

# NEW RATE FAQs

## 1. How is this new rate going to benefit me?

Outside our peak demand hours, members can continue to use all the electricity they need at a highly reduced rate.

There are only a few hours each day that you need to keep an eye on.

Peak demand hours are when most members use electricity at the same time.

## 2. Why is EnergyUnited implementing a new rate structure?

Our new rate structure gives you more control over your power bill. By running your major appliances at different times and spreading out your energy use, you can take advantage of reduced off-peak energy costs and manage your power bill.

## 3. What is changing with my EnergyUnited rate?

Beginning April 2026, EnergyAdvantage members will transition to a new rate that includes the following parts:

- Grid Access
- On-Peak Energy Charges
- Off-Peak Energy Charges

## 4. How will this change impact my bill?

The total amount you pay will depend on how and when you use electricity. By spreading out major appliance usage instead of running them all at once, you can reduce your peak demand charge and better manage your bill.

For a winter scenario: If you are using multiple large appliances during the Winter Peak Demand Hours (November – March), which is between 6 AM and 10 AM, you will see an increase due to using an excess of energy during these hours.

For a summer scenario: If you are cooling your home down by several degrees, using the oven in excess and drying clothes during Summer Peak Demand Hours (April – October), which is between 3 PM and 7 PM, you will see an increase due to using an excess of energy during these hours.

## 5. Are there tools available to help me save on my energy bill?

My EnergyHub allows you to see energy usage to help you better understand your energy saving opportunities. This tool also provides demand information so that you can be best equipped to manage energy costs. The EnergyUnited website also offers support for members to help you manage your power bill.

## 6. What are peak demand hours?

These times are when energy consumption is the highest and most expensive.

Winter (November - March): 6:00 AM – 10:00 AM

Summer (April - October): 3:00 PM – 7:00 PM

## 7. Is this a rate increase?

Yes. However, the new rate structure is designed to give you more control over your power bill. Pay less during off-peak hours, pay more during on-peak hours.

## 8. Why are you changing this now?

EnergyUnited is committed to helping members prepare for an evolving energy future. EnergyUnited's new rate structure offers members a chance to better manage energy costs and be prepared for future changes. EnergyUnited's commercial and industrial members have been on a similar rate for a long time.

## 9. Why are there peak demand hours?

This is when power costs EnergyUnited the most to purchase for our members.

## 10. How can I view my energy usage and peak demand?

Members can view their energy usage and peak demand in My EnergyHub with our Usage Tool and on their monthly bills.