

Residential Customers

Find the best rate plan options for your household

As a PG&E customer, you can choose between several rate plans, tools and programs to help manage your energy and budget.



Three things you can do today:

1. **Register** your online account at [pge.com/register](https://www.pge.com/register).
2. **View** a personalized rate plan comparison. Visit [pge.com/myrate](https://www.pge.com/myrate).
3. **Complete** your free Home Energy Checkup to receive customized energy saving recommendations. Visit [pge.com/homecheckup](https://www.pge.com/homecheckup).



Electric Rate Plan Options

Visit [pge.com/ratechoices](https://www.pge.com/ratechoices) to find the best plan options for your household.

Time-of-Use (Peak Pricing 4–9 p.m. Every Day) E-TOU-C

- Prices vary based on the time of day electricity is used and the season.
- Limit electricity use every day during higher-cost peak hours.
- Includes a baseline allowance of energy available at the lowest price based on where you live, your heating source and the season.

Time-of-Use (Peak Pricing 5–8 p.m. Weekdays) E-TOU-D

- Prices vary based on the time of day electricity is used, day of the week and season.
- Limit electricity use Monday–Friday during higher-cost peak hours.

Tiered Rate E-1

- Includes multiple pricing levels, known as tiers.
- As you use your allotted electricity allowance for each tier during the billing period, you move to the next higher priced tier.
- Includes a high usage surcharge when electricity use exceeds four times the first tier amount.

Additional Rate Plans or Options

SmartRate™ offers a reduced electric rate within a bill period in exchange for shifting or reducing your electricity usage when SmartDays are called. SmartDays are typically called on exceptionally hot days and there will be no more than 15 SmartDays per year. SmartRate hours changed to 4 p.m.–9 p.m. in May 2022. Visit [pge.com/smartrate](https://www.pge.com/smartrate).

Note: Direct Access and Community Choice Aggregation customers purchase electricity from a supplier other than PG&E and receive electric transmission and distribution services from PG&E. These customers are eligible for many but not all of the rate plans and options listed in this notice. For more information, contact your provider.

Electric Vehicles (EV)/Energy Storage

Home Charging (EV2-A) is available for customers who have an EV and/or interconnected battery storage.

- Prices vary based on time of day electricity is used and the season.
- Save money by charging your EV overnight and shifting most of your energy use to lower cost, off-peak hours (12 a.m.–3 p.m.).

Schedule EV, Option B (EV-B) is available for customers who want to bill their electric vehicle charging separate from their home energy consumption with a dedicated meter.

- Save money by charging your EV during off-peak hours (11 p.m.–7 a.m.).

EV2-A customers are eligible to participate in SmartRate. EV-B customers are ineligible for the following programs: SmartRate, Medical Baseline, CARE and FERA.

Visit [ev.pge.com/rates](https://www.pge.com/rates) to find the best EV rate plan for you.

Net Energy Metering allows customers with an eligible power generator, like solar panels, to offset the cost of their energy usage. Visit [pge.com/solar](https://www.pge.com/solar).

Budget Billing averages your monthly payment amount so if your energy usage changes significantly from season to season, you won't see big spikes on your bills. Visit [pge.com/budgetbilling](https://www.pge.com/budgetbilling).



Financial Assistance Programs

PG&E offers many programs that can help you save money and energy.

California Alternate Rates for Energy (CARE): Income-qualified households receive discounts of 20% or more on their energy statements.

Family Electric Rate Assistance (FERA): Income-qualified households of three or more persons receive an 18% monthly discount on the electric portion of energy statements.

Relief for Energy Assistance through Community Help (REACH): Provides emergency assistance if you are income-qualified and in jeopardy of losing gas and/or electric service.

Energy Savings Assistance Program: Provides qualified customers with free energy-saving home improvements to help reduce energy bills.

Medical Baseline: If you have a qualifying medical condition or a device that requires additional electricity usage, you may be eligible to receive additional energy at the lowest price.

To learn more about solutions for assistance and savings, visit [pge.com/programs](https://www.pge.com/programs).

Gas Rate Plan Options

Tiered Plan (G-1) has two pricing levels, known as tiers, based on how much natural gas you use.

- You are given a baseline Tier 1 allowance, which provides a low rate for basic gas needs.
- Prices increase as you use more gas and move into the higher tier.
- Rates change monthly to reflect changes in the cost of buying gas supplies.
- PG&E provides a forecast of monthly average gas rates at [pge.com/gasrateforecast](https://www.pge.com/gasrateforecast).

Natural Gas Rate for Home Refuel Appliances (G1-NGV) is an option if you have a natural gas vehicle and an associated home refueling appliance. It offers a non-tiered rate structure applicable to total home gas usage.

You may also sign up for a G-NGV2 account to refuel at PG&E's NGV stations that are open to the public.

Core Gas Aggregation Service is an option for customers who choose to purchase gas from a supplier other than PG&E, known as Core Transport Agents (CTA).

- PG&E only provides gas delivery and service response.
- You purchase your gas supplies from a third-party gas supplier.
- In most cases, PG&E continues to provide billing services that include third-party gas supplier pricing.

To learn more, visit [pge.com/cta](https://www.pge.com/cta).



For more details, go to [pge.com](https://www.pge.com) or call **1-800-743-5000**.

Para más detalles, llame al **1-800-660-6789**.

詳情請致電 **1-800-893-9555**.

For TTY, call **1-800-652-4712**.

"PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2022 Pacific Gas and Electric Company. All rights reserved. Printed on recycled paper. ♻️ Printed with soy ink. ♻️ 7.22 CCC-0722-4870