



FlexTime Pilot FAQs | July 18, 2022

### **What are Time-of-Day rates?**

SnoPUD's FlexTime rate plan offers customers a tiered and seasonal rate plan that charges them different rates for electricity based on the time of the day they use it. Customers will receive a 20% discount during nights, weekends and holidays, while being charged a peak rate during three-hour periods in the morning (7 to 10 a.m.) and evening (5 to 8 p.m.) on weekdays in the winter (November through February). Discount and peak hours are already defined, making it easy to make little tweaks in your day that add up to big annual savings.

### **What incentives do I receive for enrolling in FlexTime?**

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.

### **When is the on-peak rate applicable?**

The peak rate will be applied when the PUD's grid is congested and demand is high during winter weekday mornings 7 to 10 a.m. and evenings 5 to 8 p.m., from Nov. 1 through Feb. 28. There are two winter seasons during the pilot. In all other months, there is a discount and standard rate, but no on-peak rate.

### **How can I save money on FlexTime?**

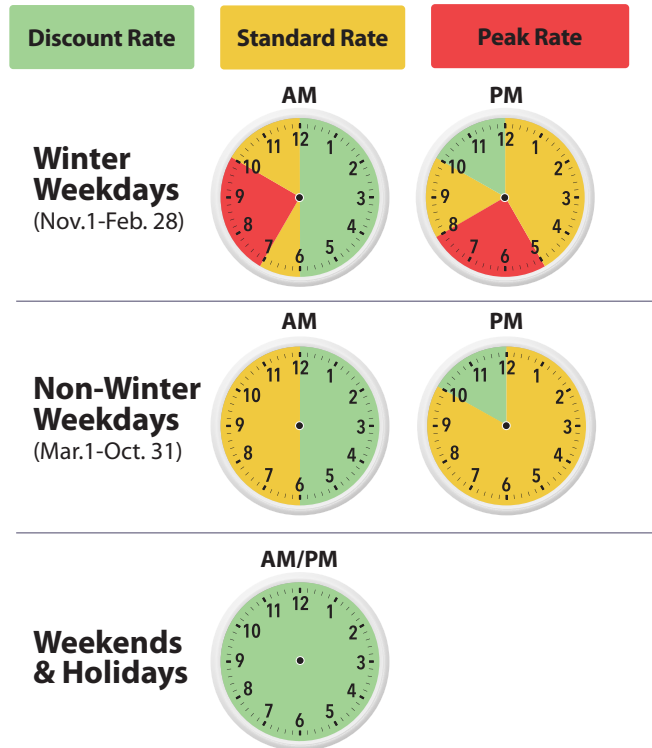
You can save money if you can reduce your energy usage during the higher-priced peak periods and shift it to times when the rate is discounted. Consider turning off lights, appliances, TVs and computers. Unplug electronic devices and chargers when they aren't in use. Delay the start time of your dishes or clothes washer or dryer until after the peak rate period 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 the peak rate period in comfort. If you enroll a connected EV charger, your device will help reduce energy use by pausing charging until after the peak rate period 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 through our break-even guarantee.

### **Are there any safeguards for customers who use too much energy during on-peak hours?**

Yes, for customers who remain enrolled in the pilot, 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.



### ***How does a Time-of-Day rate benefit me?***

Customers have many opportunities to save money with a Time-of-Day rate as opposed to standard rates. Customers can make simple adjustments to their energy usage patterns (i.e. doing their laundry at night or dishes in the early morning) to save money.

### ***How does a Time-of-Day rate 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 all PUD customers pay. Incentivizing customers to shift their energy usage away from peak times and reducing demand 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 isn't there a peak rate during the non-winter months?***

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

### ***How is the Time-of-Day 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 up-to-date information, customers can enroll in a MySnoPUD account by visiting [mysnopud.com](https://mysnopud.com) or visit their MySnoPUD account.

### ***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 peak rate period 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 a peak rate period in comfort. If you enroll a connected EV charger, your device will help reduce energy use by pausing charging until after the peak rate period 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, reach out to the PUD at 425-783-1700 or [FlexEnergy@snohud.com](mailto:FlexEnergy@snohud.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.