UNDERSTANDING THE TIME-OF-USE TRANSITION & YOUR OPTIONS
Community Webinar
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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
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.

[www.pge.com/ratechoices](http://www.pge.com/ratechoices)
Most customers can run a rate comparison to choose what option is best for them.

• Running a personalized rate comparison can be done in four easy steps

• Customers must have:
  • A SmartMeter
  • A minimum of 6 months of energy usage at the premise
HOW TO RUN A RATE COMPARISON

• Step 1: Go online to www.pge.com
HOW TO RUN A RATE COMPARISON

• Step 2: **Sign In**
  • If you have a username and password, enter it here
HOW TO RUN A RATE COMPARISON

• Step 2: **Sign In as a Visitor**
  • If you don’t have a username and password, **click on visitor**
• Step 2: **Sign In as a Visitor**
  • To sign in as a visitor you will need:
    • 11-digit Account Number
    • Last 4 Digits of Social Security Number
    • Meter ID
  • OR
    • Last Name
    • Zip Code of Service Address
    • Last 4 Digits of Social Security Number
HOW TO RUN A RATE COMPARISON

• Step 3: Run a Rate Comparison
  • Once you are signed in click on Manage Your Rate Plan
HOW TO RUN A RATE COMPARISON

• Step 4: The Rate Comparison
  • Congratulations! You just completed a rate comparison
HOW TO CHANGE YOUR PLAN

• If you would like to Change Your Rate:

  • Select the Rate you would like to enroll in

  • For this example, we selected Time-of-Use (Peak Pricing 4-9 p.m. Every Day) E-TOU-C

  • Then click Next
HOW TO CHANGE YOUR PLAN

• **Optional** rate programs will be presented if eligible:
  • **Select** Add-ons you would like to participate in:
    • SmartRate
  • **Click Next**

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**STEP 2**
Select Add-ons

The add-ons below are optional. Some options you may have enrolled in, including CARE, are not displayed here.

**Money - Saving Options**

By reducing or shifting your electric usage, you can potentially save money.

**SmartRate**

This rate option means you pay a reduced electric rate from June through September in exchange for minimizing your electric use on up to 16 SmartDays each year when electric rates are higher from 2 – 7 p.m.

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 partnered with SmartRate™.

SmartRate is risk-free and backed by our Bill Protection guarantee. Bill Protection helps ensure that you don’t pay more your first full summer on the plan.

- SmartDays can be called any day of the year including weekends and holidays, although most occur on summer weekdays.
- Your electric rate is reduced from June 1 through September 30.
- On up to 16 SmartDays per year, electric rates are higher from 2-7 p.m.
- You’ll be notified by 3:00 p.m. the day prior to a SmartDay so you can plan to shift or reduce your electric use.

LEARN MORE ABOUT SMARTRATE

**NOTE:** Customers enrolled in SmartAire are not eligible to participate in SmartRate.
HOW TO CHANGE YOUR PLAN

• Enrollment Complete
  • Your rate change is complete
  • The effective date can be found in the enrollment details

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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
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
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
BILLS 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%

Medical Baseline Program
• Additional energy at the lowest price for customers who rely on medical equipment

LIHEAP & REACH
• One-time credit of up to $413

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
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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