



COUNTY OF SAN MATEO
OFFICE OF SUSTAINABILITY
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Cleaner energy, low rates
PeninsulaCleanEnergy.com



Dear Portola Valley Customer,

Welcome to a new day in clean energy.

Peninsula Clean Energy (PCE) is now Portola Valley's official electricity provider. And what this means to you as a resident or business is good news all the way around.

- 1) **All of your electricity will come from renewable sources**
- 2) **Your current electric rates will be minimally affected**

In April 2017, your account will be automatically enrolled in our ECO100 program. This means 100% of your electricity will come from renewable sources like wind, solar, geothermal and hydropower — over three times the renewable energy you currently receive from PG&E. That's great news for our community and our planet. Plus, it's automatic — you won't need to do a thing. Here are the details.



100% Renewable Electricity. In April 2017, you will be enrolled in ECO100, our default electricity service for Portola Valley, as selected by the Portola Valley Town Council, on your regular billing date. With ECO100, 100% of your electricity comes from renewable sources and is 100% carbon free. ECO100 costs about a ½ cent more per kWh than PG&E's 30% renewable electricity service — roughly the cost of a few cups of coffee per month.



50% Renewable Electricity. You can opt down to ECOplus, which provides at least 50% renewable electricity and costs about ½ a cent less per kWh than PG&E.

No Disruption In Service

PG&E will continue to deliver your electricity and maintain the power lines to your home or business. So you still get the same service and reliability, but augmented with more renewable energy at low rates.

It's Simple

- ✓ **Just one bill.** Even though Peninsula Clean Energy provides the power generation and PG&E is responsible for power delivery, you'll still get one easy-to-pay monthly bill from PG&E.
- ✓ **Same reliable service.** To start and stop service, and report outages as well as emergencies, PG&E is still who you should call. They will also continue to maintain the "poles and wires," read your meter and provide service.
- ✓ **Low rates.** Our rates for ECO100 are competitive with PG&E's rates. Nothing else about your service will change. No new risks or hassles. Just 100% renewable electricity with zero emissions.

A Quick Word About Us

Peninsula Clean Energy (PCE) is a public agency based in San Mateo County. We were formed by the unanimous agreement of the County of San Mateo and all 20 cities therein to provide a choice for our residents and businesses to receive greener electricity at low rates. We're governed by a Board of Directors comprised of elected representatives from the County and each of its participating cities and towns. Our goal is to invest our earnings into lower costs for you, while supporting cleaner power and boosting our local economy.

Discount Programs

If you're enrolled in any of PG&E's discount programs, those discounts will continue with Peninsula Clean Energy. There's no need to reapply for any of the following: California Alternative Rates for Energy (CARE), Federal Electric Rate Assistance (FERA), Medical Baseline Allowance (MBA) and the Low Income Home Energy Assistance Program (LIHEAP).

Balanced Payment Plan Customers

If you use the Balanced Payment Plan (BPP) option with PG&E, you will continue to receive your gas and electric delivery charges from PG&E in the BPP form. However, your electric generation charges from PCE will not be included as part of the BPP and will vary from month to month, depending on usage.

Net Energy Metering Customers

If you have solar or wind generation installed on your premise, Net Energy Metering (NEM) is a way of earning credit for the renewable power you produce to offset some or all of the charges you would normally pay for using power.

If you are already a NEM customer with PG&E, your account will be automatically enrolled in our NEM program—**which pays you higher rates for your surplus electricity than PG&E does.**

Opting Out

You may opt out of Peninsula Clean Energy and continue to purchase PG&E's standard service. Just call toll free (866) 966-0110 or visit PeninsulaCleanEnergy.com. Be sure you have your PG&E bill on hand—we'll need your account information to help you.

Working together

Becoming a Peninsula Clean Energy customer means your electricity will be cleaner. We'll be investing dollars here in San Mateo County to develop more local renewable power sources and create jobs as those programs develop.

Welcome to PCE,



Jan Pepper

CEO, Peninsula Clean Energy

***We invite you to review your choices at PeninsulaCleanEnergy.com
or call us toll free at (866) 966-0110. We're here to help.***

Terms & Conditions of Service

RATES

Peninsula Clean Energy (PCE) electric generation rates are proposed to be stable and cost-competitive. Any changes to rates will be adopted at duly noticed public meetings of the Peninsula Clean Energy JPA 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. These fees are always included in our cost comparisons. 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, you will continue to be enrolled if you choose PCE.

BILLING

You will receive a single monthly bill from PG&E that includes PCE's power 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

California State Assembly Bill 117, passed and signed into law in 2002, requires that Community Choice Aggregation programs like PCE operate as the primary electric generation service provider through an automatic enrollment process. Accounts within Portola Valley are automatically enrolled with PCE's ECO100 renewable energy service unless the account holder chooses to opt out or sign up for ECOplus 50% renewable energy. Account holders may request to opt out at any time. Account holders may also choose ECOplus 50% renewable energy. To opt out, or to sign up for ECOplus, call (866) 966-0110 or visit 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, subject to PG&E's terms and conditions of 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 PCE or visit 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 or by calling (866) 966-0110.