


Understanding Your Bill

Though MBCP and PG&E are separate organizations, for customer convenience MBCP’s electric generation charges are included on your PG&E bill. Your electricity is provided at the same rates as PG&E, plus it will be carbon-free and you’ll receive a minimum 3% rebate. Residential customers receive their rebate as a bill credit in December, small to medium commercial twice a year in June and December, four times a year for large commercial customers in March, June, September and December. Net-Energy-Metering customers receive their rebate at their annual true-up date. You also have the [option to direct your rebate](#) to fund local green energy projects or local nonprofits that support programs that serve low-income ratepayers and/or efforts related to climate change.

- MBCP now procures energy on your behalf from carbon-free energy sources; PG&E will no longer charge you for electric generation.
- PG&E will continue to charge for electric delivery – the transmission and delivery of your electricity – as well as required regulatory and program charges, at the same rates they always have. To learn more about your PG&E energy statement visit pge.com.
- MBCP service will never be more expensive than PG&E’s. MBCP matches PG&E’s electric generation rates, inclusive of PG&E’s exit fees. Thanks to the minimum 3% rebate, you will see a savings when the rebate is applied to your bill.
- There will never be any duplicate charges. MBCP and PG&E are charging for separate services on the same bill.

The sample bill below provides further explanation.

 ENERGY STATEMENT www.pge.com/MyEnergy		Account No: 1023456789-0 1 Statement Date: 09/07/2018 Due Date: 09/28/2018
Service For: MBCP CUSTOMER 1234 MAIN STREET MONTEREY, CA 93940	Your Account Summary	
Questions about your bill? Monday-Friday 7 a.m.-9 p.m. Saturday 8 a.m.-6 p.m. Phone: 1-800-743-5000 www.pge.com/MyEnergy	Amount Due on Previous Statement \$207.16 Payment(s) Received Since Last Statement -207.16 Previous Unpaid Balance \$0.00 2 Current PG&E Electric Delivery Charges \$109.14 3 Monterey Bay Community Power Electric Generation Charges 44.37 3 Current Gas Charges 18.35	Total Amount Due by 09/28/2018 \$171.86 4

- 1 Account Number** This is your PG&E account number, which you will need if you’d like to opt up to MBCP’s 100% renewable service offering, *MBprime*. You will also need this account number if you would like to change your [rebate options](#); keep your rebate, green your rebate by redirecting it to *MBgreen+*, or share your rebate by donating it to *MBshare*. Your PG&E account number is also needed to opt out of MBCP service and return to PG&E.
- 2 PG&E Delivery Charges** PG&E charges to deliver electricity over their existing transmission lines, maintain infrastructure and other fees that support customer service and billing.
- 3 MBCP Generation Charge** This charge is to cover Monterey Bay Community Power’s cost of purchasing clean, carbon-free electricity for customers.
- 4 Total Amount Due** Includes PG&E’s electric delivery charge, MBCP’s electric generation service and PG&E gas service, if applicable. This is the total amount you pay to PG&E, conveniently on one bill for services provided by both PG&E and MBCP.



Important Phone Numbers - Monday-Friday 7 a.m.-9 p.m., Saturday 8 a.m.-6 p.m.

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-860-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Tier 1/Baseline allowance: Some residential rates are given a Tier 1/Baseline allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1/Baseline allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source. As you use more energy, you pay more for usage. Any usage over your baseline allowance will be charged at a higher price.

High Usage: An increased price per kWh whenever electricity usage exceeds four times the Baseline Allowance (Tier 1) in a billing period. This charge does not apply to Time-of-Use rate plans.

5

Your Electric Charges Breakdown This is the sum of charges from transmission, distribution and other fees, taxes, and programs that fund regional or statewide programs such as low-income assistance and efficiency rebate programs. This amount will match the PG&E Electric Delivery Charges.

Your Electric Charges Breakdown

Conservation Incentive	\$5.31
Transmission	19.22
Distribution	51.61
Electric Public Purpose Programs	8.46
Nuclear Decommissioning	0.12
DWR Bond Charge	3.29
Competition Transition Charges (CTC)	0.79
Energy Cost Recovery Amount	-0.03
PCIA	20.04
Taxes and Other	0.33
Total Electric Charges	\$109.14



Details of PG&E Electric Delivery Charges

08/02/2018 - 08/31/2018 (30 billing days)

Service For: 1234 MAIN STREET
Service Agreement ID: 1234567890
Rate Schedule: E1 T Residential Service

The more kWh you consume,
the more expensive it is

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08/02/2018 - 08/31/2018	Your Tier Usage	1	2
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Tier 1 Allowance	210.00 kWh	(30 days x 7.0 kWh/day)	
Tier 1 Usage	210.000000 kWh	@ \$0.21169	\$44.45
Tier 2 Usage	389.000000 kWh	@ \$0.27993	108.89
Generation Credit			-64.57
Power Charge Indifference Adjustment			20.04
Franchise Fee Surcharge			0.33

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Total PG&E Electric Delivery Charges \$109.14

2018 Vintaged Power Charge Indifference Adjustment

Service Information

Meter #	12345678910
Current Meter Reading	50,121
Prior Meter Reading	49,522
Total Usage	599.000000 kWh
Baseline Territory	T
Heat Source	B - Not Electric
Serial	J
Rotating Outage Block	9F

- 6 **Service Agreement ID** A service agreement documents your particular arrangement with PG&E (including billing days, metering information, and other factors) in order to calculate applicable charges. For customers with multiple meters under a single PG&E account, each meter will have a unique Service Agreement ID number.
- 7 **Generation Credit** This is the generation fee now provided by MBCP's generation service, so PG&E credits this charge back to your account to avoid any duplication of generation fees.
- 8 **Power Charge Indifference Adjustment** PG&E charges Monterey Bay Community Power customers a Power Charge Indifference Adjustment (PCIA), which is calculated based on the number of kilowatt-hours used each month. The PCIA is intended to ensure that MBCP customers pay the difference between what PG&E paid for power contracted to serve them prior to their switch, and the current market value of that power. For most MBCP customers, the PCIA is currently two to three cents per kilowatt-hour, depending on when the customer switched to Monterey Bay Community Power and whether they are a residential or a commercial customer. MBCP's rate setting process is inclusive of the PCIA charge, so that in total, customers still save money compared to PG&E's rates.
- 9 **Franchise Fee Surcharge** The franchise fee is collected from PG&E to cover costs associated with rights to use public streets to provide gas and electric service. MBCP's rate setting process is inclusive of the Franchise Fee Surcharge, so that in total, customers still save money compared to PG&E's rates.



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: 1023456789-0

Statement Date: 09/07/2018

Due Date: 09/28/2018

Details of Monterey Bay Community Power Electric Generation Charges

08/02/2018 - 08/31/2018 (30 billing days)

Service For: 1234 MAIN STREET

Service Agreement ID: 1234567890 ESP Customer Number: 1234567890 **10**

08/02/2018 - 08/31/2018

11	Rate Schedule: E1			
	Generation	599.000000 kWh @ \$0.07379		\$44.20
		Net Charges	44.20	
12	Energy Surcharge			0.17
	Est. MBCP Rebate for current charges \$1.33			13
Total Monterey Bay Community Power Electric Generation Charges				\$44.37

Service Information

Total Usage 599.000000 kWh

For questions regarding charges on this page, please contact:

MONTEREY BAY COMMUNITY POWER
1-888-909-6227
www.mbcommunitypower.org

Additional Messages **14**

Monterey Bay Community Power provides electricity to the counties of Monterey, Santa Cruz, and San Benito entirely from renewable and hydroelectric resources.

MBCP is a not-for-profit public agency and sets its rates to be competitive with PG&E. MBCP also provides all customers with periodic rebates for their energy costs. Visit mbcommunitypower.org or call (888) 909-6227 (MBCP) to learn more.

PG&E continues to provide all electric delivery, billing, and gas services for MBCP territory. Please contact PG&E for related issues.

10 **ESP Customer Number** This is your Energy Service Provider (ESP) Customer number for MBCP.

11 **Rate Schedule** This is your rate schedule determined by PG&E.

Utility Users Tax varies from city-to-city in MBCP's service area and may not apply to every community in our jurisdiction.

12 **Energy Surcharge** This fee is collected on behalf of the California Energy Commission and applies to all customers, regardless of service provider. The California legislature established the Energy Commission tax in 1975. The tax provides additional funding for the California Energy Commission.

13 **Est. MBCP Rebate for Current Charges** This shows the estimated amount of rebate earned for the current billing period.

14 **Additional Messages** This section explains more about MBCP and how to contact us.

Questions? We're Here to Help.

MBCP and PG&E are dedicated to working together to make your power service and billing as simple and convenient as we can. If you have questions about your MBCP charges, call us at (888) 909-MBCP (6227) or email us at info@mbcommunitypower.org. For questions about PG&E charges, call PG&E at (866) 743-0335.

mbcommunitypower.org