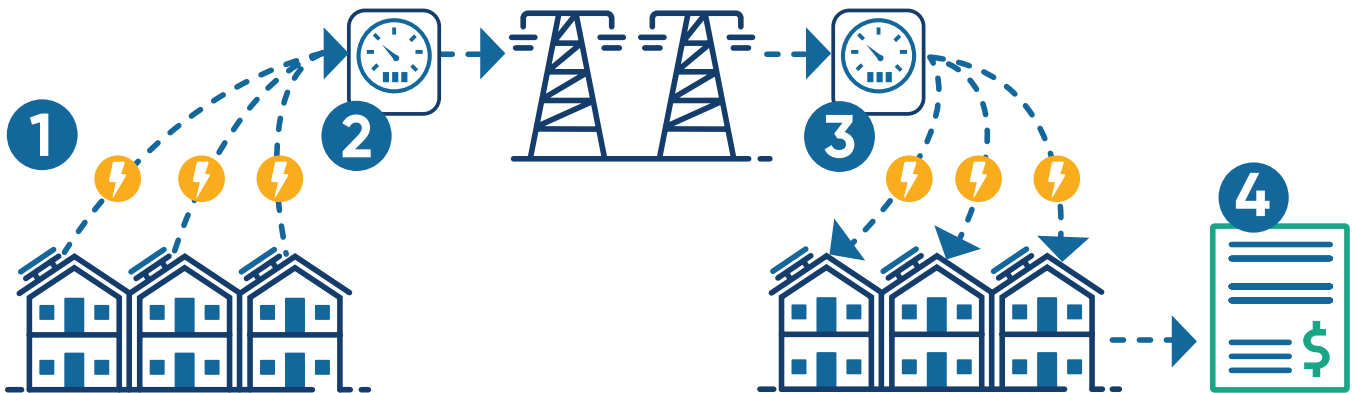


# How Your Utility Bill Will Change

## Things You'll Need to Know

When solar systems are installed on multifamily properties, the energy produced by the system can be shared among every tenant household and all the common spaces. The billing process that allows for the benefits of the energy production to be shared to your household is called Virtual Net Energy Metering (VNEM). Through VNEM, you will receive bill credits applied to your energy bill each month.



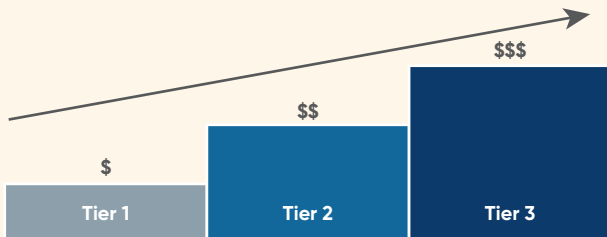
- 1 The electricity is produced by solar panels at your property.
- 2 The electricity is sent to the electric grid and measured by a newly installed solar meter. The electric grid is the network run by your utility company that delivers electricity to homes, businesses, and other users.
- 3 The electricity you consume in your home is measured by your electric meter.
- 4 Your utility company will apply the solar bill credits allocated to your household, lowering your bill each month.

## What to Know About Your Current Utility Bill

Your current utility bill is calculated based on one of two different rate structures: tiered and time-of-use (TOU).

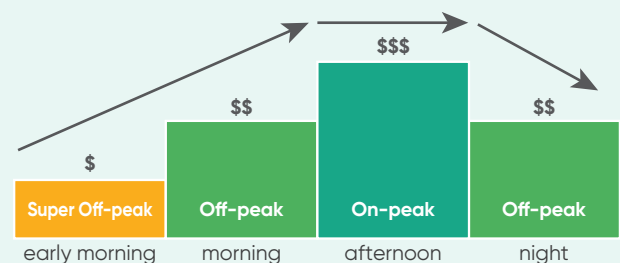
### Tiered Rate

Your bill is calculated by different tiers or levels. Each tier has a specific amount of electricity (kilowatt-hours or kWh) you can use. When you use all the electricity in one tier, you fall into a higher tier where the price per kWh increases. This means that when you use more electricity, you pay more. There are usually two to four tiers in the tiered rate structure.



### Time-of-Use (TOU) Rate

Time-of-use rate structures are based on when you use electricity. This means that the price of electricity (kilowatt-hour or kWh) will vary based on the time of day that it is used or consumed. TOU rates have on-peak and off-peak hours and rates are higher during on-peak hours.



## What to Know About Your New Utility Bill

It is important to understand how the solar panel system installed at your property will affect your utility bill. There will be changes to both how your bill looks and how it is calculated. Once the solar panel system is installed and working, you will be switched to TOU rate structure by your utility company. Pending the availability in your IOU region, you may be able to choose to switch back to a tiered rate structure.

## Frequently Asked Questions

### 1. When will I see the bill credits on my utility bill?

You will start seeing savings on your utility bill soon after the solar system is operating and providing electricity to your property. System interconnection times vary, but it is expected to take several weeks after the system is installed before you see the changes reflected on your utility bill.

### 2. Do I need to sign up for the bill credits?

You do not need to sign up to receive bill credits. The bill credits will automatically appear on your utility bill after the solar system is operating and providing electricity to your property.

### 3. How much savings can I expect on my bill?

Your bill credits will vary based on the amount of electricity the solar system at your property produces, the amount of energy you use, and your utility rate structure.

### 4. Will I receive the same amount of bill credits every month and does the solar system produce the same amount of electricity every month?

Bill credits will vary based on the amount of electricity the solar system produces. The electricity production from a solar system will not be the same every month because the amount of sunlight available changes with the season. This means that a solar system will generally produce more electricity in summer months compared to winter months when daylight hours are shorter.

### 5. If solar panels are not installed on the roof of my building, will I still receive the bill credits?

Yes. The solar panels do not need to be installed on your building's roof for you to receive bill credits.

### 6. If I am enrolled in the CARE/FERA Program, will my enrollment be impacted by the bill credits?

No, there will not be any changes to your CARE/FERA Program benefits. You will receive the bill credits on top of the program benefits.

### 7. If I receive my utility bill in the mail, will my bill still be mailed after the solar system installation is completed?

Yes, you will still receive your utility bill in the mail each month. You will also start receiving another document related to the solar system each month that will come separately from your monthly utility bill.

### 8. If I receive my utility bill electronically, will my bill still come electronically after the solar system installation is completed?

Yes, you will still receive your utility bill electronically each month. You will also start receiving another document related to the solar system each month that will come separately from your monthly utility bill in the mail.

### 9. Will the solar system produce energy when the power is out?

If the power goes out, the solar system will be turned off. This is for the safety of utility and emergency workers.

### 10. Who do I contact if I have questions or concerns about my utility bill or the bill credits?

You can call the customer service line based on your utility company for billing questions:

**PG&E** – Phone: 877-743-4112 | Email: [SOMAHsupport@pge.com](mailto:SOMAHsupport@pge.com)

**SCE** – Phone: 626-967-8386 | Email: [SOMAHsupport@sce.com](mailto:SOMAHsupport@sce.com)

**SDG&E** – Phone: 619-676-1677 | Email: [SOMAHsupport@sdge.com](mailto:SOMAHsupport@sdge.com)

**Pacific Power** – Phone: 503-813-7454 | Email: [SOMAHsupport@PacifiCorp.com](mailto:SOMAHsupport@PacifiCorp.com)

**Liberty** – Phone: 530-543-5216 | Email: [CANetmetering@libertyutilities.com](mailto:CANetmetering@libertyutilities.com)

### 11. I see a new Base Service Charge on my bill. What is this new charge?

California's new Base Services Charge is not a new tax or charge. Certain fixed costs are separated from your electricity usage charges and shown as a Base Services Charge. Even if the solar bill credits offset most of your energy use you'll see a small monthly fixed charge. At the same time, the cost you pay for each kilowatt-hour (kWh) of electricity will decrease. The Base Services Charge won't affect your participation in either CARE or FERA, and you may receive a discounted Base Services Charge.