

PRICE, TERMS AND CONDITIONS



GreenPrime is Green-e Energy certified and meets the environmental and consumer-protection standards set forth by the nonprofit Center for Resource Solutions. Learn more at www.green-e.org

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 , or 333 W El Camino Real Suite 290, Sunnyvale CA 94087, or visit www.SVCleanEnergy.org .
What is the contract length?	The agreement to buy this product is on a month-to-month basis and can be cancelled at any time.
How much will GreenPrime cost?	GreenPrime will cost a surcharge of \$0.008 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 meeting of the Silicon Valley Clean Energy Board. Silicon Valley Clean Energy electric generation rates are managed with the intention of providing cleaner 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 the 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 for the 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.

<p>Can I cancel my participation?</p>	<p>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 three months from the next meter read date.</p>
<p>If I want to terminate this agreement/contract, what is the early termination fee?</p>	<p>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 three months 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. Additionally, PG&E requires that SVCE customers use one of the following options for returning to PG&E generation service: Option 1) Return to PG&E generation service at the end of your current billing cycle on PG&E's transition rate for a six-month period and standard rates thereafter; or Option 2) Return to PG&E generation service, after six months' notice, on PG&E standard rates. For more information on PG&E's terms and conditions visit www.pge.com/cca. Accounts will be transferred on the day the electric meter is read and cannot be transferred during the middle of a billing cycle. Opt out requests received at least 5 days prior to a customer's meter read date will be processed for that meter read date; all other opt out requests will be processed on the subsequent meter read date. Customers who opt out or otherwise stop receiving service from SVCE will be charged for all SVCE electricity used before ending SVCE electric service.</p>