

Portland General Electric

Peak Time Rebates Terms & Conditions

*BY ENROLLING IN PEAK TIME REBATES ("**PTR PROGRAM**"), I AGREE TO BE BOUND BY THE TERMS AND CONDITIONS SET FORTH BELOW.*

- I agree to these Terms and Conditions and to the Portlandgeneral.com Website Privacy Statement available at <https://www.portlandgeneral.com/privacy-policy>.
- I understand that as a participant in the PTR Program, I will receive a credit on my bill only if I reduce my energy usage during a period when energy demand it at its highest (a "**Peak Time Event**"). PGE will calculate my savings by comparing my actual electricity usage during Peak Time Events with historical vs. forecasted usage on similar days.
- I understand that there is no cost to join the PTR Program and no purchase is required to participate.
- I understand that I must currently be on PGE's Schedule 7 Basic Service, Time of Use or Time of Day rates to be eligible to enroll.
- I understand that the meter installed at my premises must be set by PGE for automated meter reading. PGE needs to be able to communicate with the meter during all hours in PTR summer and winter seasons. This will provide the most accurate rebate.
- I understand that if an outage occurs during a Peak Time Event, an incentive will be calculated only for the period of time the meter was able to provide interval data.
- I understand my post-event Peak Time Rebates incentive calculation (that is sent to me via text or email notification) is an estimate only and the actual Peak Time Rebate incentive that I receive will be an on-bill credit that appears on my next billing statement.
- I understand that I may unenroll from the PTR Program via my online account or by calling PGE Customer Service. I understand that I may unsubscribe from PTR Program event notifications at any time. I understand that if I unsubscribe from a notification and do not have a remaining notification method in place, I will be unenrolled from the PTR Program. I will receive credit only for those Peak Time Events for which I am enrolled and reduced my energy usage to receive a rebate.
- Customers who are enrolled in PGE's Smart Thermostat Program, Smart Battery Pilot or Solar Payment Option are not eligible to participate in the PTR Program. Customers may use a smart thermostat or residential battery to participate in the PTR Program provided it is not enrolled in one of these programs.
- Customers must reside in the property for which their service agreement is active.
- Landlords are not eligible to enroll a property in the PTR Program for which they as individuals do not reside in.

Notifications

- I acknowledge that I must provide at least one working mobile number or email address (each a "**notification method**") to remain enrolled in the PTR Program.
- I acknowledge that, by providing my mobile number, I permit PGE to use my mobile number to contact me regarding Peak Time Events and I understand that standard text rates and/or data usage charges may apply (depending on my carrier). I understand neither PGE or carriers shall be liable for delayed or undelivered messages.



- I acknowledge that my mobile phone carrier is not liable for delayed or undelivered messages.
- To cancel SMS service at any time, text **"STOP"** to 64704. After I send the text message **"STOP,"** PGE will send me a text message to confirm that I have been unsubscribed. If I have not provided an email as a PTR Program notification method, and no longer receive SMS messages, I will no longer be enrolled in the PTR Program. If I have provided an email, I will receive PTR Program notifications and remain enrolled in the PTR Program.
- If I want to join SMS service again for the PTR Program, I should text **"START"** to 64704 and subscribe my mobile phone number as I did the first time and PGE will start sending SMS messages to me again.
- I will receive an initial acknowledgement text message. To opt out of text notifications, I will reply **"STOP."** To receive additional information about text notifications, I may text **"HELP."**
- I acknowledge that PGE can send me interactive voice recordings (**"IVR"**) prior to Peak Time Events. I can opt out of receiving IVR messages by pressing "9" from the phone number I receive IVR messages.
- If at any time I forget what keywords are supported, I may text **"HELP"** to 64704. After I send the text message **"HELP."**
- I will receive approximately ten (10) messages per month during the following seasons: June through September and November through February.
- I understand that PGE is able to deliver text messages to many mobile phone carriers, but not all. In the event PGE is unable to deliver text messages to my mobile phone number, I must provide an email address that may be used as the notification method in order to remain enrolled in the PTR Program.

Program Administration

- I acknowledge that PGE has contracted with third parties to administer the PTR Program and may contract with other PGE approved third party suppliers as necessary.
- I authorize PGE to release my billing information to PGE approved third party suppliers that are required to keep my account information confidential and are only permitted to use this information to operate, market and improve the PTR Program and to evaluate consumer and system benefits as it relates to the PTR Program.
- I understand that these terms and conditions are subject to change without notice. If there is a change, the latest Peak Time Rebates Terms and Conditions will be updated at portlandgeneral.com/ptrterms.
- Please direct any questions or comments regarding these Peak Time Rebates Terms and Conditions to PGE Customer Service by calling 800-542-8818.

DISCLAIMER OF LIABILITY; LIMITATION OF LIABILITY

THE PEAK TIME REBATES PROGRAM IS PROVIDED "AS IS" WITHOUT ANY WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. PARTICIPANT ASSUMES ALL RISK OF PARTICIPATION IN THE PEAK TIME REBATES PROGRAM. PGE MAKES NO REPRESENTATION OR WARRANTY, AND ASSUMES NO LIABILITY WITH RESPECT TO CODE COMPLIANCE, QUALITY, SAFETY, PERFORMANCE, OR OTHER ASPECTS OF ANY DESIGN, SYSTEM PRODUCT, EQUIPMENT OR APPLIANCE USED TO PARTICIPATE IN THE PEAK TIME REBATES PROGRAM, OR ENERGY SAVINGS, AND EXPRESSLY DISCLAIMS ANY SUCH REPRESENTATION, WARRANTY OR LIABILITY. TO THE MAXIMUM EXTENT PERMITTED BY LAW, PARTICIPANT AGREES TO



INDEMNIFY PGE, ITS AFFILIATES, SUBSIDIARIES, PARENT COMPANY, OFFICERS, DIRECTORS, AGENTS, AND EMPLOYEES AGAINST ALL LOSS, DAMAGE, EXPENSE, FEES, COSTS AND LIABILITY ARISING OR RELATED TO ANY ACT, BREACH, DEFAULT OR OMISSION UNDER THESE TERMS AND CONDITIONS OR IN CONNECTION WITH THE PEAK TIME REBATES PROGRAM. PGE DISCLAIMS ANY AND ALL RESPONSIBILITY FOR DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR OTHER DAMAGES ARISING FROM OR IN CONNECTION WITH PARTICIPATION IN THE PEAK TIME REBATES PROGRAM OR ARISING FROM OR IN CONNECTION WITH ANY BREACH OF THESE TERMS & CONDITIONS.

Miscellaneous

Participant hereby warrants it has full power and authority to perform all of its obligations under these Terms and Conditions. If any of these Terms and Conditions provisions shall be held invalid or unenforceable, these Terms and Conditions shall be construed as if not containing those provisions and the rights and obligations of the parties hereto shall be construed and enforced accordingly. The failure to enforce any terms of these Terms and Conditions will not constitute a waiver. These Terms and Conditions shall be governed by and interpreted in accordance with the laws of the State of Oregon, excluding any conflict of laws principles that would result in this agreement being interpreted in accordance with any different law. Venue for any lawsuit arising out of or in connection with these Terms and Conditions shall be exclusively in the state or federal courts located in Multnomah County, Oregon. This agreement is intended for the benefit of the parties herein only and does not grant any rights to any third parties unless otherwise specifically stated herein.

Last updated: July 1, 2025

