

California is Transitioning to TOU – Learn What It Means for You

To ensure California meets its goal of 100% clean, zero-carbon energy by 2045, all Californians should understand that the time of day when we use electricity is as important as how much electricity we use. With Time-Of-Use (TOU) pricing, customers are encouraged to shift some energy use to times when demand is lower and clean renewable resources, like solar and wind power, are more plentiful.

Helping our state to continue leading the clean energy way, the California Public Utilities Commission has mandated that the Investor-Owned Utilities (IOUs), including PG&E and SCE, transition customers to TOU rates. The majority of CCCE residential, commercial and agricultural customers have transitioned to TOU plans.

TOU Rate Plan Periods

TOU encourages customers to shift some energy use to the time of day when renewable energy availability is high and demand for energy is low. Customers receive lower prices during off-peak hours, with higher prices during peak periods.

Customer Choices

Changing your energy-use habits can save you money and support California's clean energy transition. Using major appliances such as washing machines and dishwashers and charging EVs during daytime off-peak hours helps use abundant solar energy available on the grid, keeps your bill low, and reduces the need for fossil-fueled power in the evening.

Residential customers may choose a tiered rate plan instead of a TOU plan. Tiered prices increase with usage rather than by time of day. To see if you are on the best rate for your energy needs, please contact:

- PG&E at 1-800-743-5000 or visit pge.com
- SCE at 1-800-655-4555 or visit sce.com

Bill Protection

Both PG&E and SCE offer bill protection on transmission and delivery services, allowing customers who were transitioned onto a TOU plan by default to try the rates risk-free for the first 12 months. Bill protection is provided automatically, with customers receiving a credit at the end of the 12-month period for any difference between the TOU plan and their previous tiered rate plan. CCCE does not offer bill protection for generation services.