



FREQUENTLY ASKED QUESTIONS

What is a CCE?

Community Choice Energy (CCE) is a term established in 2002 per California state law. It allows a city or county (or groups of cities or counties) to become the default electric supplier in its jurisdiction(s). By doing so, it allows customers to locally influence the sources of their electricity. EBCE is a CCE.

How does EBCE work?

East Bay Community Energy purchases power with higher renewable and lower greenhouse gas (GHG) content than is offered by PG&E. Other than receiving cleaner electricity at competitive prices and gaining access to new local energy programs, all other aspects of your electricity service remain the same. PG&E continues to deliver the electricity, maintain power lines, handle billing, and respond to service requests and emergencies.

How is the program run?

Alameda County and its participating cities govern EBCE. The Board of Directors is composed of elected officials representing each community. The Board sets rates and determines the mix of power sources. There is a small staff to run day-to-day operations and provide customer support. The entire process is transparent and Board meetings are open to the public.

How does EBCE replace PG&E?

The only difference is that EBCE is procuring clean electricity on your behalf and running local energy programs. PG&E continues to deliver the electricity, handle all billing, maintain power lines, and resolve outages. Those who prefer PG&E may choose to continue to buy their electricity through them.

How do I enroll?

Anyone with a PG&E electricity account in EBCE's service area will be automatically enrolled. EBCE replaces PG&E as the default electricity provider in Alameda County.

Can I opt out at any time?

You may opt out of EBCE electricity generation service at any time by calling 1-833-699-EBCE (3223) or by completing the opt out form at ebce.org/optout.

Will I still receive my CARE, FERA, and Medical Baseline Allowance discount?

Yes - If you receive a low-income discount on your electricity bill through the CARE, FERA, or Medical Baseline Allowance programs, your discount will continue to apply as an EBCE customer.

Do I still get rooftop solar (NEM) benefits?

At a minimum, EBCE will match the net energy metering (NEM) offering provided by PG&E.

What's different about how EBCE buys power?

Currently, PG&E owns some electricity generation facilities, such as natural gas-burning plants, large hydroelectric dams, and one nuclear plant. It also buys electricity on the open market.

EBCE will buy a higher percentage of electricity generation from renewable sources, also on the open market, such as solar and wind. EBCE will also invest a portion of its revenue in building local renewable energy projects.

Will EBCE save me money?

EBCE's Bright Choice service is priced about 1.5% below PG&E's generation service rates, including all fees.