



Policy Number: 5
Adoption Date: July 14, 2016
Revised: July 28, 2016

Subject: Terms and Conditions of Service

Policy:

From time-to-time, Peninsula Clean Energy must provide “Terms and Conditions” of service to customers and potential customers. When necessary or appropriate, it is the policy of Peninsula Clean Energy to include the following terms and conditions language for that purpose:

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. 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. 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. 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.