

## SOLAR DISCOUNT PROGRAM

# Frequently Asked Questions



EBCE's Solar Discount Program offers qualifying customers living in a designated disadvantaged community access to 100% renewable energy supply and a 20% discount on their electricity bills for up to 20 years.

### What are the benefits of participating in the East Bay Community Energy (EBCE) Solar Discount Program?

Participants receive a monthly 20% discount on the electricity portion of their PG&E bill. This is in addition to other discounts such as CARE and FERA.

### Why was I enrolled?

EBCE is automatically enrolling about 1,600 eligible customers at this time. We enrolled your account because you are eligible for this 20% bill discount. Phase 2 will occur in 2022, at which time additional eligible customers can voluntarily enroll.

### Who is eligible to participate in the program?

For this initial phase of the program, participating customers must:

- Be on the CARE or FERA discount rate. Details at [ebce.org/paying-bills](https://ebce.org/paying-bills).
- Live in a designated disadvantaged community as defined by the state's CalEnviroScreen tool. Details at [ebce.org/solar-discount](https://ebce.org/solar-discount).

### What happens if I move?

Customers who move must re-apply to the program to recertify their eligibility. If the customer is found to still be eligible, EBCE will add the customer to the program if capacity allows or add them to the end of the program waitlist. EBCE will review the waitlist on a monthly basis and enroll additional customers as capacity allows.

### What if I want to leave the program?

Customers may leave the program at any time. There is no cancellation fee. To unenroll, contact EBCE at 1-833-699-EBCE (3223) on weekdays from 9AM-5PM.

### How do I contact EBCE if I have additional questions?

The best way to reach EBCE is by calling our call center at 1-833-699-EBCE (3223) during business hours on weekdays from 9AM-5PM.




*East Bay Community Energy's Solar Discount program is Green-e® Energy certified, and meets the environmental and consumer-protection standards set forth by the nonprofit Center for Resource Solutions. Learn more at [www.green-e.org](http://www.green-e.org).*



#### Contact us

1-833-699-EBCE (3223)  
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