



# New Time-of-Use Rate Plan for Residential Customers

California residential electric customers will begin transitioning to a new rate plan as part of statewide efforts to create a smarter energy future and healthier environment while balancing the need to keep customer rates affordable.



## Giving Customers Greater Choice and Control

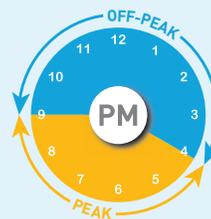
PG&E is introducing a new Time-of-Use rate plan that enhances customer choice and control and promotes more efficient energy usage.

Most Californians are currently on a tiered rate plan where the price of electricity increases as more energy is used. On a Time-of-Use plan, **when** customers use electricity is as important as **how much** they use. Customers benefit from lower pricing during the times of day when demand is lower (off-peak) and when renewable resources are more plentiful.

Approximately 150,000 PG&E customers will transition into the new rate plan in April 2018, as part of the first phase of a multi-year, statewide effort. While customers who take no action will transition to the new plan, they will have the option of keeping their current plan or choosing an alternate rate plan. The majority of customers on the new plan will either see smaller bills or a small annual bill increase, assuming no change in energy usage.

PG&E will work with and learn from customers included in the first phase to help inform and plan for the full rollout starting either in late 2019 or late 2020, pending a decision by the California Public Utilities Commission.

### CHECK THE HOUR BEFORE USING POWER



The Time-of-Use (Peak Pricing 4-9 p.m. Every Day) rate plan has two periods:

- \$ Lowest price (OFF-PEAK):** 19 hours each day
- \$\$ Highest price (PEAK):** 5 hours each day

### SMALL SHIFTS CAN MAKE A DIFFERENCE.

Customers benefit from lower pricing when some electricity usage is shifted to off-peak hours



Dishwasher



Clothes Dryer



Lighting



Cooling

## Supporting a Clean Energy Future

California leads the nation in generating clean energy from solar, wind, and other non-polluting resources. When we all take actions to manage and reduce our usage during high electricity demand times, we can:



**INCREASE OUR STATE'S RELIANCE ON RENEWABLE ENERGY**



**BUILD A CLEANER, SMARTER AND MORE RELIABLE ENERGY GRID**



**CREATE A HEALTHIER ENVIRONMENT FOR ALL CALIFORNIANS**

## Working With Our Customers

PG&E will provide personalized tools to help customers find ways to shift some energy usage and manage costs, or choose another rate plan option that best meets their needs.



### BILL PROTECTION.

For the first 12 months on this rate plan, PG&E will offer bill protection. If customers pay more than they would have on their former rate plan, PG&E will credit them with the difference.



### BUDGET BILLING

Customers can sign-up to receive notifications by email, phone or text that they are near an amount they set. Customers will have time to adjust usage and stay within budget.



### BILL FORECAST ALERT

PG&E will average out monthly payments. If energy usage changes significantly from season to season, customers won't see big spikes on bills.



### HOME ENERGY CHECKUP

Customers can answer a few simple questions online about how they use energy and receive a personalized savings plan in just five minutes.

For more information, please call **1-866-743-7945** or visit us at [pge.com/TOUeveryday](http://pge.com/TOUeveryday).