



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?

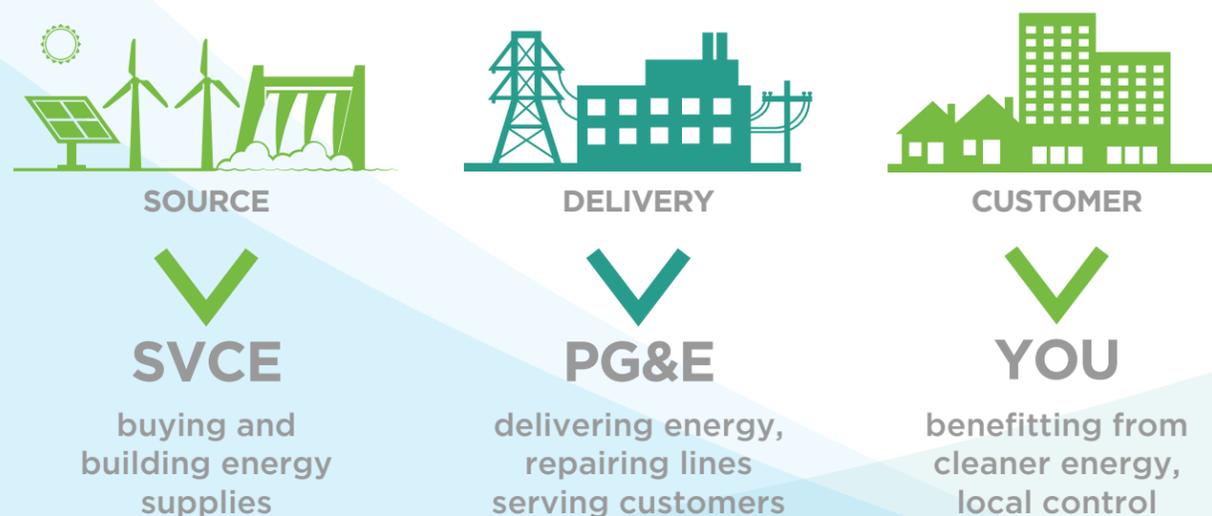
Building a Clean Energy Future in Silicon Valley

Silicon Valley Clean Energy (SVCE) is a community-owned agency governed by 13 local jurisdictions. SVCE was formed in 2016 to reduce greenhouse gas emissions and fight climate change for our region. For these communities, SVCE is your official electricity provider, supplying you with clean, carbon-free electricity at competitive rates.

- 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.



2. Benefits

Returning Value to Our Community

Silicon Valley Clean Energy is dedicated to providing benefits to our customers.



Fighting climate change:

We are reducing the use of fossil fuels for electricity, transportation and buildings, and developing new renewable energy projects.



Accelerating electric technologies:

As the electricity industry undergoes unparalleled changes, SVCE encourages the advancement of new technologies to help our community meet its climate goals.



Reinvesting locally:

SVCE returns value to our customers through competitive rates, clean energy programs, projects, scholarships, grants, and improved access and education.

Customer Programs

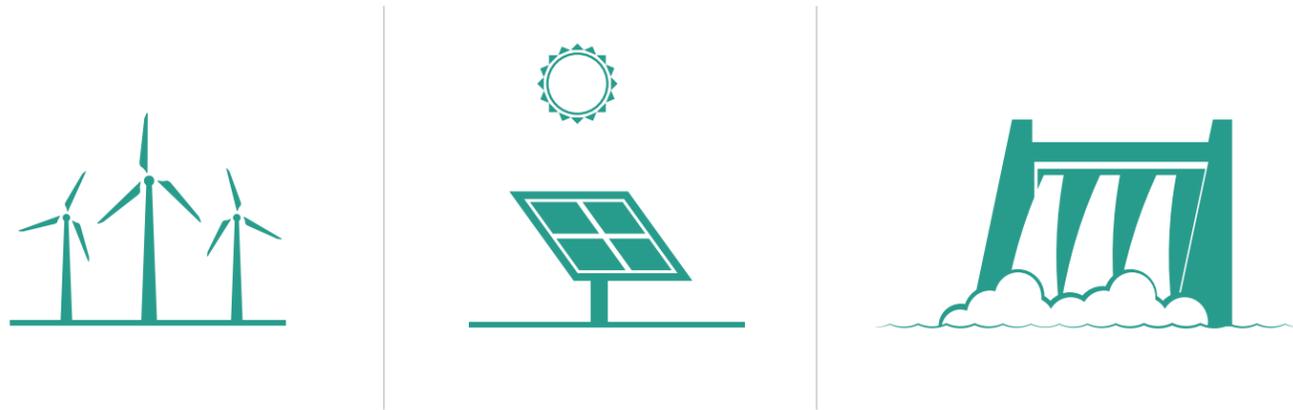
Now that Silicon Valley Clean Energy provides electricity from carbon-free sources, we are helping our customers switch from fossil fuels to clean electricity to power buildings, homes and transportation. By accelerating innovation and finding new ways to fight climate change, Silicon Valley Clean Energy programs foster a healthy, sustainable environment for our community and future generations.

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

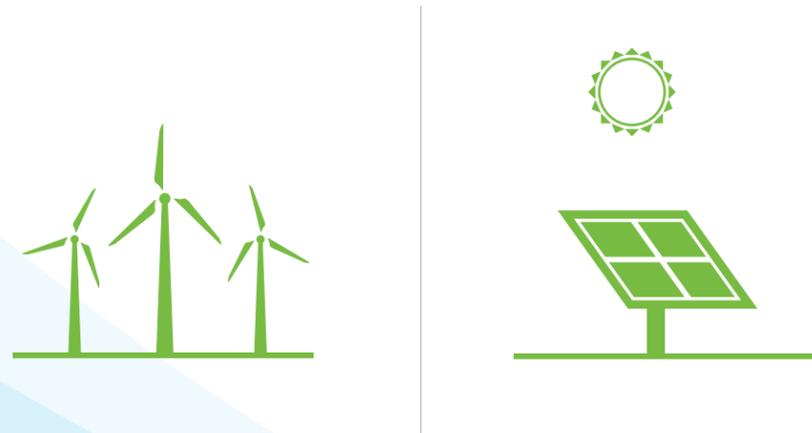
Carbon Free: sourced from wind, solar and hydropower



Your default electricity option that costs less than PG&E.

GreenPrime

100% Renewable & Carbon Free: sourced from wind and solar power



Be at the forefront of our community's commitment to a clean energy future. This voluntary upgrade creates even more demand for electricity sourced from wind and solar, and costs less than \$5 a month for an average residential customer.



Opt Out

If you'd like to opt out of SVCE and remain with PG&E's bundled service, you may do so in the following ways:

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

Please provide your PG&E account number when opting out. If you later decide to re-enroll, you can do so in 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.

SVCE GREENSTART	PG&E	SVCE GREENPRIME
50% RENEWABLE ENERGY	39% RENEWABLE ENERGY	100% RENEWABLE ENERGY
\$54.73 PG&E ELECTRIC DELIVERY	\$54.73 PG&E ELECTRIC DELIVERY	\$54.73 PG&E ELECTRIC DELIVERY
\$38.34 ELECTRIC GENERATION	\$52.91 ELECTRIC GENERATION	\$41.94 ELECTRIC GENERATION
\$12.46 PG&E ADDED FEES	\$0 PG&E ADDED FEES	\$12.46 PG&E ADDED FEES
\$105.52 AVERAGE TOTAL COST	\$107.63 AVERAGE TOTAL COST	\$109.12 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 August 1, 2019.

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 in our community.



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 electricity 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.
- **PG&E fees specific to Community Choice Energy**—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.

SVCE and PG&E work together to provide your electric service, so your bill will include both SVCE generation and PG&E delivery charges, and will not contain 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 transmission, 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: 1234567890-1
Statement Date: 09/07/2019
Due Date: 09/28/2019

Service For:
SPARKY JOULE
12345 ENERGY CT,
SUNNYVALE, CA 94087

Questions about your bill?
Monday-Friday 7 a.m.-9 p.m.
Saturday 8 a.m.-6 p.m.
Phone: 1-866-743-0335
www.pge.com/MyEnergy

Ways to Pay
www.pge.com/waystopay

Your Account Summary

Amount Due on Previous Statement	\$91.57
Payment(s) Received Since Last Statement	-91.57
Previous Unpaid Balance	0.00

Current PG&E Electric Delivery Charges	\$55.66
Silicon Valley Clean Energy Electric Generation Charges	\$33.13
Total Amount Due by 08/28/2019	\$88.79

Important Message
The Family Edition is for more persons

Account No: 1234567890-1
Statement Date: 09/07/2019
Due Date: 09/28/2019

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 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 (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. 1-800-649-7570 or 7-1-1 (8:30 AM to 4:30 PM, Monday through Friday) or by visiting www.cpuc.ca.gov/complaints/.

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review 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.

Tier 1/Baseline allowance: Some residential rates are given a 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. Any usage over your baseline allowance will be charged at a higher price.

High Usage: An increased price per kWh whenever electricity usage exceeds four times the Baseline Allowance (Tier 1) in a billing period. This charge does not apply to Time-of-Use rate plans.

PG&E refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2019 Pacific Gas and Electric Company. All rights reserved.

Your Electric Charges Breakdown

Conservation Incentive	-\$9.50
Transmission	12.42
Distribution	35.08
Electric Public Purpose Programs	4.71
Nuclear Decommissioning	0.33
DWR Bond Charge	1.91
Competition Transition Charges (CTC)	0.42
Energy Cost Recovery Amount	-0.22
PCIA	10.26
Taxes and Other	0.25
Total Electric Charges	\$55.66

Details of PG&E Electric Delivery Charges

08/02/2019 - 08/31/2019 (30 billing days)

Service For: 12345 ENERGY CT, SUNNYVALE, CA 94087

Service Agreement ID: 111111111

Rate Schedule: E1 X Residential Service

Service Information

Meter # 1111111111
Current Meter Reading 37,710
Prior Meter Reading 37,330
Total Usage 380.000000 kWh
Baseline Territory X
Heat Source B - Not Electric
Serial G
Rotating Outage Block 50

07/02/2019 - 07/31/2019

Your Tier Usage

1	2
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Tier 1 Allowance	297.00000 kWh (30 days x 9.9 kWh/day)	
Tier 1 Usage	297.00000 kWh @ \$0.22376	\$66.46
Tier 2 Usage	83.00000 kWh @ \$0.28159	\$23.37

Generation Credit	-44.68
Power Charge Indifference Adjustment	10.26
Franchise Fee Surcharge	0.28
Sunnyvale Utility Users Tax (2.000%)	1.11

Total PG&E Electric Delivery Charges \$56.77

- 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 the state, and crosses into Tier 2 or higher, the price you pay per kilowatt hour (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, so that 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.



Details of Silicon Valley Clean Power Electric Generation Charges

08/02/2019 - 08/31/2019 (30 billing days) **12**
Service For: 12345 ENERGY CT, SUNNYVALE, CA 94087
Service Agreement ID: 111111111 ESP Customer Number: 1234567890

07/02/2019 - 07/31/2019

13 Rate Schedule: E-1		
Generation Total	380.000000 kWh @ 0.08519	\$32.37
	NET CHARGES 32.37	
15 Local Utility Tax		0.65
16 Energy Commission Surcharge		0.11

Total Silicon Valley Clean Energy Electric Generation Charges \$33.13

Service Information

Total Usage 380.000000 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: <https://www.svcleanenergy.org/es/your-bill/>.

12 ESP Customer Number

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

13 Rate Schedule

This is the current rate plan you are on with PG&E and SVCE.

14 Net Charges

This is the SVCE generation cost, based on the number of 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 the 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.

7. Energy Safety Tips

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)



-  **Downed power lines: consider downed 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.
-  **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.
-  **Be aware of Public Safety Power Shutoffs.** PG&E may shut off their distribution and transmission lines for as long as two to five days in order to prevent wildfires.
-  **Update your PG&E contact information.** Make sure your information is up-to-date so that PG&E can contact you if they plan to shut off power.
-  **Create an emergency plan and supply kit.** Make sure you have a plan in case you are without power and a supply kit that will last several days.
-  **Make sure you know how to safely operate a backup generator.** If you have rooftop solar, your panels likely will NOT work during a power outage unless you have battery storage or a special inverter.

8. FAQs

What is Silicon Valley Clean Energy?

Silicon Valley Clean Energy is a community-owned agency serving 13 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 written notices to our customers during 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



Website

SVCleanEnergy.org

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

