



## Time-of-Use Phase 1 Transition Frequently Asked Questions

### General

#### Q: What is the Time-of-Use (TOU) Phase 1 Transition?

A: The TOU Phase 1 Transition transitions approximately 8,500 of SCP's residential customers from their existing non-TOU rate (E-1) into a new rate with seasonal and time-variant pricing (E-TOU-C), with the intent of reducing peak stress on the electric grid. Customers are transitioned automatically, but may decline to participate and remain on the E-1 (non-TOU rate) or choose another option.

#### Q: Who decided on this?

A: In 2015 the California Public Utilities Commission (CPUC) voted to adopt Residential Rate Reform which enacted a series of changes to residential rate structures to simplify electric rates for all customers. In 2019, most residential electric customers (regardless of who provides electric generation service) are expected to transition to a Time-of-Use (TOU) rate plan where the price of electricity will vary depending on the time of day and season in which it's used.

#### Q: What if I don't want to participate in the TOU Phase 1 Transition?

A: If at any time you decide you do not want to participate in the TOU Phase 1 Transition you can elect to return to your flat, E-1 rate by calling PG&E at 1-866-743-7945.

#### Q: Why does my time-of-use rate vary?

A: Time-of-use rate plans better align the price of energy with the cost of energy at the time it is produced. Lower rates during partial-peak and off-peak hours offer an incentive for customers to shift energy use away from more expensive peak hours, which can help you save money and reduce strain on the electric grid.

Q: What is the Time-of-Use (Peak Pricing 4–9 p.m. Every Day) rate plan?

A: In April 2018, approximately 5% of SCP’s residential customers will be automatically transitioned to the Time-of-Use Peak Pricing 4–9 p.m. Every Day rate plan for 12 months. Time-of-Use Peak Pricing 4–9 p.m. Every Day, or E-TOU-C for short, is a rate plan with seasonal and time-variant pricing, with the intent of reducing peak stress on the electric grid. Customers may decline to participate in E-TOU-C and remain on a non-Time-of-Use (TOU) rate plan or choose another rate plan.

Q: Where can I compare rate plans, and can I switch to a different rate plan?

A: When you visit [pge.com/TOUchoice](http://pge.com/TOUchoice) or call 1 (866) 743-7945, you can view a personalized rate review that shows your rate plan options or choose another rate plan.

Q: What happens to my rate after the TOU Phase 1 Transition ends in April 2019?

A: At the end of the Transition, you will remain on the E-TOU-C rate unless you choose another rate. Your bill protection will end at that time.

Q: Who do I contact if I have a question about my bill?

A: You can call SCP’s customer service line at 1 (855) 202-2139 Monday through Friday from 8am to 5pm or PG&E’s customer service line at 1 (866) 743-7945.

Q: How can I save money on a time-of-use rate?

A: Before, on a flat electric rate, the only way to reduce your bills was to simply use less electricity. On a time-of-use rate, you can lower your bill by shifting when you use energy to off-peak hours. Rates during off-peak hours of the day are lower than the rates during the peak hours of 4 - 9 p.m. daily. This puts you in the driver’s seat, so you can have more control over your bills.