

PG&E_NEM – Solar

Audio Description

This is an animated video. It opens with a sun in the middle of the screen. A map of California is shown covered with little blue houses indicating PG&E customers. A blue cartoon PG&E van drives between the rows of little blue houses. Coins fall out of the sky into the houses that have solar panels. Inside a house with solar panels we see a happy dog lying on a rug. Three houses with solar panels are side by side. A yellow line goes from each house back to the transmission line to show the energy being put back on the grid. Power is shown going from the house producing excess energy and into the house producing less energy. The third house is shown sending power out and receiving it back at night time. A calendar is shown with first the word “charge” and then the word “credit”. The graphic reads Net Energy Metering or NEM. PG&E bills fly through the air and into each mailbox.

A graphic example of the bill, then the NEM statement are shown with dollar signs to show surplus. Lots of little blue houses with solar panels pop up across the screen which widens back to show California and then the world with a dolphin jumping out of the Atlantic ocean.

The closing graphic reads www.pge.com/nembilling as a blue truck drives across the screen.

Transcript

- [Voiceover] Every day when the sun rises, tens of thousands of PG&E customers, more than any other utility in the nation, are proving the value of solar. They're saving money on their bills, while helping the environment. If you're one of these forward-thinking homes or businesses, please accept our congratulations and thanks. Of course, how solar works for you may be different in some ways than how it works for your solar neighbors. It all has to do with how much electricity your system generates, and how much you use on a daily, monthly, and annual basis. Sometimes customers produce more power than they use, and send the surplus energy back into the grid. Other times, homes and businesses use more power than their solar panels can generate. So depending on how much energy your system generates and your consumption, you may end up with either a charge or a credit for the month at the normal rate. If you participate in a time-of-use plan, you can also export electricity to the grid when rates are higher, and use electricity when prices are lower during certain periods, like at night. In this case, you may actually get a credit for the month, even though you've used more energy than you've exported. The credits you accumulate in a given month can offset the charges you receive in other months. This

is called net energy metering, or NEM. To make sure you have the full picture, PG&E sends you and every solar household both your regular monthly PG&E bill that includes a minimum electric service charge as well as a NEM statement that gives you a monthly and year-to-date snapshot of your charges and credits. Then, every 12 billing months, approximately on the anniversary of your solar system's interconnection to the PG&E grid, you get a true-up statement that reconciles all the charges and credits you received over the past year. If you have a balance remaining, it tells you what amount is due. If you have a credit remaining, it's reset to zero and nothing is owed. It also indicates if you're eligible for net surplus compensation if you generated more energy than you consumed in total over the year. But whatever kind of solar household or business you are, here's one more thing to know. Everyone with solar can save money on energy while they're making a difference for the environment. That's just a quick look at what you can expect when you're a solar and renewables PG&E customer. For more detailed information, please reader further on this page. And, from all of us at PG&E, thanks for your commitment to a future powered by clean energy.