

Price, Terms, and Conditions



CleanPowerSF SuperGreen is Green-e® Energy certified and meets the environmental and consumer-protection standards set forth by the nonprofit Center for Resource Solutions. Learn more at green-e.org.

Company

CleanPowerSF and the San Francisco Public Utilities Commission (SFPUC)

Whom should I contact for more information?

Customer service: (415) 554-0773, cleanpowersf.org Email: cleanpowersf@sfpuc.org

What is the contract length?

There is no required length of agreement or contract.

How will my bill be calculated?

CleanPowerSF SuperGreen customers will be billed at the following premium for 100% renewable energy:

ALL RESIDENTIAL CUSTOMERS: \$0.01 per kilowatt hour

COMMERCIAL CUSTOMERS: **Small Commercial** (A-1, A-6, A-15), Industrial (E-20), Other (e.g. SL-1, TC-1): \$0.005 per kilowatt hour. **Medium Commercial** (A-10), Large Commercial (E-19): \$0.005 per kilowatt hour

How much will my electricity service cost?

CleanPowerSF electric generation rates are managed with the intention of providing clean power at competitive rates. View CleanPowerSF rates and cost comparisons with PG&E rates at cleanpowersf.org or call (415) 554-0773 for more information.

What other fees will I be charged?

PG&E will also charge CleanPowerSF customers Exit Fees — a Power Charge Indifference Adjustment (PCIA) and Franchise Fee Surcharge. The SFPUC has accounted for these additional PG&E charges in its cost comparisons with PG&E. Please contact PG&E for more information about the PCIA and Franchise Fee Surcharge.

How will I be billed?

CleanPowerSF customers will receive a single monthly bill from PG&E that includes all electricity related charges, including CleanPowerSF electric generation charges.

Will my rates change over time?

CleanPowerSF electric generation rates are managed with the intention of providing clean power at competitive rates. View CleanPowerSF rates and cost comparisons with PG&E rates at cleanpowersf.org or call (415) 554-0773 for more information. The rates and cost comparisons may change over time. Changes to CleanPowerSF rates are adopted at duly noticed public meetings of the San Francisco Public Utilities Commission (SFPUC) and are subject to San Francisco Board of Supervisors review.

Can I cancel my participation?

If you choose to receive electric generation from PG&E, you must opt out of CleanPowerSF service. You can opt out of CleanPowerSF at any time after you are scheduled for enrollment by calling (415) 554-0773 or by visiting cleanpowersf.org. Please have a PG&E bill on hand.

If I want to terminate this agreement/contract, what is the early termination fee?

There is no fee for opting down from SuperGreen to CleanPowerSF's standard Green service. If you opt out of CleanPowerSF service entirely more than 60 days after your service starts, you will be subject to PG&E's terms and conditions of service, including not having the option to return to CleanPowerSF for one year. For more information on PG&E's terms and conditions, visit pge.com/cca. If you opt out of CleanPowerSF before or within the first 60 days following the start of your CleanPowerSF service, or if you cancel your electric service (e.g. move), you can apply to return to CleanPowerSF at any time. You will be charged for all CleanPowerSF electricity you used before transferring electric service to PG&E. Your account will be transferred to PG&E on the day of your electric account meter read and cannot be transferred during the middle of a billing cycle. If we receive your opt out request at least five (5) business days prior to your meter read date, it will be processed for that meter read date; all other opt out requests will be processed on the subsequent meter read date.

Visit our Privacy Policy at cleanpowersf.org/privacy.