

PG&E Demand Response Programs De-Enrollment Procedures

The table below presents the de-enrollment procedures for each PG&E DR program, rate program or pilot that conflicts with Rule 24 demand response. The de-enrollment process consists of three main steps: (1) initiating de-enrollment from the retail portion of the DR program; (2) end dating the customer's location registration in the CAISO's Demand Response Registration System (DRRS) for those programs that are integrated into the CAISO wholesale market; and (3) updating the Resource Registration in the DRRS to remove the end dated customer location. The DRRS location end date process and Resource Registration updating process for the wholesale component of the program is typically completed within 5 business days after the de-enrollment from the retail portion of the program is completed.

DR PROGRAM	IS PROGRAM MARKET INTEGRATED?	DE-ENROLLMENT PROCESS FROM THE RETAIL PROGRAM
Automated Response Technology Program (ART)	Yes	Customers enrolled in the ART program may unenroll by contacting the ART Provider that they have originally enrolled with. All possible ART Providers can be found on the ART webpage at Automated Response Technology PG&E . If a customer is unsure of the ART Provider they originally enrolled with then they may contact the ART program team at autoresponsetech@pge.com . The disenrollment timeframe may vary depending on the ART Provider. Typically, disenrollment can take between 2 and 7 days after PG&E receives a disenrollment request.
Base Interruptible Program (BIP)	Yes	BIP customers, both directly enrolled customers and those customers in a DR aggregator's portfolio, may discontinue participation in the program once annually by providing a 30-day written notice for direct-enrolled customers or a signed "Delete" form for Aggregator-enrolled customers during the month of November. Effective March 31, 2026, customers will also be able to de-enroll from the program during the month of November by logging into their account on www.pge.com and accessing the BIP Portal. The de-enrollment will be effective in January of the following year. Click here to access the BIP program webpage.

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Capacity Bidding Program (CBP)	Yes	<p>Aggregators may submit a “Notice to Add or Delete Customers Participating in the Capacity Bidding Program” via Form 79-1075, or utilize a PG&E approved electronic enrollment process, to remove a customer from their portfolio. PG&E will review and approve each SA ID before the SA ID can be deleted from an Aggregator’s portfolio. De-enrollments will be effective upon the date indicated by the Aggregator or upon the first date which the SA ID is not actively nominated, whichever occurs first. If the de-enrollment request is submitted after the 15th of the month for a SA ID that has been nominated for the following month, the customer cannot be removed from CBP until the end of the following month.</p> <p>See example scenarios below showing how the customer’s nomination status impacts the effective start date of the CBP de-enrollment</p> <table border="1" data-bbox="505 678 1505 1104"> <thead> <tr> <th data-bbox="505 678 753 968">Date the delete form is submitted to PG&E</th> <th data-bbox="753 678 1002 968">Was customer nominated to participate in CBP for the same month the delete form was submitted?</th> <th data-bbox="1002 678 1250 968">Was customer nominated to participate in CBP for the month following the month in which the delete form was submitted?</th> <th data-bbox="1250 678 1505 968">Date PG&E will start the de-enrollment process. De-enrollment is typically fully processed after 3 - 10 business days after this date.</th> </tr> </thead> <tbody> <tr> <td data-bbox="505 968 753 1003">May 18</td> <td data-bbox="753 968 1002 1003">No</td> <td data-bbox="1002 968 1250 1003">No</td> <td data-bbox="1250 968 1505 1003">By May 31</td> </tr> <tr> <td data-bbox="505 1003 753 1039">May 18</td> <td data-bbox="753 1003 1002 1039">Yes</td> <td data-bbox="1002 1003 1250 1039">No</td> <td data-bbox="1250 1003 1505 1039">June 1</td> </tr> <tr> <td data-bbox="505 1039 753 1075">May 18</td> <td data-bbox="753 1039 1002 1075">No</td> <td data-bbox="1002 1039 1250 1075">Yes</td> <td data-bbox="1250 1039 1505 1075">July 1</td> </tr> <tr> <td data-bbox="505 1075 753 1104">May 18</td> <td data-bbox="753 1075 1002 1104">Yes</td> <td data-bbox="1002 1075 1250 1104">Yes</td> <td data-bbox="1250 1075 1505 1104">July 1</td> </tr> </tbody> </table>				Date the delete form is submitted to PG&E	Was customer nominated to participate in CBP for the same month the delete form was submitted?	Was customer nominated to participate in CBP for the month following the month in which the delete form was submitted?	Date PG&E will start the de-enrollment process. De-enrollment is typically fully processed after 3 - 10 business days after this date.	May 18	No	No	By May 31	May 18	Yes	No	June 1	May 18	No	Yes	July 1	May 18	Yes	Yes	July 1
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Emergency Load Reduction Program (ELRP)	No	<p>Customers enrolled in an ELRP Direct Enrolled Program (Subgroup A1. Non-Residential or A3. Rule 21 Exporting DERs) may unenroll by contacting Olivine via email to pge-elp@olivineinc.com or calling 800-492-5190. Unenrollment will become effective within 30 days of written notice.</p> <p>Aggregators enrolled in an ELRP Aggregator managed program (Subgroup A2. Non-Residential Aggregators, A4. Virtual Power Plant Aggregators or A5. Electric Vehicle and Vehicle-Grid-Integration Aggregators) may submit a “Notice to Add or Delete Customers Participating in the ELRP” to remove a customer from their portfolio at any time. Unenrollment will become effective within 30 days of the aggregator’s submission of the “Notice to Add or Delete Customers Participating in the ELRP”.</p>																							
Hourly Flex Pricing Pilots	No	<p>To request de-enrollment from the pilot, customers may email HourlyFlexPricingSupport@pge.com. Customers may be de-enrolled automatically if there is a change in their eligibility for participation. A customer’s de-enrollment will generally be made effective on the start of next bill cycle after the de-enrollment request is completed.</p>																							

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Optional Binding Mandatory Curtailment (OBMC) Plan	No	Customers may terminate the OBMC Plan upon thirty (30) days written notice prior to the end of an annual term by contacting their assigned account representative. Customers who do not have an assigned account representative or are unsure who their account representative is, can contact the Business Customer Service Center at 1-800-468-4743. Once the disenrollment request is received, the customer's disenrollment will generally become effective on the 31 st day following the receipt of the request.
Peak Day Pricing (PDP)	No	Customers may opt out of their participation in Peak Day Pricing at any time by speaking with a customer service representative at 1-800-987-4923 or by accessing their account on PGE.com. Customers may be de-enrolled automatically if there is a change in their eligibility for participation or if they are successfully registered in the CAISO Demand Response Registration system by a third-party DRP. A customer's de-enrollment will generally be made effective on the next billing cycle after the request is made. If a de-enrollment is requested and the current bill cycle is ongoing, the customer is still responsible for participating in a PDP event if it is called. Billing operations will not back-date de-enrollments and will end-date the PDP enrollment at the end of the current bill cycle. Click here to access the PDP webpage.
SmartAC Switches	Yes	SmartAC Switch program participants may unenroll from the program by calling the dedicated SmartAC toll-free phone number at 866-908-4916 or emailing SmartAC@pge.com . SmartAC Switch de-enrollments will typically become effective approximately 5-7 days after the de-enrollment request is received. Click here to access the SmartAC Switch program webpage.
SmartRate	No	Customers may cancel their participation in SmartRate at any time by dialing 1-866-743-0263 to speak with a customer service representative or by accessing their PG&E YourAccount at PGE.com. Customers may be de-enrolled automatically if there is a change in their eligibility for participation. A customer's de-enrollment will generally be made effective on the next business day after the request is made. Click here to access the SmartRate program webpage.