

## PEAK TIME REBATES

# FAQ

### What is the Peak Time Rebates program?

It rewards you for taking simple actions that shift your energy use away from peak times when energy demand and prices are at their highest. When you shift your energy use during these Peak Time Events, you can earn rebates in the form of an on-bill credit. This helps us use more sustainable energy resources, lowering costs and continuing to provide you with reliable energy.

### How does the program work?

We generally have between 10 and 20 events a year (June to September and November to February) when energy use is in high demand and is most expensive. Here's how to earn rebates:

1. **Get notified** — We'll send you a text or email the day before each Peak Time Event.
2. **Shift use** — During the event, you can reduce your energy use through simple changes like waiting to wash dishes or adjusting your thermostat a few degrees if you have air conditioning or an electric heat source.
3. **Earn rebates** — If you reduced your energy use during the Peak Time Event, you could get rewarded with a rebate on your next bill.

### Can I be enrolled in Peak Time Rebates as well as the PGE Smart Thermostat program?

Unfortunately, no. You cannot be in both programs. However, if you have a smart thermostat, you may want to consider joining the PGE Smart Thermostat program, where you can earn \$25 per season for participating. For more information, go to [portlandgeneral.com/thermostat](http://portlandgeneral.com/thermostat).

### How can I shift my energy use during a Peak Time Event?

Here are a few easy ways:

- Try waiting to use major appliances (like your washer, dryer, dishwasher or oven) until after the event.
- Don't wash clothes or dishes during an event.
- If you have electric heat or air conditioning, adjust your thermostat a few degrees.
- Turn off and unplug laptops, phone chargers and other electronics when not in use.

### What if I don't participate in a Peak Time Event?

Your participation is completely voluntary. Once you're enrolled, you're eligible for a bill credit during any event where you successfully reduce your energy use. If you aren't able to save energy during an event, you'll still be enrolled and have other opportunities to participate in the future. Your health and safety should always come first, so please consider any health impacts when reducing your energy use.

### How are my savings calculated?

We compare your use during each Peak Time Event with the same hours over the previous 10 days, excluding weekends, holidays and other Peak Time Event days. We then adjust for weather, calculate your average use and create a personalized usage "baseline." If during the Peak Time Event you use less than your baseline, you earn a \$1 bill credit for every kWh reduction.

### How much can I earn?

Based on results from our pilot program, participating customers earned an average of \$2 to \$3 per Peak Time Event.\*

### When are Peak Time Events called?

Peak Time Events can be called in the morning between 7 and 11 a.m. and in the late afternoon between 3 and 8 p.m. During the summer season, Peak Time Events will most commonly occur in the late afternoon. Morning Peak Time Events are more likely during the winter season. The events can be two to five hours in length, but most often last for three hours. You will receive a notification at least one day before the event with the specific times it will occur.

### I did my best to shift my energy use but didn't receive a rebate. How come?

If you're a customer who doesn't use much electricity on a daily basis, it may be more difficult to reduce your use during Peak Time Events. Turning off lights or waiting to charge your phone won't make much of an impact during a Peak Time Event. You can make the biggest impact by reducing the use of major appliances, using less hot water and turning your thermostat down a few degrees if you have electric heat or air conditioning.



## **I wasn't even home to use energy during the Peak Time Event. Why didn't I earn a rebate?**

Some appliances use energy even when you aren't there. If you weren't home during the Peak Time Event and did not receive a rebate, check out our savings tips to help reduce your energy use, whether you're at home or away: [portlandgeneral.com/ptprevent](https://portlandgeneral.com/ptprevent). If you have specific questions about your energy use, you can also contact PGE Customer Service at **800-542-8818**.

## **Do I need to provide PGE with an email or mobile number to participate in Peak Time Rebates?**

Yes. To be enrolled in Peak Time Rebates you need to provide PGE with either an email address and/or a mobile phone number to receive Peak Time Event notifications. You can choose to receive notifications by email, text or both — it's up to you. When you enroll in the program, you must provide at least one of these communication methods to receive event notifications. If you provide only an email address or phone number and opt out of receiving Peak Time Event notifications, you will be unenrolled from Peak Time Rebates. To update your notification preferences for Peak Time Rebates, visit [portlandgeneral.com/ptrenroll](https://portlandgeneral.com/ptrenroll) or call PGE Customer Service at **800-542-8818**.

## **How do I know if I earned a rebate after a Peak Time Event?**

When you enroll in the program, you have the choice to be notified by email and/or text. After each Peak Time Event, you will receive a message one to three days later to let you know if you earned a rebate and for how much. If you earned a rebate, this amount will appear on your next bill.

## **Where will Peak Time Rebates credits appear on my bill and how often?**

Credits received or Peak Time Rebates will appear in the "Additional Charges/Credits" area of your bill as "peak time credits." Rebates should appear on the next bill you receive after the Peak Time Event.

## **Where can I get more information about the program?**

Check out our Peak Time Rebates page at [portlandgeneral.com/ptr](https://portlandgeneral.com/ptr).

