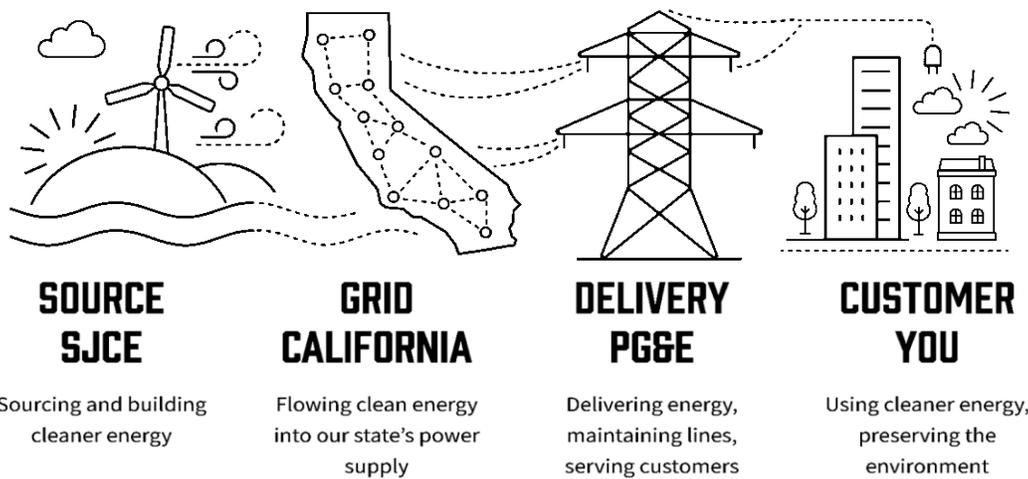


January 15, 2020

Dear Solar Customer,

San José Clean Energy (SJCE) is the new electricity provider for San José residents and businesses. This year SJCE will begin enrolling Net Energy Metered (NEM) customers, **providing cleaner, cheaper electricity while offering more value for your solar investment.**

Operated by the City of San José's Community Energy Department, SJCE launched electricity service to most residents and businesses in February 2019. SJCE is responsible for the generation portion of your electricity service – purchasing and building clean electricity from sources like solar and wind to supply to the grid.



PG&E will continue to deliver electricity to your home, maintain the lines, respond to outages, and provide billing—SJCE charges will be included in your monthly PG&E statement. You continue to be a PG&E customer for electric delivery and are eligible for all low-income discounts such as CARE and FERA as well as PG&E rebates and programs.

As an SJCE customer, your NEM rate structure and annual true-up billing system will continue to work as it does today. Details of SJCE's NEM program and improvements are highlighted below:

Annual SJCE True-Up in April

Every April will be SJCE's true-up period, when your net charges and credits for electric generation will be settled. Customers who are annual net exporters will automatically receive a check for surplus generation.

25% Premium on PG&E's Net Surplus Generation rate

SJCE values net surplus generation at a 25% premium over the Net Surplus Compensation (NSC) rate offered by PG&E. (Calculated each January as 1.25 x Average monthly PG&E NSC rate of the prior year)

Billing

SJCE charges will be included in your monthly PG&E statement. Please refer to the enclosed flyer to learn more about your new bill. By default, SJCE residential and A1 non-residential NEM customers will be billed

annually and receive monthly energy statements. Customers can choose to receive monthly billing by calling (833) 432-2454.

Enrollment

SJCE will have four phases of enrollment for NEM customers determined by your current PG&E true-up date. In addition to this letter, you will receive four postcards in the mail before and after your enrollment date.

If your PG&E NEM true-up month is:	Your SJCE enrollment month is:
March, April, or May	April 2020
June, July, or August	July 2020
September, October, or November	October 2020
December, January, or February	January 2021

When NEM customers are enrolled in SJCE service, PG&E must perform a true-up on your account. Your new PG&E true-up date will be the date of your enrollment with SJCE. On that date, your net charges and credits for electric delivery and non-bypassable charges will be settled. SJCE is enrolling customers within one month of their current PG&E true-up date to minimize potential loss of credits.

Rates

SJCE offers rates that match all of PG&E rate plans (e.g., Electric Vehicle and Time-of-Use rates). You will remain on same rate plan when being enrolled in SJCE service, and you will retain any legacy status or rate plan. Rates for GreenSource, our default service, are set to be at least 1% lower than PG&E standard rates, inclusive of PG&E added fees. GreenSource contains 45% renewable energy and is 86% carbon-free overall.

Option to Upgrade to TotalGreen, 100% Renewable Energy

SJCE customers can upgrade to TotalGreen for a \$0.01/kWh premium, or about \$2.30 extra per month for the average NEM home. The extra premium applies when you are drawing power from the grid as well as when you are generating power and sending it back to the grid. Upgrading to TotalGreen is a great way for NEM customers to complement their solar production by ensuring all power is sourced from renewable resources.

Early Action

Customers may opt out at any time to remain entirely with PG&E. To opt in early to SJCE service – either on GreenSource or TotalGreen – or to opt out prior to your scheduled enrollment, please call us Monday through Friday between 8 a.m. and 5 p.m. at **833-432-2454**.

For additional information on SJCE's solar program and FAQs on solar and other topics such as billing, community programs, or governance please visit SanJoseCleanEnergy.org/rooftop-solar.

We look forward to serving you as an SJCE customer!

Sincerely,



Lori Mitchell

Director, Community Energy Department
City of San José