

## Community Choice Energy - Frequently Asked Questions

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### How will customers be affected by Martinez joining MCE?

Most customers will not notice any change other than a CCE line item on their utility bill that replaces PG&E electric generation charges with the CCE's electric generation charges.

### What is meant by 'community choice'?

Unlike other services, such as phone, cable, and internet, residents and businesses do not currently have a choice of electricity supplier. The intent of CCE is to introduce competition into the retail electricity market. CCE provides consumers a choice of electricity providers in addition to the incumbent utility. [Read more](#) about community choice.

### Why am I automatically enrolled in MCE if I don't opt out?

Community Choice Energy (CCE) programs are required by State law to be the primary power provider for the areas that they serve rather than existing investor-owned utilities. As the primary power provider, customers receive CCE service by default but may opt-out to receive service from their investor-owned utility.

## How do I opt out?

To opt-out, call MCE's call center at 1 (888) 632-3674 or visit <https://www.mcecleanenergy.org/opt-out/>. Please have your PG&E bill or your PG&E account number and billing address on hand because they will need your account information in order to process your request.

## Is there a fee to opt out?

There is no charge for opting out of MCE before or within the first 60 days of service. After the first 60 days of service, MCE will charge a one-time \$5 (residential) or \$25 (commercial) administrative fee.

## Do I have to opt out by a certain time?

Customers may request to opt out of MCE service after they receive their 1st notification in the mail. Requests will be processed as soon as possible and may take up to 5 business days to process. For active accounts, PG&E will process opt outs effective at the end of your current bill cycle.

If you request to opt out of MCE service after 60 days of service with MCE (i.e. 60 days after August or September enrollment), PG&E will prohibit you from returning to MCE for one year. In addition, PG&E provides two options for customers who wish to return to PG&E after the first 60 days of service:

1. A customer may request to return to PG&E by providing 6 months advance notice. The customer will continue to receive energy from MCE for 6 months, after which time they will return to PG&E. PG&E will apply their standard rates upon the customer's return.
2. A customer may request to return to PG&E immediately, but will be subject to PG&E's Transitional Bundled Commodity Cost (TBCC) rate program for 6 months instead of PG&E's traditional rates. PG&E's TBCC rate is transitional and varies from month to month.

Customers should contact PG&E [for more information about TBCC](#) and their options for returning to PG&E after the first 60 days of service with MCE.

## Can I return to MCE after I opt out?

Customers who opt out before starting MCE service or within the first 60 days of MCE service may return to MCE service at any time. Customers who opt out after the first 60 days of service with MCE will be prohibited by PG&E from returning to MCE for one year.

## Where does MCE get its electricity from?

Our energy is mostly produced from non-polluting, renewable sources such as solar, wind, geothermal, hydroelectric, and bioenergy. The projects that produce our electricity are located in California, Oregon, and Washington State. The exact proportion of each varies with time, based on demand and availability. For example, MCE may use a higher proportion of hydroelectric

energy during the spring and summer months when winter run-off generates more power at affordable prices. Learn more about MCE's [power sources](#).

#### **Will I still receive my CARE discount with MCE?**

Yes. CARE is available to MCE customers as well as PG&E customers and provides the same discount regardless of enrollment with MCE or PG&E. Customers enrolled in MCE continue to receive their CARE discount within their PG&E delivery charges; there is no need to reapply with MCE. New CARE enrollments or renewals must still be done through PG&E's customer service center or website.

If you think you may be eligible to receive a CARE discount and would like to sign up, please call PG&E at 1-866-743-2273 or visit [PG&E's website](#).

#### **Will I still receive my Medical Baseline Allowance with MCE?**

Yes. Medical Baseline Allowance is available to MCE customers as well as PG&E customers, and the same discount will be provided regardless of enrollment with MCE or PG&E. MCE customers are eligible to receive Medical Baseline Allowance discounts through PG&E. Customers enrolled in MCE will continue to receive their full Medical Baseline Allowance discount, and there is no need to reapply with MCE. New Medical Baseline Allowance enrollments or renewals must still be done through PG&E's customer service center or website.

If you believe you are eligible for the Medical Baseline Allowance program and would like to sign up, please call PG&E at 1-866-743-0335 or visit [PG&E's website](#).

#### **How do I sign up for Deep Green 100% renewable energy?**

Sign up using the [online form](#) or by phone at 1 (888) 632-3674. Please have a recent PG&E bill on hand for account information that you will need to complete your enrollment.

#### **How do I sign up for Local Sol 100% locally-produced solar energy?**

Please email MCE at [info@mceCleanEnergy.org](mailto:info@mceCleanEnergy.org) if you'd like to apply for Local Sol, or call 1 (888) 632-3674. Local Sol is limited to approximately 600 customers at this time. Please have your PG&E account info on hand.

#### **How does MCE's Feed-In Tariff program work?**

MCE's Feed-In Tariff (FIT) is a wholesale renewable energy purchase program that allows owners/developers of small-scale (up to 1 megawatt in size), locally situated renewable energy projects to become long-term suppliers for MCE customers. Once the project owner/developer enters into a FIT contract with MCE and interconnects to PG&E's distribution system, or "grid," MCE will pay for electric energy generated by the project, consistent with the terms and conditions of the standard FIT contract. Learn more about the program at [MCE's website](#).