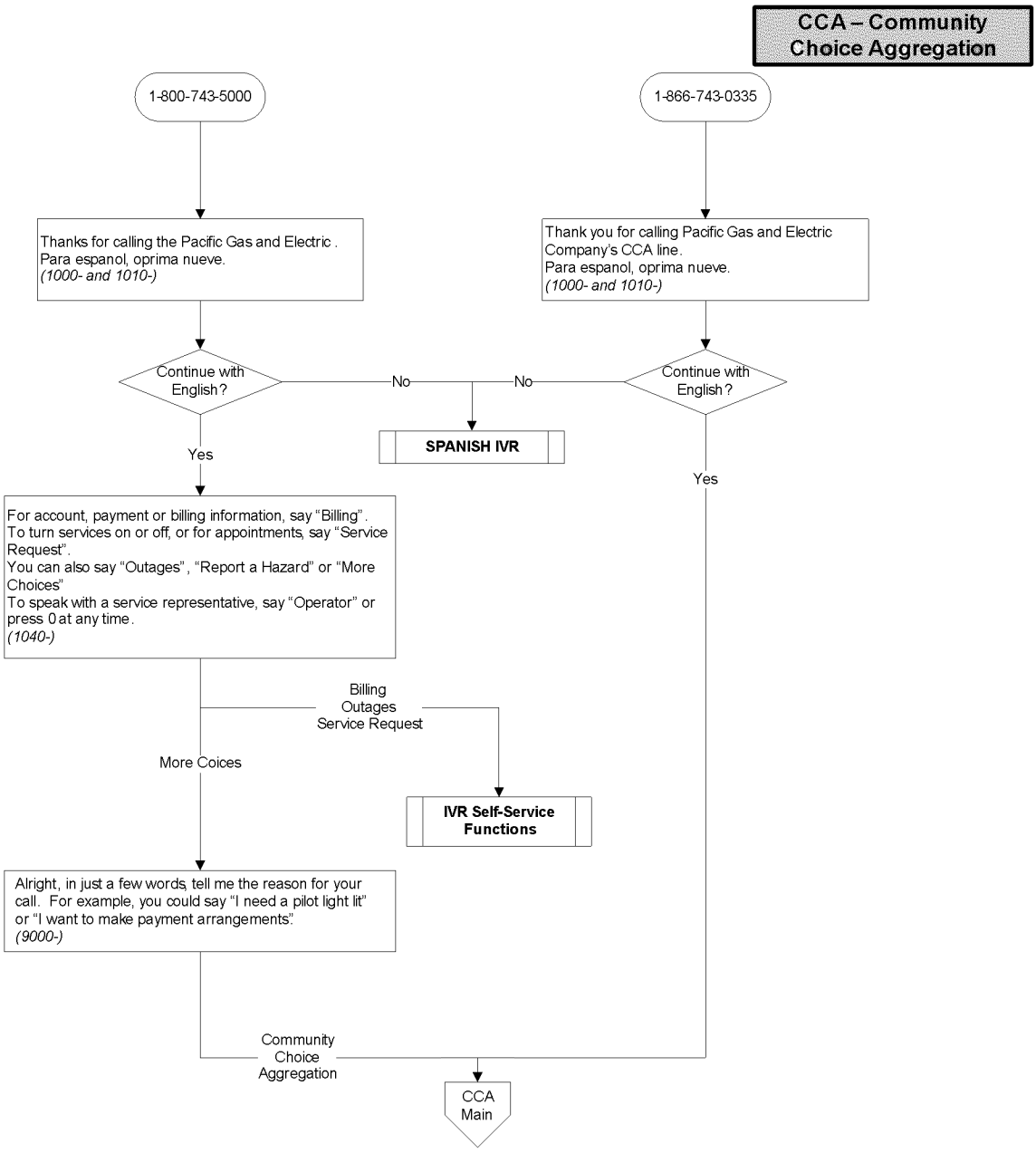
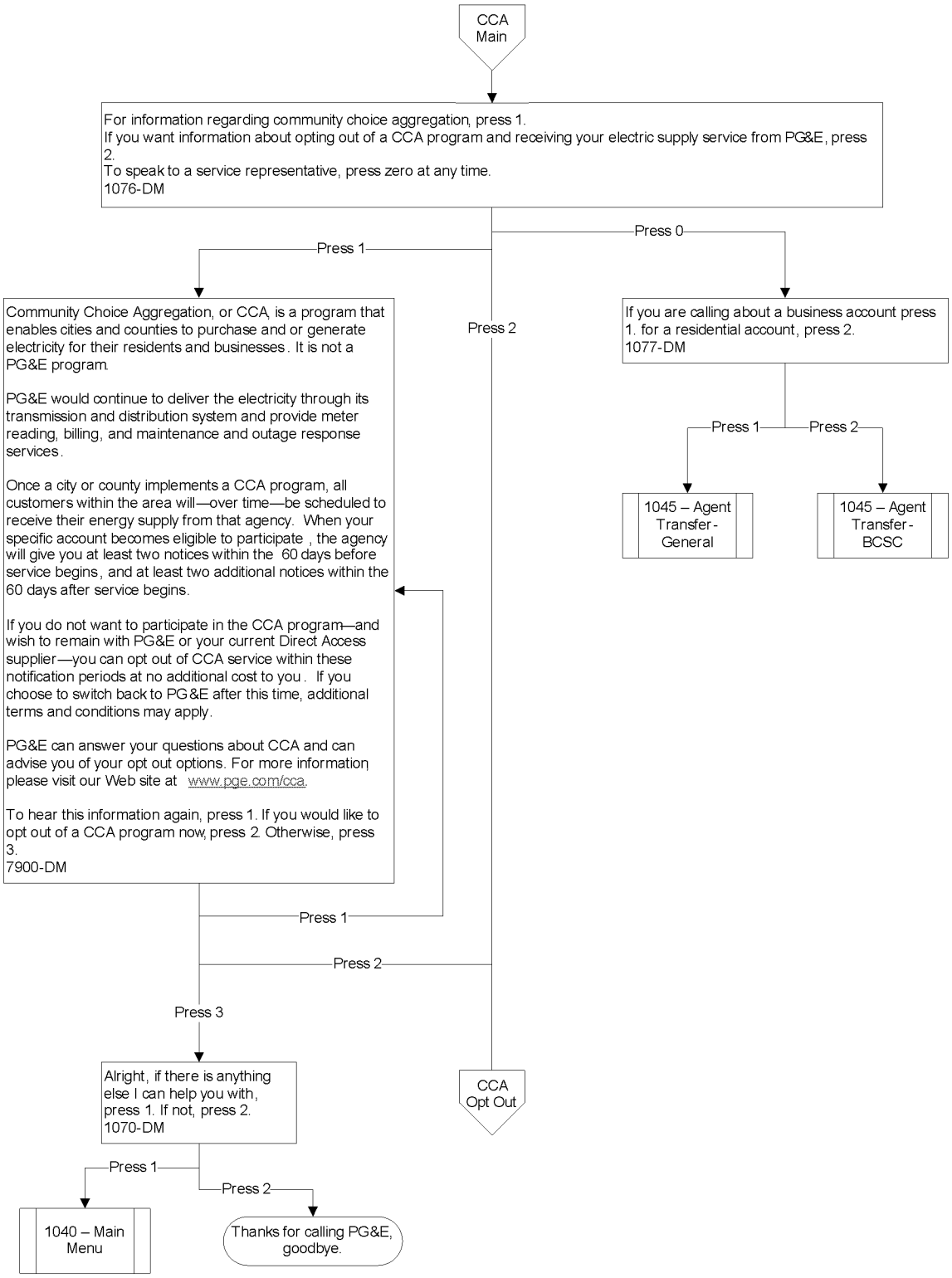
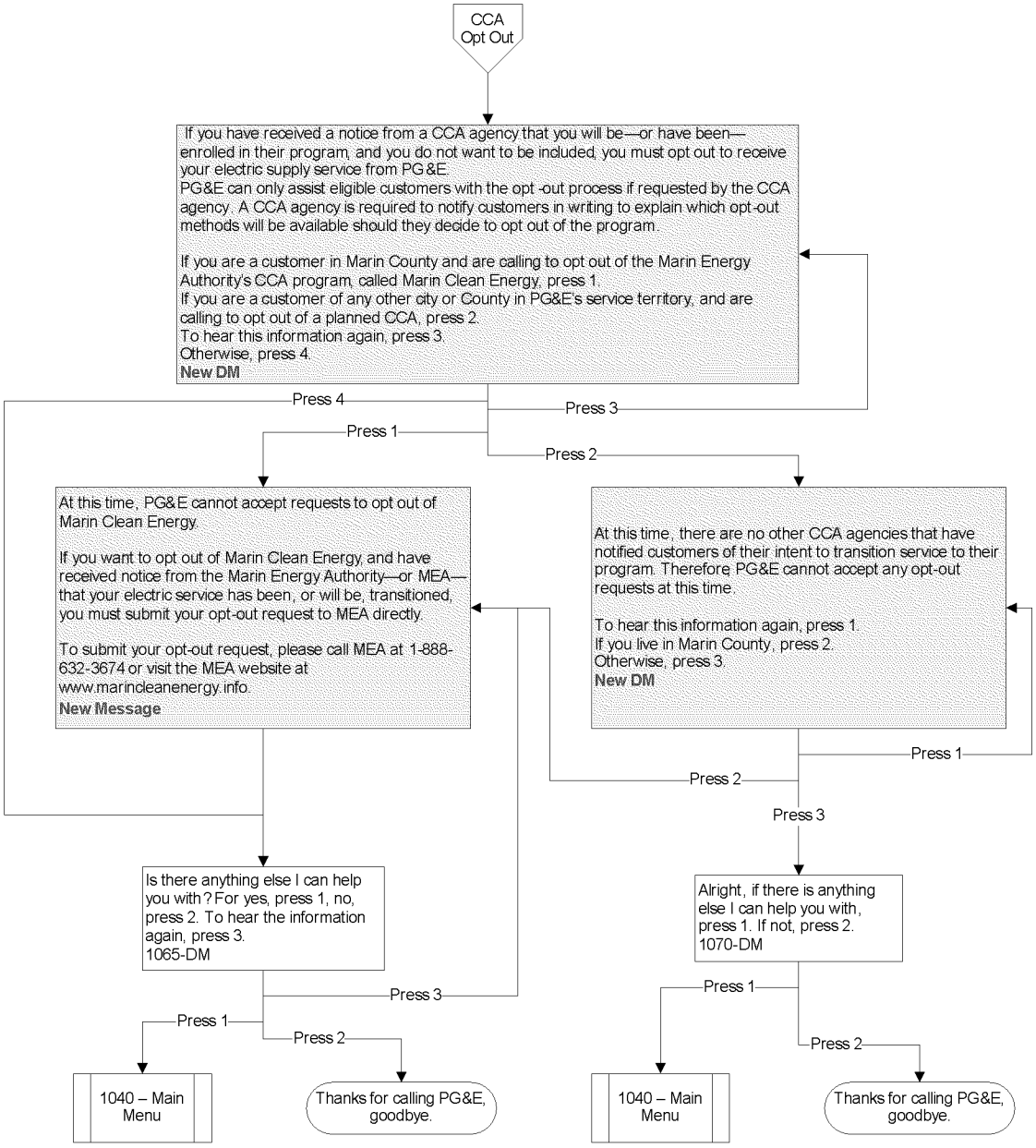

CCA – Community Choice Aggregation
1-800-743-5000
1-866-743-0335
Thanks for calling the Pacific Gas and Electric .
Para espanol, oprima nueve.
(1000- and 1010-)
Thank you for calling Pacific Gas and Electric Company's CCA line.
Para espanol, oprima nueve.
(1000- and 1010-)
Continue with English?
No
No
Continue with English?
SPANISH IVR
Yes
Yes
For account, payment or billing information, say "Billing".
To turn services on or off, or for appointments, say "Service Request".
You can also say "Outages", "Report a Hazard" or "More Choices"
To speak with a service representative, say "Operator" or press 0 at any time.
(1040-)
Billing
Outages
Service Request
More Coices
IVR Self-Service Functions
Alright, in just a few words, tell me the reason for your call. For example, you could say "I need a pilot light lit" or "I want to make payment arrangements".
(9000-)
Community Choice Aggregation
CCA Main


CCA Main
For information regarding community choice aggregation, press 1.
If you want information about opting out of a CCA program and receiving your electric supply service from PG&E, press 2.
To speak to a service representative, press zero at any time.
1076-DM
Press 0
Press 1
Press 2
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.
To hear this information again, press 1. If you would like to opt out of a CCA program now, press 2. Otherwise, press 3.
7900-DM
If you are calling about a business account press 1. for a residential account, press 2.
1077-DM
Press 1
Press 2
1045 – Agent Transfer - General
1045 – Agent Transfer - BCSC
Press 1
Press 2
Press 3
Alright, if there is anything else I can help you with, press 1. If not, press 2.
1070-DM
CCA Opt Out
Press 1
Press 2
1040 – Main Menu
Thanks for calling PG&E, goodbye.


CCA Opt Out
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, press 1.
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, press 2.
To hear this information again, press 3.
Otherwise, press 4.
New DM
Press 4
Press 3
Press 1
Press 2
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.
New Message
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 requests at this time.
To hear this information again, press 1.
If you live in Marin County, press 2.
Otherwise, press 3.
New DM
Press 1
Press 2
Press 3
Is there anything else I can help you with? For yes, press 1, no, press 2. To hear the information again, press 3.
1065-DM
Alright, if there is anything else I can help you with, press 1. If not, press 2.
1070-DM
Press 3
Press 1
Press 2
Press 1
Press 2
1040 – Main Menu
Thanks for calling PG&E, goodbye.
1040 – Main Menu
Thanks for calling PG&E, goodbye.