

Welcome to the community. You're now part of the green energy transition.



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

Community members can choose 100% green energy from California wind and solar (Renewable 100), a lower-cost service (Bright Choice), or return to PG&E bundled service. Visit AvaEnergy.org or contact Ava at +1 833.699.3223. Participants in CARE, FERA, and/or Medical Baseline allowance programs continue to receive their same discounts while on Ava service.

East Bay Community Energy is now Ava™ Community Energy



The Ava Scott Haggerty Wind Energy Center in Livermore

Your PG&E bill includes a monthly Generation Credit from PG&E showing what you would have paid them; that credit will offset Ava charges which also appear on the bill. Visit AvaEnergy.org/understand-your-bill to learn more.

Your Ava service plan is Renewable 100

The Ava Renewable 100 service plan is 100% California solar and wind power at slightly higher rates (¼ of a cent per kWh more than PG&E's standard rate).

To change your service plan or return to PG&E service visit AvaEnergy.org/change-my-plan.

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

Rates and Fees: Ava electric generation rates are managed to provide green electricity to our community at competitive rates. Any future rate changes will be adopted at duly noticed public meetings of the Ava Board. As an Ava customer, PG&E charges you a monthly Power Charge Indifference Adjustment (PCIA) and Franchise Fee Surcharge. Ava has accounted for these additional fees and charges in its rate setting process.

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

Choosing PG&E (Opt Out): You may opt out of Ava electric generation service and choose PG&E at any time by calling +1 833.699.3223 or by completing the Choose PG&E form at AvaEnergy.org/optout.

Customer Confidentiality: Ava is committed to protecting customer privacy. Our policy on customer confidentiality can be found at AvaEnergy.org/confidentiality or by calling +1 833.699.3223.

Visit AvaEnergy.org/terms for full details of the Ava Terms and Conditions.



1999 Harrison Street
Suite 2300
Oakland, CA 94612

Resident Name
123 Address St.
City, CA 94702

CONTACT US 
+1 833.699.3223
customer-support@AvaEnergy.org

VISIT & FOLLOW US 
AvaEnergy.org
[@PoweredWithAva](#)   