



Net Energy Metering FAQ's

Does CleanPowerSF offer any programs for solar/Net Energy Metering customers?

Yes, CleanPowerSF's NEM program works similarly to PG&E's program but offers a higher net surplus compensation rate and monthly billing. You can find more information about NEM at www.cleanpowersf.org/NEM.

What is Net Energy Metering and how does it work?

Net Energy Metering (NEM) allows customers that install on-site renewable energy systems, such as solar panels, to receive bill credits when they generate more power than they need.

When you use electricity, your meter records consumption from the grid, which is used to determine utility charges. When you generate more electricity than you use, that excess electricity is sent out to the grid and your meter will record credits that will be applied to future electricity bills.

What are the advantages of participating in CleanPowerSF's NEM program?

CleanPowerSF pays NEM customers a premium rate for net surplus electricity generation which is 2 to 3 times higher than PG&E's. Additionally, when you use energy from the grid, you are receiving cleaner electricity and supporting the development of new renewable energy resources.

Residential and small commercial CleanPowerSF NEM customers receive monthly bills for net energy consumption, which helps avoid a large true-up bill.

CleanPowerSF customers looking to install solar panels can take advantage of the SFPUC's GoSolarSF incentive. Learn more at sfwater.org/gosolarsf.

How is CleanPowerSF's NEM program different from PG&E's NEM program?

As a CleanPowerSF customer, your Annual True Up will now consist of two components: a generation component handled by CleanPowerSF, and a distribution component handled by PG&E.

CleanPowerSF will track the charges and credits for the generation portion of your electricity service. Over the course of the year, CleanPowerSF NEM service provides monthly billing, meaning that any net consumption charges are billed monthly to avoid a large true-up bill at the end of the year. At the end of the April billing cycle, CleanPowerSF trues up customer accounts (regardless of your PG&E True Up Date) and pays a premium rate for net surplus generation.

PG&E will track charges and credits for the distribution portion of the bill, which are trued up on the True Up Date stated on your bill. Monthly bills may include a minimum charge and other state-mandated charges.

Everything else remains the same. CleanPowerSF customers are able to participate in the different types of NEM offerings, including, for example, Virtual NEM, Virtual NEM for Multifamily Affordable Housing, and NEM Aggregation.

When is CleanPowerSF enrolling NEM customers?

In order to ensure a smooth transition for each customer, CleanPowerSF is enrolling customers quarterly, according to their PG&E true-up dates. Once your account is scheduled for automatic enrollment, you will receive at least four notices by U.S. Mail detailing the program and your options.

What happens to my PG&E NEM credits when I enroll with CleanPowerSF?

When you transition to CleanPowerSF generation service, PG&E will true-up your existing NEM balance. CleanPowerSF is enrolling customers close to their PG&E true up date to avoid an early true up. However in limited cases, this transition may result in a true-up bill or a loss of accrued PG&E bill credits. If that happens to you, don't worry—we're here to help make sure you get the most from your NEM participation. Call us at (415) 554-0773 to discuss your options.

What is the Annual true-up?

Every year during the April billing cycle, CleanPowerSF will conduct an Annual Settlement process to determine whether you are a "Net Electricity Generator" or a "Net Electricity Consumer" during the previous twelve months. If you generated more energy than you used over the year, CleanPowerSF will issue you a check for the net excess electricity produced. Any outstanding bill credit balances remaining in your account will be reset to zero at the beginning of the next true-up period.

How much do you pay for excess electricity (Net Surplus Compensation)?

CleanPowerSF offers Net Surplus Compensation to customers who produce more energy than they consume over the course of the year. At the April True Up, CleanPowerSF offers qualifying customers \$0.0893 per kWh of excess electricity. Our rate is 2-3 times higher than average PG&E rates to incentivize local renewable energy generation.

How do I know if I own my RECs or not?

If you aren't sure if you own your RECs you should consult your solar installer and/or documentation of the installation.

What is NEM 2.0?

NEM 2.0 is PG&E's new NEM program. NEM 2.0 went into effect for all new PG&E NEM customers (regardless of whether they receive CleanPowerSF generation service) on December 15, 2016. The key changes include:

- All NEM 2.0 customers must take service on time-of-use rates, including residential customers.
- The generator size is no longer limited to 1 MW or under. The generator can now be sized to generate up to the customer's annual load, even if greater than 1 MW.
- Customers with generators sized 1 MW or less will pay a standard \$145 interconnection fee based on costs associated with interconnecting their solar system.
- Customers with generators sized greater than 1 MW will pay all interconnection costs. These customers will also be charged State Mandated Non-Bypassable Charges (NBCs) on each kWh of electricity consumed from the grid.
- The current restriction on Virtual Net Energy Metering (NEMV) to a "single service delivery point" is eliminated in its Successor tariff.

For more information on PG&E's NEM 2.0 see: <https://www.pge.com>

What is GoSolarSF?

The City and County of San Francisco wants San Franciscans to install solar power systems and will help you pay for it! GoSolarSF is a City program that has helped thousands of residents and businesses install solar panels on rooftops across San Francisco, reducing participants' electricity bills and shrinking the City's carbon footprint. If you already have solar panels and used a GoSolarSF-approved vendor, you may be eligible to receive a retroactive incentive payment. To learn more about participating in GoSolarSF or see if you qualify, visit www.solarsf.org, call 415-554-3434 or email GoSolarSF@sfgwater.org.

As a CleanPowerSF NEM Customer, can I choose between Green or SuperGreen service? I am interested in SuperGreen / How does SuperGreen work if I am a NEM customer?

CleanPowerSF NEM customers may elect to receive either our basic Green service or our 100% renewable SuperGreen service. SuperGreen is a great choice for NEM customers, because it ensures that 100% of the electricity you use – either generated from your solar on site or consumed from the grid – is 100% renewable. Plus, as a SuperGreen customer, you'll also help San Francisco invest in local, renewable energy infrastructure that will create local jobs and stabilize energy prices.

What is the cost to participate in CleanPowerSF's NEM Program?

CleanPowerSF does not charge any additional fees to participate in its NEM program.

Will my CARE or FERA discount still apply if I am a CleanPowerSF NEM customer?

If you're enrolled in one of PG&E's Assistance Programs, such as California Alternate Rates for Energy (CARE) or Family Electricity Rate Assistance (FERA) programs, those programs continue to apply to you as a CleanPowerSF customer. The only thing that changes is that you're receiving cleaner energy at a competitive price compared to what you would otherwise pay as an Assistance Program participant.