



March 25, 2021

NAME
ADDRESS
CITY STATE ZIP

Dear Solar Customer:

In April 2021, PG&E customers, including Net Energy Metering (NEM) customers, in the cities of Newark, Pleasanton, and Tracy will begin receiving electric generation service from East Bay Community Energy (EBCE), a public agency that increases the use of renewable energy and invests in our local community. The City Councils of Newark, Pleasanton, and Tracy all voted unanimously to join EBCE so that customers can get green energy at low rates. You should have received information about this transition in the mail, and additional information is available at ebce.org/welcome.

You will be automatically added to our NEM program when you are enrolled with EBCE. Our credits and charges appear on a page in your PG&E bill.

- You will receive NEM credits at the full retail rate as you currently do. 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 only if your monthly usage exceeds your available credit balance.
- To ensure NEM customers get the full advantage of their generation credits over the winter months, EBCE's annual cash-out process for surplus generation occurs in April each year.
- PG&E maintains their annual true-up of the delivery portion of your bill.
- The transition to EBCE service will not change your rate schedule, and any special programs you are on such as CARE, FERA, Medical Baseline Allowance, or electric vehicles rate will automatically continue.

Please note that when you are enrolled with EBCE in April, PG&E will automatically true-up the generation and delivery portions of your bill. For more information, visit ebce.org/nem.

You may also choose to opt out of EBCE, stay with PG&E electricity service, and continue to participate in PG&E's NEM program. EBCE supports your renewable energy choices. To learn more about the EBCE's services and your options, please visit www.ebce.org, email customer-support@ebce.org, or phone 1-833-699-EBCE (3223) weekdays between 7 a.m. and 7 p.m. We are also hosting a NEM webinar on March 30 at noon, details at ebce.org/news-and-events.

Thank you,

Nick Chaset

Nick Chaset
Chief Executive Officer
East Bay Community Energy