

# **Avoiding Disconnection – Policy and Outreach**

September 26, 2011

# SCE's Approach to Avoiding Disconnections

- Outreach and Education
- Affordability and Assistance
- Notification and Awareness

# Avoiding Disconnections – Outreach and Education

- Community Events
- Marketing and Advertising
- Media Campaigns
- Employee Ambassadors
- Partnerships

## Avoiding Disconnections – Affordability and Assistance

- Enroll Eligible Customers in Programs that Increase Affordability
- Energy Assistance Funds
- Enhanced Processes for Offering Assistance
- Modified Policies to Reduce Pressure on Customers

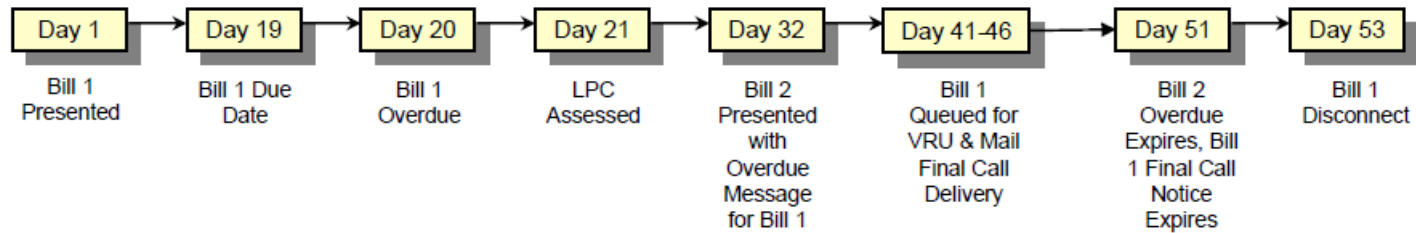
## Avoiding Disconnections – Notification and Awareness

- Bill Statements and Notices
- Focus on Increasing Customer Awareness
- Additional Safeguards for Special Needs Customers

## Backup / Appendix

# SCE Residential Collections Procedures

## Standard - Domestic Flowchart



## \*Special Needs - Domestic Flowchart

