Energy Guide for Seniors
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.

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.

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

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

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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.
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.

<table>
<thead>
<tr>
<th>CITY</th>
<th>ENROLLMENT SERVICES</th>
<th>CUSTOMERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albany</td>
<td>Brilliant 100</td>
<td>All residential</td>
</tr>
<tr>
<td>Hayward and Pleasanton</td>
<td>Brilliant 100</td>
<td>All residential</td>
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<tr>
<td></td>
<td>Bright Choice</td>
<td>Customers in CARE, FERA, or Medical Baseline Allowance programs</td>
</tr>
<tr>
<td>Piedmont</td>
<td>Renewable 100</td>
<td>All residential</td>
</tr>
<tr>
<td></td>
<td>Brilliant 100</td>
<td>Customers in CARE, FERA, or Medical Baseline Allowance programs</td>
</tr>
</tbody>
</table>

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](http://ebce.org/opt-out) or by calling 1-833-699-EBCE (3223).
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.
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.

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.

ESPV Customer Number
This is your customer service number for EBCE.

Details of PG&E Electric Delivery Charges
08/18/2020 - 09/16/2020 (30 billing days)
Service For: 34864 MISSION BLVD APT 256
Service Agreement ID: 8279974059
Rate Schedule: Time-of-Use (Peak Pricing 4 - 9 p.m. Every Day)
08/18/2020 – 09/16/2020.

Baseline Allowance 267.00 kWh (30 days x 8.9 kWh/day)
Energy Charges
Peak 249.867000 kWh @ $0.41333 $101.24
Off Peak 249.867000 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

Details of East Bay Community Energy Electric Generation Charges
08/18/2020 - 09/16/2020 (30 billing days)
Service For: 34864 MISSION BLVD APT 256
Service Agreement ID: 8273557910 ESP Customer Number: 8270650641
08/18/2020 – 09/16/2020.

Rate Schedule: ETOUC-Bright Choice
Off-PeakSummer 84.967000 kWh @ $0.11391 $9.82
PeakSummer 249.887000 kWh @ $0.16735 41.88
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
Total East Bay Community Energy Electric Generation Charges $30.98

Additional Messages
Thank you for being a valued customer of East Bay Community Energy (EBCE), the official electricity provider of Albany, Berkeley, Dublin, Emeryville, Fremont, Hayward, Livermore, Oakland, Piedmont, San Leandro, Union City, and unincorporated Alameda County. EBCE is a public agency that procures your power, increases the use of renewable energy, and invests revenues back into the community. Electricity from EBCE is delivered to you by PG&E, which remains an essential partner for power distribution, service, and billing. To learn more, please visit ebce.org or call 1-833-699-EBCE (3223).
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.

For more information go to ebce.org/timeofuse

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).

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.

Calculate Your Savings

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

\[
\text{Total Cost Savings} = A - B - C - D
\]

- \(A\): 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.'

- \(B\): Power Charge Indifference Adjustment
  Find this on your energy bill in the section labeled 'Details of PG&E Electric Delivery Charges.'

- \(C\): Franchise Fee Surcharge
  Find this on your energy bill in the section labeled 'Details of PG&E Electric Delivery Charges.'

- \(D\): EBCE Net Charges
  Find this on your energy bill in the section labeled 'Details of East Bay Community Energy Electric Generation Charges.'

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.
Contact Us

Visit our website ebce.org

Send us an email customer-support@ebce.org

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

Español ebce.org/es

中文 ebce.org/cn

Find us on social media @PoweredbyEBCE