
December 16, 1999

ADVICE 1425-E
(U 338-E)

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
ENERGY DIVISION

SUBJECT: Request for Authorization to Offer Customer Premises
Electrical Repair Service on a Non-Tariffed Basis

I. PURPOSE & SUMMARY

Southern California Edison Company (SCE) hereby requests authorization from the California Public Utilities Commission (Commission) to offer a new non-tariffed product and service category entitled *Customer Premises Electrical Repair Services* to residential customers. The service under this new category will be called *Edison OnCall Electrical Repair (Edison OnCall)* and will provide as-needed repairs to participating customers' electrical equipment for a flat monthly fee.

As demonstrated herein, the offering of Edison OnCall by SCE:

- Provides a service which is valued by customers for its convenience and affordability;
- Promotes competition in the small-scale electrical repair market;
- Provides immediate financial benefits to SCE's ratepayers at no cost or risk; and
- Complies with all applicable Commission rules and requirements.

The repairs conducted under the Edison OnCall service will be limited in scope to items such as switches, receptacles, fuse boxes, circuit breakers, and inside wiring,

and will be incidental to the provision of uninterrupted electric service to participating customers.¹

In addition, SCE requests that the Commission make the determinations that this offering is considered "active" for purposes of SCE's gross revenue sharing mechanism² and complies with all applicable Affiliate Transaction Rules.³

II. BACKGROUND

This filing is made pursuant to Rule VII.E of the Affiliate Transaction Rules, which requires energy utilities to submit an advice letter describing any new category of non-tariffed products or services it proposes to offer and setting forth its compliance with the requirements of Rule VII. Section VI of this filing demonstrates SCE's compliance with each of the requirements of Rule VII. In addition, this filing is made pursuant to Decision 99-09-070 (D.99-09-070), which adopted a gross revenue sharing mechanism for SCE's non-tariffed products and services. D.99-09-070 sets forth the criteria which must be met for a Commission determination that a new category of non-tariffed products or services should be considered "active" for revenue sharing purposes.⁴ Section VII of this filing demonstrates that SCE has met the requirements for Edison OnCall to be classified as "active."

III. DESCRIPTION OF THE EDISON ONCALL SERVICE

Edison OnCall is a convenient service with features that have been well received by Edison Select's existing customer base. Edison OnCall responds to the needs of residential customers who are interested in a service that covers the cost of service calls and minor repairs in the event that an electrical problem occurs on their side

¹ SCE's non-utility affiliate Edison Select has offered the Edison OnCall service for over 3 years and currently has approximately 75,000 customers. For a variety of reasons discussed herein, Edison Select has determined that it no longer desires to offer the Edison OnCall service and is willing to transfer its existing customer base, systems, policies, procedures and contractor network to SCE at no cost to ratepayers. Due to the time required to obtain Commission approval for SCE to offer this service, Edison Select has agreed to maintain the service until approximately June 2000. If the Commission does not act on this advice filing by the time Edison Select terminates its Edison OnCall service, SCE and its ratepayers may lose the benefits associated with the existing Edison OnCall customer base and existing Edison OnCall customers may have a disruption in their electrical repair service coverage until they are able to sign up through SCE for the service.

² See D.99-09-070, which adopted a gross revenue sharing mechanism for SCE's non-tariffed products and services.

³ References to the Affiliate Transaction Rules refer to the set of rules adopted by the Commission in Decision 97-12-088, as subsequently modified by various decisions.

⁴ Under SCE's gross revenue sharing mechanism, new categories of non-tariffed products and services are considered "passive" for revenue sharing purposes unless SCE shows in its advice filing that the new category should be deemed "active."

of the meter. Edison OnCall meets customer desires for a convenient, responsive, and reliable on-site repair service, without the high costs of emergency service calls. For a small monthly fee, participating customers will have 24-hour-a-day access to quality electrical repair service.⁵

The service includes diagnostic troubleshooting, minor repairs to items included in the service (e.g., switches, receptacle, fuses, circuit breakers, and inside wiring) and a courtesy written diagnosis of any needed repairs not covered under the Edison OnCall service. Attachment A provides a list of the types of electrical equipment that are covered under the Edison OnCall service.⁶

A competitively procured network of qualified third-party licensed electrical contractors will provide the electrical repair services.⁷ SCE will be responsible for developing, maintaining and administering the service provider network, marketing the service to customers, billing customers for the service, responding to customer inquiries and requests for service, dispatching service providers, monitoring the performance of service providers, and providing warranty coverage on all covered repairs. SCE will offer Edison OnCall to customers throughout California.⁸

The Edison OnCall service will be integrated into SCE's existing customer care systems and processes. The interaction between SCE and the contractor network

⁵ Edison Select currently charges customers a monthly fee of \$5.95. SCE currently anticipates that it will charge a similar monthly fee for the service.

⁶ The Edison OnCall service is not an appliance repair service. Appliances (e.g., refrigerators, ovens, dishwashers) and other household electrical equipment (e.g., air conditioners, heaters, pool filters) will not be covered by this service.

⁷ All interested electrical contractors - large or small, union or non-union - will be eligible to competitively bid to participate in the Edison OnCall contractor network if they meet the following minimum eligibility requirements: (1) maintain a C10 license as an electrical contractor under the laws of the state or jurisdiction that has administrative control over the regulation of electrical contractor services; (2) maintain appropriate insurance and bonding; and (3) comply with all other provisions of the SCE contractors agreement. In keeping with SCE's current procurement policies, electrical contractors owned by women, minorities, and disabled veterans will be encouraged to participate in the bidding process. The electrical contractors currently participating in Edison Select's non-utility Edison OnCall offering will be transitioned to SCE's Edison OnCall service. All additional and replacement service providers will be selected through a competitive bidding process. None of SCE's non-utility affiliates will participate as service providers.

⁸ Since Edison OnCall will be offered on a non-tariffed basis, SCE's ability to offer the service is not limited to its service territory. SCE will provide customers outside its service territory with a separate bill for the Edison OnCall service or bill through alternative methods (e.g., direct debit, credit card). In addition, SCE will offer its Edison OnCall service to residential customers regardless of whether or not the customer takes distribution or commodity services from SCE. SCE will include in its marketing material and scripts a statement that customers do not need to take electric commodity services from SCE to be eligible for the Edison OnCall service.

will be seamless to subscribing customers. When an electrical problem occurs, the subscribing customer will contact an SCE customer service representative who will obtain a brief description of the trouble to determine the probable source and location of the problem. If the problem appears to be on SCE's side of the electric meter, an SCE service crew will be dispatched. However, if the problem is on the subscribing customer's side of the electric meter, an Edison OnCall contractor will be dispatched to troubleshoot the customer's electrical system, replace damaged or failed outlets, switches, fuses/breakers, and inside wiring, and provide a written diagnostic report, including identification of any additional repairs which are not covered by the Edison OnCall service.⁹ Attachment B provides a general description of the terms and conditions of the Edison OnCall service.

IV. IT IS APPROPRIATE FOR SCE TO OFFER THE EDISON ONCALL SERVICE AS A NON-TARIFFED SERVICE

A. SCE Can Develop Edison OnCall To Its Full Potential

SCE's nonutility affiliate Edison Select began offering Edison OnCall in 1996, before the adoption of the current Affiliate Transaction Rules governing interactions between SCE and its covered affiliates. After almost 3 years of offering the service, Edison Select has elected to terminate its nonutility Edison OnCall service. Among other reasons for its decision,¹⁰ Edison Select has determined that the Affiliate Transaction Rules restrict its ability to develop the Edison OnCall business in a customer-oriented manner. After detailed discussions with Edison Select and internal evaluations of the Edison OnCall concept, SCE has determined that offering the service through SCE overcomes the operational constraints experienced by Edison Select. In addition, integration of the Edison OnCall service into SCE's customer care systems and processes will allow SCE to provide customers a responsive, high-value service.¹¹

⁹ The customer is free to choose whomever they want to perform the additional work identified by the Edison OnCall contractor. If the customer hires the Edison OnCall contractor to perform work outside the scope of the Edison OnCall service, the fees, terms, and conditions for the extra work will be negotiated between the electrical contractor and the customer. SCE will not be a responsible party to the agreement and will not warrant the extra work. The customer will remit payment for extra work directly to the contractor. SCE will not be responsible for collecting fees for any extra work. Subscribing customers will be provided a 15% discount on any additional work performed by the Edison OnCall contractor.

¹⁰ Edison Enterprises, Edison Select's nonutility parent company, has recently undertaken a reexamination of its business strategy and direction. This reexamination has resulted in a decision to revise the scope of Edison Enterprises' business pursuits.

¹¹ Recent market research suggests that customers expect the electric utility to offer new products and services such as Edison OnCall. Edison Electric Institute, National Residential Customer Monitor: A Semi-Annual Survey of Residential Electric Customer Attitudes Toward A Changing Industry, Fall 1998 Analytical Report.

When customers have electrical problems in their homes, they often do not understand the distinction between general anomalies on SCE's electrical system and specific problems *within* their residence. For example, a customer may find that the lights in their living room do not respond when the wall switch is turned on. To many customers, this simply means that they have an electrical problem and should call SCE for help. It may be that the wall switch is faulty, that a circuit breaker has tripped, or that the wall outlet into which the lamp is plugged has failed. Unfortunately, when an SCE customer service representative identifies it as a customer premises problem, the SCE representative cannot suggest that the customer call Edison Select's Edison OnCall service. This is because the Affiliate Transaction Rules prevent SCE from making a referral to Edison Select. In fact, pursuant to these Rules, the SCE customer service representative cannot provide Edison Select's telephone number to a subscriber, even if requested to do so. Similarly, the customer service representative cannot alert customers to the fact that such a service is available, let alone how to obtain it. The Affiliate Transaction Rules prohibit such assistance, no matter how helpful it might be for the customer service representative to do so - nor how disgruntled with SCE the interaction might leave the customer.

Offering Edison OnCall through SCE will allow the service to reach its full potential. Offering the service through SCE will also increase customers' awareness of the service and provide a seamless interaction for those that subscribe. When a subscribing customer calls SCE with their electricity-related problem, SCE will handle their request by either dispatching a service crew if the problem is on SCE's side of the meter or dispatch a participating electrical contractor from the Edison OnCall network if the problem is on the customer's side of the meter.

B. Edison OnCall Meets The Conditions To Be Offered By SCE As A Non-Tariffed Service

The Affiliate Transaction Rules require that new utility services be tariffed, with the narrow exception of services that meet the stringent conditions of Rule VII.C.4. As discussed below in Section VI, SCE's offering of Edison OnCall meets these conditions.

V. SCE'S OFFERING OF EDISON ONCALL BENEFITS ALL STAKEHOLDERS

A. Participants Benefit from the Availability of Affordable Electrical Repairs

Participants in Edison OnCall will benefit by the convenience of the Edison OnCall service, eliminating the time and headache of obtaining referrals and locating an

electrician. The Edison OnCall service is easy to use - requiring just one phone call - and is available 24 hours a day, seven days a week. When the subscribing customer experiences an electrical problem and calls SCE, service will be provided in a timely manner.

Edison OnCall also takes the worry out of electrical repair work. The customer will no longer need to worry about the quality of repairs because the Edison OnCall service will use only qualified, licensed electrical contractors to perform the repairs and will provide a twelve month warranty of the work. In addition, contractor performance will be monitored by SCE to assure service quality.

Finally, the service will provide safety benefits to customers who would not otherwise seek professional repair service, but would instead retain a non-professional to perform the repairs. By providing an affordable monthly subscription fee, Edison OnCall intends to reach customers who would not normally use a professional repair service. Edison OnCall service makes safe, dependable repair services affordable and available to these customers.

B. Participating Electrical Contractors Benefit from Increased Business.

Participating electrical contractors benefit from the Edison OnCall service by virtue of the expanded business opportunities provided. In many cases, this will be entirely new work, replacing prior non-professional repairs. In addition, participating electrical contractors will have the opportunity to gain additional work that is not included in the Edison OnCall offering. Furthermore, participating contractors will benefit from reduced customer acquisition costs, since SCE will be directing new customers to them through the Edison OnCall service.

C. SCE's Shareholders Benefit from the Potential for Increased Earnings.

Edison OnCall is a new service to SCE. Like any new product or service, offering it involves a number of risks. These risks include the possibility of consumer demand for the product being less than projected; of program expenses being higher than anticipated due to customers' use patterns for the service and other unforeseeable factors; and of potential liabilities associated with the service offering. Consistent with Rule VII, SCE shareholders will assume all risks associated with the service. SCE's ratepayers will be shielded from any liabilities stemming from Edison OnCall service.

SCE's shareholders will benefit from increased earnings if shareholders' 90% share of the gross revenues from Edison OnCall is greater than the incremental costs associated with the offering.

D. SCE's Ratepayers Benefit by Receiving 10% of the Gross Revenues from Edison OnCall.

From the first day of SCE's offering of the Edison OnCall service, SCE's ratepayers will benefit due to SCE's gross revenue sharing mechanism. Under this mechanism, ratepayers receive 10% of the gross revenues from non-tariffed products and services considered "active." Since it is currently anticipated that approximately 75,000 Edison OnCall customers will transfer with the business to SCE, ratepayers are expected to receive a benefit of approximately \$45,000¹² in the first month.

SCE believes that once the Edison OnCall service is offered by the utility, there is the potential for subscriptions to double over the next several years. If realized, this would result in a ratepayer benefit of about \$1 million annually. In addition, all ratepayers benefit from the improved safety resulting from licensed electrical contractors performing repairs instead of non-professionals such as homeowners, handymen, or friends.

VI. SCE'S EDISON ONCALL OFFERING COMPLIES WITH RULE VII OF THE AFFILIATE TRANSACTION RULES

Rule VII of the Affiliate Transaction Rules sets forth the requirements for a utility to offer non-tariffed products and services. Rule VII.C.4 delineates the product - or service-specific conditions that must be met to offer the product or service on a non-tariffed basis; Rule VII.D lists the general conditions to offer any new non-tariffed products and service; and Rule VII.E.1 details the specific requirements for advice letter filings required to obtain Commission approval to offer new categories of non-tariffed products and services.

The following sections address each of the requirements of Rule VII.

A. SCE's Offering of Edison OnCall is in Compliance with Rule VII.C.4.

Rule VII.C.4 sets forth the conditions that must be met for an energy utility to offer a non-tariffed product or service:

- a. The nontariffed product or service utilizes a portion of a utility asset or capacity;
- b. such asset or capacity has been acquired for the purpose of and is necessary and useful in providing tariffed utility services;

¹² This estimated benefit is equal to 75,000 customers x \$5.95 per month x 10%.

- c. the involved portion of such asset or capacity may be used to offer the product or service on a nontariffed basis without adversely affecting the cost, quality or reliability of tariffed utility products and services;
- d. the products and services can be marketed with minimal or no incremental ratepayer capital, minimal or no new forms of liability or business risk being incurred by utility ratepayers and no undue diversion of utility management attention; and
- e. the utility's offering of such nontariffed product or service does not violate any law, regulation, or Commission policy regarding anticompetitive practices.

As discussed in the following sections, SCE's offering of Edison OnCall is in compliance with the requirements of Rule VII.C.4.

1. Edison OnCall Will Make Use of Utility Assets and Capacity That Were Acquired For The Purpose Of And Are Necessary And Useful In Providing Tariffed Utility Service.

As previously discussed, the Edison OnCall service will be integrated into existing SCE customer relationship management systems and processes in order to provide a seamless interface with subscribing customers. While the Edison OnCall service will utilize a wide variety of utility assets that are necessary to provide utility service, these assets are all integrated to provide SCE's customer-related utility services (e.g., service establishment, billing, payment processing, customer inquiries, service requests). Table 1 provides a list of the utility assets to be used to offer Edison OnCall. In addition, Table 1 describes the underlying utility purposes of such assets. Due to the relatively small scale and overlapping nature of the Edison OnCall service, SCE anticipates that it will utilize less than 1% of the capacity of these assets to offer the Edison OnCall service.

Table 1
Description of SCE Assets Utilized in Providing Edison OnCall

Assets/Capacity	Utility Function
Computing and Communications Hardware	
<ul style="list-style-type: none"> • Voice Response Unit (VRU) 	Integrated computer based system used to interact with callers via touch tones or voice recognition. The primary use of VRUs is to provide menus for caller identification, call routing, provide prerecorded information, and complete interactive transactions integrated with customer databases.
<ul style="list-style-type: none"> • Automated Call Distributor (ACD) 	A specialized telephone system used to handle multiple simultaneous inbound calls and route such calls to the appropriate VRU application or telephone representative based upon pre-established routing protocols.
<ul style="list-style-type: none"> • IBM 4000 Simplex Printers 	Used for the printing of bill statements.
<ul style="list-style-type: none"> • Bell & Howell 6000 Inserters 	Used for inserting the prepared bill statements into mailing envelopes.
<ul style="list-style-type: none"> • Aggasar Sorting Equipment 	Used for sorting and preparation of incoming mail (payments).
<ul style="list-style-type: none"> • Aggasar TRIOS 	Used for extracting payment and stub from the envelope.
<ul style="list-style-type: none"> • Inbound telephone lines (800#) 	Used for inbound calls into the company from customers requesting various utility services.
<ul style="list-style-type: none"> • Misc. hardware (e.g., servers, printers, phones, terminals, workstations) 	Used by telephone representatives, billing representatives and accounts payable representatives to process customer requests, prepare billing statements, process payments, and pay vendor invoices.
Computing and Communications Software and Systems	
<ul style="list-style-type: none"> • Customer Service System (CSS) 	CSS is the primary customer relationship management system used to facilitate all customer service functions; including billing, payment, credit, and other core utility functions (e.g. outage management support function).
<ul style="list-style-type: none"> • Banctec ImageFIRST OSA 	Used for the processing of payments for bank deposits and for the updating of customers' account information in CSS.
<ul style="list-style-type: none"> • APS - Accounts Payable System 	Used for the tracking and payment of vendor invoices.
<ul style="list-style-type: none"> • Paging systems 	Used for the communication of a service request to the Edison OnCall Contractors.
Human Resources	
<ul style="list-style-type: none"> • Personnel 	Human resources necessary to provide customer contact through SCE's Customer Communication Center and in the field; process bills and payments; and process payments to vendors.

While SCE has much of the capacity necessary to offer the Edison OnCall service, some of its existing systems will need to be modified to interface with the systems and processes that will be transferred from Edison Select to SCE. As discussed in Section VI, SCE currently estimates that it will spend approximately \$2.3 million over the first 12 months of operation to transition and integrate these systems and processes. Besides the systems modifications required for the smooth integration of the Edison OnCall service, SCE may hire several of the existing Edison Select employees responsible for the day-to-day operation of Edison Select's Edison OnCall service.¹³

2. Use of Available Utility Assets and Capacity Will Not Adversely Affect the Cost, Quality or Reliability of Tariffed Utility Products and Services.

As described above, the utility assets and capacity used to offer Edison OnCall from SCE primarily involve SCE's customer care systems, personnel, and processes. SCE has in place the systems, procedures and policies to ensure that the offering of Edison OnCall will not adversely affect the cost, quality or reliability of its tariffed utility products and services. SCE prides itself on the provision of high quality customer service, and has in place appropriate safeguards to ensure that this service is not degraded. The following sections provide an overview of these systems, policies and procedures.

a. SCE Has In Place Appropriate Systems, Policies and Procedures to Ensure That Its Customer Communication Center Performance is Not Adversely Impacted by the Offering of Edison OnCall.

One of the critical systems that will be used to offer Edison OnCall is SCE's Customer Communication Center (CCC). SCE's CCC consists of two state-of-the-art telephone centers that are manned 24 hours a day, 7 days a week, by a highly trained staff of approximately 700 telephone representatives and support personnel. SCE's CCC handles over 12 million telephone calls per year from customers requesting a variety of services and information. For the most part, the CCC will be Edison OnCall customers' first point of contact when they experience an electrical problem. In addition, the CCC will be used to inform customers of the Edison OnCall offering and to subscribe them to the service. As discussed below, SCE has extensive systems, policies and procedures in place to ensure that its CCC consistently provides high quality service to SCE's customers.

¹³ Any hiring of existing Edison Select employees will be carried out in full compliance with the applicable Affiliate Transaction Rules. In addition, the costs associated with those employees hired by SCE will be considered incremental and funded by shareholders, not ratepayers.

The Commission has imposed two service standards that are based upon CCC service level performance. In Decision 98-07-077, the Commission recognized a service quality standard specifically for SCE's CCC which sets an annual goal of answering 75% of all calls within 50 seconds in 90% of the weeks of the subject year.¹⁴ This Performance-Based Ratemaking (PBR) quality standard ensures that SCE will focus on its core business at the CCC. Besides this CCC-specific service quality standard, the Commission also adopted a performance incentive in SCE's non-generation PBR which is tied to SCE's overall customer satisfaction level. This incentive provides for rewards or penalties of up to \$10 million per year based upon SCE's customer satisfaction statistics. Given that SCE's CCC handles over 12 million customer calls each year, CCC performance is a significant factor in overall customer satisfaction. Thus, PBR provides substantial and effective incentives for SCE to ensure that the offering of Edison OnCall does not degrade established service levels.

To ensure that the average response time and service value to the utility customer are maintained, SCE utilizes state-of-the-art call center technology, procedures, and planning. SCE also utilizes leading workforce management software¹⁵ to ensure that call center staffing levels are appropriate to meet anticipated call demand. When determining appropriate staffing levels to meet service level standards, this workforce management software is fully capable of taking into account expected call handling productivity, including handle time requirements associated with the offering of non-tariffed products and services such as Edison OnCall.

Once the staffing levels are determined and the schedules are set, the CCC has extensive policies, procedures, and other technologies designed to monitor performance and to deploy or redeploy resources in the event of unforeseen call spikes or peaks. The CCC monitors real-time performance 7 days a week, 24 hours a day, based upon the following performance metrics:

- **Average Response Time** - The elapsed time, in seconds, from the time a call releases from the Voice Recognition Unit (VRU) or Automatic Call Distributor (ACD) and is queued for a representative.
- **Real-Time Service Level** - The percentage of calls handled within 50 seconds for the last 15-minute increment of time.

¹⁴ This standard is an annual goal which requires that SCE's CCC meet the weekly service level goal at least 90% of the weeks (47 out of 52 weeks). The weekly service level goal requires the CCC to answer no less than 75% of the calls handled within 50 seconds (as measured Saturday through Friday for each calendar week).

¹⁵ SCE utilizes TCS (TeleCenter Systems) workforce management software that is designed to:
1) forecast call demand; 2) determine the number of representatives required on a ½ hour basis

- **Cumulative Service Level** - The percentage of calls handled within 50 seconds for the cumulative day (each day starts at 12:01 a.m.)
- **Average Handle Time** - The average elapsed time per call, in seconds, which includes the time on the phone with the customer, the time the customer was on hold, and the time for the representative to complete follow-up work.
- **Inbound Calls** - The number of calls that are offered from the telephone carrier to SCE's ACD, measured in half-hour increments.

In the event that any of the aforementioned performance metrics indicates a decline in real-time performance from pre-established targets, the CCC has policies, procedures and systems in place to enhance service level performance, including but not limited to the following:

- **Moratorium on Telephone Solicitation Service** - One of the first steps that will be taken to ensure services levels are maintained at the pre-established targets is a moratorium on any telephone solicitation activities. SCE has committed that utility service will always take precedence over non-tariffed offerings such as the proposed Edison OnCall service.
- **Moratorium on After-Call Work** - This work is related to completing the customer - specific transaction, but does not need to be completed real-time, and can be temporarily deferred.
- **Moratorium on On-Site Training** - In order to maintain high quality service, the CCC continually provides on-site training for its representatives. If needed, this training can be temporarily deferred until real-time service levels are back to the pre-established targets.
- **Deployment of Peakers** - This consists of groups of employees that typically provide other support in the CCC (e.g., billing research, quality assurance, off-line support) who can be temporarily redeployed to answer customer calls.
- **Deployment of Supervisors** - During peak call times, supervisors can be deployed to answer customers' calls.
- **Overtime** - Retaining telephone representatives beyond their normal shift is also an available means of maintaining service levels.

given expected productivity and desired performance; and 3) schedule available representatives to meet that demand.

Besides the option of redeploying resources, the CCC has systems in place to communicate real-time performance information and possible redeployment actions to its employees. These systems include large flat panel monitors throughout the CCC that display real-time performance information, a paging network for all supervisors, e-mail notifications to all CCC employees, and wireless phones for key operational employees. This combination of policies, procedures and systems ensure that the CCC's service level performance is not adversely impacted by the offering of non-tariffed products and services, including Edison OnCall.

The volume of service requests attributed to the Edison OnCall service is anticipated to be relatively low. Based upon the experience of Edison Select, it is anticipated that the call volume for Edison OnCall would be approximately 15,000 calls per year. This call volume is a fraction of the over 12 million calls per year currently handled by SCE's CCC. In fact, a portion of the call volume which is expected as a result of the Edison OnCall service is already being unintentionally received by SCE, since many customers call SCE whenever they have an electricity-related problem, no matter which side of the meter the problem is on.

b. The Volume of Incremental Bills Produced For the Edison OnCall Service Will Not Adversely Impact SCE's Bill Preparation and Processing Performance.

As part of the Edison OnCall service, SCE will include the monthly charge for the service as a line item on customers' SCE electric bills. For those Edison OnCall customers that are not in SCE's service territory, SCE will either send a separate bill for the Edison OnCall service or bill the customer through alternative methods. SCE currently generates approximately 4.2 million electric bills per month to its residential, commercial and industrial customers. The key components involved in the billing process include meter reading, bill calculation, bill consolidation/preparation and bill delivery. Since the Edison OnCall charge is a flat monthly fee reflected as a line item on SCE's electric customer's bill, the impact on the components of the billing process will be insignificant.

Once the required system modifications are implemented, the only incremental impact in the billing process will be any increased bill production and processing caused by Edison OnCall customers that are outside of SCE's service territory. Currently less than 5% of the Edison OnCall customers are outside of SCE's service territory and require the production and processing of a separate bill. Thus, with an initial customer base of 75,000, only 3,750 incremental bills will need to be produced each month. Nonetheless, SCE will continue to monitor customer satisfaction and billing metrics to ensure that providing separate bills for non-SCE customers does not adversely impact SCE's utility billing services.

3. Shareholders will Be Responsible for Incremental Costs and Will Assume Any New Forms of Business Risk or Liability.

SCE's shareholders are responsible for all of the incremental costs and risks associated with Edison OnCall. SCE has in place appropriate accounting policies and procedures to ensure that the incremental costs associated with the Edison OnCall service are tracked and not charged to ratepayers. SCE will establish separate accounting functions to record the incremental costs associated with the Edison OnCall service. The costs charged to these accounting functions will be the responsibility of shareholders, not ratepayers. These accounting functions will be excluded from any costs estimates/forecasts used for ratemaking purposes.

4. Offering Edison OnCall Will Not Unduly Divert Utility Management Attention.

Due to the relatively small scale of the Edison OnCall service, the offering of the service will not unduly divert utility management attention from the offering of tariffed utility services. In addition, the procedures to deliver these services have already been developed by Edison Select and have been in use for three years. These procedures will be transferred to SCE. Approximately 10 Edison Select employees who currently provide day-to-day operational support and oversight of the Edison OnCall service may be hired by SCE, and would require no training. A modest amount of training (See Attachment C) will be required for other SCE personnel involved in the Edison OnCall service.

The administration of the Edison OnCall service will be located within SCE's Customer Service Business Unit, and will report to an appropriate manager within that organization.

5. SCE's Offering of Edison OnCall Does Not Violate Any Laws, Regulations, or Commission Policies Regarding Anticompetitive Practices.

SCE's offering of Edison OnCall complies with all applicable laws and regulations. As part of the transfer of Edison OnCall from Edison Select, all applicable licenses and certificates shall be transferred or assigned to SCE at no cost to ratepayers.

SCE's offering of Edison OnCall will have negligible impact on the market for electric repair service, and will not be anticompetitive. There are several reasons for this. First, SCE will not participate directly in delivering electrical repair services. Rather, Edison OnCall delivers repair services by utilizing a network of licensed electrical contractors. Edison OnCall's role in the market will be to facilitate transactions between residential customers who need electrical repair work and licensed electrical contractors who can provide that service. Second,

Edison OnCall does not set prices, but pays licensed electrical contractors for repair services at prices that are determined by a competitive bid process. Third, even with growth, SCE's Edison OnCall will have an insignificant impact on the large and diverse market for electrical repairs, since there are over 5,500 licensed electrical contractors in Southern California alone.

Edison OnCall's real impact on the electric repair market is to expand the market for licensed electrical contractors. This is because Edison OnCall creates business opportunities for licensed electrical contractors to provide electrical services that otherwise might not have been performed by licensed professionals. Based on Edison Select's experience, many subscribers have indicated that prior to the Edison OnCall service, the cost of hiring licensed electrical contractors to perform minor repairs was prohibitive. Thus, when they needed such repairs, they either performed the work themselves, turned to non-professionals (e.g., handymen, neighbors, and relatives), or simply did not have the repairs done. In addition, experience shows that not only do Edison OnCall customers have the covered repairs completed, they also use the Edison OnCall contractors to perform additional repairs that are not covered by the Edison OnCall service.

Edison OnCall benefits contractors who participate in the contractor network by providing them an increased volume of work and offering them access to customers that they may otherwise not be able to reach. In addition, small electrical contractors in the network, who may not be able to afford advertising, will benefit from Edison OnCall's marketing programs.

B. SCE's Offering of Edison OnCall Complies With Rule VII.D.

Rule VII.D sets forth the following general conditions that must be met before a utility can offer any new non-tariffed products and services:

A utility may offer new nontariffed products and services only if the Commission has adopted and the utility has established:

1. A mechanism or accounting standard for allocating costs to each new product of service or prevent cross-subsidization between services a utility would continue to provide on a tariffed basis and those it would provide on a nontariffed basis.
2. A reasonable mechanism for treatment of benefits and revenues derived from offering such products and services, except that in the event the Commission has already approved a performance-based ratemaking mechanism for the utility and the utility seeks a different sharing mechanism, the utility should petition to modify the performance-based ratemaking decision if it wishes to alter the sharing mechanism, or clearly

justify why this procedure is inappropriate, rather than doing so by application or other vehicle.

3. Periodic reporting requirements regarding pertinent information related to nontariffed products and services; and
4. Periodic auditing of the costs allocated to and the revenues derived from nontariffed products and services.

1. SCE Has in Place Appropriate Accounting Standards for the Tracking and Reporting of the Incremental Costs and Revenues Associated with Edison OnCall To Prevent Cross-Subsidization.

SCE has in place accounting policies and procedures for tracking revenues and incremental costs associated with non-tariffed products and services. SCE proposes to use these accounting policies and procedures for tracking the revenues and incremental costs associated with Edison OnCall. The gross revenue generated by Edison OnCall will be recorded in an Other Operating Revenue account specifically established for Edison OnCall.

2. SCE has in Place a Commission-Adopted Revenue Sharing Mechanism.

The revenues received from the Edison OnCall service will be subject to SCE's gross revenue sharing mechanism, adopted in D. 99-09-070. Pursuant to this mechanism, all new categories of non-tariffed products and services are considered "passive" for revenue sharing purposes unless SCE requests and demonstrates otherwise in the advice letter seeking Commission authorization to offer the new category. As set forth in this advice letter, SCE is requesting the Commission to make the determination that SCE has met the requirements for the Edison OnCall service to be considered "active" for revenue sharing purposes (See Section VII). Under the "active" classification, the gross revenues received from the Edison OnCall service will be split between shareholders and ratepayers on a 90:10 basis.

3. SCE Will Use Existing Periodic Reports to Submit Relevant Incremental Cost and Revenue Data to the Commission.

Rule VII.D.3 requires periodic reporting of relevant data on non-tariffed products and services. SCE proposes to use the same reporting mechanism for Edison OnCall that is currently used for existing non-tariffed products and services in compliance with Rule VII.H. SCE submitted its last Periodic Report on Non-Tariffed Products and Services on September 15, 1999. The next report will be submitted on March 15, 2000, and then annually thereafter. In Rule VII.H, the Commission requires that SCE's Periodic Report provides a brief description of the non-tariffed product and service categories it offers and the gross revenues,

incremental costs, and proportion of labor and physical assets used for each category. Thus, the information in that periodic report will satisfy the Commission's requirement in Rule VII.E.

4. SCE Will Use Its Existing Annual Affiliate Transaction Audit To Review SCE's Compliance With The Requirements of Rule VII.

Rule VI.C of the Affiliate Transaction Rules requires an annual independent audit of each utility's compliance with the entire set of Affiliate Transaction Rules. SCE will use this audit to review its non-tariffed product and service offerings, including Edison OnCall, to ensure compliance with the requirements of Rule VII.

C. SCE's Offering of Edison OnCall Complies With Rule VII.E.1.

Prior to offering a new category of non-tariffed products and services, the Commission requires the utility to file an advice letter showing it meets the requirements set forth in Rule VII.E.1 as follows:

The advice letter shall:

- a. demonstrate compliance with these rules;
- b. address the amount of utility assets dedicated to the non-utility venture, in order to ensure that a given product or service does not threaten the provision of utility service, and show that the new product or service will not result in a degradation of cost, quality, or reliability of tariffed goods and services;
- c. demonstrate that the utility has not received competition transition charge (CTC) recovery in the transition Cost Proceeding, A.96-08-001, or other applicable related CTC Commission proceeding, for the portion of the utility asset dedicated to the non-utility venture; and
- d. address the potential impact of the new product or service on competition in the relevant market, including but not limited to the degree in which the relevant market is already competitive in nature and the degree to which the new category of products or services is projected to affect that market.
- e. be served on the service list of Rulemaking 97-04-011/ Investigation 97-04-012, as well as on any other party appropriately designated by the rules governing the Commission's advice letter process.

1. SCE's Offering Of Edison OnCall Complies With All Other Affiliate Transaction Rules.

Besides complying with the requirements of Rule VII, SCE's offering of Edison OnCall also complies with all other applicable Affiliate Transaction Rules. None of SCE's affiliates will participate as service providers for the Edison OnCall service. Furthermore, SCE will not in any fashion tie the taking of Edison OnCall with any affiliate products or services, nor imply that there is any such tying.

Edison Select has developed and marketed the Edison OnCall service over the past three years. As previously discussed, Edison Select has decided to terminate its offering of the service and is willing to transfer its entire Edison OnCall service (including its existing customer base of approximately 75,000 customers) to SCE at no cost to SCE's ratepayers.

Rule V.H., which governs the transfer of goods and services between the utility and its affiliates requires that "transfers from an affiliate to the utility of goods and services not produced, purchased or developed for sale by the affiliate will be priced at the lower of fully loaded cost or fair market value." In order to transfer any Edison OnCall-related assets from Edison Select to SCE, it may be necessary to also transfer the remaining book value associated with those assets to SCE's books. However, any such transferred book value will not be recorded in SCE's rate base nor otherwise reflected in utility rates. Ratepayers will receive the benefits of such assets at no cost. Hence, any transfer will be in compliance with Rule V.H.

2. No Utility Assets Will Be Dedicated To The Edison OnCall Service And The Use Of Available Capacity Of Existing Utility Assets Will Not Adversely Impact The Cost, Quality, Or Reliability Of Tariffed Goods And Services.

As previously discussed, the Edison OnCall service will utilize a third-party network of electrical contractors to deliver the service. Further, as discussed in Section VI.A.2, no utility assets will be dedicated to this service; rather it will utilize available capacity in existing utility customer care systems and resources. As discussed in Section VI.A.3, any incremental costs associated with offering of Edison OnCall will be the responsibility of shareholders. As discussed in Section VI.A, SCE's existing processes, procedures, performance monitoring systems and the PBR incentive mechanism provide sufficient protections to ensure that the offering of Edison OnCall does not result in adverse impacts on the cost, quality, or reliability of tariffed goods and services.

Finally, the incremental level of annual customer service transactions associated with the Edison OnCall service will be relatively minor compared to the over 100

million customer service transactions already performed by SCE on an annual basis.

3. The Assets to be Used to Offer Edison OnCall Have Not Received Recovery Through the Competition Transition Charge (CTC).

As discussed above in Section VI.A.1, no utility assets will be dedicated to the Edison OnCall service. Any assets transferred from Edison Select will not be recorded in ratebase for rate recovery purposes, and will be categorized as “non-generation-related” assets.

SCE is authorized to recover only generation-related costs through a “Competition Transition Charge” (CTC), as authorized by the Commission in D.97-06-060, D.97-11-074, and D.97-12-039, and by the Legislature in AB 1890 (Public Utilities Code Section 367).

Thus, any assets transferred from Edison Select and dedicated to the Edison OnCall service would not be eligible for cost recovery through SCE’s CTC-related balancing and memorandum accounts. None of SCE’s existing utility assets that will be used to offer the Edison OnCall service (as described in Table 1) are generation-related. Thus, none of these assets have received CTC recovery.

4. The Design of Edison OnCall Will Enhance the Competitive Electrical Repair Market.

As discussed in Section VI.A.5, SCE anticipates that the Edison OnCall service will have a positive effect on the electric repair market.

5. This Advice Filing was Served on the Service List From Rulemaking 97-04-011/Investigation 97-04-012.

In compliance with this Rule, this advice filing will be served on the entire service list of Rulemaking 97-04-011/Investigation 97-04-012. This advice filing it will also be served on the GO 96-A service list. In addition, SCE made a good faith effort to identify the major electrical contractor associations in California, and will serve this advice filing on them.

VII. EDISON ONCALL SHOULD BE CLASSIFIED AS “ACTIVE” FOR REVENUE SHARING PURPOSES

D.99-09-070 adopted a gross revenue sharing mechanism for revenues SCE receives from its non-tariffed product and service offerings. Under this mechanism, shareholders and ratepayers share in the gross revenues on either a 90:10 basis for “active” products and services or a 70:30 basis for “passive” products and services. As set forth in D.99-09-070, new categories of non-tariffed products and services

will be deemed "passive" unless SCE can demonstrate that the category should be deemed "active." The following sections demonstrate that the requirements contained in D.99-09-070 for classifying a category as "active" have been met for the Edison OnCall service.

A. Edison OnCall Meets the Definition of "Active."

Attachment A to D.99-09-070 sets forth the requirements for a non-tariffed product or services to be determined "active."

A non-tariffed product or service offering shall be classified as "active" for revenue sharing purposes if it involved incremental shareholder investment of at least \$225,000 (either on a one-time basis or within a twelve-month period) or significant additional forms of liability or business risk by shareholders beyond the liabilities and risks associated with SCE's regulated business. Incremental shareholder investment includes capital-related costs (e.g., purchases of property or equipment) and expenses (e.g., consultants, supplies, materials, rent, marketing materials) incurred in connection with offering the non-tariffed product or service. Capital-related costs, labor and other expenses properly charged to the utility shall not be included in calculating the \$225,000 threshold.

As discussed previously, Edison Select has offered the Edison OnCall service for the past three years. Over this period, shareholders have expended in excess of \$1 million to develop, launch, market and operate Edison OnCall. SCE estimates that it will spend approximately \$2.3 million in shareholder-funded incremental costs over the first twelve months to transition and integrate the Edison OnCall service with SCE's customer care systems and processes. The incremental transition costs to be incurred by SCE are not related to utility service and will be assumed entirely by shareholders. Thus, SCE has clearly met the \$225,000 threshold for classifying a non-tariffed product or service as "active."

B. SCE Met With ORA Prior to Filing This Advice Letter.

As required by the ORA/SCE Settlement, SCE and ORA met on November 30, 1999, to discuss this advice letter and SCE's request to have the Edison OnCall service deemed "active" for revenue sharing purposes.

C. The Incremental Costs Associated With the Edison OnCall Service Will be the Responsibility of Shareholders.

As previously discussed, SCE has in place appropriate accounting policies and procedures to ensure that ratepayers do not pay any of the incremental costs associated with Edison OnCall. SCE's shareholders will be responsible for all incremental costs associated with this offering.

VIII. EFFECTIVE DATE

SCE requests that this advice filing become effective on the 40th calendar day after the day filed, which is January 25, 2000. A resolution is required for the approval of this advice filing.

IX. NOTICE

Anyone wishing to protest this advice filing may do so by letter or facsimile and received by SCE no later than 20 days after the date of this advice filing. Protests should be mailed to:

IMC Program Manager
Energy Division
California Public Utilities Commission
505 Van Ness Avenue, Room 4002
San Francisco, California 94102
Facsimile: (415) 703-2200

Copies should also be sent to the attention of the Director, Energy Division, Room 4004 (same address above), and Donald A. Fellows, Manager of Revenue and Tariffs, Southern California Edison Company, 2244 Walnut Grove Avenue, Rosemead, California 91770, Facsimile (626) 302-4829. There are no restrictions on who may file a protest, but the protest shall set forth specifically the grounds upon which it is based and shall be submitted expeditiously.

In accordance with Section III, Paragraph G, of General Order No. 96-A, SCE is mailing copies of this advice filing to the interested parties shown on the attached service list and R.97-04-011/I.97-04-012. Address change requests should be directed to Emelyn Lawler at (626) 302-3985.

Further, in accordance with Public Utilities Code Section 491, notice to the public is hereby given by filing and keeping the advice filing open for public inspection at SCE's corporate headquarters.

Southern California Edison Company

Donald A. Fellows, Jr.

DAF:eml:1425e.doc

Enclosures

cc: Michael D. McNamara, CPUC
GO 96-A Service List
R.97-04-011/I.97-04-012
Edison OnCall Service List

Attachment A

List of Qualifying Repairs

Breakers and Fuses

- Main (70 Amp - 200 Amp. Plug In or Bolt-on)
- 1P - (15Amp - 60 Amp)
- 2P - (15Amp - 60 Amp)
- Tandem in SP space (15/15 amp - 15/20 amp - 20/20 amp)
- 1P - Bolt-on (15Amp - 50 Amp)
- 2P - Bolt-on (15Amp - 50 Amp)
- GFI Breaker (20amp. "Square D" only)
- Fuses (10Amp - 60 Amp)
- Fuses (70Amp - 100Amp)

Switches and Cover Plates

- SP - 15 Amp
- SP - 15 Amp Decora
- Three way - 15 Amp
- Four way - 15 Amp
- Duplex Switches - SP -15 Amp
- Duplex Switches - SP -20 Amp
- Duplex Switches - Three way 15 Amp
- Duplex Switches - SP and Three way 15 Amp
- Dimmer Switches - Rotary SP - 600w (Incandescent)
- Dimmer Switches - Push on-off SP- 600w (Incandescent)
- Dimmer Switches - Slide control 120v Incandescent)

Receptacles and Cover Plates

- Receptacle 15 Amp 125 volt
- Receptacle 15 Amp 125 volt Decora
- GFI - 15 Amp
- Appliance 15a/3w locking single - 125v or 250v
- Appliance 20a/3w locking single - 125v or 250v
- Appliance 30a/3w locking single - 125v or 250v
- Appliance 50a/3w locking single - 125v or 250v

Miscellaneous

- Wiring Connection
- Other (Note any service that is not described within the list of Covered Services and Materials require approval before the work is performed)

Attachment B

General Description of the Edison OnCall Terms and Conditions

Timing of Coverage

- Coverage starts thirty days after initial sign-up.
- Each subscribing customer will be mailed a confirmation “Notice of Terms” outlining the scope of coverage and detailing the service provisions, terms, conditions, and limitations.
- Subscription is for a one-month term and automatically renews each month upon payment of the monthly fee.
- Edison OnCall account will be considered delinquent if payment is not received by the due date. SCE’s standard billing and collection practices will apply to Edison OnCall charges. However, a customer’s electric service will not be disconnected for non-payment of Edison OnCall charges.
- Until Edison OnCall account is brought up to date, Edison OnCall services will be limited to contractor referral services only.
- SCE may cancel subscription if the covered home’s electrical system appears to be materially out of compliance with the National Electrical Code, industry standards or local building codes.
- SCE reserves the right to discontinue the Edison OnCall program at any time for any reason upon the provision of one month’s prior notice.

Basic Coverage

- The Edison OnCall service includes:
 - Diagnosing electrical problem and providing a written description of the problem. The written description will identify which repairs are covered by the Edison OnCall program, and which are not.
 - Repairing or replacing inoperative circuit breakers, electrical fuses, wall switches and wall outlets.
 - Cleaning, repairing or replacing faulty electrical connections, conductors or wiring that was originally installed in accordance with the National Electrical Code, industry standards and local building codes.

The Edison OnCall service covers single family residential-use property, condominiums and mobile homes. Common areas and facilities of mobile home parks and condominiums are not covered.

Additional Work

- If electrical problem is not a Covered Service, the Edison OnCall contractor will provide an estimate of what the problem will cost to fix.
- Additional services are not part of the Edison OnCall service. Customer will be responsible for determining the scope of work to be performed and whether to get other estimates. If the Edison OnCall contractor performs any additional services, the customer is responsible for paying the contractor directly for the additional work.

- Additional services are neither warranted by nor the responsibility of the Edison OnCall service.
- Contractor will provide a 15% discount from market rate if hired to perform the additional services.

Non-Covered Problems

- Pre-existing electrical problems are not covered.
- Coverage is only provided for malfunctions which occur and are reported during the term of the contract.
- The following items and electrical problems are among those not covered by the service:
 - Adding new switches or outlets.
 - Bringing additional power to your residence.
 - Circuit breakers or fuses over 200 amps.
 - 3-phase services.
 - Equipment rated over 250 volts.
 - Replacement of switches and receptacles in colors other than white, ivory and brown.
 - Replacement of illuminated switches.
 - Electrical systems in violation of the National Electrical Code, industry standards and local building codes.
 - Replacement of obsolete or unavailable materials. Where reasonable, we will attempt to provide a close substitute.
 - Door bells and security entrance alarms.
 - Low voltage lighting systems.
 - Appliances (air conditioner, water heaters, heat pumps, stoves, etc.).
 - Transformers.
 - Costs of non-standard materials used in any Covered Services.
 - Garage door openers.
 - Photovoltaic devices.
 - Solar systems and components; pool and spa equipment and associated electrical components; and electronic or computerized systems management controllers.
 - Light fixtures and bulbs.
- Edison OnCall will not upgrade equipment or effect repair or improvement due to lack of capacity or failure to meet applicable governmental regulations, including building or zoning requirements.
- Edison OnCall's liability is limited to failure of systems due to normal wear and tear.
- Edison OnCall will not alter structures to effect repair or replacement, nor refinish or replace cabinets, countertops, walls, or flooring. At times it is necessary to open walls, ceilings, or floors to make repairs. Edison OnCall contractors will close the opening and return it to a rough finish.
- Edison OnCall does not cover repairs or replacements required as a result of missing parts, fire, flood, smoke, lightning, freeze, earthquake, theft, storms, accidents, war, riots, vandalism, improper installation, acts of God, damage from pests, or misuse.
- Edison OnCall's contractors will determine whether to replace a unit or repair it.
- Cosmetic defects are not covered.

- Edison OnCall is not liable for consequential or secondary damage, which includes property damage or personal injury as a result of an electrical malfunction.
- Service involving asbestos or other known or suspected toxic or hazardous substances will not be effected.
- Edison OnCall's aggregate liability is \$500 for each service call. Edison OnCall will not cover claims above this amount.
- Covered Services are limited to those within the footprint of the house.

Customer Service

- Telephone service is available at all times.
- Customers can either request immediate service or make an appointment. If immediate service is requested, a contractor will call the customer within one hour to confirm arrival time, which is normally two hours from original call. A two-hour response time is not guaranteed during or in the aftermath of storm conditions, earthquakes, fires, floods, lightning or other acts of God. In no event will services be initiated more than 48 hours after a request has been made for such services unless the customer specifies otherwise.

Warranty

- Edison OnCall warrants covered items (parts and labor) for 12 months from the date the repairs are performed.
- Under this warranty, if any of the repairs performed under the Edison OnCall service needs to be corrected, SCE will dispatch a contractor to correct the problem.
- The Edison OnCall warranty is void if electrical component damage or failure is the result of tampering, vandalism, or force majeure events.
- Edison OnCall will not warrant additional work performed by the contractor that is not covered under the Edison OnCall service.
- The electrical contractor warrants additional electrical services for 12 months.

Attachment C
Estimated Transition Costs Associated With Edison OnCall

Item	Description	Estimated Cost
Training	Training for customer contact employees (900 customer service representatives and 300 field service representatives) Customer representatives must be trained so that they understand all aspects of the Edison OnCall service in order to explain the terms and conditions of the service to customers and answer their questions and understand the use of customer related systems.	\$80,000
Existing Edison OnCall Contractor and Customer Transfer Costs	Costs associated with notifying existing Edison OnCall customers and contractors about the transfer to SCE and the assignment of any contracts to SCE.	\$75,000
Modifications to SCE's customer care systems to interact with existing Edison OnCall systems.	<ul style="list-style-type: none"> • Development and integration of software programs necessary to interact with various customer-related systems (e.g. customer service system, Accounts Payable System). • Acquisition of computer hardware (i.e. additional server) necessary to interact with customer-related systems and the contractor network (via paging). • Software modifications are required for customized screens that interface with SCE's existing customer relationship management systems. This will allow customer contact employees to inform eligible customers about the service; enroll customers, de-enroll customers; and respond to customer inquiries. • Software modifications may also be required to allow SCE's customer relationship management systems to communicate with the contractor network. • Software modifications may also be required to allow SCE's accounts payable systems to interface with the contractor network. 	\$2,150,000
Total		\$2,305,000

Edison OnCall Service List
Advice 1425-E

National Electrical Contractors Association
3 Bethesda Metro Center, Ste. 1100
Bethesda, MD 20814

California Central Coast Chapter NECA
530 E. Main St.
Santa Maria, CA 93454-4504

Contra Costa Chapter NECA
1024 Court St.
Martinez, CA 94553-1604

East Central California Chapter NECA
2629 N. Adoline Ave.
Fresno, CA 93705-4606

Greater Sacramento Chapter NECA
3960 Industrial Blvd., Suite 200B
West Sacramento, CA 95691

Kern County Chapter NECA
3008 Sillect Dr. #103
Bakersfield, CA 93308-6340

Los Angeles County Chapter NECA
401 Shatto Pl.
Los Angeles, CA 90020

Monterey Bay California Chapter NECA
530 E. Main St.
Santa Maria, CA 93454

Northern California Chapter NECA
4900 Hopyard Rd., Suite 120
Pleasanton, CA 94588-3345

Orange County Chapter NECA
180 S. Anita Dr. #103
Orange, CA 92868-3383

Redwood Empire Chapter NECA
7 Fourth St. #37
Petaluma, CA 94952

San Diego County Chapter NECA
3956 First Ave.
San Diego, CA 92103

San Francisco Chapter NECA
555 Gough St.
San Francisco, CA 94102-3599

San Joaquin Valley Chapter NECA
7500 West Ln.
Stockton, CA 95210

San Mateo County Chapter NECA
805 Veterans Blvd #204
Redwood City, CA 94063

Southern Sierras Chapter NECA
1655 E. Riverview Dr.
San Bernardino, CA 92408-3016

Independent Electrical Contractors
Redwood Empire Chapter
987 Airway Court, Suite 31
Santa Rosa, CA 95403-2050

Independent Electrical Contractors of
Southern California
P.O. Box 39909
Los Angeles, CA 90013

Independent Electrical Contractors
Ventura Chapter
2071 North Glenbrook Ave.
Camarillo, CA 93010

Western Electrical Contractors Association
9719 Lincoln Village Drive, Suite 303
Sacramento, CA 94203