



Subject: Delinquent Accounts and Bad Debt Collections Policy

Policy:

DELINQUENT ACCOUNTS

Residential: Peninsula Clean Energy customer accounts exceeding \$250 in charges overdue for more than 90 days will be sent a late payment notification by PCE. The customer will be provided 60 days to pay or make payment arrangements. If payment in full is not received within 60 days, or the terms of an activated payment arrangement are not fulfilled, the PCE customer account will be closed and returned to PG&E bundled generation service on the next account meter read date. Residential customers returned to PG&E will be charged the applicable PCE opt-out fee and are subject to the applicable terms and conditions provided in PG&E Electric Rule 23.

Non-residential: Non-residential customer accounts exceeding \$500 in aggregate in unpaid charges for 60 days or more will be sent a late payment notification by PCE. The customer will be provided 30 days to pay or make payment arrangements. If payment in full is not received within 30 days, or the terms of an activated payment arrangement are not fulfilled, the PCE customer account will be closed and returned to PG&E bundled generation service on the next account meter read date. Non-residential customers returned to PG&E will be charged the applicable PCE opt-out fee and are subject to the applicable terms and conditions provided in PG&E Electric Rule 23.

BAD DEBT AND COLLECTIONS

Closed Peninsula Clean Energy accounts with overdue amounts greater than \$50 may be referred to a collection agent. Amounts of \$50 or less may be written off.

PG&E may close customer accounts before payment delinquencies bring them to the attention of Peninsula Clean Energy operations. When PG&E closes customer accounts, these accounts are also closed in the Peninsula Clean Energy program. In these cases, the thresholds outlined in the preceding paragraph apply in either referring closed accounts to collections or writing off balances.

