

WCE's PROGRAM TERMINATION FAQs

July 2021

GENERAL QUESTIONS

Effective July 30, 2021, Western Community Energy's (WCE) call center will no longer be in service. Please call Western Riverside Council of Governments' line at 951-405-6761 and press 8 or email info@westerncommunityenergy.com.

1. Why did WCE file for Chapter 9 bankruptcy protection?

WCE believes several factors led to its bankruptcy. These include reduced revenue from late payments as a result of hardships from COVID-19, high prices in the energy market and an unprecedented August 2020 heatwave, which led to expensive real-time energy purchases in the energy markets. Please refer to WCE's public statements for more information.

2. What does it mean to deregister? What role does the CPUC have in "deregistering" WCE?

When a CCA deregisters that means it is requesting that the CPUC permit it to withdraw its status as a Community Choice Aggregator (CCA) and terminate its CCA program. WCE's decision to deregister was its own decision due its financial insolvency. The CPUC has a pre-established process for a CCA such as WCE to return its customers to bundled utility service. WCE is following that process. The CPUC will work with WCE and SCE to help ensure there are minimal impacts on customers' electricity service as they return to SCE's bundled service.

3. Does this have an impact on any other CCAs?

No. Each CCA is an independent entity.

4. Will electric rates go up for WCE customers as a result of a transfer to SCE's bundled service?

For most of 2021, WCE and SCE rates were generally only several percentage points apart. A Re-Entry fee may be charged but that is still being determined (see Question 5 below). However, your overall electric bill after you return to SCE should be similar to what you paid while on WCE's service. You may contact SCE at 1-800-655-4555 to discuss your rate options upon your return to SCE's bundled service.

Also, it is possible that the return to SCE's bundled service may occur mid-bill cycle and this can cause customers to receive a shorter or longer bill. Customers should keep that in mind when they receive their bill statement after the switch.

5. What is a Re-Entry fee? Will I be charged this fee?

SCE has a Re-Entry fee because it may incur additional costs to make additional electricity purchases to serve WCE's returning customers on short notice. Re-Entry Fees can usually be mitigated with sufficient advance notice to SCE of customers' return; however, in WCE's case the return of all of WCE's customers is happening with a few days advance notice. So a Re-Entry fee may be added to your bill. The exact amount of the fee is still being determined, which may take several months to receive CPUC approval, but is likely to be less than 5% of your overall bill. More information will be posted to SCE's website once we know more. Please keep in mind that WCE has some responsibility for the fee and it is working with SCE and the CPUC to cover at least some of the fee.

6. Will WCE customers lose electric service?

No. WCE, SCE, and the CPUC are coordinating on an orderly transition of customers from WCE to SCE. Customers should not expect any disruption in electric generation service because of this transfer process.

7. Could customers get double billed by SCE and WCE?

No, you will not be double charged. SCE and WCE are working together to ensure an orderly transition of customers. Customers will be served by WCE until they are transferred to SCE's generation service on June 15, 2021. Thereafter, you will receive generation service from SCE and be charged pursuant to SCE's CPUC-approved tariffed rates

8. Should WCE customers tell WCE that they want to switch back to SCE service immediately?

No. It is not necessary for WCE customers to take any action at this time. WCE and SCE will manage the transfer of service accounts and customers do not need to request a change.

9. What is the expected timeline / process?

We expect to transfer your service account to SCE on June 15, 2021. SCE and WCE are working cooperatively with state regulators to ensure that your experience as a customer remains positive. You will receive notice from SCE when your generation service is switched. Just so you are aware, it is possible that your transition may occur mid-bill cycle and this can cause a shorter or longer billing period, please keep that in mind when you receive your bill statement after the switch.

10. I am an NEM customer. How does this impact my account?

Your NEM relevant period will end with the effective date coinciding with the date of your transfer and you will be placed on NEM service with a new relevant period on the day of transfer.

11. Follow up Question for NEM customer: So does this mean I should expect an early true up because you are closing my relevant period?

Yes.

12. Will I still get my bill?

Yes. WCE customers should continue to receive and pay their bills as they normally would, which have always been processed by SCE.