

# RESIDENTIAL TIME-OF-USE RATE PILOT PROGRAM FREQUENTLY ASKED QUESTIONS



## What is Time-of-Use?

Time-of-Use (TOU) is a residential rate plan where rates vary according to the time of day, season, and day type (weekday or weekend/holiday). Time-of-Use pricing encourages the most efficient use of the system and can reduce the overall costs for both the utility and customers.

## Is this a pilot program?

Yes. The Residential Time-of-Use Rate Pilot Program is being offered on a first-come, first-served basis to the first 200 customers. Implementation will begin in February 2021. Once enrolled, it may be a few months before customers are transferred to the rate due to the time and resources required to change the meter. Participating customers will be informed when their meter is changed and their TOU rate begins.

Participation is opt-in with no penalty to leave the program. A customer can decide to leave the rate program at any time with a 45-calendar day notice; however, they will not be allowed back on the rate.

## How is RPU's TOU rate structured?

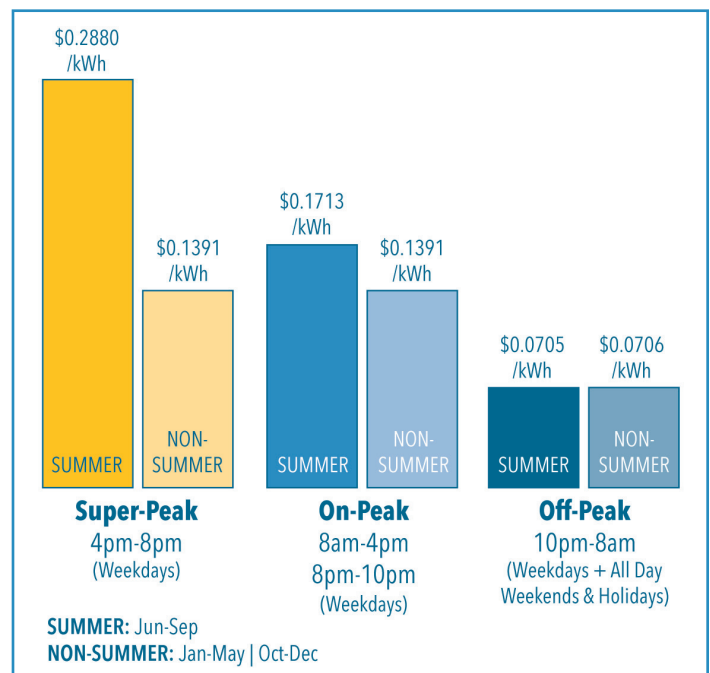
There are three time periods of the day with three different rates:

- **Super-Peak** hours are between 4 p.m. and 8 p.m. during weekdays. The energy during this time costs the most of all the periods. The rate will be higher in the summer.
- **On-Peak** hours are between 8 a.m. and 4 p.m. and 8 p.m. and 10 p.m. during weekdays. The energy during this time costs more than our standard residential rate.
- **Off-Peak** hours are between 10 p.m. and 8 a.m. during weekdays and all day during the weekends and holidays. The energy during this time costs less than the standard residential rate.

## TOU Rate Structure

RATE	TIME PERIOD	PRICE/kWh
<b>SUMMER RATE (Jun-Sep)</b>		
<b>Super-Peak</b>	4 pm - 8 pm (Weekdays)	\$ 0.2880
<b>On-Peak</b>	8 am - 4 pm   8 pm - 10 pm (Weekdays)	\$ 0.1713
<b>Off-Peak</b>	10 pm - 8 am (Weekdays) (All Day Weekends and Holidays*)	\$ 0.0705
<b>NON-SUMMER RATE (Jan-May   Oct-Dec)</b>		
<b>Super-Peak</b>	4 pm - 8 pm (Weekdays)	\$ 0.1391
<b>On-Peak</b>	8 am - 4 pm   8 pm - 10 pm (Weekdays)	\$ 0.1391
<b>Off-Peak</b>	10 pm - 8 am (Weekdays) (All Day Weekends and Holidays*)	\$ 0.0706

\*Holidays include: January 1 – New Year's Day  
Last Monday in May – Memorial Day  
July 4 – Independence Day  
First Monday of September – Labor Day  
Fourth Thursday in November – Thanksgiving Day  
December 25 – Christmas Day



## Who is this program best designed for?

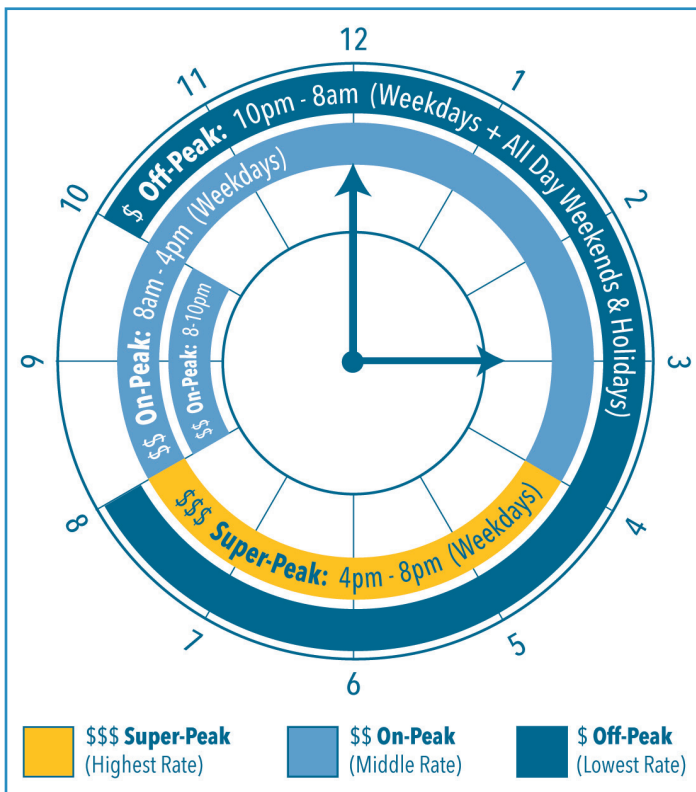
This program is designed for customers who can shift their energy usage to times when the electric system has lower demands. Residential customers with a lifestyle that coordinates with the rate structure (e.g., shift workers) may benefit.

## Will the TOU rate save customers money?

The impact on a bill is entirely dependent upon when a customer uses energy. Without changing behaviors, some customers may have lower bills, while others may have higher bills. A customer may need to adjust their routine and lifestyle to benefit from this program.

## How can customers save money on the TOU rate?

By shifting the majority of the energy a customer uses to off-peak hours, they could see savings on their energy bill. However, not shifting and running large appliances, air conditioning, etc., or charging electric vehicles during peak hours could result in higher bills.



## What if a customer's bill is higher than if they stayed on the standard residential rate, can they get a refund?

No refunds will be given if the rate results in a higher bill.

## Will customers be able to see real-time data?

No. Customers will not have information on their energy usage patterns. However, the customer's monthly bill will provide a breakdown of each period's usage and the amount charged during that billing period.

Electricity		<b>SAMPLE*</b>
Residential Time of Use		
Meter # 131313		
Aug 12	3627	Actual Reading Super Peak = 100 kWh
Jul 12	3527	
Aug 12	1424	Actual Reading On Peak 8 AM - 4 PM = 100 kWh
Jul 12	1324	
Aug 12	3795	Actual Reading On Peak 8 PM - 10 PM = 200 kWh
Jul 12	3595	
Aug 12	2706	Actual Reading Off Peak = 600 kWh
Jul 12	2106	
Residential Energy Super Peak Summer		
100 kWh @ \$0.28800/kWh		\$28.80
Residential Energy On Peak Summer		
300 kWh @ \$0.17130/kWh		\$51.39
Residential Energy Off Peak Summer		
600 kWh @ \$0.07050/kWh		\$42.30
Electric Customer Charge		\$18.30
Clean Air Rider @ \$0.00180/kWh		\$1.80
Power Cost Adjustment		\$3.27
Subtotal - Metered Charges		\$145.86
<b>Total - Electricity</b>		<b>\$145.86</b>

\*Image is for sample purposes only and does not reflect accurate usage.

## If a customer has solar on their home, can they be on the TOU rate?

Yes. Customers with solar/distributed energy resources (DER) who elected to receive the average retail rate for their excess energy are eligible to participate. All energy supplied by the customer to RPU will be credited at the average retail rate listed in Schedule 1. There will be no netting of excess energy against usage.

Electricity		<b>SAMPLE*</b>
DG Residential Time of Use		
Meter # 121212		
Jul 12	187	Actual Reading Super Peak = 87 kWh
Jun 15	100	
Jul 12	187	Actual Reading On Peak 8 AM - 4 PM = 87 kWh
Jun 15	100	
Jul 12	374	Actual Reading On Peak 8 PM - 10 PM = 174 kWh
Jun 15	200	
Jul 12	1123	Actual Reading Off Peak = 523 kWh
Jun 15	600	
Residential Energy Super Peak Summer		
87 kWh @ \$0.28800/kWh		\$25.06
Residential Energy On Peak Summer		
261 kWh @ \$0.17130/kWh		\$44.71
Residential Energy Off Peak Summer		
523 kWh @ \$0.07050/kWh		\$36.87
Distributed Generation Gross Sales to RPU		
261 kWh @ \$0.11553/kWh		\$30.15CR
Distributed Generation Production 830 kWh		
Electric Customer Charge		\$18.30
Clean Air Rider @ \$0.00180/kWh		\$1.57
Power Cost Adjustment		\$2.70
Subtotal - Metered Charges		\$99.06
<b>Total - Electricity</b>		<b>\$99.06</b>

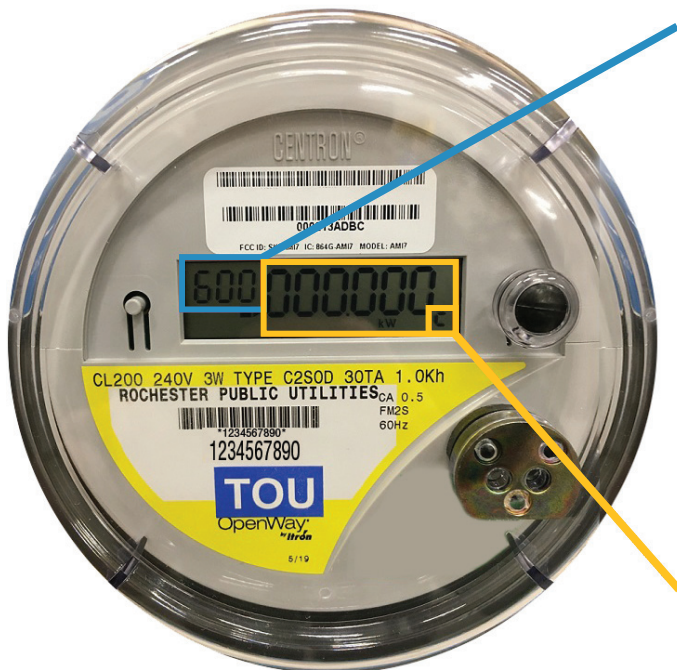
\*Image is for sample purposes only and does not reflect accurate usage.

**If a customer signs up for the rate and is unhappy with the results, can they change back to their old rate?**

A customer can decide to leave the TOU rate program without penalty at any time with a 45-day notice. However, they will not be allowed back on the rate.

**Does this TOU rate require a change to the meter?**

Yes, but there is no cost to the customer. However, the meter must be changed on your monthly read date before you can go on the rate. Here is what the new meter will look like:



Register Display Number	
100	Total kWh
200	Total kW
300	Total kWh Received
400	Rate (A) On-Peak kWh
500	Rate (B) Off-Peak kWh
600	Rate (C) Super-Peak kWh
700	Rate (C) Super-Peak kW
800	Rate (D) On-Peak kWh
*kW readings are reset each month during the periodic read.	
Register Value and Rate	

**Are customers who rent an apartment or a home eligible to go on the TOU rate?**

Yes. Renters currently on a residential rate are eligible for this rate.

**Can customers on the TOU rate be on budget billing?**

No. Budget billing does not work with the TOU rate. If a customer wants to enroll in the TOU rate, they will be removed from budget billing.

**Are customers who are on the High Efficiency HVAC rate eligible to go on the TOU rate?**

Since these are both rates, customers on the High Efficiency HVAC rate would have to discontinue their current rate and enroll in the TOU rate.

**Are customers who are on the Dual Fuel rate eligible to go on the TOU rate?**

No. The Dual Fuel rate was only for People’s Energy Cooperative customers annexed into the City. Because this rate is structured with two meters, these customers are not eligible for the TOU rate.

**Where can I find out more on this program?**

Please watch our informational video on our website at [www.rpu.org/my-account/residential-time-of-use-rate-pilot-program.php](http://www.rpu.org/my-account/residential-time-of-use-rate-pilot-program.php). If you have additional questions, please email us at [TOUPilot@rpu.org](mailto:TOUPilot@rpu.org) or call RPU Customer Care at 507-280-1500.

**How do customers sign up for the Residential Time-of-Use Rate Pilot Program?**

Customers may do one of the following:

- Visit our Time-of-Use Rate Pilot Program web page at [www.rpu.org/my-account/residential-time-of-use-rate-pilot-program.php](http://www.rpu.org/my-account/residential-time-of-use-rate-pilot-program.php).
- Email us at [TOUPilot@rpu.org](mailto:TOUPilot@rpu.org).
- Call RPU Customer Care at 507-280-1500.