

Understanding the Time-of-Use Transition and Your Options



Speakers



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Agenda

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



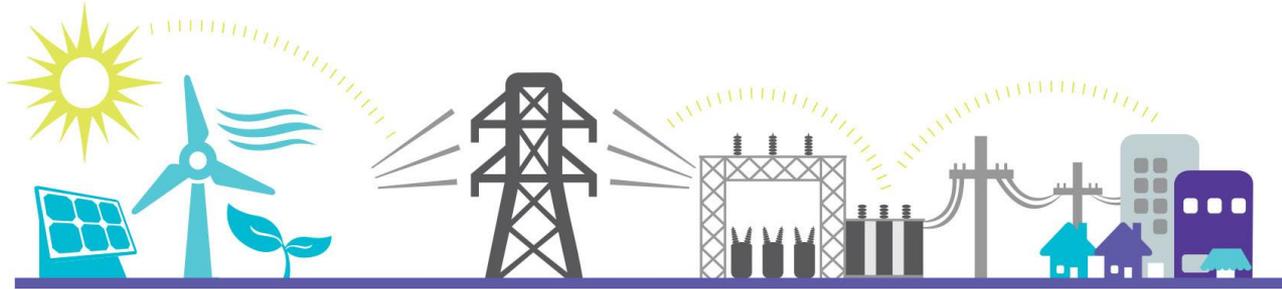
Webinar Logistics

- All attendees are in listen only mode
- Please send us questions using the chat box or Q&A at any time
- Webinar is being recorded and will be shared with you after



Background

You Are an SCP and PG&E Customer



generation SCP

buys cleaner
energy sources,
provides programs

delivery PG&E

delivers energy,
maintains the grid,
provides bill

customer YOU

cleaner energy,
local control and
competitive rates



Customer Bill

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

ENERGY STATEMENT		Account No: 1023456789-0
	www.pge.com/MyEnergy	Statement Date: 04/09/2017
		Due Date: 04/30/2017
Service For:	Your Account Summary	
MICHAEL JOSEPH	Credit Balance on Previous Statement	\$257.34
281 TALON DR	Payment(s) Received Since Last Statement	-257.34
FORT BRAGG, CA 95437	Previous Unpaid Balance	0.00
	Current PG&E Electric Delivery Charges	\$81.02
	Sonoma Clean Power Electric Generation Charges	34.05
	Current Gas Charges	92.65
Questions about your bill?	Total Amount Due by 03/30/2017	\$207.72
24 hours per day, 7 days per week		
Phone: 1-866-743-0335		





CleanStart Service

50% Renewable

97% Carbon-Free

- Standard service
- Competitive rates
- Mix of renewables, carbon-free energy, and general system power



EverGreen Service

- Optional service available to residential and commercial customers
- Premium of \$0.025/kWh (about \$13 more per month than CleanStart for the average residential customer)

24/7 Renewable

100% Local

Solar & Geothermal



Rate Options

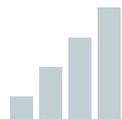
SCP Mirrors PG&E Rate Structures

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

www.pge.com/ratechoices



Requirements for a Rate Comparison

Nearly all PG&E/SCP Residential customers with electric service can run a Rate Comparison with 4 easy steps.

Customers must have:

- A SmartMeter
- A minimum of 6 months of energy usage at the premise

YOUR CURRENT RATE PLAN

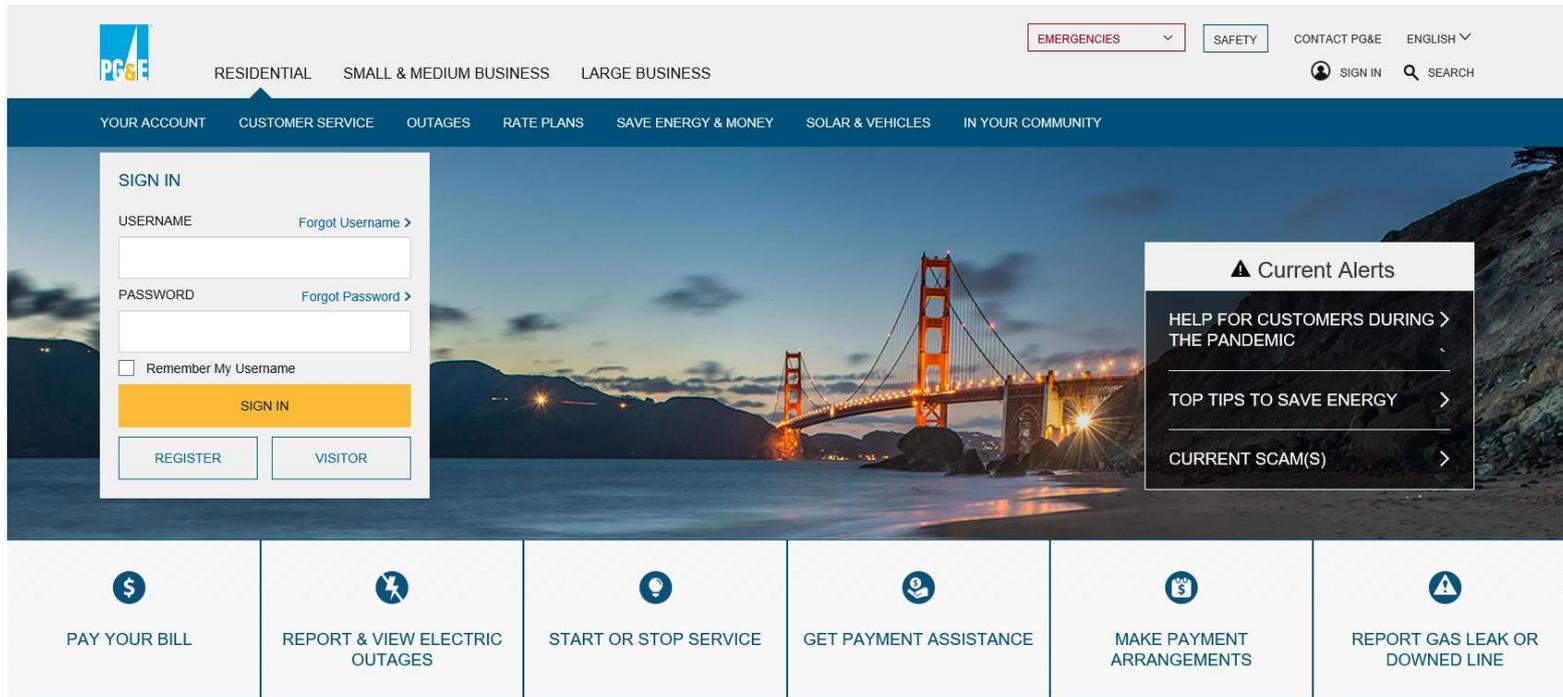
Tiered Rate Plan E-1

Understand your Rate Options and choose what's best for you.

MANAGE YOUR RATE PLAN

How to Run a Rate Comparison

Step 1: Go online to www.pge.com



The screenshot displays the PG&E website homepage. At the top left is the PG&E logo. The main navigation bar includes links for RESIDENTIAL, SMALL & MEDIUM BUSINESS, and LARGE BUSINESS. On the right side of the top bar, there are links for EMERGENCIES, SAFETY, CONTACT PG&E, and ENGLISH. Below this, there are links for SIGN IN and SEARCH. A secondary navigation bar contains links for YOUR ACCOUNT, CUSTOMER SERVICE, OUTAGES, RATE PLANS, SAVE ENERGY & MONEY, SOLAR & VEHICLES, and IN YOUR COMMUNITY. The central area features a large background image of the Golden Gate Bridge at dusk. Overlaid on the left is a 'SIGN IN' form with fields for USERNAME and PASSWORD, a 'Remember My Username' checkbox, and buttons for SIGN IN, REGISTER, and VISITOR. On the right, a 'Current Alerts' box lists links for 'HELP FOR CUSTOMERS DURING THE PANDEMIC', 'TOP TIPS TO SAVE ENERGY', and 'CURRENT SCAM(S)'. At the bottom, there are six service tiles: PAY YOUR BILL, REPORT & VIEW ELECTRIC OUTAGES, START OR STOP SERVICE, GET PAYMENT ASSISTANCE, MAKE PAYMENT ARRANGEMENTS, and REPORT GAS LEAK OR DOWNED LINE.

How to Run a Rate Comparison

Step 2: Sign into your Online Account

- If you have a username and password, enter it here

The screenshot shows the PG&E website's sign-in page. The page features a navigation bar with links for RESIDENTIAL, SMALL & MEDIUM BUSINESS, and LARGE BUSINESS. Below the navigation bar is a dark blue header with links for YOUR ACCOUNT, CUSTOMER SERVICE, OUTAGES, RATE PLANS, SAVE ENERGY & MONEY, SOLAR & VEHICLES, and IN YOUR COMMUNITY. The main content area is a sign-in form with a red border. The form includes a SIGN IN heading, USERNAME and PASSWORD input fields, a 'Remember My Username' checkbox, and buttons for SIGN IN, REGISTER, and VISITOR. A 'Current Alerts' sidebar is visible on the right, listing alerts such as 'HELP FOR CUSTOMERS DURING THE PANDEMIC', 'TOP TIPS TO SAVE ENERGY', and 'CURRENT SCAM(S)'. The background of the page features a scenic view of the Golden Gate Bridge at dusk.

SIGN IN

USERNAME [Forgot Username >](#)

PASSWORD [Forgot Password >](#)

Remember My Username

SIGN IN

REGISTER VISITOR

▲ Current Alerts

- [HELP FOR CUSTOMERS DURING THE PANDEMIC >](#)
- [TOP TIPS TO SAVE ENERGY >](#)
- [CURRENT SCAM\(S\) >](#)

PAY YOUR BILL

REPORT & VIEW ELECTRIC OUTAGES

START OR STOP SERVICE

GET PAYMENT ASSISTANCE

MAKE PAYMENT ARRANGEMENTS

REPORT GAS LEAK OR DOWNED LINE

How to Run a Rate Comparison

Step 2: If you don't have an account, you may sign in as a visitor

The screenshot displays the PG&E website's user interface. At the top, the PG&E logo is on the left, and navigation links for 'EMERGENCIES', 'SAFETY', 'CONTACT PG&E', and 'ENGLISH' are on the right. Below this, a dark blue navigation bar contains links for 'YOUR ACCOUNT', 'CUSTOMER SERVICE', 'OUTAGES', 'RATE PLANS', 'SAVE ENERGY & MONEY', 'SOLAR & VEHICLES', and 'IN YOUR COMMUNITY'. The main content area features a 'SIGN IN' form on the left, which is highlighted with a red border. The form includes fields for 'USERNAME' and 'PASSWORD', each with a 'Forgot' link, a 'Remember My Username' checkbox, and a yellow 'SIGN IN' button. Below the form are 'REGISTER' and 'VISITOR' buttons, with the 'VISITOR' button also highlighted with a red border. To the right of the sign-in form is a 'Current Alerts' section with a warning icon and three alert categories: 'HELP FOR CUSTOMERS DURING THE PANDEMIC', 'TOP TIPS TO SAVE ENERGY', and 'CURRENT SCAM(S)'. The bottom of the page is a white footer with six service tiles: 'PAY YOUR BILL', 'REPORT & VIEW ELECTRIC OUTAGES', 'START OR STOP SERVICE', 'GET PAYMENT ASSISTANCE', 'MAKE PAYMENT ARRANGEMENTS', and 'REPORT GAS LEAK OR DOWNED LINE'.

Visitor Access

Step 2: If you don't have an account, you may 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

[SIGN IN](#) [ONE TIME ACCESS](#)

Residential Business

ACCOUNT NUMBER
Enter a valid 11-digit account number (e.g., 1234567890-2)

LAST 4 DIGITS OF SOCIAL SECURITY NUMBER

METER NUMBER [FIND METER ID](#)

OR

LAST NAME
Do not include apostrophes, hyphens or special characters.

ZIP CODE OF SERVICE ADDRESS

LAST 4 DIGITS OF SOCIAL SECURITY NUMBER

METER NUMBER [FIND METER ID](#)

[SIGN IN](#)

What is One Time Access?

This option provides access to a limited set of services, such as making a payment online, without having a username and password on pge.com.

[LEARN MORE ABOUT ONE TIME ACCESS >](#)

Run a Rate Comparison

Step 3: Run a Rate Comparison

- Once you are signed in click on Manage Your Rate Plan

YOUR CURRENT RATE PLAN

Tiered Rate Plan E-1

Understand your Rate Options and choose what's best for you.

MANAGE YOUR RATE PLAN



Could a public safety power outage affect you?

Yes. The grid connects us all. If you live anywhere in PG&E's service territory your electricity could be shut off for longer than 48 hours as part of a Public Safety Power Shutoff.

GET READY

CLOSE

The screenshot shows the PG&E customer portal interface. At the top, there is a navigation bar with 'RESIDENTIAL BUSINESS' and 'EMERGENCIES SAFETY CONTACT PG&E ENGLISH'. Below this is a user profile section for 'Hi, Wendy' with account number '1234567890-0'. A warning banner at the top right states: 'During wildfire season, power could be shut off for safety anywhere in our service area. Outages could last longer than 48 hours. We'll attempt to notify you ahead of time. Update your contact information'. The main content area is divided into two columns. The left column, 'Your Account', shows 'Last Payment 3/21 Thank You \$138.27', 'Bill Charges due 3/16 View Current Bill (PDF) \$138.27', and a 'Total Balance \$0.00'. It also lists 'PAYMENT OPTIONS', 'BILL & PAYMENT HISTORY', and 'SERVICE REQUESTS'. The right column, 'Usage, Rates & Savings', includes a 'Set your Bill Forecast Alert' button, 'ENERGY USAGE DETAILS', 'COMPARE BILLS', 'HOME ENERGY CHECKUP', and 'WAYS TO SAVE'. A prominent section for 'YOUR CURRENT RATE PLAN Tiered Rate Plan E-1' is highlighted with an orange arrow from the left. It includes the text 'Understand your Rate Options and choose what's best for you.' and a 'MANAGE YOUR RATE PLAN' button. Below this is a 'Get rebates and see efficiency ratings' section with images of appliances and a 'SHARE USAGE DATA' section.

Run a Rate Comparison

Step 4: Receive the Rate Comparison

Congratulations! You just completed a rate comparison

You are currently enrolled in this rate plan

Tiered Rate Plan E-1

\$860

estimated cost*

*Based on 13 months of data

This rate plan is best for you if you are able to conserve electricity throughout the month and are not able to decrease your electricity usage during the late afternoon and early evening hours.

[LEARN MORE ABOUT THIS RATE >](#)

Time-of-Use (Peak Pricing 4-9 p.m. Every Day) E-TOU-C

\$850

estimated cost*

*Based on 13 months of data

This rate plan is best for you if you can reduce some of your electricity usage during the higher priced, peak time of 4 p.m. to 9 p.m. every day (including weekends) and can stay below or close to your Baseline Allowance.

[LEARN MORE ABOUT THIS RATE >](#)

Time-of-Use (Peak Pricing 5-8 p.m. Weekdays) E-TOU-D

\$930

estimated cost*

*Based on 13 months of data

This rate plan is best for you if you typically use a high amount of electricity throughout the month but can reduce your electricity usage during the higher priced, peak time of 5 p.m. to 8 p.m. on weekdays.

[LEARN MORE ABOUT THIS RATE >](#)

Home Charging EV2-A

\$905

estimated cost*

*Based on 13 months of data

This rate plan is for Electric Vehicle (EV) and/or battery storage customers who can charge during off-peak hours and shift other electricity usage to off-peak hours. Customers using over 800% of Baseline Allowance in the last 12 months are ineligible.

[LEARN MORE ABOUT THIS RATE >](#)

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
- Most SCP residential customers transitioned in April 2021*



*Solar customers will transition based on their true-up month from April 2021-March 2022
Customers without SmartMeters will also be transitioned at a later date.



What Is Time-of-Use?

Time-of-Use (TOU) rates help maximize the benefits of renewable energy on the electric grid

- Most SCP residents have been on a tiered rate plan (E-1) where energy costs increase the more you use
- Under TOU pricing, cost now instead varies based on the time of day you use electricity
- TOU encourages use during times of the day when energy is cheapest and cleanest



Between 4pm and 9pm, less renewable energy is available to meet the evening “peak” demand



How Does It Work?

- Under TOU, energy costs more from 4pm to 9pm every day
- It is cheaper at all other times of day



Save Money On Your Bill

57% of SCP customers are expected to save money on TOU rates without changing any habits

An additional 38% of SCP customers save money by making small changes, like:

- ✓ Turning off non-essential lighting
- ✓ Pre-cooling your home
- ✓ Adjusting your thermostat
- ✓ Using timers to run appliances during off-peak hours
- ✓ Charging electronics through the night

Data based on the average electricity usage prior to COVID-19 shelter in place order.



Bill Protection

Try E-TOU-C rate risk-free with automatic bill protection*

- Tiered (E-1) rate plan customers can try the TOU (Peak Pricing 4-9pm every day) rate plan 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

*Customers who start service on or after October 1, 2020, are not eligible for bill protection. To learn more visit www.pge.com/billprotection.



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 at

www.pge.com/ratechoices



How to Decide If TOU Is Right for You

- 1. Review personalized rate comparison**
 - 90-day letter received in the mail
 - Visit www.pge.com/TOUchoice
 - Call PG&E at 1-866-743-7945
- 2. Consider your habits and whether you can shift your energy use**
- 3. Review your rate plan**
 - Select a different rate plan at any time



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.sonomacleanpower.org/financial-assistance



Arrearage Management Plan

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



COVID-19 Financial Assistance and Support Programs

Since March 2020, PG&E has implemented a series of emergency protections to support customers who have been impacted by the pandemic which are currently set to expire on June 30, 2021.

Pause on service disconnections
for non-payment

Pause on post-enrollment verification and re-enrollment requirements
for CARE and FERA programs

Waive security deposits
for small commercial customers

Medical Baseline Program recertification

If you have questions about how the end of any of these protections may impact you, or if you are struggling to pay your bill, PG&E can help you find payment programs, financial assistance and other support programs.

For more information, visit:

pge.com/covid19



Crime Prevention Tips

Be cautious & report suspicious activity

- SCP will **not** go door to door
- Be cautious of people coming to your home pretending to represent SCP, PG&E, or other gas/electric companies
- Do not pay your bill over the phone if someone calls you falsely representing SCP or 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



Questions?

Thank you!

www.sonomacleanpower.org/toueveryday

info@sonomacleanpower.org

1-855-202-2139

www.pge.com/TOUChoice

www.pge.com

1-866-743-7945

