YOUR SAN JOSE
CLEAN ENERGY NEM
BILL EXPLAINED

San José Clean Energy (SJCE) is dedicated to making your power service and your Net Energy Metering (NEM) billing as simple and convenient as we can. As an SJCE customer, you will receive one bill for your power service, sent by PG&E. Here are the main elements of your bill and what the charges are for.

1. **ACCOUNT NUMBER**
   This is your PG&E account number, which you will need to upgrade to TotalGreen for 100% renewable energy or opt out to remain entirely with PG&E.

2. **PG&E DELIVERY CHARGES**
   PG&E charges you to deliver electricity to you and maintain the electric grid. These charges are unchanged with SJCE service. They include minimum charges for maintaining your grid interconnection.

3. **SJCE GENERATION CHARGE**
   This charge replaces PG&E generation charges and covers the cost of buying cleaner electricity for you. Default service from SJCE is cheaper than PG&E. If you are a TotalGreen customer, 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.

4. **TOTAL AMOUNT DUE**
   Your monthly total includes the above, plus PG&E gas service, if applicable. You should pay the total amount due on your bill to PG&E, as indicated.

5. **SERVICE AGREEMENT ID**
   A service agreement documents your specific arrangement with PG&E (including billing days, metering information, and other factors) to calculate your charges. If you have multiple meters under a single PG&E account, each meter will have a unique Service Agreement ID number.

6. **MINIMUM DELIVERY CHARGE**
   This represents the minimum service charge per day to be connected to PG&E’s electricity grid. It is usually around $10 per month.

7. **UTILITY USERS’ TAX**
   The City of San José charges varying utility users’ taxes; this item is unaffected by SJCE service.

8. **FRANCHISE FEE SURCHARGE**
   The Franchise Fee is collected by PG&E for the State to cover costs associated with rights to use public streets to provide electric and gas service. SJCE’s rate setting always takes this fee into account so that, in total, you save money compared with PG&E’s rates.

9. **ELECTRIC MONTHLY CHARGES**
   Total charge that must be paid to PG&E every month to ensure grid access. It matches the charge on the summary page of your bill (item 2).
CHARGES (OR CREDITS) FOR ELECTRIC DELIVERY
All new NEM accounts are on time-of-use rate plans, which means that the energy that you generate or use is worth more during peak use times. However, some customers are grandfathered in to tiered rates, which are based on how much energy is produced or used and not on when.

NON-BYPASSABLE CHARGE
Most charges are included in the electricity rate; Non-Bypassable Charges (NBC) are separated in a different line item as they cannot be reduced by solar generation. This is to ensure solar customers help pay for maintenance of the electric grid, which they still rely on when their double charged for NBCs. If you produce more electricity than you use it will be positive (a charge); if you use more than you produce it will be negative (a credit).

GENERATION CREDIT
This is what PG&E would have charged you for generation service. Since SJCE now provides your electricity, it is credited back to your account.

POWER CHARGE INDIFFERENCE ADJUSTMENT (PCIA)
PG&E charges SJCE customers a PCIA, calculated based on the number of kWh used each month. It's intended to ensure SJCE customers pay the difference between what PG&E paid for power already contracted on your behalf before you joined SJCE, and the current market value of that power. SJCE's rate setting always takes the PCIA into account so that, in total, you will still save money compared with PG&E's rates.

MONTHLY NEM CHARGES
This is the sum of PG&E's charges or credits for electric delivery, which will be used for your annual true-up calculation.

RATE SCHEDULE
This is your rate schedule, which you can change through PG&E.

GENERATION
This is the breakdown of charges for electricity you either consumed from SJCE or generated from your system. A positive number is the cost of the net electricity used. A negative number is the credit for the net electricity your system produced.

ENERGY SURCHARGE
This fee is collected from all customers, regardless of service provider. The California legislature established the tax in 1975 to provide additional funding for the California Energy Commission.

NET CHARGES
This represents the total of charges and credits for the month. A positive number signifies a charge, whereas a negative number signifies a credit.

NET CREDIT BALANCE
This number represents your total SJCE NEM credit balance. This amount will roll forward and be applied to any charges you will have next month to continue reducing your bill. If your credit balance is greater than the month's net charges, this amount will be zero.

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This number represents your total SJCE NEM credit balance. This amount will roll forward and be applied to any charges you will have next month to continue reducing your bill. At your annual true-up, net charges from the final month will be applied, and any remaining net credits will be reset to zero. If the cumulative kilowatt hours (kWh) calculated during the true-up is negative (Net Surplus), you will be paid for the excess kWh at the Net Surplus Compensation rate.

If you have questions about your SJCE charges, please email us at customerservice@sanjosecleanenergy.org or call us at 833-432-2454. Our call center is open Monday through Friday, 8 a.m. to 5 p.m.

If you have questions about PG&E charges, please call PG&E at 866-743-0335.