

Re: Important update about your Marin Community Choice Aggregation program opt-out request

Dear [Customer Name]:

Recently, we received your request to opt out of the Marin Energy Authority's (MEA) planned Community Choice Aggregation (CCA) program (also known as Marin Clean Energy). This CCA venture plans to automatically enroll most Marin PG&E customers into a new electric supply program. Unfortunately, we are unable to process your request to opt-out of the MEA's program at this time. This note explains why, and contains important information about your rights to select your energy provider.

MEA has elected to automatically enroll in phases. Currently only customers defined as part of "phase one" are scheduled to receive MEA service. The California Public Utilities Commission (CPUC) recently ruled that only customers identified in this first phase may officially opt out of the program at this time.

We recently received the list of phase one customers from MEA. This list confirms that you are not currently scheduled to be switched to MEA service. In turn, we are unable to process your opt out request. Please accept our apologies for this inconvenience.

In the meantime, we will keep your request to opt out on file. We will notify you of changes including if or when MEA decides to extend its operations to include your service. At that time, you will have the same opportunity to assess your energy choices. If you wish to opt out, in compliance with CPUC regulations, you may contact PG&E and we will provide you with information for how to opt out and will be able to accept and process your request.

In addition, in advance of switching your service, MEA will send you at least four notifications with terms and conditions of the program and opt-out instructions; twice during a 60-day period in advance of the date of automatic enrollment and twice during a 60-day period following enrollment in the CCA program. You will be able to opt out of the CCA program during these two separate 60-day notification periods (and any intervening time between them). After the final 60-day period, you still will have the right to return to PG&E electric generation and supply service, subject to the terms and conditions of that service.

When you become eligible for MEA service, additional information regarding terms and conditions will be provided or you can visit marincleanenergy.info/pdf/Terms_Conditions.pdf.

If you have questions about CCA or require additional information, please contact PG&E at 1-866-743-0335, email Felecia_Lokey@exchange.pge.com. or visit www.pge.com/cca. You can also visit the CPUC Web site for information about customer rights, obligations and updates at: www.cpuc.ca.gov.

We appreciate your business and are proud to be your energy provider. Thank you.

Sincerely,

<< OLE Object: Picture (Metafile) >>
Felecia K. Lokey

Senior Director
Customer Engagement
Pacific Gas and Electric Company