

Frequently Asked Questions

Recent questions that Council and staff have encountered regarding the CPA.

How does the energy procurement work?

Both you and your neighbors are consuming the same electricity unless either of you have on-site renewable energy options. The same energy comes across our shared utility grid, similar to cash that comes out of an ATM, we all pull from the same end source even though our transactions are de-centralized. By signing up for 100% renewable electricity, that amount of renewable energy will be produced on your behalf and put on the grid. To stay with the ATM example, this is similar if a family member pays you through a bank in Northern California, you know that it is their money that they are sending, but you may take out different dollar bills at the ATM. No, you aren't taking out the exact same bills out of the ATM that your family member deposited, but you know where it is coming from. The money you spend for electricity will go towards a renewable source, but the actual electricity you consume from the grid may be a mix of everyone's purchases.

Similarly to how solar panels work on homes, if someone is home during the day when their solar panels are producing power, they will be using clean, renewable energy to power their home while excess power flows onto the grid. When they use electricity in the evening or at night, their electricity comes from the grid and is the same as their neighbors. This does not diminish the value of their solar power, they are still powered by renewable energy at the end of the day.

How does billing work?

Clean Power Alliance set up an [online bill calculator](#) for ratepayers to estimate how their bill may be impacted by the change in rate structure. In addition, residents can check out CPA's page on [understanding your bill](#). Residents do not have to do anything to be automatically enrolled in CPA's 50% Clean Power rate option, which provides 50% renewable content. If individual power customers decide 50% Clean Power is not the right fit, they are able to select one of CPA's other two rate options or "[opt out](#)" and return to SCE to purchase energy on their behalf.

CPA customers still have access to special rates or programs such as CARE, FERA, Medical Baseline, Level Pay and Summer Discounts. Customers currently enrolled in the CARE, FERA, and Medical Baseline assistance programs, and enrolled in the City's 50% Clean Power will be charged the same rates they would have paid to SCE. To learn more or to change rates, visit their site for [rate options](#) or call 888-585-3788.

In addition, there is a CPA [FAQ page](#) to help answer common customer questions. Transitioning to the Clean Power Alliance means increased local management and control of energy sources, increased stability in electricity rates, and higher renewable content at a cheaper cost. This program brings more decision-making power to the people within our community while allocating utility payments to local renewable energy sources.

Frequently Asked Questions

Who sends me my bills?

SCE will continue to send you your bill. Only a few lines on the bill change since the charges for power generation will now come from Clean Power Alliance instead of SCE. Your bill will include your service account(s) for SCE's transmission and delivery service and a new service account (or accounts) for Clean Power Alliance's generation service.

What are PCIA and other fees?

SCE charges Clean Power Alliance customers a Power Charge Indifference Adjustment (PCIA) and a Franchise Fee Surcharge. Both fees are calculated based on your monthly energy usage (in kilowatt-hours, or kWh). The PCIA, commonly referred to as an "exit fee", is intended to ensure that customers who switch to Clean Power Alliance pay for energy that was acquired by SCE to serve them prior to their switch. The franchise fee pays for SCE's right to use public streets to run electric service to your home or business. These costs are always included in Clean Power Alliance's cost comparisons.

I'm seeing multiple CPA or SCE charges on my bill. Why is that?

Due to unintended billing delays, your current billing statement may show CPA charges and/or SCE charges from multiple past billing cycles that were not included in your prior bills. As a result, your current bill amount may be higher than normal. However, this does not represent incorrect bills or duplicate charges. CPA is working closely together with SCE to resolve these delayed billing issues for customers. If you receive a bill that's higher than anticipated and need to make payment arrangements, please call SCE at 800-655-4555. All payment arrangements must be handled through SCE.

Who do I call with questions about my bill?

If you ever have questions about the Clean Power Alliance portion of your bill, you can call CPA at 888-585-3788, or email at customerservice@cleanpoweralliance.org. If you have questions about any other portion of your bill, you can contact SCE at 800-655-4555. For a handy resource on understanding your bill, view CPA's Understanding Your Bill page [here](#).

Why was I automatically enrolled as a Clean Power Alliance customer?

The 2002 State law that made community choice possible (AB 117), determined that the new local, public entities (in this case, Clean Power Alliance) would be the default energy provider and automatically enroll customers in the participating jurisdictions. Residents in Manhattan Beach now have the power to choose who provides your energy, Clean Power Alliance or SCE.

Does Clean Power Alliance replace SCE?

No. SCE continues to deliver power, provide maintenance services, send just one bill and resolve any electricity service issues. Clean Power Alliance provides electric generation by purchasing power on your behalf. We simply replace the fee SCE would charge you if they were providing your electric generation service.

Frequently Asked Questions

Are Clean Power Alliance customers still eligible to obtain rebates from SCE for energy efficiency and solar electric systems?

Yes. The California Public Utilities Commission authorizes SCE to collect fees (called public goods charges) from all customers to fund energy efficiency and renewable energy incentive programs. SCE still collects these fees from Clean Power Alliance customers, so you remain eligible for these incentives and services.

Can SCE raise delivery fees on Clean Power Alliance customers above those of non-Clean Power Alliance customers?

No. SCE must provide the same rates for all customers in their service area whether or not they receive electricity from Clean Power Alliance or any other energy service provider.

Are Community Choice Aggregation programs like Clean Power Alliance reliable? Will we have enough power?

Yes. Resource Adequacy (RA) is a program of the California Public Utilities Commission (CPUC) to ensure reliable electric service in California. This program requires Clean Power Alliance and other electricity providers to purchase enough power to meet customers' anticipated needs, plus reserves that can be called upon if they are needed in an emergency. Clean Power Alliance is required to meet the same resource adequacy and reliability standards as investor-owned utilities such as SCE.

How can power customers choose to opt-out of CPA and go to SCE?

Between February 1, 2019 and March 30, 2019, residents had the option to Opt-Out while maintaining the ability to go back to CPA without a 12-month waiting period. Commercial power customers had between May 1, 2019 and June 30, 2019. After March 30, 2019, residents can still opt out of CPA, and commercial customers can still opt out of CPA after July 1, 2019. This can be done by:

- Contacting CPA to opt-out via phone or web
- Customer has two options
 - Option #1: Immediate return to SCE on a “Transitional Bundled Service (TBS) Rate” for six months – this is a market price energy rate that could be higher or lower than their previous SCE rate depending on energy prices. After six months on this TBS, then customer returns to their previous SCE rate.
 - Option #2: Provide SCE with a form: “Six Month Advance Notice to Return to Bundled Portfolio Service”. Remain with CPA for six months and then return to SCE on their previous SCE rate.

Is there a fee for opting out?

Clean Power Alliance does not charge any fees to opt out. Customers who opt out after service launch may be charged a one-time account processing fee by SCE (currently 50 cents) and will be prevented by SCE from returning to Clean Power Alliance for a minimum of twelve months.

How can residents Opt-In to CPA After Previously Opting-Out?

Frequently Asked Questions

There is no CPA charge or waiting period to switch INTO CPA, or to change the tier/plan within CPA at any time. Call CPA Customer Service at 888-585-3788 to request the change. However, note that SCE may impose a 12-month waiting period before you can opt back into CPA as indicated above.