

SILICON VALLEY CLEAN ENERGY AUTHORITY
RESOLUTION NO. 2021-12

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE SILICON
VALLEY CLEAN ENERGY AUTHORITY APPROVING
REINSTATMENT OF DELINQUENT PAYMENT POLICY**

WHEREAS, the Silicon Valley Clean Energy Authority (“Authority”) was formed on March 31, 2016 pursuant to a Joint Powers Agreement to study, promote, develop, conduct, operate, and manage energy programs in Santa Clara County; and

WHEREAS, at the May 10, 2017 Board of Directors Meeting, the Board adopted the policy FP10, the Delinquent Accounts & Collections Policy, authorizing return of SVCE customers to PG&E for non-payment; and

WHEREAS, in March of 2020, due to the outbreak of the COVID-19 pandemic and statewide shelter-in-place orders, PG&E suspended their service disconnection policy for non-payment, and SVCE suspended its return of customers to PG&E for non-payment; and

WHEREAS, since March of 2020, SVCE customer arrearage amounts have doubled to nearly \$6 million, and the number of customers in arrears has grown from 13,000 to 21,000; and

WHEREAS, COVID restrictions are now being lifted, economic conditions are improving, and PG&E is reinstating its service disconnection policy effective June 30th, 2021; and

WHEREAS, a broad range of payment plans, discounts and debt relief programs are now available to help impacted customers address their past-due payments; and

WHEREAS, SVCE seeks to reduce arrearage and avoid potential PG&E service disconnections by helping customers identify and utilize available debt forgiveness and financial support programs; and minimize customer returns to PG&E, financial write-offs of bad debt, and exposure to additional arrearage.

NOW THEREFORE, the Board of Directors of the Silicon Valley Clean Energy Authority does hereby resolve, determine, and order as follows:

Section 1. SVCE’s delinquent payment policy will be reinstated effective July 1, 2021. Affected customers will receive a minimum of three monthly late payment notices before being returned to PG&E; no customer returns will occur before October 2021.

Section 2. Late Payment Notices (LPNs) will be expanded to describe a full range of payment support and debt relief options available, and this information will be provided in four languages; notices will acknowledge the difficult circumstances presented by COVID and thank customers for their support of our communities' clean energy goals.

Section 3. A separate email and letter campaign will be directed to eligible CARE/FERA customers who have not yet enrolled in the Arrearage Management Plans (AMP) program, which provides for debt forgiveness.

PASSED AND ADOPTED this 9th day of June 2021, by the following vote:

| JURISDICTION | NAME | AYE | NO | ABSTAIN | ABSENT |
|-------------------------|-----------------------------|-----|----|---------|--------|
| City of Campbell | Director Gibbons | ✓ | | | |
| City of Cupertino | Director Willey | ✓ | | | |
| City of Gilroy | Director Hilton | ✓ | | | |
| City of Los Altos | Director Fligor | ✓ | | | |
| Town of Los Altos Hills | Director Tyson | ✓ | | | |
| Town of Los Gatos | Director Rennie | ✓ | | | |
| City of Milpitas | Director Chua | ✓ | | | |
| City of Monte Sereno | Alternate Director Mekechuk | ✓ | | | |
| City of Morgan Hill | Director Martinez Beltran | ✓ | | | |
| City of Mountain View | Director Abe-Koga | ✓ | | | |
| County of Santa Clara | Director Ellenberg | ✓ | | | |
| City of Saratoga | Director Walia | ✓ | | | |
| City of Sunnyvale | Director Larsson | ✓ | | | |

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Chair

ATTEST:

DocuSigned by:

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Andrea Pizano, Board Secretary