

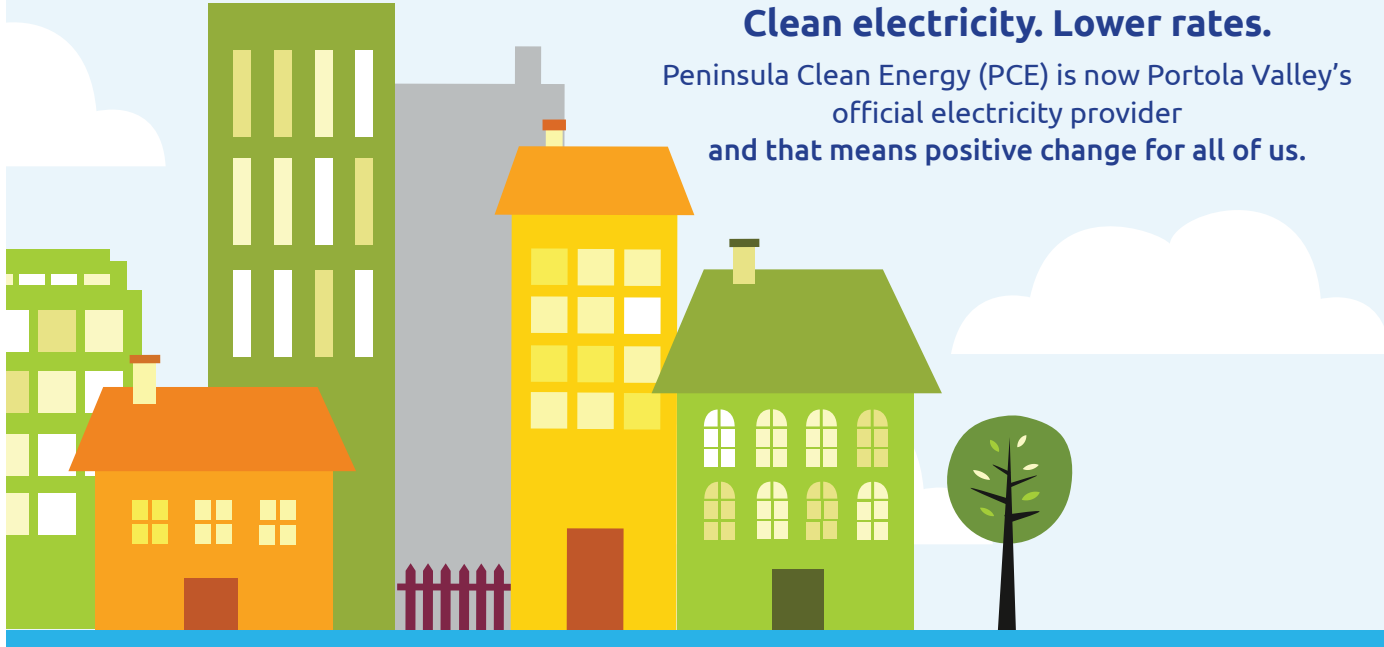


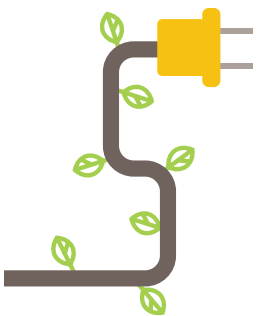
COUNTY OF SAN MATEO  
OFFICE OF SUSTAINABILITY  
455 COUNTY CTR FL 4  
REDWOOD CITY, CA 94063-1663

**There's been a change in  
your electricity service  
—for the better.**

**Clean electricity. Lower rates.**

Peninsula Clean Energy (PCE) is now Portola Valley's  
official electricity provider  
and that means positive change for all of us.





## You're now getting cleaner energy at low rates!

Peninsula Clean Energy is here to serve YOU. With your local council members in charge, what you want really matters. If that's cleaner electricity, low rates, and control that stays with you instead of private stockholders, we've got it covered! As a Portola Valley resident, you were automatically enrolled in our ECO100 program on your April billing date.



This is good news indeed as the ECO100 program provides you with 100% renewable energy at rates just slightly above what you were paying at PG&E.

However, we understand that some customers may prefer other options, so we are also offering the **ECOplus** program. With this program Peninsula Clean Energy delivers 50% renewable energy at rates slightly below what you had been paying at PG&E.

You also have the choice to **opt out** of everything within the first year without penalty.

## Any questions?

Visit [www.peninsulacleanenergy.com](http://www.peninsulacleanenergy.com) or call 866-966-0110.

To opt down to ECOplus, visit:  
[www.peninsulacleanenergy.com/portola-valley-opt-down/](http://www.peninsulacleanenergy.com/portola-valley-opt-down/)

To opt out, visit:  
[www.peninsulacleanenergy.com/opt-out/](http://www.peninsulacleanenergy.com/opt-out/)

## Terms & Conditions of Service

### RATES

Peninsula Clean Energy (PCE) electric generation rates are managed with the intention of providing cleaner electricity at competitive rates. Any changes to rates will be adopted at duly noticed public meetings of the Peninsula Clean Energy Board. Changes to PG&E or PCE rates will impact cost comparisons between PCE and PG&E. PG&E charges PCE customers a monthly Power Charge Indifference Adjustment (PCIA) and Franchise Fee Surcharge. PCE has already accounted for these additional charges in calculating rates. View PCE rates and PG&E cost comparisons online or call (866) 966-0110 for more information. These rates and cost comparisons may change over time. Financial assistance programs like CARE (California Alternative Rates for Energy), FERA (Federal Electric Rate Assistance) and Medical Baseline Allowance remain the same with PCE. If you are enrolled in any of these programs with PG&E, those programs will continue to apply to you as a PCE customer.

### BILLING

You will receive a single monthly bill from PG&E that includes PCE's electric generation charges. PCE's electric generation charge replaces PG&E's electric generation charge. PCE's charge is not a duplicate charge or extra fee. PG&E will continue to charge you for electric delivery services. If you opt out of PCE, PG&E will resume charging you for electric generation.

### ENROLLMENT

Peninsula Clean Energy is the default electricity provider in the County of San Mateo. Accounts within PCE's service area, with the exception of accounts within the Town of Portola Valley, are automatically enrolled with PCE's ECOplus renewable energy service unless the account holder chooses to opt out or chooses to sign up for ECO100 100% renewable energy. Accounts within the Town of Portola Valley, are automatically enrolled with PCE's ECO100 unless the account holder chooses to opt out or sign up for ECOplus. Account holders may request to opt out at any time. Portola Valley accounts who wish to sign up for ECOplus and all other accounts who wish to

sign up for ECO100 can call (866) 966-0110 or visit [PeninsulaCleanEnergy.com](http://PeninsulaCleanEnergy.com). Please have your PG&E account information on hand to process your request.

### OPT OUT

You may request to opt out of PCE at any time by calling (866) 966-0110. Please have your PG&E account information on hand to process your request. There is no fee to opt out before your PCE service starts or within 60 days after your PCE service starts. After that time, there is a one-time administrative fee (\$5 residential and \$25 commercial); however PCE is waiving this fee for the first year of a customer's enrollment with PCE. Please be advised that if you do opt out and return to PG&E, you will not have the option to return to PCE for a full year and will be subject to PG&E's terms and conditions of service. For information on PG&E's terms and conditions visit [pge.com/cca](http://pge.com/cca). Accounts will be transferred on the day the electric meter is read and cannot be transferred during the middle of a billing cycle. Opt out requests received at least 5 days prior to a customer's meter read date will be processed for that meter read date; all other opt out requests will be processed on the subsequent meter read date. Customers who opt out or otherwise stop receiving service from PCE will be charged for all PCE electricity used before ending PCE electric service. To opt out, please call PCE or visit [PeninsulaCleanEnergy.com](http://PeninsulaCleanEnergy.com). Have your electric bill handy so that we can help you.

### FAILURE TO PAY

Peninsula Clean Energy may transfer your account to PG&E upon 14 calendar days' written notice if you fail to pay your bill. If your service is transferred, you will be required to pay the termination fee described above.

### CUSTOMER PRIVACY POLICY

Peninsula Clean Energy's policy on Customer Confidentiality can be found at [www.PeninsulaCleanEnergy.com/customer-confidentiality](http://www.PeninsulaCleanEnergy.com/customer-confidentiality) or by calling (866) 966-0110.

Lea nuestros términos y condiciones en línea en: [es.PeninsulaCleanEnergy.com/condiciones](http://es.PeninsulaCleanEnergy.com/condiciones)  
在以下網頁閱讀我們的條款與條件: [zh.PeninsulaCleanEnergy.com/服務條款](http://zh.PeninsulaCleanEnergy.com/服務條款)