

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE
STATE OF CALIFORNIA**

| | | |
|---|---|-------------------------|
| Order Instituting Rulemaking on the |) | |
| Commission's Proposed Policies and Programs |) | Rulemaking 04-01-006 |
| Governing Post-2003 Low-Income Assistance |) | (Filed January 8, 2004) |
| Programs |) | |

**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) MONTHLY REPORT
FOR MARCH 2006 PURSUANT TO ORDERING PARAGRAPH 19 OF DECISION 05-
10-044**

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Dated: **April 7, 2006**

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STATE OF CALIFORNIA**

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| Order Instituting Rulemaking on the |) | |
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10-044**

Pursuant to Ordering Paragraph 19 of Decision 05-10-044 (“D.05-10-044” or the “Decision”), Southern California Edison Company (SCE) hereby submits its monthly report for the month of March 2006.

D.05-10-044 provides that “[t]he utilities are prohibited from shutting off service this winter to residential customers that make regular payments of at least 50% of their bills.” (D.05-10-044, p. 3; *see also* Ordering Paragraph 16). Ordering Paragraph 19 of D.05-10-044 requires that the utilities track residential customers’ payments and shut-off figures during the winter months:

Each utility shall file monthly reports, this winter, due no later than the seventh of each month, December through May, presenting the percentage of residential accounts being paid in full when due, paid between 50-99%, and paid at less than the 50% trigger for shut-off protection, separately tracked by CARE, medical baseline and non-CARE customers (and FERA where applicable), and including shut-off figures for each of these customer groups.

Consistent with Ordering Paragraph 19, the data provided in Table A (attached hereto) is based on payments¹ made on residential accounts from the statement date to the 19-day due date

¹ “Payment(s)” include any credit applied to the customer’s service account, including payments made by the customer, deposits or adjustments.

(“when due”).² Table A tracks bills that became due in March 2006, *i.e.*, the 19-day due date fell in March 2006. As such, Table A tracks bills that may not have been *issued* in March 2006, but became *due* during that time (in addition to bills that were both issued and due in March 2006).

As reflected in Table A, between March 1 and March 31, 2006, 70% of residential accounts paid in full when due (*i.e.*, paid in full by the 19th day after statement date), 5% of residential accounts paid between 50-99% when due, and 25% of residential accounts paid less than 50% when due. CARE, FERA, non-CARE and non-FERA, and medical baseline customers are also separately tracked as required by Ordering Paragraph 19. The shut-off volumes for each of these customer groups are included; the shut-offs for all residential customers in March 2006 totaling 25,485.³

² Therefore, a residential customer who failed to make a payment by the 19th day after the statement date, but, for instance, paid in full on the 22nd day after the statement date, would be included in the “<50% Pymts” column rather than the “=>100% Pymts” column.

³ SCE disconnects electric service for non-payment based on the delinquency of a customer’s bill in accordance with the Commission-approved Rule 11 – Discontinuance and Restoration of Service – in SCE’s Tariff Book. Under current policy, SCE does not begin the disconnect process until approximately 50 days after the statement date.

As a result of SCE's implementation of the shut-off moratorium, from March 1 to March 31, 2006, 24,194 residential accounts were deferred, *i.e.*, were not shut-off in accordance with the shut-off moratorium.⁴

Respectfully submitted,

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April 7, 2006

⁴ Consistent with the Decision, SCE immediately performed a system enhancement to its automated collection system to ensure that residential customers who meet the minimum payment criteria are not disconnected. As soon as practicable after the Commission approved the Decision, by November 4, 2005, SCE's automated collection system was programmed to recognize whether a residential customer pending disconnection has made at least 50% payment of its current bill. If the residential customer has made such payment, shut-off is deferred. On November 7, 2005, SCE's Voice Response Unit (VRU) was reprogrammed to inform delinquent residential customers of the minimum payment requirement to avoid disconnection. The VRU Final Call Message regarding minimum payment options is typically made 7-10 days prior to disconnection and the VRU Courtesy Call message regarding minimum payment options is typically made 2 days prior to disconnection. On November 9-10, call center representatives were trained and scripts approved regarding the shut-off moratorium and minimum payment options to avoid disconnection. Further, on December 14, 2005, the Commission approved SCE's Advice Letter 1929-E (revising the disconnect notice to inform customers of the minimum payment amount to avoid disconnection) to be effective November 14, 2005.

Table A
Southern California Edison Company's Monthly Report Pursuant to
Ordering Paragraph 19 of D.05-10-044

| Bills Coming Due in March 2006 | | | | |
|--|------------------------|----------------|-----------------|------------------|
| Residential Customers | =>100% Pymts | 50%-99% | < 50% | Shut-offs |
| CARE | 64% | 6% | 30% | 7,470 |
| FERA | 68% | 6% | 26% | 114 |
| Neither CARE Nor FERA | 71% | 5% | 24% | 17,901 |
| Total - All Residential Customers | 70% | 5% | 25% | 25,485 |
| Medical Baseline* | 69% | 5% | 26% | 79 |

* Medical Baseline Customers may be on CARE, FERA, or D rate

- Notes: - Report is based on payments made from statement date to 19-day due date.
- "Payment" is defined as any credit applied to the customer's service account, including payments, deposits, and adjustments.
 - <50% payment figure includes residential accounts with no payments.
 - Closing bills were not included in the data calculations.

CERTIFICATE OF SERVICE

I hereby certify that, pursuant to the Commission's Rules of Practice and Procedure, I have this day served a true copy of SOUTHERN CALIFORNIA EDISON COMPANY'S (U-338-E) MONTHLY REPORT FOR MARCH 2006 PURSUANT TO ORDERING PARAGRAPH 19 OF DECISION 05-10-044 on all parties identified on the attached service list(s). Service was effected by one or more means indicated below:

- Transmitting the copies via e-mail to all parties who have provided an e-mail address. First class mail will be used if electronic service cannot be effectuated.
- Placing the copies in sealed envelopes and causing such envelopes to be delivered by hand or by overnight courier to the offices of the Commission or other addressee(s).
- Placing copies in properly addressed sealed envelopes and depositing such copies in the United States mail with first-class postage prepaid to all parties.
- Directing Prographics to place the copies in properly addressed sealed envelopes and to deposit such envelopes in the United States mail with first-class postage prepaid to all parties.

Executed this **7th day of April, 2006**, at Rosemead, California.

Christine Sanchez
Project Analyst
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