

December 7, 2005

Docket Clerk  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, California 94102

RE: R.04-01-006, A.05-06-005, A.05-06-009 A.05-06-012, A.05-06-013

Dear Docket Clerk:

Enclosed for filing with the Commission are the original and five copies of the **SOUTHERN CALIFORNIA EDISON COMPANY'S (U-338-E) MONTHLY REPORT FOR NOVEMBER 2005 PURSUANT TO ORDERING PARAGRAPH 19 OF DECISION 05-10-044** in the above-referenced proceeding.

We request that a copy of this document be file-stamped and returned for our records. A self-addressed, stamped envelope is enclosed for your convenience.

Your courtesy in this matter is appreciated.

Very truly yours,

**Stacie Schaffer**

SS:as:LAW-#1261098

Enclosures

cc: All Parties of Record  
(U 338-E)

**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	)	
	)	A.05-06-005, A.05-06-009
And Related Matters	)	A.05-06-012, A.05-06-013

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**SOUTHERN CALIFORNIA EDISON COMPANY'S (U-338-E) MONTHLY REPORT  
FOR NOVEMBER 2005 PURSUANT TO ORDERING PARAGRAPH 19 OF DECISION  
05-10-044**

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Dated: **December 7, 2005**

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

Order Instituting Rulemaking on the	)	
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**SOUTHERN CALIFORNIA EDISON COMPANY’S (U-338-E) MONTHLY REPORT  
FOR NOVEMBER 2005 PURSUANT TO ORDERING PARAGRAPH 19 OF DECISION  
05-10-044**

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 November 2005.

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 payments<sup>1</sup> made on residential accounts from the statement date to the 19-day due date (“when due”).<sup>2</sup> Table A tracks bills that became due in November 2005, *i.e.*, the 19-day due date fell in November 2005. As such, Table A tracks bills that may not have been *issued* in November 2005, but became *due* in November 2005 (in addition to bills that were both issued and due in November 2005). Further, because of SCE’s processes and policies regarding disconnects,<sup>3</sup> the “Shut-off” figures include shut-offs as a result of a residential customer’s non-payment of bills issued (and for services received) *before* the winter period.<sup>4</sup>

As reflected in Table A, between November 1 and November 30, 2005, 68% 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 27% 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 November 2005 totaling 22,514.

SCE’s implementation of the shut-off moratorium is consistent with the Decision. SCE immediately performed a system enhancement to its automated collection system ensuring that all residential customers who met the minimum payment criteria were not disconnected.<sup>5</sup> SCE performed the system enhancements as soon as practicable – on November 4, 2005 – as SCE’s

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

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> The “winter period” is from November 1, 2005 to April 30, 2006.

<sup>5</sup> The automated collection system has been enhanced 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 (stopped). SCE continues to randomly check the system enhancement to ensure accuracy.

automated collection system had to be reprogrammed to include *all* residential customers in the shut-off moratorium.<sup>6</sup> In addition, shortly thereafter on November 7, SCE's Voice Response Unit (VRU) was reprogrammed to inform delinquent residential customers of the minimum payment required to avoid disconnection,<sup>7</sup> on November 9-10, call center representatives were trained and scripts approved regarding the shut-off moratorium and minimum payment options to avoid disconnection; on November 14, 2005, SCE filed Advice Letter 1929-E (effective the same day) revising the disconnect notice to inform customers of the minimum payment amount to avoid disconnection. As a result of SCE's implementation of the shut-off moratorium, from November 4 to November 30, 2005, 19,572 residential accounts were deferred, *i.e.*, were not shut-off in accordance with the shut-off moratorium.

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<sup>6</sup> SCE was prepared to implement the shut-off moratorium on November 1, 2005 with respect to CARE customers only, as the shut-off moratorium applied only to CARE customers in the draft decision. However, at the last moment, on October 27, 2005, the Commission issued Escutia drafts which, for the first time, extended the shut-off moratorium to *all* residential customers. Over a week later, on November 7, 2005, the final decision was mailed to the parties.

<sup>7</sup> The VRU Final Call message regarding minimum payment options is typically made 7-10 days prior to disconnection. The VRU Courtesy Call message regarding minimum payment options is typically made 2 days prior to disconnection.

Respectfully submitted,

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December 7, 2005

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

<b>Bills Coming Due in November 2005</b>				
Residential Customers	=>100% Pymts	50%-99% Pymts	< 50% Pymts	Shut-offs
CARE	47%	4%	49%	6,356
FERA	44%	4%	51%	94
Neither CARE Nor FERA	75%	5%	20%	16,064
Total - All Residential Customers	68%	5%	27%	22,514
Medical Baseline*	64%	5%	32%	60

\* 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 NOVEMBER 2005 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 December, 2005**, at Rosemead, California.

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Christine Sanchez  
Project Analyst  
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