

Pioneer Community Energy Bill Protection Program 2020

Pioneer will provide Bill Protection (BP) for generation charges to residential Pioneer customers who choose to move into the new Time-of-Use E-TOU-C3 (TOU) and EL-TOU-C3 rates between June 1, 2020 and October 31, 2021. Customers will receive bill protection for up to 12 months from the date of their enrollment in TOU-C3. The last day to enroll into the TOU-C3 rate and receive bill protection is October 31, 2021. Bill protection is available only under these scenarios.

Rate Change Scenario	Starts	Ends	Notes
E1 customer changes to E-TOU-C rate	Date of Change	12 months from date of change	BP is available as long as customer is on TOU-C rate and ends after 12 months or when customer leaves the rate whichever comes first.
E1 customer changes to E-TOU-C, then enrolls in NEM 2.0	Date of Change	Date NEM starts	BP is available as long as customer is on TOU-C rate and ends at 12 months or when NEM starts whichever comes first.
E1 customer changes to E-TOU-C, then moves or opts out of CCA service	Date of Change	Date account closes	BP is available as long as customer is on TOU-C rate and ends at 12 months or when customer leaves Pioneer service whichever comes first.
E1 customer defaulted/changes to E-TOU-C, then enrolls in Medical Baseline	Date of Change	12 months from date of change	Medical baseline is not affected by rate choice
E1 customer defaulted/changes to E-TOU-C, then enrolls in CARE/FERA	Date of Change	12 months from date of change	CARE/FERA is not affected by rate choice

In the above scenarios, customers will receive BP for the time they are in the TOU-C3 Rate for a maximum of 12 months from the date of the customer changes to the TOU-C3 rate.

Pioneer customers are not eligible for bill protection under the following scenario:

Scenario	BP	Notes
New start from outside PG&E service territory	No	Default rate - no bill protection
Transfer start from within PG&E service territory	No	Default rate - no bill protection
E1 NEM customer changes to E-TOU-C NEM rate	No	BP is not provided for NEM accounts
TOU* rate customer changes to E-TOU-C rate	No	Only customers originally on a flat rate/ID as a PG&E default candidate qualify.
TOU* rate NEM customer changes to NEM 2.0	No	Only customers originally on a flat rate/ID as a PG&E default candidate qualify.
TOU* rate customer moves or opts out	No	Only customers originally on a flat rate/ID as a PG&E default candidate qualify.
TOU* rate customer enrolls in Medical Baseline	No	Only customers originally on a flat rate/ID as a PG&E default candidate qualify.
TOU* rate customer enrolls in CARE/FERA	No	Only customers originally on a flat rate/ID as a PG&E default candidate qualify.
TOU* rate NEM customer changes to E-TOU-C rate	No	Only customers originally on a flat rate/ID as a PG&E default candidate qualify.

Pioneer Community Energy Bill Protection Program 2020

When a customer opts out of Pioneer service or moves outside the Pioneer service area, Pioneer no longer has access to the customer bills. Customers under the following scenarios will receive BP in the form of a USPS mailed check if a credit is applicable:

- Customer opted into the TOU-C3 rate, but moves within Pioneer's service area
- Customer opted into the TOU-C3 rate, but moves outside of Pioneer's service area
- Customer opted into the TOU-C3 rate, but then opts out of Pioneer's service

In the above scenarios, customers will receive BP for the time they are in the TOU-C3 Rate for a maximum of 12 months or until their account closes, whichever comes first. To receive a check for BP, the customer must request a check in writing from Pioneer Community Energy. Requests can be made via email or regular mail to:

Pioneer Community Energy
customerservice@PioneerCommunityEnergy.ca.gov
2510 Warren Drive, Suite B Rocklin CA 95677

Request must include:

- Customer Name
- PG&E Account Number (account eligible for bill protection)
- Service Address (account eligible for bill protection)
- Contact Phone Number
- Email Address
- Current Mailing Address for the check

Checks will be mailed after a move or Pioneer opt out on a quarterly basis, depending upon the customer's billing cycle.