

Energy Guide for Seniors

East Bay Community Energy is now Ava™ Community Energy



Ava Community Energy (Ava) is Alameda County and the City of Tracy’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 Ava and the benefits to our local community.

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Key Information

Here is some quick information about Ava Community Energy:

- Ava 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.
- Ava 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 Ava, 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 Ava, customers have a choice in where their electricity comes from.
- Ava offers customers two electricity plans or customers can return to PG&E for generation service anytime.
- Ava procures 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 continues to deliver electricity to your home, maintain the power lines, and send the bill, just like always.

Our Benefits



Competitive Rates

Ava offers clean, green, and sustainable energy plans with rates lower than PG&E.



Reliability

Ava partners with PG&E to deliver your electricity. PG&E delivers your power the same way they always have, and they still maintain the power lines and respond to outages.



Community Investment

Ava invests revenues in local energy programs and gives grants and sponsorships to local community-based organizations.



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 anything. You were enrolled in the service noted in the table below depending on where you live.

2. You may choose either of our service plans or return to PG&E

You may choose to opt up to our Renewable 100 plan for even more clean and renewable energy, opt down to our Bright Choice service to save money every month, or opt out to return to PG&E service for electricity and delivery.



City	Default Service for Residential Customers	Customers in CARE, FERA, and Medical Baseline Programs
Albany, Berkeley, Dublin, Emeryville, Hayward, Piedmont, Pleasanton, and San Leandro	Renewable 100	Bright Choice
Fremont, Livermore, Newark, Oakland, Tracy, Union City and Unincorporated Alameda County	Bright Choice	Bright Choice

Energy Services

Ava sells 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.

All residents are enrolled into one of the two plans.

You may choose Renewable 100 or Bright Choice service. 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 Ava service and receive your power from PG&E, and you can always come back to Ava if you decide to opt out. You may opt out by visiting AvaEnergy.org/opt-out or by calling +1 833.699.3223.



Renewable 100

100% California solar + wind energy

100% eligible renewable

Price: ¼ cent per kilowatt hour above standard PG&E rates (about \$1 more per month than PG&E rates for the average household)

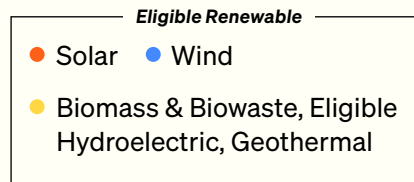


Bright Choice

Our basic plan

49.4% eligible renewable energy

Price: 5% below PG&E standard rates

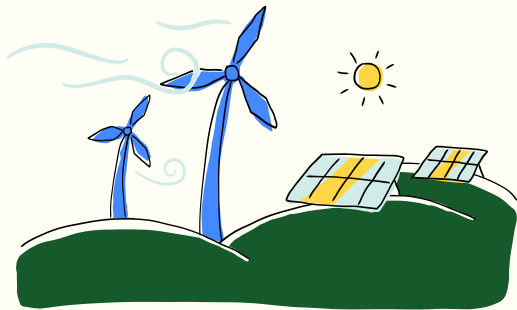


- Hydro
- Nuclear
- Other or Unspecified



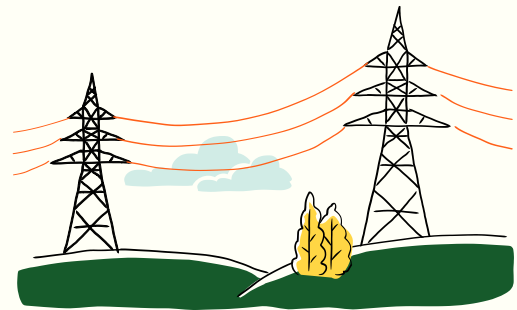
Cost and Rates

The cost of electricity is split into two components:



1. Electricity generation

Ava 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.

If you are enrolled in the California Alternate Rates for Energy (CARE), Family Electric Rate Assistance (FERA), or Medical Baseline Allowance programs, you will continue to receive these discounts for as long as you continue to be enrolled in the assistance program.

Sample Bill

Page 1 and 2 of a residential customer bill



ENERGY STATEMENT
www.pge.com/MyEnergy

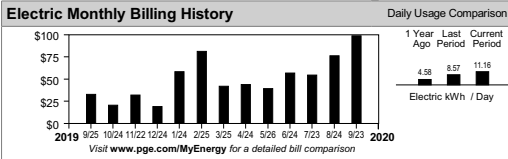
Account No: [REDACTED]
Statement Date: 09/23/2020
Due Date: 10/14/2020

Service For:
[REDACTED]

Your Account Summary

Amount Due on Previous Statement	\$76.66
Payment(s) Received Since Last Statement	-76.66
Previous Unpaid Balance	\$0.00
Current PG&E Electric Delivery Charges	\$68.20
Ava Community Energy Electric Generation Charges	30.98
Total Amount Due by 10/14/2020	\$99.18

Electric Monthly Billing History



Your Account Number

You will need this number if you change your Ava service level or opt out of Ava 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.

Ava Electric Generation Charges

This charge covers our 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 Ava.



ENERGY STATEMENT
www.pge.com/MyEnergy

Account No: [REDACTED]
Statement Date: 09/23/2020
Due Date: 10/14/2020

Important Phone Numbers - Monday-Friday 7 a.m.-9 p.m., Saturday 8 a.m.-6 p.m.
Customer Service (All Languages; Relay Calls Accepted) 1-800-743-5000
TTY 7-1-1

Rules and rates

[REDACTED]

Important definitions

[REDACTED]

Your Electric Charges Breakdown

Conservation Incentive	-\$5.16
Transmission	12.86
Distribution	42.16
Electric Public Purpose Programs	4.34
Nuclear Decommissioning	0.34
DWR Bond Charge	1.94
Competition Transition Charges (CTC)	0.32
Energy Cost Recovery Amount	0.02
PCIA	11.17
Taxes and Other	0.21
Total Electric Charges	\$68.20

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

Generation Credit

Ava 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.

**ENERGY STATEMENT**
www.pge.com/MyEnergy

Account No: [REDACTED]
Statement Date: 09/23/2020
Due Date: 10/14/2020

Details of PG&E Electric Delivery Charges
08/18/2020 - 09/16/2020 (30 billing days)
Service For: [REDACTED]
Service Agreement ID: [REDACTED]
Rate Schedule: Time-of-Use (Peak Pricing 4 - 9 p.m. Every Day)

08/18/2020 – 09/16/2020

Baseline Allowance	267.00 kWh	(30 days x 8.9 kWh/day)	
Energy Charges			
Peak	84.967000 kWh	@ \$0.41333	\$35.12
Off Peak	249.887000 kWh	@ \$0.34989	87.43
Baseline Credit	267.000000 kWh	@ -\$0.08633	-23.05
Generation Credit			-42.68
Power Charge Indifference Adjustment			11.17
Franchise Fee Surcharge			0.21
Total PG&E Electric Delivery Charges			\$68.20

2018 Vintaged Power Charge Indifference Adjustment

Service Information
Meter # [REDACTED]
Total Usage 334.854000 kWh
Baseline Territory X
Heat Source H - Electric
Serial W
Rotating Outage Block 50

Power Charge Indifference Adjustment*

PG&E charges Ava 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 Ava 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 our 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 our rate setting process.

*The PCIA and Franchise Fees are factored into the Ava rate setting process so that Bright Choice saves customers 5% on electricity generation including payment of those fees.

Sample Bill


Page 4 of a residential customer bill

Rate Schedule

This is your rate schedule determined by PG&E.

ESP Customer Number

This is your customer service number for Ava.

**ENERGY STATEMENT**
www.pge.com/MyEnergy

Account No: ██████████-█
Statement Date: 09/23/2020
Due Date: 10/14/2020

Details of Ava Community Energy Electric Generation Charges
08/18/2020 - 09/16/2020 (30 billing days)
Service For: ██████████
Service Agreement ID: ██████████ ESP Customer Number: ██████████

08/18/2020 – 09/16/2020

Rate Schedule: ETOUC-Bright Choice		
Off-Peak Summer	249.887000 kWh @ \$0.11391	\$28.46
Peak Summer	84.967000 kWh @ \$0.16735	14.22
Power Charge Indifference Adjustment Credit		-11.17
Franchise Fee Surcharge Credit		-0.21
Bright Choice		-0.42
	Net Charges	30.88
Energy Commission Tax		0.10
Ava offers Bright Choice at a 5% discount to PG&E generation rates. Learn more at AvaEnergy.org/bill.		
Total Ava Community Energy Electric Generation Charges		\$30.98

Service Information
Total Usage 334.900000 kWh

Additional Messages

Energy Commission Tax

This fee is collected on behalf of the California Energy Commission and applies to all customers, regardless of service provider.

Net Charges

This is the amount Ava collects for the power that you use.

Bright Choice Savings

This is the amount you saved this month compared to what you would have paid PG&E for generation service. Customers on Renewable 100 service will have a bill line item showing how much of a premium above PG&E rates they paid.

Frequently Asked Questions

How does this affect my bill?

- You continue to receive your bill from PG&E. See the Sample Bill for an example.
- Our Bright Choice energy option gives you a 5% lower rate than current PG&E rates.
- Renewable 100 costs a slight premium ($\frac{1}{4}\phi$ /kWh more than PG&E or about \$1–4 more per month for the average household).

Does Ava replace PG&E?

No. While Ava is your official source of electricity, PG&E continues to deliver power to your home using its existing power lines. PG&E also continues to respond to outages, send your bills, receive your payment, and provide customer service.

Remember, the transition is seamless. You were automatically enrolled as an Ava Community Energy 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 Ava. 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 (currently around 75 employees) to run day-to-day operations and provide customer support. The entire process is completely transparent, with all Board meetings open to the public.



Visit AvaEnergy.org/faq to find more frequently asked questions.

Time-of-Use Rates

As part of a statewide transition, most Californians were placed on Time-Of-Use (TOU) rates in recent years. With TOU rates, you are charged for **when** you use electricity, not just **how much** you use. The most common rate has peak pricing from 4–9PM.

Visit AvaEnergy.org/tou-residential for more information.



During the peak hours of **4–9PM**, electricity rates are higher than during non-peak hours.



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