



MCE Contra Costa – The Basics

Welcoming Concord, Danville, Martinez, Moraga, Oakley, Pinole, Pittsburg, San Ramon, and unincorporated Contra Costa County

Contact Information:

- 1. Phone: 1 (888) 632-3674**
 - Call center reps available 24/7 from the mailing of the first notices in February until June 30 to process opt out and Deep Green requests.
 - Regular hours for all other questions: Monday – Friday 7 AM to 7 PM
 - Over 240 languages available to non-English and non-Spanish speaking callers through translation services, including Vietnamese, Mandarin, Cantonese, Tagalog, Russian and Laotian.
- 2. Website: English**
www.mceCleanEnergy.org/ContraCosta
www.mceCleanEnergy.org/optout

Spanish
es.mceCleanEnergy.org/opt-out
- 3. Email: info@mceCleanEnergy.org**
This email address is read and maintained by MCE's senior account services staff.
- 4. Office: MCE | 1125 Tamalpais Ave., San Rafael, CA 94901**
Business hours for customer walk-ins are Monday – Friday 9 AM to 4 PM

Frequently Asked Questions:

Visit www.mceCleanEnergy.org/faq for a complete list of questions and answers.

What is MCE?

MCE is a local, not-for-profit, public agency that partners with PG&E to provide more renewable electricity at competitive rates. MCE has served Marin County since 2010; the City of Richmond since 2013; Benicia, El Cerrito, San Pablo, and unincorporated Napa County since 2015, and Calistoga, Yountville, St. Helena, American Canyon, and Napa, as well as Lafayette and Walnut Creek in Contra Costa County, since 2016. In 2017, nine new Contra Costa communities joined MCE. These include Concord, Danville, Martinez, Moraga, Oakley, Pinole, Pittsburg, San Ramon, and unincorporated Contra Costa County.

Historically in Contra Costa County, PG&E has been the only electricity provider, which includes two services: 1) electric generation (i.e., the sourcing of the energy); and 2) electric delivery (i.e., transmission and distribution of the energy through power lines). Beginning in April 2018, MCE will replace PG&E as the primary provider of electric generation services, and PG&E will continue to provide electric delivery services. Customers can still choose PG&E for electric generation services by opting out of MCE.

MCE offers choices of 50% to 100% renewable energy at rates set by a democratically elected Board of Directors in meetings open to the public. By choosing MCE, customers help support new in-state and local renewable energy projects. Meanwhile, PG&E continues to deliver electricity, maintain powerlines, and provide monthly billing services. For MCE customers, energy bills include separate charges for MCE and PG&E services. Customers are



never double-billed because MCE's generation charges replace PG&E's generation charges. MCE does not offer gas service.

What are my electricity options with MCE?

As described above, all electricity customers in Concord, Danville, Martinez, Moraga, Oakley, Pinole, Pittsburg, San Ramon, and unincorporated Contra Costa County will be enrolled with MCE's 'Light Green' 50% renewable option in April 2018, unless they choose another option. These other options include MCE's 'Deep Green' 100% renewable energy or opting out of MCE to remain with PG&E's energy supply (currently 33% renewable). Information about additional PG&E service options is available at www.PG&E.com.

How do I opt out or sign up for MCE's Deep Green 100% renewable energy?

Online: www.mcecleanenergy.org/optout
www.mcecleanenergy.org/dg-enroll

By Phone: 1 (888) 632-3674

There is no fee for customers who opt out of MCE before service starts in April 2018 or within the first 60 days of service (i.e., before June 2018). Customers who opt out after 60 days of service with MCE will be subject to a one-time \$5 (residential) or \$25 (commercial) administrative fee. Customers will also be subject to PG&E's terms and conditions of service and will not be able to return to MCE service for one year. **Please have your PG&E account number ready so that we can process your request.**

When does this all take place and how will I be notified?

Electricity customers in Contra Costa County will be enrolled with MCE in April 2018, unless they choose to opt out. Between February and June of 2018, customers will receive four MCE enrollment notices in the mail explaining the change of service and providing instructions on how to opt out. Customers may request to opt out any time after they receive their first notice in February. This may be done online, or by phone, using the contact information above. If customers do not opt out prior to the start of their April billing cycle, they will be enrolled in MCE's 'Light Green' 50% renewable option, but may request to opt out at any time, even after service starts. Customers may also request to enroll in MCE's Deep Green 100% renewable option anytime.

How do MCE rates compare to PG&E's?

MCE's rates replace a portion of PG&E's regular rates (i.e., the electric generation charges) and are not an added fee. Typical customers currently pay slightly less for MCE's 50% renewable electricity compared to PG&E's 33% renewable electricity, with costs nearly identical. Part of MCE's mission is to provide stable and competitive rates. MCE has reduced rates the past two years in a row (by an average of 9% and 3.9% respectively), while providing substantially more renewable energy. MCE has limited rate changes to once annually, and as a local public agency, all changes are discussed and reviewed at public meetings by MCE's Board of Directors. MCE's Board is composed of democratically elected officials from each community MCE serves and Directors are not paid for their role with MCE.

PG&E will implement new rates beginning March 1. MCE will review promptly, and if needed to continue providing competitive rates, will adjust its own rates. **Discount programs such as CARE, FERA, are and Medical Baseline are unaffected by enrollment; these customers receive the same discount with MCE as they would with PG&E.**

For up-to-date rates and cost comparisons, please visit: mceCleanEnergy.org/rates.