



Together, Building
a Better California

2019 SmartRate™ Plan

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 2019 SmartRate Plan, which gives you more power to manage your electricity costs, help conserve California's power grid and do your part to protect the environment. Here's how it works:

- With SmartRate, your electric rates are lower June 1 through September 30, except on SmartDays™, which are almost always exceptionally hot days when electricity is in high demand.
- On SmartDays, electric rates are higher between 2–7 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 2–7 p.m.
- Please go to pge.com/myalerts to update how you want us to notify you about SmartDays: phone, 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 plan.
- There will never be more than fifteen SmartDays a year.
- SmartRate is a voluntary plan. You can cancel it any time.
- For those on a Time-of-Use rate plan, please refer to your peak and off-peak times of day as additional hours may be required to maximize savings when SmartDays are called.

Learn more by visiting pge.com/smartrate.



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.

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 2 p.m. or after 7 p.m.



3 Do laundry in cold water before 2 p.m. or after 7 p.m.





The 2019 SmartRate™ Plan

Questions?

Visit pge.com/smartrate to learn more.

BILLING DETAILS

As a participant in the SmartRate Plan, it's important to understand what you'll pay and how you can save. A minimum of nine and a maximum of fifteen 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 2 p.m. and 7 p.m. Participants receive a credit (or reduced cost for electricity) for usage from June 1 to September 30, except for usage between 2 p.m. and 7 p.m. on SmartDays. Your savings are calculated by combining the credits you receive between June and September with the higher price period in effect between 2 p.m. and 7 p.m. on SmartDays. Because no more than fifteen 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 plan (May through October), PG&E will provide you with Bill Protection. If the total costs of electricity on the SmartRate plan 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 plan at any time by calling 1-866-743-0263.

CREDITS AND SMARTDAY HIGH PRICE PERIOD CHARGES

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

CREDITS

Participants will receive a credit of approximately \$0.024 per kilowatt hour (kWh) for all usage from June 1 to September 30, except for usage between 2 p.m. and 7 p.m. on SmartDays, when SmartRate prices are higher. For all rates except E-TOU-B, participants will receive an extra credit of \$.0075 for all usage above baseline (tier 1) from June 1 to September 30. E-TOU-B participants will receive an extra credit of \$.0050 for all usage from June 1 to September 30.

SMARTDAY HIGH PRICE PERIOD CHARGES

Participants will be charged \$0.60 in addition to their regular rate charges for all usage between 2 p.m. and 7 p.m. on each SmartDay. A minimum of nine and a maximum of fifteen SmartDays may be called in any calendar year. By voluntarily remaining on the plan beyond the bill protection period, you are accepting that you will pay a higher rate between 2 p.m. and 7 p.m. on SmartDays and your bill may be higher than your regular rate plan, but savings are also possible.

Receipt of courtesy SmartDay event notification is the responsibility of the participating customers. PG&E will make best efforts to notify all active SmartRate Plan 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 Plan. 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.