



1111 Broadway 3rd Floor  
Oakland, Ca 94607



YOUR ELECTRICITY SERVICE  
JUST GOT GREENER  
EBCE's low rates and cleaner energy  
fuel your bottom line



East Bay Community Energy  
is now providing  
**AFFORDABLE,  
GREENER, LOCAL  
ELECTRICITY.**



As a commercial or municipal electricity customer in Alameda County, you were automatically transitioned to EBCE 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 are now taking advantage of our greener service and great rates. Our standard service is **Bright Choice** (with 5% more renewable energy than PG&E) at a 1.5% discount to your previous PG&E rate. You can also choose **Brilliant 100** (our 100% carbon-free service) at the same cost as your previous 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)

中文: [ch.ebce.org](http://ch.ebce.org)

Tiếng Việt: [vn.ebce.org](http://vn.ebce.org)

हिन्दी: [hn.ebce.org](http://hn.ebce.org)

#### Abbreviated Terms and Conditions of Service

##### ENROLLMENT AND SERVICE OPTIONS

As of June 2018, EBCE is the default electric provider serving Alameda County, except the cities of Alameda, Pleasanton, and Newark. Accounts within most of EBCE's coverage area were automatically enrolled in EBCE's Bright Choice service (85% carbon-free). Commercial accounts within Albany and Hayward were automatically enrolled in EBCE's Brilliant 100 service (100% carbon-free). All commercial customers may request a different service, or may opt out and stay with PG&E bundled service at any time subject to the opt-out guidelines. Early Adopters must be on Brilliant 100 service and may be subject to termination fees and special PG&E rates if they choose to return to PG&E bundled service.

##### 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 for commercial customers.

##### 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 [ebce.org](http://ebce.org). There is no fee to opt out within the first 60 days of receiving EBCE service for commercial customers.

##### 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:** As an EBCE customer, you are no longer eligible for PG&E's Peak Day Pricing and Solar Choice programs.