



The High Usage Surcharge and Net Energy Metering

Frequently asked questions

NOTE: The High Usage Surcharge does not apply to Time-of-Use customers.

Why am I seeing a High Usage Surcharge on my bill? I am a solar customer.

The High Usage Surcharge affects customers whose monthly net usage exceeds four times their baseline allowance. It applies to both solar and non-solar customers. The High Usage Surcharge takes into account the energy your solar system generates. If applied, the Surcharge indicates that you are using significantly more energy than you generated. The High Usage Surcharge reflected on your monthly bill is not paid until your Annual True-Up. If you have NEM credits to offset the Surcharge, you may not owe anything.

Is it possible that my solar system is not working properly and not offsetting my usage?

It is possible but not the only reason that these charges may occur. If you have a monitoring service, we recommend that you review last year's generation data to identify if there has been a drop in performance. If there has been a drop, you may need to have your panels inspected. Other factors to consider include vegetation overgrowth causing shading, leaves or dirt covering your panels, or weather. You can reach out to your contractor to determine the cause.

What can I do to avoid this surcharge in the future?

Learn about ways to conserve energy to keep your usage below four times your baseline allowance. Our Home Energy Checkup provides recommendations to make your home more energy efficient.

- Take the [Home Energy Checkup](#).
- Monitor your energy usage with an [online solar summary](#).
- Most rate plans do not include the High Usage Surcharge. To ensure you're on the right rate plan, review your [rate options](#).



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How often will this High Usage Surcharge be reflected on my bill? When will I know if I owe anything?

The High Usage Surcharge is incurred during each billing period where usage exceeds four times the baseline allowance.

As a Net Energy Meter customer, this High Usage Surcharge, like your energy charges and credits, is reconciled at your Annual True-Up. The High Usage Surcharge is put into a bank. At the end of the year, your NEM credits can offset these charges and you may not owe anything.

On page 6 of your Energy Statement you'll find the following section regarding your electric charges and tier usage.

Details of NEM Charges

mm/dd/yyyy - mm/dd/yyyy (30 billing days)

Service For: 1234 MAIN STREET
 Service Agreement ID: 9087654321
 Rate Schedule: E1 TH Residential Service
 Enrolled Programs: Net Energy Metering (NEM)

mm/dd/yyyy - mm/dd/yyyy	Your Tier Usage	1	2	⚠
1 Tier 1 Allowance	303.00 kWh	(30 days x 10.1 kWh/day)		
Tier 1 Usage	303.000000 kWh	@ \$0.xxxxx		\$xx.xx
3 Tier 2 Usage	909.000000 kWh	@ \$0.xxxxx		xx.xx
High Usage	288.000000 kWh	@ \$0.xxxxx		xx.xx
Energy Commission Tax				xx.xx

Monthly NEM Charges **\$330.16**

Your NEM balance will be reconciled on your True-Up statement (mm/yyyy).

Net Average Daily Usage (kWh / day)

Last Year	Last Period	Current Period
xx.xx	xx.xx	50.00

Service Information

Meter # 1098765432
 Consumption 2,000.000000 kWh
 2 Net Generation -500.000000 kWh
 Net Usage 1,500.000000 kWh

Baseline Territory T
 Heat Source Electric
 Serial D
 Rotating Outage Block 50

Additional Messages

Your energy consumption this month exceeded four times your Baseline Allowance (Tier 1), which is significantly above typical household usage. As a result, you have incurred a state-mandated charge for this High Usage. Please visit pge.com/highusage to take advantage of tools, free programs, and cost-saving tips to help decrease the likelihood of incurring this charge.

With a Tiered rate plan where the price of energy increases based on the amount of energy used. Effective March 1, your rate plan will be simplified and the number of tiers will be reduced from 3 to 2. For more information please visit: pge.com/tierchange.

High Usage Surcharge calculation

STEP 1: Multiply your Tier 1 [Baseline] Allowance by four.

STEP 2: Compare it to your Net Usage.

STEP 3: If your Net Usage is four times or more than your Tier 1 [Baseline] Allowance, the High Usage Surcharge will be reflected on your Energy Statement.


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If your Monthly NEM Energy Statement indicates that a High Usage Surcharge is incurred, the amount that you owe is reconciled on your Annual True-Up at the end of your 12-month billing cycle. You can find this on Page 1 of your Energy Statement.

<p>Service For: JANE DOE 1234 MAIN ST ANYTOWN, CA 00000</p>	<p>Your Account Summary</p> <table> <tr> <td>Amount Due on Previous Statement</td> <td style="text-align: right;">\$xx.xx</td> </tr> <tr> <td>Payment(s) Received Since Last Statement</td> <td style="text-align: right;">-xx.xx</td> </tr> <tr> <td>Previous Unpaid Balance</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Current Electric Monthly Charges</td> <td style="text-align: right;">\$9.86</td> </tr> <tr> <td>Total NEM Charges</td> <td style="text-align: right;">3,148.00</td> </tr> </table>	Amount Due on Previous Statement	\$xx.xx	Payment(s) Received Since Last Statement	-xx.xx	Previous Unpaid Balance	\$0.00	Current Electric Monthly Charges	\$9.86	Total NEM Charges	3,148.00
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<p>Questions about your bill?</p> <p>Solar Hotline: 1-877-743-4112 M-F 8-5 General: 1-800-743-5000 24 hours per day, 7 days per week www.pge.com/MyEnergy</p>	<p>Total Amount Due by mm/dd/yyyy \$3,157.86</p>										
<p>Local Office Address</p> <p>275 INDUSTRIAL RD SAN CARLOS, CA 94070</p>	<div style="border: 2px solid orange; padding: 5px;"> <p> You have been charged for High Usage.</p> <p>Your Net Energy Metering (NEM) Account Summary: True-Up</p> <p>This is your True-Up statement. Please see the "Summary of Your NEM True-Up Period Charges" for more details.</p> <table> <tr> <td>Total NEM Charges Before Taxes</td> <td style="text-align: right;">\$xx.xx</td> </tr> <tr> <td>Total Electric Minimum Delivery Charges</td> <td style="text-align: right;">-xx.xx</td> </tr> <tr> <td>Taxes</td> <td style="text-align: right;">xx.xx</td> </tr> <tr> <td>Total NEM Charges Due</td> <td style="text-align: right;">\$3,148.00</td> </tr> </table> </div>	Total NEM Charges Before Taxes	\$xx.xx	Total Electric Minimum Delivery Charges	-xx.xx	Taxes	xx.xx	Total NEM Charges Due	\$3,148.00		
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<p>Your Enrolled Program</p> <p>Net Energy Metering</p>											

SAMPLE