Understanding Your Bill

EBCE buys clean power at low rates for East Bay customers.

Customers on EBCE’s Bright Choice plan can expect to pay slightly less than they would have paid PG&E. Customers on EBCE’s Brilliant 100 service pay the same as they would have paid PG&E, but get a cleaner energy mix.

PG&E delivers that power and handles customer billing.

PG&E bills include the same fees, program charges, low-income discounts, and electric delivery rates for all customers regardless of whether they are on EBCE or not. In the East Bay, customers now receive a "generation credit" on the PG&E bill that offsets EBCE charges.

How to calculate your savings

**Generation Credit**
This is the amount PG&E would have charged for their generation service based on your monthly use. Find this on your energy bill in the section labeled "Details of PG&E Electric Delivery Charges.

\[ \text{Generation Credit} = \text{Amount} \]

\[ \text{A} \]

minus **Power Charge Indifference Adjustment**
Find this on your energy bill in the section labeled "Details of PG&E Electric Delivery Charges.

\[ \text{Power Charge Indifference Adjustment} = \text{Amount} \]

\[ \text{B} \]

minus **Franchise Fee Surcharge**
Find this on your energy bill in the section labeled "Details of PG&E Electric Delivery Charges.

\[ \text{Franchise Fee Surcharge} = \text{Amount} \]

\[ \text{C} \]

minus **EBCE Net Charges**
Find this on your energy bill in the section labeled "Details of East Bay Community Energy Electric Generation Charges.

\[ \text{EBCE Net Charges} = \text{Amount} \]

\[ \text{D} \]

\[ \text{Total Cost Savings} = \text{Amount} \]

See page 3 for explanations of each line.

Contact customer-service@ebce.org or call 1-833-699-EBCE (3223) with any questions.
Sample bill of a residential customer:

**ENERGY STATEMENT**
www.pge.com/MyEnergy

Account No: 8278373082-1
Statement Date: 09/23/2020
Due Date: 10/14/2020

**Your Account Summary**

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount Due on Previous Statement</td>
<td>$76.66</td>
</tr>
<tr>
<td>Payment(s) Received Since Last Statement</td>
<td>$76.66</td>
</tr>
<tr>
<td>Previous Unpaid Balance</td>
<td>$0.00</td>
</tr>
<tr>
<td>Current PG&amp;E Electric Delivery Charges</td>
<td>$68.20</td>
</tr>
<tr>
<td>East Bay Community Energy Electric Generation Charges</td>
<td>$30.98</td>
</tr>
<tr>
<td><strong>Total Amount Due by 10/14/2020</strong></td>
<td><strong>$99.18</strong></td>
</tr>
</tbody>
</table>

**Electric Monthly Billing History**

<table>
<thead>
<tr>
<th>Electric kWh / Day</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Important Phone Numbers**
Monday-Friday 7 a.m.-9 p.m., Saturday 8 a.m.-6 p.m.
Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TTY 7-1-1

**Rules and rates**

- Nuclear Decommissioning 0.34
- DWR Bond Charge 1.94
- Competition Transition Charges (CTC) 0.32
- Energy Cost Recovery Amount 0.02
- PGA 11.17
- Taxes and Other 5.21
**Total Electric Charges** $84.26

**Important definitions**

- Electric kWh / Day
- 1 Year Last
- Current
- Age Period

Contact customer-service@ebce.org or call 1-833-699-EBCE (3223) with any questions.
**GENERATION CREDIT**
EBCE now provides generation service for East Bay customers, so PG&E credits this charge back to your account to avoid any duplication of generation fees. The credit is what PG&E would have charged you for electricity.

**POWER CHARGE INDIFFERENCE ADJUSTMENT**
PG&E charges EBCE customers a Power Charge Indifference Adjustment (PCIA), which is calculated based on the number of kilowatt-hours used each month. The PCIA is intended to ensure that EBCE customers pay the difference between what PG&E paid for power contracted to serve them prior to their switch, and the current market value of that power. The PCIA charge is factored into EBCE’s rate setting process.

**FRANCHISE FEE SURCHARGE**
This fee is collected by PG&E to cover costs associated with rights to use public streets to provide gas and electric service. This fee is factored into EBCE’s rate setting process.

**ESP CUSTOMER NUMBER**
This is your customer service number for EBCE.

**RATE SCHEDULE**
This is your rate schedule determined by PG&E.

**ENERGY COMMISSION TAX**
This fee is collected on behalf of the California Energy Commission and applies to all customers, regardless of service provider.

**NET CHARGES**
This is the amount EBCE collects for the power that you use.

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