

SCP Bill Protection

Effective December 6, 2017

SCP will provide Bill Protection (BP) for the generation charges to customers participating in the TOU Phase 1 Transition (Transition). Customers under the following scenarios will receive BP for the months they were on the Transition TOU Rate in the form of a bill credit on their PG&E Blue Bill:

- Customer is defaulted into the Transition and remains for full 12 months
- Customer is defaulted into the Transition, but voluntarily withdraws from the Transition
- Customer is defaulted into the Transition, but enrolls in NEM 2.0
- Customer voluntarily enrolls into Transition TOU Rate

In the above scenarios, customers will receive BP for the time they are on Transition TOU Rate for a maximum of 12 months based on the rules below.

- Customers who are defaulted and remain into the Transition and remain for 12 months will receive BP in June 2019.
- Customers moving into SCP territory who are enrolled in the Transition TOU Rate will receive BP for a maximum of 12 months.
- Customers who are defaulted into the Transition, but withdraw from the Transition or enroll in NEM prior to the end of 12 months will receive BP for the months they were enrolled in the Transition TOU Rate. BP will be issued on a quarterly basis after the customer leaves the Transition in September 2018, December 2018, March 2019, and June 2019.
- Tiered Rate (E-1) Customers who voluntarily enroll in the Transition TOU Rate will receive BP for the months they are on the Transition TOU Rate for a maximum of 12 months. If a Tiered Rate (E-1) Customer voluntarily enrolls in the Transition TOU Rate, but later changes rates, BP will be issued on a quarterly basis (September 2018, December 2018, March 2019, and June 2019) for the months the customer was on the Transition TOU Rate after the customer leaves the Transition. The last month to voluntarily enroll in the Transition TOU Rate and receive BP is March 31, 2019.

Note: Credits may appear on the bill following the above quarterly cycle due to the timing of a customer's meter read and processing time.

SCPs will provide Bill Protection (BP) for the generation charges to customers participating in the Default Time-of-Use Transition (Transition). When a customer opts out of SCP service or moves (within or outside SCP territory) the 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 defaulted into the Transition, but moves within SCP territory
- Customer is defaulted into the Transition, but moves outside of SCP territory
- Customer is defaulted into Transition, but opts out of SCP service

- Customer voluntarily enrolls in the Transition TOU Rate, but moves within SCP territory
- Customer voluntarily enrolls in the Transition TOU Rate, but moves outside of SCP territory
- Customer voluntarily enrolls in the Transition TOU Rate, but opts out of SCP service

In the above scenarios, customers will receive BP for the time they are on Transition TOU 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 his/her respective SCP.

Requests can be made via email or regular mail to:

Sonoma Clean Power
answers@sonomacleanpower.org
50 Santa Rosa Avenue, 5 th Floor Santa Rosa, CA 95404

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 after a move or SCP opt out on a quarterly basis based on the following schedule: September 2018, December 2018, March 2019, and June 2019.

Note: Checks may be mailed the quarter following the above quarterly cycle due to the timing of a customer's move and processing time.

SCP customers are not eligible for bill protection under the following scenario:

- NEM customers who voluntarily enroll in Transition TOU Rate

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

Examples:

- If a customer is defaulted into the Transition and remains through end of the Transition, they will receive BP via a bill credit in June 2019.
- If a customer is defaulted into the Transition, but withdraws from the Transition in July 2018, they will receive BP via a bill credit in September 2018.
- If a customer is defaulted into Transition, but enrolls in NEM in December 2018, they will receive BP via a bill credit in January 2019 for the months prior to enrolling in NEM.
- If a customer voluntarily enrolls in the Transition TOU Rate in July 2018 and remains on the Transition TOU Rate for 12 months, they will receive BP via a bill credit in September 2019.
- If a customer is defaulted into Transition, but opts out of SCP service in June 2018, they will receive BP via a check if requested by the customer in September 2018.
- If a customer is defaulted into Transition, but moves within the SCP territory in February 2019, they will receive BP via a check if requested by the customer in March 2019.
- If a customer is defaulted into Transition, but moves outside SCP territory in July 2018, they will receive BP via a check if requested by the customer in September 2018.
- If a customer voluntarily enrolls in the Transition 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 he was on the TOU Transition Rate.
- If a NEM customers voluntarily enrolls in Transition TOU Rate, they will not receive BP.