FAQS

1. **I got a postcard in the mail that says my electricity service is being switched to San José Clean Energy. Did anyone else get this? First I’ve heard of it. What’s going on?**

San José Clean Energy (SJCE) is the new nonprofit, locally controlled electricity generation service provider for residents and businesses in San José. Starting February 2019, SJCE will provide residential and commercial electricity customers with clean, carbon-free power options at competitive prices, from sources like solar, wind and hydropower. SJCE sources electricity for customers, while PG&E delivers it over existing utility lines and continues to do maintenance, billing, and respond to power outages.

As a City department, any revenues that exceed their costs will be used to benefit the communities SJCE serves. SJCE is governed by the San José City Council, who sets rates in a transparent process during public meetings.

For more information, visit [www.sanjosecleanenergy.org](http://www.sanjosecleanenergy.org) or look at their FAQs [www.sanjosecleanenergy.org/faq](http://www.sanjosecleanenergy.org/faq).

1. **Will this cost more?**

At launch, SJCE is offering a 1% discount on electricity generation charges. Other CCAs have been able to grow their discounts over time.

1. **As an SJCE customer, can I expect the same reliability as from PG&E?**

Yes, reliability will absolutely stay the same. SJCE provides electric generation services, but PG&E still has responsibility for power transmission, distribution, billing and service, and it continues to maintain the power distribution network as it always has.

1. **Are my tax dollars paying for this? Will revenue from SJCE go into the City’s general fund?**

No. As an enterprise department, SJCE is entirely self-funded by revenues we receive from customers. Any excess revenue will be reinvested in our community by keeping rates low and developing local programs, such as clean energy generation projects and energy efficiency. Revenue cannot go into the general fund, and likewise SJCE cannot pull funding from the general fund.

1. **What is GreenSource?**

In February 2019 all customers will be automatically enrolled in GreenSource, SJCE’s carbon-free, competitively priced, standard electricity service. At least 45% of your electricity will come from renewable sources such as solar and wind farms and 35% from hydroelectric facilities. And costs are 1% below PG&E service.

1. **What is TotalGreen and how do I sign up for it?**

You can choose to upgrade to TotalGreen, SJCE’s 100% renewable, 100% carbon-free electric generation service. You can now preselect TotalGreen to receive it upon SJCE’s launch in February 2019. Visit [www.sanjosecleanenergy.org/totalgreen](http://www.sanjosecleanenergy.org/totalgreen) or call us at 833-432-2454, with your PG&E account information on hand. TotalGreen will cost the average residential customer about $5-10 more per month.

1. **Will I still receive my CARE, FERA or Medical Baseline discounts with SJCE?**

Yes. CARE, FERA and Medical Baseline are available to SJCE customers, as well as PG&E customers, and provide the same discount regardless of which service you use. Customers enrolled in SJCE automatically continue to receive their CARE, FERA and Medical Baseline discount within their PG&E delivery charges; there is no need to reapply. New CARE, FERA and Medical Baseline enrollments or renewals must still be done through PG&E's customer service center or website, as usual.

1. **Can I switch between the two products or leave SJCE entirely?**

You can upgrade to TotalGreen whenever you choose. And if it’s not right for you, you can switch back to GreenSource at no charge (effective three months from the next meter read date). With either service, you can decide to remain entirely with PG&E by opting out. If you choose to opt out within the 60 days before or after service commencing, there is no fee. However, if you choose to opt out after 60 days, there is a $5 administrative fee for residential customers and a $25 fee for commercial customers.

1. **I didn’t receive a postcard. When will I be enrolled with San José Clean Energy?**

Two groups will be enrolled in a later phase. These groups will receive two pre-enrollment postcards in the 60 days prior to their service starting.

* Residents with solar: SJCE expects to enroll residential customers with solar (PG&E’s Net Energy Metering program) in 2020, when they can be certain you will receive a fair value for the solar you generate. If you currently have solar, you won’t automatically be enrolled in SJCE standard GreenSource service. But you can now enroll early by pre-selecting TotalGreen, SJCE’s 100% renewable option.

SJCE’s residential Net Energy Metering program will be similar to PG&E’s program, with two benefits: monthly billing and customers’ net annual surplus energy will be compensated at rates 25% higher than PG&E. SJCE’s NEM terms and conditions will be posted on their website in the next few weeks, so check back soon: [www.sanjosecleanenergy.org/terms-and-conditions](http://www.sanjosecleanenergy.org/terms-and-conditions)

* Small businesses: SJCE expects to enroll businesses on A1 and A6 rate tariffs in 2020. However, if these businesses are currently enrolled in PG&E’s Net Energy Metering program, they will be enrolled in SJCE’s program in February 2019.
1. **Why won’t residential customers with solar be enrolled in 2019?**

Residents with solar will be enrolled in SJCE in 2020. Community Choice Energy programs like SJCE generally phase enrollment of customers. Most solar customers know how complicated the NEM program and billing can be, so SJCE wants to make sure that they get it right and are providing a program that serves customers well and delivers them fair value for their solar electricity.

1. **Why is enrollment automatic and I have to “opt out” if I want to stay with PG&E?**

California’s CCA law requires that SJCE is now the default provider of electric generation for customers within our service area, and that we operate as an “opt out” program.

SJCE provides four written notices—two before and two after enrollment—so that you can choose where your electricity comes from and how your dollars are spent.

Before San José Clean Energy, PG&E was a monopoly; you could not opt out and didn’t have any choice. Now SJCE is your default electricity generation provider, but you have a choice to remain with PG&E entirely.

1. **Will I get a separate bill from PG&E?**

No. SJCE works together with PG&E so you will get just one bill from PG&E each month. The only difference is you will see San José Clean Energy included as a line item for electricity generation on your PG&E bill. SJCE charges for generating the electricity you use. When you begin receiving electric generation from SJCE, the charges for generation that previously went to PG&E instead go to SJCE. PG&E will continue to charge for transmitting and delivering electricity, along with a variety of other regulatory and program charges at the same rates they always have. There are no duplicate charges for electricity generation.

1. **How did the City decide to start SJCE?**

SJCE has been in the making for years:

* 2010: Residents asked City for a Community Choice Energy (CCE) program
* 2016: After years of study, City discusses forming a CCE with the community
* May 2017: Established by the City Council in a unanimous vote
* September 2018: Service launched to city accounts
* February 2019: Service for residents and businesses begins
1. **Why should I trust the government to provide my electricity?**

Community Choice Energy (CCE), where local governments buy electricity for their residents and businesses, is a proven concept. There are 19 CCEs in California, including 8 in the Bay Area. They have saved customers millions and cut greenhouse gas emissions drastically since 2010.

CCEs can provide cleaner and cheaper energy because they:

* are taking advantage of record low prices for renewable energy
* are not-for profit. They don’t have to pay dividends to shareholders.
* are leaner and operate more efficiently than investor-owned utilities.
1. **I have an electric vehicle and am on PG&E’s EV rate. Will this change my rate?**

SJCE electric vehicle (EV) rate schedules, EV-A and EV-B, mirror those of PG&E. If you are already enrolled in PG&E’s EV charging rate plan, you'll continue to get these rates with SJCE – with cleaner power and a 1% discount.

PG&E maintains all customer account information, so all rate change selections are still made through PG&E. If you would like to enroll on an EV rate, contact PG&E’s customer support line. Your rate selection will be communicated to SJCE by PG&E.