

# Welcome to Renewable Energy

Thank you for participating in Pacific Gas and Electric Company's (PG&E's) net energy metering (NEM) program. Your system is now interconnected to PG&E's electric grid and you can start experiencing the benefits of renewable energy.

Your recent installation represents one of a growing number of renewable energy systems used by customers in our service area. Powering your home or business with renewable energy may lower your energy costs over time, and the electricity you generate is free of harmful carbon dioxide emissions and other greenhouse gases.

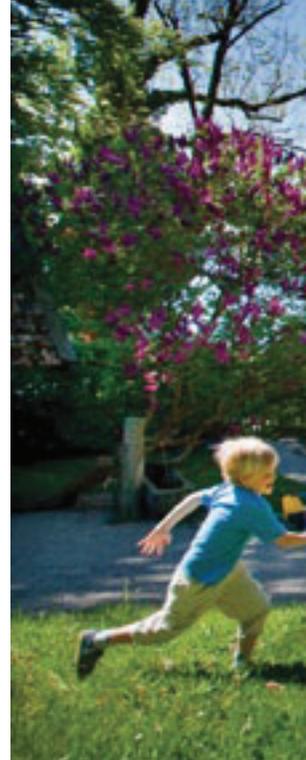


## Net Energy Metering

The Net Energy Metering (NEM) program allows you to use the electricity you generate to offset the electricity provided by PG&E at your home or business. Here's how the program works:

When you generate your own electricity, your onsite electricity needs will be served first and any electricity you don't consume will be exported to the grid. You'll receive full credit for electricity exported to the grid based on your rate schedule. You can use these credits to offset PG&E charges for electricity usage throughout a 12-month period.

Please review the information in this brochure to learn more about the NEM program, including electricity pricing and rate schedules; the billing process; and available payment options. We look forward to continuing to serve you.



## Electric Pricing

In your interconnection agreement, you selected a rate schedule. This pricing plan determines the rate at which you'll be charged for your net electricity usage and the rate at which you'll be credited for your net electricity generation. Under the NEM Program, you'll be credited for any energy your PG&E meter shows you exported to PG&E's electric grid in the billing period.

For more information about pricing plans, visit [www.pge.com/tariffs](http://www.pge.com/tariffs).

## Electric Rate Schedules

### Residential and Small Commercial Customers

#### Standard Pricing Plan

The basic residential and small commercial rate plans consist of pricing per kilowatt-hour (kWh) of electricity that does not vary with the time of day it is used, but may vary by season.

- Residential (E-1)
- Small Commercial (A-1)

#### Time-of-Use (TOU) Pricing Plan

Customers have the option of a time-of-use (TOU) plan, which provides reduced pricing per kWh according to the season and time of day the energy is used. The TOU plan is best for those who can control the time of day when they consume energy and shift usage to off-peak hours rather than peak hours.

- Residential TOU (E-6)
- Small Commercial TOU (A-6)

### Agricultural and Commercial/Industrial Customers

#### Agricultural or Medium and Large Commercial Pricing Plan

A variety of rate schedule options are available to meet the needs of agricultural, commercial and industrial customers. Plans provide pricing per kWh that varies by usage; the size of the demand (the maximum amount of kWh drawn in a given time period); and the season. A net energy meter on a TOU pricing plan collects usage, export and demand data for each TOU period.





## Billing for NEM Customers

Customers in the NEM program are on a 12-month billing cycle called the “true-up period.” As a NEM customer, you’ll receive two bills each month:

- Your regular monthly PG&E bill, which will cover your minimum electric charges; any applicable gas charges; and non-energy charges including demand charges for medium and large non-residential customers.
- Your Net Energy Metering (NEM) Electric Statement, which provides details about your net charges and credits (based on your electric rate schedule) under the NEM program as well as your meter reads

At the end of your 12-month billing cycle, you’ll receive a “true-up statement”—a reconciliation of all electric usage charges and credits. If you have any remaining credits, that amount will be reset to zero. If you have any remaining charges, that amount will become payable on your regular PG&E bill that month.

In addition, if you generate more electricity than you use over your true-up period, you’ll be eligible to receive payment for the excess electricity, called Net Surplus Compensation (NSC). The NSC rate will vary and is based on current energy market prices. As a NEM customer, you don’t need to take any action to receive compensation; eligibility will be determined automatically at the end of each true-up period.

It is important to note that this compensation is different than the energy credits you may receive monthly under the NEM program. Only customers who generated more electricity than they used in total at the end of the true-up period are eligible to receive payment. You can keep track of your total net energy generation or consumption throughout the true-up period on your NEM Electric Statement by referring to the Energy True-Up History table (“Total Energy” column).

## Payment Options

If you’re a residential or small commercial customer, you have the option of making monthly payments for your electric charges as reflected on your NEM Electric Statement, or waiting until the end of your annual true-up period to pay any balance on your account. If you decide to make monthly payments, these payments will not be reflected in your monthly NEM Electric Statement, but will appear as a credit on your regular PG&E bill and will be applied toward your account balance. If you expect to use more energy than you generate at the end of your true-up period, you may want to pay some portion of the balance shown on your NEM Electric Statement each month to avoid getting one large bill at the end of the 12-month period.

If you’re an agricultural, medium or large commercial customer, your energy payments will be due every month. This includes all non-energy charges such as demand charges, meter charges and customer charges.

### How to contact us

**Solar Customer Service Center:**  
Monday–Friday 8 a.m.–5 p.m.  
**1-877-743-4112**

### For more information

**[www.pge.com/solar](http://www.pge.com/solar)**  
**[www.pge.com/nembilling](http://www.pge.com/nembilling)**

## Frequently Asked Questions

### Billing

#### Who should I contact for questions about my electric account or NEM bills?

Contact PG&E's Solar Customer Service Center for any account questions. The Solar Customer Service Center, available Monday–Friday from 8 a.m.–5 p.m., can be reached at **1-877-743-4112** or visit [www.pge.com/nembilling](http://www.pge.com/nembilling).

#### Why am I receiving two bills?

When you become a NEM customer, you're put on a 12-month billing cycle, and you'll receive a PG&E bill and a NEM Electric Statement each month. Your regular monthly PG&E bill will include any applicable gas charges, non-energy charges and a minimum electric service charge. Your NEM Electric Statement will provide details about your NEM program charges and credits.

#### What are "minimum electric charges" and "non-energy charges"?

Minimum electric charges apply only in months when there is little or no electricity consumption. The purpose of the minimum electric charge is to pay for activities related to presenting the bill and associated information to the customer. These activities include reading the meter and processing the data.

Non-energy charges include monthly meter charges associated with your rate schedule and any applicable taxes and fees that are not part of the "energy" component of your rate schedule. You can view your non-energy charges by looking up your applicable rate schedule at [www.pge.com/tariffs](http://www.pge.com/tariffs).

#### I've been making monthly payments. Why aren't my payments reflected in my NEM Electric Statement?

Your payments are not reflected on your NEM Electric Statement; they are reflected on your regular monthly PG&E bill. Any excess monthly payments will appear as a credit and will be applied toward your balance on your account each month until your annual true-up bill is generated.

### California Solar Incentive

#### How do I collect my California Solar Initiative (CSI) incentive?

You should contact your contractor for the final set of documents needed to process and request your CSI incentive. If you installed the system yourself or if you need more information, email [solar@pge.com](mailto:solar@pge.com) to request your current status and next steps.

### Excess Credits and Excess Generation

#### How will I receive credit for energy I send to the grid? Will I receive a payment for any remaining excess credits?

Your NEM energy meter measures the difference between the energy you export to the electric grid and the energy you take from the grid. PG&E reads the meter monthly and reports the net amount of energy exported or used on your monthly NEM Electric Statement. Each month, PG&E calculates a credit or charge based on your retail electric rate schedule. Your credits and charges are carried forward month to month within the 12-month true-up period. In the 12th billing period, your net usage charges and generation credits for the entire 12-month true-up period will be totaled. If the monetary value of the energy exported by your system equals or exceeds the monetary value of the energy you consumed, then you will have no energy charges for the true-up period. Instead, you will have only non-energy-related electric service charges. If you have any remaining monetary credit, that amount will be reset to zero.

#### At the end of the 12-month true-up period, will I receive a payment for any remaining excess generation?

If you generate more energy than you consume during your 12-month true-up period, you'll be eligible to receive payment for the excess electricity. This payment is called Net Surplus Compensation. It's calculated differently than the NEM credit on your NEM Electric Statement. Your household's overall net energy usage will be evaluated to determine your eligibility for Net Surplus Compensation. The rate of compensation varies and will be based on current market prices. As a NEM customer, you'll be automatically enrolled in this program.

### Generators

#### Why do I have to notify PG&E if I add to or change the components of my generating system?

Your Interconnection Agreement requires you to notify PG&E of changes to your generating system because our engineers will need to review any changes to ensure the continued safety and reliability of the electric grid. If you have any questions, please call our Solar Customer Service Center at **1-877-743-4112**.

#### Will having my own generator ensure that I have power during a blackout?

Blackout coverage depends on how your system is configured. The contractor who installed your system should be able to provide guidance on this.