

## Residential Time-of-Use Rate Study Frequently Asked Questions

### What is a Time-of-Use rate plan?

Time-of-Use (TOU) is a residential rate plan where rates vary according to the time of day, season, and day type (weekday or weekend/holiday). Time-of-Use pricing encourages the most efficient use of the system and can reduce the overall costs for both the utility and customers. Residential customers could potentially save money on their utility bill by using energy during off-peak hours.

### Why is Austin Utilities performing this time of use (TOU) study?

For Austin Utilities to establish Time of Use TOU rates we need to perform a cost-of-service study based on residential customer energy load data. When you agree to participate in this study, you will help us gather the data we need.

### How will my costs change if I participate in this study?

It is important to know that participating in this study will not change the rate you are currently being charged. You will be billed the same rate you are currently being billed but the study will allow you to see when you use energy in relation to a future time of use rate. The electric detail portion of your bill will look like this:

Electric Service		
Service Availability		14.00
Electric Usage On-Peak	229 KWH @ 0.1135	25.99
Electric Usage Off-Peak	703 KWH @ 0.1135	79.79
Sales Tax		9.44
<b>Total Electric Charges</b>		<b>129.22</b>

### When will the study be completed?

Participants will be asked to remain in the study for a period of one year.

### If I participate, will I automatically be enrolled in the Time of Use rate when a new rate is approved?

No, participating in this study does not commit you to switching your rate when a new rate is developed. You will be given the option and can use the study data to help you decide.

### What is the Time of Use rate structure?

In a real TOU rate structure, rates would vary during each time period. For this study, rates will remain the same for each time period. There are three time periods of the day with three different rates:

**Critical-Peak** - 4pm to 8pm during weekdays. The energy during this time costs the most of all the periods. The rate will be higher June-September.

**On-Peak** - 8am to 4pm and 8pm and 10pm weekdays. The energy during this time costs more than our standard residential rate.

**Off-Peak** - 10pm and 8am weekdays and all day during the weekends and holidays. The energy during this time costs less than the standard residential rate.

### Can I see my energy usage?

Yes, if you sign up for a SmartHub account you will be able to see your usage in 15-minute increments.

### HOW THE TOU RATE COMPARES TO THE RESIDENTIAL SERVICE RATE

