

EAST BAY
COMMUNITY ENERGY

Energy Guide for Seniors



East Bay Community Energy (EBCE) is Alameda County's official electricity provider.

We're excited to provide greener and affordable electricity to our communities.

Reaching seniors is important to us. With your support, we can help make Alameda County and the City of Tracy a more sustainable place to live for future generations. We'd like to tell you more about EBCE and the benefits to our local community.

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Key Information

Here is some quick information about East Bay Community Energy:

EBCE is a joint powers authority formed in 2016. It is a not-for-profit, locally controlled public agency covering most of Alameda County and the City of Tracy.

EBCE is made up of local government members: The County of Alameda and 13 of its cities including Albany, Berkeley, Dublin, Emeryville, Fremont, Hayward, Livermore, Newark, Oakland, Piedmont, Pleasanton, San Leandro, and Union City as well as the City of Tracy. You city council voted to join EBCE, in order to give residents and businesses the option of receiving green power at low rates, and to help meet city Climate Action Plan goals at no additional cost.

With EBCE, customers have a choice in where their electricity comes from.

EBCE offers customers three electricity plans, each with more renewable energy than you are currently receiving.

EBCE will procure electricity from clean, renewable sources such as solar and wind on behalf of Alameda County and City of Tracy residents and businesses.

We partner with PG&E — PG&E will continue to deliver electricity to your home, maintain the power lines, and send the bill, just like always.

Our Benefits



Competitive Rates

EBCE offers a clean, green, and sustainable energy plans with rates lower than PG&E.



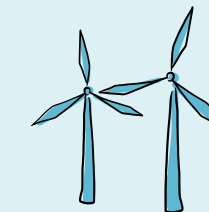
Community Investment

EBCE invests revenues in local energy programs and give grants to local programs.



Reliability

EBCE partners with PG&E to deliver your electricity. PG&E delivers your power the same way they've always have, and they still maintain the power lines and respond to outages.



Sustainability

Choosing clean energy is an easy, economical way to reduce your carbon footprint and promote our community's health for future generations.

Enrollment Process

We want to make this process as convenient as possible. Here's what you need to know:

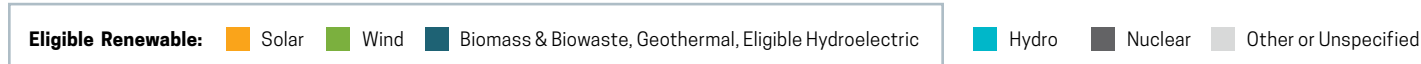


- 1 Enrollment is automatic.**
You don't have to do a thing. You were enrolled in the service noted in the table below depending on where you live.
- 2 You may choose to opt up**
to our other plans for even more clean and renewable energy, or opt out to return to PG&E service for electricity and delivery.

CITY	ENROLLMENT SERVICES	CUSTOMERS
Albany	Brilliant 100	All residential
Hayward and Pleasanton	Brilliant 100	All residential
	Bright Choice	Customers in CARE, FERA, or Medical Baseline Allowance programs
Piedmont	Renewable 100	All residential
	Brilliant 100	Customers in CARE, FERA, or Medical Baseline Allowance programs
All other participating cities	Bright Choice	All residential

Energy Services

EBCE will deliver clean, green electricity at lower rates. Residents have a choice of three plans, each product has a different amount of clean energy and price point.



Renewable 100

Our top-tier option offering 100% renewable and carbon-free energy from California. It is 50% wind and 50% solar.

\$3-5 more per month (1 cent per kWh more than PG&E)



Brilliant 100

Our most affordable carbon-free plan supplied by solar, wind, and hydropower.

Offered at the same rates as your PG&E service.



Bright Choice

Our basic plan featuring a 1% rate discount.



Opt Up / Opt Out

All residents are enrolled into one of our three plans listed above. You may choose to opt up to Renewable 100 services or opt down to Bright Choice. Either way you're helping to lead the charge for a more sustainable and healthier future in Alameda County and the City of Tracy.

You may also choose to opt out of EBCE service and receive your power from PG&E. However, you can always come back to EBCE if you decide to opt out. You may opt out by visiting ebce.org/opt-out or by calling **1-833-699-EBCE (3223)**.

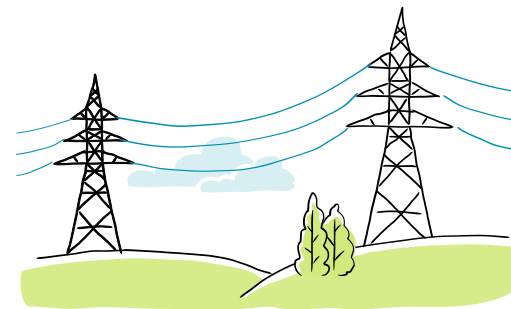
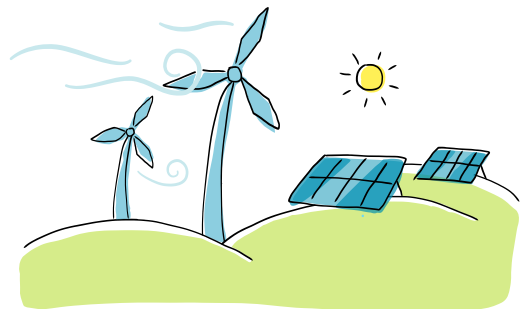


Sample Bill

Page 1 and 2 of a residential customer bill

Cost and Rates

The cost of electricity is split into two components:



1 Electricity generation

EBCE provides clean and green power generation while maintaining lower electrical rates than what you pay PG&E to power your home.

2 Electricity transmission and delivery

PG&E delivers power and handles the billing. PG&E sends you a single, consolidated bill that includes our generation charges.

If you are enrolled in the California Alternate Rates for Energy (CARE), Family Electric Rate Assistance (FERA), or Medical Baseline Allowance programs will continue to receive these discounts for as long as you continue to be enrolled in the assistance program.

Your account number
You will need this number if you change your EBCE service level or opt out of EBCE service.

PG&E Delivery charges
This is PG&E's charge to deliver electricity over transmission lines, maintain infrastructure, and other fees to support customer service and billing.

EBCE Electric Generation charges
This charge covers EBCE's cost of purchasing clean electricity for customers, plus relevant local taxes.

Total amount due
The total amount you pay to PG&E, conveniently on one bill for services provided both by PG&E and EBCE.

Electric Charges breakdown
This is electric generation, distribution and other fees, taxes and programs that fund regional or statewide programs such as assistance and efficiency rebate programs.

ENERGY STATEMENT
www.pge.com/MyEnergy

Account No: [REDACTED]
Statement Date: 09/23/2020
Due Date: 10/14/2020

Service For:
[REDACTED]

Your Account Summary

Amount Due on Previous Statement	\$76.66
Payment(s) Received Since Last Statement	-76.66
Previous Unpaid Balance	\$0.00
Current PG&E Electric Delivery Charges	\$68.20
East Bay Community Energy Electric Generation Charges	30.98
Total Amount Due by 10/14/2020	\$99.18

Electric Monthly Billing History

Daily Usage Comparison

1 Year Ago	Last Period	Current Period
4.58	8.57	11.18

Electric kWh / Day

Visit www.pge.com/MyEnergy for a detailed bill comparison

ENERGY STATEMENT
www.pge.com/MyEnergy

Account No: [REDACTED]
Statement Date: 09/23/2020
Due Date: 10/14/2020

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

[REDACTED]

Rules and rates

[REDACTED]

Important definitions

[REDACTED]

Your Electric Charges Breakdown

Conservation Incentive	-\$5.16
Transmission	12.86
Distribution	42.16
Electric Public Purpose Programs	4.34
Nuclear Decommissioning	0.34
DWR Bond Charge	1.94
Competition Transition Charges (CTC)	0.32
Energy Cost Recovery Amount	0.02
PCIA	11.17
Taxes and Other	0.21
Total Electric Charges	\$68.20

Sample Bill

Page 3 of a residential customer bill

A 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.

ENERGY STATEMENT
www.pge.com/MyEnergy

Account No: [REDACTED]
Statement Date: 09/23/2020
Due Date: 10/14/2020

Details of PG&E Electric Delivery Charges
08/18/2020 - 09/16/2020 (30 billing days)
Service For: [REDACTED]
Service Agreement ID: [REDACTED]
Rate Schedule: Time-of-Use (Peak Pricing 4 - 9 p.m. Every Day)

Service Information
Meter # [REDACTED]
Total Usage 334.854000 kWh
Baseline Territory X
Heat Source H - Electric
Serial W
Rotating Outage Block 50

08/18/2020 - 09/16/2020			
Baseline Allowance	267.00 kWh	(30 days x 8.9 kWh/day)	
Energy Charges			
Peak	84.967000 kWh	@ \$0.41333	\$35.12
Off Peak	249.887000 kWh	@ \$0.34989	87.43
Baseline Credit	267.000000 kWh	@ -\$0.08633	-23.05
Generation Credit			-42.68
Power Charge Indifference Adjustment			11.17
Franchise Fee Surcharge			0.21
Total PG&E Electric Delivery Charges			\$68.20
2018 Vintaged Power Charge Indifference Adjustment			

B 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.

C 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.

Sample Bill

Page 4 of a residential customer bill

Rate Schedule

This is your rate schedule determined by PG&E.

ESP Customer Number

This is your customer service number for EBCE.

ENERGY STATEMENT
www.pge.com/MyEnergy

Account No: [REDACTED]
Statement Date: 09/23/2020
Due Date: 10/14/2020

Details of East Bay Community Energy Electric Generation Charges
08/18/2020 - 09/16/2020 (30 billing days)
Service For: [REDACTED]
Service Agreement ID: [REDACTED] ESP Customer Number: [REDACTED]

Service Information
Total Usage 334.900000 kWh

Additional Messages

Rate Schedule: ETOUC-Bright Choice

Off-Peak Summer	249.887000 kWh	@ \$0.11391	\$28.46
Peak Summer	84.967000 kWh	@ \$0.16735	14.22
Power Charge Indifference Adjustment Credit			-11.17
Franchise Fee Surcharge Credit			-0.21
Bright Choice			-0.42
Net Charges	30.88		

Energy Commission Tax 0.10
EBCE offers Bright Choice at a 1% discount to PG&E generation rates. Learn more at ebce.org/bill.

Total East Bay Community Energy Electric Generation Charges \$30.98

Energy Commission Tax

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

D Net Charges*

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

***Callouts A, B, C, and D will help you calculate your savings on the following page**

Calculate Your Savings

Use this formula to calculate your savings.
See previous pages for explanation of each line.

Letters refer to sections in sample bill on pages 8-9



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.'

\$

A

minus Power Charge Indifference Adjustment

Find this on your energy bill in the section labeled 'Details of PG&E Electric Delivery Charges.'

- \$

B

minus Franchise Fee Surcharge

Find this on your energy bill in the section labeled 'Details of PG&E Electric Delivery Charges.'

- \$

C

minus EBCE Net Charges

Find this on your energy bill in the section labeled 'Details of East Bay Community Energy Electric Generation Charges.'

- \$

D

Total Cost Savings

= \$

Frequently Asked Questions

How will this affect my bill?

- You will continue to receive your bill from PG&E. See the Sample Bill for an example.
- Our Bright Choice energy option will give you a lower rate than current PG&E rates.
- If you choose to opt up to our Brilliant 100 option, your rate stays the same as what you previously paid PG&E.
- If you choose to opt up to our Renewable 100 option, you will pay a slight premium (one cent per kWh more than PG&E, or approximately \$3-5 more per month).

Will EBCE replace PG&E?

No. While EBCE is your official source of electricity, PG&E will continue to deliver power to your home using its existing power lines. PG&E will also continue to respond to outages, send your bills, receive your payment, and provide customer service.

Remember, the transition will be seamless. You'll be automatically enrolled as an EBCE customer and receive the same service and reliability as before, with no service interruption.

How is the program run?

The County and participating cities govern EBCE. The Board of Directors is composed of elected officials representing each of the participating communities. The Board sets rates and determines the mix of power sources. There is a small staff to run day-to-day operations and provide customer support. The entire process is completely transparent, with all Board meetings open to the public.



Find more frequently asked questions at ebce.org/faq

Time-Of-Use Rates

As part of a statewide transition, everyone in Alameda county is transitioning to Time-Of-Use (TOU) rates in May. With TOU rates, you'll be charged for WHEN you use electricity, not just HOW MUCH you use. The most common rate has peak pricing from 4-9PM.



During the peak hours of 4-9PM, electricity rates are higher than during non-peak hours.

For more information go to ebce.org/timeofuse



Contact Us



Visit our website ebce.org



Español
ebce.org/es

中文
ebce.org/cn



Send us an email
customer-support@ebce.org



Find us on social media
[@PoweredbyEBCE](https://www.instagram.com/PoweredbyEBCE)



Give us a call Monday–Friday 7AM–7PM
1-833-699-EBCE (3223)