



FlexPeak Pilots FAQs | July 18, 2022

What are “peak” rates?

SnoPUD’s FlexPeak rate plan offers customers a 10% discount for all hours of the year except for limited periods of time referred to as “peak” events. During a peak event, an increased peak rate will be applied due to the high demand on the PUD’s grid. FlexPeak pilot participants will be notified through SMS text message and through their device, if they have enrolled one, of impending peak rate events. The peak rate will be billed at \$1/kWh. Currently, the PUD’s standard residential rate is 10.4 cents/kWh.

What incentives do I receive for enrolling in the FlexPeak pilot?

Customers who participate will receive a \$20 bill credit every month in the first winter, from November 2021 through February 2022, for a total of \$80. Customers will also be billed year-round, except for during peak events, at a reduced rate of 10% (9.03 cents/kWh).

When is the peak rate applicable?

The peak rate will be applied when the PUD calls a peak event. These peak events are called when the PUD’s grid is congested and demand is high. Customers will be notified the day before a peak event by SMS text message and through enrolled smart devices in order to give customers the opportunity to adjust their energy use behavior for that day.

Peak events will be 1 to 4 hours in length and will not exceed 15 events per winter season, which runs from Nov. 1 through Feb. 28. There are two winter seasons during the pilot. Peak events will not be called on weekends or federal holidays.

How can I save money on FlexPeak?

You can save money by reducing your energy usage during the higher-priced peak events. Consider turning off lights, appliances, TVs and computers. Unplug electronic devices and chargers when they aren’t in use. Delay the start time of your dishwasher, clothes washer or dryer until after the peak event passes.

If you’ve enrolled a smart device in the program, try not to opt-out of events when you receive an SMS text message from the PUD. If you enroll a thermostat, your device will help you reduce energy use by adjusting the temperature setting, sometimes even pre-warming the house to help you ride through an event in comfort. If you enroll a connected EV charger, your device will help reduce energy use by pausing charging until after the event has passed.

On top of that, the PUD guarantees you’ll save money compared to what your bills would have been on our standard residential rate by June 30, 2023. If you don’t, we’ll credit you the difference.

Are there any safeguards for customers who use a lot of energy during peak events?

Yes, we have a break-even guarantee that eliminates the risk of participating through both winters. The PUD guarantees you’ll save money compared to what your bills would have been on our standard residential rate by June 30, 2023. If you don’t, we’ll credit you the difference through our break-even guarantee.

How will I know when an alert has been initiated?

We’ll send you an SMS text message the day before an event to inform you that a peak event is scheduled for the following day. If you enroll a device, we’ll also alert your device so that it can help you save.

How do I opt-out of an event?

If you need to occasionally opt out of an event, that's no problem. There are two methods to opt a smart device out of an event. One is to respond to the SMS text message the PUD sends alerting you to an event the next day. The second is to adjust your device during the event. Please note: opting a device out of an event does not opt a customer out of the peak rate.

For participants who have not enrolled a device, opting out of an event by responding to the PUD's SMS text message provides important feedback to the PUD, but does not opt a customer out of the peak rate at that time.

How does saving energy during on-peak hours benefit the PUD?

Energy peaks happen at times when there is the greatest power demand on the PUD's grid. For example, a cold winter morning when everyone wakes up and turns on their electric heat. Not only do energy peaks put a strain on the grid, but energy used to meet our customers' needs can be more expensive and not carbon-free. Paying for the power necessary to meet peak needs is one of the biggest cost drivers that customers pay. Reducing demand at peak times saves everyone money, that's why we're offering bill credit incentives and price signals to help you reduce energy use during peaks.

Can I sign up if I'm on an Income-Qualified Assistance Discount?

Yes! The PUD will honor all Income-Qualified Assistance Discounts on this program. Discounts will be applied in the same manner as they are to current bills.

Why are there no alerts during the non-winter months?

Due to the temperatures in the Pacific Northwest, energy peaks happen more frequently during the chilly winter months of November through February than during non-winter months.

How is the FlexPeak rate billed?

Rate adjustments will be calculated and passed to participating customers on the bill following the actual usage charges. For example, January usage is typically billed in February. A rate adjustment for January usage will be conveyed on the March bill. Winter bill credits are conveyed on the same schedule. For more updated information, customers can enroll in a MySnoPUD account by visiting mysnopud.com and reviewing their usage

What appliances or electronics should I avoid using during peak hours?

You can save money if you can reduce your energy usage during the higher-priced peak events. Consider turning off lights, appliances, TVs and computers. Unplug electronic devices and chargers when they aren't in use. Delay the start time of your dishwasher, clothes washer or dryer until after the event passes.

If you've enrolled a smart device in the program, try not to opt out of events when you receive an SMS text message from the PUD. If you enroll a thermostat, your device will help you reduce energy use by adjusting the temperature setting, sometimes even pre-warming the house to help you ride through an event in comfort. If you enroll a connected EV charger, your device will help reduce energy use by pausing charging until after the event has passed.

What do I do if I have trouble filling out the enrollment page or enrolling my smart device?

The enrollment process is reasonably straight-forward, so we're hoping it's a breeze for you. But if you run into any trouble, give the PUD a call at 425-783-1700 or email us at flexenergy@snopud.com and we'll help you in any way we can.

What if I want to unenroll in the program?

You're welcome to unenroll (or "withdraw") from the program through Aug. 30, 2022 by calling the PUD at 425-783-1700. Remember, there's no risk of staying in the program through June 30, 2023, due to our break-even guarantee. Customers who unenroll in the program will no longer be eligible for pilot rate discounts. Customers who move out of the residence they lived in during enrollment in the pilots will also be unenrolled.