



Valley Clean Energy Alliance

Customer Policy

Adopted 1/18/2018

Table of Contents

Table of Contents.....	i
1 Terms and Conditions of Service.....	1
1.1 Rates	1
1.2 Billing.....	1
1.3 Enrollment	1
1.4 Opt-Out.....	1
2 Delinquent Accounts	2

1 Terms and Conditions of Service

1.1 Rates

VCEA generation rates (the part of your bill related to electricity purchased by VCEA for its customers) are detailed on the Rates page of website. Any changes to these rates will be adopted at duly noticed public meetings of the VCEA board of directors. In addition, Pacific Gas and Electric Company (PG&E) charges VCEA customers a Power Charge Indifference Adjustment (PCIA) and franchise fees. VCEA's rates are designed to be competitive with PG&E net of these fees. PG&E will continue to charge fees for delivering power to your home or business, and for providing various customer services. Please contact PG&E for more information about these charges.

1.2 Billing

Each month, VCEA customers receive a single monthly bill from PG&E, just as they would under PG&E service. This bill includes all recent electric charges, including VCEA's power generation charges. PG&E will continue to charge you for the services they provide. For your convenience, PG&E forwards the power generation portion of the bill due to VCEA when you pay your monthly bill. You'll receive just one bill and need to make a single payment each month to PG&E.

1.3 Enrollment

Valley Clean Energy Alliance is the default electric power provider within the cities of Davis, Woodland and unincorporated Yolo County. When you begin a new electric service account in the Cities of Davis, Woodland or unincorporated Yolo County or transfer an existing account outside of VCEA territory to a new address in VCEA territory, you will be automatically enrolled in VCEA's Light Green program. You may choose to enroll in VCEA's UltraGreen service, which guarantees 100% clean, renewable energy service at competitive prices.

1.4 Opt-Out

You have the right to opt out of VCEA without penalty at any time prior to your service starting with VCEA or within 60 days after your VCEA service starts. If you opt out, you will still be charged for all electricity you used before the transfer of electric service. If you decide to opt back in to PG&E after the 60-day enrollment period, VCEA will charge a one-time administrative fee (\$5 residential and \$25 commercial); however VCEA will be waiving this fee for the first year of a customer's enrollment with VCEA. By opting out, you will also be subject to PG&E's then current rates, terms and conditions of service. For details on PG&E's rate, terms and conditions, please visit PGE.com. Accounts will be transferred at the beginning of the next billing cycle. In order for your request to be processed on your next billing cycle, your request must be received at least 5 business days prior to the end of the current billing cycle. To opt out, please call

VCEA or visit valleycleanenergy.org. Please have your electric bill handy so that we can process the request.

2 Delinquent Accounts

Valley Clean Energy Alliance (VCEA) customer accounts that are overdue will be sent a late payment notification by PG&E. Customers will have a minimum of 60 days following the date that payment was due to pay or make payment arrangements. If payment in full is not received following the late payment notification, the customer account may be returned to Pacific Gas and Electric Company (PG&E) generation service on the next account meter read date. Customers returned to PG&E are subject to applicable VCEA termination fees, as well as PG&E applicable terms and conditions as described in PG&E Rule 23. Customers may not return to VCEA service for a period of 12 months.