Regular Meeting of the Citizens Advisory Committee of the Peninsula Clean Energy Authority (PCEA)  
Thursday, March 10, 2022  
6:30pm

Zoom Link: https://pencleanenergy.zoom.us/j/84975390654  
Meeting ID: 849-7539-0654  
Passcode: 2075  
Phone: +1 (253-215-8782)  

NOTE: Please see attached document for additional detailed teleconference instructions.

In accordance with AB 361, the Committee will adopt findings that meeting in person would present imminent risks to the health or safety of attendees of in-person meetings. Consistent with those findings, this Committee meeting will be held remotely. PCEA shall make every effort to ensure that its video conferenced meetings are accessible to people with disabilities as required by Governor Newsom’s March 17, 2020 Executive Order N-29-20. Individuals who need special assistance or a disability-related modification or accommodation to participate in this meeting, or who have a disability and wish to request an alternative format for the meeting materials should contact Vanessa Shin at least 2 working days before the meeting at vshin@peninsulacleanenergy.com. Notification in advance of the meeting will enable PCEA to make best efforts to reasonably accommodate accessibility to this meeting and the materials related to it.

If you wish to speak to the Committee, please use the “Raise Your Hand” function in the Zoom platform or press *6 if you phoned into the meeting. If you have anything that you wish to be distributed to the Committee and included in the official record, please send to vshin@peninsulacleanenergy.com.

CALL TO ORDER / ROLL CALL

PUBLIC COMMENT
This item is reserved for persons wishing to address the Committee on any PCEA-related matters that are not otherwise on this meeting agenda. Public comments on matters listed on the agenda shall be heard at the time the matter is called. Members of the public who wish to address the Committee are customarily limited to two minutes per speaker. The Committee Chair may increase or decrease the time allotted to each speaker.

ACTION TO SET AGENDA AND TO APPROVE CONSENT AGENDA ITEMS

1. Approval of the Minutes for the February 10, 2022 Regular Meeting
2. Adopt Findings Pursuant to AB 361 to Continue Fully Teleconferenced Committee Meetings Due to Health Risks Posed by In-Person Meetings

REGULAR AGENDA

3. Chair Report (Discussion, est. 5 minutes)
4. Discussion on Citizen Advisory Committee (CAC) Experiences Installing Heat Pump Water Heaters (Discussion, est. 20 minutes)

Public records that relate to any item on the open session agenda are available for public inspection. The records are available at the Peninsula Clean Energy offices or on PCEA’s Website at: https://www.peninsulacleanenergy.com.
5. Citizens Advisory Committee 2022 Work Planning (Discussion, est. 20 minutes)

6. Peninsula Clean Energy Key Messages and Outreach Training (Discussion, est. 15 minutes)

7. Marketing Report (Discussion, est. 5 minutes)

8. Working Group Reports (Discussion, est. 10 minutes)

9. Upcoming Topics for Discussion (Discussion, est. 5 minutes)

10. Committee Members’ Reports (Discussion, est. 5 minutes)

ADJOURNMENT
Instructions for Joining a Zoom Meeting via Computer or Phone

Best Practices:
- Please mute your microphone when you are not speaking to minimize audio feedback
- If possible, utilize headphones or ear buds to minimize audio feedback
- If participating via videoconference, audio quality is often better if you use the dial-in option (Option 2 below) rather than your computer audio

Options for Joining
A. Videoconference with Computer Audio – see Option 1 below
B. Videoconference with Phone Call Audio – see Option 2 below
C. Calling in via Telephone/Landline – see Option 3 below

Videoconference Options:

Prior to the meeting, we recommend that you install the Zoom Meetings application on your computer by clicking here https://zoom.us/download.

If you want full capabilities for videoconferencing (audio, video, screensharing) you must download the Zoom application.

Option 1 Videoconference with Computer Audio:

1. From your computer, click on the following link that is also included in the Meeting Calendar Invitation:
   https://pencleanenergy.zoom.us/j/84975390654?pwd=RWZwOUdHMFR3a0R0VmJtemttdmIrdz09

2. The Zoom application will open on its own or you will be instructed to open Zoom.
3. After the application opens, the pop-up screen below will appear asking you to choose ONE of the audio conference options. Click on the Computer Audio option at the top of the pop-up screen.

   ![Computer Audio Option](image)

4. Click the blue, “Join with Computer Audio” button
5. In order to enable video, click on “Start Video” in the bottom left-hand corner of the screen. This menu bar is also where you can mute/unmute your audio.

**Option 2 Videoconference with Phone Call Audio:**

1. From your computer, click on the following link that is also included in the Meeting Calendar Invitation: https://pencleanenergy.zoom.us/j/84975390654?pwd=RWZwOUdHMFR3a0R0VmJtemttdmIrzd09
2. The Zoom Application will open on its own or you will be instructed to Open Zoom.
3. After the application opens, the pop-up screen below will appear asking you to choose ONE of the audioconference options. Click on the Phone Call option at the top of the pop-up screen.

![Choose ONE of the audio conference options](Image)

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1. Please dial +1 (253) 215-8782
2. You will be instructed to enter the meeting ID: **849-7539-0654 followed by #**
3. You will be instructed to enter in your participant ID. Your participant ID is unique to you and is what connects your phone number to your Zoom account.
4. After a few seconds, your phone audio should be connected to the Zoom application on your computer.
5. In order to enable video, click on “Start Video” in the bottom left hand corner of the screen. This menu bar is also where you can mute/unmute your audio.

**Audio Only Options:**

Please note that if you call in/use the audio only option, you will not be able to see the speakers or any presentation materials in real time.
Option 3: Calling in via Telephone/Landline:

Dial +1 (253) 215-8782

You will be instructed to enter the meeting ID: 849-7539-0654 followed by #

You will be instructed to enter the meeting passcode 2075 followed by #
REGULAR MEETING of the Citizens Advisory Committee of the Peninsula Clean Energy Authority (PCEA)
Thursday, February 10, 2022
MINUTES

Video conference and teleconference
6:30 p.m.

CALL TO ORDER
Meeting was called to order at 6:34 p.m.

ROLL CALL
Present:
Morgan Chaknova, Redwood City, Chair
Daniel Baerwaldt, Los Banos
Diane Bailey, Belmont
Steven Booker, Half Moon Bay
Michael Closson, Menlo Park
Janet Creech, Millbrae
Joe Fullerton, Half Moon Bay
Kathryn Green, San Mateo
Jason Mendelson, Redwood City
Cheryl Schaff, Menlo Park, Vice Chair
Desiree Thayer, Burlingame

Absent:
Alexander Melendrez, San Bruno

A quorum was established.

PUBLIC COMMENT
No public comment

ACTION TO SET THE AGENDA AND APPROVE CONSENT AGENDA

1. Approval of the Minutes for the January 13, 2022 Regular Meeting

2. Adopt Findings Pursuant to AB 361 to Continue Fully Teleconferenced Committee Meetings Due to Health Risks Posed by In-Person Meetings
Motion Made / Seconded: Mendelson / Chaknova

Motion passed 9-0 (Absent: Closson, Fullerton, Melendrez)

REGULAR AGENDA

3. Chair Report (Discussion)

Morgan Chaknova, Citizens Advisory Committee (CAC) Chair, reminded Committee members to complete Peninsula Clean Energy’s Diversity, Equity, Accessibility, and Inclusion (DEAI) Survey.

4. Review of All-Electric Life Messaging (Discussion)

KJ Janowski, Director of Marketing and Community Relations, discussed the development of Peninsula Clean Energy’s all-electric life marketing campaign and shared preliminary research results. Committee members asked questions about role of reliability and financial barriers on customer perceptions and emphasized importance of community education on benefits of electrification.

PUBLIC COMMENT: Eduardo Pelegri-Llopart, Drew

5. Review of Results of the 2021 Feedback Survey of Members of the Citizens Advisory Committee (CAC) (Discussion)

Kirsten Andrews-Schwind, Senior Manager of Community Relations, reviewed the results of the 2021 survey of CAC members, highlighting feedback and ideas shared by respondents.

6. Review of 2021 CAC Working Group Results and Planning for 2022 Working Groups (Discussion)

Morgan Chaknova invited Committee members to provide updates and reflections from the 2021 working groups. Committee members reported on working group progress to date and discussed opportunities to clarify and refine the goals of working groups.

PUBLIC COMMENT: Eduardo Pelegri-Llopart

7. Recommendations on 2035 Decarbonization Feasibility Plan (Action)

Jason Mendelson, CAC Member, introduced a recommendation from the building electrification working group. Committee members made the motion to send the following recommendation to the Peninsula Clean Energy Board 2035 Decarbonization Subcommittee:

Dear Peninsula Clean Energy Board 2035 Decarbonization Subcommittee,
The Citizens Advisory Committee has reviewed staff’s presentation of the draft framework on achieving zero carbon by 2035 and we support the draft plan as proposed including the scope.

We urge action to access capital to enable the 2035 decarbonization plan including through innovative financing (see for example The City of Ithaca New York’s Efficiency Retrofitting and Thermal Load Electrification Program and Marin Clean Energy, East Bay Community Energy and Silicon Valley Clean Energy’s $2 Billion Clean Energy Project Revenue Bonds) so that our residents can have access to electrification. The sooner the better.

We further urge you to make it easy to take action by expanding access and facilitating robust assistance for those who need it, including for those with lower incomes who will have the most difficulty in making the necessary changes (for example, through direct installation programs).

We also urge you to focus on building public awareness, through workforce development, education and motivating adoption through a comprehensive communications campaign.

Thank you, Citizens Advisory Committee

Motion Made / Seconded: Mendelson / Chaknova

Motion passed 10-0 (Absent: Booker, Melendrez)

8. Marketing Report (Discussion)

Vanessa Shin, Community Outreach Associate, overviewed the CAC recruitment process for new and current members. Vanessa also invited Committee members to complete the Peninsula Clean Energy DEAI survey as well as participate in the upcoming Bay Area Reach Codes Community Feedback Event.

9. Upcoming Topics for Discussion (Discussion)

Kirsten Andrews-Schwind previewed upcoming topics for the Peninsula Clean Energy Board meetings and raised topics that were previously suggested by the CAC. Committee members suggested an informational presentation on public financing opportunities and discussion on Peninsula Clean Energy enrollment in Los Banos.

10. Committee Members’ Reports (Discussion)

No Committee member reports.

ADJOURNMENT

Meeting was adjourned at 8:42 p.m.
TO: Honorable Peninsula Clean Energy Authority Citizens Advisory Committee

FROM: Jan Pepper, Chief Executive Officer, Peninsula Clean Energy Authority

SUBJECT: Resolution to Make Findings Allowing Continued Remote Meetings Under Brown Act

RECOMMENDATION:
Adopt a resolution finding that, as a result of the continuing COVID-19 pandemic state of emergency declared by Governor Newsom, meeting in person would present imminent risks to the health or safety of attendees.

BACKGROUND:
On June 11, 2021, Governor Newsom issued Executive Order N-08-21, which rescinded his prior Executive Order N-29-20 and set a date of October 1, 2021 for public agencies to transition back to public meetings held in full compliance with the Brown Act. The original Executive Order provided that all provisions of the Brown Act that required the physical presence of members or other personnel as a condition of participation or as a quorum for a public meeting were waived for public health reasons. If these waivers fully sunset on October 1, 2021, legislative bodies subject to the Brown Act would have to contend with a sudden return to full compliance with in-person meeting requirements as they existed prior to March 2020, including the requirement for full physical public access to all teleconference locations from which committee members were participating.

On September 16, 2021, the Governor signed AB 361, a bill that formalizes and modifies the teleconference procedures implemented by California public agencies in response to the Governor’s Executive Orders addressing Brown Act compliance during shelter-in-place periods. AB 361 allows a local agency to continue to use teleconferencing under the same basic rules as provided in the Executive Orders when certain circumstances occur or when certain findings have been made and adopted by the local agency.

AB 361 also requires that, if the state of emergency remains active for more than 30 days, the agency must make findings by majority vote every 30 days to continue using the bill’s exemption to the Brown Act teleconferencing rules. The findings are to the
effect that the need for teleconferencing persists due to the nature of the ongoing public health emergency and the social distancing recommendations of local public health officials. **Effectively, this means that agencies, including PCEA, must agendize a Brown Act meeting once every thirty days to make findings regarding the circumstances of the emergency and to vote to continue relying upon the law’s provision for teleconference procedures in lieu of in-person meetings.**

AB 361 provides that Brown Act legislative bodies must return to in-person meetings on October 1, 2021, unless they choose to continue with fully teleconferenced meetings because a specific declaration of a state or local health emergency is appropriately made. AB 361 allows for meetings to be conducted virtually *as long as* there is a gubernatorially-proclaimed public emergency in combination with (1) local health official recommendations for social distancing or (2) adopted findings that meeting in person would present risks to health. AB 361 is effective immediately as urgency legislation and will sunset on January 1, 2024.

On September 25, 2021, the Peninsula Clean Energy Board of Directors approved a thirty (30) day extension of remote meetings in accordance with AB 361. Out of an abundance of caution given AB 361’s narrative that describes each legislative body’s responsibility to reauthorize remote meetings, staff and counsel brings this memo and corresponding resolution to the attention of the Citizens Advisory Committee.

**DISCUSSION:**
Because local rates of transmission of COVID-19 are still in the “substantial” tier as measured by the Centers for Disease Control, it is recommended that the Peninsula Clean Energy Citizens Advisory Committee avail itself of the provisions of AB 361 allowing continuation of online meetings by adopting findings to the effect that conducting in-person meetings would present an imminent risk to the health and safety of attendees. A resolution to that effect, and directing staff to return each 30 days with the opportunity to renew such findings, is attached hereto.
RESOLUTION NO. _____________

PENINSULA CLEAN ENERGY AUTHORITY, COUNTY OF SAN MATEO, STATE OF CALIFORNIA

* * * * * *

RESOLUTION FINDING THAT, AS A RESULT OF THE CONTINUING COVID-19 PANDEMIC STATE OF EMERGENCY DECLARED BY GOVERNOR NEWSOM, MEETING IN PERSON FOR MEETINGS OF THE PENINSULA CLEAN ENERGY CITIZENS ADVISORY COMMITTEE WOULD PRESENT IMMINENT RISKS TO THE HEALTH OR SAFETY OF ATTENDEES

______________________________________________________________

WHEREAS, on March 4, 2020, the Governor proclaimed pursuant to his authority under the California Emergency Services Act, California Government Code section 8625, that a state of emergency exists with regard to a novel coronavirus (a disease now known as COVID-19); and

WHEREAS, on June 4, 2021, the Governor clarified that the “reopening” of California on June 15, 2021 did not include any change to the proclaimed state of emergency or the powers exercised thereunder, and as of the date of this Resolution, neither the Governor nor the Legislature have exercised their respective powers pursuant to California Government Code section 8629 to lift the state of emergency either by proclamation or by concurrent resolution in the state Legislature; and

WHEREAS, on March 17, 2020, Governor Newsom issued Executive Order N-29-20 that suspended the teleconferencing rules set forth in the California Open Meeting law, Government Code section 54950 et seq. (the “Brown Act”), provided certain requirements were met and followed; and

1
WHEREAS, on September 16, 2021, Governor Newsom signed AB 361 that provides that a legislative body subject to the Brown Act may continue to meet without fully complying with the teleconferencing rules in the Brown Act provided the legislative body determines that meeting in person would present imminent risks to the health or safety of attendees, and further requires that certain findings be made by the legislative body every thirty (30) days; and,

WHEREAS, California Department of Public Health (“CDPH”) and the federal Centers for Disease Control and Prevention (“CDC”) caution that the Delta variant of COVID-19, currently the dominant strain of COVID-19 in the country, is more transmissible than prior variants of the virus, may cause more severe illness, and that even fully vaccinated individuals can spread the virus to others resulting in rapid and alarming rates of COVID-19 cases and hospitalizations (https://www.cdc.gov/coronavirus/2019-ncov/variants/delta-variant.html); and,

WHEREAS, the CDC has established a “Community Transmission” metric with 4 tiers designed to reflect a community’s COVID-19 case rate and percent positivity; and,

WHEREAS, the County of San Mateo currently has a Community Transmission metric of “substantial” which is the second most serious of the tiers, and;

WHEREAS, the Committee has an important governmental interest in protecting the health, safety and welfare of those who participate in its meetings;

WHEREAS, on September 25, 2021, the Peninsula Clean Energy Board of Directors approved a thirty (30) day extension of remote meetings in accordance with
AB 361. Out of an abundance of caution given AB 361’s narrative that describes each legislative body’s responsibility to reauthorize remote meetings, staff and counsel bring this resolution to the attention of the Citizens Advisory Committee, and;

WHEREAS, in the interest of public health and safety, as affected by the emergency caused by the spread of COVID-19, the Committee deems it necessary to find that meeting in person would present imminent risks to the health or safety of attendees, and thus intends to invoke the provisions of AB 361 related to teleconferencing;

NOW, THEREFORE, IT IS HEREBY DETERMINED AND ORDERED that

1. The recitals set forth above are true and correct.

2. The Committee finds that meeting in person would present imminent risks to the health or safety of attendees.

3. Staff is directed to return no later than thirty (30) days after the adoption of this resolution with an item for the Committee to consider making the findings required by AB 361 in order to continue meeting under its provisions.

4. Staff is directed to take such other necessary or appropriate actions to implement the intent and purposes of this resolution.

* * * * * *
Peninsula Clean Energy Citizens Advisory Committee 2021 Work Plan

Goal: Make it easy for CAC members to align with PCE staff priorities and get involved in driving PCE strategic initiatives

Brown Act reminder: Communication about working groups to must be limited to less than a quorum (50%) of CAC members

Guiding Principles
For example:

- Ensure PCE Staff and Board understand how to leverage CAC in a way that is useful and drives PCE strategic priorities
- Ensure CAC members feel fully engaged and utilized if they have interest and bandwidth
- Maximize efficiency of CAC impact on staff resources

CAC role & responsibilities:
Current Objectives:
- Act as liaison to community
- Provide feedback on PCE policy and operational objectives
- Engage in outreach to community, including encouraging ratepayers to participate in PCE offerings and programs, and implement other carbon reducing practices
- Assist with legislative advocacy in conjunction with staff and board
- Provide forum for community discussions on wide variety of strategies to reduce carbon emissions in conjunction with staff and board

PCE strategic goals for 2021

The CAC will support and align its work with these goals.

MISSION: To reduce greenhouse gas emissions by expanding access to sustainable and affordable energy solutions.

VISION: A sustainable world with clean energy for everyone.

Organizational priorities:
- Design a power portfolio that is sourced by 100% renewable energy by 2025
- Contribute to San Mateo County reaching the state’s goal to be 100% greenhouse gas-free by 2045

Strategic plan on PCE website here
<table>
<thead>
<tr>
<th>Project</th>
<th>Description</th>
<th>Staff Liaison</th>
<th>CAC Members (*Lead)</th>
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<tbody>
<tr>
<td>Assist with design and launch of income-qualified home upgrade program</td>
<td>Assist staff with a) community relationships and outreach, and b) technical design guidelines and outcomes for the program. <em>Deliverable: Brief memo summarizing input on technical design guidelines and outcomes for the program.</em></td>
<td>Alejandra Posada, Programs Team</td>
<td>Diane Bailey*, Janet Creech, Kathryn Green</td>
</tr>
<tr>
<td>Support building electrification</td>
<td>Conduct community education about reach codes and other electrification measures and their importance to GHG reduction goals. <em>Deliverable: Brief memo summarizing community education conducted by CAC members regarding reach codes.</em></td>
<td>Rafael Reyes, Programs Team</td>
<td>Jason Mendelson*, Diane Bailey, Ray Larios, Daniel Baerwaldt</td>
</tr>
<tr>
<td>Assess EV charging infrastructure permitting processes</td>
<td>Conduct an assessment of current EV charging infrastructure permitting processes across PCE jurisdictions, focusing on those that have not yet begun streamlining these processes. <em>Deliverable: Written assessment of EV charging permitting processes.</em></td>
<td>Phillip Kobernick, Programs Team</td>
<td>Cheryl Schaff*</td>
</tr>
<tr>
<td>Support site identification for Community Solar DER installations</td>
<td>Research possible sites for community solar development in disadvantaged communities and introduce local site managers to PCE staff. <em>Deliverable: Email introductions to local site managers.</em></td>
<td>Peter Levitt and Dave Fribush, Programs Team</td>
<td>Desiree Thayer*, Alex Melendrez</td>
</tr>
<tr>
<td>Microgrids research</td>
<td>Conduct a literature review on methods for establishing quantifiable value streams for societal and customer-level benefits of microgrids. <em>Deliverable: Summary of findings and annotated literature review with citations and links.</em></td>
<td>Peter Levitt and Dave Fribush, Programs Team</td>
<td>Michael Closson*, Ray Larios, Jason Mendelson</td>
</tr>
<tr>
<td>Review DER program grading and evaluation criteria</td>
<td>Provide feedback to staff on criteria for choosing future community Distributed Energy Resources projects, emphasizing diverse perspectives. <em>Deliverable: Brief memo summarizing feedback to staff.</em></td>
<td>Peter Levitt and Dave Fribush, Programs Team</td>
<td>Jason Mendelson*, Michael Closson, Janet Creech</td>
</tr>
<tr>
<td>Assist with distribution of PCE education resources</td>
<td>Leverage the impact of an existing PCE educational resources by getting it implemented in more schools and youth programs. <em>Deliverable: Brief memo summarizing actions taken to expand the use of PCE student activity packet.</em></td>
<td>KJ, Marketing Team</td>
<td>Janet Creech*, Ray Larios, Desiree Thayer, Daniel Baerwaldt</td>
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Peninsula Clean Energy Key Outreach Messages
Updated March 2022

These simple talking points are designed to be shared conversationally with residents.

1. What is Peninsula Clean Energy?

Peninsula Clean Energy is a local public agency. We provide almost everyone in San Mateo County with clean energy at lower rates.

a. It was founded by our cities and the County to address climate change.
b. You probably already have it. You are automatically helping the environment and saving a little money on your bill!
c. It works in collaboration with PG&E. Peninsula Clean Energy buys electricity from clean sources, and PG&E delivers it to you through their wires.
d. Clean Energy is an automatic benefit of living in San Mateo County.

2. What are the benefits?

a. You save 5% on the electricity generation portion of your PG&E bill.
b. That adds up to about $3/month or $30/year savings for the average household, a little something.
c. The biggest benefit is clean energy from sources like the wind and sun. That helps protect the planet for our kids and future generations.
d. Peninsula Clean Energy also provides additional energy discounts and savings. See #5 below for details.

3. It looks like I’m paying an extra charge on my bill.

a. The Peninsula Clean Energy line on page 1 of your PG&E bill is not an extra charge.
b. The electricity part of your PG&E bill is divided into two lines:
   i. Electricity generation: Peninsula Clean Energy makes, or generates the electricity
   ii. Electricity delivery: PG&E continues to deliver it through their power lines

c. You pay Peninsula Clean Energy less than what you’d pay PG&E for electricity generation. It’s 5% less after factoring in PG&E fees.
d. For more information see our residential rates webpage.

Peninsula Clean Energy provides electricity from clean energy sources at lower rates than PG&E. PG&E owns the power lines and delivers the power we generate. They send a consolidated bill. As a customer of Peninsula Clean Energy, you are helping the environment and saving money.
4. **Do I keep my discounts?** If you have utility discounts, you automatically keep them.

   a. You are a customer of both PG&E and Peninsula Clean Energy. You automatically keep your CARE, FERA, and Medical Baseline discounts administered through PG&E.
   b. You also have the automatic 5% discount from Peninsula Clean Energy as well.
   c. You are eligible for rebates and programs from both PG&E and Peninsula Clean Energy.

5. **Peninsula Clean Energy also offers additional savings and rebates:**

   a. Free test drives of electric cars make it easier to switch from a gas car
   b. Discounts of up to $4,000 on used electric cars
   c. Rebates of up to $2,000 on electric heat pump water heaters
   d. Rebates of up to $1,250 when you finance a solar system with back-up batteries. The rebate amount will be $500 starting April 1, 2022
   e. Free home repairs for income-qualifying homeowners
   f. Check [https://www.peninsulacleanenergy.com/residential-programs/](https://www.peninsulacleanenergy.com/residential-programs/)

6. **If you need help paying your utility bill:**

   a. Sign up for the income-qualified CARE or FERA monthly energy discount
   b. If you are behind on paying your utility bill, sign up for HEAP assistance
   c. If you have a medical device, sign up for the Medical Baseline discount
   d. More information on all these discounts are at: [https://www.peninsulacleanenergy.com/lowerbill/](https://www.peninsulacleanenergy.com/lowerbill/)

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*When You Don’t Know the Answer to a Question about Peninsula Clean Energy*

Always refer the customer to us. Simply say they have a good question, and you can help them get the answer. Avoid inadvertently spreading misinformation by taking a guess.

We suggest asking the customer for their email and sending their question to both them and us at [info@peninsulacleanenergy.com](mailto:info@peninsulacleanenergy.com). Peninsula Clean Energy customer care staff will respond within one to two days. If the customer provides the billing name and address, we can also look up their account to answer specific questions about their bill.

Customers can also contact our call center with questions about their bill at **1-866-966-0110**.

For general questions about Peninsula Clean Energy or community outreach, contact Vanessa Shin at [vshin@peninsulacleanenergy.com](mailto:vshin@peninsulacleanenergy.com).