

Customer Name  
Customer Address  
Date

**This is a required notice.**

Ava is required by law 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.

Customers participating in CARE, FERA, and/or Medical Baseline Allowance programs continue to receive these same discounts while on Ava service.

Dear San Joaquin County Residents and Businesses:

In May 2026, Ava Community Energy (Ava) will become the default electricity generation provider for unincorporated San Joaquin County. Currently, Pacific Gas & Electric Co. (PG&E) provides bundled electricity service: both generating your electricity and delivering it to your home. With this change, Ava will now provide electricity generation while PG&E will continue to provide electricity delivery, gas service, and billing.

**What This Means for You**

You will be automatically enrolled in Ava's Bright Choice service plan in May 2026, which replaces PG&E's generation service at a slightly lower rate. You will continue receiving a single monthly bill from PG&E that shows Ava's charge for electricity generation and PG&E's charges for delivery and gas services. Your service will not be interrupted, and you'll gain access to cleaner energy sources, more rate choices, and more customer programs to help you save money and energy.

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 customer. You can opt out by visiting [AvaEnergy.org](http://AvaEnergy.org) or calling 833-699-3223.

**For more information and to compare service plans, visit [AvaEnergy.org/sjc](http://AvaEnergy.org/sjc).**

**About Ava Community Energy**

Ava is a not-for-profit public agency formed in 2018 and serving approximately 750,000 residential, commercial, and agricultural customer accounts across Alameda and San Joaquin Counties. Starting in May 2026, we're extending our service to unincorporated San Joaquin County.

As an Ava customer, your benefits will include:

- **Renewable energy:** Ava sources electricity from wind, solar, geothermal, and battery storage facilities, helping reduce carbon emissions while maintaining competitive rates with PG&E.
- **Service options:** Ava lets customers choose where their energy comes from. Our Bright Choice service offers a discount on electric generation compared to PG&E,

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and customers can opt for 100% renewable energy for a small premium, or opt out of Ava and return to PG&E.

- **Local control:** As a not-for-profit public agency, Ava does not have shareholders. Ava policies are determined by local representatives from every area we serve, including San Joaquin County Supervisor Robert Rickman.
- **Community investment:** Ava invests locally through customer programs, rebates, clean power projects, and support for local organizations.

To learn more about Ava and your options, visit [AvaEnergy.org/sjc](http://AvaEnergy.org/sjc), email [customer-support@AvaEnergy.org](mailto:customer-support@AvaEnergy.org), or call us at 833-699-3223. We are available Monday through Friday from 9 am to 5 pm. We look forward to serving you.

Thank you,

Kelly Birdwell Brezovec  
Senior Director, Account Services

## Abbreviated Terms and Conditions of Service

Full details of the Ava Terms and Conditions can be found at [AvaEnergy.org/terms](http://AvaEnergy.org/terms).  
Para conocer los términos y condiciones en español o completos, visite [AvaEnergy.org/es/terms](http://AvaEnergy.org/es/terms).

## Enrollment and service options

Ava Community Energy (Ava) is the default electric provider serving Alameda County (except the City of Alameda) and parts of San Joaquin County (limited to Tracy, Stockton, Lathrop, and unincorporated San Joaquin County).

## 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](http://AvaEnergy.org/optout).

## 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 includes a monthly Power Charge Indifference Adjustment (PCIA) and Franchise Fee Surcharge on your bill. Ava accounts for and offsets these charges as part of 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.

## Customer confidentiality

Ava is committed to protecting customer privacy. Our policy on customer confidentiality can be found at [AvaEnergy.org/confidentiality](http://AvaEnergy.org/confidentiality) or by calling 833-699-3223.

**Este es un aviso obligatorio.** Por ley, Ava debe enviarle cuatro notificaciones de inscripción. Esta es la primera. Las notificaciones siguientes se enviarán por correo electrónico a los clientes que tengan una dirección registrada con PG&E.

Los clientes que participan en los programas CARE, FERA y/o Medical Baseline Allowance seguirán recibiendo los mismos descuentos mientras utilicen el servicio de Ava.

Estimados residentes y empresas del condado de San Joaquín:

En mayo de 2026, Ava Community Energy (Ava) pasará a ser el proveedor predeterminado de generación de electricidad para las zonas no incorporadas del condado de San Joaquín. Actualmente, Pacific Gas & Electric Co. (PG&E) presta un servicio eléctrico integrado: genera la electricidad y también la distribuye hasta su hogar o negocio. Con este cambio, Ava se encargará de la generación de la electricidad, mientras que PG&E continuará a cargo de la distribución, el servicio de gas y la facturación.

### Qué significa esto para usted

Usted será inscrito automáticamente en el plan Bright Choice de Ava en mayo de 2026. Este plan reemplaza el servicio de generación de PG&E y ofrece una tarifa ligeramente más baja. Seguirá recibiendo una única factura mensual de PG&E, en la que se detallarán el cargo de Ava por la generación eléctrica y los cargos de PG&E por la distribución y el gas. Su servicio no se verá interrumpido y tendrá acceso a fuentes de energía más limpias, más opciones de tarifas y programas para clientes que lo ayudarán a ahorrar dinero y energía.

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.

**Para obtener más información y comparar planes, visite [AvaEnergy.org/es/sjc](https://AvaEnergy.org/es/sjc).**

### Acerca de Ava Community Energy

Ava es una agencia pública sin fines de lucro, creada en 2018, que presta servicio a aproximadamente 750,000 cuentas residenciales, comerciales y agrícolas en los condados de Alameda y San Joaquín. A partir de mayo de 2026, extenderemos nuestro servicio a las zonas no incorporadas del condado de San Joaquín.

Como cliente de Ava, usted contará con los siguientes beneficios:

- **Energía renovable:** Ava obtiene su electricidad a partir de fuentes eólicas, solares, geotérmicas y de almacenamiento en baterías, lo que permite reducir las emisiones de carbono y mantener tarifas competitivas en comparación con PG&E.
- **Opciones de servicio:** Ava permite a sus clientes elegir de dónde proviene su energía. El plan Bright Choice ofrece un descuento en la generación eléctrica en comparación con PG&E. Además, puede optar por energía 100 % renovable pagando una cantidad adicional pequeña, o bien excluirse del servicio de Ava y volver a PG&E.

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- **Control local:** Al ser una agencia pública sin fines de lucro, Ava no tiene accionistas. Sus políticas son definidas por representantes locales de todas las áreas a las que presta servicio, incluyendo al Supervisor del Condado de San Joaquín, Robert Rickman.
- **Inversión en la comunidad:** Ava invierte a nivel local mediante programas para clientes, reembolsos, proyectos de energía limpia y apoyo a organizaciones comunitarias.

Para conocer más sobre Ava y sus opciones, visite [AvaEnergy.org/es/sjc](http://AvaEnergy.org/es/sjc), escriba a [customer-support@AvaEnergy.org](mailto:customer-support@AvaEnergy.org) o llámenos al 833-699-3223. Nuestro horario de atención es de lunes a viernes, de 9 am a 5 pm. Esperamos poder atenderlo.

Atentamente,

Kelly Birdwell Brezovec

Directora Senior de Servicios de Cuentas

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