



Have you been re-billed by PG&E? It can seem confusing. We can help.

If you see extra pages in your PG&E bill, it probably means you're being "re-billed." If so, here's how it works.:

- A re-bill corrects a prior billing error. This could be caused by a variety of reasons, such as clerical errors or technical issues.*
- A re-bill can increase or decrease a customer's bill, depending on its cause.
- When a re-bill occurs, customers will see billing information from prior months included on the current bill.
 - The corrected billing information from prior months will be shown.
 - Charges for the current month will be included.
 - You will be credited for all prior payments.

*The fault is not yours, and it's important that it be corrected. VCE is committed to ensuring accurate utility bills and to correcting errors.

Here's how it works:

| Account Summary - page 1 | |
|--|-----------------|
| Due Date: 10/15/2019 | |
| Your Account Summary | |
| Amount Due on Previous Statement | \$408.93 |
| Payment(s) Received Since Last Statement | -408.93 |
| Previous Unpaid Balance | \$0.00 |
| Current PG&E Electric Delivery Charges | \$209.90 |
| VALLEY CLEAN ENERGY ALLIANCE Electric Generation Charges | 435.40 |
| Electric Corrections | -279.70 |
| Current Gas Charges | 22.10 |
| Total Amount Due by 10/15/2019 | \$387.70 |

1 On your Account Summary, you'll see billing for PG&E's delivery charges, and for VCE's electric generation. Then you'll see a line that says, "Electric Corrections." This is an indication that a re-bill has been issued.

- 2** Each of the VCE Details pages shows the corrected bill amounts for each billing period.
- In this case, the account is being re-billed for two months.
 - The new, re-billed amounts are \$121.45 for June-July and \$163.24 for July-August.

| VCE Details June 18-July 17 - page 2 | |
|---|---------------------------------------|
| Details of VALLEY CLEAN ENERGY ALLIANCE Electric Generation Charges | |
| 06/18/2019 - 07/17/2019 (30 billing days) | |
| Service For: [REDACTED] | |
| Service Agreement ID: [REDACTED] | |
| 06/18/2019 - 07/17/2019 | |
| Rate Schedule: E1 | |
| Flat | 1,530.000000 kWh @ \$0.07908 \$120.99 |
| | Net Charges 120.99 |
| Energy Commission Tax | 0.46 |
| Please check our website for VCE's data privacy policy - ValleyCleanEnergy.org. | |
| Total VALLEY CLEAN ENERGY ALLIANCE Electric Charges | \$121.45 |

You already paid \$121.45, shown as a credit on page 4

| VCE Details July 18-Aug 16 - page 3 | |
|---|---------------------------------------|
| Details of VALLEY CLEAN ENERGY ALLIANCE Electric Generation Charges | |
| 07/18/2019 - 08/16/2019 (30 billing days) | |
| Service For: [REDACTED] | |
| Service Agreement ID: [REDACTED] | |
| 07/18/2019 - 08/16/2019 | |
| Rate Schedule: E1 | |
| Flat | 1,810.000000 kWh @ \$0.06989 \$162.70 |
| | Net Charges 162.70 |
| Energy Commission Tax | 0.54 |
| Please check our website for VCE's data privacy policy - ValleyCleanEnergy.org. | |
| Total VALLEY CLEAN ENERGY ALLIANCE Electric Charges | \$163.24 |

You already paid \$158.25, shown as a credit on page 4

| VCE Details Current Month billing - page 4 | |
|---|---------------------------------------|
| Details of VALLEY CLEAN ENERGY ALLIANCE Electric Generation Charges | |
| 08/17/2019 - 09/17/2019 (32 billing days) | |
| Service For: [REDACTED] | |
| Service Agreement ID: [REDACTED] | |
| 08/17/2019 - 09/17/2019 | |
| Rate Schedule: E1 | |
| Flat | 1,671.000000 kWh @ \$0.06989 \$150.21 |
| | Net Charges 150.21 |
| Energy Commission Tax | 0.50 |
| Please check our website for VCE's data privacy policy - ValleyCleanEnergy.org. | |
| Total VALLEY CLEAN ENERGY ALLIANCE Electric Generation Charges | \$150.71 |
| Bill Corrections | |
| Cancellations | |
| 06/18/2019 - 07/17/2019 | -121.45 |
| 07/18/2019 - 08/16/2019 | -158.25 |
| Total Cancellations | -279.70 |
| Total Bill Corrections | -279.70 |

The current monthly charge the customer must pay is \$150.71

- 3** Charges for the current month are shown, followed by credits for prior bills you *already paid* (which have now been re-billed).
- The *current* monthly charge the customer must pay is \$150.71.
 - A credit of \$121.45 is shown for a prior payment for the *first* re-bill month. This matches the re-bill exactly (on page 2), which indicates that it was simply a clerical error. There is no change.
 - During the *second* re-billed month, the new corrected charge is \$163.24. The customer originally paid \$158.25—\$4.99 less than the corrected charge. So the original bill undercharged by \$4.99, which is shown here as a net increase to the customer.

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|--|-----------------|
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| Previous Unpaid Balance | \$0.00 |
| Current PG&E Electric Delivery Charges | \$209.90 |
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| Electric Corrections | -279.70 |
| Current Gas Charges | 22.10 |
| Total Amount Due by 10/15/2019 | \$387.70 |

4 Refer back to the first (Summary) page of your PG&E bill to see:

Your current VCE generation charges: (includes your current bill and the two corrected re-billed months) **\$435.40**

The amounts you *already paid* for the previous two months summed up as Electric Corrections: **-\$279.70**

If a credit were due for prior payments made, it would be shown beneath that.