

Peak Time Rebates Terms & Conditions

BY ENROLLING IN PEAK TIME REBATES (“PROGRAM”), I AGREE TO BE BOUND BY THE TERMS AND CONDITIONS SET FORTH BELOW.

- I agree to these terms and conditions and the Portlandgeneral.com Website Privacy Statement available at <https://www.portlandgeneral.com/privacy-policy>.
- I understand that as a participant in the Program, I will receive a credit on my bill only if I reduce my energy usage during a Peak Time Rewards Event. PGE will calculate my savings by comparing my actual electricity usage during Peak Time Events with historical vs. forecasted usage on similar days.
- I understand that participation in the Program is limited to the first 160,000 residential customers to enroll who are currently on PGE’s Schedule 7 Basic Service rate. Participation in the Program is unlimited to customers who are on PGE’s Schedule 7 Time-of-Use rate.
- I understand that the meter installed at my premises must be set by PGE for automated meter reading (AMR) and that PGE must have unrestricted access to such meter during business hours. PGE needs to be able to communicate with the meter during all hours in PTR summer and winter seasons. This will provide the most accurate rebate.
- I understand that if an outage occurs during a Peak Time Rebate event, an incentive will be calculated only for the period of time the meter was able to provide interval data.
- I understand my post-event Peak Time Rebates incentive calculation (that is sent to me via text or email notification) is an estimate only and the actual Peak Time rebate that I receive will be an on-bill credit that appears on my next billing statement.
- I understand that I may unsubscribe from PTR event notifications at any time. If I unsubscribe, I will receive credit only for those events for which I am enrolled and reduced my energy usage to receive a rebate.
- Customers who are enrolled in PGE’s Smart Thermostat program or Solar Payment Option are not eligible to participate in Peak Time Rebates.
- Customers with interconnected energy storage (battery) are only eligible for Peak Time Rebates if the energy storage system is controlled by PGE and not the customer.
- Customers must reside in the property for which the service agreement (SA) is active. Landlords are not eligible to enroll an SA in the program for properties they own or manage, but which they do not reside in.

Terms of Service:

- I acknowledge that I must provide at least one working mobile number or email address (each a “notification method”) to remain enrolled in the Program.
- I acknowledge that, depending on the notification method I choose, usage and data fees from my mobile phone carrier may apply based on my plan with my carrier.
- To cancel SMS service at any time, text “STOP” to 84916. After I send the text message “STOP”, PGE will send me a text message to confirm that I have been unsubscribed and I will no longer

Peak Time Rebates Terms & Conditions

receive SMS messages for Peak Time Rebates. If I have provided an email, I will receive Peak Time Rebate communications and still be in the program.

- If I want to join SMS service again, I may enroll as I did the first time and PGE will start sending SMS messages to me again.
- I will receive an initial text message asking me to opt in. To receive text notifications, I must reply "YES." To opt out of text notifications, I will reply "STOP." To receive additional information about text notifications, I may text "HELP."
- I acknowledge that PGE can send me interactive voice recordings (IVR) prior to Peak Time Events. I can opt out of receiving IVR messages.
- If at any time I forget what keywords are supported, I may text "HELP" to 84916. After I send the text message "HELP", PGE will respond with instructions on how to use the service as well as how to unsubscribe.
- I will receive approximately 6-10 messages per season (June – September) and (November – February).
- PGE is able to deliver text messages to many mobile phone carriers, but not all. In the event PGE is unable to deliver text messages to your mobile phone number, you must provide an email address that may be used as the notification method.

Program Administration:

- I acknowledge that PGE contracted with Oracle Utilities and TROVE to administer the Program.
- I authorize PGE to release my billing and usage data to Oracle and TROVE. Oracle and TROVE are required to keep my account information confidential and is restricted to use this information only to operate, market, and improve the Program and to evaluate consumer and system benefits as it relates to the Program.
- These terms and conditions are subject to change without notice. If there is a change, the latest Peak Time Rebates terms and conditions will be updated here portlandgeneral.com/ptr.
- Please direct any questions or comments regarding these Peak Time Rebates Terms and Conditions to PGE Customer Service or call 800-542-8818.