



# TEXAS TIME OF USE RATE

## FREQUENTLY ASKED QUESTIONS

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### **What is the Time of Use Rate and how does it work?**

The Texas Time of Use (TOU) Rate is an optional rate that allows for a customer to be billed based on on-peak and off-peaks periods. Under this rate, on-peak hours are from 1 p.m. to 7 p.m., Monday through Friday during the months of June through September. All other hours and months are considered off-peak. Customers pay different energy charges based on the on-peak or off-peak periods in which energy is used. The rate has the potential to save customers money if they tend to use most of their electricity during off-peak hours.

### **Who is eligible for the TOU rate?**

Texas electric customers under the following rates are eligible for TOU: Residential Service, Small General Service, Small Municipal and School Service, Large Municipal Service, Large School Service, and General Service at Secondary and Primary voltage.

### **How are customers billed on this rate?**

During the months of June through September, a TOU customer will see an on-peak and off-peak energy charge on their electric bill. During the other months of the year, the customer will see the off-peak energy, or, if applicable, demand charge for all hours based on their TOU customer class. The TOU rate is automatically renewed each year, unless the customer requests to be taken off the rate.

### **Is there a service charge for this rate?**

Yes. The following is the monthly service availability charge that is billed to a customer on the TOU rate:

- Residential: \$11.40 per month
- Small General: \$13.40 per month
- Small Municipal and School: \$17.51 per month
- Large Municipal: \$32.80 per month
- Large School: \$44.14 per month
- Secondary General: \$34.26 per month
- Primary General: \$77.25 per month

For Secondary and Primary General customers, the TOU service availability charge is \$1.13 more per month than the standard service availability charge because of the more complex TOU metering and bill calculation process compared to the standard rate options.

### **What are the energy and demand charges associated with this rate?**

The following is the per kilowatt-hour energy charge, and demand charge if applicable, for customers on the TOU rate. On-peak hours are defined as 1 p.m. to 7 p.m., Monday through Friday, June through September.

Residential:

\$0.077926 per kWh used during all hours, PLUS  
\$0.167315 per kWh used during on-peak hours

Small General:

\$0.062040 per kWh used during all hours, PLUS  
\$0.187776 per kWh used during on-peak hours

Small Municipal and School:

\$0.044350 per kWh used during all hours, PLUS  
\$0.156399 per kWh used during on-peak hours

Large Municipal Secondary:

\$0.013698 per kWh used during all hours, PLUS  
\$0.165326 per kWh used during on-peak hours  
Demand charge: \$10.01 per kW of demand used per month

Large Municipal Primary:

\$0.014136 per kWh used during all hours, PLUS  
\$0.156334 per kWh used during on-peak hours  
Demand charge: \$9.71 per kW of demand used per month

Large School Secondary:

\$0.020273 per kWh used during all hours, PLUS  
\$0.180392 per kWh used during on-peak hours  
Demand charge: \$12.40 per kW of demand used per month

Large School Primary:

\$0.019926 per kWh used during all hours, PLUS  
\$0.180045 per kWh used during on-peak hours  
Demand charge: \$9.87 per kW of demand used per month

Secondary General:

\$0.010016 per kWh used during all hours, PLUS  
\$0.169056 per kWh used during on-peak hours  
Demand charge: \$13.75 per kW of demand used per month

Primary General:

\$0.007740 per kWh used during all hours, PLUS  
\$0.141482 per kWh used during on-peak hours  
Demand charge: \$11.45 per kW of demand used per month

**Is there a minimum contract term?**

Customers must contract for service under this tariff for a minimum of 12 consecutive calendar months. A TOU customer will automatically remain on the rate unless they request to be taken off.

**How do I know if the rate is right for me?**

We recommend that you evaluate your energy usage and determine if you tend to use more energy during the off-peak times or you can shift your load to those times. On-peak hours are from 1 p.m. to 7 p.m., Monday through Friday during the months of June through September. All other hours and months are considered off-peak. You may also speak to a call center agent for assistance.

**How do I sign-up for the TOU rate?**

Please give us a call-

Residential Customer Service 1-800-895-4999

Business Solutions Center 1-800-481-4700

**How do I get off the TOU rate?**

If, after you have fulfilled your 1-year contract commitment, you decide to get off the TOU plan please contact the customer service center for assistance.