



– Peak Time Rebate Program –  
**REDUCE ELECTRIC USE,  
EARN MONEY.**  
IT'S AS SIMPLE AS THAT.

## Capital Electric Peak Time Rebate (PTR) Program FAQ's

**What is a Peak-Time Rebate program?** It is a program that rewards members who conserve energy on certain days when a “Peak Event” is called. Electricity is more expensive when energy usage is high. This is because on high-usage days, more power needs to be provided to support our system. This additional power typically comes from resources that are inefficient and have higher costs. We are using the PTR program to avoid buying power from higher cost resources, by having members voluntarily reduce usage during Peak Events.

**What is a “Peak Event”?** A Peak Event is a block of time (typically only a few hours long) when we expect the system electric load to be at a very high level. This can occur on summer afternoons on very hot days, when air conditioners running and people are using other home appliances. In the winter, Peak Events often occur on very cold mornings or evenings. In the spring and fall, Peak Events can occur at many different times.

**When will Peak Events be called?** Peak Events can be called in any month of the year. They will typically be on weekdays (but weekend/holiday events are possible). The events can be in the morning, the afternoon, or the evening. Some months may have no Peak Events, although some months may have one or as many as five or more Peak Events. The number of events called will depend on the weather and system-wide electricity use.

**How do members participate in the PTR program?** As a participant, you will be eligible to receive a rebate based on how much you reduce your electric use during Peak Events. We will notify you of Peak Events the day before the event and again on the day of the event. The events will be at varying times and durations. For example, one event could be from 2 p.m. to 6 p.m. on a Monday, and another could be from 8 a.m. to 10 a.m. on a Thursday. Peak Event messages will provide the details for each event.

**Are there any restrictions on who can be on the PTR program?** The following restrictions apply to the PTR program:

1. This program is only available to members with active residential services.
2. If you participate in the discounted dual fuel or electric heat rates, we are prohibited by our power contract to send you Peak Event notifications during the winter season (Oct-Apr). You can, however, follow us on our web site or Facebook/Twitter pages to see when events are planned. Note: During the summer season (May-Sept) you will receive notifications via the methods you have elected to use.

**If I signup today, when do I begin receiving notifications?** PTR Notifications and related rebates will not start until the beginning of the month that follows the date you signup up for PTR notifications. For instance if I sign up for service on 1/5/18, my PTR notifications and rebates would begin on 2/1/18.

**What is a “peak-time rebate”?** A peak-time rebate is a payment that rewards you for reducing electric use during Peak Events. We calculate how much you would typically use during a peak day (if an event had not been called), and compare it to what you actually use during the event. This allows us to determine how much you reduced your usage during the event. Capital Electric will calculate and apply credits on your bill twice each year about a month after each of the summer (May-Sept) and winter (Oct-Dec) seasons, so the rebate credits will be applied to your bills received in early December and early June.

**Is natural gas or propane affected by this program?** No. Turning off a gas or propane appliance will not increase your rebate.

**What are the actions I can take that would earn me the highest rebate?** If you normally use an electric appliance during a specific time of day, and you shut off that appliance during a peak event, that will add to your rebate. For example, if you normally use an electric oven from 5 p.m. to 7 p.m., and a Peak Event is called for those hours, you will get a rebate if you do not use the electric oven during that time period. The more appliances you turn off during an event, the larger your rebate will be. Appliances that use a lot of electricity include: air conditioners, electric ovens, electric clothes dryers, microwave ovens, electric toaster ovens, and electric pools/well pumps. Televisions, computers, and lights use a less significant amount of electricity.

**What happens if there is a Peak Event and I can’t reduce my usage?** Nothing! There is no penalty for not reducing during the Peak Events. When you use electricity during an event, it is billed at the normal rate. You can choose which Peak Events you want to participate in. If you do not participate in one Peak Event, you can still get a rebate if you participate in other events on other days. The rebate calculation accumulates and nets all events over each of the summer and winter seasons but will never go negative.

**I have medical equipment that uses electricity, should I turn it off during a Peak Event?** NO! Your safety comes first, so there is no reason to turn off medical equipment.

**I turned off my lights during a Peak Event, but I didn’t get a large rebate. Why is this?** Turning off a couple of lights is a good start, but if that is all you do, your rebate may not be very high. This is because in many cases, lights do not use a lot of electricity compared to things like electric ovens. That said, turning off lights in unused rooms is always a good practice and will not only earn you a rebate during peak events, but will also help lower your electric bill. Don’t forget external lighting as well.

**What if my electric usage already follows a reduction schedule?** The PTR program rewards people who reduce usage on peak hours, as compared to what their normal usage is for those specific hours. Your rebate may not be as high if your usage is already reduced during an event hour (as part of your normal routine). You need to change your regular behavior during Peak Events to get a rebate.

**What if I already participate in other CEC demand reduction programs such as off-peak water heating and air conditioning?** You will continue to receive the off-peak credits earned in those programs. However, in order not to “double dip” in both the off-peak and PTR programs, the off-peak credit amounts will be subtracted from the PTR credit calculation when determining your final PTR credit amount.