

# RESIDENTIAL TIME-OF-USE RATE 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.

## How can customers enroll?

To request a TOU enrollment form, please email us at [TOU@rpu.org](mailto:TOU@rpu.org) or call RPU Customer Care at 507-280-1500.

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.

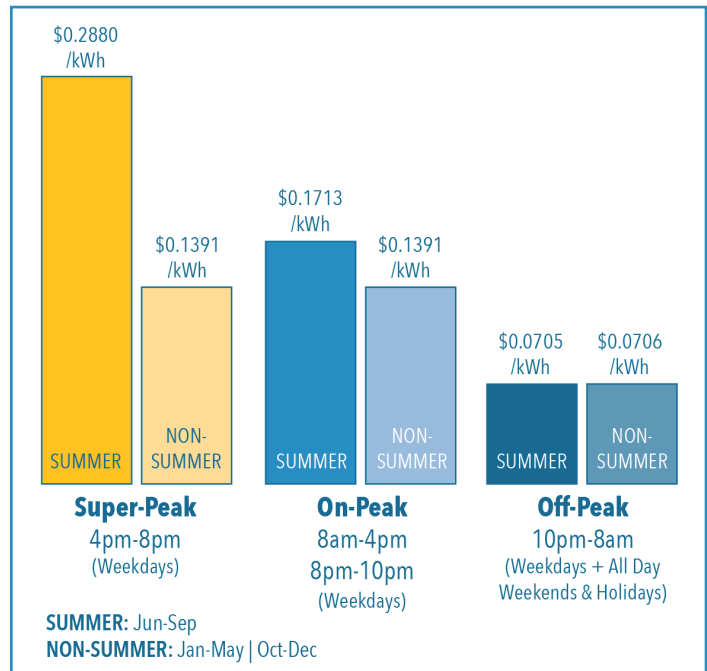
## How is RPU's TOU rate structured?

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 • 2022 RATES

RATE	TIME PERIOD	PRICE/kWh
<b>SUMMER RATE (Jun-Sep)</b>		
<b>Super-Peak</b>	4 pm - 8 pm (Weekdays)	\$ 0.29241
<b>On-Peak</b>	8 am - 4 pm   8 pm - 10 pm (Weekdays)	\$ 0.17392
<b>Off-Peak</b>	10 pm - 8 am (Weekdays) (All Day Weekends and Holidays*)	\$ 0.07158
<b>NON-SUMMER RATE (Jan-May   Oct-Dec)</b>		
<b>Super-Peak</b>	4 pm - 8 pm (Weekdays)	\$ 0.14123
<b>On-Peak</b>	8 am - 4 pm   8 pm - 10 pm (Weekdays)	\$ 0.14123
<b>Off-Peak</b>	10 pm - 8 am (Weekdays) (All Day Weekends and Holidays*)	\$ 0.07158



\*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.

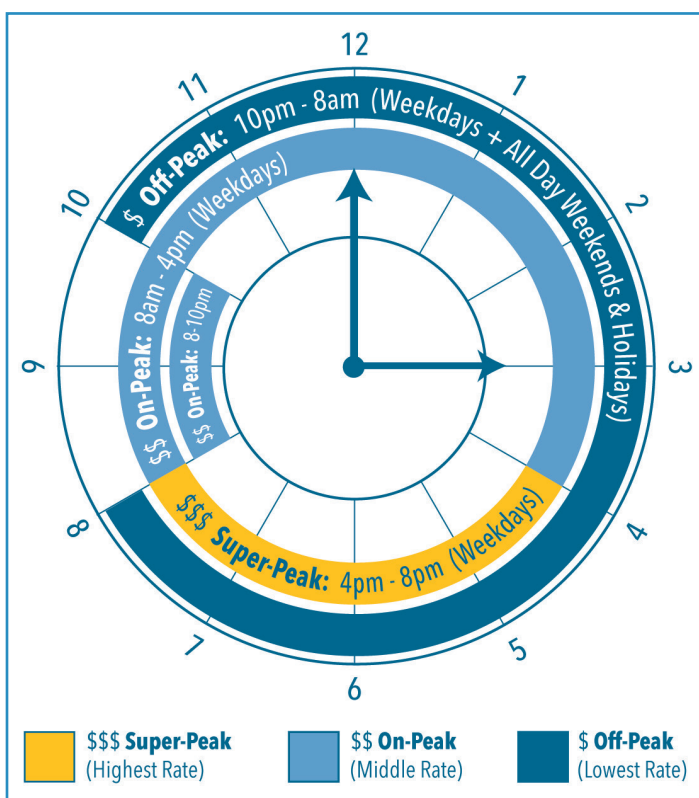
## Will the TOU rate save customers money?

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?

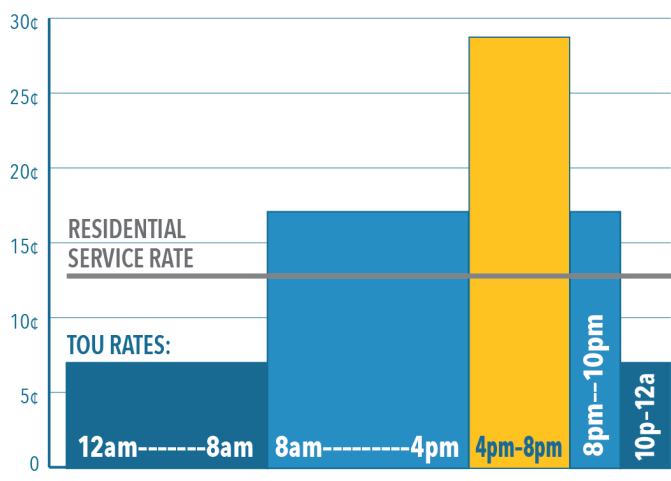
By shifting the majority of the energy a customer uses to off-peak hours, they could see savings on their energy bill. However, not shifting and running large appliances, air conditioning, etc., or charging electric vehicles during peak hours could result in higher bills.

### TOU RATE PER TIME PERIOD

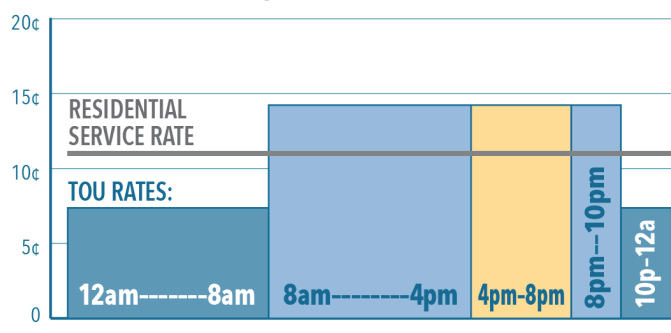


## HOW THE TOU RATE COMPARES TO THE RESIDENTIAL SERVICE RATE

### 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 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\*


		<b>Electricity</b>	
<u>Residential Time of Use</u>			
Meter # 131313			
Aug 10	540	Actual Reading Super Peak	
Jul 13	412	= 128 kWh	
Aug 10	1003	Actual Reading On Peak 8 AM - 4 PM	
Jul 13	771	= 232 kWh	
Aug 10	406	Actual Reading On Peak 8 PM - 10 PM	
Jul 13	297	= 109 kWh	
Aug 10	3753	Actual Reading Off Peak	
Jul 13	2762	= 991 kWh	
Residential Energy Super Peak Summer			
128 kWh @ \$0.29241/kWh			\$37.43
Residential Energy On Peak Summer			
341 kWh @ \$0.17392/kWh			\$59.31
Residential Off Peak Summer			
991 kWh @ \$0.07158/kWh			\$70.94
Electric Customer Charge			\$19.40
Clean Air Rider @ \$0.00191/kWh			\$2.79
Power Cost Adjustment			\$14.49
Subtotal - Metered Charges			\$204.36
<b>Total - Electricity</b>			<b>\$204.36</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.

### EXAMPLE OF A BILL WITH TOU RATE & DER\*

		<b>Electricity</b>	
<u>DG Residential TOU</u>			
Meter # 121212			
Aug 15	1088	Actual Reading Super Peak	
Jul 18	1011	= 77 kWh	
Aug 15	1082	Actual Reading On Peak 8 AM - 4 PM	
Jul 18	991	= 91 kWh	
Aug 15	1111	Actual Reading On Peak 8 PM - 10 PM	
Jul 18	1078	= 33 kWh	
Aug 15	7324	Actual Reading Off Peak	
Jul 18	6745	= 579 kWh	
Residential Energy Super Peak Summer			
77 kWh @ \$0.29241/kWh			\$22.52
Residential Energy On Peak Summer			
124 kWh @ \$0.17392/kWh			\$21.57
Residential Off Peak Summer			
579 kWh @ \$0.07158/kWh			\$41.44
Distributed Generation Sales to RPU			
647 kWh @ \$0.11869/kWh			\$76.79CR
Distributed Generation Production 960 kWh			
Electric Customer Charge			\$19.40
Clean Air Rider @ \$0.00191/kWh			\$1.49
Power Cost Adjustment			\$7.49
Subtotal - Metered Charges			\$37.12
<b>Total - Electricity</b>			<b>\$37.12</b>

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

## 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.

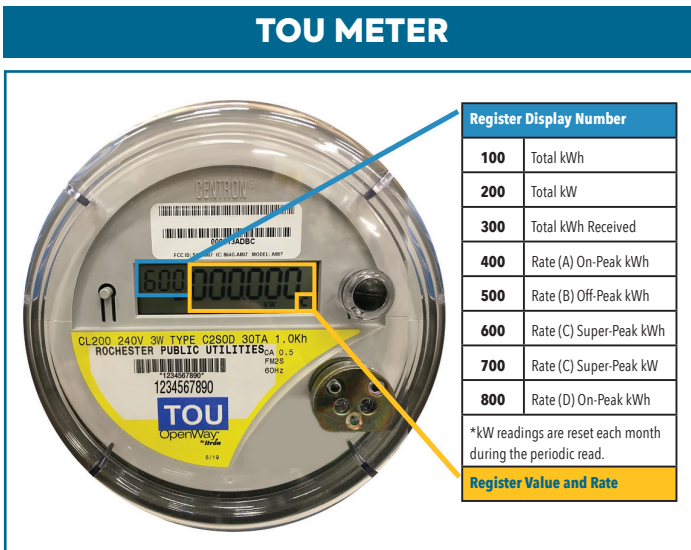
### EXAMPLE OF A BILL WITH TOU RATE AND SOLARCHOICE\*

		<b>Electricity</b>	
<u>Residential Time of Use</u>			
Meter # 44444			
Aug 15	1328	Actual Reading Super Peak	
Jul 18	1239	= 89 kWh	
Aug 15	1728	Actual Reading On Peak 8 AM - 4 PM	
Jul 18	1608	= 120 kWh	
Aug 15	641	Actual Reading On Peak 8 PM - 10 PM	
Jul 18	602	= 39 kWh	
Aug 15	4607	Actual Reading Off Peak	
Jul 18	4344	= 263 kWh	
Residential Energy Super Peak Summer			
89 kWh @ \$0.29241/kWh			\$26.02
Residential Energy On Peak Summer			
159 kWh @ \$0.17392/kWh			\$27.65
SolarChoice Credit			
-29.52 kWh @ \$0.17392/kWh			\$5.14CR
SolarChoice Credit			
-14.76 kWh @ \$0.29241/kWh			\$4.32CR
SolarChoice Credit			
-14.76 kWh @ \$0.07158/kWh			\$1.06CR
Residential Off Peak Summer			
263 kWh @ \$0.07158/kWh			\$18.83
Electric Customer Charge			\$19.40
Clean Air Rider @ \$0.00191/kWh			\$0.98
Power Cost Adjustment			\$4.91
Subtotal - Metered Charges			\$87.27
<b>Total - Electricity</b>			<b>\$87.27</b>

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

## 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.



## 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.php](http://www.rpu.org/my-account/residential-time-of-use-rate.php). If you have additional questions, please email us at [TOU@rpu.org](mailto:TOU@rpu.org) or call RPU Customer Care at 507-280-1500.