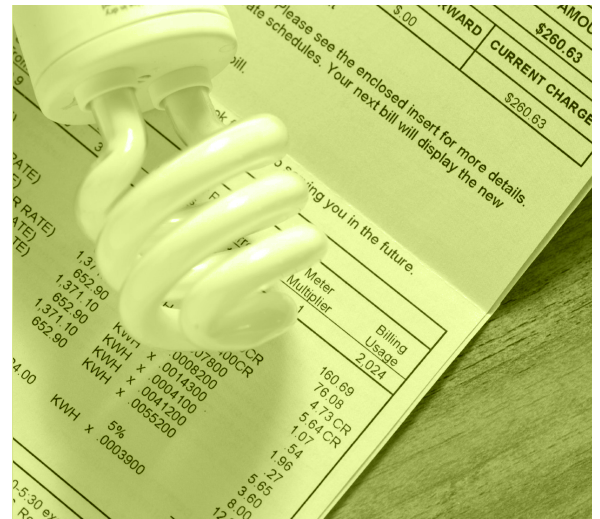




We know how confusing  
utility bills can be.

Here's your electric bill,  
**explained.**



We know how confusing utility bills can be. As MCE begins providing your electric service, we want to minimize any confusion you might have about your PG&E bill.

Use this sample bill to understand the various charges on your bill.

If you have questions or concerns, please call us at 1 (888) 632-3674, Monday through Friday between 7 A.M. and 7 P.M. Press 0 to speak to a customer service agent. Or email us at [info@mceCleanEnergy.com](mailto:info@mceCleanEnergy.com).

## Page One: Account Summary

SAMPLE BILL: PAGE ONE

**1**

**ENERGY STATEMENT**  
www.pge.com/MyEnergy

Account No: 1234567890-1  
Statement Date: 10/01/2013  
Due Date: 10/22/2013

**Service For:**  
MARY SMITH  
1234 STREET AVENUE  
SAN RAFAEL, CA  
94804

**Questions about your bill?**  
24 hours per day, 7 days per week  
Phone: 1-866-743-0335  
www.pge.com/MyEnergy

**Local Office Address**  
750 LINDARO STREET, STE 160  
SAN RAFAEL, CA 94901

**Your Account Summary**

Amount Due on Previous Statement	82.85
Payments Received Since Last Statement	82.85
Previous Unpaid Balance	\$0.00
<b>Current PG&amp;E Electric Delivery Charges</b>	<b>\$42.16</b>
<b>MCE Electric Generation Charges</b>	<b>\$51.97</b>
Current Gas Charges	\$27.20
Total Amount Due	\$121.33

**Monthly Billing History**

Daily Usage Comparison

1 Year Ago Period	Last Period	Current Period
9.86	12.27	12.28
Electric kWh / Day		
0.83	0.75	0.75
Gas Therms / Day		

**Important Messages**  
Your charges on this page are separated into delivery charges from PG&E and generation or procurement charges from an energy provider other than PG&E. These two charges are for different services and are not duplicate charges.

**Electric power line safety** PG&E cares about your safety. Be aware of your surroundings and keep yourself, tools, equipment and antennas at least 10 feet away from overhead power lines. If you see an electric power line fall to the ground, keep yourself and others away, call 9-1-1 and then PG&E at 1-800-743-5000.

### 1 Account Number

This PG&E account number is needed to Opt Up to Deep Green service or to Opt Out.

### 2 PG&E Electric Delivery Charges

This is PG&E's charge for the delivery of electricity to your home or business. It includes transmission, distribution, and a variety of other fees explained in Point 6 (page 2 of your Sample Bill). It does NOT include generation charges if you're an MCE customer.

PG&E has always charged for the delivery of electricity; this rate will not change if you're an MCE customer. The only change is that generation is no longer included, because it is billed by MCE instead.

### 3 MCE Electric Charges


This is MCE's charge for generation—the cost of electricity that powers your home or business. This charge replaces what PG&E would otherwise charge. These charges are detailed on Page 4 of your Sample Bill.

### 4 Total Amount Due

The total amount due includes ALL of your fees for PG&E gas services and electric delivery, and MCE electric generation services. You should remit the total amount due on your bill to PG&E, as indicated.

# Pages Two and Three: PG&E Charges

SAMPLE BILL: PAGE THREE

**ENERGY STATEMENT**  
www.pge.com/MyEnergy

Account No: 1234567890-1  
Statement Date: 10/01/2013  
Due Date: 10/22/2013

**Details of PG&E Electric Delivery Charges**  
10/01/2013 – 11/01/2013 (31 billing days)  
Service For: 1234 STREET AVENUE  
Service Agreement ID: 0123456789  
Rate Schedule: E1 T Residential Service

**Service Information**  
Meter # 0000000000  
Current Meter Reading 1,508  
Prior Meter Reading 1,000  
Total Usage 508.000000 kWh  
Baseline Territory X  
Heat Source  
Serial  
Rotating

10/01/2013 – 11/01/2013	Your Tier Usage	1	2	3	4
Tier 1 Allowance	362.70 kWh (31 days x 11.7 kWh/day)				
Tier 1 Usage	362.70 kWh	@\$0.13230			
Tier 2 Usage	108.81 kWh	@\$0.15040			
Tier 3 Usage	36.49 kWh	@\$0.31916			
Generation Credit		-\$40.05			
Power Charge Indifference Adjustment		\$5.59			
Franchise Fee Surcharge		\$0.32			
<b>Total PG&amp;E Electric Delivery Charges</b>		<b>\$42.16</b>			
2013 Vintaged Power Charge Indifference Adjustment					

**Important Phone Numbers - 24 hours per day, 7 days per week**  
**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**  
Servicio al Cliente en Español (Spanish) 1-800-660-6789 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](http://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.

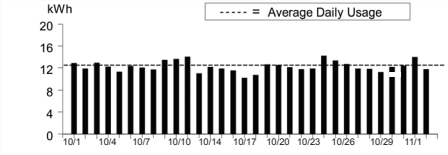
**Important definitions**  
**Rotating outage blocks** are subject to change without advance notice due to operational conditions.  
**Tier 1 (Baseline) allowance:** All residential customers are given a Tier 1 allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live (baseline territory), the season and your heat source. As you use more energy, you pay more for each tier of usage.

Electric Tier	% of Baseline
1	0% – 100%
2	101% – 130%
3	131% – 200%
4	> 200%

Gas Tier	% of Baseline
1	0% – 100%
2	> 100%


Electric Usage This Period: 508.000000 kWh, 31 billing days

----- = Average Daily Usage



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SAMPLE BILL: PAGE TWO

**ENERGY STATEMENT**  
www.pge.com/MyEnergy

Account No: 1234567890-1  
Statement Date: 10/01/2013  
Due Date: 10/22/2013

**Important Phone Numbers - 24 hours per day, 7 days per week**  
**Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000**  
**TDD/TTY (Speech/Hearing Impaired) 1-800-652-4712**  
Servicio al Cliente en Español (Spanish) 1-800-660-6789 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**  
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**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.

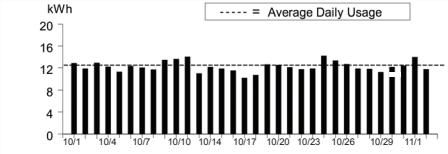
**Important definitions**  
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**Tier 1 (Baseline) allowance:** All residential customers are given a Tier 1 allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1 allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live (baseline territory), the season and your heat source. As you use more energy, you pay more for each tier of usage.

Electric Tier	% of Baseline
1	0% – 100%
2	101% – 130%
3	131% – 200%
4	> 200%

Gas Tier	% of Baseline
1	0% – 100%
2	> 100%

Electric Usage This Period: 508.000000 kWh, 31 billing days

----- = Average Daily Usage



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Your Electric Charges Breakdown	
Conservation Incentive	-\$22.36
Transmission	\$7.46
Distribution (note: includes NSGC)	\$37.75
Public Purpose Programs	\$7.38
Nuclear Decommissioning	\$0.25
DWR Bond Charge	\$2.50
Competition Transition Charges (CTC)	\$1.93
Energy Cost Recovery Amount	-\$0.10
PCIA	\$3.08
Taxes and Other	\$0.29
<b>Total Electric Charges</b>	<b>\$39.32</b>

## 5 Your Electric Charge Breakdown

These are PG&E electric delivery charges and associated fees.

## 6 Franchise Fee Surcharge

This fee is collected by PG&E to pay for the right to use public streets to run gas and electric service.

## 7 Net Charges and Total Charges

This is the sum of PG&E's charges for electric delivery, which matches the charge on the summary page of your bill (page 1 on your Sample Bill).

## 8 Power Charge Indifference Adjustment

This fee is required by PG&E of all MCE customers. It is intended to ensure that customers who switch to MCE pay for energy that PG&E procured on their behalf, prior to their switch.

# Page Four: MCE Charges

SAMPLE BILL: PAGE FOUR

PG&E ENERGY STATEMENT		Account No: 1234567890-1	
www.pge.com/MyEnergy		Statement Date: 10/01/2013	
		Due Date: 10/22/2013	
<b>Details of MCE Electric Generation Charges</b>			
10/01/2013 – 11/01/2013 (31 billing days)			
SERVICE FOR: 1234 STREET AVENUE			
Service Agreement ID: 0123456789 ESP Customer Number: 0123456789			
10/01/2013 – 11/01/2013			
9	<b>Rate Schedule:</b> RES-1		
10	DEEP GREEN - TOTAL	508.000000 kWh @ \$0.0100	\$5.08
	GENERATION - TOTAL	508.000000 kWh @ \$0.09202	\$46.75
	Net charges \$51.83		
11	Energy Surcharge		\$0.14
12	<b>Total MCE Electric Generation Charges</b>		<b>\$51.97</b>

PG&E no longer bills you for electric generation.

Visit [www.pge.com/MyEnergy](http://www.pge.com/MyEnergy) for a detailed bill comparison.

Page 4 of 5

## 9 Rate Schedule

This indicates the rate at which you are receiving electric generation service, as determined by MCE. For more information about our rates visit [www.mceCleanEnergy.com/rates](http://www.mceCleanEnergy.com/rates).

## 10 Deep Green Total

If you've Opted Up to Deep Green 100% renewable energy, you'll see an additional \$0.01 per kilowatt hour charge. It only applies to Deep Green customers.

## 11 Energy Surcharge

This fee is collected on behalf of the California Energy Commission. It was previously included in PG&E's fees.

## 12 Total Charges

This is the sum of all electric generation services from MCE.



## Questions or Comments? We'd love to hear from you!

CALL US 1(888) 632-3674

EMAIL US [info@mceCleanEnergy.com](mailto:info@mceCleanEnergy.com)

VISIT OUR WEBSITE [mceCleanEnergy.com](http://mceCleanEnergy.com)



[twitter.com/mceCleanEnergy](https://twitter.com/mceCleanEnergy)

MCE

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