



1111 Broadway 3rd Floor
Oakland, CA 94607



**Introducing Your
New Local Provider
for Clean Power**



Your Choices with EBCE:



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*

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

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. You will also receive a monthly credit from PG&E for not buying their electricity.
- 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.
- 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.
- You were automatically enrolled in Bright Choice service in November and will see EBCE charges on your December bill from PG&E.

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 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 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.

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. There is no fee to opt out before June 2019.

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

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

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

SPECIAL NOTE:

As an EBCE customer, you are no longer eligible for PG&E's Smart Rate and Solar Choice programs or the first year Bill Protection benefit for customers that have opted into the Time of Use (Peak Pricing 4 - 9 PM Every Day) rate tariff.

FIND YOUR LANGUAGE ONLINE

Español: es.ebce.org

中文: ch.ebce.org

Tiếng Việt: vn.ebce.org

हिन्दी: hn.ebce.org