

Straight Talk with PG&E: Joey Cavazos

Episode 2: Learn more about an optimal rate plan for your business

- [Tatihana] Hey everyone. Welcome back to "Straight Talk with PG&E." I'm Tatihana Manning, Senior Program Manager at PG&E, and I support our voice of a customer team. What if I told you that just by taking one small step, you could potentially save your business tens of thousands of dollars? And to show us how that's possible, I have my good friend, Joey Cavazos, from the Small Business Engagement Team. How are you doing today, Joey?

- [Joey] Yeah, I'm doing wonderful, Tati. It's always a pleasure speaking with you and thanks for having me.

- [Tatihana] I'm so happy to have you here. It's great to see you. We're gonna jump right into it. We talked about saving customers tens of thousands of dollars. How do we do that?

- [Joey] Actually, I'm glad you asked. You know, I had the opportunity working with Setton Farms. They're one of the largest manufacturers here in California. I was able to save them over \$30,000 just by changing their rate plan online at pg.com. Our small business engagement team, we actively run these campaigns where we proactively run rate analysis for businesses.

- [Tatihana] So just in manage, you we were able to save the company \$30,000, which is money they can put back into their business, which is amazing. Like, what can you do with \$30,000? I can do a lot. I want to know what does it actually mean to be on the most optimal rate? I keep hearing this. We talked to Ceasar. On the last episode, he mentioned the most optimal rate. So what does that actually mean?

- [Joey] You need to pick a rate plan that fits your business needs specifically to your hours of operation and how much power you're using.

- [Tatihana] That makes complete sense. So let's help the customers understand a little bit better. What factors help determine their rate?

- [Joey] I believe the major one that most businesses should know is knowing how much energy you're using. By knowing that, it's gonna put you in the right class of service. So we have three

classes of service, we have a small, medium and then we have a large class. So by knowing how much power you use is gonna put you in the right class,

- [Tatihana] Well these are actually very helpful tips 'cause I don't think that people realize that just by making changes in their business can actually affect their rate. So basically, if you have more usage or less usage, you may actually have a more beneficial or more optimal rate based on that. I mean, you could have taken out equipment, added equipment, and then your usage isn't where it was once.

- [Joey] Yeah, you said it, it's the simple things that make a significant change. And I believe that's why our small business engagement team is here. We are advocates and really just calling customers and educating customers of these simple tools that can make a big change.

- [Tatihana] So the next big question I'm sure everyone listening is wondering, how often should they be running a rate analysis?

- [Joey] Traditionally, I would say annually, run a rate analysis online at pg.com, and you can always leverage a customer service representative as well. Also, if there's a significant change in the business, whether it's again, the workload, your employees, your hours of operation, you're gonna want to run another rate analysis. And usually we would say maybe six months after that change.

- [Tatihana] You mentioned pg.com, which is a really great resource that I don't think customers really leverage enough. Can you give us some more information?

- Yeah, pg.com is the source. You know, it's a main source where there's tools available to help manage your usage. You know, you can even see how much power you used two days ago. You don't have to wait for us to call you. Log in online at pg.com, run the rate analysis. And within a few minutes, it's gonna let you know if you're on the best rate plan or not, or the most optimal we like to say, right? And then from there, change your rate plan. And within the next billing cycle, it's gonna take an effect.

- [Tatihana] Thank you so much for being here today, Joey. It's been great catching up and chatting.

- [Joey] Oh, thank you for having me, Tati. It's been my pleasure.

- [Tatihana] For the listeners out there, stay tuned for upcoming episodes of "Straight Talk with PG&E" where we will share more helpful tips and resources, as well as share programs that can help business customers save energy and money. You can learn more at pg.com/straighttalk. See you guys soon.