



# Guide to your community electricity provider

Understanding your new clean energy choices





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CAMPBELL | CUPERTINO | GILROY | LOS ALTOS | LOS ALTOS HILLS  
LOS GATOS | MILPITAS | MONTE SERENO | MORGAN HILL  
MOUNTAIN VIEW | SARATOGA | SUNNYVALE  
UNINCORPORATED SANTA CLARA COUNTY

# 1. What is Silicon Valley Clean Energy?

## Building a Clean Energy Future in Silicon Valley

Silicon Valley Clean Energy (SVCE) is redefining the local electricity market, providing our residents and businesses with new clean energy choices — renewable and carbon-free electricity at competitive rates. Thirteen communities in Santa Clara County govern SVCE, creating a community-owned agency. For these communities, SVCE is now your official electricity provider.

- Campbell
- Cupertino
- Gilroy
- Los Altos
- Los Altos Hills
- Los Gatos
- Milpitas
- Monte Sereno
- Morgan Hill
- Mountain View
- Saratoga
- Sunnyvale
- Unincorporated Santa Clara County

## How it Works

We work in partnership with PG&E. We buy clean electricity direct from the source—encouraging the kind of market growth and competition that results in more carbon-free energy sources and lower energy generation rates. PG&E delivers electricity over existing power lines, and continues to maintain the lines and provide customer service as they always have. Your bill continues to come from PG&E, with SVCE generation charges replacing those from PG&E.

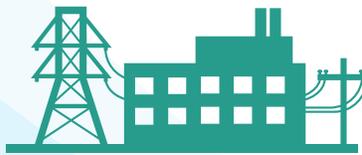


SOURCE



**SVCE**

buying and  
building energy  
supplies



DELIVERY



**PG&E**

delivering energy,  
repairing lines  
serving customers



CUSTOMER



**YOU**

benefitting from  
cleaner energy,  
local control

# 2. Benefits

## Returning Value to Our Community

SVCE is a community-owned agency dedicated to providing benefits to our customers.



### **GHG Reduction:**

Choosing carbon-free electricity is an easy and economical choice. It's the single most effective and large-scale action our communities can take to curb emissions and combat climate change.



### **A True Choice:**

You now have a choice of more than one electricity provider, and new clean and competitively-priced energy services from which to choose.



### **Competition:**

As a Community Choice Energy agency, SVCE is redefining the local energy market with new and competitive clean energy services for all customers.

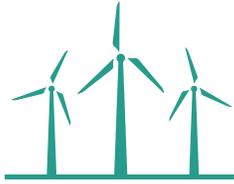


### **Local Investment:**

SVCE is community-owned, established to benefit our communities. We reinvest net revenues to keep rates low, and provide local energy programs that promote decarbonization and grid innovation.

# 3. Energy Choices

Residents and businesses in our service area with existing PG&E accounts are automatically enrolled in SVCE's GreenStart electricity choice.



## GreenStart

- **Carbon Free**
- **GreenStart is SVCE's competitively-priced,** standard electricity offering.
- **All customers are automatically enrolled in GreenStart,** with electricity sourced from wind, solar, hydro and other clean energy sources to meet the total annual demand of SVCE customers.



## GreenPrime

- **Carbon Free**
- **100% Renewable**
- **Choose to upgrade to GreenPrime, SVCE's 100% renewable generation service,** and be at the forefront of our community's commitment to a clean energy future. GreenPrime is generated primarily from solar and wind farms. Buying GreenPrime further expands the demand for generation from new and competitive renewable energy sources.
- **GreenPrime is available at a premium of less than 1 penny per kilowatt-hour.** For a typical residential customer, that's less than \$5 a month.
- **You can choose to upgrade to GreenPrime, anytime**—even after you've been enrolled in GreenStart.

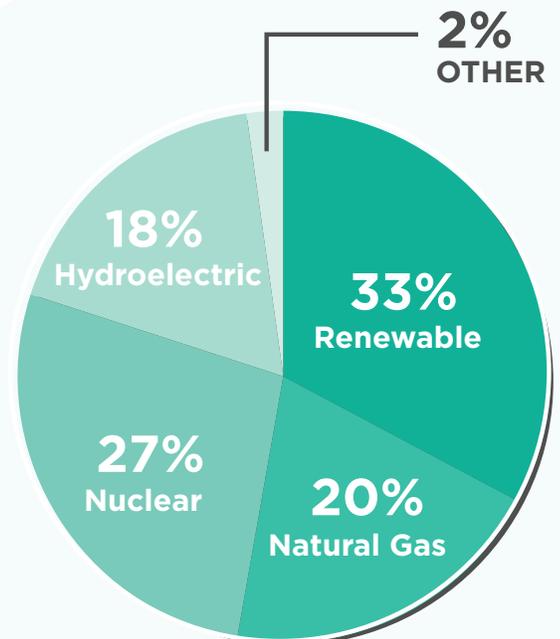


## Opt Out

PG&E's 2017 energy supply mix is nearly 80% carbon free, with 33% coming from renewable sources. If you'd like to opt out of SVCE and remain with PG&E's bundled service, you may opt out the following ways:

1. Call 1-844-474-SVCE (7823)
2. Send us a written request to:  
Silicon Valley Clean Energy  
333 W El Camino Real, Suite 290  
Sunnyvale, CA 94087
3. Online at [www.SVCleanEnergy.org/opt-out](http://www.SVCleanEnergy.org/opt-out)

Please provide your PG&E account number when opting out. If you later decide that SVCE really is right for you, we'll be happy to welcome you back and you can re-enroll the same ways you would opt out.



# 4. Rates

## Clean Energy and Competitive Rates

Silicon Valley Clean Energy provides cleaner electricity at lower rates. Our electric generation rates are less than PG&E for GreenStart, our default electricity offering. As a community-owned agency, net revenues are returned to our community to keep rates low and provide energy saving programs for our customers. The charges you see on your bill can be simplified into two categories:

**Electric Generation:** This pays for your source of power and how much electricity you're using. Rates vary, depending on the type of service you choose: SVCE GreenStart, SVCE GreenPrime or PG&E.

**Electric Delivery:** PG&E still delivers your electricity over existing lines and maintains those lines. PG&E delivery rates are the same for everyone, both SVCE customers and PG&E customers.

GREENSTART	OPT OUT	GREENPRIME
50% RENEWABLE ENERGY	33% RENEWABLE ENERGY	100% RENEWABLE ENERGY
\$56.09 PG&E ELECTRIC DELIVERY	\$56.09 PG&E ELECTRIC DELIVERY	\$56.09 PG&E ELECTRIC DELIVERY
\$30.29 ELECTRIC GENERATION	\$48.51 ELECTRIC GENERATION	\$33.89 ELECTRIC GENERATION
\$15.30 PG&E ADDED FEES	\$0 PG&E ADDED FEES	\$15.30 PG&E ADDED FEES
\$101.68 AVERAGE TOTAL COST	\$104.60 AVERAGE TOTAL COST	\$105.28 AVERAGE TOTAL COST

*This sample cost comparison is based on a typical residential customer who uses 450 kilowatt-hours of electricity per month. Rates effective as of April 2018.*

PG&E fees are charged on a per kilowatt-hour basis and SVCE accounts for these fees when setting rates at costs below PG&E. You'll find a full explanation of all the items on your bill in the next section of this guide.

Rates are set by SVCE's Board of Directors, consisting of one elected official from each participating community, which seeks community input before rate changes go into effect.



### **Discount Rates**

SVCE customers still receive full CARE, FERA and Medical Baseline discounts. There's no change in discounted rates and if you're already enrolled you do not need to reapply. New customers in these programs should still apply directly through PG&E.



### **NEM for Solar**

SVCE offers an attractive Net Energy Metering (NEM) program for the thousands of households and businesses with solar panels.



### **Electric Vehicles**

SVCE electric vehicle rate schedules, EV-A and EV-B, mirror those of PG&E. With SVCE, you are driving on clean, carbon-free electricity at a lower rate.

# 5. Understanding Your Bill

While SVCE is in charge of procuring the energy you use, you'll still get your normal PG&E bill.

- **PG&E will no longer charge you for electric generation;** SVCE now procures energy on your behalf, from carbon-free sources.
- **PG&E will continue to charge for electric delivery**—the transmission and delivery of your electricity—as well as required regulatory and program charges, the same way they always have, and at the same rate for all customers, SVCE or PG&E. To learn more about your PG&E energy statement visit [pge.com](https://www.pge.com).
- **PG&E fees specific to Community Choice Energy Programs**—these fees are factored into SVCE's rate setting process so that in total, customers still save money compared to PG&E's generation rates.

Because PG&E and SVCE are working together to provide your electric service, your bill will include charges from both PG&E and SVCE, but there will never be any duplicate charges.

The example bill shown is based on an E-1 rate schedule, or a typical residential customer.

## 1 Account Number

This is your PG&E account number, which you will need when upgrading to GreenPrime or opting out of SVCE service.

## 2 PG&E Delivery Charges

PG&E charge to deliver electricity over their existing transmission lines, maintain infrastructure and other fees to support customer service and billing.

## 3 SVCE Generation Charge

This charge is to cover Silicon Valley Clean Energy's cost of purchasing clean, carbon-free electricity for customers.

## 4 Total Amount Due

Includes PG&E's electric delivery charge, SVCE's electric generation service and PG&E gas service, if applicable. This is the total amount you pay to PG&E, conveniently on one bill for services provided by both PG&E and SVCE.

## 5 Your Electric Charges Breakdown

This is the sum of charges from electric generation, distribution and other fees and taxes that fund regional or statewide programs such as assistance and efficiency rebate programs.



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 03/07/2018  
Due Date: 03/28/2018

1

## Service For:

SPARKY JOULE  
1234 MAIN STREET  
SUNNYVALE, CA 94087

## Your Account Summary

Credit Balance on Previous Statement	\$312.53
Payment(s) Received Since Last Statement	-312.53
Previous Unpaid Balance	0.00

2

## Questions about your bill?

Monday-Friday 7 a.m.-9 p.m.  
Saturday 8 a.m.-6 p.m.  
Phone: 1-866-743-0335

## Local Office Address

10900 N BLANEY AVE  
CUPERTINO, CA 95014

Current PG&E Electric Delivery Charges	\$83.64
Silicon Valley Clean Energy Electric Generation Charges	\$34.75
<b>Total Amount Due by 03/28/2018</b>	<b>\$118.39</b>

3

4

## Important Message

Your charges other than PC



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 03/07/2018  
Due Date: 03/28/2018

## Important Phone Numbers - Monday-Friday 7 a.m-9 p.m., Saturday 8 a.m.-6 p.m.

### Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000 TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

## Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit [www.pge.com](http://www.pge.com) or call 1-800-743-5000.

**If you believe there is an error on your bill**, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

**If you are not able to pay your bill**, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

## Important definitions

**Rotating outage blocks** are subject to change without advance notice due to operational conditions.

Electric Tier	% of Baseline
1	0% - 100%
2	> 100%

\*Does not apply to EV & ETOUA/B

**Tier 1 (Baseline) allowance:** Some residential customers are given Tier 1 / Baseline allowance – a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1/Baseline allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source. As you use more energy, you pay more for usage.

**High Usage:** A state-mandated charge for energy consumption that exceeds four times the total Baseline Allowance (Tier 1). This charge does not apply to customers on a Time-of-Use rate.

**DWR bond charge:** Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

**Power Charge Indifference Adjustment (PCIA):** Ensures that non-exempt customers under PG&E's GT and ECR rate schedules or who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs.

**Gas Public Purpose Program (PPP) Surcharges.** Used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

Visit [www.pge.com/billexplication](http://www.pge.com/billexplication) for more definitions. To view most recent bill inserts including legal or mandated notices, visit [www.pge.com/billinserts](http://www.pge.com/billinserts).

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## Your Electric Charges Breakdown

Conservation Incentive	-\$3.95
Transmission	14.77
Distribution	44.19
Electric Public Purpose Programs	6.92
Nuclear Decommissioning	0.77
DWR Bond Charge	2.82
Competition Transition Charges (CTC)	0.67
Energy Cost Recovery Amount	-0.01
PCIA	17.20
Taxes and Other	0.26
<b>Total Electric Charges</b>	<b>\$83.64</b>



# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0  
Statement Date: 03/07/2018  
Due Date: 03/28/2018

## Details of PG&E Electric Delivery Charges

01/30/2018 - 03/01/2018 (30 billing days)

Service For: 1234 MAIN STREET

Service Agreement ID: 5678910123 **6**

Rate Schedule: E1 X Residential Service **7**

01/30/2018 - 03/01/2018

Your Tier Usage

1	2
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Tier 1 Allowance	327.00000 kWh (30 days x 10.9 kWh/day)	
Tier 1 Usage	327.00000 kWh @ \$0.21169	\$69.22
Tier 2 Usage	187.00000 kWh @ \$0.27993	\$52.35

Generation Credit		-55.41
Power Charge Indifference Adjustment		17.20
Franchise Fee Surcharge		0.28
Sunnyvale Utility Users Tax (2.000%)		1.67

**Total PG&E Electric Delivery Charges \$85.31**

2018 Vintaged Power Charge Indifference Adjustment

## Service Information

Meter #	12345678910
Current Meter Reading	71,895
Prior Meter Reading	71,381
Total Usage	514.000000 kWh
Baseline Territory	X
Heat Source	Not Electric
Serial	G
Rotating Outage Block	50

- 8**
- 9**
- 10**
- 11**

### **6** Service Agreement ID

A service agreement documents your particular arrangement with PG&E (including billing days, metering information, and other factors) in order to calculate applicable charges. For customers with multiple meters under a single PG&E account, each meter will have a unique Service Agreement ID number.

### **7** Tier Usage

This marker shows the highest tier that you are being charged. If your electric use is more than your Tier 1 Allowance, which is set by state law, and crosses into Tier 2 or higher, the price you pay per kWh will increase.

### **8** Generation Credit

This is the generation fee now provided by SVCE's generation service, so PG&E credits this charge back to your account to avoid any duplication of generation fees. The credit is what PG&E would have charged you for electricity, and will be larger than SVCE's charges—thus, you save money.

## 9 Power Charge Indifference Adjustment

PG&E charges Silicon Valley Clean Energy customers a Power Charge Indifference Adjustment (PCIA), which is calculated based on the number of kilowatt-hours used each month. The PCIA is intended to ensure that SVCE customers pay the difference between what PG&E paid for power contracted to serve them prior to their switch, and the current market value of that power. The PCIA charge is factored into SVCE's rate setting process. In total, SVCE customers still save money compared to PG&E's rates.

## 10 Franchise Fee Surcharge

The Franchise Fee is collected from PG&E to cover costs associated with rights to use public streets to provide gas and electric service. The franchise fee is factored into SVCE's rate setting process so that in total, customers still save money compared to PG&E's rates.

## 11 Utility Users Tax

The Utility Users Tax varies from city-to-city in SVCE's service area, and may not apply to every community in our jurisdiction.





# ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0

Statement Date: 03/07/2018

Due Date: 03/28/2018

## Details of Silicon Valley Clean Power Electric Generation Charges

01/30/2018 - 03/01/2018 (31 billing days)

Service For: 1234 MAIN STREET

Service Agreement ID: 5678910123    ESP Customer Number: 1234567890

### Service Information

Total Usage                    514.000000 kWh

For questions regarding charges on this page, please contact:

SILICON VALLEY CLEAN ENERGY  
1-844-474-7823  
customerservice@SVCleanEnergy.org

#### Additional Messages

##### About Silicon Valley Clean Energy (SVCE)

Serving 13 Santa Clara County communities, SVCE is a locally-controlled, public agency providing residents and businesses with electricity from renewable and hydroelectric sources

##### Understanding SVCE Charges

PG&E continues to provide and bill for electric delivery. SVCE replaces PG&E generation charges. Under PG&E Electric Delivery Charges, note the Generation Credit. This is what PG&E would have charged for power, and now credits back to you. The Power Charge Indifference Adjustment and Franchise Fee are factored into SVCE rates. Learn more: [www.SVCleanEnergy.org/billing](http://www.SVCleanEnergy.org/billing).

01/30/2018 - 03/01/2018

<b>Rate Schedule:</b>	<b>E-1</b>		
Generation Total	514.000000 kWh @ 0.06732		\$34.60
	NET CHARGES 34.60		
Local Utility Users Tax			0.69
Energy Commission Surcharge			0.15

**Total Silicon Valley Clean Energy Electric Generation Charges                    \$34.75**

## 12 ESP Customer Number

This is your Energy Service Provider (ESP) Customer number for SVCE.

## 13 Rate Schedule

This is your rate schedule determined by PG&E.

## 14 Net Charges

This is the SVCE generation cost, based on the number of kilowatt-hours (kWh) used times the SVCE generation rates.

## 15 Utility Users Tax

The Utility Users Tax varies from city-to-city in SVCE's service area, and may not apply to every community in our jurisdiction.

## 16 Energy Surcharge

This fee is collected on behalf of the California Energy Commission and applies to all customers, regardless of service provider. The California legislature established the Energy Commission tax in 1975. The tax provides additional funding for the California Energy Commission.

# 6. Net Energy Metering for Solar

## Have Solar?

We're dedicated to encouraging customers to generate their own clean energy! Customers with solar power at their home or business can take advantage of Silicon Valley Clean Energy's attractive Net Energy Metering (NEM) program.

## SVCE NEM Program Benefits



### Retail Value for Surplus Generation

SVCE values net surplus generation at your full retail rate, a much better deal than the 2-4 cent wholesale rate paid by PG&E.



### Monthly Billing with Credit Roll Over

We bill you monthly so you don't end up with a year's worth of charges in an annual true-up. Excess credits roll over month-to-month.



### Automatic Annual Cash Out

Credit balances over \$100 for surplus generation are automatically paid to you in April of each year, up to a maximum of \$5,000.



### Opportunity to Enroll in GreenPrime

Unlike with PG&E, SVCE NEM can ensure that when you do need additional electricity, it's sourced with 100% renewable energy—at an additional cost of only \$0.008/kWh.



### Additional GreenPrime Value for Surplus Generation

Upgrading to GreenPrime, SVCE's premium 100% renewable energy service, pays an additional \$0.008/kWh for net energy generation.

## Eligibility

**Current NEM Customers:** If you're already enrolled in PG&E's NEM program and you switch to SVCE, you will automatically be enrolled in SVCE's NEM program—no action is necessary. Both PG&E and SVCE will perform a settlement of your account's net charges and credits (known as a "true-up") when your energy provider changes to SVCE or back to PG&E. This settlement will result in a balance due for any usage charges owed to-date, or alternatively will result in a forfeiture of any excess credits on your account at that time.

**New NEM Customers:** SVCE customers sign up for the NEM program as usual, through PG&E. You will then be automatically served by SVCE's NEM program.

More info at [SVCleanEnergy.org/Solar](https://svcleanenergy.org/solar) or call 1-844-474-SVCE (7823)



# 7. Energy Safety Tips



**Downed power lines: consider downed power lines still active.**

Stay away from the lines and keep others away from them. Call 911 immediately to report the location of the downed line. After reporting the downed line, call PG&E's 24-hour Residential Customer Service Center at 1-800-743-5000.



**Never exceed the wattage rating for your fixture.** Check for a sticker on the base of the lamp socket to find the correct light bulbs to buy.



**Turn off fixtures and light switches before replacing light bulbs.**

Unplug the fixture if you can't tell whether it's on or off.



**Check for cords that are broken, frayed, damaged or tied in knots, or cords that have melted insulation.** Repair or replace damaged cords as soon as you notice them.



**Use extension cords with three-pronged plugs** for any electric equipment that requires grounding.



**Insert and remove plugs by grasping the plug.** Pulling the cord can damage your equipment. Be careful not to let your fingers touch the metal prongs.



**Avoid overloading outlets** with too many appliances or too much equipment.



**Never let children play around outlets.**



**Put safety covers on unused electric outlets.** This is particularly important when you have children visiting.



Electricity and water can be a lethal combination, potentially causing severe electric shock or death, therefore it is important to **dry your hands before touching electrical equipment** and avoid using radios, TVs or hair dryers near sinks or showers.

# 8. FAQs

## What is Silicon Valley Clean Energy?

Silicon Valley Clean Energy is a community-owned agency serving the majority of Santa Clara County communities by acquiring clean, carbon-free electricity on behalf of residents and businesses. As a public agency, net revenues are returned to the community to keep rates low and promote clean energy programs.

## Does Silicon Valley Clean Energy replace PG&E?

No. Silicon Valley Clean Energy works in partnership with PG&E and is only responsible for electric generation services. SVCE purchases clean, carbon-free electricity, which PG&E then distributes to homes and businesses as they always have. PG&E continues to provide billing service, starts and stops service when you move, resolves outages, performs power line maintenance and remains responsible for all gas services.

## Where does Silicon Valley Clean Energy offer service?

Silicon Valley Clean Energy offers service in the majority of Santa Clara County communities including Campbell, Cupertino, Gilroy, Los Altos, Los Altos Hills, Los Gatos, Milpitas, Monte Sereno, Morgan Hill, Mountain View, Saratoga, Sunnyvale and unincorporated Santa Clara County. Anyone that lives or owns a business in these communities may participate in Silicon Valley Clean Energy.

## How do I sign up?

Enrollment in Silicon Valley Clean Energy is automatic. California's Community Choice Energy law requires Silicon Valley Clean Energy to become the default provider of electric generation for customers within our service area, and operate as an opt out program. Customer choice is very important to us, so we provide four written notices to our customers—two before and two after enrollment—so that you can choose where your electricity comes from, and how your dollars are spent. If you wish to opt out or re-enroll, call our customer contact center at 1-844-474-SVCE (7823) or write to us at Silicon Valley Clean Energy, 333 West El Camino Real, Suite 290, Sunnyvale, CA 94087.



## Will I still receive my CARE, FERA, LIHEAP or Medical Baseline discounts with Silicon Valley Clean Energy?

Yes. CARE, FERA, LIHEAP and Medical Baseline are available to Silicon Valley Clean Energy customers as well as PG&E customers and provides the same discount regardless of enrollment with Silicon Valley Clean Energy or PG&E. Medical Baseline customers get an even greater discount on their electricity costs with SVCE. Customers enrolled in Silicon Valley Clean Energy continue to receive their CARE, FERA, LIHEAP and Medical Baseline discount within their PG&E delivery charges; there is no need to reapply with Silicon Valley Clean Energy. New CARE, FERA, LIHEAP and Medical Baseline enrollments or renewals must still be done through PG&E's customer service center or website.

## Am I still eligible for various rebates from PG&E, such as electric vehicle or energy efficiency rebates?

Yes, SVCE customers remain eligible for PG&E rebate programs since those funds are collected through the PG&E delivery portion of your bill.

## 9. Contact Us



**Phone**

1-844-474-SVCE (7823)



**Email**

[customerservice@svcleanenergy.org](mailto:customerservice@svcleanenergy.org)



**Website**

[SVCleanEnergy.org](http://SVCleanEnergy.org)

333 West El Camino Real, Suite 290, Sunnyvale, CA 94087

