



San Francisco
**Water
Power
Sewer**

Services of the San Francisco
Public Utilities Commission

Hetch Hetchy
POWER

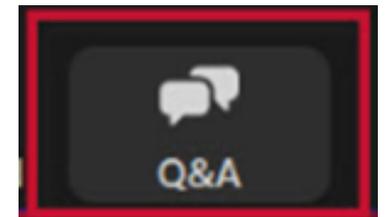
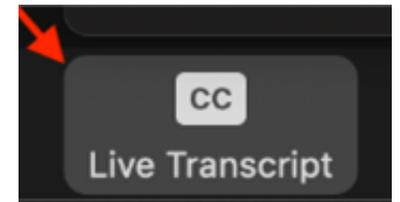
Residential Rates Update 2024

Hetch Hetchy Power

Tuesday, April 30th

Housekeeping items

- Today's meeting is being recorded
- To activate live transcription, select the CC at the bottom of your screen and click "Live Transcript"
- To participate in Q&A, please select the Q&A button at the bottom of your screen and type in your question



WATER



Delivering high
quality water
every day

POWER



Generating clean
energy for a
brighter future

SEWER



Protecting public
health and the
environment



For more than 100 years...

San Francisco has provided clean, safe, and reliable public power to meet the needs of our local community.



The SFPUC is San Francisco's local, clean electricity provider.



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CleanPowerSF



Today's Agenda

- What is Hetch Hetchy Power?
- Our Public Rate Setting Process
- Proposed New Rates
- Q&A



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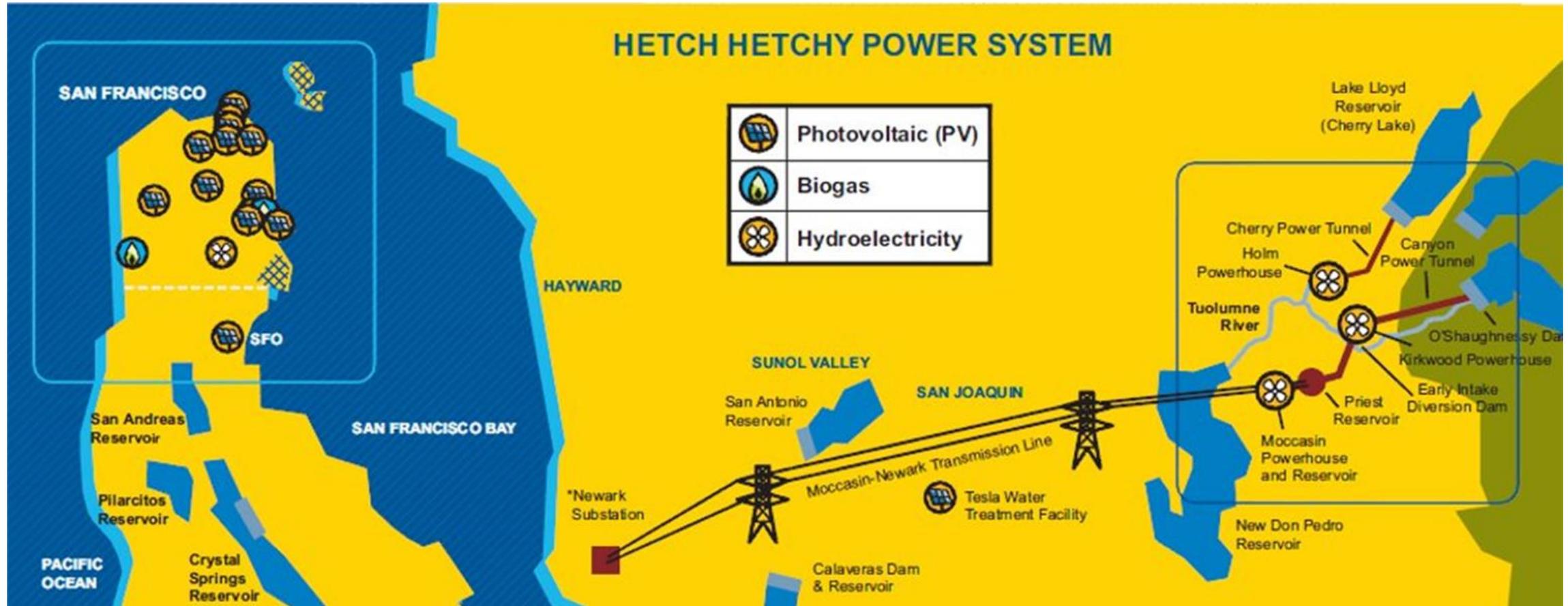
What is Hetch Hetchy Power?



Hetch Hetchy Power

- Not-for-profit, public power provider for over 100 years
- Serves 6,000 customer accounts in San Francisco
- Generates hydroelectric and solar power and supplies 100% clean energy to customers
- Full service electric provider in San Francisco (generation + transmission & distribution)
- Offers the lowest electricity rates in San Francisco

Hetch Hetchy Power System





Benefits of Being Our Customer

- **Affordable Energy:** Last year, Hetch Hetchy customers saved more than \$120 million compared to PG&E rates.
- **Clean Electricity:** Hetch Hetchy Power customers receive clean, 100% greenhouse gas-free energy.
- **Programs and Rebates:** Hetch Hetchy Power helps our customers shift away from dirty fossil fuels to clean electricity through program offerings:
 - **Customer Assistance Program:** Offers a 30% discount on Hetch Hetchy Power bills to eligible customers.
 - **Electrify My Ride Program:** Offers \$1,000 off the sale of an e-bike for eligible customers with low-incomes



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Our Public Rate Setting Process

How Do We Set Rates?

Our process includes:

1. **Rate study** conducted by an independent consultant every five years
2. **Rates set to cover costs (no profit)**; new updates are proposed.
3. **SFPUC Rate Fairness Board** reviews and gives us advice on proposed rates.
4. **SFPUC Commission** holds a public hearing to review and approve new rates for power services.
5. **New rates go into effect starting July 1st** each year.

What Do We Consider When Setting Rates?

Revenue Sufficiency

- Rates cover the full cost of all SFPUC activities

Customer Equity

- Rates based on cost of service

Environmental Sustainability

- Rates value environmental sustainability and preserves the natural resources entrusted to the SFPUC's care

Affordability

- Rates consider affordability for all its customers

Predictability

- Rates designed to minimize bill fluctuations, enabling ratepayers to plan for their personal finances

Simplicity

- Rates that are easy for ratepayers to understand



What Do Rates Pay For?

- Generating power and delivering it to your home or business
- Repairing and building new capital projects to maintain a reliable system
- Customer programs
- Appropriate financial reserves to protect our long-term financial health

Electric Rates and Your Bill

SAN FRANCISCO WATER POWER SEWER
Services of the San Francisco Public Utilities Commission

Payment Remittance Address
P.O. Box 7868
San Francisco, CA 94120-7868

Website Address
www.sfwater.org

Questions?
Please call us at 415-551-4720

Account Number:
HHAG2U*

Service Address:
21 GIANTS DR

Customer Name:

Bill Date: 09/05/2019
Payment Due Date: 09/20/2019
Total Amount Due: \$60.19



Payment Total and Due Date

Account Number

Online VISA, MC, debit, or eCheck
or online payment service provider
through Power2Pay, free of any processing
fees. For more information, visit
www.sfwater.org/paymentoptions.

Service is provided during evening, weekends or
holidays. Call 311
for emergency service number to
report a problem.

Payment is due:
not paid fifteen (15) days from the due
date and a late payment penalty fee. A
notice may be sent thirty (30) days after the due
date if the amount remains unpaid. Thereafter, a
customer may be subject to disconnection of
service.

Summary Charge

Service from 06/28/2019 **to** 08/01/2019 (34days)

Rate Schedule: R-2

Meter Number:

Meter Reading: (06/28/2019-08/01/2019)

| Prior Read | Current Read | Difference | Multiplier | Total Usage |
|----------------------|--------------|------------|------------|-------------|
| 12101 | 12521 | 420 | 1 | 420.0kWh |
| Previous Balance | | | | \$117.09 |
| Payments | | | | (\$117.09) |
| Total Current Charge | | | | \$60.19 |
| Total Amount Due | | | | \$60.19 |

Rate Schedule

Detail Charge

06/28/2019-06/30/2019(2 days)

Energy Charge:

| | | |
|--------|---------|--------|
| Tier 1 | 32.8kWh | \$3.35 |
|--------|---------|--------|

| | |
|--------------|--------|
| Total Charge | \$3.35 |
|--------------|--------|

07/01/2019-08/01/2019(32 days)

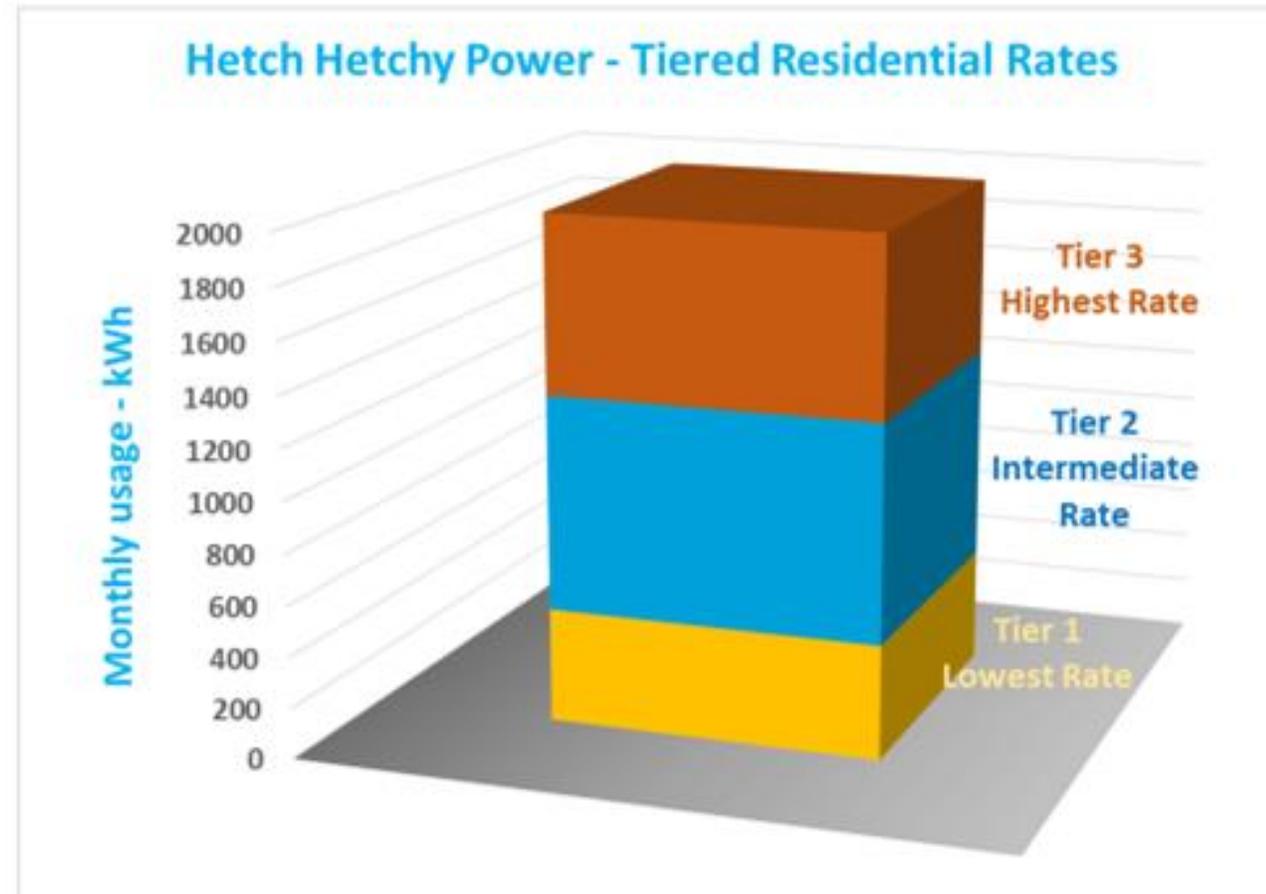
Energy Charge:

| | | |
|--------|----------|---------|
| Tier 1 | 229.0kWh | \$23.83 |
|--------|----------|---------|

Detail Charge

Electric Rates and Your Bill

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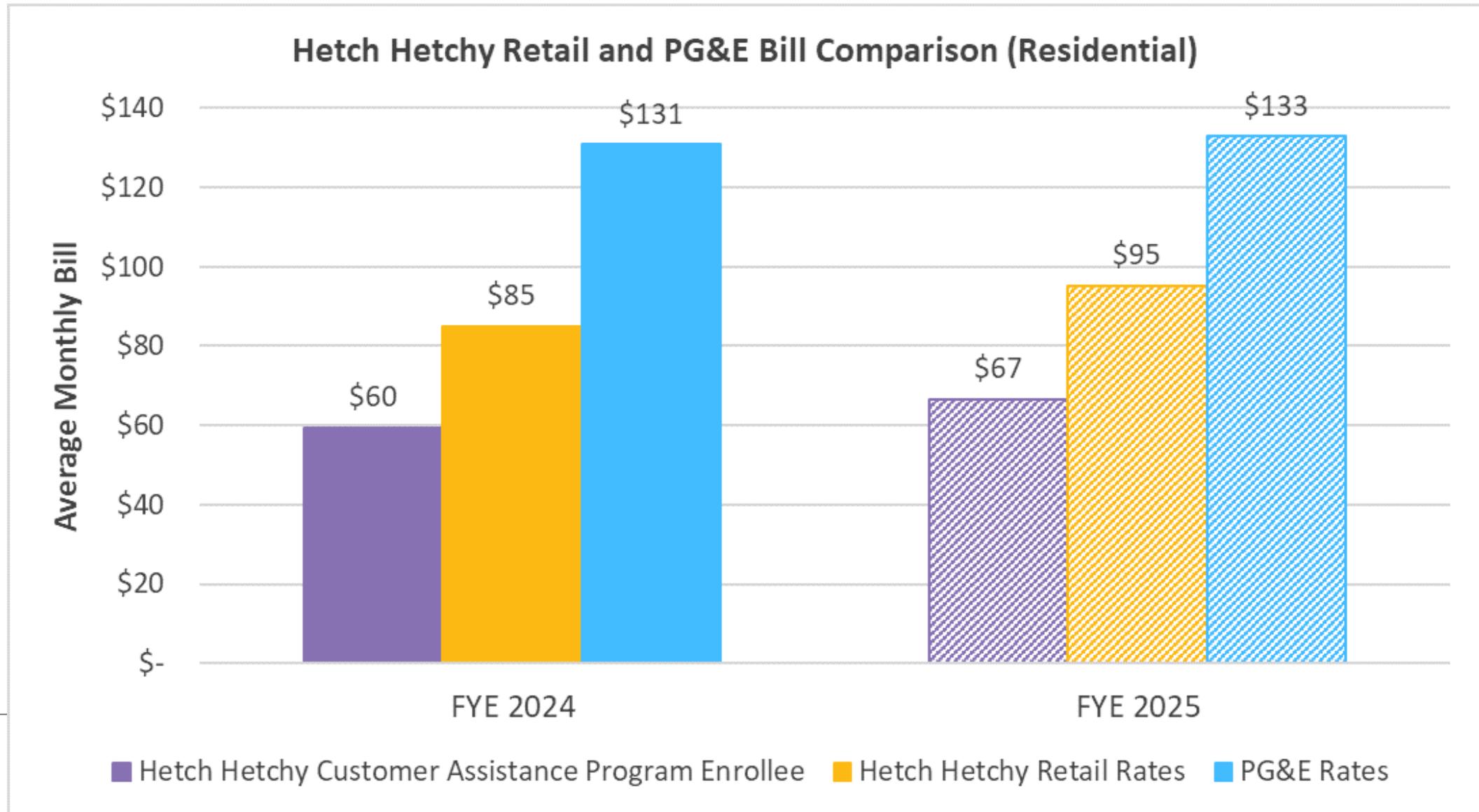
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Proposed New Rates Effective July 1st

What Can You Expect?



Bill Assistance and Support

- Customer Assistance Program (CAP)
- Medical Necessity Assistance Program (MNAP)
- Low Income Home Energy Assistance Program (LIHEAP)
- Payment plans

We're here to help.
Get more information at sfpuc.org/billrelief or call (415) 554-0773.



Customer Assistance Program

- 30% monthly discount on your electricity bill
- To qualify:
 - Hetch Hetchy Power bill must be in your name
 - Your combined household income does not exceed CAP Income Guidelines

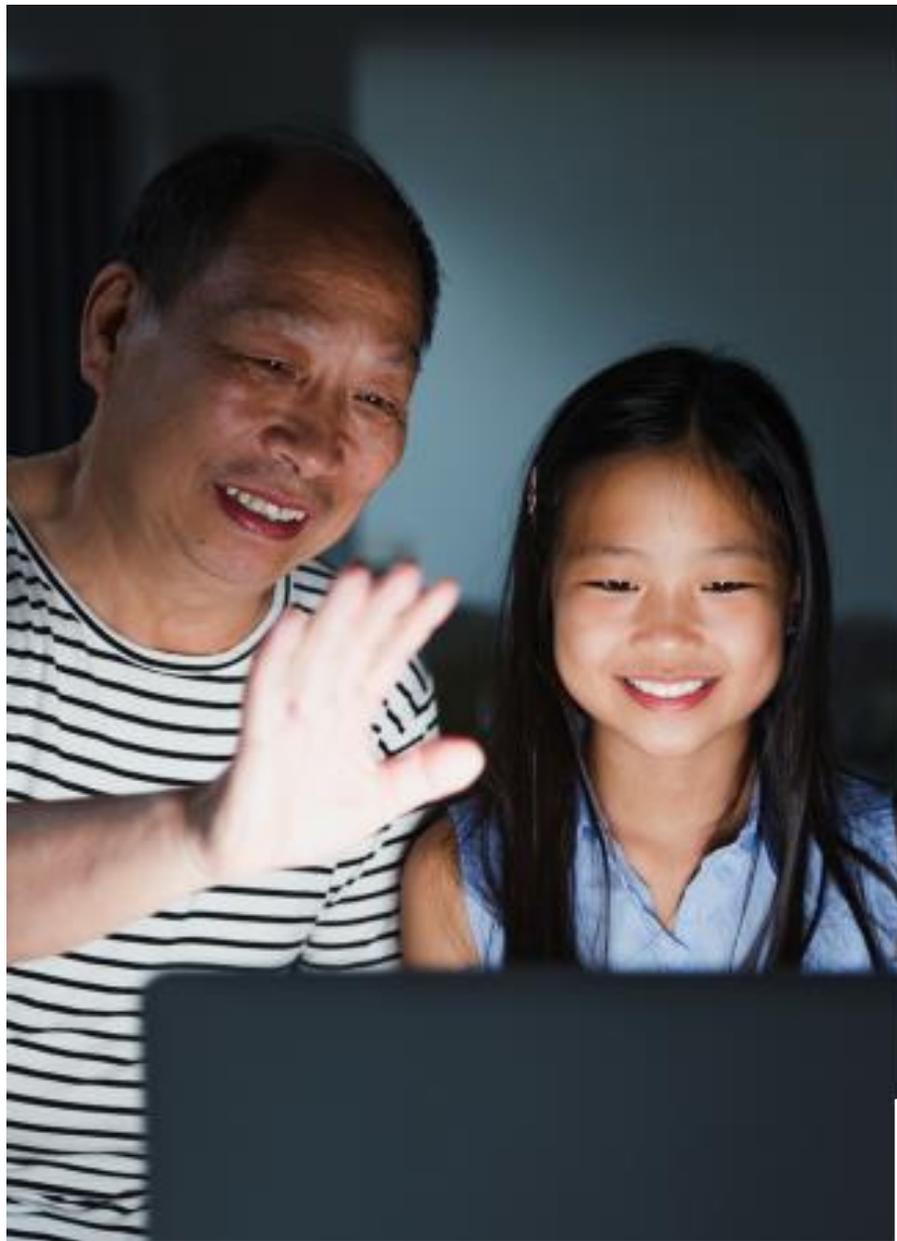
**Call 415-551-4720 or apply online
at sfpuc.org/30offpower**

Medical Necessity Assistance Program

- Allows qualified households to use 75% more energy at the general residential service rate
- Qualifying devices include: sleep apnea monitor, respirator, iron lung, dialysis/hemodialysis machine, oxygen generator, etc.

For more information and applications, visit

www.sfpuc.org/billrelief



Low Income Home Energy Assistance Program (LIHEAP)

- LIHEAP may be able to apply a one-time bill credit per year to help with energy bills and to prevent utility shutoffs for eligible applicants

To enroll in LIHEAP, call Peninsula Energy Services at (415) 416-6660 or apply online at caliheapapply.com



Set up a Payment Plan

If you get behind on your bill, a payment plan can help...

Call Hetch Hetchy Power at **415-551-4720** to set up a payment plan



We're Here to Help

Hetch Hetchy Power
Customer Service

Call: (415) 551-4720

Email: csbretailservices@sfwater.org

Hours: Monday – Friday, 8 a.m. to 5 p.m.



Upcoming Rate Action

- Proposed rates will be voted on at the SFPUC Commission meeting on **May 14th at 1:30pm** at City Hall.
- Get more information at: sfpuc.org/PowerRates
- If approved, new rates will go into effect on July 1st.

Public Meeting Schedule for 2024

| Meeting | Date | Additional Information |
|---------------------|------------------------------|-----------------------------------------------------------------|
| Rate Fairness Board | Friday, March 1 | sfpuc.org/PowerRates |
| Rate Fairness Board | Friday, March 22 | sfpuc.org/PowerRates |
| Rate Fairness Board | Wednesday, April 10 | sfpuc.org/PowerRates |
| Rate Fairness Board | Monday, April 29 | sfpuc.org/PowerRates |
| SFPUC Commission | Tuesday, May 14 1:30 p.m. | sfpuc.org/commission |



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Questions?

Take Part and Learn More

Stay updated on the rates process: www.sfpuc.org/powerates

Bill assistance and support: sfpuc.org/billrelief

Questions about rates?

Call: (415) 551-4720

Email: csbretailservices@sfwater.org



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Thank you for
attending!