

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.

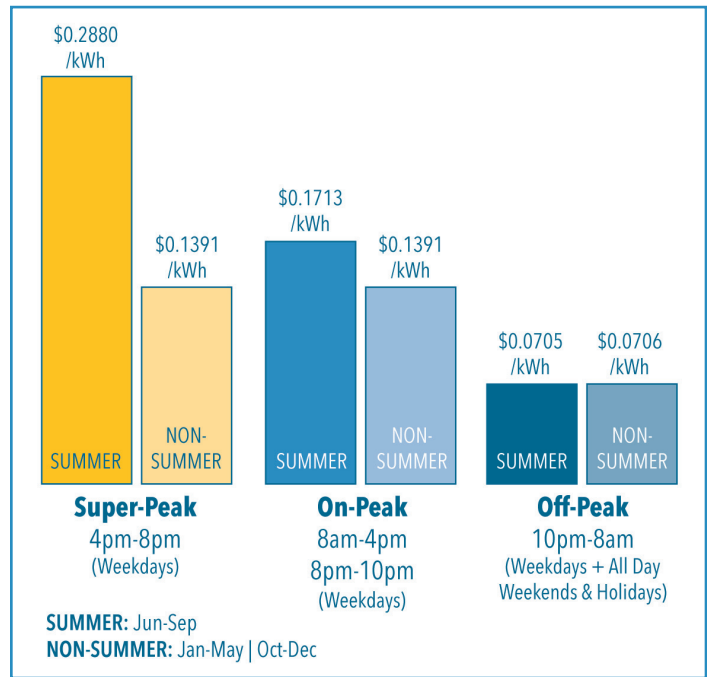
How is RPU's TOU rate structured?

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
SUMMER RATE (Jun-Sep)		
Super-Peak	4 pm - 8 pm (Weekdays)	\$ 0.2880
On-Peak	8 am - 4 pm 8 pm - 10 pm (Weekdays)	\$ 0.1713
Off-Peak	10 pm - 8 am (Weekdays) (All Day Weekends and Holidays*)	\$ 0.0705
NON-SUMMER RATE (Jan-May Oct-Dec)		
Super-Peak	4 pm - 8 pm (Weekdays)	\$ 0.1391
On-Peak	8 am - 4 pm 8 pm - 10 pm (Weekdays)	\$ 0.1391
Off-Peak	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.

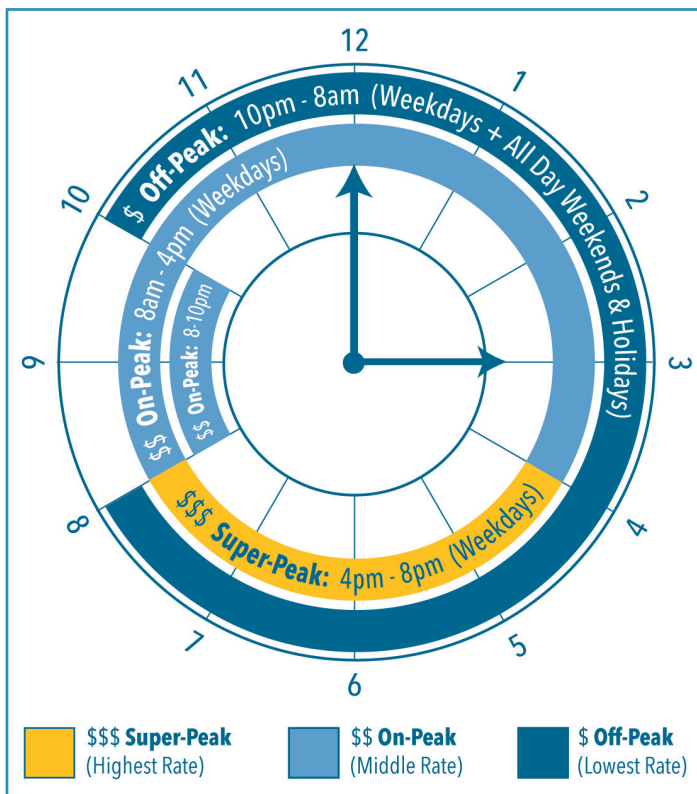
Will the TOU rate save customers money?

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?

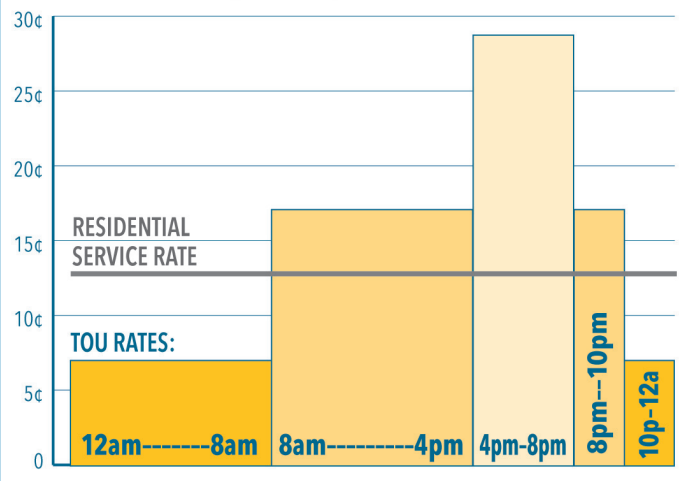
By shifting the majority of the energy a customer uses to off-peak hours, they could see savings on their energy bill. However, not shifting and running large appliances, air conditioning, etc., or charging electric vehicles during peak hours could result in higher bills.

TOU RATE PER TIME PERIOD

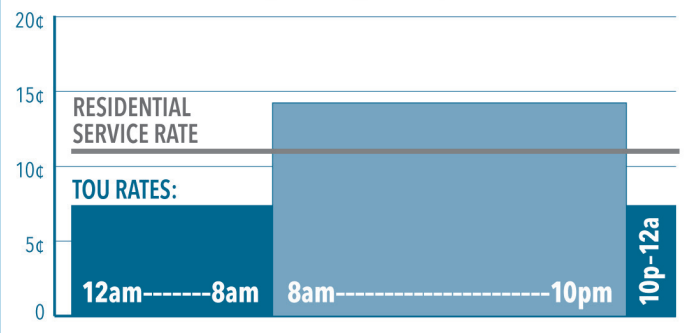


HOW THE TOU RATE COMPARES TO THE RESIDENTIAL SERVICE RATE

SUMMER Weekday Rates (per kWh)



NON-SUMMER Weekday Rates (per kWh)



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.


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.

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.

EXAMPLE OF A BILL WITH TOU RATE*


		Electricity	
<u>Residential Time of Use</u>			
Meter # 131313			
Aug 12	3627	Actual Reading Super Peak	
Jul 12	3527	= 100 kWh	
Aug 12	1424	Actual Reading On Peak 8 AM - 4 PM	
Jul 12	1324	= 100 kWh	
Aug 12	3795	Actual Reading On Peak 8 PM - 10 PM	
Jul 12	3595	= 200 kWh	
Aug 12	2706	Actual Reading Off Peak	
Jul 12	2106	= 600 kWh	
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
Total - Electricity			\$145.86

*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.

EXAMPLE OF A BILL WITH TOU RATE & DER*

		Electricity	
<u>DG Residential Time of Use</u>			
Meter # 121212			
Jul 12	187	Actual Reading Super Peak	
Jun 15	100	= 87 kWh	
Jul 12	187	Actual Reading On Peak 8 AM - 4 PM	
Jun 15	100	= 87 kWh	
Jul 12	374	Actual Reading On Peak 8 PM - 10 PM	
Jun 15	200	= 174 kWh	
Jul 12	1123	Actual Reading Off Peak	
Jun 15	600	= 523 kWh	
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
Total - Electricity			\$99.06

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How will SOLARCHOICE credits be applied?


SOLARCHOICE kWh credits will be applied evenly across all rate periods. This results in one-fourth of the kWh credit being applied to each TOU time period.

- **Off-Peak** (10 p.m. to 8 a.m.) receives 1/4 of kWh credit
- **Super-Peak** (4 p.m. to 8 p.m.) receives 1/4 of kWh credit
- **On-Peak** (8 a.m. to 4 p.m. and 8 p.m. to 10 p.m.) each period receives 1/4 of kWh credit for a combined 1/2 of kWh credit

In the event one of the TOU time periods has less consumption than the 1/4 kWh credit, the TOU period will be fully credited and the excess kWh credit will be equally distributed across the remaining TOU periods.

If the total SOLARCHOICE credit is greater than total energy usage for the month, the excess credit will roll over to the next month per the SOLARCHOICE program.

EXAMPLE OF A BILL WITH TOU RATE AND SOLARCHOICE*

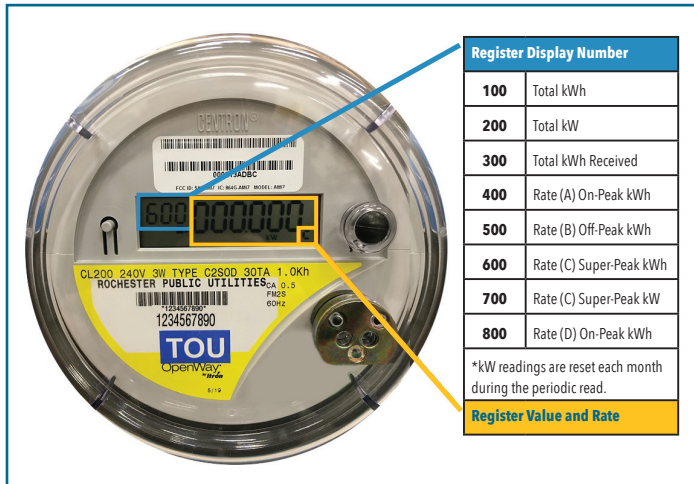
		Electricity	
<u>Residential Time of Use</u>			
Meter # 44444			
Jul 7	3458	Estimated Reading Super Peak	
Jun 7	3089	= 369 kWh	
Jul 7	860	Estimated Reading On Peak 8 AM - 4 PM	
Jun 7	778	= 82 kWh	
Jul 7	2044	Estimated Reading On Peak 8 PM - 10 PM	
Jun 7	1895	= 149 kWh	
Jul 7	1877	Estimated Reading Off Peak	
Jun 7	1672	= 205 kWh	
Residential Energy Super Peak Summer			
369 kWh @ \$0.28800/kWh			\$106.27
Residential Energy On Peak Summer			
231 kWh @ \$0.17130/kWh			\$39.57
SolarChoice Credit			
-12 kWh @ \$0.07050/kWh			\$0.85CR
SolarChoice Credit			
-12 kWh @ \$0.28800/kWh			\$3.46CR
SolarChoice Credit			
-24 kWh @ \$0.17130/kWh			\$4.12CR
Residential Energy Off Peak Summer			
205 kWh @ \$0.07050/kWh			\$14.45
Electric Customer Charge			\$18.00
Clean Air Rider @ \$0.00180/kWh			\$1.45
Power Cost Adjustment			\$2.50
Subtotal - Metered Charges			\$173.81
Total - Electricity			\$173.81

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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.

TOU METER



What happens to the TOU meter when the time changes for Daylight Saving Time?

The meter is programmed to automatically adjust for Daylight Saving Time.

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. If you have additional questions, please email us at 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.
- Email us at TOUPilot@rpu.org.
- Call RPU Customer Care at 507-280-1500.