



FOR IMMEDIATE RELEASE

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MCE Temporarily Suspends Customer Collection Activities

MCE is suspending the return of non-paying customers back to PG&E service, and suspending all collections activities

SAN RAFAEL and CONCORD, Calif. — March 19, 2020

In response to the COVID-19 crisis, MCE has suspended the return of non-paying customers back to PG&E service, and is suspending collections activities until further notice. As a local community choice electric service provider, MCE does not shut off power to customers. During normal operations, after providing notices and a grace period to non-paying customers, MCE eventually returns these customers back to PG&E bundled service.

For information regarding PG&E's recent press release regarding a moratorium on power shut-offs due to nonpayment, please visit their website here: <https://www.pgecurrents.com/2020/03/12/pg-moratorium-on-customer-shutoffs-for-nonpayment/>

"As always, MCE is committed to serving our customers with care and excellence." said MCE's CEO, Dawn Weisz. **"Our team is completely functional through remote work tools, and most day-to-day operations remain unaffected. We are grateful to be able to offer our customers a suspension of collections and return to PG&E service during this time and will continue to work with our communities to meet needs as they arise."**

MCE has also taken a number of steps to follow guidelines set forth by the Federal and State governments, as well as the local shelter-in-place orders including:

- MCE's scheduled Board of Directors meetings will be held remotely in addition to in-person on March 19, 2020, with adherence to social distancing guidelines. Customers can participate and view this meeting via live-stream online at mceCleanEnergy.org/meeting-archive.
- MCE's scheduled unincorporated Solano County enrollment events on March 18, 2020 and April 4, 2020 will be held remotely. Information on accessing these meetings and recordings can be found online at mceCleanEnergy.org/solano#events.
- MCE offices are closed and staff are working remotely to continue to serve customers.

For those looking for additional ways to help the community during this time, consider shopping at local businesses through online delivery or curbside pickup and purchasing gift certificates to use at a later time for those businesses that are unable to continue operations. If you are able, consider cash donations to your food bank or other institutions providing services to those in need.

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***About MCE:** As California's first Community Choice Aggregation Program, MCE is a groundbreaking, not-for-profit, public agency that has been setting the standard for energy innovation in our communities since 2010. MCE offers cleaner power at stable rates, significantly reducing energy-related greenhouse emissions and enabling millions of dollars of reinvestment in*

local energy programs. MCE is a load-serving entity supporting a 1,000 MW peak load. MCE provides electricity service to more than 480,000 customer accounts and more than one million residents and businesses in 34 member communities across four Bay Area counties: Napa, Marin, Contra Costa, and Solano. For more information about MCE, visit mceCleanEnergy.org.