

Billing FAQs

Can I access my charges and credits online?

We strongly recommend enrolling in My Energy at www.pge.com/myenergy for easy access to your PG&E Bill and NEM Statements. You can review your net usage online and make payments on your regular PG&E bill. Here, you'll also find the information you need to understand and manage your energy use.

Why is it important to know whether I generated more energy than I used, or used more than I generated?

While solar and other renewables always save you money by cutting down on your need to purchase electricity, you can go even further to maximize your benefits by understanding when and how you're using electricity to help you make informed decisions and manage your usage.

Why is there a small monthly charge from PG&E?

The "Electric Monthly Charge" or "Minimum Amount Due" charge reflects a nominal amount that all customers on your selected rate schedule must pay regardless of whether or not they have solar or if any electricity is used. This is not a charge just for having solar. 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.

I've been making monthly payments, why aren't my payments reflected in my Net Energy Metering Statement?

Under the Net Energy Metering program, you're on an annual True-up period to allow the credits you accumulate to offset the charges you accrue over the course of the entire 12-month billing cycle. Therefore, payments made in advance are allocated to any charges on your regular PG&E bill—gas and minimum electric charges.

Why is PG&E's payment for the excess energy I generated less than the rate I pay?

In accord with the legislation creating this excess energy payment program, the CPUC set compensation at about 2-4 cents per kWh to be consistent with the market price of energy.

What does SmartMeter™ mean for me?

SmartMeter™ technology gives you a detailed and useful view of your net energy usage. View a breakdown of your monthly net energy usage in 15-minute, hourly or daily intervals to see how you earn credits by sending energy to the grid, or incur charges by drawing electricity from the grid.

For more information visit www.pge.com/nembilling or call 1-877-743-4112.

