| PRICE, TERMS AND CONDITIONS FOR GreenPrime | |
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| Company: | Silicon Valley Clean Energy |
| Whom should I contact for more information? | Silicon Valley Clean Energy Customer Service (844) 474-SVCE (7823), info@svcleanenergy.org, www.svcleanenergy.org, 333 W. El Camino Real, Suite 330, Sunnyvale CA 94087 |
| What is the contract length? | The agreement to buy this product is on a month-to-month basis and can be canceled at any time. For commercial customers, the annual enrollment period will open January 1st and close April 1st. |
| How much will GreenPrime cost? | GreenPrime will cost a surcharge of $0.015 per kWh for all kWh usage during a billing period. The GreenPrime surcharge will appear as a line-item charge on the Silicon Valley Clean Energy Electric Generation portion of a customer bill. |
| Will my rates change over time? | Within a billing cycle the price for GreenPrime is fixed. However, GreenPrime rates may be subject to change over time. Should it be deemed necessary to increase the surcharge for GreenPrime it will be adopted at duly noticed public meetings of the Silicon Valley Clean Energy Board. Silicon Valley Clean Energy electric generation rates are managed with the intention of providing clean electricity at competitive rates. |
| What are the enrollment options? | When enrolled, GreenPrime will represent 100% of a customer's monthly consumed electricity. |
| What other fees might I be charged? | SVCE customers will be responsible for paying all applicable local, state, and federal taxes and charges for electricity, including utility user's tax. Customers will also be responsible for paying PG&E Franchise Fee surcharge and Power Charge Indifference Adjustment. Customers choosing to completely opt out of Silicon Valley Clean Energy generation service (GreenPrime AND default GreenStart) will be charged $5 for residential accounts and $25 for commercial accounts. Silicon Valley 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. |
| How will I be billed? | You will receive a single monthly bill from PG&E that includes all electricity related charges, including SVCE electric generation charges and a line item GreenPrime surcharge. PG&E forwards payments for SVCE generation to SVCE. 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 SVCE service. |

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| Can I cancel my participation? | A customer enrolled in GreenPrime may, at any time, at no cost or penalty opt down to Silicon Valley Clean Energy's default product (GreenStart), effective one month from the next meter read date. |
| If I want to terminate this agreement/contract, what is the early termination fee? | To terminate GreenPrime service call (844) 474-SVCE (7823). There is no fee or penalty to terminate GreenPrime. Those that terminate will be returned to Silicon Valley Clean Energy's default product mix (GreenStart) at no cost effective one month from the next meter read date. |
| | Customers choosing to completely opt out of Silicon Valley Clean Energy generation service (GreenPrime AND default GreenStart) will be charged $5 for residential accounts and $25 for commercial accounts. In addition, GreenPrime customers may be subject to an additional opt out fee depending on which option is chosen for returning to PG&E generation service: Option 1) Return to PG&E generation service at the end of the current billing cycle and pay an additional one-time GreenPrime opt out charge. This charge is $100 for residential, and small and medium commercial accounts. For large commercial and industrial accounts (E-19 and E20 rate schedules), this charge is $0.03 per kWh, based on average monthly usage over the preceding 12 months; or Option 2) Return to PG&E generation service after six months' notice and with no GreenPrime opt out charge. |