

1 **Customer Engagement**

2 **Q. What is the benefit to customers who enroll in the pilot?**

3 A. Customers will be engaged in their energy usage because there will be an incentive
4 through the TOU rate to modify their usage patterns. They will be provided periodic
5 reports showing how their battery is operating in their home. Depending on the battery
6 provider, there may be a cell phone app that customers can download to see the real-time
7 dispatching of their battery. Customers will also be educated on how to most efficiently
8 use the batteries through literature and technical assistance.

9 **Q. Will the customer have any financial responsibility for the batteries?**

10 A. Yes. The customer will sign a contract with the Company to use the batteries for ten
11 years and requiring them to pay either an upfront contribution towards the cost of the
12 battery or a monthly fee for the ten years.

13 **Q. Has the Company designed time-of-use (TOU) rates for customers in the pilot
14 program?**

15 A. Yes. Customers who elect to have the batteries installed in their homes will take service
16 under a TOU rate schedule whereby there will be three pricing periods for the distribution
17 and transmission charges. The rate will provide for critical peak, on-peak, and off-peak
18 periods. The hours for each period are as follows:

- 19 • Critical peak: 2PM through 7PM
- 20 • Off-peak: 7PM through 8AM
- 21 • On-peak: 8AM through 2PM