



Eligible customers will receive this notification letter approximately 3 months in advance of their move to the Time-of-Use rate plan. Page 1

November 13, 2020

Residential Customer
1234 Main Street
Anytown, CA 00000

Your electric service will move to a Time-of-Use rate plan in December 2020. Learn more about your options below. Visit: pge.com/TOUchoice Call: 1-866-743-7945

Account No: 1023456789-0
Service Agreement ID: 9876543210
Service Address: 1234 Main Street

California's electric customers will begin moving to a Time-of-Use rate plan, risk-free, to support our state's ongoing commitment to clean energy.

In December 2020, your account is scheduled to transition from your current rate plan to the Time-of-Use (Peak Pricing 4–9 p.m. Every Day) rate plan, as part of California's statewide initiative to ensure greater power reliability and a better energy future. If you have found yourself at home more lately, consider how your energy use may have changed when choosing your rate plan.

- Receive lower electricity pricing during most of the day.
- Electricity prices will be higher for five hours in the late afternoon and early evening (4–9 p.m.) when demand for electricity is generally higher and the cost is greater, called peak times. Small shifts in energy usage can help you save.
- Try this plan risk-free with automatic Bill Protection for 12 months.
- You can also stay on your current rate plan or choose another rate plan that's right for you at any time if you are not satisfied.
- See reverse to learn more about this and other rate plans. If you have an electric vehicle (EV), learn more about specific EV rate plans at pge.com/evrates.

Your Personalized Electric Rate Plan Comparison

This report is based on your last 12 months of electricity usage and assumes no change to how you use energy. Consider any changes in energy usage patterns when choosing your rate plan. Estimates do not include gas.

Your Rate Plan Options	Current Rate Plan Tiered (E-1)	Transition Rate Plan Time-of-Use (Peak Pricing 4–9 p.m. Every Day) (E-TOU-C)	Optional Rate Plan Time-of-Use (Peak Pricing 5–8 p.m. Weekdays) (E-TOU-D)
	Two pricing levels based on monthly usage. Price does not vary by hour of the day.	Higher prices 4–9 p.m. every day. Lower prices at all other times.	Higher prices 5–8 p.m. on weekdays. Lower prices at all other times.
Total Electricity Costs*	\$748/year	\$723/year	\$738/year

Your lowest cost rate plan is: ETOUC.

* Estimates assume current PG&E prices and will not match your previous 12 months' bills.

Make your rate plan choice by November 18, 2020.

Option 1: Take action to stay on your current rate plan or choose a different rate plan. Visit pge.com/TOUchoice, or call 1-866-743-7945, or complete and mail back the form below.

Option 2: Take no action and automatically transition to the Time-of-Use (Peak Pricing 4–9 p.m. Every Day) rate plan in December 2020.



To stay on your current rate plan or to choose a different rate plan, make a selection and return this portion by November 18, 2020.

Residential Customer
1234 Main Street
Person ID: 1234567890
Account No: 1023456789-0
SA ID: 9876543210
Solar: No

Make a selection and mail in this form

<input type="checkbox"/> Current Rate Plan: Tiered (E-1)	<input type="checkbox"/> Transition Rate Plan: Time-of-Use (Peak Pricing 4–9 p.m. Every Day) (E-TOU-C)	<input type="checkbox"/> Optional Rate Plan: Time-of-Use (Peak Pricing 5–8 p.m. Weekdays) (E-TOU-D)
No action is required		

A Signature is Required

_____ Date: _____

More about the Time-of-Use (Peak Pricing 4–9 p.m. Every Day) (E-TOU-C) rate plan

California leads the nation in generating clean, renewable energy from sources such as wind and solar. Time-of-Use rate plans are an easy way for Californians to continue our clean energy leadership by shifting some energy usage to times of day that have a greater reliance on renewable energy while ensuring a more responsible and sustainable energy future for generations to come. If you have found yourself at home more lately, you may be able to take advantage of lower prices and the use of cleaner energy during the day.

You will receive Bill Protection for up to the first 12 months, so you can **try it risk-free**. If you pay more during your first year on **Time-of-Use (Peak Pricing 4–9 p.m. Every Day) (E-TOU-C)** than you would have on your current rate plan, you will receive a credit for the difference at the end of the first 12 months. Learn more at pge.com/billprotection.

You have additional rate plan options. See your personalized rate comparison on the front of this page or by visiting pge.com/TOUchoice.

Current Rate Plan:

**Tiered
(E-1)**

This rate plan:

- Has two pricing levels and a High Usage Surcharge.
- Works best for customers who are unable to shift or reduce their energy usage during certain times of day.

Optional Rate Plan:

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

This rate plan is best if you:

- Can reduce your energy usage from 5 p.m. to 8 p.m. on weekdays.
- Have a high total monthly energy usage.

Financial Support Programs



Enroll in California Alternate Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) Programs: The CARE and FERA Programs offer a discount on gas and electric rates. Visit pge.com/care or pge.com/fera to find out if you are eligible and to enroll.



Apply for Medical Baseline: This program reduces energy bills for households with qualifying medical issues and/or equipment. Visit pge.com/medicalbaseline to apply.



Apply for Vulnerable Customer status: We help address the needs of our customers whose life or health would be at risk should their electric or gas service be disconnected. Visit pge.com/vcstatus to learn more.



Set up Third-Party Notification: Illness and other hardships make it tough to pay bills. If you worry about a family member or friend's ability to pay, we can notify you when payment is late. PG&E can also notify someone on your behalf. Visit pge.com/thirdpartynotification for details.

To find out if you qualify for any of these programs, visit the websites listed above or call 1-866-743-7945.



Reminder: If you would like to make your rate choice online instead, visit pge.com/TOUchoice

By submitting this form, you agree to all of the following:

1. You are the account holder of record.
2. You understand your current electric rate plan will change based on your selection on the front of this card and will affect future bills.
3. Applicable to stated premise address only.

If the return envelope is lost, please mail in a self-addressed, stamped envelope to:

Pacific Gas and Electric Company
245 Market St. Mail Code N3F San Francisco, CA 94105-1702

To mail in this rate plan choice form, remember to:

- 1 Fill out all fields on the front side **including signature**
- 2 Mail by **date indicated** on reverse



November 13, 2020

Residential Customer
1234 Main Street
Anytown, CA 00000



Your electric service will move to a Time-of-Use rate plan in December 2020. Learn more about your options below. Visit: pge.com/TOUchoice Call: 1-866-743-7945

Dear Residential Customer,

Soon, many of California's energy customers will be moving to a Time-of-Use rate plan, **risk-free**, that supports our state's ongoing commitment to clean energy. We want to remind you of this change and your options. If you have found yourself at home more lately, consider how your energy use may have changed when choosing your rate plan.

Try it risk-free

You can try the **Time-of-Use (Peak Pricing 4–9 p.m. Every Day)** rate plan **risk-free** for the first 12 months with automatic Bill Protection.

- If you pay more during your first year on the **Time-of-Use (Peak Pricing 4–9 p.m. Every Day)** rate plan than you would have on your current rate plan, you will receive a credit for the difference at the end of the first 12 months.
- If you decide you are not satisfied on this rate plan, you can switch to another rate plan at any time.

Or, you can choose another rate plan

Every household is unique—and so is the way you use energy. That's why there are new rate plan options for you to choose from. You have the option to:

1. **Do nothing** and automatically transition to the **Time-of-Use (Peak Pricing 4–9 p.m. Every Day)** rate plan so you can try it **risk-free**, or
2. **Take action to stay on your current rate plan or choose a different rate plan.** When you visit pge.com/TOUchoice, you can view a personalized rate review that shows your rate plan options.

Visit pge.com/TOUchoice or call **1-866-743-7945** today to make your choice.

Thank you for being a valued customer,

Pacific Gas and Electric Company
Customer Care Team

Account No: 1023456789-0
Service Agreement ID: 9876543210
Service Address: 1234 Main Street

What the Time-of-Use (Peak Pricing 4–9 p.m. Every Day) rate plan means for you

When you use electricity is as important as **how much** you use.

- Your electric account is scheduled to transition to the **Time-of-Use (Peak Pricing 4–9 p.m. Every Day)** rate plan, **risk-free**, in December 2020 from your current rate plan.
- You will receive lower electricity pricing during most of the day, when energy demand is lower.
- Electricity prices will be higher for five hours every day in the late afternoon and evening (4–9 p.m.), when demand for electricity is generally higher.
- If you can make small energy use changes, like running the dishwasher or doing laundry during lower-priced times of day, you may be able to benefit from a Time-of-Use rate plan. Learn more ways to save energy at pge.com/saveenergy.

See reverse side »



Time-of-Use: The plan for California

California leads the nation in generating clean, renewable energy from sources such as wind and solar. Time-of-Use rate plans are an easy way for Californians to continue our clean energy leadership while ensuring a more responsible and sustainable energy future for generations to come.

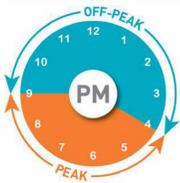
Time-of-Use plans offer:

Lower-priced power when demand is less

Greater use of renewable energy

A path to a better and healthier energy future for California

We are committed to our customers, our community, and the environment. Together, we can make a big difference without sacrificing comfort, simply by shifting some usage away from high-demand times—all while receiving safer, cleaner and more reliable energy.



Check the hour before using power

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

\$ Lowest price (OFF-PEAK)
19 hours each day

\$\$ Highest price (PEAK)
5 hours each day

7 DAYS A WEEK



Visit [pge.com/TOUchoice](https://www.pge.com/TOUchoice) today to make your rate plan choice.

