



1111 Broadway 3rd Floor
Oakland, CA 94607



Introducing Your New Local Provider for Clean Power



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 three service options: Bright Choice (more renewable energy and 1.5% cheaper than PG&E's standard service), Brilliant 100 (sourced from solar, wind, and hydropower at the same price as PG&E rates), and Renewable 100 (sourced from solar and wind at a small premium of 1 cent per kilowatt hour above PG&E rates).
- You can change which service you are on or you can opt out and get your power from PG&E.
- You were automatically enrolled in EBCE service in November and will see EBCE charges on your December bill from PG&E. The table below indicates the EBCE service you started receiving in November:

City	Service	Customers
Albany	Brilliant 100	All residential
Hayward	Brilliant 100	All residential
	Bright Choice	Customers in CARE, FERA, or Medical Baseline programs
Piedmont	Renewable 100	All residential
	Brilliant 100	Customers in CARE, FERA, or Medical Baseline programs
All other participating cities	Bright Choice	All residential

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