

# 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 1:00 p.m. to 7:00 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. There are caps on the number of customer allowed to participate under each of these rate classes. Standby customers are not eligible for the TOU rate.

### **How many customers can be on the TOU rate?**

The following caps are in place for each customer class that is eligible for the TOU rate; availability based on these caps will be tracked by Xcel Energy:

- Residential: 100 customers
- Small General: 50 customers
- Small Municipal and School: 50 customers
- Large Municipal: 50 customers
- Large School: 50 customers
- Secondary and Primary General: 250 customers

### **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: \$10.50 per month
- Small General: \$13.70 per month
- Small Municipal and School: \$12.95 per month
- Large Municipal: \$25.59 per month
- Large School: \$34.75 per month

Secondary General: \$29.59 per month

Primary General: \$44.37 per month

The TOU service availability charge is \$1.00 more 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 kWh energy charge, and demand charge if applicable, for customers on the TOU rate. On-peak hours are defined as 1 p.m. through 7 p.m., Monday through Friday, June through September.

Residential:

\$0.056101 per kWh used during all hours, PLUS

\$0.127314 per kWh used during on-peak hours

Small General:

\$0.037379 per kWh used during all hours, PLUS

\$0.114585 per kWh used during on-peak hours

Small Municipal and School:

\$0.037197 per kWh used during all hours, PLUS

\$0.116209 per kWh used during on-peak hours

Large Municipal Secondary:

\$0.006478 per kWh used during all hours, PLUS

\$0.117273 per kWh used during on-peak hours

Demand charge: \$7.88 per kW of demand used per month

Large Municipal Primary:

\$0.006478 per kWh used during all hours, PLUS

\$0.114908 per kWh used during on-peak hours

Demand charge: \$7.06 per kW of demand used per month

Large School Secondary:

\$0.008437 per kWh used during all hours, PLUS

\$0.111883 per kWh used during on-peak hours

Demand charge: \$8.58 per kW of demand used per month

Large School Primary:

\$0.008295 per kWh used during all hours, PLUS

\$0.109986 per kWh used during on-peak hours

Demand charge: \$7.41 per kW of demand used per month

Secondary General:

\$0.006434 per kWh used during all hours, PLUS

\$0.100063 per kWh used during on-peak hours

Demand charge: \$10.14 per kW of demand used per month

Primary General:

\$0.005975 per kWh used during all hours, PLUS

\$0.096278 per kWh used during on-peak hours

Demand charge: \$7.85 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 of 1:00 pm – 7:00 pm, Monday through Friday, or, if you can shift your load to those times. 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.