



January 2025 Enrollment: Frequently Asked Questions

What is Central Coast Community Energy/does 3CE replace PG&E?

- Central Coast Community Energy (3CE) is a public agency established by local communities to provide customers with a choice for clean and renewable energy at responsible rates. It is locally controlled and governed by board members who represent the communities served by the agency and who approve 3CE's rates in a public meeting process.
- 3CE serves customers throughout Monterey, San Benito, Santa Cruz, San Luis Obispo, and Santa Barbara counties. Many cities in SLO County are already 3CE members.
- There are two parts to electricity service: generation and delivery. 3CE works in partnership with PG&E by taking over PG&E's role on the generation side, sourcing electricity from clean and renewable sources such as solar, wind, and geothermal, as well as using electricity from the grid to meet our customers' energy needs. PG&E continues to deliver your electricity and handle billing, in addition to maintaining its delivery infrastructure.

Why am I being automatically enrolled in 3CE service?

- Your local city and/or county government voted to join 3CE. State law mandates that customers are automatically enrolled when a Community Choice Aggregator (CCA) like 3CE begins serving their region. This ensures that all customers have access to the economic and environmental benefits of the CCA without disruption to their service.

What are some of the benefits of being a 3CE customer?

- With no investors or shareholders, revenue generated by 3CE stays local. It helps 3CE keep electricity rates fair for all customers, while also investing in new renewable energy projects -- including critically needed battery storage -- and funding innovative energy programs that offer customers cash rebates for electrifying their vehicles, homes, and businesses.
- In 2024, 3CE Electric Generation Rates were, on average, 16% - 22% lower than PG&E Electric Generation Rates, and 3CE made \$14.8 million available to customers through electrification rebates.
- 3CE customers help reduce emissions for cleaner air and healthier communities. Households and businesses enrolled with 3CE are accelerating progress toward California's decarbonization and renewable energy goals and contributing to a more stable and reliable grid.

How did my community join Central Coast Community Energy?

- Following the enrollment of the cities of San Luis Obispo and Morro Bay, interest in Central Coast Community Energy (3CE) grew throughout the County of San Luis Obispo and City of Atascadero.
- Atascadero voted to join 3CE in February 2022, and SLO County voted to join 3CE in March 2023, each following a comprehensive process of public engagement to ensure the public had an opportunity to weigh in.

How will my bill change/is this an extra charge?

- 3CE service is not an extra charge on your bill. While you will see a new line item on the first page of your bill, and a new 3CE page, 3CE is simply replacing PG&E as your electricity generation provider. You will continue to receive one PG&E bill with 3CE Electric Generation Charges taking the place of PG&E's generation charges.
- 3CE sets rates locally through a transparent process involving community stakeholders and board members representing each community 3CE serves. Local rate-setting reflects the unique energy needs of our diverse Central Coast community and allows for input from customers and communities served.
- Central Coast Community Energy's rate structure mirrors that of PG&E. Your current rate structure (E-1, E-6, E-TOU, EV-A etc.) will not change.
- PG&E charges all 3CE customers a Power Charge Indifference Adjustment (PCIA) and a Franchise Fee Surcharge. Both charges are already factored into 3CE's rates so that in total, customers still pay the same or less than they would under PG&E's generation rates without the fees.

When does enrollment begin/what can I expect during enrollment?

- 3CE will begin serving customers in the City of Atascadero and the unincorporated areas of San Luis Obispo County in January 2025. Enrollment is free and requires no action.
- As required by law, new customers will receive a total of four enrollment notices via U.S. Mail or email, two in the 60-day period prior to their enrollment date, and two in the 60 days following.
- 3CE is also conducting extensive outreach including advertisements, social media including paid promotions, partnering with enrolling communities, local chambers of commerce and other community organizations, and offering public webinars.

How are solar and wind customers affected?

- Customers on the Net Energy Metering and Net Billing Tariff program will be enrolled with 3CE in January 2025. As part of enrollment, NEM/NBT account(s) will be true'd up on their January meter-read date. Moving forward, customers will have their annual true-up for Generation Services in December each year. They will be able to see details of their true-up on their January or February statement.

- Customers will maintain their NEM 1, NEM 2, or NBT status upon enrollment. Customers on NEM/NBT will continue to receive delivery charges and other bill components from PG&E.

Will my discount programs be affected by enrollment?

- No, 3CE customers can still take advantage of the same discounts offered by the State of California and Federal Government (CARE, FERA, Medical Baseline).
- There is no need to reapply when you join 3CE. New CARE, FERA and Medical Baseline enrollments or renewals will still be done through PG&E's customer service center or website.

What kind of new renewable energy projects has 3CE invested in?

- 3CE's clean-energy strategy is guided by the idea of "additionality" – funding the construction of new renewable infrastructure rather than buying carbon credits that look good on paper.
- To date, we've invested \$5.1 billion into 21 long-term power purchase agreements primarily located in California. Innovative projects 3CE has funded include the world's largest compressed-air storage facility and California's first new geothermal power plant in 30 years.

Does Central Coast Community Energy offer a 100% renewable option so I can make a bigger impact?

- Yes, Central Coast Community Energy offers 3Cprime which is supported by 100% eligible renewable energy generated exclusively from solar and wind, assuring a positive influence on the health of our oceans and our air.
- 3Cprime is available to all customers at an added cost of less than one penny per kilowatt hour (.8c/kWh) or approximately \$3-\$7 extra per month for residential customers who fall within the average monthly consumption of 300-500 kilowatt hours. To change your subscription, visit our [Energy Choices](#) web page or call 1-877-455-2223.

Do I have to participate in Central Coast Community Energy? Can I opt out?

- As a community-owned agency, we believe in the power of choice. All customers being enrolled can opt out to return to PG&E electricity bundled service at any time.
- You can opt out at no charge 60 days prior to initial service and 60 days after enrollment. After 60 days, there will be a \$5 administrative fee charged for residential accounts, or \$25 for commercial accounts. See our Terms and Conditions web page for more information.
- Customers who opt out within the enrollment period or in the first 60 days of Central Coast Community Energy (3CE) service may return to 3CE service at any time. Customers who opt out after the first 60 days of service with 3CE will be prohibited by regulation from returning to 3CE for one year.
- Customers who opt out return to paying PG&E rates and are no longer eligible to participate in 3CE's incentive programs.