

UNDERSTANDING THE **TIME-OF-USE** TRANSITION & YOUR OPTIONS


Community Webinar
March 17, 2021



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SAN JOSE 
CLEAN ENERGY
A Program of the City of San José

AGENDA

- Background
- Rate Options
- Time-of-Use Transition
- Assistance Programs



BACKGROUND

YOU ARE AN SJCE AND PG&E CUSTOMER



SOURCE SJCE

Sourcing and building cleaner energy

GRID CALIFORNIA

Flowing clean energy into our state's power supply

DELIVERY PG&E


Delivering energy, maintaining lines, serving customers

CUSTOMER YOU

Using cleaner energy, preserving the environment

CUSTOMER BILL

- Continue to receive one bill, sent by PG&E
- Delivery & generation were bundled together before – now they are separated
- No duplicate charges

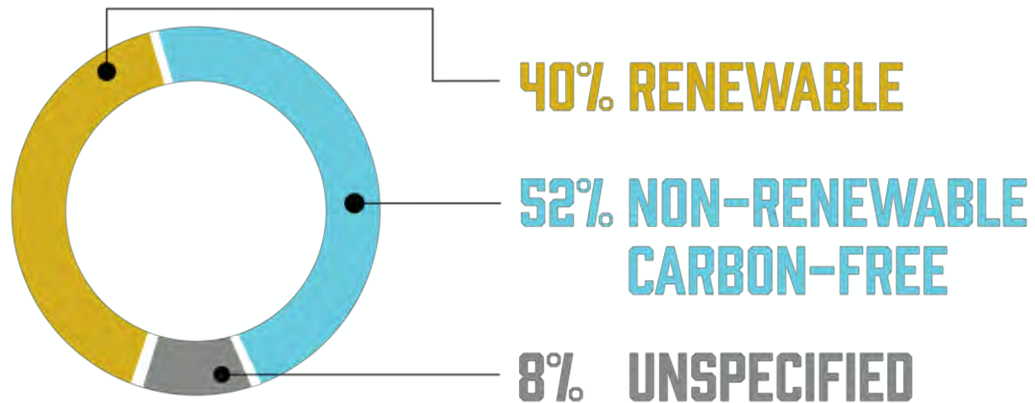
 ENERGY STATEMENT www.pge.com/MyEnergy		Account No: 1023456789-0 Statement Date: 04/01/2019 Due Date: 04/19/2019
Service For: ELLIE WATTS 1234 MAIN STREET SAN JOSE, CA 95110	Your Account Summary Credit Balance on Previous Statement \$135.67 Payment(s) Received Since Last Statement -135.67 Previous Unpaid Balance <u>0.00</u>	
Questions about your bill? 24 hours per day, 7 days per week Phone: 1-866-743-0335 www.pge.com/MyEnergy	Current PG&E Electric Delivery Charges \$94.48 San José Clean Energy Electric Generation Charges \$44.98 Total Amount Due by 04/19/2019 \$139.46	



SJCE SERVICE OPTIONS

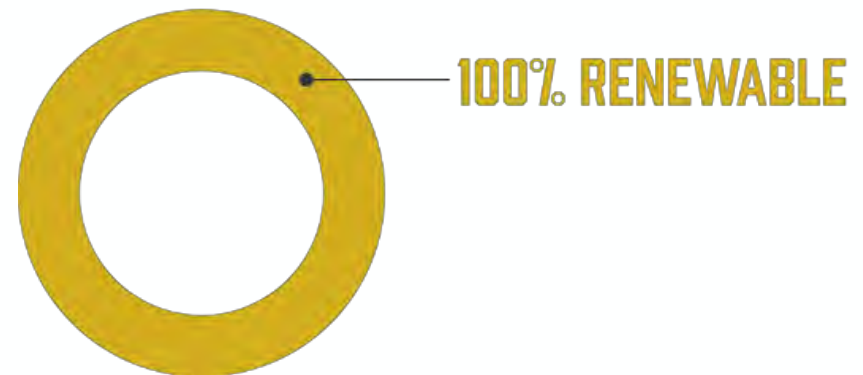
GreenSource (default)

- Competitive with PG&E rates
- Renewable sources:
 - Solar
 - Wind

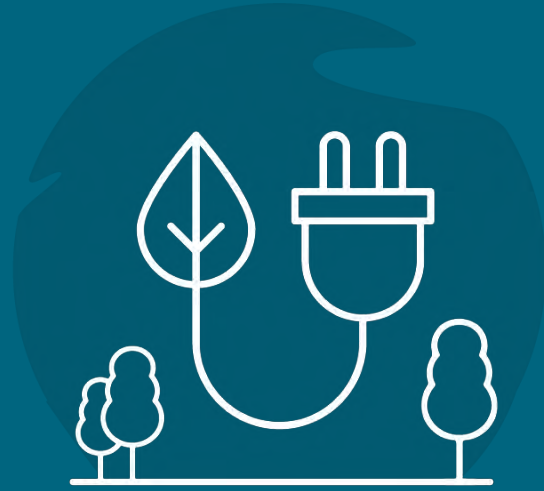


TotalGreen (upgrade)

- Expand clean energy generation and fight climate change
 - ~\$5 more per month (\$0.01/kWh more)
 - Enroll: SanJoseCleanEnergy.org/totalgreen or (833) 432-2454



Customers can return to PG&E at any time



RATE OPTIONS

SJCE MIRRORS PG&E RATE STRUCTURES

Are you on the best rate plan for your household? You have options:



Time-of-Use Rate Plans: When you use energy is as important as how much you use.



Tiered Rate Plan: Bills are based on how much energy you use during each billing month.



Electric Vehicle (EV) Rate Plans: For homes that also charge an EV or battery.



TIME-OF-USE TRANSITION

TIME-OF-USE TRANSITION

As part of a statewide initiative, most California electric customers are being moved to a Time-of-Use (TOU) rate plan

- This transition will:
 - ✓ Ensure greater grid reliability
 - ✓ Fight climate change
 - ✓ Support a cleaner & healthier energy future
- SJCE residential customers will transition in **June 2021***



*Solar customers will transition based on their true-up month from April 2021-March 2022



WHAT IS TIME-OF-USE?

TOU rates help maximize the benefits of renewable energy on the electric grid

- Most San José residents are on a tiered rate plan (E-1) where energy costs increase the more you use
- Under TOU pricing, cost will instead vary based on the time of day you use electricity
- TOU encourages use during times of the day when energy is cheapest and cleanest



RENEWABLE ENERGY ON THE GRID

- Renewable energy is most available during the day with solar production, and at night with wind and hydropower
- Between 4 p.m. to 9 p.m., less renewable energy is available to meet the evening “peak” in demand



Using renewable energy when it's most available helps reduce greenhouse gas emissions and improve air quality for a cleaner and healthier California.



It can also be less expensive for you.



HOW DOES IT WORK

- Under TOU, energy costs more from 4 p.m. to 9 p.m. every day but is cheaper at all other times of the day

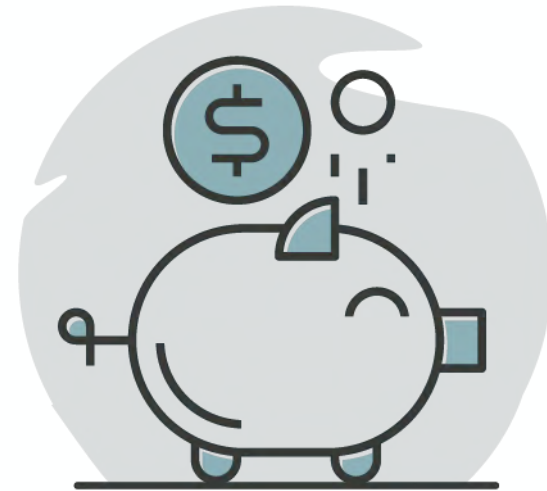


SAVE MONEY ON YOUR BILL

75% of SJCE customers are expected to save money on TOU rates without changing any habits

Ways to save even more:

- ✓ Turn off non-essential lighting
- ✓ Pre-cool your home
- ✓ Adjust your thermostat
- ✓ Use timers to run appliances during off-peak hours
- ✓ Charge electronics through the night



CUSTOMERS HAVE A CHOICE

You have options and every home is unique

- You can try E-TOU-C (Peak Pricing 4pm-9pm Every Day) rates risk-free with bill protection
- You can decline the transition and stay on your current rate plan
- You can select a different rate plan at any time

BILL PROTECTION

Try E-TOU-C rates risk-free with automatic bill protection

- You can try the TOU rate plan (Peak Pricing 4pm-9pm Every Day) for the first 12 months with automatic bill protection
 - If your first year of service ends up being more expensive than your previous rate plan, we will credit you the difference
- You may also return to your previous rate plan or select a different TOU rate plan at any time



HOW TO DECIDE IF TOU IS RIGHT FOR YOU

1. Review personalized rate comparison

- 90-day letter received in the mail; or
- Visit www.pge.com/TOUchoice; or
- Call PG&E at 1-866-743-7945

2. Consider your habits and whether you can shift your energy use

3. Choose your rate plan

- Take no action and auto-transition to TOU
- Decline the TOU Transition to stay on your current rate plan (take action by May 18th to avoid auto-transition)
- Select a different rate plan at any time



CUSTOMERS EXCLUDED FROM TRANSITION

Some customers will not automatically move to the TOU rate plan, including:

- Medical Baseline customers
- Customers who started service as of October 1, 2020 or later
- Customers already on a TOU rate plan

We encourage all customers to review their rate plan options to choose the best rate plan for their household – www.pge.com/ratechoices





BILL ASSISTANCE PROGRAMS

DISCOUNTS AND PAYMENT ASSISTANCE

CARE & FERA Discount

- Monthly discount of 18-35%

LIHEAP & REACH

- One-time credit of up to \$413

Medical Baseline Program

- Additional energy at the lowest price for customers who rely on medical equipment

Arrearage Management Plan

- New debt forgiveness program up to \$8,000

www.SanJoseCleanEnergy.org/Discount-Programs



ARREARAGE MANAGEMENT PLAN (AMP)

Offers debt forgiveness

- With each on-time payment, 1/12 of debt owed is forgiven
- After 12 on-time payments of current monthly charges, eligible debt will be forgiven up to \$8,000

Eligibility requirements:

- CARE or FERA customer
- Owe at least \$500
- 90+ days past due
- PG&E customer for at least 6 months
- At least one on-time payment

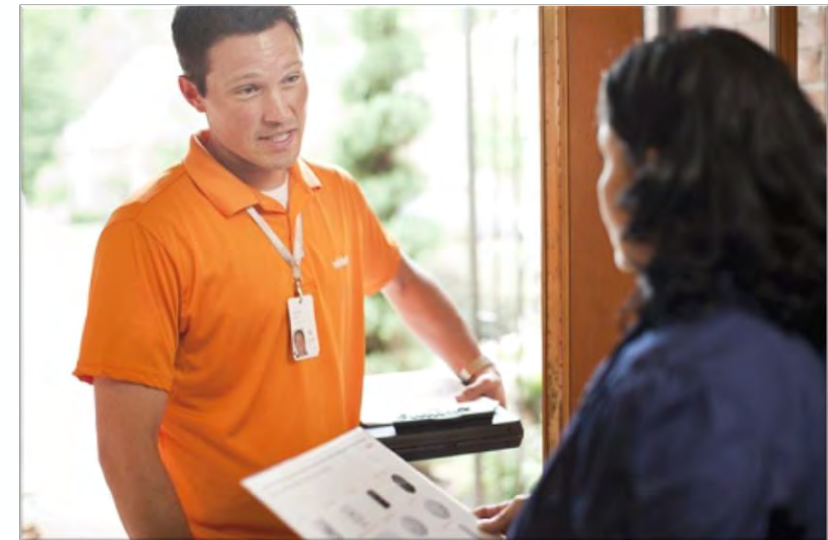


**To enroll, call PG&E
at 1-800-743-5000**

CRIME PREVENTION TIPS

Be Cautious & Report Suspicious Activity

- SJCE will **not** go door to door
- Be cautious of people coming to your home pretending to represent SJCE, PG&E or other gas/electric companies
- Do not pay your bill over the phone if someone calls you falsely representing PG&E, even if they threaten to turn off your power
- Do not provide personal information
 - Social Security Number
 - PG&E Account Number
 - Bank Account
 - Credit Card
- Call **911** if you feel you are in danger
- Call **311** to report suspicious people/activity



QUESTIONS?

Thank you for your time!

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(833) 432-2454

@SJCleanEnergy

PGE.com/TOUChoice

www.pge.com

1-866-743-7945

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