



1111 Broadway 3rd Floor  
Oakland, Ca 94607



## YOUR ELECTRICITY SERVICE IS ABOUT TO GET GREENER

**EBCE's affordable rates and cleaner energy  
support your business and community**



East Bay Community Energy  
will soon be providing  
**GREENER, LOCAL  
ELECTRICITY.**



As a commercial or municipal electricity customer in Albany or Hayward, you will be automatically transitioned to EBCE starting in June. We're partnering with PG&E to provide more renewable energy at competitive rates to fuel your bottom line, while retaining local involvement, creating jobs, and providing economic benefits to our communities.

You don't need to do a thing to take advantage of our greener service and great rates. You will receive **Brilliant 100** service (100% carbon-free) at the same price you currently pay PG&E. You can choose to opt down to **Bright Choice** (with 5% more renewable energy than PG&E) at a 1.5% discount to your current PG&E rate or opt out to stay with PG&E. Call to notify us at 1-833-699-EBCE (3223) or visit [ebce.org](http://ebce.org).

#### FIND YOUR LANGUAGE ONLINE

Español: [es.ebce.org](http://es.ebce.org)    Tiếng Việt: [vn.ebce.org](http://vn.ebce.org)  
中文: [ch.ebce.org](http://ch.ebce.org)    हिन्दी: [hn.ebce.org](http://hn.ebce.org)

## Abbreviated Terms and Conditions of Service

### ENROLLMENT AND SERVICE OPTIONS

As of June 2018, East Bay Community Energy (EBCE) will be the default electric provider serving Alameda County, except the cities of Alameda, Pleasanton, and Newark. Accounts within Albany and Hayward will be automatically enrolled in EBCE's Brilliant 100 service (100% carbon-free). Customers may also request to opt down to the Bright Choice service (85% carbon-free), or opt out and stay with PG&E bundled service at any time subject to the opt-out guidelines.

### RATES AND FEES

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. As an EBCE customer, PG&E charges you a monthly Power Charge Indifference Adjustment (PCIA) and Franchise Fee Surcharge. Please contact PG&E for more information about these charges.

### 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 electric 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 electric generation service at any time by calling 1-833-699-EBCE (3223) or by completing the opt-out form at [www.ebce.org/optout](http://www.ebce.org/optout). There is no fee to opt out before enrollment or in the first 60 days of receiving EBCE service.

### CUSTOMER CONFIDENTIALITY

EBCE is committed to protecting customer privacy. EBCE's customer confidentiality policy can be found at [www.ebce.org/confidentiality](http://www.ebce.org/confidentiality).

**Full details of the EBCE Terms and Conditions can be found at [www.ebce.org/terms](http://www.ebce.org/terms).**