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. Your 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 two electricity plans.

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.
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>RESIDENTIAL CUSTOMER</th>
<th>CUSTOMERS IN CARE, FERA, AND MEDICAL BASELINE PROGRAMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albany, Berkeley, Dublin, Hayward,</td>
<td>Renewable 100</td>
<td>Bright Choice</td>
</tr>
<tr>
<td>Piedmont, Pleasanton, and San Leandro</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All other participating cities</td>
<td>Bright Choice</td>
<td>All residential</td>
</tr>
</tbody>
</table>
Energy Services

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

<table>
<thead>
<tr>
<th>Eligible Renewable:</th>
<th>Solar</th>
<th>Wind</th>
<th>Biomass &amp; Biowaste, Geothermal, Eligible Hydroelectric</th>
<th>Hydro</th>
<th>Nuclear</th>
<th>Other or Unspecified</th>
</tr>
</thead>
</table>

**Renewable 100**
Our top-tier option offering 100% renewable and carbon-free energy from California. It is 50% wind and 50% solar.
$3–4 more per month (3/4¢/kWh more than PG&E)

**Bright Choice**
Our basic plan featuring a 3% rate discount.

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**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)**.
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.

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.
Sample Bill

Page 1 and 2 of a residential customer bill

**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.
**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.

<table>
<thead>
<tr>
<th>Details of PG&amp;E Electric Delivery Charges</th>
<th>08/18/2020 - 09/16/2020 (30 billing days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service For:</td>
<td></td>
</tr>
<tr>
<td>Service Agreement ID:</td>
<td></td>
</tr>
<tr>
<td>Rate Schedule: Time-of-Use (Peak Pricing 4 - 9 p.m. Every Day)</td>
<td></td>
</tr>
<tr>
<td>08/18/2020 – 09/16/2020</td>
<td></td>
</tr>
<tr>
<td>Baseline Allowance</td>
<td>267.00 kWh (30 days x 8.9 kWh/day)</td>
</tr>
<tr>
<td>Energy Charges</td>
<td></td>
</tr>
<tr>
<td>Peak</td>
<td>84.967000 kWh @ $0.41333 $35.12</td>
</tr>
<tr>
<td>Off Peak</td>
<td>249.887000 kWh @ $0.34989 87.43</td>
</tr>
<tr>
<td>Baseline Credit</td>
<td>267.000000 kWh @ -$0.08633 -23.05</td>
</tr>
<tr>
<td>Power Charge Indifference Adjustment</td>
<td>11.17</td>
</tr>
<tr>
<td>Franchise Fee Surcharge</td>
<td>0.21</td>
</tr>
<tr>
<td><strong>Total PG&amp;E Electric Delivery Charges</strong></td>
<td><strong>$68.20</strong></td>
</tr>
</tbody>
</table>

Protection 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.

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.

**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: ESP Customer Number: 8270650641

<table>
<thead>
<tr>
<th>Rate Schedule</th>
<th>Off-Peak Summer</th>
<th>249,887,000 kWh @ $0.11391</th>
<th>$28.46</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peak Summer</td>
<td>84,967,000 kWh @ $0.16735</td>
<td>14.22</td>
<td></td>
</tr>
<tr>
<td>Franchise Fee Surcharge Credit</td>
<td></td>
<td>-11.17</td>
<td></td>
</tr>
<tr>
<td>Bright Choice</td>
<td></td>
<td>-0.42</td>
<td></td>
</tr>
</tbody>
</table>

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

**Net Charges**
08/18/2020 – 09/16/2020

<table>
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<th>Rate Schedule</th>
<th></th>
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<td>Bright Choice</td>
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</tbody>
</table>

**Total East Bay Community Energy Electric Generation Charges**

**Additional Messages**

*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.

**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.'

\[ \text{Generation Credit} = \] $ \quad \text{(A)}$

minus **Power Charge Indifference Adjustment**
Find this on your energy bill in the section labeled 'Details of PG&E Electric Delivery Charges.'

\[ - \text{Power Charge Indifference Adjustment} = \] $ \quad \text{(B)}$

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

\[ - \text{Franchise Fee Surcharge} = \] $ \quad \text{(C)}$

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

\[ - \text{EBCE Net Charges} = \] $ \quad \text{(D)}$

**Total Cost Savings**

\[ \text{Total Cost Savings} = \] $
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 Renewable 100 option, you will pay a slight premium (3/4¢/kWh more than PG&E, or about $3–4 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
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