

SAN JOSE CLEAN ENERGY & ROOFTOP SOLAR

San José has a new—cleaner—choice for the electricity that powers our homes and businesses: **San José Clean Energy (SJCE), a program operated by the City of San José Community Energy Department.**



ENERGY YOU
PRODUCE



ENERGY YOU
CONSUME



NET
ENERGY

HOW NET ENERGY METERING (NEM) WORKS WITH SJCE

Your meter tracks the energy your panels send out to the grid and the energy you consume from the grid. You receive credits for what you send out and charges for what you consume. The value of the credits and charges is determined by your specific rate plan (e.g., E1, E6, EVA, etc.).

SJCE's NEM program largely works the same as PG&E's:

- SJCE provides all solar customers (NEM 1.0 and 2.0) with full retail credit for what you send out to the grid, so you sell power to SJCE at the same price you buy from us
- NEM credits carry over month to month, but do not carry between 12-month true-up periods
- NEM credits offset the same charges as PG&E's NEM program (i.e., do not offset PG&E's non-bypassable charges)
- Enrollment in SJCE does not affect your rate plan or NEM 1.0 status, even if you are on a legacy rate plan like E-6 or you later return to PG&E

ELIGIBILITY & ENROLLMENT

PG&E trues-up solar customers when they enroll in a Community Choice Energy program like SJCE. So SJCE will enroll residential solar customers beginning April 2020 in a phased enrollment process to align with customers' existing true-up dates and minimize disruption to credits.

Solar customers can enroll in TotalGreen, SJCE's 100% renewable energy service. TotalGreen costs \$0.01/kWh more than GreenSource, SJCE's default service, but solar NEM customers will also receive that higher value on their credits when they send power to the grid.

SJCE'S NEM PROGRAM BENEFITS

SJCE's NEM program is very similar to PG&E's, with a few extra benefits:

- Option to be billed monthly as well as annually
- SJCE's Net Surplus Compensation rate will be 25% higher than PG&E (\$0.03552 per kWh) for customers that are annual net generators of power
- Service by SJCE does not affect your rate plan or legacy NEM status, and SJCE honors all PG&E rate plans
- Option to receive 100% renewable energy with TotalGreen

SAN JOSE
CLEAN ENERGY
A Program of the City of San José

FREQUENTLY ASKED QUESTIONS

Q: I am a residential solar NEM customer. How does TotalGreen work for me?

A: Residential solar customers can enroll in TotalGreen, our 100% renewable energy service, at any time. TotalGreen costs the average home with solar about \$3 extra per month.

As a solar customer, the extra premium for TotalGreen applies when you are drawing power from the grid as well as when you are generating power and sending it back to the grid. So the \$0.01/kWh premium for TotalGreen applies to both your charges and your NEM credits. Your NEM credits are generally generated at more valuable Time of Use periods, so you may still zero out your bill, even if you use more power than you generate.

Q: What happens to my NEM credits when I switch to SJCE or back to PG&E?

A: When your electricity generation provider changes to SJCE or back to PG&E, both PG&E and SJCE will perform a settlement of your account's net charges and credits (known as a "true-up"). This settlement will result in a balance due for any usage charges owed to-date, or alternatively any excess credits will be zeroed out.

Q: What will my annual true-up date be when I enroll with SJCE?

A: Once you're enrolled in SJCE service, you'll have two true-up dates: one with PG&E, who remains your provider for electric delivery, and one with SJCE, your new electricity generation provider.

Your PG&E true-up date will be the date of your enrollment with SJCE. On that date, your net charges and credits for electric delivery and non-bypassable charges will be settled.

Your SJCE true-up date will be your April billing date, when your net charges and credits for electric generation will be settled. For new customers, the annual true-up period for the first year will cover the period starting on the date that the customer began SJCE service through the customer's April billing date. In cases where a new customer has received SJCE service for less than 10 billing cycles in their first annual true-up period, the annual true-up period will be extended to the following April billing date.

Q: If I enroll with SJCE, do I get to stay on NEM 1.0?

A: Yes. If you enroll with SJCE, you keep your NEM 1.0 status. The non-bypassable charges that NEM 2.0 customers must pay when they are distribution charges on the PG&E side of the bill, so SJCE treats NEM 1.0 and NEM 2.0 customers the same for all generation charges. If you later decide to opt out and remain entirely with PG&E, you still retain your NEM 1.0 status.

Q: I'm planning to get solar this year. Will I be enrolled in SJCE's NEM program?

A: Yes, if you became our customer in February 2019 and then later decide to install solar, you will remain our customer and will be enrolled in our NEM program. You will receive the same SJCE GreenSource discount, as non-NEM customers, on any power you draw from the grid.

Q: I don't like having a big annual true-up. Can I move to monthly billing?

A: Yes. By default, SJCE residential solar NEM customers will receive monthly energy statements and a single annual true-up bill, but they can elect to receive an actual bill each month. Monthly billed solar customers will still not be able to carry NEM credits over between 12 month true-up periods, but they will pay for the generation charges they accrue each month.

Monthly billing will only apply to the SJCE generation charges, and PG&E will still employ an annual true-up bill for all distribution charges. Customers should consult with their solar company prior to selecting monthly billing, since under a monthly billing system, they may pay for charges they would otherwise have been able to offset with NEM credits later in the year.

