

RENEWABLE ENERGY

FREQUENTLY ASKED QUESTIONS

I'm considering solar for my home/business.

Where should I start?

Check out our customer fact sheet for advice on exploring renewable energy and what to expect during the installation process.

Can I get a rebate for solar?

Yes! Although the 26% in 2022 (22% in 2023) [Federal Tax Credit](#) is still the largest incentive to go solar, we pay a rebate of 10 cents per watt to qualifying customers based on the system size.

What is net metering ?

Net metering is a program that allows our customers to “bank” unused solar generation on the grid to use when you need. This means your net energy that you didn't use in the summer can be stored for the winter months.

Some of the solar energy produced by your system is used directly by your home for things like appliances and lighting. When your solar production is greater than your home's use the excess is sent back to the grid. If your home needs more energy than it produced you can use energy from the grid (it may be a mix of solar and grid energy, depending on what is available).

Here's how net metering works:

The energy your home uses from the grid is tracked on register 11 of your net meter. The excess energy sent back to us is tracked on register 10 of your net meter. Both register 10 and 11 only count upward.

The difference between between the two registers equals the total energy used from the grid and received by the grid. Your register 10 (total received by the grid) is then subtracted from your register 11 (total used from the grid) to get your net usage for the billing period.

If your net usage is a positive number, you'll need to pay a bill on that amount. If your net usage is a



negative number, you'll bank that amount as a credit, to roll forward into future billing periods.

In the next billing period, you might add to your credit bank, or use energy from your credit bank, depending on how much energy you produce and how much your home uses.

My monitoring system says I produced 1,000kWh this billing period, but my bill says that only 300kWh were received by Utilities. Am I not getting credit for all my production?

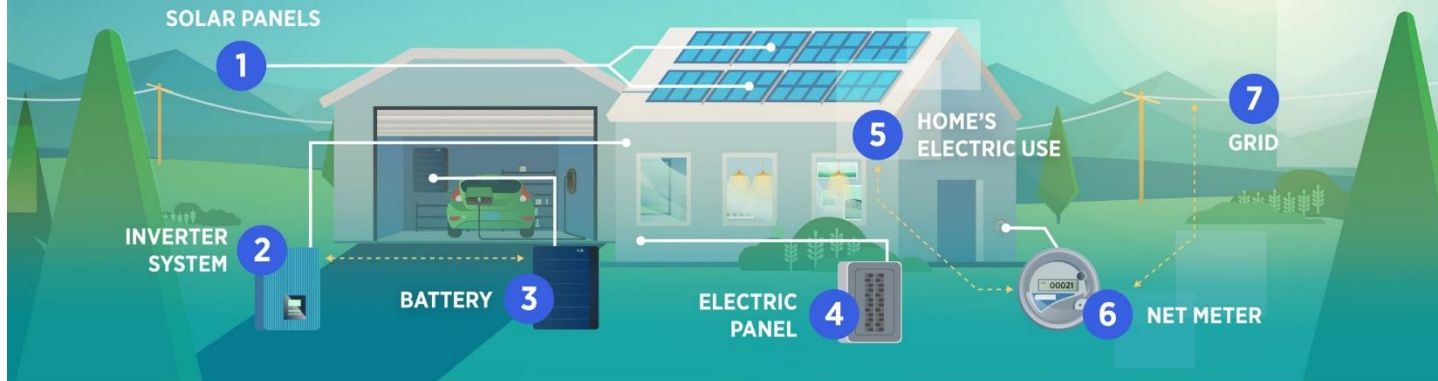
1,000kWh was generated and your home used 700kWh from your main panel, which left the remaining 300kWh shown on the bill. Remember that your home uses energy directly, before any energy reaches the billing meter. You can trust your monitoring system and your bill. Your bill also accounts for any energy you use from the grid. Any excess energy that you don't use will be contributed to your credit bank.

Do you pay me for my excess credits or do I get to roll my credits over continuously?

You have either option. The default action is to cash your credits out at the end of the year for the wholesale value.

(continued on the reverse side)

HOW DOES SOLAR ENERGY WORK FOR YOU?



1. SOLAR PANELS ABSORB THE SUN'S ENERGY AND PRODUCE ELECTRICITY
2. INVERTER SYSTEM MONITORS AND MANAGES THE SOLAR PRODUCTION SYSTEM
3. BATTERY STORES SOLAR ENERGY FOR USE AT A LATER TIME
4. ELECTRIC PANEL DISTRIBUTES ELECTRICITY TO POWER YOUR HOME
5. SOLAR ENERGY POWERS LIGHTS, APPLIANCES AND OTHER ELECTRONICS
6. NET METER MEASURES THE AMOUNT OF SOLAR ENERGY NOT IMMEDIATELY USED BY YOUR HOME, SENT TO OUR ELECTRIC GRID AND THE ELECTRICITY WE DELIVER TO YOU
7. GRID ENSURES RELIABLE ELECTRIC SERVICE WHEN YOUR SOLAR ENERGY SYSTEM ISN'T GENERATING ENOUGH FOR YOUR HOME; WHEN YOUR SYSTEM GENERATES MORE THAN YOU USE, THE EXCESS IS SENT TO OUR GRID

This compensation will come in the form of a bill credit on the first bill of the new year and applies to the total of all four services. By cashing out your credit bank at the end of year, you will have no credit to support your winter use. A kWh used is more valuable than a kWh that you cash out.

For this reason, we offer customers the option to continuously roll over their credit bank. If you choose this option you won't be able to cash out your credits in the future, but you'll ensure that you get the most value out of the energy you produce and indefinite enrollment in the program until your account is terminated.

How do I read my net metering bill?

Remember that your first net metering bill might include use from your old billing meter. We have resources at csu.org to help you understand your net metering bill.

My solar is producing energy but I never see any kWh show up as "received" on my bill. Am I receiving credit for my production?

Yes, but you have a lot of energy demand which

directly uses all the energy your solar produces. Multiply your total system production over a billing period by your energy use rate to see how much you avoided paying in your electric bill for that billing period.

Why do I see a difference between my solar monitoring and the utilities production meter?

Your monitoring system includes any energy produced during system testing. The utilities production meter only tracks energy produced from your interconnection date.

If you see a growing discrepancy between your system monitoring and the production meter, it may be due to the distance of the production meter from the generation source. You may see the difference between these readings ebb and flow over time.

Visit csu.org for more information on solar net metering.