



# INTRODUCING EAST BAY COMMUNITY ENERGY — YOUR LOCAL ELECTRICITY PROVIDER



**Alameda County businesses and residents** have a new, greener choice in electricity providers. East Bay Community Energy (EBCE) is the local power provider that will work in partnership with PG&E to bring you electricity from renewable sources at affordable prices.

As a local business or resident of one of the cities that voted to form EBCE, your benefits include:

- More renewable energy at competitive rates
- Lower greenhouse gas emissions
- Innovative services
- Community involvement
- Local projects, jobs, and economic benefits

As a solar customer, you will continue to have many of the same benefits you have with PG&E, such as retail credit for excess power generated by your system. More information can be found here: [ebce.org/nem](http://ebce.org/nem).

## How it Works

EBCE will purchase electricity on your behalf when you need it, including more renewable power than PG&E currently provides. PG&E will act in partnership with us to deliver, maintain, and service your electricity. You will be automatically transitioned to EBCE service in October. The transition will be completely seamless to you, and your service will continue uninterrupted.

EBCE offers three options for the electricity you consume beyond what your system generates: Bright Choice at a small discount to PG&E, Brilliant 100 that is 100% carbon-free for the same price as PG&E, and Renewable 100 to round out your electricity consumption with 100% renewable power for an extra penny per kilowatt-hour (kWh). Your initial service level was determined by your city, but most customers are initially enrolled in Bright Choice. You don't need to do anything to enroll with EBCE - you are automatically enrolled. To stay with PG&E, you will need to opt out by calling us at **1-833-699-EBCE (3223)** or visiting [ebce.org](http://ebce.org).

EBCE service helps retain local involvement in energy choices, create jobs, and provide economic benefits to our communities, while reducing our community's greenhouse gas emissions.

**East Bay Community Energy**, también conocido como EBCE, es el nuevo proveedor local de electricidad en el Condado de Alameda. EBCE ofrecerá a nuestros clientes energía más limpia y más verde con tarifas más bajas. EBCE reinvertirá los ingresos nuevamente en la comunidad para crear empleos locales en el campo de la energía verde, programas locales y proyectos de energía limpia.  
[es.ebce.org](http://es.ebce.org)

**東灣社區能源**, 英文名為 East Bay Community Energy, 簡稱 EBCE, 是阿拉米達縣新的本地電力供應商。EBCE 將以更低廉的費率, 向用戶提供更清潔、更環保的能源。EBCE 會將獲利以重新投資的方式歸還於社區, 來創造當地的綠色能源工作機會、本地計畫以及清潔電力方案。  
[ch.ebce.org](http://ch.ebce.org)

**Năng Lượng Cho Cộng Đồng East Bay**, còn gọi là EBCE, là nhà cung cấp điện mới tại địa phương của Hạt Alameda. EBCE sẽ đem đến nguồn năng lượng xanh và sạch hơn, với mức giá rẻ hơn cho khách hàng. EBCE sẽ tái đầu tư khoản tiền thu được vào cộng đồng nhằm tạo ra những công việc năng lượng xanh cho địa phương, các chương trình ở địa phương và các dự án năng lượng sạch.  
[vn.ebce.org](http://vn.ebce.org)



**Clean power mix and a 1.5% rate discount**



**100% carbon-free power (includes hydropower) that costs the same as PG&E**



**100% renewable energy from wind and solar that costs 1¢ more per kWh**



## What this means for Solar Customers.

- As a rooftop solar customer, you will be automatically added to EBCE's Net Energy Metering program.
- You will receive generation credit at the retail rate. Any unused generation credits roll over from month to month.
- No more large annual electric generation bills! EBCE bills for electricity used monthly in months when you are a net consumer, and credits you monthly when you are a net generator.
- To ensure NEM customers get the full advantage of their generation credits over the winter months, annual cash-outs for surplus generation occur in April each year.
- Because PG&E is still responsible for the delivery of power, you will continue to pay PG&E Minimum Delivery Charges and you will continue to have your annual true-up with PG&E for their charges and credits.



## Some Background

- In accordance with California State law, EBCE is designed as an "opt out" program. That means EBCE is the County's official electricity provider.
- The program is governed by a Board of Directors composed of elected officials from the County and its 11 participating cities, including Albany, Berkeley, Dublin, Emeryville, Fremont, Hayward, Livermore, Oakland, Piedmont, San Leandro, and Union City.
- EBCE isn't replacing PG&E—we're working in partnership with them.
- You'll always have a choice to remain with PG&E's current bundled service, and can let us know your preference to do so with a single click at [ebce.org](http://ebce.org), or call 1-833-699-EBCE (3223).

If you have questions about how EBCE service will impact your solar net energy metering arrangement with PG&E, please call our call center at **1-833-699-3223** between 7 a.m. - 7 p.m. weekdays and press zero to speak with a representative.

## Abbreviated Terms and Conditions of Service

### ENROLLMENT AND SERVICE OPTIONS

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](http://www.ebce.org/opt-out).

### 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).**

**SPECIAL NOTE RESIDENTIAL:** 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 voluntarily selected a Time-of-Use rate tariff. Customers participating in the CARE, FERA, and/or Medical Baseline Allowance programs continue to receive these discounts while on EBCE service.

**SPECIAL NOTE NON-RESIDENTIAL:** As an EBCE customer you are not eligible for PG&E's Peak Day Pricing or Solar Choice program. If you are interested in participating in a demand response program, please email [keyaccounts@ebce.org](mailto:keyaccounts@ebce.org).

