



Frequently Asked Questions about: Western Community Energy Launch

The Western Riverside Council of Governments (WRCOG) has launched a Program, called Western Community Energy (WCE), in order to provide residents and business a choice in the energy supply they receive, enable local control over rate setting and customer programs, and offer rates competitive to the utility, Southern California Edison (SCE).

The WCE Program consists of six (6) cities in the western Riverside County subregion. On April 1st, 2020 WCE begin serving load to residents and businesses in the first three (3) cities. These cities are Perris, Norco and Wildomar. Starting May 1st, 2020, the remaining Cities of Eastvale, Hemet and Jurupa Valley will begin to receive load from Western Community Energy. Customers will be transitioned over to WCE based on their regular billing cycle date.

As a customer of Western Community Energy, the billing portion of your electric service will still be facilitated by Southern California Edison. WCE will be responsible for purchasing energy and will use SCE infrastructure to deliver energy to you – the customer – at a competitive 2% discounted rate. In order to notify you of the switch and in accordance with state law, Western Community Energy has sent mailers to all eligible customer addresses in the six cities on a regular interval to notify you that your electric service will be transitioned from SCE to WCE, without any effort required for customers. The mailer also includes information regarding how a customer may switch back to SCE electric service if they so choose. Customers that opt out of Western Community Energy can re-enter service but must comply with SCE rules and fees in order to be eligible to opt back in to WCE service.



Launch FAQ OBJECTIVES

1. Ensure customers and interested parties can refer to the FAQ to answer high-level questions they may have about their electricity service.
2. Ensure customers and interested parties can gain a better understanding of the Western Community Energy program.

Can WCE guarantee a price savings over my current provider?

ANSWER

Western Community Energy has set our rates to provide you savings on the cost of your electricity, which will result in a reduction in your utility bill by 2%. Western Community Energy can do this by entering into more favorable contracts for the communities we serve, translating into greater cost savings for the community. WCE will adopt new rates each year and will consistently assess SCE's rates to continue to be provide cost savings our customers are accustomed to.

Each year we will work with SCE to provide customers a comparison of rates so that they can choose which is best for them. For more information and a detailed breakdown of our established rates and rate translation from your previous provider to us, please click [here](#).

WCE still claims to lower costs. But will we still be charged by SCE?

ANSWER

Yes. Western Community Energy (WCE) will purchase electricity on your behalf and continue to partner with Southern California Edison to deliver it to you. Western Community Energy has set our rates to provide you a cost savings on the cost of your electricity, resulting in a reduction in your utility bill by 2%.

While WCE will handle the purchase of electricity (identified as 'Generation Charges' on your bill), Southern California Edison will continue to handle and charge for delivery and transmission of that electricity to you (identified as 'Delivery Charges' on your bill), as it does now.

You will still receive your electricity bill from SCE; the only difference is that the generation charges (energy purchased on your behalf by WCE) will be separately listed. More information about our rates can be found by clicking [here](#).

Is this the same electricity provider as in the City of San Jacinto?

ANSWER

No. The City of San Jacinto is serviced by San Jacinto Power, a different Community Choice Aggregation (CCA) program that services the City of San Jacinto. Western Community Energy, also a CCA, is providing energy to the following six cities in Western Riverside County: Eastvale, Jurupa Valley, Hemet, Norco, Perris and Wildomar. For more information about CCAs and Western Community Energy, please click [here](#).

Why are we automatically enrolled?

ANSWER

In accordance with State Law, when a City decides to join a community choice aggregation program (like Western Community Energy), all residents and businesses of the city are automatically enrolled in that program. Community members then have the choice to stay local with the CCA or return to their utility provider (in this case Southern California Edison).

Residents and businesses receive notifications before after the switch, giving them the opportunity to "opt-out" of the CCA if they wish. In addition, each year the CCA will provide its customers with a rate comparison of the CCA's energy rates compared to SCE's; this is intended to give customers the ability to see the rates and then have another opportunity to switch back if they wish.

The Cities of Eastvale, Hemet, Jurupa Valley, Norco, Perris, and Wildomar have elected to participate in Western Community Energy, now giving their residents the choice on where they get their electricity. To find your City's representative, please click [here](#).

How do we opt out?

ANSWER

With Western Community Energy, opting out is simple. Opt-out instructions can be found by clicking [here](#). All you need if your Customer Account (found on the top left of your SCE utility bill), last name, and zip code. Any residents who opt-out are welcome and able to opt back in. SCE does, however, require customers that opt-out of WCE to stay with SCE for a period of 12-months. For [opting back in](#), Southern California Edison does charge a one-time administrative fee of \$0.50 cents. For more information about this charge, please review SCE's CCA charges, which can be found through the following [link](#). The charge can be found under section E.3 on page 3 of the SCE tariff document linked above.

Why have we not been informed about the switch prior to receiving a mailer?

ANSWER

Since our establishment in 2018, staff representing Western Community Energy (WCE) has regularly attended and provided presentations at multiple City Council meetings, participated in community events, and implemented an outreach campaign that included public service announcements at movie theatres, weekly updates through various social media platforms, displays on electronic billboards on the I-15 and I-215, and distribution of information through additional print and electronic media outlets. We are hopeful that somehow you were informed by one or more of these efforts. Additionally, as per state law, mailers are required to be sent out to all affected by the switch. This includes two mailers before WCE begins service and two mailers after WCE starts service. Please use the following links to learn more about [who we are](#), [our established rates](#), and [how Western Community Energy can save you money on your electricity bill](#).

Are customers with Solar panels installed on their properties being notified first?

ANSWER

Customers who are currently solar customers with Southern California Edison (SCE) will be switched over to Western Community Energy on a quarterly basis based on the timing of their annual true-up with SCE.

Quarterly Solar enrollment will occur in April 2020, July 2020, October 2020, and January 2021. Notifications during each phase will occur two months prior and two months after enrollment. We would like to add and are excited that Western Community Energy does offer a [higher buyback rate](#) for any excess solar energy you produce, in comparison with [Edison's historical offering for the same service](#).

Are residents of Mira Loma going to be switched over?

ANSWER

If you live [within the official city boundaries of the City of Jurupa Valley](#) will be switched over in May 2020.

Will I have two service account numbers, one with Edison and one with WCE?

ANSWER

As a customer of Western Community Energy, billing through Southern California Edison (one bill) and you will have one, singular customer account number. This bill will include separate service account numbers to differentiate between SCE and WCE.

How will WCE deal with shortages and blackouts?

ANSWER

Western Community Energy is not responsible for the transmission and delivery (poles and wires) infrastructure involved in bringing you electricity. Those functions are still under the control of Southern California Edison. WCE and SCE customers will not be treated any differently with shortages or blackouts.

If you experience an event, you will continue to contact SCE, as you always have in these instances. To keep information flowing to our customers, Western Community Energy will work with Southern California Edison to share updates and information about future blackouts and shortages and post that information on our social media sites.

Is there a financial incentive to the cities or elected officials for creating WCE?

ANSWER

There is no financial or monetary incentive for Cities that participate in Western Community Energy. Board members receive a stipend of \$150 for the monthly meetings. Western Community Energy was created to save community members money on their electricity bills compared to their current providers and to provide them the choice on where they get their electricity. Residents and businesses in the six WCE cities are expected to save \$6 million each year on their electricity rates.

Where can I get more information about Western Community Energy?

ANSWER

Information about Western Community Energy can be found on our [website](#). Information about our Board of Directors can be found [here](#). For information about who we are and how we can save you money on your electricity bill, please click [here](#). Our established rates can be found [here](#).

Where may I find a cost comparison between Western Community Energy and SCE?

ANSWER

A state-mandated joint cost comparison between Western Community Energy and Southern California Edison will be available on our website in May. Additionally, this information will be sent annually in July via mail to all residents. In the meantime, we would like to invite you to research our established [rates](#). In comparison, Southern California Edison's rates can be found [here](#). Overall, residents can expect Western Community Energy to save them 2% overall on their electricity bill.

If I opt out, can I opt back in?

ANSWER

Yes! Any resident that has decided to opt-out but would like to opt-back into Western Community Energy's services is able to do so. Customers who opt-out before WCE begins service and choose to opt-back or rescind the opt-out within three business days may rejoin immediately. Customers that opt-out after the 60-day enrollment period in your area, per SCE rules, must wait 12 months before they can opt-back into WCE services. Please feel free to contact us at (866)-356-4175 to identify your specific situation.

Does WCE charge for opting back in?

ANSWER

No. Western Community Energy (WCE) does not charge a fee for customers who would like to return to WCE's service.

Are WCE customers allowed to apply for Electric Vehicle rebates through SCE?

ANSWER

Yes, customers of Western Community Energy who decide to purchase an electric vehicle or are interested in applying for a rebate for the first time for their electric vehicle can do so, through Southern California Edison. Information about how to apply can be found on Southern California Edison's website, which can be accessed by clicking [here](#).

Are WCE customers allowed to apply for Smart Thermostat rebates through SCE?

ANSWER

WCE is in the process of developing a Smart Thermostat Program. In the meantime, WCE is providing its WCE customers (who were formerly SCE Smart Energy Program) a \$40 credit through Western Community Energy; this favorably compares to SCE's program which provides up to \$40.

Who makes up Western Community Energy?

ANSWER

Western Community Energy is composed of six member cities within Western Riverside County: Eastvale, Jurupa Valley, Hemet, Norco, Perris and Wildomar. WCE's Board of Directors is composed of one elected official from each of these cities. More information about [who we are](#) and our governing board can be found by clicking [here](#).



ADDITIONAL QUESTIONS?
Contact WCE at 866-356-4175
or www.westerncommunityenergy.com for additional information