



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

Cleaner energy, lower rates
PeninsulaCleanEnergy.com



Dear Customer,

Peninsula Clean Energy (PCE) is now San Mateo County's official electricity provider offering **cleaner electricity at lower rates**. With Peninsula Clean Energy, at least 50% of your electricity comes from renewable sources, like solar and wind energy. This is in comparison to PG&E, which provides less than one third from renewable sources. PG&E will continue to deliver the electricity and maintain the power lines to your home or business. It's a great combination of the same reliability we're used to, but with **more renewable power at lower rates**.

Who we are

Peninsula Clean Energy is a public agency based in San Mateo County. **We were formed by the unanimous agreement of every city in San Mateo County and the County to provide a choice for our residents and businesses to receive greener electricity at competitive rates.** We're governed by a Board of Directors comprised of elected representatives from the County and each of its 20 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.



Because of the number of customers involved, all residential and commercial ratepayers will be enrolled through a two-phase process over a period of 12 months. **We are already serving 80,000 accounts and are happy to serve your account soon.**

You don't need to do a thing to choose cleaner energy.



In April 2017 you will be automatically enrolled in our ECOplus product, our default electric service, on your regular billing date. ECOplus is at least 50% renewable and costs less than what you pay for PG&E. It's better for your wallet, the planet and your community!



If you want to do more for the environment and you can afford to pay a little extra, sign up for ECO100. With ECO100, 100% of your electricity comes from renewable sources and is 100% carbon free. Learn more by visiting PeninsulaCleanEnergy.com.

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.

It's simple

- Just one bill.** Even though you will pay Peninsula Clean Energy for power generation and PG&E for power delivery, you will get just one combined bill every month from PG&E, and make a single payment.
- Same reliable service.** You'll still call PG&E to start and stop service and report outages and emergencies. They will continue to maintain the "poles and wires," read your meter and provide service exactly as they always have.
- Lower rates.** Our rates for ECOplus will be less than PG&E's rates—from 50% renewable energy, compared to 30% renewable from PG&E. Nothing else about your service will change. No new risks or hassles.

Discount programs

If you're enrolled in any of PG&E's discount programs, you will continue to get your discounts with Peninsula Clean Energy—there's no need to reapply for: 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 your usage. Therefore, you will see some variance on your monthly bills.

Net Energy Metering customers

If you have solar or wind generation installed on your home, 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.**

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 PCE's service area are automatically enrolled with PCE's ECOplus renewable energy service unless the account holder chooses to opt out or sign up for ECO100 100% renewable energy. Account holders may request to opt out at any time. Account holders may also choose ECO100 100% renewable energy. To opt out, or to sign up for ECO100, 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.