

Residential Customers

Are you on the best rate plan for your household?

Understanding energy costs can be challenging. We're here to offer support with details on rate plans and financial assistance programs.



We have many different rate plans for a variety of home energy needs, based on:

- When you use electricity
- How much electricity you use
- How flexible you are in using electricity on very hot days
- Whether you have an electric vehicle

A different electric rate plan could save you money. Review your personalized rate comparison.
pge.com/myaccount



Electric Rate Plan Options

Time-of-Use rate plans are based on how much energy you use and when you use it. By shifting some electricity use to times when costs are less and demand is down, you can lower your bill and improve the environment.

Time-of-Use Peak Pricing 4–9 p.m. Every Day (E-TOU-C)

A good plan if you can shift some of your electricity use to outside of 4–9 p.m. every day, when prices are lower and renewables are more plentiful.

Time-of-Use Peak Pricing 5–8 p.m. Weekdays (E-TOU-D)

A good choice if you typically use a high amount of electricity throughout the month but can shift some of your electricity use outside of 5–8 p.m. on weekdays to times when prices are lower.

Tiered Rate Plan (E-1)

Choose this plan if you can conserve energy throughout the month, but you are unable to reduce your energy use during the late afternoon or early evening hours.

Electric Home and Home Charging rate plans require one or more of the following technologies to qualify: electric vehicle, battery storage, electric heat pump (water heater and/or climate control).

Electric Home (E-ELEC)

- Best if you electrify your home with one or more qualifying technologies and are a large electricity user who can shift usage to times of the day when there are lower prices
- Includes a monthly \$15 Base Services Charge that lowers your price per unit of energy (KWh), on average, compared to other rate plans
[pge.com/electrichome](https://www.pge.com/electrichome)

Home Charging (EV2-A)

If you can charge your EV overnight and shift most of your energy use to the lower cost, off-peak hours, this could be the right plan for you (e.g., 12 a.m.–3 p.m.).

Electric Vehicle Rate Plan (EV-B)

Separates your vehicle's electricity costs from your home with the installation of a second meter. Save money by charging your EV during off-peak hours (11 p.m.–7 a.m.).

Visit [ev.pge.com/rates](https://www.pge.com/rates) to learn more about these rate plans.

Additional Rate Plans and Programs

Rooftop Solar enables you to install a generating system, interconnect to the PG&E grid and receive credits to offset the cost of your energy usage. With certain additional requirements, storage can also be installed to increase the value of your system.
[pge.com/solarbilling](https://www.pge.com/solarbilling)

SmartRate™

Offers a reduced electric rate within a bill period in exchange for minimizing electricity usage from 4–9 p.m. when SmartDays are called. There will be no more than 15 SmartDays per year.
[pge.com/smartrate](https://www.pge.com/smartrate)

Financial Assistance Programs

Visit [pge.com/programs](https://www.pge.com/programs).

California Alternate Rates for Energy (CARE): Income-qualified households receive discounts of 20% or more on energy statements.

Family Electric Rate Assistance (FERA): Income-qualified households of three or more persons receive an 18% monthly discount on the electric portion of energy statements.

Match My Payment Program: Provides up to \$1,000 in matching payments for past due energy bills for low-to-moderate income households.

Energy Savings Assistance Program: If you are qualified, this program can provide free energy-saving home improvements to help reduce your energy bill.

Medical Baseline: If you have a qualifying medical condition and/or require use of a qualifying medical device to treat ongoing medical conditions, you may be eligible for a cost reduction on your energy bill and extra outage alerts.

Budget Billing averages your monthly payment amount so if your energy usage changes significantly from season to season, you won't see big spikes on your bills.

Note: Direct Access and Community Choice Aggregation customers are eligible for many but not all of the rate plans and options listed in this notice. To learn more, contact your provider.

Natural Gas Rate Plans

Tiered Plan (G-1) has two pricing levels, known as tiers, based on how much natural gas you use.

- Prices increase as you use more gas and move into the higher tier.
- Rates change monthly based on the market price of natural gas.

Natural Gas Rate for Home Refuel Appliances (G1-NGV) is an option if you have a natural gas vehicle and an associated home refueling appliance. It offers a non-tiered rate structure applicable to total home gas usage.

You may also sign up for a G-NGV2 account to refuel at PG&E's NGV stations that are open to the public.

Core Gas Aggregation Service is an option if you want to purchase gas from a supplier other than PG&E, known as Core Transport Agents.

- PG&E only provides gas delivery and service response.
- You purchase your gas supplies from a third-party gas supplier.
- In most cases, PG&E continues to provide billing services that include third-party gas supplier pricing.

[pge.com/cta](https://www.pge.com/cta)



For more details, go to **[pge.com](https://www.pge.com)** or call **1-800-743-5000**.

Para más detalles, llame al **1-800-660-6789**.

詳情請致電 **1-800-893-9555**.

For TTY call **711**.

Learn about simple ways to save this winter. Visit **[pge.com/wintersavings](https://www.pge.com/wintersavings)**.

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