



Customer Name  
Customer Address  
Date

Dear Lathrop Resident,

You have a new choice in electricity providers. Ava Community Energy (Ava) is a local public agency formed in 2018 that serves communities in Alameda and San Joaquin Counties. Starting in April 2025, our service will expand to Lathrop.

#### As an Ava customer, your benefits include:

- **Bill savings:** Ava offers a discount on the electric generation portion of your bill, compared to Pacific Gas & Electric Co. (PG&E). Ava has already saved our customers over \$120 million.
- **More renewable energy:** Ava has signed 23 contracts for new utility-scale wind, solar, geothermal, and battery storage facilities at low, long-term rates.
- **Innovative energy programs:** Ava customers benefit from programs and incentives focused on electric vehicles, home energy upgrades, and community resilience.
- **Community involvement:** Ava policies are determined by Board members from the cities it serves, including Lathrop City Councilmember Minnie Diallo.

#### How It Works

**You will be automatically switched to Ava's Bright Choice service in April 2025.** You'll get a single monthly PG&E bill that includes both Ava's charge for electricity generation and PG&E's charge for their delivery services. Ava's generation charge replaces PG&E's generation charge. You will see a generation credit on your bill, as well as an additional Bright Choice discount that saves the average household about \$5/month.

Bright Choice is priced 5% below PG&E rates and contains over 50% renewable energy content. For more information on your options, visit [AvaEnergy.org/lathrop](https://AvaEnergy.org/lathrop).

In accordance with California law, Ava is an "opt-out" program. **That means if you don't want to become an Ava customer, and want to remain with PG&E, you must take action to opt out of becoming an Ava Community Energy customer.** You can opt out at any time by visiting [AvaEnergy.org](https://AvaEnergy.org) or calling 833-699-3223.

#### IMPORTANT NOTES:

- **Customers participating in CARE, FERA, and/or Medical Baseline Allowance programs continue to receive these same discounts while on Ava service.**
- **Ava is required to send four enrollment notices to you. This is the first notice. Subsequent notices will be sent by email to customers who have an email address on file with PG&E.**

Estimado/a residente de Lathrop:

Nos complace informarle que ahora cuenta con una nueva opción para su suministro eléctrico. Ava Community Energy (Ava) es una agencia pública local creada en 2018, que brinda servicios a las comunidades de los condados de Alameda y San Joaquín. A partir de abril de 2025, estaremos ampliando nuestro servicio a Lathrop.

### Como cliente de Ava, podrá disfrutar de los siguientes beneficios:

- **Ahorro en su factura:** Ava ofrece descuentos en la parte de generación eléctrica de su factura, en comparación con Pacific Gas & Electric Co. (PG&E). Nuestros clientes ya han ahorrado más de 120 millones de dólares.
- **Más energía renovable:** Hemos firmado acuerdos para desarrollar 23 proyectos de energía eólica, solar, geotérmica y sistemas de almacenamiento, asegurando precios competitivos a largo plazo.
- **Programas innovadores:** Nuestros clientes pueden acceder a incentivos y programas enfocados en vehículos eléctricos, mejoras energéticas para el hogar y proyectos que benefician a la comunidad.
- **Compromiso comunitario:** Las decisiones de Ava las toma una junta directiva integrada por representantes de las ciudades a las que operamos, incluyendo a la concejal de la ciudad de Lathrop, Minnie Diallo.

### ¿Cómo funciona?

**En abril de 2025, su servicio eléctrico cambiará automáticamente al plan Bright Choice de Ava.**

Seguirá recibiendo una sola factura de PG&E que incluirá el costo de la generación eléctrica de Ava y los servicios de distribución de PG&E. El cargo por generación de Ava reemplazará al de PG&E. En su factura verá un crédito por la generación y un descuento adicional de Bright Choice, lo que permitirá a un hogar promedio ahorrar alrededor de \$5 al mes.

#### INFORMACIÓN IMPORTANTE:

- Si forma parte de los programas CARE, FERA o Medical Baseline Allowance, seguirá recibiendo los mismos descuentos al cambiarse al servicio de Ava.
- Por ley, Ava debe enviarle cuatro avisos sobre su inscripción. Este es el primero. Los próximos serán enviados por correo electrónico si tiene una dirección registrada con PG&E.

Bright Choice tiene un costo 5% menor que las tarifas de PG&E y más del 50% de su energía proviene de fuentes renovables. Para conocer más detalles sobre sus opciones, visite [AvaEnergy.org/es/lathrop](https://AvaEnergy.org/es/lathrop).

De acuerdo con las leyes de California, Ava utiliza un sistema de "inclusión automática". **Esto significa que, si prefiere quedarse con PG&E y no ser cliente de Ava, deberá solicitar la exclusión.** Puede hacerlo en cualquier momento ingresando a [AvaEnergy.org/es](https://AvaEnergy.org/es) o llamando al 833-699-3223.

## Abbreviated Terms and Conditions of Service

**Enrollment and service options:** Ava Community Energy (Ava) is the default electric provider serving Alameda County (except the City of Alameda) and the cities of Tracy, Stockton, and Lathrop.

**Rates and fees:** Our electric generation rates are managed to provide greener 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 Ava's 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.

**Opt out:** You may opt out of Ava electric generation service at any time by calling 833.699.3223 or by completing the opt-out form at [AvaEnergy.org/optout](https://AvaEnergy.org/optout).

**Customer confidentiality:** Ava is committed to protecting customer privacy. Our policy on customer confidentiality can be found at [AvaEnergy.org/confidentiality](https://AvaEnergy.org/confidentiality) or by calling 833.699.3223.

**Visit [AvaEnergy.org/terms](https://AvaEnergy.org/terms) for full details of the Ava Terms and Conditions.** Para conocer los términos y condiciones completos, visite [AvaEnergy.org/es/terms](https://AvaEnergy.org/es/terms).