



# Time Varying Pricing Overview

## **Time Varying Pricing**

- Time of Use (TOU) Rates
- Peak Day Pricing (PDP)

## **Resources for Customers**

- Website
- Business Customer Service Center

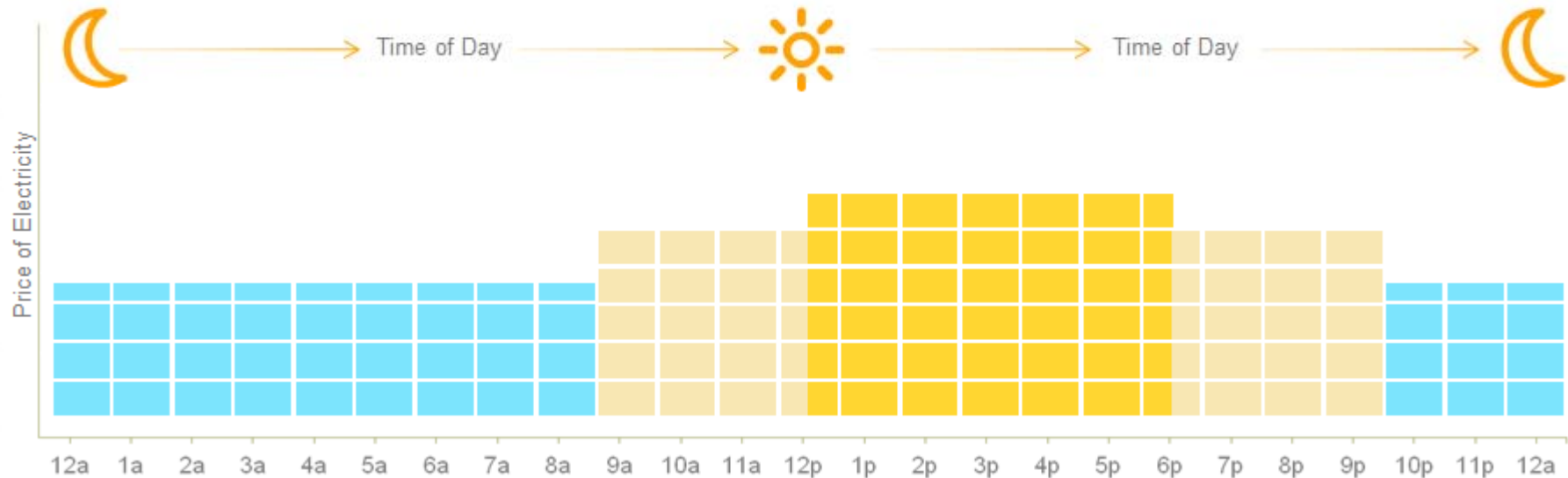
## **Frequent Asked Questions**



# Time-of-Use Rates

## What is a Time-of-Use Rate?

Time-Of-Use (TOU) pricing is a variable rate structure that charges for energy depending on the time of day and the season the energy is used. Customer bills are determined by both how much they use and when they use electricity.



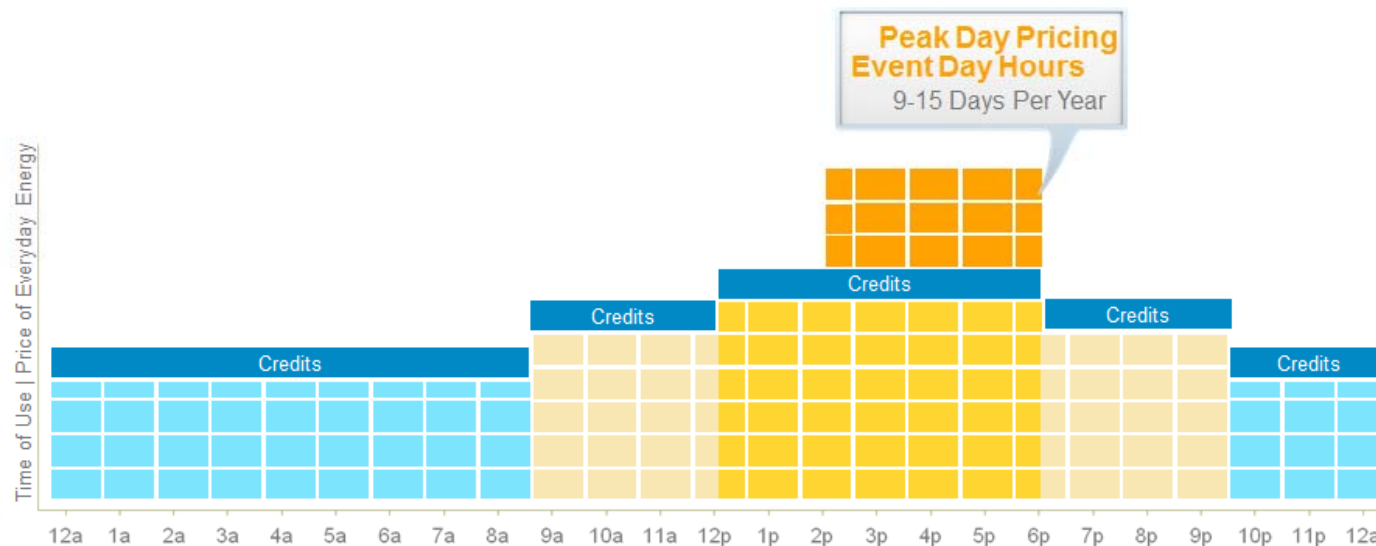
- TOU Rates are part of a state wide change
- Time-of-use rate plans better align the price of energy with the cost of energy which varies based on the time it is produced
- The majority of commercial customers are already on a TOU rate



# Peak Day Pricing (PDP)

## What is Peak Day Pricing?

Peak Day Pricing is an optional rate that offers businesses a discount on regular summer electricity rates in exchange for higher prices during Peak Pricing Events, typically occurring on the hottest days of the summer.



- Customers with at least 12 billing months of hourly usage data and two years experience on time-of-use (TOU) rates are eligible to default to PDP
- Eligible customers will be placed on a PDP rate by default unless they opt-out



# Commercial TOU Website



RESIDENTIAL

**BUSINESS**

YOUR ACCOUNT

SAVE ENERGY & MONEY

**RATE PLANS**

OUTAGES

SERVICES

RATE PLANS > TIME-OF-USE

## BILL-LOWERING TOOLS



Get a custom rate analysis. Log in to your PG&E online account to view your energy use and compare rate plan options.

**VISIT ENERGY  
ASSESSMENT SERVICE >**

Take the Business Energy Checkup and start saving. Take the free online assessment and find energy-saving ideas that are right for your business.

**VISIT BUSINESS ENERGY  
CHECKUP >**

Learn if your business qualifies for zero-percent interest Energy Efficiency Financing. Find out about upgrading or repairing your equipment with zero-percent financing.

**VISIT ENERGY  
EFFICIENCY FINANCING >**



# Commercial TOU Rate FAQs

## Time-of-use frequently asked questions:

### 1 Why did my business switch to time-of-use rates?

To ensure greater power reliability and a better energy future, the California Public Utilities Commission has set forth a plan to make time-of-use rates the commercial standard for all of the state's major electric utilities. PG&E is transitioning commercial customers to time-of-use rates in accordance with this plan.

### 2 What is changing in my bill?

Previously, your business was billed according to a flat electric rate, which means you were charged the same amount for electricity no matter when you used it. This rate plan option is no longer available. You have now transitioned to a time-of-use rate plan. With time-of-use rates, the cost of electricity varies based on the time of day and season in which it is used.

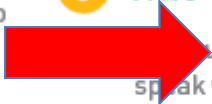
### 3 Why does my time-of-use rate plan vary?

Time-of-use rate plans are structured the way they are to 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.

### 4 What is the Demand Detail charge on my bill?

An A-10 time-of-use rate plan includes a Demand Charge. This Demand Charge is a charge based on the maximum load (expressed in kilowatts, or kW) placed on PG&E's system by your equipment at any interval during the billing period. Your monthly Demand Charge will vary depending on the equipment you use from month to month. One way to manage your monthly Demand Charge is to stagger times at which you switch equipment on, rather than doing it all at once; this helps minimize spikes in demand.

### 5 Who do I contact if I have a question about my bill?



Our Business Customer Service Center at **1-800-468-4743** to speak with a PG&E Representative about bill inquiries. Our staff can help you navigate your new bill or connect you with a Customer Relationship Manager who can walk you through an energy survey over the phone. They can see if your business might qualify for potential rebates and other savings programs. Plus, you can also schedule a free, comprehensive facility assessment.