

Hello! | ¡Hola!

# San Joaquin County

Learn more about your new not-for-profit energy provider



1999 Harrison Street  
Suite 2300  
Oakland, CA 94612



Questions?  
Contact us:

833-699-3223  
[customer-support@AvaEnergy.org](mailto:customer-support@AvaEnergy.org)  
[AvaEnergy.org/sjc](http://AvaEnergy.org/sjc)

## Benefits

### Cleaner energy, competitive rates

Ava sources electricity from wind, solar, geothermal, and battery storage facilities, helping reduce carbon emissions while maintaining competitive rates. You'll save money on electricity generation compared to PG&E.

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

### Local control

Ava does not have shareholders. As a not-for-profit public agency, we answer to local representatives from every community we serve, including San Joaquin County Supervisor Robert Rickman.

### Community investment

Your money stays local. We reinvest through customer programs, rebates, clean power projects, and support for local organizations.

For more information, visit [AvaEnergy.org/sjc](http://AvaEnergy.org/sjc)

## Beneficios

### Energía más limpia y tarifas competitivas

Ava obtiene su electricidad a partir de fuentes eólicas, solares, geotérmicas y de almacenamiento en baterías. Esto ayuda a reducir las emisiones de carbono y a mantener tarifas competitivas. Usted pagará menos por la generación de electricidad que con PG&E.

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

### Control local

Ava no tiene accionistas. Como agencia pública sin fines de lucro, rinde cuentas a representantes locales de cada comunidad a la que presta servicio, incluido el supervisor del condado de San Joaquin, Robert Rickman.

### Inversión en la comunidad

Su dinero se queda en la comunidad. Lo reinvertimos a través de programas para clientes, reembolsos, proyectos de energía limpia y apoyo a organizaciones locales.

Para más información, visite [AvaEnergy.org/es/sjc](http://AvaEnergy.org/es/sjc)

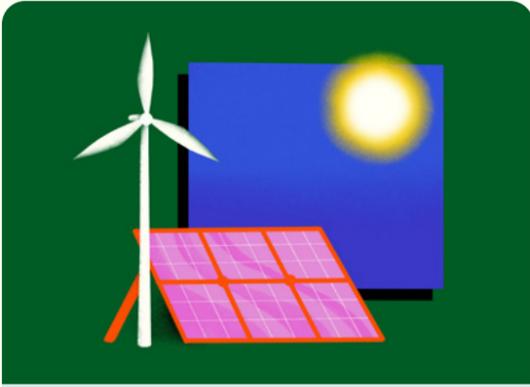


Ava Community Energy is a not-for-profit electricity provider offering clean energy, lower generation rates than PG&E, and community programs. The San Joaquin County Board of Supervisors unanimously voted to join Ava in 2024. **You will be automatically enrolled in our service in May 2026 unless you choose to opt out.**

**Solar customers:** Your enrollment will trigger a true-up and cash-out of your PG&E charges, and you will begin having separate true-ups with Ava for your generation charges. Like all Ava Bright Choice customers, you will pay less for electricity generation than you would on PG&E's plan. Learn more at [AvaEnergy.org/welcome-solar](https://AvaEnergy.org/welcome-solar).



## How It Works



### 1. We buy clean power

We build—and buy from—clean power plants. We sell the power to customers at rates that are lower than PG&E's.



### 2. PG&E delivers the power

Our power is delivered to customers by PG&E. Customers pay PG&E for power delivery as they always have.



### 3. You get the power and all the benefits.

Ava customers benefit from clean energy, competitive rates, local governance, and innovative programs.

Ava Community Energy es un proveedor de electricidad sin fines de lucro que ofrece energía limpia, tarifas de generación más bajas que PG&E y programas comunitarios. En 2024, la Junta de Supervisores del Condado de San Joaquín aprobó por unanimidad la adhesión a Ava. **Usted será inscrito automáticamente en nuestro servicio en mayo de 2026, a menos que decida optar por no participar en sus servicios.**

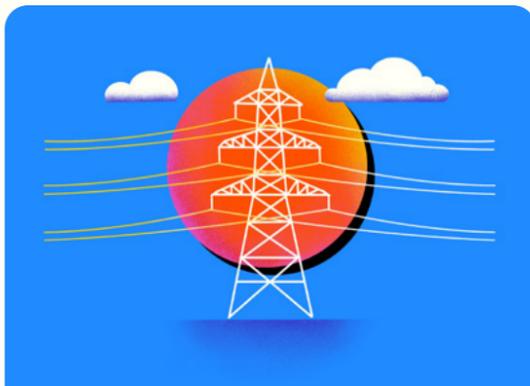
**Clientes de energía solar:** Su inscripción activará un ajuste ("true-up") con PG&E y comenzará a tener ajustes separados con Ava para sus cargos de generación. Al igual que todos los clientes de Ava Bright Choice, pagará menos por la generación de electricidad que con el plan de PG&E. Obtenga más información en [AvaEnergy.org/es/bienvenido-solar](https://AvaEnergy.org/es/bienvenido-solar).

## Cómo funciona



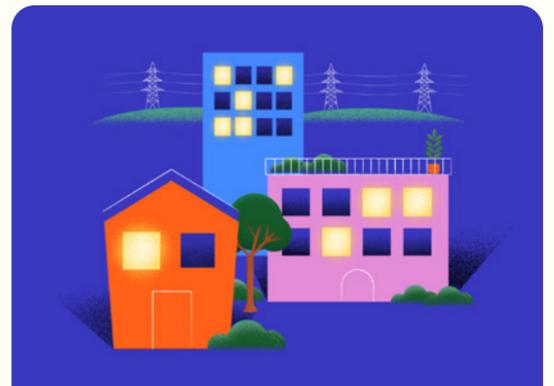
### 1. Compramos energía limpia

Construimos y compramos energía en plantas de energía limpia. Vendemos la energía a un precio más bajo que las tarifas de PG&E.



### 2. PG&E entrega la energía

Nuestra energía es entregada a los clientes por PG&E. Los clientes pagan PG&E para la entrega de la energía como siempre lo han hecho.



### 3. Usted recibe la energía y todos los beneficios.

Se beneficia de energía limpia, tarifas competitivas, gobernanza local y programas innovadores.

## Abbreviated Terms and Conditions of Service

Full details of the Ava Terms and Conditions can be found at [AvaEnergy.org/terms](https://AvaEnergy.org/terms). Para conocer los términos y condiciones en español o completos, visite [AvaEnergy.org/es/terms](https://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](https://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](https://AvaEnergy.org/confidentiality) or by calling 833-699-3223.

