

SONOMA CLEAN POWER AUTHORITY

Board Policies

December 3, 2015

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Customer Service Policies

Customer Service Policy A.1

Customer Confidentiality

Notice of Accessing, Collecting, Storing, Using, and Disclosing Energy Usage Information

Sonoma Clean Power Authority (SCPA), its employees, agents, contractors, and affiliates shall maintain the confidentiality of individual customers' names, service addresses, billing addresses, telephone numbers, email addresses, account numbers, and electricity consumption, except where reasonably necessary to conduct SCPA's business or to provide services to customers as required by the California Public Utilities Commission (CPUC). Examples of reasonably necessary business purposes include but are not limited to when such disclosure is necessary to (a) comply with law, regulation, or court order; (b) enable SCPA to provide service to its customers; (c) collect unpaid bills; (d) obtain and provide credit reporting information; (e) resolve customer disputes or inquiries; (f) communicate about demand response, energy efficiency, energy management, and conservation programs, or (g) in situation of imminent threat to life or property. SCPA shall not, under any circumstance, disclose customer information for third-party telemarketing, e-mail, or direct mail solicitation. Aggregated data that cannot be traced to specific customers may be released at SCPA's discretion.

Customer data, including individual customer names, addresses, and electric energy usage data, is collected via PG&E's metering systems. SCPA may share customer data with contractors and vendors for purposes of providing services and operating programs. Contractors and vendors are required to agree to only use customer data for program operational purposes and protect it under the same standards as SCPA. SCPA maintains customer-specific energy usage and billing information for only as long as is reasonably necessary, typically not more than five years unless otherwise necessary by law or regulation.

The effective date of this policy is October 22, 2015. Notice of this policy will be provided annually to customers via an on-bill message to guide customers to the most updated version on Sonoma Clean Power's website at www.SonomaCleanPower.org. Any changes to this policy between notification periods will be communicated through Sonoma Clean Power's website. Previous versions of this policy can be requested via email at Info@SonomaCleanPower.org or by mailed request to Sonoma Clean Power, Attention: Customer Care Manager, PO Box 1030, Santa Rosa, CA 95402.

Customers having any questions or concerns regarding the collection, storage, use, or distribution of customer information, or who wish to view, inquire about, or dispute any customer information held by SCPA or limit the collection, use, or disclosure of such information, may contact Erica Torgerson, Customer Care Manager, by phone at (707) 791-1341, via email at ETorgerson@SonomaCleanPower.org, or by mail at PO Box 1030, Santa Rosa, CA 95402.

Custom Service Policy A.2

Terms and Conditions of Service

As attached to this Customer Service Policy A.2, Sonoma Clean Power Authority shall maintain at all times an official copy of Sonoma Clean Power's (SCP's) terms and conditions. An identical version of the terms and conditions shall be used to fulfill legal noticing requirements and in other instances where references to the terms and conditions are made. Pursuant to Administrative and General Policy D.3, SCP Staff shall, on no less than a quarterly basis, review the terms and conditions, making any ministerial updates as needed. Also in accord with Administrative and General Policy D.3, substantive changes to the terms and conditions shall be presented as an amendment to this Customer Service Policy A.2, to the Business Operations Committee for review, comment and recommendation, and subsequently presented to the Board for approval by motion.

CUSTOMER SERVICE POLICY A.2 ATTACHMENT

Terms and Conditions of SCP Service

RATES: Sonoma Clean Power (SCP) electric generation rates are managed with the intention of providing cleaner power at more competitive rates. Changes to SCP rates are adopted at duly noticed public meetings of the Sonoma Clean Power Authority Board of Directors. Please visit sonomacleanpower.org or call toll free 1 (855) 202-2139 for more information. PG&E will also charge SCP customers a Power Charge Indifference Adjustment (PCIA) and Franchise Fee Surcharge. Please contact PG&E for more information about these charges.

BILLING: Sonoma Clean Power (SCP) customers receive a single monthly bill from PG&E that includes all electricity related charges, including SCP electric generation charges. PG&E forwards payments for SCP generation to SCP. 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 SCP service.

ENROLLMENT: Sonoma Clean Power (SCP) is the default electricity provider in the unincorporated areas of Sonoma County, the cities of Cotati, Santa Rosa, Sebastopol, and Sonoma, and the Town of Windsor. Customers in these areas automatically receive SCP's CleanStart 33 percent renewable electricity. If, however, a customer chooses to receive electric generation from PG&E, the customer must opt out of SCP service. **Opting out of SCP service can be done at any time.** SCP customers can also choose, at any time, to receive SCP's EverGreen 100 percent local, renewable electricity. To opt out of SCP service or sign up for Evergreen, please have a PG&E bill on hand and call 1 (855) 202-2139 or visit sonomacleanpower.org.

OPT OUT: Customers who opt out of Sonoma Clean Power (SCP) before or within the first 60 days after the start of service with SCP can return to SCP service at any time. Customer's opting out of SCP service 60 days after SCP service starts will be subject to the payment of an SCP termination fee of \$25 (for commercial customers) or \$5 (for residential customers), and will be subject to PG&E's terms and conditions of service, including not having the option to return to SCP for one year. For information on PG&E's terms and conditions visit pge.com/cca. SCP termination fees are not assessed for opting out within the first 60 days after initial enrollment with SCP or if electric service is completely discontinued

(e.g. a customer moves). Customers who opt out are charged for all SCP electricity used before transferring electric service to PG&E. Accounts will be transferred to PG&E on the day of the electric account meter read and cannot be transferred during the middle of a billing cycle. Opt out requests received at least 5 business 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.

FAILURE TO PAY: Sonoma Clean Power (SCP) may transfer delinquent accounts to PG&E upon 14 calendar days' written notice. Delinquent accounts will be required to pay the termination fee described above, and may be subject to collections.

Custom Service Policy A.3

Delinquent Accounts and Collections

Sonoma Clean Power (SCP) customer accounts exceeding \$250 in charges overdue for more than 90 days will be sent a late payment notification. The customer will be provided 60 days to pay or make payment arrangements. If payment in full is not received within 60 days, or the terms of an activated payment arrangement are not fulfilled, the customer account will be returned to Pacific Gas and Electric Company (PG&E) generation service on the next account meter read date. Customers returned to PG&E are subject to applicable termination fees.

Closed SCP accounts with overdue amounts in excess of \$20 may be referred to a collection agency or agencies. Amounts \$20 or less may be written off. Collection agencies retained by SCP shall be vetted to ensure all consumer protection laws are strictly followed. On no less than a monthly basis, SCP shall review the practices and results of any retained collection agency or agencies, taking immediate action to address any concerns that may arise.

Financial Policies

Financial Policy B.1

CEO Spending Authority

The Sonoma Clean Power Authority (SCPA) CEO is authorized to make expenditures without prior Board, Business Operations Committee or Ratepayer Advisory Committee review or approval provided that:

1. For power procurement, the total annual cost does not exceed \$5 million AND the expenditure will not result in exceeding the amount annually budgeted and approved for energy and scheduling;
2. For all other expenditures the total annual cost does not exceed \$100,000 AND the expenditure will not result in exceeding the amount annually budgeted and approved in the applicable category;
3. The expenditure is consistent with all adopted SCPA policies;
4. The Board Chair and Vice Chair, and the Business Operations Committee and Ratepayer Advisory Committee Chairs are notified immediately following any Product purchases that exceed \$100,000;
5. The expenditure is in the best interests of SCPA customers; and
6. All expenditures in excess of \$100,000 are reported at the next Board meeting.

Financial Policy B.2

Surplus Income, Operating Reserve, Debt Repayment and Project Fund

Prior to reaching \$50 million total cash reserves, excluding amounts pledged as collateral, the following shall apply to Sonoma Clean Power Authority's financial management:

1. During Sonoma Clean Power's (SCP's) annual budgeting process:
 - A. If SCP's average retail generation rate, inclusive of all fees and based on forecasted expenses (SCP Forecasted Rate), does not exceed 102% of PG&E's average retail generation rate (PG&E Rate), then 4% of total annual forecasted revenues shall be added to budgeted expenses; or
 - B. If the SCP Forecasted Rate exceeds PG&E's Rate by 2%, then the highest percentage of total annual forecasted revenues that results in the SCP Forecasted Rate not exceeding 102% of the PG&E Rate, shall be added to budgeted expenses. Under no circumstance, however, will the amount added to budgeted expenses be less than 1.5% of total annual forecasted revenues.
 - C. The 4% or lower amount added to budgeted expenses pursuant to Sections 1.A or 1.B above, shall be booked to a separate operating reserve account.
2. At the end of each fiscal year, total net annual surplus (including the amount added to budgeted expenses pursuant to Section 1, above), if any, shall be allocated as follows:
 - A. Any remaining surplus shall be divided 50/50 between early principal payment of outstanding debt or rate reductions, and contribution to a Project Fund to support local renewable energy projects, energy efficiency and other projects consistent with SCP's mission.
 - B. Project Fund usage will be subject to review by the Business Operations Committee and the Board.

After reaching \$50 million in cash reserves, the contributions to Operating Reserves shall be reduced to a level the Board deems appropriate.

Financial Policy B.3

Accounts Receivable Reserve

In order to accurately report accounts receivable, net assets and earnings, Sonoma Clean Power Authority (SCPA) shall estimate the rate of collection of amounts billed to customers by evaluating and monitoring the historical rates of collection of amounts billed to customers. Consideration shall be given to changes in the commercial and residential customer ratio, demographics, or other factors that might influence changes from historical rates.

As changes in historical rates of collection are identified, SCPA shall adjust estimated reserve amounts and record uncollectable amounts to align with the most recent data available. SCPA shall review historical data no less than twice annually, evaluating any changes that may be needed to the estimated reserve amount and recorded uncollectable amounts.

Financial Policy B.4

Bad Debt

Sonoma Clean Power Authority (SCPA) shall include an annual budgetary reserve for bad debt. The reserve shall initially be established at 0.35% of revenues. Thereafter, on an annual basis, if actual collections experience so indicates, the bad debt reserve shall be modified appropriately.

Procurement Policies

Procurement Policy C.1

Risk Management

Sonoma Clean Power Authority (SCPA) provides retail electric service to customers enrolled in the Sonoma Clean Power program. In order to provide such service while meeting associated legal compliance obligations and furthering the purposes of the program, SCPA engages in several types of procurement activities for an array of energy-related products. The products may include those related to energy, capacity, ancillary services, energy transmission and others that may be defined through legislative and regulatory changes. Procurement activities may include competitive solicitations, bilateral negotiations, programmatic activities, project development and participation in various markets such as those run by the California Independent System Operator (CAISO).

As an agency that serves customer electric load, and manages a portfolio to perform this function, SCPA faces exposure to many types of risk, such as: forecast error, commodity price fluctuation, market liquidity, and counterparty credit. These risks directly impact overall procurement costs and the risk of adverse procurement cost changes.

SCPA shall implement processes that monitor and manage procurement cost risk consistent with utility industry practice, for the purpose of prudently balancing the dual objectives of cost minimization and protection against low-probability adverse cost movements. These objectives are frequently in conflict, as lowest cost procurement may be achieved by settling all transactions in spot markets and none through forward contracts, while the lowest risk portfolio may be achieved at prohibitively high cost.

Therefore, SCPA's risk management processes shall include methods to model and calculate portfolio cost in low probability circumstances (5% probability, or 95th percentile) and shall, on no less frequently than a quarterly basis, monitor this cost against a tolerance threshold equal to a 10% increase in procurement costs. In the event that the calculated portfolio cost at the 95th percentile exceeds the tolerance threshold, SCPA management will be notified and corrective action will be taken to reduce this cost to a level at or below the threshold.

Procurement Policy C.2

California Independent System Operator

Sonoma Clean Power Authority (SCPA) is a Market Participant as defined in the California Independent System Operator's (CAISO) Federal Energy Regulatory Commission filed tariff. SCPA's participation in the CAISO markets includes, but is not limited to, the areas of Scheduling Coordination, energy imbalance settlement, Congestion Revenue Rights accrual, settlements, and other activities, rights and responsibilities as determined in the CAISO tariff as it applies to all CAISO market participants. SCPA's CAISO market participation shall:

- 1) Strictly comply with the laws, rules and regulations governing CAISO operation, including but not limited to, the Federal Energy Regulatory Commission approved CAISO Tariff, CAISO Business Practice Manuals, and any successors;
- 2) Be consistent with SCPA Board adopted Policies; and
- 3) Continuously seek the lowest cost, least risk impact to SCPA customers.

On an interval appropriate to each specific CAISO market, but in no circumstance on less than a monthly basis, SCPA shall monitor CAISO transactions for conformance to expected outcomes. SCPA shall immediately take all appropriate actions to address identified deviations. To the extent SCPA identifies contingencies that are likely to result in an impact exceeding 5% of gross revenues, SCPA shall report such contingencies and their proposed resolution to the Business Operations Committee and the Board at the next available Committee and Board meetings.

Administrative and General Policies

Administrative and General Policy D.1

Prohibition Against Dissemination of Untrue or Misleading Information

Pursuant to California Public Utilities Code Section 396.5:

Dissemination by Sonoma Clean Power Authority (SCPA) (i.e. Board and Committee Members, and/or SCPA Staff, and/or SCPA representatives acting under authorized SCPA direction) of any statement relating to Sonoma Clean Power's (SCP's) rates or terms and conditions of service that is untrue or misleading, and that is known, or that, by the exercise of reasonable care, should be known, to be untrue or misleading is strictly prohibited. Individuals who violate this Administrative and General Policy D.1 may be, as determined by the Board, subject to corrective action.

Administrative and General Policy D.2

Records Retention

Whenever possible, Sonoma Clean Power Authority (SCPA) records shall be retained in searchable, electronic format. Records shall be kept, at a minimum, for the period required by law or regulation. If no law or regulation is applicable, or if other compelling reasons are established, records may be retained for longer period of times including in perpetuity.

Administrative and General Policy D.3

Process for Amending and Adopting Policies

All newly proposed Sonoma Clean Power Authority (SCPA) policies, or substantive proposed amendments to existing SCPA policies, shall be presented to the Business Operations Committee for review, comment and recommendation, and subsequently presented to the Board for approval by motion.

A current copy of SCPA policies shall be posted on the Sonoma Clean Power website at all times. On at least an annual basis, a thorough review of the SCPA policies shall be conducted. Ministerial updates required to keep the SCPA policies current shall be made under the approval of the CEO and General Counsel, with an email notice containing a link to the updated policies sent to all Board and Committee members.

Administrative and General Policy D-4

New Customer Communities

Rev. 2015.12.03

Whereas, the Sonoma Clean Power Authority's (SCPA) purposes include:

- Reducing greenhouse gas emissions related to the use of power in Sonoma County and neighboring regions;
- Providing electric power and other forms of energy to customers at a competitive cost;
- Carrying out programs to reduce energy consumption;
- Stimulating and sustaining the local economy by developing local jobs in renewable energy; and
- Promoting long-term electric rate stability and energy security and reliability for residents through local control of electric generation resources; and

Whereas, creating opportunities for new communities to benefit from community choice aggregation programs may allow SCPA to further progress towards these purposes; and

Whereas, SCPA's default CleanStart service reduces greenhouse gas emissions when compared to the incumbent utility's default service; and

Whereas, the addition of new communities to SCPA's service territory will accelerate progress toward SCPA's and the State of California's goals on renewable energy and greenhouse gas reductions;

Therefore, in light of these considerations, it is SCPA's policy to consider providing electric service in new communities to further SCPA's goals, consistent with the criteria set forth below.

Applications to serve new communities will be considered if all of the following criteria are met:

1. The community is relatively close to existing SCPA service territory, so that regular meeting attendance and community engagement is practical.
2. The community agrees to abide by the SCPA Joint Powers Agreement, all existing SCPA adopted policies, and any conditions of service proscribed by SCPA's Board of Directors, and to take all steps required by the Joint Powers Agreement and California law to participate in the SCP program, with governance representation determined by the existing SCPA Board of Directors.
3. The SCPA Board of Directors finds that service to the new region:
 - a. will decrease greenhouse gas emissions;
 - b. will not increase costs or financial risks to existing SCP customers;
 - c. will be consistent with SCPA's purposes of promoting renewable energy, energy efficiency and conservation

4. There should be significant political and public alignment of values between existing and proposed participants, so that fundamental conflicts over key underlying issues are less likely. This would be important, for example, in determining the balance of environmental and economic goals.
5. The addition of the new community is likely to increase the voice of SCPA in legislative and regulatory matters at the California Public Utilities Commission, California Energy Commission, California Air Resource Board, the California State Legislature and other relevant venues.
6. The addition of the new community will not harm SCPA's autonomy over its portfolio of power sources, customer programs, and its ability to serve local, community interests.
7. The addition of the new community will not harm the quality of service to existing SCPA customers and will not give rise to operational risks that could significantly harm SCPA's existing functions.

An applicant community that initially appears to meet the above criteria may be referred by the SCPA Board of Directors to SCPA staff for a more detailed analysis of the applicability of above criteria, and any other relevant issues, following the New Customer Community Application Procedure set forth below.

Sonoma Clean Power

New Customer Community Application Procedure

- Step 1 Governing body of applicant community submits letter to SCPA requesting consideration for service.
- Step 2 Staff evaluates timing of request to determine if internal resources are available to consider request, and to ensure no impact to core agency functions.
- Step 3 Staff submits request to SCPA Board of Directors along with staff's initial opinion, and the Board determines whether a full analysis is warranted. If so, staff sends a letter of acknowledgement to the applicant region.
- Step 4 Staff executes contract with governing body of new community to fund costs of membership analysis and other SCPA costs relating to adding community (e.g., cost of updating Implementation Plan). These costs would be deducted from program funding that normally would flow to the new territory until startup costs are reimbursed to SCPA's operating fund. Staff undertakes and completes a full analysis.
- Step 5 Results of membership analysis presented to governing body of new community and to SCPA Board of Directors. SCPA Board determines whether providing service to new community is consistent with Policy D-4, whether new community will be offered representation on the Board, and what other conditions will apply to new service.
- Step 6 A 60-day period will be provided for SCPA Board members to request a presentation by SCPA staff before their city or town councils or county board of supervisors, and to allow adequate time for city/town and county staff to evaluate the proposed extension of service.
- Step 7 SCPA Board of Directors votes on whether to extend a formal offer for service.
- Step 8 Governing body of new community approves resolution requesting membership and ordinance authorizing community choice aggregation service through SCPA, and takes any other actions required by the SCPA Board of Directors as a condition of service.
- Step 9 SCPA Board of Directors adopts resolution authorizing membership of the additional community, and staff submits updated Implementation Plan to CPUC.
- Step 10 SCPA Staff develops service plan and schedule, begins buying additional energy, and starts community outreach.