



Understanding Your Bill

While East Bay Community Energy (EBCE) is now procuring the electricity you use, PG&E will continue to provide billing and other services.

- » PG&E will no longer charge you for electric generation. EBCE now procures electricity on your behalf. This is not an additional fee. EBCE charges replace charges you would have paid PG&E.
- » PG&E will continue to charge for electric delivery—the transmission and distribution of your electricity – as well as required regulatory and program charges at the same rate for all customers, regardless of the service provider. To learn more about your PG&E energy statement visit pge.com.
- » PG&E fees specific to Community Choice Energy Programs are factored into EBCE's rate setting process. Therefore, the total amount you pay on your PG&E bill will be less than (for EBCE's Bright Choice service) or equal to (for EBCE's Brilliant 100 service) what you would have paid PG&E for generation service.

The sample bill shown is based on an E1 rate schedule for a residential customer.

To compare your EBCE charges to what you would have paid PG&E for generation service:

- » Sum the EBCE Net Charges (#13), Power Charge Indifference Adjustment (#8), and Franchise Fee Surcharge (#9). Those are your new charges.
- » Compare that total to the Generation Credit (#7). This is the amount PG&E would have charged for their generation service based on your monthly use, but instead they credit you back that amount.
- » For this customer on Brilliant 100, the comparison is as follows: $\$11.81 + \$5.35 + \$0.09 = \17.25 , which is the same amount as the Generation Credit.

If you have any questions about your electric bill, you can contact EBCE's call center at **1-833-699-EBCE (3223)**.

For more information, visit ebce.org.





ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: [REDACTED]
Statement Date: 07/19/2018
Due Date: 08/09/2018

Service For:



Questions about your bill?

Monday-Friday 7 a.m.-9 p.m.
Saturday 8 a.m.-6 p.m.
Phone: 1-866-743-0335
www.pge.com/MyEnergy

Local Office Address

1425 Clay St
OAKLAND, CA 94612

Your Account Summary

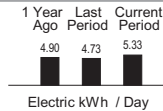
Amount Due on Previous Statement	\$39.05
Payment(s) Received Since Last Statement	-39.05
Previous Unpaid Balance	\$0.00
Current PG&E Electric Delivery Charges	\$23.71
EAST BAY COMMUNITY ENERGY Electric Generation Charges	12.75
Current Gas Charges	6.59

Total Amount Due by 08/09/2018 \$43.05

Monthly Billing History



Daily Usage Comparison



1

Account Number

You will need this number if you change your EBCE service level (Bright Choice, Brilliant 100, or Renewable 100) or opt out of EBCE service.

2

PG&E Delivery Charges

This is PG&E's charge to deliver electricity over their transmission lines, maintain infrastructure and other fees to support customer service and billing.

3

EBCE Electric Generation Charge

This charge covers EBCE's cost of purchasing clean electricity for customers.

4

Total Amount Due

This is the total amount you pay to PG&E, conveniently on one bill for services provided by both PG&E and EBCE.



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: [REDACTED]

Statement Date: 07/19/2018

Due Date: 08/09/2018

Important Phone Numbers - Monday-Friday 7 a.m.-9 p.m., Saturday 8 a.m.-6 p.m.

Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000 TTY 7-1-1

Servicio al Cliente en Español (Spanish)	1-800-660-6789	Dịch vụ khách tiếng Việt (Vietnamese)	1-800-298-8438
華語客戶服務 (Chinese)	1-800-893-9555	Business Customer Service	1-800-468-4743

Rules and rates

You may be eligible for a lower rate. To learn more about optional rates or view a complete list of rules and rates, visit www.pge.com or call 1-800-743-5000.

If you believe there is an error on your bill, please call 1-800-743-5000 to speak with a representative. If you are not satisfied with our response, contact the California Public Utilities Commission (CPUC), Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102, 1-800-649-7570 or 415-703-2032 (TDD/TTY).

To avoid having service turned off while you wait for a CPUC decision, enclose a deposit check (payable to the CPUC) for the disputed amount and a description of the dispute. The CPUC will only accept deposits for matters that relate directly to billing accuracy. If it is not possible for you to pay your deposit, you must advise the CPUC. PG&E can not turn off your service for nonpayment while it is under review by the CPUC, however, you must continue to pay your current charges to keep your service turned on.

If you are not able to pay your bill, call PG&E to discuss how we can help. You may qualify for reduced rates under PG&E's CARE program or other special programs and agencies may be available to assist you. You may qualify for PG&E's Energy Savings Assistance Program which is an energy efficiency program for income-qualified residential customers.

Important definitions

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Tier 1/Baseline allowance: Some residential rates are given a Tier 1/Baseline allowance - a CPUC approved percentage of average customer usage during summer and winter months. Your Tier 1/Baseline allowance provides for basic needs at an affordable price and encourages conservation. Your allowance is assigned based on the climate where you live, the season and your heat source. As you use more energy, you pay more for usage. Any usage over your baseline allowance will be charged at a higher price.

High Usage: An increased price per kWh whenever electricity usage exceeds four times the Baseline Allowance (Tier 1) in a billing period. This charge does not apply to Time-of-Use rate plans.

DWR bond charge: Recovers the cost of bonds issued by the Department of Water Resources (DWR) to purchase power to serve electric customers during the California energy crisis. DWR bond charges are collected on behalf of DWR and do not belong to PG&E.

Power Charge Indifference Adjustment (PCIA): Ensures that non-exempt customers under PG&E's GT and ECR rate schedules or who purchase electricity (generation) from non-PG&E suppliers pay their share of generation costs.

Gas Public Purpose Program (PPP) Surcharge. Used to fund state-mandated gas assistance programs for low-income customers, energy efficiency programs, and public-interest research and development.

Visit www.pge.com/billexpplanation for more definitions. To view most recent bill inserts including legal or mandated notices, visit www.pge.com/billinserts.

Your Electric Charges Breakdown

Conservation Incentive	-\$5.66
Transmission	5.13
Distribution	13.78
Electric Public Purpose Programs	2.26
Nuclear Decommissioning	0.03
DWR Bond Charge	0.88
Competition Transition Charges (CTC)	0.21
Energy Cost Recovery Amount	-0.01
PCIA	5.35
Taxes and Other	1.74
Total Electric Charges	\$23.71

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5 Your Electric Charges Breakdown

This is the summary of charges from electric generation, distribution and other fees, taxes and programs that fund regional or statewide programs such as assistance and efficiency rebate programs.



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: [REDACTED]

Statement Date: 07/19/2018

Due Date: 08/09/2018

Details of PG&E Electric Delivery Charges

06/14/2018 - 07/13/2018 (30 billing days)

Service For: [REDACTED]

Service Agreement ID: [REDACTED] **6**

Rate Schedule: E1 T Residential Service

Service Information

Meter #	[REDACTED]
Current Meter Reading	19,544
Prior Meter Reading	19,384
Total Usage	160.000000 kWh
Baseline Territory	T
Heat Source	B - Not Electric
Serial	S
Rotating Outage Block	50

06/14/2018 – 07/13/2018	Your Tier Usage	1	2
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Tier 1 Allowance	210.00 kWh	(30 days x 7.0 kWh/day)	
Tier 1 Usage	160.000000 kWh	@ \$0.21169	\$33.87
Generation Credit			-17.25
Power Charge Indifference Adjustment			5.35
Franchise Fee Surcharge			0.09
Oakland Utility Users' Tax (7.500%)			1.65

Total PG&E Electric Delivery Charges \$23.71

2017 Vintaged Power Charge Indifference Adjustment

- 7**
- 8**
- 9**
- 10**

6 Service Agreement ID

A service agreement documents your particular arrangement with PG&E (including billing days, metering information, and other factors) in order to calculate applicable charges. For customers with multiple meters under a single PG&E account, each meter will have a unique Service Agreement ID number.

7 Generation Credit

This is the generation fee now provided by EBCE's generation service, so PG&E credits this charge back to your account to avoid any duplication of generation fees. The credit is what PG&E would have charged you for electricity.

8 Power Charge Indifference Adjustment

PG&E charges EBCE customers a Power Charge Indifference Adjustment (PCIA), which is calculated based on the number of kilowatt-hours used each month. The PCIA is intended to ensure that EBCE customers pay the difference between what PG&E paid for power contracted to serve them prior to their switch, and the current market value of that power. The PCIA charge is factored into EBCE's rate setting process.

9 Franchise Fee Surcharge

The Franchise Fee is collected from PG&E to cover costs associated with rights to use public streets to provide gas and electric service. The franchise fee is factored into EBCE's rate setting process.

10 Utility Users' Tax

The Utility Users' Tax varies from city to city, and may not apply to every community in our jurisdiction. If your business or residence is already subject to this tax, you will continue to pay it as a EBCE customer.



ENERGY STATEMENT

www.pge.com/MyEnergy

Account No: [REDACTED]
Statement Date: 07/19/2018
Due Date: 08/09/2018

Details of EAST BAY COMMUNITY ENERGY Electric Generation Charges

06/14/2018 - 07/13/2018 (30 billing days)

Service For: [REDACTED]

Service Agreement ID: [REDACTED] ESP Customer Number: [REDACTED] **11**

06/14/2018 – 07/13/2018

12

Rate Schedule: E1-Brilliant 100

Flat 160.000000 kWh @ \$0.07379 \$11.81

13

Net Charges 11.81

14

Local Utility Users Tax (7.500%) 0.89
Energy Commission Tax 0.05

East Bay Community Energy is your local electricity provider. We offer affordable rates and more clean energy.

Total EAST BAY COMMUNITY ENERGY Electric Generation Charges \$12.75

Service Information

Total Usage 160.000000 kWh

For questions regarding charges on this page, please contact:

EAST BAY COMMUNITY ENERGY
1111 BROADWAY FL 3
OAKLAND CA 94607
1-833-699-3223
ebce.org

Additional Messages

Thank you for being a valued customer of East Bay Community Energy (EBCE), the official electricity provider of Albany, Berkeley, Dublin, Emeryville, Fremont, Hayward, Livermore, Oakland, Piedmont, San Leandro, Union City, and unincorporated Alameda County. EBCE is a public agency that procures your power, increases the use of renewable energy, and invests revenues back into the community. Electricity from EBCE is delivered to you by PG&E, which remains an essential partner for power distribution, service, and billing. To learn more, please visit ebce.org or call **1-833-699-EBCE (3223)**.

11

ESP Customer Number

This is your Energy Service Provider (ESP) Customer number for EBCE.

12

Rate Schedule

This line shows two things. The initial letter(s) and number show your rate schedule as determined by PG&E. For residential customers this is most often E1. After the rate schedule you will see the EBCE service you are on: Bright Choice, Brilliant 100, or Renewable 100.

13

Net Charges

This is the amount EBCE collects. Other fees found here, including the Energy Commission Tax and sometimes a local Utility User Tax, are paid by all PG&E customers so should be excluded from the comparison.

14

Energy Commission Tax

This fee is collected on behalf of the California Energy Commission and applies to all customers, regardless of service provider. The California legislature established the Energy Commission tax in 1975. The tax provides additional funding for the California Energy Commission.