

Price, Terms And Conditions

Company:	Ava Community Energy Authority	
Whom should I contact for more information?	Ava Community Energy customer-support@AvaEnergy.org AvaEnergy.org	+1 833.699.3223 1999 Harrison Street, Suite 2300 Oakland, CA 94612
What is the contract length?	Ava offers the Solar Discount program on a month-to-month basis. There is no further length of agreement or contract required.	
How will my Ava Solar Discount bill be calculated?	Your Ava Solar Discount bill will be calculated by applying a 20% discount to the electric bill segment charges on your otherwise applicable rate schedule. This discount will be applied after any applicable discount for the California Alternate Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) programs, and before any applicable taxes. The discount will appear as a new line item called Ava Solar Discount on the Ava Generation page of the bill (typically found on page 4).	
Will my rates change over time?	The Ava Solar Discount rate is based on current California Public Utility Commission approved tariffs. Program rules and applicable discounts are subject to change and must be approved by the California Public Utilities Commission.	
What are the enrollment options?	Solar Discount matches your electricity use with 100% solar energy. This is the only enrollment option.	
What other fees might I be charged?	No other fees apply.	
How will I be billed?	The 20% program discount will appear as a single line item called Ava Solar Discount on the Ava Generation page of the bill (typically found on page 4).	
Can I cancel my participation?	You may cancel your participation in Ava's Solar Discount program at any time and without a fee. The cancellation will become effective as of your last closed bill period. You will then be ineligible to participate in Ava's Solar Discount Program for a period of 12 months from the date of the change (certain customers may be exempted).	
If I want to terminate this agreement/contract, what is the early termination fee?	There is no fee for termination, it is a month-to-month agreement.	

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 
+1 833.699.3223
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