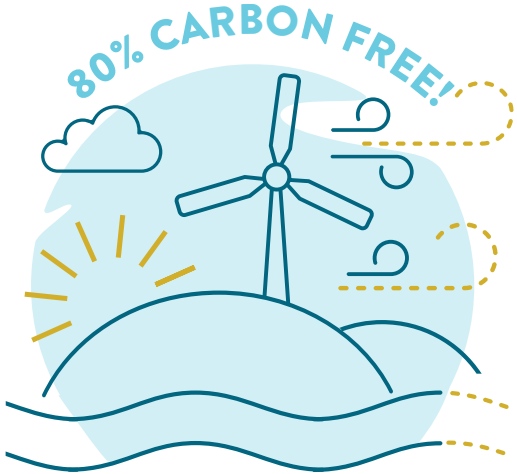
YOUR NEW ELECTRICITY SERVICE HAS BEGUN!

CLEANER AND CHEAPER POWER FROM SOLAR, WIND, AND WATER

San José Clean Energy (SJCE) is now the city's official electricity provider, bringing you cleaner electricity at lower rates than PG&E. You will continue to receive **one electricity bill** from PG&E, now with lower power generation charges from SJCE.
You can **upgrade to TotalGreen** for 100% renewable energy or opt out to remain entirely with PG&E.



SAN JOSE
CLEAN ENERGY

A Program of the City of San José

ELECTRICIDAD LIMPIA Y ECONÓMICA DE FUENTES SOLARES, EÓLICAS, E HIDROELÉCTRICAS

San José Clean Energy (SJCE) será el nuevo proveedor de electricidad oficial de la ciudad de San José, trayéndoles electricidad más limpia a tarifas más bajas que las de PG&E. Clientes continuarán recibiendo solo **una factura** de electricidad de PG&E, pero ahora verán cargos más bajos por la generación de electricidad de parte de SJCE. Ya pueden **actualizar a TotalGreen**, nuestra opción de energía 100% renovable u optar por no participar y quedarse solamente con PG&E.

DÒNG ĐIỆN SẠCH HƠN VÀ RẺ HƠN TỪ NĂNG LƯỢNG MẶT TRỜI, GIÓ, VÀ NƯỚC

San José Clean Energy (SJCE) hiện là nhà cung cấp điện chính thức của thành phố, mang tới cho bạn dòng điện sạch hơn với giá thấp hơn so với PG&E. Bạn sẽ tiếp tục nhận được **một hóa đơn tiền điện** từ PG & E, với chi phí phát điện thấp hơn từ SJCE. Tài khoản có thể **nâng cấp lên TotalGreen** cho 100% năng lượng tái tạo hoặc chọn không tham gia để nhận dịch vụ từ PG&E.

SanJoseCleanEnergy.org
en Español: SanJoseCleanEnergy.org/es
tiếng Việt: SanJoseCleanEnergy.org/vi
(833) 432-2454

SAN JOSE CLEAN ENERGY TERMS AND CONDITIONS OF SERVICE

GREENSOURCE ENROLLMENT

San José Clean Energy (SJCE) is the default electric generation service provider in the City of San José. Accounts within SJCE's service area are automatically enrolled with SJCE's GreenSource electricity generation service, beginning in February 2019. Account holders may request to opt out at any time. For TotalGreen terms, visit sanjosecleanenergy.org/terms-and-conditions.

RATES

SJCE electric generation rates are managed with the intention of providing cleaner electricity at competitive rates. Any changes to rates will be adopted at duly noticed public meetings of the San José City Council. PG&E charges SJCE customers a monthly Power Charge Indifference Adjustment (PCIA) and acts as a collection agent for the Franchise Fee Surcharge, which pays for PG&E's right to use public streets to run electric service to your home or business. Please contact PG&E for more information about these charges. SJCE has already accounted for these additional charges in calculating rates. View SJCE rates online at www.sanjosecleanenergy.org or call (833) 432-2454 for more information. These rates and cost comparisons may change over time. Financial assistance programs like CARE (California Alternate Rates for Energy), FERA (Family Electric Rate Assistance) and Medical Baseline Allowance remain the same with SJCE. If you are enrolled in any of these programs with PG&E, those programs will continue to apply to you as an SJCE customer.

BILLING

You will receive a single monthly bill from PG&E that includes all electricity related charges, including SJCE electric generation charges. PG&E forwards payments for SJCE generation to SJCE. PG&E will continue to charge for transmission, distribution, public goods programs and other non-generation charges at the same rates it charges customers who do not receive SJCE service.

OPT OUT

You may request to opt out of SJCE electric generation service at www.sanjosecleanenergy.org. Please have your PG&E account information on hand to process your request. If you have been enrolled in the SJCE GreenSource program, there is no fee to opt out before your SJCE service starts or within 60 days after your SJCE service starts. After that time, there is a one-time administrative fee ($5 residential and $25 commercial). Please be advised that if you do opt out and return to PG&E, you will not have the option to return to SJCE for a full year and will be subject to PG&E's terms and conditions of service. Additionally, PG&E requires that SJCE customers use one of the following options for returning to PG&E generation service: Option 1) Return to PG&E generation service at the end of your current billing cycle on PG&E's transition rate for a six-month period and standard rates thereafter; or Option 2) Return to PG&E generation service, after six months' notice, on PG&E standard rates. For more information on PG&E's terms and conditions visit www.pge.com/cca. Accounts will be transferred on the day the electric meter is read and cannot be transferred during the middle of a billing cycle. Opt out requests received at least 5 days prior to a customer's meter read date will be processed for that meter read date; all other opt out requests will be processed on the subsequent meter read date. Customers who opt out or otherwise stop receiving service from SJCE will be charged for all SJCE electricity used before ending SJCE electric service. There is no fee to restart SJCE service for customers who wish to return to SJCE service after waiting the full year after opt out.

FAILURE TO PAY

San José Clean Energy may transfer your account to PG&E upon 14 calendar days' written notice if you fail to pay your bill. If your service is transferred, you will be required to pay the opt out fees described above.

CUSTOMER PRIVACY POLICY

San José Clean Energy's policy on Customer Confidentiality can be found by calling (833) 432-2454 or at sanjosecleanenergy.org/customer-confidentiality.

en Español: sanjosecleanenergy.org/es/condiciones

tiếng Việt: sanjosecleanenergy.org/vi/terms

CITY OF SAN JOSE
CAPITAL OF SILICON VALLEY

SJCleanEnergy

SAN JOSE CLEAN ENERGY

200 East Santa Clara Street, 14th Floor
San José, California 95113
SanJoseCleanEnergy.org

YOUR CLEANER, CHEAPER ELECTRICITY IS HERE!