

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 www.green-e.org.

Company:	CleanPowerSF is a program of the San Francisco Public Utilities Commission (SFPUC), an enterprise department of the City and County of San Francisco.
Whom should I contact for more information?	CleanPowerSF Customer Service: (415) 554-0773, cleanpowersf.org , cleanpowersf@sfwater.org
What is the contract length?	There is no required length of agreement or contract.
How will my bill be calculated?	CleanPowerSF SuperGreen service customers will be billed a two (2) cent per kilowatt hour premium for 100% renewable energy.
How much will my electricity service cost?	CleanPowerSF electric generation rates are managed with the intention of providing clean power at competitive rates. CleanPowerSF rates and cost comparisons with PG&E rates are available at cleanpowersf.org or by calling (415) 554-0773.

Typical Monthly Winter Residential Electric Charges		PG&E	SuperGreen 100% Renewable Energy
Electric Bill Components		33% Renewable Energy	
Electric Generation		\$28.24	\$25.36
PG&E Electricity Delivery		\$41.28	\$41.28
Additional PG&E Fees		n/a	\$8.54
Misc/Taxes		\$4.55	\$4.97
Average Total Cost		\$74.06	\$80.15

Based on an average residential customer using 287 kWh per month on the E-1 winter rate. Effective 11/1/2017.

The above table provides an estimate of a monthly electricity bill for the average San Francisco residential customer (based on a monthly average usage of 287 kWh on the E1 rate schedule) for PG&E's basic service and CleanPowerSF's 100% renewable SuperGreen service. Customer bills will vary based on actual electricity usage.

What other fees will I be charged?	PG&E will also charge CleanPowerSF customers a Power Charge Indifference Adjustment (PCIA) and Franchise Fee Surcharge. 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 rates are set annually and may change over time. 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?	CleanPowerSF SuperGreen customers may downgrade to CleanPowerSF Green service at any time. Customers who prefer to receive electric generation from PG&E must opt out of CleanPowerSF service. Customers may opt out of CleanPowerSF any time after their account(s) is/are scheduled for enrollment by visiting cleanpowersf.org or by calling (415) 554-0773 and providing their PG&E Account Number.
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. Customers who opt out of CleanPowerSF service more than 60 days following their service start date 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 information on PG&E's terms and conditions, visit pge.com/cca . Customers who opt out of CleanPowerSF service more than 90 days after their service start date will be subject to a one-time termination fee of \$5 (for residential accounts). Upon cancelation of CleanPowerSF service, customers will be charged for all CleanPowerSF electricity used before their electric generation service is transferred to PG&E. Accounts will be transferred to PG&E on their scheduled meter read date and cannot be transferred during the middle of a billing cycle. Opt out requests not received at least five (5) business days prior to the account's next meter read date will be processed on the subsequent meter read date. Customers who cancel their electric service entirely (e.g., move) will not be charged a termination fee and may sign-up to return to CleanPowerSF at any time.

View our Privacy Policy at cleanpowersf.org/privacy.