



## Dear Solar Customer,

East Bay Community Energy, also known as EBCE, is the new local electricity supplier in Alameda County. EBCE provides cleaner, greener energy at lower rates to our customers. EBCE reinvests earnings back into the community to create local green energy jobs, local programs, and clean power projects.

Here are some of the benefits of being an EBCE solar net energy metering (NEM) customer:

- You will receive NEM credits at the full retail rate. Retail rate is the price customers pay for electricity. Any unused NEM credits roll over from month-to-month.
- No more large annual electric generation bills! EBCE carries credits over month-to-month and bills you if your usage exceeds your available balance.
- 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).
- 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.

You will be automatically added to our NEM program when you are enrolled with EBCE. Here are the program details:

- **ENROLLMENT:** Most customers were enrolled in EBCE service in 2018. NEM customer enrollment will begin in April 2019. For most NEM customers, your enrollment will occur in the month of, or following, your annual PG&E NEM True-Up date (see the table below). EBCE wants you to receive the maximum benefits from your system, so we don't want to disrupt any existing NEM generation credits on your account when you are transitioned to our service.
- **NOTIFICATION:** You will receive two enrollment notices in the two months prior to enrollment with EBCE. You will receive another two notices after you are enrolled with EBCE.

PG&E NEM True-Up Date	First EBCE Notice Mailed	EBCE Enrollment Month
January, February, March, and April	February 2019	April 2019
May and June	April 2019	June 2019
July and August	June 2019	August 2019
September and October	August 2019	October 2019
November and December	October 2019	December 2019



- **EARLY ACTION:** To opt in to service with EBCE or opt out and remain with PG&E prior to your scheduled enrollment, please call us Monday through Friday between 7 AM and 7 PM at 1-833-699-EBCE (3223) and press zero to speak with an EBCE representative.
- **CREDITS:** You will receive an export credit equivalent to the retail generation rate, just like you did with PG&E.

Every April will be EBCE's "true-up" period when customers who produced more energy during the year than they used will receive a payout amount for each kWh. For customers with solar installed prior to June 1, 2018, you will receive a payout based on the Net Surplus Compensation amount, which is also how PG&E handles payout. For new systems installed after June 1, 2018, EBCE will pay the retail value per kWh up to \$2,500 and the Net Surplus Compensation amount for each additional kWh.

- **BILLING:** EBCE will track your export credits. If you consume more electricity in one month than you generate, we will bill you for that amount as a monthly charge. If you generate more than you consume in one month, you will receive a credit towards your next bill. PG&E will continue to track your charges for transmission and delivery and will bill you just once a year. Both EBCE and PG&E charges will appear on a single bill issued by PG&E.
- **RATES:** EBCE will keep you on the same rate schedule as PG&E. That means if you are on an Electric Vehicle rate, Time-of-Use rate, or a tiered rate, you keep that with EBCE.

Find out more about NEM with EBCE by visiting [ebce.org/nem](http://ebce.org/nem), which includes a link to a 30-minute presentation, or calling **1-833-699-EBCE (3223)**.

We look forward to having you as an EBCE customer!

Sincerely,

Annie Henderson  
Vice President, Marketing and Account Services