



2024 SmartRate™ Program

Welcome to the new season.

SmartRate gives you more power to manage your summer electricity costs.



Take control of your electricity bill with SmartRate™.

Thank you for participating in the 2024 SmartRate program, which gives you more power to manage your electricity costs, helps conserve California's power grid and helps protect the environment.

Here's how the SmartRate program works:

- With SmartRate, your electric rates are lower within a bill period, except on SmartDays™, which are almost always exceptionally hot days when electricity is in high demand.
- SmartRate is a year-round program but there will never be more than 15 SmartDays a year.
- On SmartDays, electric rates are higher between 4 p.m. to 9 p.m.
- We'll notify you before a SmartDay, so you can plan to shift or reduce your electricity use to avoid the higher rate period from 4 p.m. to 9 p.m.
- Please go to pge.com/myalerts to update how you would like us to notify you about SmartDays: email and/or text.
- SmartRate is risk free and backed by our Bill Protection guarantee. Bill Protection helps ensure that you do not pay more during your first full summer on the program.

If SmartRate is no longer the right fit for you, you may cancel at any time. To change your program enrollment, visit pge.com or call our Customer Service Center at **1-866-743-0263**.

Learn more by visiting pge.com/smartrate.

Three ways to shift your electricity use. It's easy!

You do not have to make major changes to make a big difference.



- 1** Set your air conditioning thermostat higher than 78 °F (health permitting) when you're at home and to 85 °F when you're away.



- 2** Run the dishwasher before 4 p.m. or after 9 p.m.

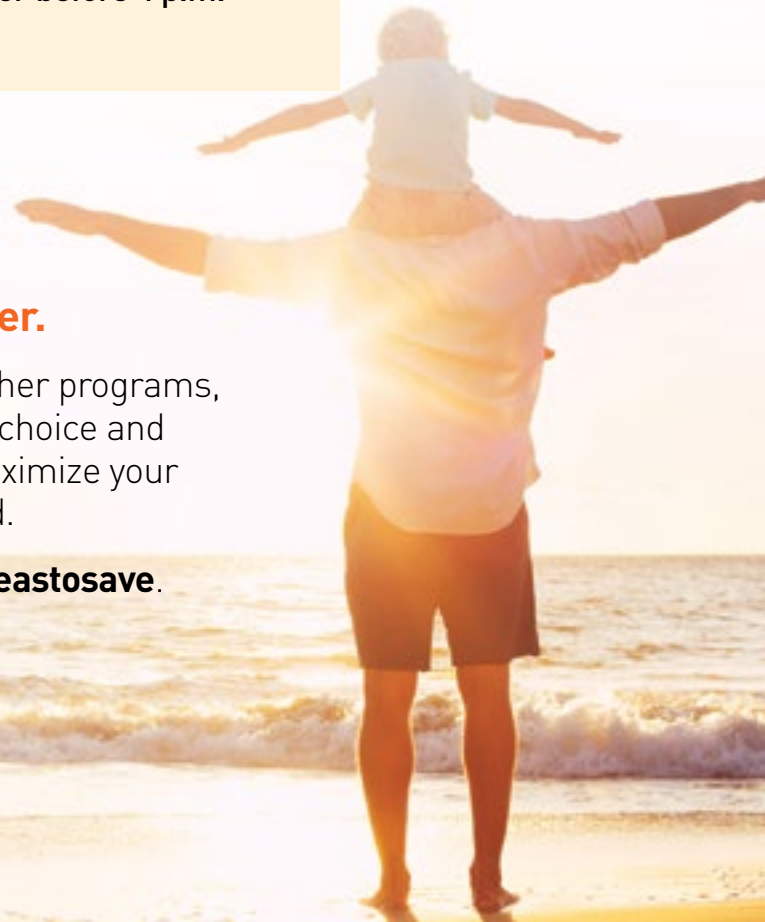


- 3** Do laundry in cold water before 4 p.m. or after 9 p.m.

Find more ways to save this summer.

In addition to SmartRate, PG&E offers other programs, tips and tools designed to give you more choice and control. Manage your energy use and maximize your savings this summer—and all year round.

Learn more today by visiting [pge.com/ideastosave](https://www.pge.com/ideastosave).





The 2024 SmartRate™ Program

Questions?

Visit pge.com/smartrate to learn more.

BILLING DETAILS

As a participant in the SmartRate program, it's important to understand what you'll pay and how you can save. A minimum of nine and a maximum of 15 SmartDays™ may be called in any calendar year and generally occur on summer weekdays. On a SmartDay, participants are charged more for electric usage between 4 p.m. and 9 p.m. Participants receive a credit for all usage within a bill period, except for usage between 4 p.m. and 9 p.m. on SmartDays. Your savings are calculated by combining the credits you receive with the higher price period in effect between 4 p.m. and 9 p.m. on SmartDays. Because no more than 15 SmartDays are called each year, you can save money by reducing your usage on SmartDays, and end up with a net discount over the year.

During the first full summer on the program (May through October), PG&E will provide you with Bill Protection. If the total costs of electricity on the SmartRate program are more than the costs would have been on the regular rate plan without SmartRate, you'll receive a credit in your November bill. You'll receive two notifications before your Bill Protection ends. You can cancel your participation in the SmartRate program at any time by calling **1-866-743-0263**.

SMARTDAY HIGH PRICE PERIOD CHARGES AND CREDITS

Residential charges are calculated by using your regular rate plan with the following adjustments:

• SMARTDAY HIGH PRICE PERIOD CHARGES

Participants will be charged \$0.60 in addition to their regular rate charges for each kilowatt hour (kWh) on all usage between 4 p.m. and 9 p.m. on each SmartDay. A minimum of nine and a maximum of 15 SmartDays may be called in any calendar year. By voluntarily remaining on the program beyond the bill protection period, you will pay a higher rate between 4 p.m. and 9 p.m. on SmartDays and your bill may be higher than your regular rate plan, but you may be able to save money the more electricity you curtail during Event Day Hours. See pge.com/smartrate for Event Day tips.

• CREDITS

Participants will receive a SmartRate Non-High Price credit (\$0.00636 per kilowatt hour (kWh)) and a SmartRate Participation Credit (\$0.00167 per kilowatt hour (kWh)) for usage other than 4 p.m. to 9 p.m. during SmartDay and all usage on those days within a bill period that are not declared as SmartDays. These credits are only applicable for bill periods in which at least one SmartDay occurs. The SmartRate Participation and Program credits are multiplied by the number of SmartDays in a bill period.

Receipt of courtesy SmartDay event notification is the responsibility of the participating customers. PG&E will make best efforts to notify all active SmartRate program participants of a SmartDay event. However, it is the customer's responsibility to receive notification information by monitoring pge.com/smartrate to see if a SmartDay event has been activated and ensure that their SmartDay notification information is accurate and current. PG&E does not guarantee the receipt of notification by the notification system, telecommunications system, the email system, or internet site by which the customer receives notification.

Please note that certain Demand Response Programs such as SmartRate are unavailable to customers who receive their energy from third-party energy providers, such as Energy Service Providers and Community Choice Aggregators. Customers taking service through a residential master metered rate in conjunction with a net metering or standby rate schedule, or as a Transitional Bundled Service customer under electric Rule 22.1, are not eligible to participate in the SmartRate program. Pursuant to Decision 18-11-029, participants in the SmartRate program may not dual enroll in other Demand Response Programs offered by PG&E or a third-party Demand Response Program provider. Participants who were dual enrolled in both SmartRate and SmartAC prior to October 26, 2018 may continue to participate in both programs.