

Welcome to the community!

You're now part of the green energy transition.



Ava™ Community Energy (Ava) is your city's default electricity provider. As a not-for-profit public agency, we offer clean power, lower rates, and community programs. Ava generates the electricity, and PG&E delivers it to you. You're receiving this notice because you recently opened a PG&E account within our service area.

You can choose a lower-cost service (Bright Choice) or return to PG&E bundled service at any time. Participants in CARE, FERA, and/or Medical Baseline allowance programs continue to receive these discounts while on Ava service.



Your monthly PG&E bill will now include both a Generation Credit from PG&E and an Electricity Generation charge from Ava. These are not extra or duplicate charges; Ava simply replaces PG&E as your electricity generator. Visit AvaEnergy.org/understand-your-bill to learn more.



Your Ava service plan is Renewable 100

Your city's default plan (Renewable 100) is 100% wind and solar power at 1/4 ¢ per kWh more than PG&E's standard rate). To change your service plan to Bright Choice (our lower-cost service) or return to PG&E, visit AvaEnergy.org/change-my-plan or call us at 833-699-3223.

Abbreviated Terms and Conditions of Service

Enrollment & 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: 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 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 833-699-3223.

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



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