Valley Clean Energy Alliance

Collections Policy

(updated September 10, 2026)

1. PURPOSE

This policy establishes Valley Clean Energy (VCE) rules governing late payment and pre-collection notifications to customers, and the process by which a third-party collection agent will collect past due VCE charges on VCE's behalf. VCE or its agent will make all reasonable efforts to contact a customer and to handle collections with a high degree of sensitivity before sending the account to collections.

2. COLLECTIONS

All customers must pay all outstanding VCE charges for the period in which the customer received service from VCE.

a. Customers may be returned to Investor Owned Utility (IOU) services for account balances greater than 120 days and with no payment plan arrangements with Pacific Gas and Electric (PG&E).

b. Customers that fail to remain current with payment plans may be returned to IOU services.

c. Late Payment and Return to IOU Notifications

   i. Active customers will be sent multiple late payment notices by PG&E and/or VCE to a customer's last known mailing address or if customer consented to receive electronic notices or electronic bills, at customer's last known e-mail address, if the account has a VCE balance that is 90 days or more past due and the customer is not on a payment arrangement with PG&E.

   ii. Late payment notices will indicate that an outstanding balance is overdue and that failure to pay charges to PG&E or to enter a payment arrangement with PG&E may result in disconnection of service.

d. Collections Criteria

   i. Any terminated customer account with an outstanding VCE charge that is not subject to collection by PG&E may be referred for collections to a collection agency designated by VCE.

e. Pre-Collection Notification

   i. When necessary, VCE or its assigned agent will use reasonable business methods, using contact information available through customer information on file with PG&E, to send multiple pre-collection notices informing any customer account that meets the collections criteria specified in Section 2.c. that the customer charges owed to VCE are outstanding and that the customer's account is collectible through a collection agent designated by VCE .

f. Collection Agent

   i. VCE may engage one or more collection agents to collect past due funds from VCE customers on VCE's behalf (Collection Agent).

   ii. Once VCE sends a customer account to the Collection Agent, the customer must work directly with the Collection Agent to resolve outstanding charges owed.

   iii. The Collection Agent retained by VCE shall comply with all laws and regulations relating to consumer protection, credit reporting or monitoring, debt collections, customer confidentiality, or other similar laws or regulations.

   iv. The Collection Agent is prohibited from selling information provided by VCE.

v. On no less than an annual basis, VCE may review the practices and results of the Collection Agent and to may address any performance concerns.
vi. VCE may authorize the Collection Agent to reach settlements with customers that result in the recovery of past due funds. Settlements may be negotiated by the Collection Agent for balances of up to $10,000 for no less than 80% of the owed balance for accounts up to 60 days overdue or 50% for accounts greater than 60 days overdue. Any amount of $10,000 or more must be approved by the CEO or the CEO's designee. Negotiated settlements with a customer in excess of a $50,000 original balance must be approved by the Board of Directors.
vii. No VCE interest, penalties, or fees will be assessed on any customer account other than payment transaction fees.
viii. If customer has not paid within 180 days following the initiation of the collections process, the Collection Agent may file credit reporting information on the customer with all applicable credit monitoring agencies.
ix. Collections Agent is authorized to pursue legal action on behalf of VCE consistent with the Fair Collections Practices Act and any other laws or regulations governing collections.

g. Chief Executive Officer Discretion
The CEO or the CEO's designee may, in their discretion, cancel, recall an account from the Collection Agent, or otherwise deviate from the collection process specified in this policy for reasons including but not limited to cases of unforeseeable events, exigent circumstances, or customer hardship for amounts less than $2,500.

Exhibit 1 – COLLECTIONS FLOW CHART