

Frequently Asked Questions



The Ava 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 Ava Community Energy (Ava) 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?

Ava automatically enrolls eligible customers in its Solar Discount program, up to the program enrollment cap of about 2,900 customers. We enrolled your account because you are eligible for this 20% bill discount.

Who is eligible to participate in the program?

Participating customers must:

- Be on the CARE or FERA discount rate. Details at AvaEnergy.org/paying-bills.
- Live in a designated disadvantaged community as defined by the state's CalEnviroScreen tool. Details at AvaEnergy.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, Ava will add the customer to the program if capacity allows or add them to the end of the program waitlist. Ava 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 Ava at +1 833.699.3223 on weekdays from 9:00 AM to 5:00 PM.

How do I contact Ava if I have additional questions?

The best way to reach Ava is by calling our call center at +1 833.699.3223 during business hours on weekdays from 9:00 AM to 5:00 PM.

Ava 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.



CONTACT US

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