

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

Dear [Customer Name]:

Recently, we received your request to opt out of a Community Choice Aggregation (CCA) program in your area. Unfortunately, we are unable to process your request to opt-out of this CCA program at this time. This note explains why, and contains important information about your rights to select your energy provider.

The California Public Utilities Commission (CPUC) recently ruled that only customers who have been identified and received notification by a CCA program that they are scheduled to receive CCA service may officially opt out of the program. From the information provided by your area CCA, you have not been identified as an initial customer. In turn, we are unable to process your request at this time.

However, we will keep your request to opt out on file. We will notify you of changes including if or when the CCA program in your area 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, the CCA program 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.

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