

Attention Palmdale Residents & Businesses

In October 2022, Energy for Palmdale's Independent Choice (EPIC) replaced Southern California Edison ("SCE") for the energy generation portion of Palmdale residents' electric service. SCE will continue to deliver power to your home or business, maintain the grid and all equipment, provide billing and collection of payments, open and close accounts, and provide customer service and field service (including during power outages). There will be no change to automatic payments, or level rate pay plans.

If you would like to continue as an SCE customer for energy and do not want to participate in EPIC, you must opt out. You only need to take action if you want to opt out and remain an SCE customer.

To opt out, without penalty, you must call (661) 267-5419 or visit our website at www.PalmdaleEPICEnergy.com.

ENROLLMENT: Effective October 1, 2022, EPIC became the default electric power provider within the City of Palmdale. You were automatically enrolled in EPIC's default program. **OPT OUT:** You have the right to opt out of EPIC. If you decide to opt back in to SCE after the 60-day opt out period, SCE will charge a one-time account processing fee. By opting out, you will also be subject to SCE's then current rates, terms and conditions of service. For details on SCE's rates, terms and conditions, please visit sce.com. You will not be charged any fees if you opt out within the first 60 days after your automatic enrollment with EPIC or if you cancel electric service altogether (for example, if you move). If you opt out, you will still be charged for all electricity you used before the transfer of electric service. Accounts will be transferred on the day the electric meter is read and cannot be transferred during the middle of a billing cycle. In order for your request to be processed on your next meter read date, your request must be received at least 5 business days prior to the date on which the meter is read. To opt out, please call EPIC at (661) 267-5419 or visit www.PalmdaleEPIC.org. Have your electric bill handy so that we can process the request.

BILLING: Each month, EPIC customers receive a single monthly bill from SCE. This bill includes all electricity service charges, including EPIC's power generation charges, and SCE's Transmission and Delivery services.

FAILURE TO PAY: EPIC may transfer your account to SCE upon 14 calendar days' written notice to you if you fail to pay any portion of the EPIC charges on your bill. If your service is transferred, you may be subject to additional requirements by SCE. For more information, please call EPIC at (661) 267-5419.

CARE, FERA, MEDICAL BASELINE PROGRAMS: If you are currently enrolled in the California Alternative Rates for Energy (CARE) program, Federal Energy Rate Assistance (FERA), or Medical Baseline programs, you will continue to receive all benefits and discounts upon enrollment in EPIC.

TERMS AND CONDITIONS OF SERVICE: EPIC strives to provide low, competitive generation rates. Available rates can be reviewed at www.PalmdaleEPICEnergy.com or by calling (661) 267-5419.

SCE also charges EPIC customers authorized fees for delivering power to your home or business and for providing other services. These components of your electric bill are the same whether you buy electricity from EPIC or SCE.

By default, you will be enrolled in EPIC Power but may opt up to EPIC Power100, our cleaner, greener option. You may also choose to opt out and remain with SCE.

For full rate details, opt-out and opt-up instructions, visit PalmdaleEPICEnergy.com or call (661) 267-5419.

Su proveedor de generación de energía local predeterminado es Energy for Palmdale's Independent Choice (EPIC). Si desea ver una copia digital de este aviso en español, visite PalmdaleEPICEnergy.com o llame al (661) 267-5419 para hablar con un representante.

EPIC is committed to protecting customer privacy. Learn more at: PalmdaleEPICEnergy.com

Contact Us

PalmdaleEPICEnergy.com

EPICSupport@PalmdaleEPICEnergy.com

661-267-5419

Monday – Friday, 8 AM to 5 PM
Automated Assistance Available 24/7





ENERGY FOR PALMDALE'S
INDEPENDENT CHOICE

On October 1, 2022, Energy for Palmdale's Independent Choice (EPIC) became your default power provider. EPIC, a program created specifically for our community, offers clean energy at low, competitive costs. In addition, EPIC is locally managed and overseen by the Palmdale City Council. Our partner, SCE, continues to deliver energy to homes, maintain power lines, and provide billing.

Same Power, New Choice – Residents have three options:



38% Renewable Energy – Our most cost-effective plan. As EPIC's default choice, all customers are automatically enrolled in the EPIC Power.



100% Carbon-Free Energy – With EPIC Power100 your electricity will come from carbon-free energy sources such as solar and wind.



Available for customers who generate their own solar or wind power.