



## EAST BAY COMMUNITY ENERGY YOUR AFFORDABLE, GREENER, LOCAL ELECTRICITY PROVIDER

### Dear Alameda County Residents,

Residents living in Alameda County and the 11 participating cities will soon have a new, greener choice in electricity providers. East Bay Community Energy (EBCE) is a local power supply program that will work in partnership with PG&E to bring you electricity from renewable sources at affordable prices.

As a resident of one of the cities that voted to form EBCE, your benefits will include:

- More renewable energy at competitive rates
- Lower greenhouse gas emissions
- Innovative services
- Community involvement
- Local projects, jobs, and economic benefits

### How it Works

EBCE will purchase electricity on your behalf, including more renewable power than PG&E currently provides. PG&E will act in partnership with us to deliver, maintain, and service your electricity as it always has. You'll be enrolled automatically, so you don't need to do a thing. And billing will be simple—you'll still get a single monthly bill that includes EBCE's charge for electricity generation, and PG&E's charges for their other services.

**East Bay Community Energy**, also known as EBCE, is the new local electricity supplier in Alameda County. EBCE will provide cleaner, greener energy at lower rates to our customers.

EBCE will reinvest earnings back into the community to create local green energy jobs, local programs, and clean power projects.

**East Bay Community Energy**, también conocido como EBCE, es el nuevo proveedor local de electricidad en el Condado de Alameda. EBCE ofrecerá a nuestros clientes energía más limpia y más verde con tarifas más bajas. EBCE reinvertirá los ingresos nuevamente en la comunidad para crear empleos locales en el campo de la energía verde, programas locales y proyectos de energía limpia.

**東灣社區能源**, 英文名為East Bay Community Energy, 簡稱EBCE, 是阿拉米達縣新的本地電力供應商。EBCE將以更低廉的費率, 向用戶提供更清潔、更環保的能源。EBCE會將獲利以重新投資的方式歸還於社區, 來創造當地的綠色能源工作機會、本地計畫以及清潔電力方案。

**Năng Lượng Cho Cộng Đồng East Bay**, còn gọi là EBCE, là nhà cung cấp điện mới tại địa phương của Hạt Alameda. EBCE sẽ đem đến nguồn năng lượng xanh và sạch hơn, với mức giá rẻ hơn cho khách hàng. EBCE sẽ tái đầu tư khoản tiền thu được vào cộng đồng nhằm tạo ra những công việc năng lượng xanh cho địa phương, các chương trình ở địa phương và các dự án năng lượng sạch.



**Higher percentage of clean power at a 1.5% rate discount**



**Greener power than PG&E and costs the same as PG&E**



**100% renewable energy and costs about \$3-5 more per month\* than PG&E**

You will be automatically transitioned to EBCE service in November. The transition will be completely seamless to you, and your service will continue uninterrupted.

You will be automatically enrolled in our Bright Choice service so you don't need to do a thing to take advantage of a lower cost than your current PG&E rate. But you can always opt up to Brilliant 100 or Renewable 100, or opt out if you choose. Call to notify us at **1-833-699-EBCE (3223)** or visit **ebce.org**.

EBCE service helps retain local involvement in energy choices, create jobs, and provide economic benefits to our communities, while reducing our community's greenhouse gas emissions.

\*Based on the average residential customer bill in Alameda County



## A Proven Model

Programs similar to ours have been working throughout the state and the Bay Area for years. In fact, Marin, Napa, Sonoma, Contra Costa, Santa Clara, San Mateo, and San Francisco Counties already have active Community Choice Energy programs like EBCE. Dozens of other California counties and cities are considering or starting their own.



## Your Energy, Your Choice

EBCE began providing electricity to business and municipal customers in June 2018. Residential customers will be enrolled in November 2018. Customers with rooftop solar will be enrolled throughout 2019 based on their “True-Up” date.



## Some Background

- In accordance with California State law, EBCE is designed as an opt out program. That means EBCE is now the County’s official electricity provider as of the program’s launch to local residents in November. You can opt out at any time.
- The program is governed by a Board of Directors composed of elected officials from the County and its 11 participating cities, including Albany, Berkeley, Dublin, Emeryville, Fremont, Hayward, Livermore, Oakland, Piedmont, San Leandro, and Union City.
- EBCE isn’t replacing PG&E—we’re working in partnership with them.
- You’ll always have a choice to remain with PG&E’s current service for both electricity and power delivery, and can let us know your preference to do so—or to opt up or down—with a single click at [ebce.org](http://ebce.org), or call at 1-833-699-EBCE (3223).

**SPECIAL NOTE:** Customers participating in the CARE, FERA, and/or Medical Baseline Allowance programs continue to receive these discounts while on EBCE service.

## Abbreviated Terms and Conditions of Service

### ENROLLMENT AND SERVICE OPTIONS

As of November 2018, 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 will be 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 cleaner, greener 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. Please contact PG&E for more information about these charges.

### 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 [www.ebce.org/opt-out](http://www.ebce.org/opt-out). There is no fee to opt out before enrollment or in the first 60 days of receiving EBCE service.

### CUSTOMER CONFIDENTIALITY

EBCE is committed to protecting customer privacy. EBCE’s customer confidentiality policy can be found at [www.ebce.org/confidentiality](http://www.ebce.org/confidentiality).

**Full details of the EBCE Terms and Conditions can be found at [www.ebce.org/terms](http://www.ebce.org/terms).**

