San José Clean Energy (SJCE) and PG&E work together to make your electricity service and your Net Energy Metering (NEM) billing as simple and convenient as possible. As an SJCE customer, you will continue to receive one bill, sent by PG&E. Here are the main elements of your bill.

1. **Account Number**
   This is your PG&E account number, which you will need to make changes to your service, including upgrading to TotalGreen for 100% renewable energy.

2. **PG&E Delivery Charges**
   PG&E charges you to deliver electricity to you over their powerlines, maintain the lines, and respond to outages. These charges are unchanged with SJCE service. They include minimum charges for maintaining your grid interconnection.

3. **SJCE Generation Charge**
   This charge replaces PG&E generation charges and covers the cost of buying clean electricity for you. If you are a TotalGreen customer, the extra premium applies when you are drawing power from the grid as well as when you are generating power and sending it back to the grid.

4. **Total Amount Due**
   Your monthly total includes the above, plus PG&E gas service, if applicable. You should pay the total amount due on your bill to PG&E, as indicated.

5. **Service Agreement ID**
   A service agreement documents your specific arrangement with PG&E (including billing days, metering information, and other factors) to calculate your charges. If you have multiple meters under a single PG&E account, each meter will have a unique Service Agreement ID number.

6. **Minimum Delivery Charge**
   This represents the minimum service charge per day to be connected to PG&E’s electricity grid. It is usually around $10 per month.

7. **Utility Users’ Tax**
   The City of San José charges varying utility users’ taxes; this item is unaffected by SJCE service.

8. **Franchise Fee Surcharge**
   The Franchise Fee is collected by PG&E for the State to cover costs associated with rights to use public streets to provide electric and gas service. SJCE’s rate setting always takes this fee into account so that rates stay competitive with PG&E’s rates.

9. **Electric Monthly Charges**
   Total charge that must be paid to PG&E every month to ensure grid access. It matches the charge on the summary page of your bill (item 2).
10 **CHARGES (OR CREDITS) FOR ELECTRIC DELIVERY**

All new NEM accounts are on time-of-use rate plans, which means the energy that you generate or use is worth more during peak times. However, some customers have been approved to stay on tiered rates, which are only based on how much energy is produced or used.

11 **NON-BYPASSABLE CHARGE**

Non-bypassable charges (NBCs) are per-kilowatt hour charges that appear as a separate line item on your bill. These charges go towards maintenance of the grid and funding energy efficiency, low-income customer assistance, and other related programs. If you produce more electricity than you use it will be positive (a charge); if you use more than you produce it will be negative (a credit).

12 **GENERATION CREDIT**

This is what PG&E would have charged you for generation service. Since SJCE now provides your electricity, it is credited back to your account.

13 **POWER CHARGE INDIFFERENCE ADJUSTMENT (PCIA)**

PG&E adds a fee to SJCE customer bills called the Power Charge Indifference Adjustment (PCIA). All electric consumers in PG&E territory pay the PCIA to cover PG&E’s above-market costs from legacy energy contracts and power plant operations (the PCIA is embedded in the electricity rate for customers receiving generation service from PG&E). SJCE’s rate setting always takes the PCIA into account so that rates stay competitive with PG&E. Depending on when you were enrolled in SJCE, some NEM customers may be charged a slightly different PCIA than other customers. To ensure all SJCE customers pay the same PCIA rate, we make a small adjustment on your bill (credit or charge).

14 **MONTHLY NEM CHARGES**

This is the sum of PG&E’s charges or credits for electric delivery, which will be used for your annual true-up calculation.

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If you have questions about your SJCE charges, please email us at customerservice@sanjosecleanenergy.org or call us at 833-432-2454. Our call center is open Monday through Friday, 8 a.m. to 5 p.m. If you have questions about PG&E charges, please call PG&E at 866-743-0335.