



## Default Time-of-Use Pilot Frequently Asked Questions

### General

**Q: Has SCP done something like this before?**

A: Yes, SCP participated in a pilot transition. The TOU pilot transitioned 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 (ETOU-C), with the intent of reducing peak stress on the electric grid. Customers were transitioned automatically but were able to decline to participate and remain on the E-1 (non-TOU rate) or choose another TOU rate option.

SCP saw positive results from the pilot. Most customers who were selected to transition choose to move forward with the TOU rate plan and were successful in shifting usage to off-peak hours and reported a better understanding of their TOU rate as compared to the non-TOU rate (E-1).

**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?**

A: If at any time you decide you do not want to participate in the TOU 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 2021, most of SCP's residential customers will be automatically transitioned to the Time-of-Use Peak Pricing 4–9 p.m. Every Day rate plan with bill protection 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/myenergy](http://pge.com/myenergy) 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: 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.