




PRICE, TERMS, AND CONDITIONS

	<p>Renewable 100 is Green-e Energy certified, and meets the environmental and consumer-protection standards set forth by the nonprofit Center for Resource Solutions. Learn more at www.green-e.org.</p>
<p>Company:</p>	<p>East Bay Community Energy</p>
<p>Whom should I contact for more information?</p>	<p>1111 Broadway, 3rd Floor Oakland, CA 94607</p> <p>www.ebce.org</p> <p>customer-support@ebce.org</p> <p>1-833-699-EBCE (3223)</p>
<p>What is the contract length?</p>	<p>You may opt out of EBCE electric generation service at any time. Accounts of customers who have requested to opt out will be transferred on the next day their electric meter is read. Accounts cannot be transferred in the middle of a billing cycle. Your opt out request must be received at least 5 business days prior to your meter read date in order to switch service to PG&E before your next billing cycle begins. All other opt out requests will be processed on the subsequent meter read date. If you opt out or otherwise stop receiving service from EBCE, you will be charged for all EBCE electricity used before ending EBCE electric service.</p>
<p>How much will Renewable 100 cost?</p>	<p>Renewable 100 will cost a surcharge of \$.01 per kWh above Brilliant 100 for all kWh usage during a billing period. The Renewable 100 surcharge will appear as a line item charge on the East Bay Community Energy Electric Generation portion of a customer's PG&E bill.</p>
<p>Will my rates change over time?</p>	<p>EBCE's electric generation rates are managed to provide cleaner, greener electricity to our community at competitive rates. Any future rate changes will be adopted at duly noticed public meetings of the EBCE Board. You can view EBCE rates online at ebce.org/rates, or call 1-833-699-EBCE (1-833-699-3223) for more information. Rates and cost comparisons may change over time.</p>
<p>What are the enrollment options?</p>	<p>When enrolled, Renewable 100 will represent 100% of a customer's monthly consumed electricity.</p>
<p>What other fees might I be charged?</p>	<p>As an EBCE customer, PG&E charges you a monthly Power Charge Indifference Adjustment (PCIA) and Franchise Fee Surcharge. EBCE has accounted for these additional exit fees and charges in its rate setting process. There is no fee to opt out before enrollment or in the first 60 days of receiving EBCE service. If you opt out 60 or more days after EBCE service begins, or if you are an Early Adopter, you will be charged a one-time termination fee of \$5 per residential account or \$25 per commercial account. This fee will be waived for customers that opt out prior to June 1, 2019.</p>
<p>How will I be billed?</p>	<p>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 electric generation charges. EBCE generation charges are not duplicate or extra fees. PG&E will forward your payments for electric generation to EBCE. 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.</p>
<p>Can I cancel my participation?</p>	<p>You may opt out of EBCE electric generation service at any time by calling 1-833-699-EBCE (1-833-699-3223) or by completing the opt-out form at ebce.org/optout. You will need your PG&E account information to begin the opt-out process.</p>
<p>If I want to terminate this agreement/contract, what is the early termination fee?</p>	<p>There is no fee to opt out before enrollment or in the first 60 days of receiving EBCE service. If you opt out 60 or more days after EBCE service begins, or if you are an Early Adopter, you will be charged a one-time termination fee of \$5 per residential account or \$25 per commercial account. This fee will be waived for customers that opt out prior to June 1, 2019. You will also be subject to PG&E's terms and conditions of service, which will prohibit you from returning to EBCE for a full year after your opt-out date. There is no fee to opt down from Renewable 100 to EBCE's Bright Choice or Brilliant 100 service.</p>



2018 PROSPECTIVE PRODUCT CONTENT LABEL¹

EBCE's Renewable 100 matches 100% of your electricity usage. In 2018, Renewable 100 will be made up of the following new renewable resources averaged annually.

Green-e Energy Certified New² Renewables in Renewable 100 in 2018

Resource Type	Renewables	Generation Location
Solar	50%	California
Wind	50%	California
Total Green-e Energy Certified New Renewables	100%	

1. These figures reflect the renewables that we have contracted to provide. Actual figures may vary according to resource availability. We will annually report to you before August 1 of next year in the form of a Historical Product Content Label the actual resource mix of the electricity you purchased.

2. New Renewables come from generation facilities that first began commercial operation within the past 15 years.

For comparison, the current average mix of resources supplying PG&E customers includes: Biomass and Biowaste (4%), Geothermal (5%), Renewable-Eligible Hydro (3%), Solar Electric (13%), Wind (8%), Nuclear (24%), Natural Gas (17%), Large Hydroelectric (1.2%), and Unspecified (14%). This resource mix was reported to the California Energy Commission as part of PG&E's 2016 Power Source Disclosure Report.

The average home in Alameda County uses 377 kWh per month. Source: Pacific Gas & Electric.

For specific information about this product, please contact East Bay Community Energy, **1-833-699-EBCE (3223)**, info@ebce.org, or www.ebce.org.



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