SCE will be resuming collection activities in April 2023 for those residential customers that received a 2022 California Arrearage Payment Program (CAPP) credit. Collection activities for non-CAPP recipients started back in October 2022.

The 2022 CAPP is a state program that helps pay residential customers’ eligible past due energy utility bills incurred during the COVID-19 pandemic. CAPP reduces qualified customers’ unpaid energy bills by directly applying a credit to their utility bills. SCE residential customers with an unpaid balance incurred during the COVID-19 Pandemic bill relief period from March 4, 2020, through December 31, 2021 were eligible for the CAPP credit which was applied to accounts in January 2023.

CAPP recipients are protected from disconnection of their energy utility services for 90 days after their 2022 CAPP benefit is applied. The 90-day protection has now expired and these customers can expect to see disconnections due to non-payment starting in May.

SCE recognizes some of our customers may still be facing challenges with paying their bills. As a result, SCE offers a range of assistance options:

* Payment Arrangements
* Budget Billing Plan
* Financial Assistance for Families and Individuals
* Energy Assistance Fund (EAF)
* Arrearage Management Plan (AMP)
* Low-Income Home Energy Assistance Program (LIHEAP)
* Get Help If You Use Medical Equipment

Frequently asked questions (FAQ) for residential customers [sce.com/past due](https://www.sce.com/customer-service/faqs/billing-payment)