

WELCOME TO THE COMMUNITY

Pleasanton is now part of the East Bay's green energy transition.

East Bay Community Energy (EBCE) is your new, local, public power agency providing green power, offering low rates, and supporting local community programs. Your city council members voted to join EBCE to provide the community a choice of electric supply.

Community members can change their service plan to OPT UP to 100% green energy or OPT DOWN to a lower-cost service or OPT OUT and return to PG&E bundled service. Visit ebce.org or contact EBCE at **1-833-699-EBCE (3223)**. Participants in **CARE, FERA**, and/or **Medical Baseline Allowance** programs continue to receive their same discounts while on EBCE service, and will be placed on our Bright Choice service, providing an additional 1% discount.



Your PG&E bill will now include a monthly Generation Credit from PG&E showing what you would have paid them; that credit will offset EBCE charges which also appear on the bill. You'll first see EBCE information on your May PG&E bill. Visit ebce.org/pleasanton to learn more.

Your EBCE service plan is **Brilliant 100**, with 100% carbon-free electricity from wind, solar, and hydropower at the same price as PG&E (including all fees).

Enrollment and Service Options: East Bay Community Energy (EBCE) is the default electric provider serving Alameda County (except the City of Alameda) and the city of Tracy.

Rates and Fees: EBCE's electric generation rates are managed to provide 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. EBCE has accounted for these additional fees and charges in its rate setting process.

Billing: As an EBCE customer, you continue to receive a single monthly bill from PG&E that includes all electricity-related charges,

including EBCE's electric generation charges. PG&E continues 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.

Opt Out: You may opt out of EBCE electric generation service at any time by calling 1-833-699-3223 or by completing the opt-out form at ebce.org/optout.

Customer Confidentiality: EBCE is committed to protecting customer privacy. EBCE's policy on customer confidentiality can be found at ebce.org/confidentiality or by calling 1-833-699-3223.

Visit ebce.org/terms for full details of the **EBCE Terms and Conditions**.



1999 Harrison Street
Suite 800
Oakland, CA 94612

FIRST-CLASS MAIL
U.S. POSTAGE
PAID
EAST BAY
COMMUNITY ENERGY
IMB-POSTAGE

Resident Name
123 Address St.
Pleasanton, CA 94566

Languages 

Español ebce.org/es
中文 ebce.org/cn

Contact us

1-833-699-EBCE (3223)
customer-support@ebce.org