OCTOBER 2019 – FEBRUARY 2020 HIGHLIGHTS

General
• On-Board Customer Care Coordinator and Outreach Interns
• New Outreach Intern
• Cost proposals from SMUD on contract extension
• Analysis to further inform ideal enrollment timing

Account Services
• Customer Communications for EV2A transition
• Launch “B” Tariffs
• Finalize Billing Engine Configuration business requirements
• Finalize TOU Bill Protection business requirements
• PG&E Rate Changes
• Winter Opt-Out increases (high bills)

C&I
• Direct Access Retention
• Homecoming Campaign
• Non-standard rate agreement/term sheet negotiations
• VIP Luncheon
• Wrap up of 2019 Peak Day Pricing program

Media/Public Relations
• Press event for new Resiliency Program

Public Engagement
• Prepare technical analysis for BOD, update JPA, and implementation plan
• Submit Implementation Plan Addendum to CPUC
• Berkeley City-wide Opt Up info sharing
• New Community BOD members identified
• Community engagement around Carbon Free Allocation
• Submitted draft customer notice to PAO

Marketing/Outreach
• Joint Rate Mailer
• Launch Chinook Book promotion/party
• Print and Digital Ads
• New local sponsorships
• Community Outreach Grants
• Website refresh
• Launch Art Contest for Earth Day
• updated new customer notice
• Extend Celery budget in order to continue work on refresh of website and support programs
• Planning for Resiliency Program customer engagement
• Spring Opt Up and Homecoming campaigns planning
SAMPLE BLUE BILL – NEW PRESENTMENT

## Details of East Bay Community Energy Electric Generation Charges

10/01/2019 - 10/31/2019 (30 Billing Days)

Service For: 123 Any Street  
Service Agreement ID: 1234567890  
ESP Customer Number: 9087654321

<table>
<thead>
<tr>
<th>Rate Schedule: EVA-Bright Choice</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Off-Peak Summer 100.000000 kWh</td>
<td>@ $0.08755</td>
</tr>
<tr>
<td>Part-Peak Summer 100.000000 kWh</td>
<td>@ $0.13442</td>
</tr>
<tr>
<td>Peak Summer 100.000000 kWh</td>
<td>@ $0.27893</td>
</tr>
<tr>
<td>Power Charge Indifference Adjustment Credit</td>
<td>-8.13</td>
</tr>
<tr>
<td>Franchise Fee Surcharge Credit</td>
<td>-0.20</td>
</tr>
<tr>
<td>Bright Choice Discount</td>
<td>-0.72</td>
</tr>
</tbody>
</table>

Net Charges $39.03

Local Utility Users Tax (7.0000%) 0.12  
Energy Commission Tax 0.34  
Credit to (Debited form) NEM Balance 0.56

Your NEM Balance is now $99.99  
Your Rollover Credit Balance is now $1.23

Wholesale Credit Value $12.34  
Your Trueup Credit Value $12.34

EBCE offers Bright choice at 1.5% discount to PG&E generation rates and matches PG&E generation rates for Brilliant 100. Learn more at ebce.org/bill

### Total East Bay Community Energy Electric Generation Charges

$123.45
TOU TRANSITION HIGHLIGHTS

- November 2019: C&I TOU rates opened for voluntary opt in
- March 2020: Ag TOU rates open for voluntary opt in
- April 2020: PG&E sets TOUC (without bill protection) as default for new residential accounts
- July 2020: TOUA to TOUC (~25k)
- October 2020: Pilot group of NEM customers
- November 2020: C&I TOU default (~22k)
- January 2021: NEM customers on rolling monthly basis based on anniversary date
- May 2021: E1 Customers in Alameda County (Bill protection for 12 months)
COMING UP

• Opt Up and Homecoming Campaigns (March/April)
• Customer Engagement for Resiliency Program (April/May)
• Rate Adjustments (April) (*coincide with PCIA and PG&E generation rate changes*)
• Annual NEM True-Up (April) (*first time since full enrollment*)
• Major Events:
  – Roots SC home games (February – May)
  – Oakland Marathon (March)
  – Earth Day (April)
  – Bike to Work (May)
  – Habitat Women’s Build Day (May)
  – County Fair (June/July)