

Edison SmartConnect – Thousand Oaks District Overview

SCE will be installing smart meters in the Thousand Oaks area, including Agoura, Agoura Hills, Bell Canyon, Calabasas, Camarillo, Canoga Park, Hidden Hills, Malibu, Moorpark, Newbury, Oak Park, Santa Rosa Valley, Simi Valley, Thousand Oaks and Westlake Village starting in late May. The majority of the installations will be completed by September 2012. For more information visit SCE online at www.sce.com/edisonsmartconnect.

Overview

- Edison SmartConnect™ is Southern California Edison's (SCE's) smart metering program, which was mandated by the California Public Utilities Commission (CPUC).
- Smart metering enables new programs and services that empower customers with the information they need to save.
- By the end of 2012, SCE will finish replacing approximately 5 million electric meters for residential and commercial customers. As of April, 2012, more than 4.2 million smart meters have been installed.
- Corix Utilities, SCE's approved contractor, will perform most of the smart meter installations.

Installation Information

- Customers will receive advance notice by mail when installations are scheduled in their area.
- Customers do not need to be home for installation, but should provide clear access to their meters.
- The installer will leave a door hanger indicating if the installation was successful or if an appointment for installation is required due to access issues.
- Customers will experience a short power interruption of less than a minute. Typically, no service interruption is required for smart meter installations at small businesses.
- **Customers who operate life support medical equipment at their address, or have concerns about power interruptions, may call SCE at 1-800-973-2356.**
- Residential customers may opt-out of Edison SmartConnect by calling (800- 810-2369) to be connected to a customer service representative that will explain all the details of the opt-out program, including customer fees, and will enroll the customer in the opt-out program.

Customer Benefits

- Customers with smart meters will receive follow-up information by mail, notifying them when new program features and services are available and how to access them. These benefits include:
 - **24/7 Access** – Customers can access their previous day's energy use information online to help manage their use.
 - **Budget Assistant** – Customers can select a monthly spending target and choose to receive email, voice or text updates on how they're doing toward their goal.
 - **Save Power Day Incentive** – Customers can sign up to have email, voice or text alerts about upcoming Save Power Day events. Reducing energy use during these times will give customers the opportunity to earn up to \$100 in bill credits per year.
 - **Added Reliability** – Smart meters help keep the electric system reliable by pinpointing outage locations for faster service restoration.
 - **Remote Activation** – Approximately one million SCE customers relocate each year. Smart meters allow SCE to remotely activate service the same day so customers don't have to wait for an available service representative to come to their home.

Videos



- Learn what to expect at installation at www.sce.com/smartfuture.
- Watch a panel of experts gathered at UCSB discuss [smart metering](#).
- Listen to experts from SCE discuss wireless [technologies](#).

Fact Sheets



Read about [Customer Benefits](#), [Privacy and Security](#) and [Radio Frequency](#).

Visit SCE Online



www.sce.com/edisonsmartconnect

Contact Numbers

- General SCE Questions: (800) 655-4555.
- Installation Questions (Corix): (877) 407-2317.
- Opt-Out Enrollment: (800) 810-2369 (English) or (800) 477-4455 (Spanish).
- **Medical/Life Support Customers:(800) 973-2356.**