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**customer feedback**

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**From** Mary Fitzpatrick <camposaludable@gmail.com>

**Date** Tue 4/21/2026 10:33 AM

**To** MCE Clerk <clerk@mcecleanenergy.org>

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April 21, 2026

To the MCE Board of Directors:

My husband and I are MCE deep green customers. We are also long-time Sierra Club members, and I am a member of Climate Action California and Marin Conservation League. I have read the Sierra Club's April 15 letter to MCE and Marin Conservation League's January 29 letter to MCE, and I am concerned that there appear to be serious problems at MCE that involve lack of transparent communication with customers, past false advertising about clean energy procurement, and lack of shared governance and transparency.

The mission of community choice aggregators is to provide the community a choice and a voice. CCAs provide a safer-for-the-climate and a more affordable alternative to investor-owned utility-provided energy. I believe, in light of recent events, that MCE's commitment to clean energy is in question, and I am aware that MCE does not currently offer more affordable electricity than PG&E. After reviewing news coverage and recent decisions at MCE, I conclude that MCE does not appear to be listening to the community very much at all.

I have learned that MCE had to retract its claim to provide deep green customers with 100 percent renewable energy. I would appreciate knowing what MCE's current claim is regarding the percentage of renewable energy deep green customers are actually receiving. However, I also know that MCE's accounting has come under scrutiny, and therefore, to have confidence in MCE's claims, I will need to see MCE respond effectively to all of the concerns Marin Conservation League raised about MCE's accounting in its January letter.

Given this current problematic state of affairs at MCE, I ask you to engage in honest self-reflection and recommitment to the principles CCAs stand for:

- MCE needs to reject Resolution 2026-02, which would remove all board and community oversight, and reverse Resolution 2026-01, which created a committee that meets in private, a violation of the Brown Act.
- MCE needs to open its books and cooperate fully with a respected independent auditor who will investigate greenhouse gas accounting, past processes, decisions, and authorization. MCE needs to follow the audit report with some internal restructuring and restoration of board oversight and genuine community participation.

I intend to remain a deep green customer for the time being, but to restore my trust, MCE will need to commit to changes that produce shared governance and transparency.

Sincerely,

Mary Fitzpatrick, San Rafael