



## Solano Flexible Rates – FAQs

- 1. Why do Solano County customers have a different rate comparison?**

Customers who enrolled in MCE service in unincorporated Solano County in April 2020 will be placed on a flexible rate structure that ensures MCE customer costs on the total electric bill will remain at or below the costs on a PG&E bill. This rate structure is temporary for customers who are enrolling in a highly unusual year with respect to anticipated PG&E rate changes.
- 2. What does 'flexible rates' mean?**

Flexible rates are a pricing structure that allows MCE to be somewhat flexible on the rates that unincorporated Solano County customers will be charged. Rates will be adjusted as needed for customers throughout the year to ensure stable and competitive costs in alignment with MCE's mission.
- 3. How long will these flexible rates last?**

Unincorporated Solano County customers will see flexible rates during their first year of service with MCE, after which they will return to MCE's standard rate structure with other member communities.
- 4. Who approved the flexible rates?**

MCE's Board of Directors approved the flexible rates for unincorporated Solano County customers who start service with MCE in April 2020. The structure was discussed and approved at MCE's Executive Committee on March 6, 2020 and again at MCE's full Board of Directors meeting on March 19, 2020.
- 5. How do these rates affect new unincorporated Solano County solar customers?**

Solar customers will receive the same flexible rate structure as other enrolling customers, along with being enrolled in MCE's Net Energy Metering (NEM) program. For more information on MCE's NEM program, please visit our program page here: [mceCleanEnergy.org/solar-customers](https://mceCleanEnergy.org/solar-customers).
- 6. How do these rates compare to PG&Es?**

The flexible rate structure will ensure unincorporated Solano County customers enrolling in MCE service in April 2020 will be paying similar costs as if they had remained on PG&E generation service.
- 7. How will these rates show up on my bill?**

The flexible rates will show up on your bill as your electric charges normally do. You will see your per kilowatt-hour charge on your bill based on your existing rate schedule. For more information about your bill, please visit our [Understanding Your Bill page](#). For solar customers, please visit our solar page here: [mceCleanEnergy.org/solar-customers](https://mceCleanEnergy.org/solar-customers).
- 8. Will future Solano County new customers also receive flexible rates?**

Starting in April of 2021, new and existing Solano County customers will be charged according to MCE's standard rates. This rate structure is temporary for customers who are enrolling in a highly unusual year with respect to anticipated PG&E rate changes.