

## Understanding Your Transition to the New Business and Agricultural Time-of-Use Rates

Hello. Good morning everybody and thank you for attending. We are happy to have you and today we are going to discuss understanding your transition to the new business and agricultural time of use rates. I do want to let you know that this is being recorded and that we have some logistics to review since this is a Teams Live presentation, and so all attendees are on mute automatically but you can submit through the question answer the Q&A. You can submit questions to us and that if it's something directly about your business please, make sure that you include your name and email address so that we can respond.

Also please submit your name and email address if you would like a copy of this since we do. Because if you joined honestly we don't have that information, but we will be addressing questions at the end of the presentation. Call it what it is, maybe we're just trying to keep you all the way to the end, but we will for sure if we have your information and you're not able to stay to the end, we will be able to answer all the Q&A even if it's submitted in typing them out and then sending them to you as long as we have that information.

Also, if you're experiencing any audio issues I will be making announcements if something happens on our end but if it is not happening on our-- if you let us know that you have audio issues and it's not happening on our end please log out and log back in. After joining since you did honestly everything that could say about your name, email address that is important for us to have and also in terms of the questions. And so be aware though, that if you do have a question that's specific to your business we will not publish-- we won't be publishing your name or email address for the wider audience to see. So we can respond privately to you. All right.

Safety. I will abbreviate this is quite a slide. But we have please be aware of psychological safety. COVID has taken its toll on all of us and really changed our lives over the last year. If you need help, please let people around you know, let us know we'll do what we can to help you out. If you're having any sort of medical emergency, a fire, an earthquake, something's happening please call 911. If you need us to call 911 just make sure that we know where you're at we'll do our best to help you out, and we just want to make sure that you are safe. And you know this is a slightly extended training or webinar with information please, try and practice the 30 seconds of stretching every 30 minutes. All right.

OK, oops. And then this is our agenda for the day. This is like I said, a lot of information that we will be going through and hopefully you learn a lot from what is being presented if you didn't know about it before. So I'm going to go ahead and let's get started. All right, so Dana if you want to go ahead and take it away.

Great. Thank you so much Jamie, and thank you all for joining us today. I'm going to start us off to talk a little bit about the background information about our business and agricultural time-of-use transition. So looking specifically at what is happening this is part of a statewide effort to create a cleaner energy future, and the time-of-use electric rate plans peak hours are changing from afternoon to evening, which we will talk about more in detail.

So these changes are happening because of the growth of renewable energy sources on the grid which has shifted the peak demand times for energy usage from afternoons to evenings. So when are we doing this? This is required it's a mandatory transition for customers that are eligible beginning in March 2021, and we'll talk more about that timing there. If you are not eligible in March 2021 of this year we will be transitioning customers that become eligible in the future. So that will occur every March for agricultural customers and every November for business customers.

But more at our legacy plans as compared to our new plans, we're going to dive into this illustration here to talk about those differences in details. So firstly, we are shortening our summer season from six months to four months. So on the right hand side, you'll see that our new summer season is from June to September. So this is when electricity prices are higher for all periods compared to the winter season, which is now October through May. Secondly, the peak period hours in our new plan are now in effect all 365 days of the year. So that is inclusive of holidays and weekends too, so you'll see on the right hand side that all days of the week are bolded to signify that.

And then moving down to look more specifically at the bar chart the peak period has moved from afternoon to evening. So on the legacy plan the peak period is in the afternoon period from 12:00 to 6:00 PM, and we're now moving to an evening peak period from 4:00 to 9:00 PM for our business customers, and from 5:00 to 8:00 PM for our customers shown in the dark orange. We also have for our business customers a partial peak period that's shown in yellow in the summer months. So that's from 2:00 to 4:00 PM and 9:00 to 11:00 PM and what's brand new shown in the light blue is a super off peak period that's when the prices are the lowest in the spring months March, April and May from 9:00 to 2:00 PM.

So on the right hand side just focusing on Ag a little bit more. We only have a peak period 5:00 to 8:00 PM and an off peak, so that's where you'll see the darker blue are all the off peak hours so all remaining hours for agricultural rate plans are off peak. And just a couple quick highlights that we wanted to point out the new business time-of-use rates do not have a daylight savings time adjustment. So the daylight savings time adjustment is consistent and included still on the legacy plans but not on the new plans. So customers who do transition to the new rates and continue to take service on the legacy rates they were ineligible in our March time frame will need to account for the daylight savings time adjustment. And

the business alternative use B-6 does not have a partial peak, so we'll talk more about what that rate is that's for smaller business customers in the summer months.

So looking more specifically at the eligibility and those customers that are exceptions to the transition. So customers that are eligible must have an interval billing meter that can be read remotely by PG&E so that's a smart meter or MV90 meter. If you are an exception to this transition you do not have an interval billing meter that can be read remotely by PG&E. If you do not have 12 months of interval billing data. If you're a qualifying legacy solar customers, which we have Jamie here to talk more about, and as well as agricultural customers that qualify as highly impacted will transition in March 2022. So we have a specific to the requirement for that group that customers have 7% and \$100 increase on their bills by using three years of historical usage is what qualifies specifically to be Ag highly impacted and will transition a year later in March 2022.

So looking at how our business rate plans and customers will transition to the new time of use rates. So as I mentioned the transition did begin in March 2021 and we will transition by bill cycle unless you were to have opted in early and elected to take service under another eligible rate plan. So we did continue the time-of-use transition through the end of April. So it ended on April the 30th and customers will begin to see the new rate plans on their April or May bills.

So looking in the right hand side the diagram the business rate plans this is how we transition to customers. On the left hand side you'll see the legacy rate schedules, and on the right hand side how we would transition you, so it's in line within your rate schedule. So A-1 would transition to B-1, A-6 to B-6, E-19 to B-19 and so forth. A couple exceptions there or if you've had three consecutive months of greater than 75 kW we will transition you to schedule B-10 which does include a demand charge. And customers that qualify for A-6 legacy time-of-use will transition to B-6 so that requirement with the demand is not required for those customers.

And this is a similar slide for our agricultural rate plan transition. So again on the left hand side, you'll see all the various Ag legacy rate schedules. So as part of the transition for the AG rate plans we work to streamline and consolidate, so that's what you'll see on the right hand side there's actually only four basic plan offerings for AG rate plans. So just calling a few of these out here, we will provide these slides as a reference document.

Customers that are on AG-1A for example, the first stock that have less than 35 kW will transition to AG-A1. And then looking down at the third box if you are on AG-4A for example, and you've greater than 35 kW you will transition to AG-B. And then moving down if you're on one of the larger AG rate plans AG-4C or AG-5B looking down at the bottom will transition to either AG-B or AG-C and there's no size screenings on those slides. And Michelle will actually provide later in the slide deck and overview slide of

all the details of the AG rates as well as the business rates, so you'll have that as a handy resource for the new time-of-use rates as well.

So how do you know if you've transitioned to a new rate. So there's a couple of ways here that we're going to review. If you are eligible to transition you would have received a communication ahead of time, so we sent out communications in January and February of this year. This is a sample of the communication. There was a few iterations or of this communication but if I enlarge the information is the same. So this is kind of one version of the communication. On the right hand side, you'll see your account ID as well as all of the service ideas listed and it'll show you specifically what your current which is now the legacy rate plans are as well, and how they'll transition to the new rate plans.

You can also review your April or May energy statement. So we showed here in red the new rate plan. So this example, the customer has transitioned and they've transitioned to B6 which is a smaller business plan or it's also called the business low use alternative plan. You may also review your service agreement in your account. So similarly, when you look at your rate plan offerings you'll see that on the right hand side shown in the red box that this customer has transitioned or in this scenario is opting in to transition to the business medium use or B10 plan. This are peak day pricing program and then here is you're going to talk more about the peak day pricing program.

And another option you have is that you can call the call center, we've listed the four different call centers that are available to you to use as a resource to change your rate plan or ask more specifically about what new rate plan your on, or you can talk to your assigned account rep if you have that available to you. So what if some of your service agreements did not transition. So as I mentioned a little earlier for those customers that did not transition specific service agreements we will continue to have twice per year transitions for the remaining customers.

And that will occur when your service agreement becomes eligible, and they'll be in different window time frames than we did for our very first mandatory transition. So they will occur in November for business. So the first one occurring in November 2021 of this year, and then they will occur in March for agricultural customers. So the first one for agricultural customers occurring in March 2022 and they will continue in perpetuity on an annual basis, and of course at any time you may voluntarily enroll before any of the subsequent transition windows.

So we also wanted to highlight that in a limited number of circumstances there are some customers that were eligible to transition prior to March 2021 but at a later point became ineligible. So if you happen to be one of these customers you will receive a communication in early July, and basically that will confirm that the service agreement became ineligible. And on the right hand side that's just a sample of the communication basically indicating that your service agreement became ineligible and therefore you did not transition to the new time-of-use use rate plans. And the service agreements again, can opt in at any

time that you become eligible or wait until the next transition windows November for business, and March for AG that I talked about in the previous slide.

So with that, I'm going to hand it over to Michelle to talk a little bit about where you can learn more about the new rates.

Hi, everyone Michelle. Thank so much Dana, for that introduction. All right, we have various resources available to you in addition to this presentation on where to learn more about the new time-of-use rates and about the transition. One of them is going to be our website landing page @[pge.com/tou](http://pge.com/tou) and the TOU stand for Time-of-Use. And in addition to that, once you get to that landing page you can download a PDF of educational collateral on to guide you through some of our tools and our rate plans. In addition, if you want to more deep dive into our agriculture and business rate plans there are tariffs page @[pge.com/tariffs/index.pge](http://pge.com/tariffs/index.pge) where you can download detailed information about the new rate plans that you spend defaulted to.

In addition to that, if you want to look into other rate options other than the rates that you've been defaulted to we can highly encourage our customers to go online log into your account and perform a rate analysis. And that will tell you if there's other optional rates which might be better for you and this rate analysis is based off of the past 12 months of usage. My colleague Andrew is going to be going into more detail on these tools later on in the presentation. After performing a rate analysis, you can enroll into a new rate online or you could enroll into a new rate via your assigned account representative if you have one, or alternatively by calling our customer service centers which the numbers are provided on one of the slides that Dana just presented.

And then lastly, make sure to actively review your energy statements and as Dana mentioned on your April or May you would have seen your first bills on one of the new rates following the transition in March 2021. So this is a reference slide I'm going to go over at a high level. But this slide calls out kind of highlighting features of our new business rates. So I'm going to walk through example, starting with B-1 to the left, which is our Business Low Use rate plan. And it was designed for small businesses with low energy usage, which means that they have less than 75 kilowatts hours of demand, and they have a lower peak and a higher off-peak rate than our B-6 rate plan with no demand charge.

So again, I'm not going to walk through every single rate plan but please submit your name and your email address to get a copy of the slide deck, and this will be a handy reference slide for you to look at the different features of our new rate. This is still similar slide for agricultural customers. We've got our A1, which is our Ag less than 35 kW low use rate for our small customers in addition to AG-A2, which is Ag less than 35 kW for high use. These are kind of what we're calling our two smaller AG rate. For our medium and customers we have AG-B, which is our medium use rate and then for our large customers we have AG-C, which is our highest rate. And again, you can read vertically or up and down through this

columns to look at the different features of each of these new Ag rate plans, which is another good reference plan.

Are there other option rate plans available? The answer is yes. So for our business customers we have some specialty rates, one of them is our business electric vehicle rate and it's for customers with on-site electric vehicle charging. And these rates are specifically designed for customers with separately metered electric vehicle charging at locations such as workplaces, multi-unit dwellings, and retail as well as sites with fleets and direct current fast charging stations. So if this seems like an attractive rate to you or if you're thinking about installing electric vehicle stations and you want to learn more, you can go and visit [pge.com/businesssevrte](http://pge.com/businesssevrte) to learn more about this optional rates.

Some other option rates that we offer for our business customers are storage rates and this rates may provide a more advantageous rate structure for customers with battery storage. We have our B1-ST rating which is available to customers who are currently taking service under Schedule B1. We also have a rate plan called Option S which is for business customers currently taking service under scheduled B19 and B20. So if you'd like to learn more about our battery storage rate plan to visit [pge.com/b1-st](http://pge.com/b1-st) or [pge.com/option s](http://pge.com/option s) to learn more.

In addition, we have some agricultural flex rate options. And these rate options allow customers to have long off peak pumping periods where you can designate 2 days of off peak pricing. And there's different day selections you can choose from, there's either Wednesday, Thursday, Saturday, Sunday or Monday and Friday. And on these Ag-F rate plans your on peak prices are going to be modestly higher than the on peak prices of our Ag base rates that customers have just been defaulted to.

However, if customers can restrict their operations and pumping to the off peak periods that they've selected then our Ag-F or Ag flex rate plan will be a better rate plan for you. So in order to learn more about our flex rate options you can go to [pge.com/myrateanalysis](http://pge.com/myrateanalysis) or call the Ag call center to enroll. For these Ag flex rates you can learn more online but you'll have to call our agricultural call center in order to enroll onto these rates.

So I mentioned on the previous slide that to learn more about our Ag flex rates you can perform a rate analysis. I also mentioned that Andrew my colleague is going to be talking about these rate tools a lot more in detail at the end of this presentation. But I did just want to show an example of AG-FC that in addition to seeing if the Ag electorate plans are a good rate for you, it will tell you which day selections might be best for you based on your past 11 months of usage. So you see underlined and agreed to right it'll show AG-FC which is flex rate plan for large Ag customers and the most optional plan might be Monday and Friday selection.

Something else to consider when looking at this written off, of course, is that this is based off of your past 12 months of usage. So if you plan to select one of these AG-FC rate plans and then alter your pumping to accommodate your day selections to just keep that in mind, that it's based off of your previous usage without kind of altering your day selection [INAUDIBLE]. All right, and I'm going to pass this off to my colleague Amir Tabassi to talk about Peak Day Pricing.

Yes, thank you Michelle. And hello, everyone. My name is Amir Tabassi and I'm going to be spending a few minutes just talking lots of the high level about Peak Day Pricing the Peak Day Pricing program and some of the changes that have been made in it to accommodate what Michelle and Dana have already spoken about with respect to some of these rates.

So let's start out with just the very high level refresher in terms of what Peak Day Pricing actually is. Essentially, Peak Day Pricing is an option or I also like to call it an overlay rate that basically sits on top of your existing primary time reduce rate, and offers non-residential customers a credit during their usage in the summer months and in exchange for that there are 9 to 15 Peak Day Pricing of event days per year, where the Peak Day Pricing program puts in a surcharge during certain hours during those event days. And that's essentially at very high level what Peak Day Pricing is.

We have just rolled out a new version of Peak Day Pricing as I mentioned, the reason behind the scenes was to make sure that the Peak Day pricing program is better aligned with the new technologies peak hours that even Michelle and Dana like they said, they give you a great overview of [INAUDIBLE]. The New Peak Day Pricing event are going to be 5:00 to 8:00 PM they're moved later in the day to accommodate the new leader peak hours. It used to be 2:00 to 6:00 PM now it's 5:00 to 8:00 PM.

And the new Peak Day Pricing program is only going to be eligible to work within the time of use rates which makes sense. And for the commercial and industrial side those rates are B1, B6, B10, B19, and B20 and on the agricultural side it's AG-A1, AG-A2 AG-B and AG-C. And as far as the definition of summer season is the same as what would apply to your underlying time of use rate, which is June 1st through September 30th inclusive of weekends and holidays.

As I mentioned we just rolled out the new Peak Day program launched in March, and we've gone through a pretty comprehensive process where we transitioned all eligible existing customers that were on the previous version of Peak Day Pricing. We moved all those customers to the new version again, the pending eligibility and some may have remained on their legacy rate so they would no longer be eligible for a new PDP, but by and large, we moved a vast majority of the customers from legacy PDP to a new PDP. And then we also completed a Peak Day Pricing default process which had been on hold for a couple of years. We started that back up in March and moved around 30,000 service agreements onto PDP for the first time, until this new version of PDP.

If you're wondering whether you are on PDP or not or if you have any doubts about it the easiest way to tell is to look on the first page of the energy statement, and there's a section, I'm sorry. It's just a little bit hard to read but there's a lot of data on this page. But there is a section on the front page, on the first page of your energy statement which the section is called Your Enrolled Programs and if you are on Peak Day Pricing it will list that Peak Day Pricing under that section, so you can easily tell whether or not you're on Peak Day Pricing.

And lastly, I wanted to talk a little bit more about what the program is about and how you can actually benefit from it. Peak Day Pricing can actually be helpful for customers that are enrolled in it but also as it could have a broader societal effect, a positive societal effect for the state of California and an even broader than that. As far as the customers are concerned when you reduce your electricity use on Peak Day Pricing Event Days which usually are called days where demand is the highest on the electric grid you not only save your business money but you also are helping to keep the energy supply more stable in within the California system.

There are just a few simple steps you can take to help yourself with respect to the Peak Day Pricing and enable you to save money. One of the important things to do is to really understand your rate and that's your-- I'm talking about underlying time-of-use rate, and you can actually look at the great tariffs that are posted on the PG&E website to get a real good feel for what your specific rate charges are and how Peak Day Pricing affects those rates in terms of the credits and the charges that could be levied on top of your existing rate. So that's one important thing to know and be aware of.

And another thing is, and this is very basic but just to make sure that you don't miss the alerts that are sent to you. One way to do that is to make sure that the contact information that you have is up to date and you can do that by going on the PG&E website and logging in and updating your PDP notification information. We do send alerts to all our customers by whatever means they have selected, which is-- or could be by email, text, or phone the day before the event so that you can plan ahead and make sure to conserve and shift your energies.

And just a couple of other minor items before I hand this off to Ben. With respect to Peak Day Pricing you can if you're not on Peak Day Pricing you can optionally enroll at any time. And there's some eligibility criteria but it's basically open to customers at any time. And for the first year that you're on Peak Day Pricing you basically don't have a financial risk in the sense that we have-- Peak Day Pricing comes with bill protection what's also called bill stabilization. And this allows you to try Peak Day Pricing for free for the first year that you're on it, and we basically total up what the charge was with Peak Day Pricing and without it, and if you paid more with Peak Day Pricing you're issued the difference as a credit.

And then lastly, you can also unenroll from Peak Day Pricing at any time. You're not forced to stay on it if it doesn't work for you. There's a lot more information about Peak Day Pricing and how you can implement some of the stuff I talked about and you can see those and look at more detail into that by visiting [PGE.com/pdp](http://PGE.com/pdp). And that's it as far as Peak Day Pricing and I'm going to hand it to Ben now for him to walk you through Changes to Legacy Rate Differentials.

Thank you, Amir, and good morning, everyone. My name is Ben [INAUDIBLE]. I work in PG&E electric rates team. And will soon talk through the eligibility for solar customers to remain on legacy rates but before we get there I wanted to briefly highlight a change in the legacy commercial, industrial, and agricultural rate differentials that took place on March 1st. What I mean by rate differentials is basically the difference in rate values for the various time-of-use periods and seasons.

So on March 1st PG&E revised the peak to off peak and seasonal rate differentials for legacy rates in accordance with the final decision and PG&E 2017 GRC Phase II proceeding. And this revision adjusts the rate differentials based on the marginal costs that were approved in the 2017 GRC Phase II, which effectively flattens the peak to off peak rate differentials as well as adjusting the seasonal differentials to better align with the cost of service.

And you can see the illustration of this at the bottom of slide. The left graphic is showing illustrative rates by each time of use periods with the off peak, the part peak, and the peak periods, and on the left is before this transition or before March 1st. And the graphic on the right shows how these rates were adjusted on March 1st to reflect the new marginal cost and cost of service. So you can see in general that the peak period rates have decreased while the off peak period rates have increased for these legacy schedules. In addition this change maintained the existing time of use period definitions, so while the values may have changed that peak hours did not change through this adjustment.

And finally, to mitigate the immediate impact of utilizing the 2017 GRC Phase II marginal costs there is a multi-year transition for the rate schedules that have the highest concentration of NEM customers that will occur over the next few years. So this includes A-6, E-19 Option R, E-20 Option R, and all of the agricultural legacy rate schedules. So now I want to hand it over to Jennifer to talk through the Legacy Solar Eligibility.

Thanks Ben. Hi, everyone. My name is Jenn and I work in the distributed generation department and I'm going to talk to everyone today about the requirements for Solar Legacy TOU Period Eligibility. OK, so Legacy Solar TOU Period Eligibility. So what is it? Basically this is a benefit that allows solar customers to stay on the current legacy rates with the current TOU periods. And as mentioned by my teammates in the previous slide that all other customers will have already transitioned to the new rates or will be transitioning shortly. And so solar legacy eligible customers will have 10 years from their first solar Permission To Operate in order to be on these legacy rates.

The legacy eligibility period does expire in 2027 for all customers though, so that's going to be kind of a backstop date where no customers are going to be on legacy rates by July 31st, 2027 for non-public agencies, and December 31st, 2027 for public agencies. In order to meet this requirement and maintain your legacy rate, you do need to submit your interconnection application for solar by January 31st, 2017 for non-public agencies, and December 31st, 2017 for public agencies. So just as a quick example, if you submit your application January 2015 receive permission to operate in January 2016, you would have legacy eligibility until January 2026 10 years from that PTO date.

However, if you submit your application January 2015 receive PTO in say January 2020 and you're just a regular customer not a public agency your legacy eligibility would extend until July 2027, so you wouldn't receive the full 10 years in that instance. And then as Ben just mentioned an important distinction is that the TOU period periods continue, and so that is what-- that is the main benefit that you have the same TOU period but the prices will adjust to reflect the underlying costs.

And so then if you wanted to check everybody should have received a letter and email so hopefully, if you are eligible for this benefit you're aware, but if not definitely check online. You can check under your account from your account dashboard click on Management You Rate Plan, and then you can look at the column titled Legacy Rate Plan Eligibility and check for each of your service agreements. Of course, if you have an account rep also feel free to contact them or contact the solar customer service center.

OK, so what happens if your pending permission to operate. Meaning you submit your application for solar on time, and so you're eligible but you have not yet received your permission to operate. So these customers would have already transitioned to the new rates as mentioned in March or April, and subsequently if you are not transitioned you'll follow along in that same path. And so you will not technically be eligible until you receive PTO so you'll be on the new rates, and when you receive PTO you can go back to the legacy rate that you indicated in your interconnection application. I would just encourage customers to make sure to mention to their interconnection manager that they are eligible for the legacy rate to ensure you're placed back on that rate. So for this case you know obviously if you haven't received PTO yet we're already at 2021, so you won't receive the full 10 years but you will have eligibility until end of 2027.

OK, so what happens when solar legacy eligible customer reaches the end of their solar TOU period eligibility, and is that the same as NEM expiration date? So the quick answer is no, it's not the same. So they're different. So when you-- I will answer the first one first. So when you reach the end of your solar legacy TOU period eligibility you're going to follow the same path as all other non-residential customers. If you're a commercial and industrial customer you'll transition to the new rate in the November following your expiration date. And if you're an Ag customer you'll transition to the new rate in March following your expiration date.

Of course, you have the option to opt into the new rates at any time that you want prior to this transition but keep in mind that the TOU periods are in most cases, more favorable for solar customers so you most likely wouldn't want to do that. And also keep in mind that if you did decide to go to the new rate there is no going back to that legacy rate, so make sure that you're informed about your decision before you make it because you would not be able to go back to that legacy rate prior.

OK, and then lastly, how is that different from-- how is the solar legacy TOU periods different from NEM expiration? So it is different because the NEM tariffs both the original NEM tariff and NEM2 tariff allow a customer to stay on NEM for 20 years from their original PTO date. So there's nothing to do with the solar legacy TOU periods. So as an example, let's say you're eligible for both of these.

So you submit your application non rates customer in January of 2015 receive permission to operate on NEM1 in January of 2016, so then your legacy eligibility for the TOU period will extend until 2026 but your NEM eligibility-- your original NEM date of eligibility will go until January 2036. So it's a little different dates to keep in mind and different lengths of time, and what you're actually receiving the benefit for and qualifying for. And that's all I have. So thanks to everyone, and I'm going to pass this off to my teammate [? Allena ?] to talk about rates.

Thanks Jenn. Hi, everyone. My name is [? Allena ?] [? Zohapian, ?] and I work in the tariff interpretation team. I'm going to talk about rule 12, which is about Rates and Optional Rates to see how it may relate to your. So rule 12 section B states that, at the time of application for service PG&E will based on information provided by the applicant, ensure that the applicant is placed on an applicable rate schedule approved by the CPUC. So note that rule 12 obligates us to put you to on an applicable rate. In certain cases, there may be more than one rate that it would be applicable to you, so the rate that we put you on may or may not be the best rate for you. So you should based on your usage profile and your operation make sure that you're put on the best rate.

So rule 12 section C states that, customers may request one rate schedule change in any 12 month period. PG&E may not be required to make more than one change in great schedules within a 12 month period unless a new rate schedule is approved, or the customers operating conditions have changed sufficiently to warrant a change in rate schedules. So because this year the new Ag rates and the new B rates basically are available and we are defaulting people into those rates. Basically this exception to the 12 month applies and customers who are defaulted they get to choose at different rates-- different applicable rates and they don't have to wait 12 months and I'll elaborate that more in the next slide.

It is the customer's responsibility to request another schedule or option if the customer's connect load, hours of operation, type of business or type of service have changed. Where the customer changes the

equipment or operation without notifying PG&E, PG&E assumes no responsibility for advising the customer of other rate options available to the customer as a result of the customer's equipment or operation changes. So please be sure to notify us if you're changing any equipment or any operations so that we can help you to choose the best rate.

So now let's take a look at the rate change rules. So eligible solar customers that Jenn just talked about that are currently on legacy rates, they can change rates going from a legacy to a legacy although they have to be eligible for that rate, they can do that once every 12 months per rule 12 section C. They can also choose to go to the new rates but if they do that basically they will lose their legacy eligibility status. So if you're on a legacy rate you go to the new rate as you can see you cannot go back to a legacy rate. So you would lose your legacy eligibility status. All customers who are defaulted to the new rates can request a rate change once after the default and are not required to wait 12 months.

So as I mentioned, because of that exception in rule 12 because we are defaulting you guys into the new rates if that's not the best rate for you, you have a choice of picking another eligible rate that might be the best rate for you. All customers requested a new rate before the default they will be subject to rule 12 section C where they are required to stay on their select new rate for 12 months before they will be allowed to move to a different rate. So the new business rates were available from November of 2019 and the new Ag rates were available from March of 2020, so if you voluntarily signed into these new rates then you have to stay on that rate for 12 months before you can make another rate change. So now I'm going to hand it to my colleague Andrew to go through the tools for you.

Hi, everyone. My name is Andrew, and today I'm going to show you how to figure out what your best rate is if it wasn't your default rate, and how you can make great changes on your own. So first off you'll need pge.com account. I saw a couple of comments about people having some trouble logging into there's, I will follow up with you afterwards and provide my email address so I can get more information for you and work with the op team to figure that out. But after you log into your account this should be the dashboard that you're familiar with, and there's three main links that I want to walk through with you today.

The most important one is the one right in the middle of the screen that says compare your electric rate plan options. This will show you what your estimated annual cost is on your current rate versus all of your eligible. If there is a better rate for you, you can click on the Manage Your Rate Plan link in the top right, and that is a self-service tool so you can pick your eligible rate and switch it on your own. And then down at the very bottom and this is actually usually below the fold so you have to scroll down a little bit is the button for Peak Day Pricing. So if you're interested in changing your enrollment or changing any of your Peak Day Pricing options you will use that link to manage your account.

So first off let's go through the you can click your rate analysis tool. So if you click on that link in the center of the screen from the previous slide or if you go to the link on the top right of the slide. So [pge.com/myrateanalysis](http://pge.com/myrateanalysis) that will take you to this page. You'll see we're on the rate analysis tab in the navigation menu, and on the left side of the screen you'll see this customer's current rate option is their best rate options so they don't have another box on the right. So the way this is calculated is we take your interval data for the past 12 months and we model it on your current rate as well as your eligible rates.

I know your usage pattern might have changed over the pandemic and shelter in place. So in a second, I will show you a new feature that we're launching at the end of this week that allows you to select the interval or the date range you want to use for an analysis. So the screen on the left is meant to just show you if you have a better option, what that lowest cost option is. But you can also click on the other rate plans button in the bottom left and there's a red box around it, and when that expands it'll show you all of your eligible rates.

So your best rate is assuming you don't make any changes to your inner tier how you using energy but if you wanted to change your hours of operations or you're installing new equipment you can see how all the other different rate plans will impact your annual bill and what the cost is. You can also click on the Learn More button next to each one of the rates. And if you do that, it'll take you to a page that shows the estimated monthly cost comparing your current rate versus the rate you've selected. So you can see what all of your options are and what your cash flow impact might be. It also has a graph on that screen that details out the different rate components. So what would your energy costs be versus the demand component of the rate, if it has one.

This is the same slide but for a commercial customer. So in this case this service agreement does have a better rate, and you can see they could save \$2,048 per year if they switched rates. And then also in this example, you can see the customers eligible for Peak Day Pricing, and you can see the rows on the right that has the estimated cost for participating in that program. Sorry that this picture's a little fuzzy but if you are a customer with lots of different facilities or lots of different buildings or lots of services, we do have a batch rate analysis to announce so that you don't have to go to the previous screen one service at a time.

So at the very top in the navigation bar click on the down low key and select the batch rate analysis link and that will load the image on the right. So at the very top, you can see what the total estimated potential savings is if you pick the best rate for all of your services, what that number is in percentage, and then how many of your services we were able to do right now is for. Some reasons could include you don't have enough interval data, you have incorrect metering, or you're on a rate that's not modeled. For example, if you're on a complex solar rate.

There's some filtering options in the middle section if you only want to see accounts that would save money and a certain threshold you want, so like if you only want to look at services that say 5% or more there are drop downs for that too. And then down below the tool lists all of your different services what the addresses, and then what your current rate is versus what your best rate is. If you want to export this to PDF or CSV there's a link there in that red box so you can get the information and look at it in an Excel or filter it however you want somewhere else.

This is an example of what the PDF report looks like. So in addition to the annual amount which was on the previous screen, this will actually show you what the monthly impact is for the current rate versus your best rate for each of the months. So you have all the information a little more easily to digest.

The new feature that I alluded to that's coming this Friday or should be coming this Friday is what we call our advance rate simulator or the What-if tool. So this feature will be at the bottom of all of the rate analysis that we just looked at, and there are two main features that you'll want to use it for. So the first red box in the top left is where you will select the date range that you want to model. So if you only wanted to use 2019 data then you can select January 2019 to December 2019, and it'll load your historical data from that range.

After you select the date range that you want to analyze you can pick the rate that you want to model it on. So far you can only pick one rate at a time and when you pick that second red box you can pick between your different eligible red options, and it'll populate the table down below. The table down below has a lot of information but it is showing you how much energy you're using in the different time of this periods, and for energy versus demand for each one of the months that you've selected. If you want you can just click Simulate in the top right and sorry and put a box on that and you can run your analysis just so you have the only thing you've modified is the date range.

Alternatively, if you do want to make behavior changes change how your equipment is operating change your programming schedule whatever it might be you can edit the boxes for each one in the month, and then re-stimulate the data to see how much that would impact you. So that's more of an advanced use case, especially if you're thinking about installing new equipment or changing operation methods and want to see how much you could potentially save but this gives you much more flexibility to modify your historic load to see how it impacts your annual bill.

So now that what your best rate is or what your best rate could be if you make changes, you can actually go online and change your rate on your own. So this was the top right box on the dashboard that said managed my rate plans and when you click that, it'll load a page with all of your services if you have multiple services. This is also where it will show your solar legacy date if that's applicable to you. But if you do want to change the rate for a specific service you'll just click that change rate link and it'll load a page with all of your eligible rates. The next slide, please.

So this is showing your current rate versus your eligible rate. You can select the best rate that you saw from doing the analysis previously, and then when you click Submit it's like any transaction process it will send you an email telling you when the effective date, if it will process immediately or if there's any additional steps that have to happen then it'll give you a case number. I forgot to include screenshots for the Peak Day Pricing process but it's very similar to this there's a page that loads that has all of your different services on it, you click Manage Peak Day Pricing and it'll show you all of the options that are available for each one of your services. That's all I've got. Thank you.

Thank you Andrew. That was very informative and very useful. I greatly appreciate it. So now we are at the question and answer segment. So if you have any questions, please submit them our presenters have been amazing and they have been answering the questions in the queue. I will go ahead and ask the ones that are currently-- I don't no if that was getting answered too. All right, well I guess this is more for you Ben, I'm not really sure in terms of residential but there is a question about upcoming changes in 2021 and 2022 in terms of residential rates and where to find projections or that type of information.

Thanks Jenn so at the moment there is no scheduled rate change for 2021 there's no proceedings that are still pending commission approval. So as those proceedings are approved, then we will have a better sense for when the next rate change in 2021 may be. Every year PG&E implements an annual electric trip generally on January 1st of each year, and prior to implementing that annual electric trip PG&E files and advice letter in Q3 or Q4 of the year prior. So that advice letter will contain the rate projection for that annual electric trip but at the moment it's too soon to know what that projection may be. So there'll be more information later in the year as to what that rate impact may be for the 2022 annual electric trip.

Wonderful. Thank you. And so we do have a question regarding controlling-- in terms of commercial use and meters and controlling the amount of energy to help align with the new hours so and how to manage cost. So something that we do recommend and it was earlier in the deck but please if you have a rep reach out to them. If you don't please feel free to call in to our business customer service center and they can actually work with you in terms of not just the type of business but your energy needs to see if maybe they can work with you to adjust your hours and maybe you work on the best to see what rate may be the most beneficial for you.

Or you could even do that yourself if possible using the tools that Andrew just showed us now. Let me go ahead and check the queue. So this would be for Andrew. When the person does go to change their rate online it shows the online rate change is not available for multiple counts is this because these accounts are connected to solar?

Potentially, let me give you my contact information and we can look it up. Most accounts should be eligible to change the rate online but there are some exceptions. So for example, if you have changed your rate in the past 12 months and you're no longer in compliance with the rule 12. That's one example reason another is some of the solar accounts build and are-- and another billing system don't have access so. Let me give you my contact information and we can look into your account.

OK, and I will reach out to Michelle. I think our customers are asking for the BCAC phone number, do you have that readily available?

Yeah, so we're going to-- it goes to Michelle, sorry about that. Oh I was just saying that if you asked for a copy of our slide presentation slide 15 we'll have the Ag customer service center number, the business customer service center number, our solar customer service center number, and also our Peak Day Pricing one, so that slide is a good version of slide.

Perfect. Thank you. All right, so if there are no more questions, then we will definitely work on wrapping this up. If you would like a copy of this deck please go ahead and send me your email and your name, and we will get the deck and a copy of this recording out along with the question and answer. So they will be included as part of the information along with the phone numbers and other information to help you best for customer service. And thank you so much for attending. I am going to go ahead and end this recording but I do appreciate everybody's attendance today. Thank you.