



1111 Broadway 3rd Floor
Oakland, CA 94607



Introducing Your New Local Provider for Clean Power



Presorted
Standard
US Postage
PAID
EBCE

Your Choices with EBCE:



Clean power mix
at a 1.5% rate
discount



100% carbon-free
power (includes
hydropower) that
costs the same
as PG&E



100% renewable
energy from wind
and solar that costs
1¢ more per kWh

HERE'S WHAT YOU NEED TO KNOW ABOUT EAST BAY COMMUNITY ENERGY (EBCE):

- EBCE is your new local electricity provider. You will get a single bill that includes electric delivery charges from PG&E and electric generation charges from EBCE.
- EBCE is a public agency with local elected officials on its Board. Meetings are open to the public.
- EBCE provides more renewable energy than PG&E as part of its basic service, called Bright Choice. Bright Choice costs slightly less than what you were paying PG&E.
- Your initial service selection with EBCE depends on your city - please see ebce.org/terms for more information about your particular location.
- You can choose to get more green power with our Brilliant 100 or Renewable 100 service, or you can opt out and get your power from PG&E.
- See ebce.org/nem for more details regarding annual payout credits and other solar policies.

More information is available at ebce.org. You can also call us at **1-833-699-EBCE (3223)**.



Abbreviated Terms and Conditions of Service

ENROLLMENT AND SERVICE OPTIONS

East Bay Community Energy (EBCE) is the default electric provider serving Alameda County, except the cities of Alameda, Pleasanton, and Newark. Accounts within the participating 11 cities and the unincorporated county were automatically enrolled. Customers may also request to opt up, opt down, or opt out and stay with PG&E bundled service at any time subject to the opt out guidelines.

RATES AND FEES

EBCE's generation rates are managed to provide clean, green electricity to our community at competitive rates. Any future rate changes will be adopted at public meetings of the EBCE Board. As an EBCE customer, PG&E charges you a monthly Power Charge Indifference Adjustment (PCIA) and Franchise Fee Surcharge. EBCE has accounted for these additional exit fees and charges in its rate setting process.

BILLING

As an EBCE customer, you will continue to receive a single monthly bill from PG&E that includes all electricity-related charges, including EBCE's generation charges. PG&E will continue to charge for gas services, transmission, distribution, public goods programs, and other non-generation charges at the same rates it charges customers who do not receive EBCE service.

OPT OUT

You may opt out of EBCE service at any time by calling 1-833-699-EBCE (3223) or by completing the opt out form at ebce.org/opt-out. There is no fee to opt out before June 1, 2020. Accounts cannot be transferred in the middle of a billing cycle and opt out requests must be received at least five business days prior to your meter read date to switch service to PG&E before your next billing cycle. If you opt out after receiving EBCE service for more than 60 days, PG&E requires that you return with a six month notice or return to PG&E on a special transitional rate.

CUSTOMER CONFIDENTIALITY

EBCE is committed to protecting customer privacy. EBCE's customer confidentiality policy can be found at ebce.org/confidentiality.

Full details of the EBCE Terms and Conditions can be found at www.ebce.org/terms.

FIND YOUR LANGUAGE ONLINE

Español: es.ebce.org

中文: ch.ebce.org

Tiếng Việt: vn.ebce.org

हिन्दी: hn.ebce.org