Lathrop Town Hall

Agenda

Ava overview

Understanding your bill

Programs overview
- featuring e-bike, Health-e Comm, and Smart Home Charging

Electrification Resources

Q&A

Introducing Ava Staff

Hector

Outreach Coordinator,
San Joaquin County

Chris

Customer Operations

Manager

Theresa

Head of Marketing

Ava overview

What is Ava Community Energy?

Ava Community Energy (Ava) is a local community choice power supplier committed to providing Alameda County and the Cities of Lathrop, Stockton, and Tracy with clean, green electricity at low rates.

As a not-for-profit public agency, Ava reinvests revenue back into the community through local electrification programs, clean power projects, and community organizations.

Service Territory

We serve Alameda County and the City of Tracy. Stockton and Lathrop will begin service with Ava in April 2025. Service in unincorporated San Joaquin County begins in 2026.

Ava is the default provider of electricity generation service for all customers in our service territory. Customers are automatically enrolled in our service and are billed by PG&E.

Governance

Ava is governed by a **Board of Directors** comprised of an elected official from each of the participating jurisdictions.Our Board meets once a month and all meetings are open to the public.

Ava's 12-member **Community Advisory Committee** (CAC) acts as a liaison between key stakeholders and our Board, holding public committee meetings on a regular basis.

Details at AvaEnergy.org/governance

Lathrop:

Councilmember Minnie Diallo

Lathrop:

Councilmember Stephen Dresser

How It Works

1. Ava buys and generates clean power

Ava buys from, and is building, clean power plants. Ava sells the power to customers at low rates.

2. PG&E delivers the power to homes and businesses

Ava's power is delivered to customers by PG&E. Customers pay PG&E for delivery as they always have.

3. Customers get the power and local benefits

Customers benefit from clean energy, low rates, local governance, and innovative programs.

Service Plans & Understanding Your Bill

Service Plan Options

Renewable:
- Wind (blue)
- Solar (orange)
- Biomass & Biowaste, Eligible Hydroelectric, Geothermal (yellow)

Other:
- Hydro (green)
- Nuclear (pink)
- Other or Unspecified (gray)

Bright Choice
61.8% renewable energy at rates 5% below PG&E

Default for Lathrop

Renewable 100
100% renewable energy from sources like wind and solar priced at 1/4 cent per kWh above PG&E rates
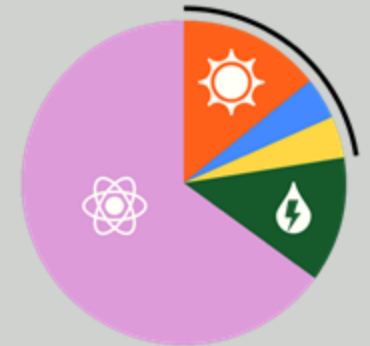
VS. PG&E
23% renewable

Average Monthly Cost by Plan

Renewable 100

- *100% eligible renewable energy (2024)*
- Electric generation: $51.48
- Electric delivery: $94.29
- Additional non-Ava fees: $3.26
- TOTAL: $148.91

Bright Choice

- 61.8% eligible renewable energy (2024)
- Electric generation: $47.89
- Electric delivery: $94.29
- Additional non-Ava fees: $3.26
- TOTAL: $145.32

PG&E

- 23% eligible renewable energy (2024)
- Electric generation: $50.58
- Electric delivery: $94.29
- Additional non-Ava fees: $3.26
- TOTAL: $148.01

This comparison is for an average residential E-TOU-C (Time-of-Use) customer using 360 kWh/month. Due to rounding, the rate components may not sum exactly to the total. For more details, visit our Rates page. Figures reflect our actual power mix from 2024 (most recently published). Power mixes are published annually each summer for the preceding year.

Opting Out

Customers can request to opt out of Ava service at any time. **There is no opt-out fee for customers in Stockton and Lathrop through April 2026.**

- Customers who opt out within the first 60 days of service can return to Ava at any time. After 60 days, customers must wait 12 months to return to Ava (per PG&E's terms & conditions).

Note: Ava's website had a temporary glitch that displayed a notice about a $5 opt-out fee. No customers were actually charged. We apologize for the miscommunication and have sent an email to every customer who saw the errant message.

How to Opt Out:

Call Ava's customer support center at 833-699-3223 (weekdays from 9am-5pm)

or

Complete the online form at AvaEnergy.org/change-your-plan

How It Works: Customer Billing
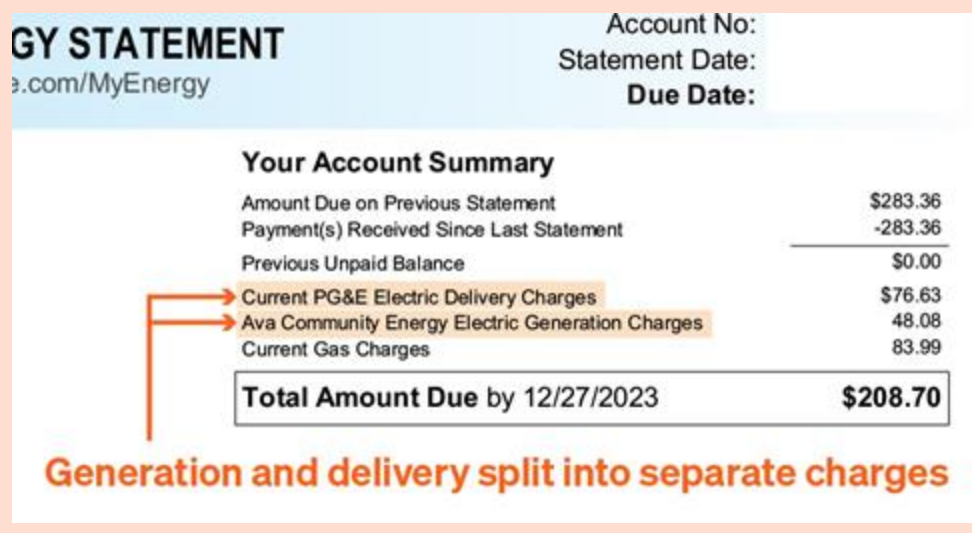
PG&E bill **before** joining Ava.

Generation and delivery charges combined on a single page called "Electric Charges"

PG&E bill **after** joining Ava.

Generation and delivery split into separate charges

- **PG&E manages billing.** Customers get a single bill each month from PG&E that includes both Ava charges for generation and PG&E charges for delivery.

- **It's not an additional charge.** Ava charges replace what PG&E used to charge for generation.

- **Customers receive a monthly credit.** PG&E issues a Generation Credit to Ava customers each month. That credit is the amount PG&E would have charged for generation services, and it offsets Ava charges.

AvaEnergy.org/understand-your-bill

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Summer Bill Trends

You may be noticing higher bills lately. Some of the factors that contribute to higher summer bills are:

1. **Summer Time-of-Use (TOU) rates.** Between June 1 and October 31, electricity rates are higher during peak hours. This is true whether customers are on PG&E or Ava, but Ava generation rates remain 5% lower than PG&E.

1. **Higher consumption in hot summer months**. Heavy air conditioning use means more overall electricity consumption.

Ways To Help Lower Your Usage

To help lower electricity bills, customers can:

1. **Check your PG&E rate schedule** to make sure you're on the one that works best for your needs. Most California customers are on the E-TOU-C rate with 4pm-9pm peak hours by default. Other options include E-TOU-D (5pm-8pm peaks), E-1, a rate without time-of-use prices, EV2, and E-ELEC for electric vehicles and electric homes
2. Check to see if you qualify for **Medical Baseline**, **CARE** or **FERA** rates
3. **Reduce AC usage** by closing blinds and curtains during the hottest part of the day, and **pre-cooling** your home by setting your thermostat lower in the morning, then raising it to 78° during peak hours
4. **Use electricity when it is cheapest.** When possible, don't use major appliances between the hours of 4:00 pm and 9:00 pm - that's when electricity is most expensive

Programs & Grants Available

Local Programs

Ava invests annually in programs to reduce energy bills and help our customers transition to clean energy.

Savings and Incentives Programs

We help our customers save on electric appliances (like water heaters and induction ranges), solar and battery systems, clean transportation, and more.

Resilience Programs

We're building infrastructure and investing in outage-resilient systems through solar and storage initiatives and partnership with community-based organizations.

Commercial & Municipal Programs

We work with cities and businesses in their transition to clean energy by offering building efficiency, fleet electrification, and infrastructure solutions.

Ava Bike Electric

Ava Bike Electric is an e-bike incentive program for customers of Ava Community Energy and residents of Alameda County.

Our goal is to shift commutes, errands, and recreation to clean electric transportation—without increasing road congestion.

Learn more: AvaEnergy.org/bike-electric

Bike Electric Instant Rebate Amounts

Type of E-Bike	Base Instant Rebate	Income-Qualified* Instant Rebate
Standard	$400	$1,000
Cargo	$900	$1,500
Adaptive	$900	$1,500
Safety Equipment Rebate (helmet, locks, lights)	N/A	$250

*To be eligible for the Income-Qualified Instant Rebate, household must be enrolled in California Alternate Rates for Energy (CARE), Family Electric Rate Assistance (FERA), or Energy Assistance Program (EAP).

Ava SmartHome Charging

We've launched a new EV managed charging program to help you save on your energy bill while charging with clean, renewable energy.

The program is offered in partnership with Optiwatt, a trusted leader in managed charging technology.

Ava customers who charge their EVs and PHEVs at home can enroll and earn up to $75 per vehicle in one-time rewards and $25 annually, in addition to electricity bill savings! Optiwatt's intelligent charging algorithm automatically optimizes your charging schedule to ensure your vehicle is ready when you need it, while taking advantage of low-cost, clean energy times.

Learn more: AvaEnergy.org/smarthome-charging

Health-e Communities

The goal of the Health-e Communities program is to better understand the impacts to indoor toxicity levels by removing gas stoves from the kitchen.

Our plan is simple: we will replace your existing natural gas stove with a qualifying induction range at no cost to you, and we will measure changes to your indoor air quality.

Benefits of Participation

Free new 30" induction range, including installation. If you need new cookware, we got you covered.

Free electrical panel assessment and/or energy assessment.

Free air quality monitoring. We'll monitor the air quality of your home before and after installing your new induction range.

And, most importantly, a healthier and safer home.

Current Community Investment Grants

Clean Energy Job Training
Rising Sun

Youth education & training programs in energy efficiency and clean energy careers

What's Needed:
- Youth to enroll for fall and winter cohorts
- Contractors and employers interested in hiring or hosting

EV Charging
Interfaith Power & Light

Equitable access to EV infrastructure

What's Needed:

IPL is identifying potential faith-based host sites. Sites must have regular community access and sufficient space for installing 3-4 chargers.

Resilience Hubs
Emerald Cities Collaborative

Focus: Supporting energy resilience, emergency preparedness, and community benefit

What's Needed:

Community sites interested in becoming resilience hubs

Community Sponsorships

Ava awards local community organizations a portion of our excess revenue in the form of community sponsorships. Funding areas include (but are not necessarily limited to) sports, art, music, and STEM.

The maximum award amount is $2,500 per organization per award round, and Ava typically funds approximately 12 recipients per round. Applicants are reviewed three times a year.

Learn more and apply here: https://avaenergy.org/community/grants-sponsorships/community-sponsorships/

Electrification Resources

Electrification for Homeowners, Renters, Landlords

Each audience-specific page includes:

- **Getting Started:** Things to consider specific to each audience and a link back to the Get Started page / electricity basics

- **Interactive Guide:** Visitors can hover over and click on various electrification-related objects

- **Insights** related to the topics and technologies covered (blog style posts that offer a deep dive into the topics we choose).

- **More Resources:** Links to existing resources from trusted sources

Induction Cooking

Average Cost: $$$$$

A portable induction cooktop cuts indoor air pollution caused by natural gas ranges, and is more efficient than a glass-ceramic cooktop. They are quick to clean, don't require installation, and start around $60. Most can be plugged into a regular outlet. You'll need pans that are magnetic, like a cast-iron skillet. To test if your cookware will work on induction, try sticking a magnet onto the bottom. If it sticks, you're good to go. You can also get a wok-specific portable induction cooktop.

Example: Clicking on the portable induction cooktop brings up information about the cost and benefits of using one instead of a gas stove as well as links to other induction-related content.

Incentive Finder: incentives.avaenergy.org

Ava creates, shares, and supports initiatives in Alameda County and the San Joaquin Valley to help residents make their homes more energy efficient and cut carbon pollution.

Incentive Finder for Local, State, and Federal Incentives

You can make your home and transportation greener with rebates, tax credits, and discounts from government and Ava programs. This web tool will help you find incentives that you are specifically eligible for, based on the information you enter.

All fields are required to be filled out. Use the buttons on the left to filter for your interests. We don't collect or store any personally identifying information, so your results are confidential.

Not all incentives can be combined. Click on the title of each incentive to see full details.

ZIP CODE *

CITY *
Select...

HOUSEHOLD SIZE *
Select...

HOUSEHOLD INCOME *
$ 37,750

HOMEOWNER STATUS *
Select...

TAX FILING STATUS *
Select...

Incentivize Me!

Q&A

Online AvaEnergy.org

Phone 833-699-3223

Email customer-support@AvaEnergy.org

Social PoweredWithAva

Ava Community Energy