



# Time-of-Use Residential Transition Frequently Asked Questions

## What is the residential Time-of-Use Transition about?

- Starting in October 2020 and continuing through 2022, many PG&E residential electric customers will begin automatically moving to the **Time-of-Use (Peak Pricing 4-9 p.m. Every Day) (E-TOU-C)** rate plan. Customers can choose to automatically transition to this rate plan or pick a different rate plan at any time.
- On **Time-of-Use (Peak Pricing 4-9 p.m. Every Day)**, electricity prices are slightly higher between 4 p.m. and 9 p.m. This is called “peak time” and is also when demand for electricity is higher. All other times are “off peak”, when electricity prices are lower and renewable resources are more plentiful.

## Why is PG&E moving customers to this Time-of-Use rate plan?

- As part of a statewide effort to create a cleaner energy future, many California residential electric customers will soon begin moving to a new electric rate plan.
- California leads the nation in generating clean energy from solar, wind and other non-polluting resources.
- When we all take actions to manage and reduce our usage during times when demand for electricity is highest, we can support our state’s use of clean energy and create a healthier environment for all Californians.
- By making a few small changes, customers can help create a big change for California and control bills.
- PG&E will not profit from moving customers to the Time-of-Use rate plan and encourages all customers to choose the best rate plan for their household.

## Can customers choose a different rate plan at any time?

- Yes, PG&E offers a variety of rate plan options to customers so they can choose the rate plan that best meets their needs.

## How does a Time-of-Use rate plan work?

- Most Californians are currently on a Tiered rate plan where the price of electricity increases throughout the month as more energy is used.
- On a Time-of-Use rate plan, *when* customers use energy is as important as *how much* energy they use.
  - The **Time-of-Use (Peak Pricing 4-9 p.m. Every Day)** rate plan prices electricity usage at higher prices every day during the peak hours of 4 p.m. to 9 p.m., when the demand for energy is highest.
  - Prices are lower when demand is lower (at off-peak hours) and when renewable resources, like solar power, are more plentiful.
  - To learn more, please visit [pge.com/TOUeveryday](https://pge.com/TOUeveryday).
- By shifting when they run some electric devices, such as the dishwasher and electric clothes washer/dryer to off-peak hours, customers can manage their bill.

## Will all customers automatically move to a Time-of-Use rate plan?

- Not all customers will automatically transition to a Time-of-Use rate plan. Those excluded from the automatic transition include:
  - Customers already on a Time-of-Use rate plan
  - Customers enrolled in the Medical Baseline program

- Customers enrolled in or eligible for the California Alternative Rates for Energy (CARE) program or Family Electric Rate Assistance (FERA) customers living in hot climate zones
- Customers who have started service as of October 1, 2020 or later
- All customers can choose their preferred rate plan at any time and view a personalized rate plan comparison by logging in to their account at [pge.com/TOUchoice](https://pge.com/TOUchoice)

### What is the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) (E-TOU-C) rate plan?

- The **Time-of-Use (Peak Pricing 4-9 p.m. Every Day)** rate plan has peak hours from 4 p.m. to 9 p.m. every day of the week, including weekends and holidays.
  - Electricity prices are lower 19 hours a day during the times when there is lower demand and when renewable resources, like solar, are more plentiful.
  - To learn more, please visit [pge.com/TOUeveryday](https://pge.com/TOUeveryday).
- PG&E residential electric customers can choose to enroll in another Time-of-Use rate plan option if it better fits their household.
  - Another option is the Time-of-Use (Peak Pricing 5-8 p.m. Weekdays) (E-TOU-D) rate plan, with peak hours between 5 and 8 p.m. on weekdays only.
  - Customers who own an electric vehicle may also choose a specialized rate plan for EV owners.
- Customers can view a customized rate plan comparison at [pge.com/myrate](https://pge.com/myrate) or log in to their account online for personalized recommendations of additional ways to save.

**The Time-of-Use (Peak Pricing 4-9 p.m. Every Day) (E-TOU-C) rate plan has two periods:**



### Why are the peak hours on this Time-of-Use rate plan from 4:00 p.m. to 9:00 p.m. every day?

- In recent years, the California Independent System Operator (CAISO) has identified a 4 p.m. to 9 p.m. peak period where reducing energy consumption would support grid operational needs.
- Customer demand and the cost of electricity is higher during these hours.
- California's peak hours have shifted to later in the day due to the significant increase in clean solar power during midday hours, because of the State's ambitious renewable energy goals.

## CUSTOMER CHOICE

### How do customers change their rate plan?

- Customers can choose a different rate plan at any time by visiting their account online at [pge.com/TOUchoice](https://pge.com/TOUchoice) or by calling 1-866-743-7945. (This number is available through April 2022.)

### Will customers stay on the Time-of-Use (Peak Pricing 4-9 p.m. Every Day) rate plan after the first 12 months? Will the new Time-of-Use rate plan end?

- Customers who transition to the new Time-of-Use rate plan will remain on the plan until they enroll in another plan.

### Can customers who moved to the Time-of-Use rate plan change their mind later? How?

- Yes. Customers can choose a different rate plan at any time by visiting their account online at [pge.com/TOUchoice](https://pge.com/TOUchoice) or by calling 1-866-743-7945. (This number is available through April 2022.)

### Is the move to Time-of-Use mandatory for customers?

- No. All residential electric customers always have the option to choose another rate plan.

### Can customers not included in the transition choose this new rate plan?

- Yes. Customers can choose the **Time-of-Use (Peak Pricing 4-9 p.m. Every Day)** rate plan at any time.

## Will PG&E still offer the Tiered (E-1) rate plan?

- Yes. PG&E offers customers a range of rate plans, including Tiered rate plans, Time-of-Use rate plans and a Home Charging plan for customers with electric vehicles and/or battery storage.

## CUSTOMER COMMUNICATION AND SUPPORT

### What resources is PG&E offering customers as part of the Time-of-Use transition?

- PG&E provides resources to help customers find ways to shift some energy usage.
  - Customers can try the **Time-of-Use (Peak Pricing 4-9 p.m. Every Day)** rate plan risk-free with automatic Bill Protection for up to 12 months.
  - Customers can perform a home energy check-up to see their home's personalized energy-saving recommendations at [pge.com/HomeCheckup](https://pge.com/HomeCheckup).
  - Customers can view a customized rate plan comparison at [pge.com/myrate](https://pge.com/myrate), or log in to their account online for personalized recommendations of additional ways to save.

### How is PG&E informing customers about the transition?

- PG&E is conducting a multi-channel outreach program that includes direct-to-customer communications, earned media and paid media. We are also collaborating with community-based organizations (CBO) on outreach (with communications to begin January 2021).
  - PG&E will mail customers who are eligible for the transition a notification letter about 90 days prior to the transition date to help them understand what this change means to them personally and what their options are and to encourage them to select the best rate plan for their household. This notification will include a tear-off reply form with the option to stay on their current rate plan or select a different rate plan.
  - PG&E will also send a reminder letter about 30 days prior to the customer's transition date, as well as a welcome letter at the time of the transition to the new rate plan.
  - PG&E will make outbound calls to eligible customers who may be most impacted by the transition 2 weeks prior to their transition month.
  - Customers can learn more by logging in to their account at [pge.com/TOUchoice](https://pge.com/TOUchoice).

### If the Tiered (E-1) rate plan is a more cost-effective rate plan for a customer, why is PG&E automatically transitioning them?

- The State of California is taking steps to create a cleaner energy future by requiring all investor-owned utilities to automatically transition eligible customers to the **Time-of-Use (Peak Pricing 4-9 p.m. Every Day)** rate plan that encourages electricity usage when demand is lower and renewable energy is more readily available.
- Customers have a choice to keep their existing standard **Tiered (E-1)** rate plan or select an alternative plan.
  - Customers can choose their preferred rate plan at any time by visiting their account online at [pge.com/TOUchoice](https://pge.com/TOUchoice) or by calling 1-866-743-7945.

## CUSTOMER CHOICE AGGREGATOR (CCA)

### Are Community Choice Aggregator (CCA) customers part of this transition?

- Yes, CCA customers are included in the transition. Most CCAs will transition their customers to the **Time-of-Use (Peak Pricing 4-9 p.m. Every Day)** rate plan at the same time that PG&E is implementing the transition. Only one CCA (Pioneer Community Energy) will not transition customers to the new rate plan at the same time as PG&E.

### Will CCA customers receive risk-free automatic Bill Protection?

- Yes, customers who are scheduled to transition can try the **Time-of-Use (Peak Pricing 4-9 p.m. Every Day)** rate plan risk-free with automatic Bill Protection for the first 12 months. Bill Protection will apply to

the electric transmission and distribution portion of their bill. The majority of CCAs will also provide Bill Protection on the electric generation portion of their bill. Customers may contact their local CCA directly for more information as Bill Protection policies vary across the CCAs.

### Will PG&E notify CCA customers about the Time-of-Use transition?

- Yes. PG&E will notify all eligible customers prior to the transition. For the customers served by both PG&E and a participating CCA, the notification letters will include the CCA and PG&E logos.

## RATE IMPACTS/RATE COMPARISONS

### Is this a rate increase?

- No. This is not a rate increase.
- The Time-of-Use rate plan is part of a statewide effort to promote more efficient energy usage and support our state's use of clean energy.
- On the **Time-of-Use (Peak Pricing 4-9 p.m. Every Day)** rate plan, prices will be higher between the peak hours of 4 p.m. and 9 p.m. when demand is highest and clean energy resources are less plentiful.
- The price of electricity will be lower 19 hours of each day, during off-peak hours when demand is lower and renewable resources, like solar, are more plentiful.
- PG&E will not profit from moving customers to Time-of-Use rate plans.

### Can you provide an example of the anticipated impacts for a typical customer?

- Every household is unique and so is the way they use energy.
- The most significant factors influencing a customer's energy statement will continue to be the size of the home, how many people are in the household and how much energy is used by the household. On a Time-of-Use rate plan, small shifts in energy usage can also make a difference.
- We want our customers to be on the plan that works best for them and recognize that Time-of-Use may not be right for every customer. Customers can visit their account at [pge.com/TOUchoice](http://pge.com/TOUchoice) at any time to view a personalized rate comparison and, if desired, choose a different rate plan option.
- Customers can try the **Time-of-Use (Peak Pricing 4-9 p.m. Every Day)** rate plan risk-free with automatic Bill Protection for 12 months.

### Why is PG&E moving eligible customers to a Time-of-Use rate plan rather than another rate plan?

- The transition to the Time-of-Use rate plan is part of a statewide effort to promote more efficient energy usage, support the state's use of clean energy and create a healthier environment.
- We understand that all customers use energy differently. We provide personalized information, including rate comparisons, so customers can choose the best rate plan option for their household.

### Will the Time-of-Use transition adversely impact customers in warmer climates?

- Customers in warmer climates might see a bill increase during summer months, but assuming they make no change to their electric usage, most customers who transition to the new plan will see small changes to their annual bill – either slightly lower or slightly higher.
- PG&E is providing communication to customers with tips for shifting energy usage to off-peak hours and managing their bill prior to their first summer on the **Time-of-Use (Peak Pricing 4-9 p.m. Every Day)** rate plan.

### Can customers change their rate plan after they have moved to the Time-of-Use rate plan?

- Customers can try the **Time-of-Use (Peak Pricing 4-9 p.m. Every Day)** rate plan risk-free with automatic Bill Protection for the first 12 months. If a customer pays more than they would have on the Tiered (E-1) rate plan during that period, PG&E will automatically credit the customer the difference.
- Customers can choose another rate plan at any time and still receive Bill Protection for the period they were enrolled in the **Time-of-Use (Peak Pricing 4-9 p.m. Every Day)** rate plan for up to 12 months.

### How can customers trust that PG&E will monitor their usage correctly?

- Information regarding electricity usage is captured through the customer's SmartMeter.
- For residential electric customers, SmartMeters capture hourly usage every hour on the hour.
- Customers can visit their account online to review their hourly electric use. Data is also available regarding daily and monthly usage.
- More information on SmartMeters and how to read them is available at [pge.com/SmartMeter](https://pge.com/SmartMeter).

### Will Net Energy Metering (NEM) customers/solar customers transition to the Time-of-Use rate plan?

- Only customers in PG&E's Net Energy Metering (NEM) program who are enrolled in the Tiered rate plan will be transitioned to the **Time-of-Use (Peak Pricing 4-9 p.m. Every Day)** rate plan. NEM customers currently enrolled in the Tiered rate plan will transition to the Time-of-Use rate plan based on the date of their annual NEM true-up statement. Eligible electric customers who are not in the NEM program will transition starting in April 2021 through early 2022 based on their location, with customers in a county (or group of counties) transitioning each month.
  - Solar customers receive an annual "true-up" energy statement that provides a summary of energy charges and credits for the year, and any remaining charges that are due. The "true-up" statement is provided at the end of the 12<sup>th</sup> month of the customer's billing cycle.
- NEM customers can visit their account online at any time to view a personalized rate comparison and, if desired, choose a different rate plan option.

### How will solar (NEM) customers be impacted by the Time-of-Use rate plan?

- PG&E is providing information and tips to help customers find ways to shift energy usage to off-peak hours.
- Customers can also try the **Time-of-Use (Peak Pricing 4-9 p.m. Every Day)** rate plan risk-free with automatic Bill Protection for 12 months.
- Customers can visit their account online at any time to view a personalized rate comparison and, if desired, choose a different rate plan option.

### Are electric vehicle (EV) customers included in the Time-of-Use (E-TOU-C) transition?

- Only those EV customers who are enrolled in the standard Tiered rate plan will be transitioned. Customers can compare and choose the rate plan that's right for them at [pge.com/RateChoices](https://pge.com/RateChoices). The options include Electric Vehicle (EV) rate plans for homes that charge an EV or battery.