



1. What is a Time of Use (TOU) rate?

A TOU rate charges different prices depending on what time of day you use electricity.

- On peak (highest cost): This includes summer months from May-September on weekdays from 3 - 7 p.m. On peak in the winter months of October-April include 6 - 9 a.m. and 6 - 9 p.m. on weekdays.
- Off peak (lowest cost): All other hours, weekends, and major holidays.
- Shifting your usage to off-peak hours helps reduce your bill.

2. Why are solar customers required to be on a TOU plan?

Residential solar customers are placed on a TOU plan that has been approved by Arizona Corporation Commission (ACC).

TOU plans are designed to encourage customers to shift energy use to times when overall demand for the utility system is lower and when solar systems typically generate more electricity. By shifting /decreasing usage during high demand peak hours, customers can reduce their overall energy cost by better aligning their usage with their solar production.

3. How does TOU affect my daily routine?

You may need to adjust when you use electricity, including:

- Using all unnecessary appliances during off peak hours
- Making sure pool/spa timers are set during off peak hours
- Adjusting temperature on your heating/cooling systems during on peak
- Pre-cooling before on peak timeframes

4. How do solar panels interact with TOU pricing?

Solar typically produces the most energy midday — often during off-peak hours. If your system generates more than your home uses, the excess is exported to the grid for a monetary monthly credit (see RCP below). By keeping your own usage low during peak times, you minimize using electricity from the grid when it is most expensive.

5. What are RCP credits (KBH)?

Resource Comparison Proxy (RCP) credits are a monetary bill credit for any excess generation not used by your home that is sent back to the grid.

For new customers, the rate is dollar based, set annually, and locked in for 10 years from your application date. For customers who have been on Net Metering for 20 years and are transitioning from Net Metering onto the RCP framework, the RCP bill credit rate isn't fixed for 10 years and instead will reflect the latest RCP bill credit value that changes every year.

Monetary credits appear as a separate line item under the power supply portion of your monthly bill statement.



6. How will my electric bill change with solar?

Your bill will include:

- Lower energy charges because solar reduces grid use
- A new line item showing RCP export credits
- Standard monthly service charges
- A breakdown of on peak and off-peak usage and solar exports

7. What are the best ways to save money on a TOU plan?

To maximize TOU and solar benefits, try:

- Running large appliances during off-peak hours
- Precooling or preheating before peak periods
- Using timers for water heaters, recirculation pumps, and pool/spa pumps
- Turning off nonessential lights during peak times
- Charging EVs overnight
- Enjoying energy heavy hobbies (woodworking, gaming, welding, etc.) during off peak hours

8. Why is TOU beneficial for the community?

Using less electricity during peak hours reduces stress on the grid, helps limit future rate increases, and supports a more efficient, sustainable energy system for everyone.