

**TEXT BLOCK A - CCA Greeting**

Thank you for calling PG&E's dedicated phone line for community choice aggregation.

Para Espanol, oprima nueve.

For information about community choice aggregation say "details"

If you want information about opting out of a CCA program and receiving your electric supply service from PG&E, say "PG&E"

To speak to an agent, say "agent" at any time, or press zero

[If Customer says "details", go to **TEXT BLOCK B**]

[If Customer says "PG&E", go to **TEXT BLOCK C**]

[If Customer says "agent", go to **TEXT BLOCK D**]

**TEXT BLOCK B - CCA DETAILS**

Community Choice Aggregation, or CCA, is a program that enables cities and counties to purchase and or generate electricity for their residents and businesses. It is not a PG&E program.

PG&E would continue to deliver the electricity through its transmission and distribution system and provide meter reading, billing, and maintenance and outage response services.

Once a city or county implements a CCA program, all customers within the area will—over time—be scheduled to receive their energy supply from that agency. When your specific account becomes eligible to participate, the agency will give you at least two notices within the 60 days before service begins, and at least two additional notices within the 60 days after service begins.

If you do not want to participate in the CCA program—and wish to remain with PG&E or your current Direct Access supplier—you can opt out of CCA service within these notification periods at no additional cost to you. If you choose to switch back to PG&E after this time, additional terms and conditions may apply.

PG&E can answer your questions about CCA and can advise you of your opt out options. For more information, please visit our Web site at [www.pge.com/cca](http://www.pge.com/cca).

Would you like to opt out of a CCA program now? Please say "yes" or "no." To hear the details again say "repeat that."

To speak to an agent, say "agent", or press zero

[If Customer says "YES", go to **TEXT BLOCK C**]

[If Customer says "NO", go to **TEXT BLOCK G**]

[If Customer says "REPEAT THAT", re-read **TEXT BLOCK B**]

[If Customer says "agent" or presses zero, go to **TEXT BLOCK D**]

### **TEXT BLOCK C – OPT OUT INTRO**

If you have received a notice from a CCA agency that you will be—or have been—enrolled in their program, and you do not want to be included, you must opt out to receive your electric supply service from PG&E.

PG&E can only assist eligible customers with the opt-out process if requested by the CCA agency. A CCA agency is required to notify customers in writing to explain which opt-out methods will be available should they decide to opt out of the program.

If you are a customer in Marin County and are calling to opt out of the Marin Energy Authority's CCA program, called Marin Clean Energy, please say "Marin".

If you are a customer of any other city or County in PG&E's service territory, and are calling to opt out of a planned CCA, please say "Other"

To speak to an agent, say "agent", or press zero

[If Customer says "MARIN", go to **TEXT BLOCK E**]

[If Customer says "OTHER", go to **TEXT BLOCK F**]

[If Customer says "agent", go to **TEXT BLOCK D**]

### **TEXT BLOCK D – TALK TO AN AGENT** (business customers will be transferred to a live agent

You said you wanted to talk to one of our operators, is that correct?

Are you calling about a business account or a residential account?

This call may be recorded for quality assurance . If you do not want to be recorded, please advise our customer service representative. Transferring.

[Customer is transferred to CSR]

### **TEXT BLOCK E – MARIN**

At this time, PG&E cannot accept requests to opt out of Marin Clean Energy.

If you want to opt out of Marin Clean Energy, and have received notice from the Marin Energy Authority—or MEA—that your electric service has been, or will be, transitioned, you must submit your opt-out request to MEA directly.

To submit your opt-out request, please call MEA at 1-888-632-3674 or visit the MEA website at [www.marincleanenergy.info](http://www.marincleanenergy.info).

To hear this information again, please say "REPEAT THAT"

To speak to an agent, say "agent", or press zero

[If Customer says "REPEAT THAT", go to **TEXT BLOCK E**]

[If Customer says "agent" or presses zero, go to **TEXT BLOCK D**]

**TEXT BLOCK F – OTHER LOCATION**

At this time, there are no other CCA agencies that have notified customers of their intent to transition service to their program. Therefore, PG&E cannot accept any opt-out request at this time.

To hear this information again, please say "REPEAT THAT"

If you live in Marin County, please say "Marin"

To speak to an agent, say "agent", or press zero

[If Customer says "REPEAT THAT", go to **TEXT BLOCK F**]

[If Customer says "MARIN", go to **TEXT BLOCK E**]

[If Customer says "agent" or presses zero, go to **TEXT BLOCK D**]

**TEXT BLOCK G – CUSTOMER NEEDS NO ADDITIONAL HELP WITH CCA**

Alright. If there is anything else I can help you with, press 1, if not, press 2

[If Customer presses 1, go to main PG&E IVR]

[If Customer presses 2, call concludes – NEED TO CONFIRM IF THERE'S A THANK YOU MESSAGE BEFORE CALL TERMINATES]