



## **ENROLLMENT PACKAGE**

# **CLEAN SWITCH**

Exit Fee Reimbursement Program  
For Hetch Hetchy Customers

# HOW TO APPLY

## Step 1: Become a Hetch Hetchy Customer

Eligible participants are SFPUC customers receiving electric service under an Electric Service Agreement and that are subject to PG&E's electric tariff E-TMDL.

## Step 2: Submit to SFPUC the Program Application & Participation Agreement

Review the Program Overview & Requirements (pages 3-4).

Complete and sign the Customer Application (page 5) and Customer Participation Agreement (pages 6-7). E-mail to the SFPUC, along with a copy of the Notice of Departure Form you provided to PG&E (page 9), to [CleanSwitch@sfgwater.org](mailto:CleanSwitch@sfgwater.org).

## Step 3: Receive Enrollment Confirmation Notice from SFPUC

The SFPUC will confirm eligibility and issue an enrollment confirmation notice.

## Step 4: Receive Bill Credits from SFPUC

After enrollment, submit copies of PG&E bills monthly (or upon receipt) to receive monthly bill credits and maintain program eligibility. Email [CleanSwitch@sfgwater.org](mailto:CleanSwitch@sfgwater.org).

For information and assistance, contact Clean Switch at [CleanSwitch@sfgwater.org](mailto:CleanSwitch@sfgwater.org)

# PROGRAM OVERVIEW & REQUIREMENTS

The San Francisco Public Utilities Commission (SFPUC) CLEAN SWITCH Program (Program) offers bill credits to new, full-service SFPUC electricity customers that transfer from Pacific Gas and Electric (PG&E) electric service, and that are subject to PG&E's nonbypassable charges for Transferred Municipal Departing Load as specified under PG&E's electric tariff E-TMDL (Nonbypassable Charges).<sup>1</sup> The bill credits will defray certain "exit fees" the California Public Utilities Commission allows PG&E to charge to some customers that choose to leave PG&E service for SFPUC full service. The bill credits are available for 3 years from the date full service with SFPUC begins. The SFPUC may take actions to extend the term of the bill credits under this Program for an additional six years; however, any extension is at the SFPUC's sole discretion and is not guaranteed.

## Eligibility

All customers receiving full electric service from SFPUC are subject to PG&E's electric tariff E-TMDL.<sup>2</sup>

## Enrollment

Enrollment in the Program requires all the following:

- 1) Delivery to PG&E of the "Notice of Departure" required by Section 3(a) of PG&E's E-TMDL.
- 2) Completion of the Program Application and Execution of the Participation Agreement.
- 3) SFPUC's confirmation of customer's eligibility for and enrollment in the Program.

## Customer's Responsibilities

- 1) Customer's obligations pursuant to PG&E's tariff E-TMDL remain with the customer, including all notice, payment and other requirements of that tariff.
- 2) In consultation with SFPUC, customer shall specify in its "Notice of Departure" to PG&E whether customer opts to use historical or actual data as the reference point for calculating Nonbypassable Charges.
- 3) Customer shall provide SFPUC with copies of PG&E's bills for Nonbypassable Charges and, at SFPUC's request, evidence of customer's bill payments to PG&E, notices from and to PG&E, and other information that SFPUC deems necessary to show customer's payment of Nonbypassable Charges.
- 4) Customer shall notify SFPUC immediately if it receives a refund or credit from PG&E for the Nonbypassable Charges.
- 5) Customer will comply with all terms of PG&E's tariff E-TMDL, including timely payment of undisputed charges.

## SFPUC's Responsibilities

- 1) SFPUC will provide bill credits during the term of the Program so long as customer continues to take electric service from the SFPUC and complies with the Program Terms and Conditions.
- 2) If customer elects to use actual consumption data as the reference point in its "Notice of Departure" to PG&E, SFPUC will provide actual consumption information to PG&E, in a form acceptable to PG&E.

## Bill Credits

SFPUC will provide customer with monthly bill credits equal to the payments made by customer to PG&E for Nonbypassable Charges pursuant to PG&E's tariff E-TMDL. Bill credits are limited to the Nonbypassable

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<sup>1</sup> For more information on PG&E's procedures and tariffs regarding its transferred municipal departing load see [PG&E's web page](#) and [PG&E's current E-TMDL tariff](#).

<sup>2</sup> The CLEAN SWITCH program is available to full-service customers where the supply, transmission and distribution of electricity is provided by SFPUC. Customers in SFPUC's CleanPowerSF program are not eligible.

Charges applicable to customer, and not otherwise exempted pursuant to E-TMDL, and do not include any other charges and fees imposed by PG&E, such as late fees or interest charges, and exclude any amounts disputed by customer or SFPUC pursuant to E-TMDL.

The bill credits will be provided on future SFPUC bills for electric service rendered after SFPUC's receipt of evidence of customer's payments to PG&E. Bill credits for a time period of more than three months may be prorated over the ensuing 12 months.

### **Evidence of Customer Payments**

SFPUC will use copies of PG&E's bills provided by the customer to SFPUC as evidence of payments made to PG&E by customer. Customer must provide copies of customer's monthly PG&E bills to SFPUC in order to receive bill credits. If requested by SFPUC, customer will provide the SFPUC with additional documentation to demonstrate customer's payments to PG&E.

### **Time Period for Bill Credits**

SFPUC will provide bill credits with respect to SFPUC's deliveries of electricity to customer, and PG&E's associated Nonbypassable Charges, beginning on the date that customer starts SFPUC full-service for a period of 3 years.

### **Adjustments & Disputes**

If SFPUC believes that PG&E's charges or customer's payments are not consistent with the terms and conditions of PG&E's tariff E-TMDL, SFPUC will notify both customer and PG&E of the inconsistencies and SFPUC's proposed correction. SFPUC and customer agree to cooperate to resolve any such inconsistencies with PG&E.

### **Term of Customer's Participation in the Program**

Unless otherwise terminated as provided above and subject to terms and conditions of this Program, customer will remain a participant in the program so long as customer continues to receive electric service from SFPUC and complies with the Program Terms and Conditions.

**CITY AND COUNTY OF SAN FRANCISCO  
CLEAN SWITCH PROGRAM**

**Customer Application**

Please complete and email to [CleanSwitch@sfgwater.org](mailto:CleanSwitch@sfgwater.org)

**CUSTOMER INFORMATION**

Hetch Hetchy Power Customer of Record (Name as it appears on bill)

Customer Contact Person	Contact Title	Phone	
Contact Mailing Address	City/ State	Zip Code	E-Mail

**SERVICE ADDRESS #1**

Facility Name			
Address	City/ State	Zip Code	Est. service start date

**SERVICE ADDRESS #2**

Facility Name			
Address	City/ State	Zip Code	Est. service start date

**SERVICE ADDRESS #3**

Facility Name			
Address	City/ State	Zip Code	Est. service start date

**CUSTOMER ACCOUNTING/BILLING CONTACT INFORMATION**

Name		Phone Number
Mailing Address	City/State/Zip	E-Mail

For information and assistance, contact Clean Switch at: [CleanSwitch@sfgwater.org](mailto:CleanSwitch@sfgwater.org)

CITY AND COUNTY OF SAN FRANCISCO  
CLEAN SWITCH PROGRAM

**Customer Participation Agreement**

The City and County of San Francisco, acting by and through the San Francisco Public Utilities Commission (SFPUC), and Customer (as specified below) enter into this Clean Switch Program Customer Participation Agreement (Agreement) to enable Customer to participate in the SFPUC's Clean Switch Program (Program) and receive Bill Credits from SFPUC for certain Nonbypassable Charges, as defined in Section 5, below, that the California Public Utilities Commission allows Pacific Gas and Electric Company (PG&E) to charge to customers that leave PG&E bundled service for SFPUC bundled service.

**1. Customer Obligations**

- A. Customer begins receiving electricity service from the SFPUC.
- B. Customer has delivered to PG&E the "Notice of Departure" and has provided a copy of that Notice of Departure to SFPUC. This Agreement is specific to the service locations included in the Notice of Departure and as specified in Customer's Application. In consultation with SFPUC, Customer has stated in its Notice of Departure that Customer opts to use: (i) historical data; or (ii) actual data as the reference point for calculating Nonbypassable Charges. (Circle one)
- C. Customer acknowledges that its obligations pursuant to PG&E's tariff E-TMDL remain with Customer, including all notice, payment and other requirements of that tariff.
- D. To receive Bill Credits, Customer will provide SFPUC with copies of PG&E's bills for Customer's Nonbypassable Charges. At SFPUC's request, Customer will provide additional documentation, such as evidence of bill payments, notices to and from PG&E, and other information that SFPUC deems necessary to demonstrate Customer's payment of Nonbypassable Charges or to verify the accuracy of PG&E's bills.

**2. SFPUC Obligations**

- A. SFPUC will provide Bill Credits for a period of three years so long as Customer continues to take electric service from the SFPUC and complies with these Program Terms and Conditions.
- B. If Customer elects to use actual consumption data as the reference point in its Notice of Departure, SFPUC will provide actual consumption information to PG&E, in a form acceptable to PG&E.
- C. In the event that the Customer does not meet its responsibilities under the Program, SFPUC may terminate Customer's participation in the Program by providing Customer with written notice of termination.

**3. Bill Credits**

- A. Bill Credits are equal to the Customer's payments to PG&E for Nonbypassable Charges related to SFPUC's deliveries of electricity to Customer. SFPUC will include the Bill Credits on the Customer's monthly SFPUC bill starting on the date the Customer first receives electricity from SFPUC and for a period of 3 years.
- B. SFPUC will provide Bill Credits to Customer on future SFPUC bills for electric service rendered after SFPUC's receipt of sufficient evidence of Customer's payments to PG&E. SFPUC may elect to prorate Bill Credits earned for a period more three months over the next 12 service bills rendered by SFPUC.
- C. Customer must provide copies of Customer's PG&E's bills to SFPUC as evidence of payments made to PG&E by Customer. To the extent that the Customer delays or does not provide copies of PG&E's bills to SFPUC, the provision of Bill Credits will be similarly delayed or not provided by SFPUC.
- D. Customer agrees to notify SFPUC immediately if PG&E provides any refunds or other credits to the Customer. SFPUC will reduce Customers' Bill Credits accordingly.
- E. SFPUC reserves the right to adjust prior Bill Credits to the extent that, as and when requested by SFPUC, Customer does not provide sufficient evidence of its payments to PG&E.

- F. SFPUC will recover any excess Bill Credits identified by SFPUC through SFPUC service bills rendered over a future 12-month service period.
- G. In no event will Bill Credits exceed the amount owed by Customer for electricity deliveries. Bill credits in excess of the amount owed will be carried forward and credited on future bills.

**4. Billing Disputes**

- A. Any adjustments or disputes regarding the terms and conditions of the Program, or the application and amount of Bill Credits, will be pursuant to the SFPUC Rules & Regulations Governing Electric Service, section VIII, Payment of Bills and section IX, Incorrect Bills and Adjustments Bills.
- B. If the SFPUC believes that PG&E’s charges or Customer’s payments are not consistent with the terms and conditions of PG&E’s tariff E-TMDL, SFPUC will notify both Customer and PG&E of the inconsistencies and SFPUC’s proposed correction. SFPUC and Customer agree to cooperate to resolve any such inconsistencies with PG&E.

**5. Definitions**

“Bill Credits” means SFPUC credits on Customer’s bills for SFPUC electricity service equal to the payments made by Customer to PG&E for Nonbypassable Charges. Bill Credits are limited to the Nonbypassable Charges applicable to Customer and not otherwise exempted pursuant to PG&E’s electric tariff E-TMDL, and do not include any other charges imposed by PG&E, such as late fees or interest charges. Bill Credits also exclude any amounts disputed by Customer or SFPUC pursuant to E-TMDL.

“Nonbypassable Charges” mean PG&E’s charges to Customer for Transferred Municipal Departing Load that are contained in PG&E’s electric tariff E-TMDL.

“Notice of Departure” means the notice required by Section 3(a) of PG&E’s tariff E-TMDL, provided by the Customer to PG&E, with a copy included with Customer’s Participation Agreement or otherwise provided to SFPUC.

“Program Terms and Conditions” means the Clean Switch Program Participation Terms and Conditions set forth herein.

**6. Notices**

Customer will send all communications, including copies of Customer’s PG&E bills, to SFPUC at [CleanSwitch@sfgwater.org](mailto:CleanSwitch@sfgwater.org).

**7. Execution**

By executing this Agreement, Customer certifies that: (i) it has read and agrees to comply with the Program Terms and Conditions; (ii) it has executed an Electric Service Agreement with the SFPUC; (iii) it has provided PG&E with the required Notice of Departure; and (iv) the undersigned is duly authorized to execute this Agreement on Customer’s behalf.

Customer Signature	Print Name & Title	Date
Company Name		

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## Notice of Departure to Pacific Gas and Electric Company

Date \_\_\_\_\_

Customer Name: \_\_\_\_\_  
(as shown on PG&E bill)

**This is our Notice of Departure to Pacific Gas and Electric Company (PG&E) in accordance with the information required by PG&E's Electric Rate Schedule E-TMDL.**

1. Service location information:

Service Address and City	Service ID#	Meter #

2. We have decided to take service from the following service provider:

\_\_\_ **San Francisco Public Utilities Commission (SFPUC)**

3. We plan to switch over on: month (\_\_\_\_\_) year (\_\_\_\_\_) (you must enter a month and year)

4. We plan to switch service for (select one):

All

or

A portion of the load served by this/these account(s).

Energy usage displaced per year will be approximately \_\_\_\_\_ kWh.

5. We elect to have our nonbypassable charges based on (select one):

The lower of the following two options:

1. Demand and energy usage over the previous twelve (12) month period

2. Average twelve (12) month demand and energy usage, with such average to be measured over the prior 36 months of usage

Actual usage based on future meter data

Signed: \_\_\_\_\_

**PLEASE PRINT**

Name \_\_\_\_\_

Title \_\_\_\_\_

Phone \_\_\_\_\_