

## Solar Discount Program

# Frequently Asked Questions



The Ava Solar Discount Program offers qualifying customers access to 100% renewable energy and a 20% discount on their electricity bills for up to 20 years.

### **What are the benefits of participating in the Ava Community Energy (Ava) Solar Discount Program?**

Participants receive a monthly 20% discount on the electricity portion of their PG&E bill. This is in addition to other discounts such as CARE and FERA.

### **Why was I enrolled?**

Ava automatically enrolls eligible customers in its Solar Discount program, as program space allows. We enrolled your account because you are eligible for this 20% bill discount.

### **Who is eligible to participate in the program?**

- Participating customers must:
- Be on the CARE or FERA discount rate. Details at [AvaEnergy.org/paying-bills](https://AvaEnergy.org/paying-bills).
- Live in a designated disadvantaged community as defined by the state's CalEnviroScreen tool. Details at [AvaEnergy.org/solar-discount](https://AvaEnergy.org/solar-discount).

### **What happens if I move?**

If you move, you will be removed from the program. If you are still eligible, you can reach out to Ava customer service about re-enrollment. Ava will add you to the program if capacity allows or add you to the program waitlist. Ava will review the waitlist monthly and enroll additional customers as capacity allows.

### **What if I want to leave the program?**

You may leave the program at any time. There is no cancellation fee. To unenroll, contact Ava at 833-699-3223 on weekdays from 9 am to 5 pm.

### **Who do I contact if I have additional questions?**

The best way to reach Ava is by calling our customer support team at 833-699-3223 on weekdays from 9 am to 5 pm. You can also email at [customer-support@AvaEnergy.org](mailto:customer-support@AvaEnergy.org).

**CONTACT US**   
833-699-3223  
[customer-support@AvaEnergy.org](mailto:customer-support@AvaEnergy.org)

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