

SCP Bill Protection

SCPs will provide Bill Protection (BP) for the generation charges to customers participating in the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) rate plan. Customers under the following scenarios will receive BP for the months they were on the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) rate plan in the form of a bill credit on their PG&E Blue Bill:

- Customer is transitioned into the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) rate plan and remains for full 12 months
- Customer is transitioned into the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) rate plan, but voluntarily withdraws from the Time-of-Use (Peak Pricing 4-9 p.m. Every Day)
- Customer is transitioned into the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) rate plan, but enrolls in NEM 2.0
- Customer voluntarily enrolls into the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) rate plan

In the above scenarios, customers will receive BP for the time they are on Time-of-Use (Peak Pricing 4-9 p.m. Every Day) Rate for a maximum of 12 months based on the rules below.

- Customers who are transitioned and remain on the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) for 12 months will receive BP in May or June 2022 depending on their meter read day.
- Customers moving into SCP territory who are enrolled in the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) TOU Rate before April 2022 will receive BP for a maximum of 12 months.
- Customers who are transitioned into the Time-of-Use (Peak Pricing 4-9 p.m. Every Day), but withdraw from the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) rate or enroll in NEM 2.0 prior to the end of 12 months will receive BP for the months they were enrolled in the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) Rate, but not NEM. BP will be issued on a monthly basis after the customer leaves the Time-of-Use (Peak Pricing 4-9 p.m. Every Day).
- Tiered Rate (E-1) Customers who voluntarily enroll in the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) Rate will receive BP for the months they are on the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) Rate for a maximum of 12 months. If a Tiered Rate (E-1) Customer voluntarily enrolls in the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) Rate, but later changes rates, BP will be issued on a monthly basis for the months the customer was on the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) Rate after the customer leaves the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) Rate.

The last month to voluntarily enroll in the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) TOU Rate and receive BP is March 2022.

Note: Credits may appear on the bill the following billing cycle due to the customer's meter read date and processing time.

SCP s will provide Bill Protection (BP) for the generation charges to customers participating in the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) Transition. When a customer opts out of SCP service or moves (within or outside SCP territory) SCP no longer has access to the customer's bill. Thus, customers under the following scenarios will receive BP in the form of a USPS mailed check:

- Customer is transitioned into the Time-of-Use (Peak Pricing 4-9 p.m. Every Day), but moves within SCP territory
- Customer is transitioned into the Time-of-Use (Peak Pricing 4-9 p.m. Every Day), but moves outside of SCP territory
- Customer is transitioned into Time-of-Use (Peak Pricing 4-9 p.m. Every Day), but opts out of SCP service
- Customer voluntarily enrolls in the Time-of-Use (Peak Pricing 4-9 p.m. Every Day), but moves within SCP territory
- Customer voluntarily enrolls in the Time-of-Use (Peak Pricing 4-9 p.m. Every Day), but moves outside of SCP territory
- Customer voluntarily enrolls in the Time-of-Use (Peak Pricing 4-9 p.m. Every Day), but opts out of SCP service

In the above scenarios, customers will receive BP for the time they are on Time-of-Use (Peak Pricing 4-9 p.m. Every Day) Rate for a maximum of 12 months. Customers in the above scenarios will receive BP in the form of a check. To receive a check for BP, the customer must request a check in writing from SCP.

Requests can be made via email or regular mail to:

Sonoma Clean Power
answers@sonomacleanpower.org
PO Box 1030 Santa Rosa, CA 95402-1030

Request must include:

- Customer Name
- PG&E Account Number (account eligible for bill protection)
- Service Address (account eligible for bill protection)
- Contact Phone Number
- Email Address
- Current Mailing Address for the check

Checks will be mailed on a monthly basis after a move or opt out.

Note: Checks may take up to 60 days to process.

Examples on how BP will be applied are on following page.

Examples:

- If a customer is transitioned into the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) Rate and remains on the rate, they will receive BP via a bill credit in May-June 2022.
- If a customer is transitioned into the Time-of-Use (Peak Pricing 4-9 p.m. Every Day), but withdraws from the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) Rate in July 2021, they will receive BP via a bill credit August-September 2021.
- If a customer is transitioned into Time-of-Use (Peak Pricing 4-9 p.m. Every Day), but enrolls in NEM in December 2021, they will receive BP via a bill credit in January-February 2022 for the months prior to enrolling in NEM.
- If a customer voluntarily enrolls in the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) TOU Rate in July 2021 and remains on the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) TOU Rate for 12 months, they will receive BP via a bill credit in August-September 2021.
- If a customer is transitioned into Time-of-Use (Peak Pricing 4-9 p.m. Every Day), but opts out of SCP service in June 2021, they will receive BP via a check if requested by the customer by October 2021.
- If a customer is transitioned into Time-of-Use (Peak Pricing 4-9 p.m. Every Day), but moves within the SCP territory in February 2022, they will receive BP via a check if requested by the customer by May 2022.
- If a customer is transitioned into Time-of-Use (Peak Pricing 4-9 p.m. Every Day), but moves outside SCP territory in July 2021, they will receive BP via a check if requested by the customer by October 2021.
- If a customer voluntarily enrolls in the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) TOU Rate, but moves or opts out of SCP service prior to 12 months, they will receive BP via a check if requested by the customer for the months they were on the TOU Time-of-Use (Peak Pricing 4-9 p.m. Every Day) Rate.
- If a NEM customer voluntarily enrolls in Time-of-Use (Peak Pricing 4-9 p.m. Every Day) TOU Rate, they will not receive BP.