to opt out of CCA Service. If you choose to opt out of CCA Service after your account transfers, other rules apply. Please see “What if I choose to transfer my account to CCA Service and then I change my mind later?” below.

### **What if I choose to transfer my account to CCA Service and then I change my mind later? Can I come back to SCE in the future?**

If your account is initially transferred to CCA Service, but later you decide to opt out of CCA Service, your account can be returned to its previous service under SCE, however some additional rules apply:

- If you opt-out within the first 60 days after transferring to CCA Service, your account will be removed from CCA Service and will be returned to the same service that it was on prior to being transferred to CCA Service. For example, if your account was previously on SCE bundled service, then it will be placed back on SCE bundled service for a minimum period of three years.
- If you opt-out following the first 60 days after transferring to CCA Service, you will be required to provide a 6-month advance notice before you can return to SCE bundled service. SCE must receive the notice at least six months in advance of the date you intend to transfer to Bundled Portfolio Service (BPS) in order for you to become eligible for BPS by that date. In addition, you will be required to pay a one-time fee to cover costs associated with account processing.

Please note that:

- Customers who return to BPS after transferring to CCA Service must make a three-year commitment to remain on BPS and will not be eligible to return to Direct Access (DA) service or Community Choice Aggregation Service (CCA Service), as applicable, until their three-year commitment period has been fulfilled. See SCE Rules 22.1 and/or 23 for more details.
- DA-eligible customers returning to BPS will continue to be responsible for the Direct Access Customer Responsibility Surcharge Undercollections Charge (DA CRS UC), if applicable, resulting from the period they were taking DA service.
- At the end of the three-year commitment, customers will have the option to transfer to DA service or CCA Service, as applicable, or remain on bundled service.

You may also wish to contact your CCA to determine if any additional requirements or fees apply.

### **What if I am an SCE customer with a special rate?**

In most cases, all customers will be transferred to CCA Service with no changes to their special or optional rates. For example, if you are a CARE customer, you will continue to receive the CARE discount when your account is transferred to CCA Service. However, there are a small number of optional rates for SCE Demand Response programs that are not eligible for CCA Service. If your account is taking service under any of the following optional rates, SCE will automatically remove your account from the optional rate and place it on its otherwise applicable service, when it is transferred to CCA Service: CPP, RTP, PTR, SLRP, and VPRC. If you wish to remain on any of these rate schedules, you will need to opt-out of CCA Service.

### **What if I am an SCE customer on the Net Energy Metering (NEM) Schedule?**

When your account transfers to Lancaster's CCA service, it will be served under Lancaster's NEM service (Schedule LCE-NEM) for monthly generation energy charges and credits, and under SCE's NEM service for monthly delivery service energy charges and credits. NEM credits, if any, received from Lancaster cannot be used to offset SCE charges, and NEM credits received from SCE, if any, cannot be used to offset Lancaster charges.

Some other changes you will experience:

- Your SCE NEM relevant period will end and a new NEM relevant period, which will be applied to both your SCE and Lancaster NEM service, will begin on the effective date that your account(s) begins CCA service.
- Your account(s) will no longer be eligible to receive Net Surplus Compensation (NSC) from SCE at the end of your Relevant Period; instead, your account may receive NSC from Lancaster according to its Schedule LCE-NEM.

### **What happens if I am a Direct Access customer?**

California Public Utilities Commission (CPUC or Commission) rules state that all direct access customers, like all other customers, must be automatically transferred to CCA Service, unless they opt out of CCA Service. As a DA customer located within a CCA's jurisdiction, you have the option to receive CCA service or to continue to receive DA service. If you want to continue to receive DA service, it is important that you opt out of CCA Service by calling SCE at (800) 974-2356.

If you do not opt out of CCA Service, please be aware that SCE is required to automatically remove your service account from DA service and place it on CCA Service. You will be responsible for any costs, fees, or penalties that may be imposed under your existing DA service as a result of your service account's automatic enrollment in CCA Service. SCE is not responsible or liable in any way for any such costs, fees, or penalties.

It is recommended that you contact your ESP to identify any conditions that may apply in the event your service account is transferred to CCA Service.

**If I have a billing or account question, should I still contact SCE?**

For questions regarding your generation charges or any other charges on the CCA portion of your bill, please contact your CCA directly. For all other questions regarding SCE services such as your meter or recorded energy usage, a change of address request or request account details, or if you have a question about the transmission and distribution of your energy, please contact SCE.

**If the power goes out, who will handle the situation?**

SCE will continue to handle emergency repair situations and outages. If you experience a power outage, please call 1-800-611-1911.

**Who will I pay?**

You will continue to receive your monthly bill from SCE; your bill will include the CCA's charges and SCE's charges. You will pay your bill to SCE as normal, and SCE will be responsible for transferring the CCA's portion of your payment to your CCA. You can also continue to access and pay your bill online at [www.sce.com](http://www.sce.com).

**What if I have additional questions about joining a CCA?**

Please visit

<https://www.sce.com/wps/portal/home/partners/partnerships/community-choice-aggregation/> at SCE.com or your CCA's website for additional information on joining a CCA. If you would like to speak to a customer service representative, you can either contact your CCA directly, or contact SCE at 1-800-974-2356.