

Your Guide to Net Energy Metering Aggregation and the Billing Process

Thank you for choosing renewable energy and helping the environment



This Welcome Kit will walk you through several topics including:

- 1. Net Energy Metering Basics
- Net Energy Metering Aggregation (NEMA) Program Overview
- 3. Bill Introduction
- 4. Monitor your energy use with YourAccount
- 5. Billing Statement Examples
- 6. Frequently asked questions

Net Energy Metering (NEM) Basics

The idea of NEM is simple: Electricity generated by your renewable generation system (e.g. solar system) is —first and foremost— used to provide energy for your home or business. This offsets the amount of electricity that needs to be provided by PG&E. Any "excess" electricity that your system produces beyond what is needed to serve your home or business is exported to the grid. When your system does not generate enough electricity to meet your energy needs or is not generating energy (for example, at night), the energy is supplied by PG&E. Very simply put – when you are generating more energy than you are using, your electric meter electronically "spins" backward – when you are using more energy than you are generating, your electric meter electronically "spins" forward. For more information regarding how NEM works, please visit pge.com/nembilling.

Net Energy Metering Aggregation (NEMA)

Program Overview

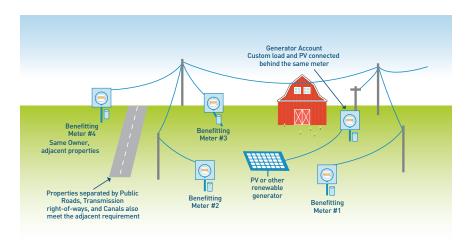
Net Energy Metering Aggregation (NEMA) is a PG&E program designed for customers with multiple eligible meters to use one renewable generation system (e.g. solar panels) to serve the load of those multiple meters. The following four steps occur every month:

- 1. Serve any energy needs at the location where the meter is connected to your renewable generating system
- 2. Export any additional generation out to the grid (PG&E)
- 3. Allocate the exported generation to each of the eligible meters, including the meter physically connected to the renewable generator
- 4. Reallocate the total exported generation across all of the eligible meters according to the cumulative load (or usage) of each meter

Understand the NEMA Arrangement:

"NEMA arrangement": a group of eligible meters participating in the NEMA program.

- Generator account (generating meter): the electric meter that is physically tied to the generating system
- Benefitting account (aggregate account): each NEMA arrangement has
 at least one benefitting account, which are the electric meter(s) on your
 property(ies) that will virtually receive billing credit for the exported
 generation benefits from the generating system



Allocation between eligible meters:

Each month, the amount of exported generation is calculated and then allocated to each benefitting meter based on the cumulative usage of each meter for that billing period. By the 12th billing month (final bill of the billing cycle), each meter in the arrangement will have been allocated a percentage of the exported generation credits equal to its percentage of the cumulative usage in the NEMA arrangement. This allows the available credits to be spread across all meters based on where the energy was consumed (used) and ensures that all of the renewable generation is applied where it best serves the customer. By the time of receiving the 12th month bill (final bill of the billing cycle), no credits should be unallocated if the system is sized properly. To see an example of how the dynamic allocation works, visit pge.com/nemaguide.

Billing Introduction



12-Month Billing Cycle

Under the NEM Aggregation program, your energy usage is assessed over a 12-month billing cycle, which begins on your first day of participation in the NEMA program, i.e. the day you are approved by PG&E to turn on your system.

Each month, you will receive the following:

- A PG&E bill, labeled "**Energy Statement**" (sometimes referred to as "blue bill") listing an amount due for that month.
- In a separate envelope, you will also receive a NEMA statement that details your monthly and year-to-date charges, credits and net energy usage, called a "**Detail of Bill**" (DOB). The Detail of Bill received each month is for the meter that's physically tied to your renewable generating system ("Generator Account"). If you want to receive a Detail of Bill for the remaining meters in the NEMA arrangement ("Benefitting account(s)") each month contact PG&E.

Types of Billing Charges

Energy vs. Non-Energy Charges:

- Energy Charges are calculated based on your rate schedule and the amount of energy PG&E supplied to you minus the power you generated and exported to the PG&E grid.
- Non-Energy charges are the charges associated with transmission and delivery of energy from the grid to serve your premises, or associated with maintaining the services of your NEMA arrangement.

What to Pay and When

Residential services and some smaller Commercial services: Monthly, must pay any Non-Energy charges that appear on your PG&E Bill amount due. Energy charges are billed at the end of the 12-month billing cycle and will appear on the 12th month PG&E bill. Energy charges can be tracked on a monthly basis on the Detail of Bill.

Agricultural and all other Commercial services: Monthly, must pay both Energy charges and Non-Energy charges — "pay as you go."

Due to the complexity of the NEMA program, it may take additional time to setup billing for new customers. Please note that all of the meter data from the renewable system is being captured and will eventually be applied to all of the meters in the NEMA arrangement. This setup should take no more than 90 days. If you have not received your first bill after 90 days, contact PG&E at 1-877-743-4112.

If you would like to reduce the number of Detail of Bill statements, contact PG&E at 1-877-743-4112. Also, customers may access their Detail of Bill by creating an account on PG&E's YourAccount.

The 12th month True-Up Statement and Charges

The True-Up statement is the last statement in your billing cycle. Your True-Up statements will all say "Annual True-Up" at the top of each "Detail of Bill" (DOB) in the NEMA arrangement. For residential and small commercial customers, the True-Up reconciles all cumulative energy charges and credits over the 12-month billing cycle. If you have a remaining balance at the end of your solar year, the True-Up statements on each Detail of Bill will show the amount due to PG&E. This amount will also appear on your regular PG&E bill (Energy Statement).

For Agricultural and Large Commercial customers, credits and charges are reconciled monthly, and at True-Up any overpayment for energy remaining would be automatically credited back to the customer.

Reminder: If you have generated more energy over the entire 12-month bill cycle than you consumed at the time of the True-Up, the excess energy is not credited per program rules.

Monitor your energy use with YourAccount



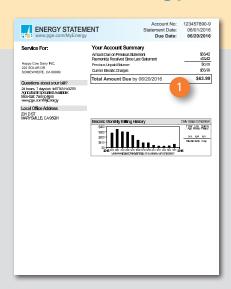
YourAccount offers ways to manage your account, pay bills, find energy-saving programs, and provides tips for reducing your bill. To create an account, visit **pge.com/youraccount**.

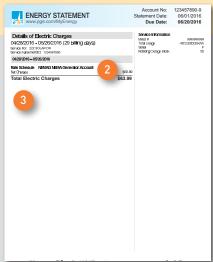
Review your rate schedule options

Review your rate options with a PG&E account rep and/or solar contractor. Depending on your usage patterns and solar production there may be a better rate option for you on solar. Note: Customers who are approved for interconnection after December 16, 2016 are required to be on a time-of-use (TOU) rate to participate in NEMA.

- To find out more about residential time-of-use rate schedules, visit pge.com/restimeofuse
- To find out more about agricultural or commercial time-of-use rate schedules, visit **pge.com/bizrates**

PG&E Energy Statement





- Amount Due This represents the amount you should pay this month. Most months the Detail of Bill (DOB) will match this amount, but even if they differ, you are only responsible for paying what is listed here. Note: For residential customers, the PG&E Bill ("Energy Statements") will not include your energy charges until your Annual True-Up; be sure to track your "True-Up Period Energy Charges" on your Detail of Bill.
- Generator/Benefitter Account ID Once you are approved for NEMA, the rate schedule field will be updated to reflect whether the service is a Generator Account or a Benefitting/Aggregated Account.
- Usage Details Relocated Once you are a NEMA customer, all usage details previously shown in this section are on the Detail of Bill only.

Detail of Bill

Applies to Agricultural/Large Commercial **Customers Only**



PACIFIC GAS AND ELECTRIC COMPANY ELECTRIC DETAIL OF BILL Service Dates: September 06,2017 to October 05,2017

NEMA GENERATOR ACCOUNT

Service Descriptor: Main Pump

HAPPY COW DAIRY INC SOMEWHERE, CA 99999

Account ID: 1234567890 Service ID: 1234567890 Rate Schedule: AG 4B/NEM2AG

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This Net Energy Metering Aggregation (NEMA) Detail of Bill (DOB) statement summarizes your monthly billing and Net Energy Metering (NEM) energy charges/credits. Any charges due are reflected on your monthly "blue bill" (Energy Statement) which is mailed separately

Energy charges are reconciled and due monthly. Your annual True-Up will be: Jan 2018



The annual True-Up occurs 12 billing cycles after the generating system receives Permission to Operate (PTO). Both the generation credits and the usage history are reset to zero starting with the first bill following the annual True-Up. Note: Energy credits do not carry forward after annual True-Up.

Residential and Small Commercial Services: Energy charges are due annually at True-Up but will still appear as "charges" in the upcoming tables to help you track towards True-Up. Non-energy charges (i.e. minimum delivery charges, demand charges, taxes, service and other fees) are due monthly. You may elect to pay energy charges monthly, however payments will not be applied to the balance until True-Up

Agricultural and Large Commercial Services: All energy charges and non-energy charges are due monthly Any energy charges paid monthly may be offset in future months by excess generation. When warranted, you will receive a refund for excess payments.



CURRENT BILL PERIOD CHARGES SUMMARY

\$22.13 Service Charges NEM Billing Fees (NEMA Arrangement Maintenance) 25.00 303.49 Demand Charges NEM True-Up Adjustment

\$392.58 Total Charges Due This Month



TRUE-UP PERIOD ENERGY CHARGE/CREDIT SUMMARY

Cumulative Energy Charges: \$-11,068.73 Previously Billed Charges: \$274.31 *Current Energy Charges Due: \$41.96

Cumulative Non-Bypassable Charges: \$316.27 Previously Billed Non-Bypassable Charges: \$274.31 **Current Non-Bypassable Charges Due: \$41.96

*(Cumulative Energy Charges greater than or equal to 0) minus (Previously Billed Charges) **Cumulative Non-Bypassable Charges minus Previously Billed Non-Bypassable Charges

*The State Mandated Non-Bypassable Charge (NBC) is calculated based on your energy usage and is relevant to determine the True-Up amount. This amount is included within the Energy Charges however, cannot be offset by credits from exports. This charge includes the following fees: Public Purpose Programs, Nuclear Decommissioning, DWR Bond Charge and Competition Transition Charge

Please see tables on the following pages for further detail.

For inquiries about your NEMA billing, please contact our Solar Customer Service Center: 1-877-743-4112 For more information about the NEMA Program and Billing: http://www.pge.com/nemaguide For all other inquiries, please call: 1-800-743-5000

Date Billed: 01/12/18 Biller: R2RW

Billing Point ID: 800027 4797

- Service Dates/True-Up date The NEMA Detail of Bill is sent for each of the 12 billing months. The billing cycle begins when you began participating in the NEMA program (or the anniversary thereafter) and ends with a True-Up approximately 12 months later.
- Generator vs. Benefitting Account The header/title will indicate whether it is the Detail of Bill for the Generator Account or one of the Benefitting ("Aggregated") Accounts. Note: At the annual True-Up (12th billing statement), the banner will include the words "Annual True-Up".
- True-Up date This is the estimated date of your annual True-Up and will appear as a reminder on each Detail of Bill. Note: While Agricultural and Large Commercial accounts see charges and credits reconciled monthly, they still have an annual True-Up Statement.
- Monthly vs. Annual Energy charge Take note of the opening paragraphs of the Detail of Bill regarding whether charges are due monthly or annually. For Agricultural or Large Commercial services, all energy charges and non-energy charges are due monthly.
- **Current Bill Period Charges Summary -** This section represents the amount owed after all cumulative energy charges and credits have been reconciled on your current bill. It also includes Non-Energy charges composed of demand charges, NEMA arrangement maintenance fee, Non-Bypassable charges (such as a charge for public programs), and energy commission taxes. This total will match your "Current Electric Charges" on your monthly PG&E bill.

Note: There may be instances where the charges on the Detail of Bill do not match exactly with the PG&E bill due to a credit adjustment, gas-related charges, or other services.

True-Up Period Energy Charge/Credit Summary - The Detail of Bill keeps track of your cumulative charges and credits from the start of the 12-month billing cycle. A detailed breakdown of charges for current and past months can be found within the "NEMA True-Up History Summary" table in the Detail of Bill. After the Annual True-Up, all credits and charges will be reset to zero and a new 12-month billing cycle will begin.

Detail of Bill

Applies to Residential and Small Commercial Customers Only



555 SOLAR DR

SOMEWHERE, CA 99999

PACIFIC GAS AND ELECTRIC COMPANY ELECTRIC DETAIL OF BILL Service Dates: October 03,2017 to November 01,2017



NEMA GENERATOR ACCOUNT
Meter Number: 999999999
Service Descriptor: House Meter

Ser

Account ID: 1234567890 Service ID: 1234567890 Rate Schedule: ETOUAXB/NEM2AG

PAGE 1

This Net Energy Metering Aggregation (NEMA) Detail of Bill (DOB) statement summarizes your monthly billing and Net Energy Metering (NEM) energy charges/credits. Any charges due are reflected on your monthly 'blue bill' (Energy Statement) which is mailed separately

Energy charges are reconciled annually and due at the end of your annual True-Up period: Apr 2018



The annual True-Up occurs 12 billing cycles after the generating system receives Permission to Operate (PTO). Both the generation credits and the usage history are reset to zero starting with the first bill following the annual True-Up. Note: Energy credits do not carry forward after annual True-Up.

Residential and Small Commercial Services: Energy charges are due annually at True-Up but will still appear as "charges" in the upcoming tables to help you track towards True-Up. Non-energy charges (i.e. minimum delivery charges, demand charges, taxes, service and other fees) are due monthly. You may elect to pay energy charges monthly, however payments will not be applied to the balance until True-Up.

Agricultural and Large Commercial Services: All energy charges and non-energy charges are due monthly Any energy charges paid monthly may be offset in future months by excess generation. When warranted, you will receive a refund for excess payments.

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CURRENT BILL PERIOD CHARGES SUMMARY	
NEM Billing Fees (NEMA Arrangement Maintenance) Minimum Charges Electric Utility User Tax	\$15.00 9.53 1.47
Total Charges Due This Month	\$26.00

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TRUE-UP PERIOD ENERGY CHARGE/CREDIT SUMMARY \$133.63 Current Month Energy Charge or Credit (-) \$476.43 *Cumulative Energy Charges or Credits (-) \$476.43 *Current Month Non-Bypassable Charges \$23.22 Cumulative Non-Bypassable Charges \$120.89

*The State Mandated Non-Bypassable Charge (NBC) is calculated based on your energy usage and is relevant to determine the True-Up amount. This amount is included within the Energy Charges however, cannot be offset by credits from exports. This charge includes the following fees: Public Purpose Programs, Nuclear Decommissioning, DWR Bond Charge and Competition Transition Charge.

Please see tables on the following pages for further detail.

For inquiries about your NEMA billing, please contact our Solar Customer Service Center: 1-877-743-4112 For more information about the NEMA Program and Billing: http://www.pge.com/nemaguide For all other inquiries, please call: 1-800-743-5000

Date Billed: 01/12/1

Billing Point ID: 800027 6684

- Service Dates/True-Up date The NEMA Detail of Bill is sent for each of the 12 billing months. The billing cycle begins when you began participating in the NEMA program (or the anniversary thereafter) and ends with an annual True-Up approximately 12 months later.
- Generator vs. Benefitting Account The header/title will indicate whether it is the Detail of Bill for the Generator Account or one of the Benefitting ("Aggregated") Accounts. Note: At the annual True-Up (12th billing statement), the banner will include the words "Annual True-Up."
- Rate Schedule The rate schedule includes the words "NEMA" after the current rate to indicate that the account tied to the meter is part of a NEMA. Note: For services participating in NEM 2.0, the rate schedule will include the words "NEM2A".
- True-Up date This is the estimated date of your annual True-Up and will appear as a reminder on each Detail of Bill. Note: While Agricultural and Large Commercial accounts see charges and credits reconciled monthly, they still have an annual True-Up Statement.
- Monthly vs. Annual Energy charge Take note of the opening paragraphs of the Detail of Bill regarding whether charges are due monthly or annually. For a Residential service, non-energy charges are due monthly while all energy charges are due at the annual True-Up.
- Current Bill Period Charges Summary This section includes
 Non-Energy charges composed of minimum delivery charges, NEMA
 arrangement maintenance fee, and potentially Non-Bypassable
 charges (such as a charge for public programs). This total will match
 your "Current Electric Charges" on your monthly PG&E bill.
 - At the annual True-Up, any energy charges due will appear as a "True-Up Adjustment."
- 7 True-Up Period Energy Charge/Credit Summary The Detail of Bill keeps track of your cumulative charges and credits from the start of the 12-month billing cycle. A detailed breakdown of charges and credits can be found within the "NEMA True-Up History Summary" table in the Detail of Bill. After the Annual True-Up, all credits and charges will be reset to zero and a new 12-month billing cycle will begin.

Applies to All NEMA customers



PACIFIC GAS AND ELECTRIC COMPANY ELECTRIC DETAIL OF BILL Service Dates: September 06,2017 to October 05,2017

Meter Number: 999999999 Service Descriptor: Main Pump



HAPPY COW DAIRY INC 222 SOLAR DR SOMEWHERE, CA 99999

Account ID: 1234567890 Service ID: 1234567890 Rate Schedule: AG 4B/NEM2AG

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USAGE AND GENERATION SUMMARY

EMA AGGREGATED METER ARRANGEMENT SUMMARY ACCOUNT ID METER NEM ACCOUNT RATE NUMBER TYPE SCHEDULE SERVICE ADDRESS SERVICE DESCRIPTOR(1) GENERATING AGGREGATED AGGREGATED AGGREGATED AGGREGATED 222 SOLAR DR, SOMEWHERE, CA 99999 3332 SOLAR DR, SOMEWHERE, CA 9999 4441 SOLAR DR, SOMEWHERE, CA 9999 5550 SOLAR DR, SOMEWHERE, CA 9999 6662 SOLAR DR, SOMEWHERE, CA 9999 Main Pump Secondary Pump 9999999999 8888888888

Pacific Gas and Electric Company

PACIFIC GAS AND ELECTRIC COMPANY ELECTRIC DETAIL OF BILL Service Dates: September 06,2017 to October 05,2017

NEMA GENERATOR ACCOUNT

Meter Number: 9999999999 Service Descriptor: Main Pump **₩**

HAPPY COW DAIRY INC 222 SOLAR DR SOMEWHERE, CA 99999

NEMA SOLAR GENERATION ALLOCATION SUMMARY

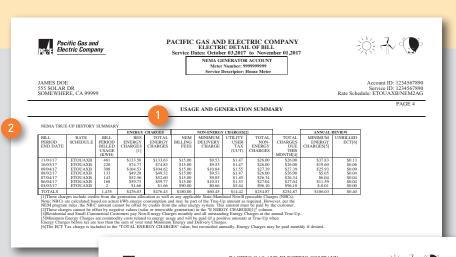
Account ID: 1234567890 Service ID: 1234567890 Rate Schedule: AG 4B/NEM2AG

USAGE AND GENERATION SUMMARY

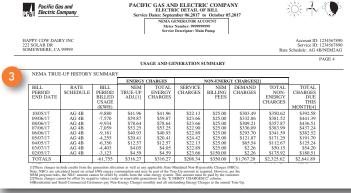
PREV. PERIOD ALLOCATION (KWH) BILL PERIOD CUMULATIVE ALLOCATION[3] ALLOCATION (KWH) (KWH) METER NUMBER BILL PERIOD ENERGY USAGE CUMULATIVE BILLED USAGE (KWH) ALLOCATION PERCENT(%)

- **NEMA Aggregated Meter Arrangement Summary -** This is a list of all of the services, included in your NEMA Arrangement. Each service has an associated meter number.
 - **NEMA Solar Generation Allocation Summary This table shows** the dynamic reallocation of the generation credits based on the cumulative usage of each electric meter. The column titled "Bill Period Allocation" shows the allocation for the respective meters for the current month. A negative value in this column indicates that generation credits are being applied to the respective meter, whereas a positive value represents the re-allocation of generation credits to another meter which has more cumulative load. This is done to ensure optimal annual offset.

Applies to Residential Customers Only



Applies to Agricultural and Large Commercial Customers Only



- Total Energy Charges This column indicates each month how you are tracking towards True-Up.
- 2 NEMA True-Up History Summary Residential Detail of Bill This table shows a summary of all year-to-date charges, including credits from the solar generation, (Generator Account shown in this example).
- 3 NEMA True-Up History Summary Agricultural/Large Commercial Detail of Bill This table shows a summary of all year-to-date charges, including credits from the solar generation, for the Generator Account. This table also appears on the Benefitting Accounts Detail of Bill for that service.

Applies to all NEMA customers



PACIFIC GAS AND ELECTRIC COMPANY ELECTRIC DETAIL OF BILL Service Dates: October 03,2017 to November 01,2017

NEMA GENERATOR ACCOUNT Service Descriptor: House Meter



JAMES DOE 555 SOLAR DR SOMEWHERE, CA 99999

Account ID: 1234567890 Service ID: 1234567890 Rate Schedule: ETOUAXB/NEM2AG

USAGE HISTORY

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SERVICE ID	METER NUMBER	RATE SCHEDULE	BILLING PERIOD	BILLING MONTH	BILLING FACTOR	SUMMER ENERGY ON PEAK (kWH)	SUMMER ENERGY PART PEAK (kWH)	SUMMER ENERGY OFF PEAK (kWH)	WINTER ENERGY ON PEAK (kWH)	WINTER ENERGY PART PEAK (kWH)	WINTER ENERGY OFF PEAK (kWH)	METERED ENERGY USAGE (KWH)
1234567890 1234567890 1234567890 1234567890 1234567890 1234567890 1234567890	999999999 999999999 999999999 99999999	ETOUAXB ETOUAXB ETOUAXB ETOUAXB ETOUAXB ETOUAXB ETOUAXB	11/01/17 10/03/17 09/04/17 08/02/17 07/04/17 06/04/17 05/03/17	NOV 2017 OCT 2017 SEP 2017 AUG 2017 JUL 2017 JUN 2017 MAY 2017	1.000 1.000 1.000 1.000 1.000 1.000 0.070	-35 -92 -121 -122 -11		206 400 254 265 26	45 3 -107 -12		416 46 260 14	461 220 308 133 143 168 2



PACIFIC GAS AND ELECTRIC COMPANY ELECTRIC DETAIL OF BILL Service Dates: September 06,2017 to October 05,2017

NEMA GENERATOR ACCOUNT

Meter Number: 9999999999 Service Descriptor: Main Pump

USAGE AND GENERATION SUMMARY



HAPPY COW DAIRY INC 222 SOLAR DR SOMEWHERE, CA 99999 Account ID: 1234567890 Service ID: 1234567890 Rate Schedule: AG 4B/NEM2AG

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BENEFITTING ACCOUNT SUMMARY

			ENERGY	CHARGES	NON-			
SERVICE ID	METER NUMBER	RATE SCHEDULE	NEM TRUE-UP ADJ.[1]	TOTAL ENERGY CHARGES	SERVICE CHARGES	DEMAND CHARGES	TOTAL NON- ENERGY CHARGES	TOTAL CHARGES DUE THIS MONTH[4]
3456789011 3456789012 3456789013 3456789014	888888888 7777777777 6666666666 5555555555	AG 4A AG 4B ETOUAWB A1X	\$2.39 \$162.57 \$20.82 \$0.00	\$2.39 \$162.57 \$20.82 \$0.00	\$16.65 \$16.65 \$0.00 \$9.53	\$81.20 \$353.10 \$0.00 \$0.00	\$97.85 \$369.75 \$0.00 \$9.53	\$100.24 \$532.32 \$20.82 \$9.53

http://doi.o/10.1016/j.com/pub.10.2016/j.com/pub

- **Current Bill Period TOU Energy -** This table details your net monthly energy usage in kilowatt-hours (kWh). It compares the generation credits allocated to this meter (identified at the end of the Channel ID with a "C") with the usage associated with this meter (identified by the letter "A"). Total net usage appears in the "Metered Energy Usage" column.
- Benefitting Account Summary This table shows the balance due this month for each of the benefitting accounts in the arrangement, shown in the "Total Monthly Charges" column.

Frequently Asked Questions:

Here are some key questions customers have asked about PG&E's energy management tools, billing statements, and the NEMA program itself.

Q: Can I access my charges and credits online?

A: Yes. PG&E strongly recommends enrolling in Your Account at **pge.com/**youraccount where you can:

- Access your PG&E bill and Detail of Bill statements
- Manage your account
- Make payments on your regular PG&E bill
- Find the information to understand and manage your net energy use
- Find energy-saving programs
- Find and share tips for reducing your bill

Q: How do I access my Detail of Bills (DOB) via Your Account?

A: By completing the following steps, you will have access to all of your Detail of Bills:

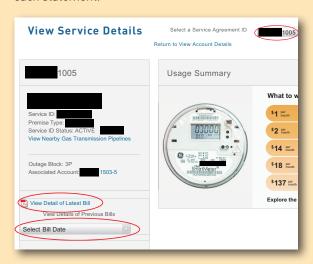
1. Sign in to Your Account, and on the landing page click the down arrow to the right of the customer name, and then click "Your Accounts & Services."



2. On the "Your Accounts & Services" page, all the enrolled Service Agreements are listed under "Services Linked to My Profile." Since there can be many of these for a large customer, you can search the table by entering the first four or five digits of the Service ID in the box to the far right of "Services Linked to My Profile." Alternatively, clicking on the header in the "Service ID" column will sort that column in order, making it easier to find a Service ID by scrolling. Once the Service ID is located, click on the Service ID number to go to the "View Service Details" page.



3. On the "View Service Details" page, there is a link to the current Detail of Bill statement, and a dropdown that shows the dates for the last 36 months of Detail of Bill and True-Up Statements. Clicking on the link opens the current statement in PDF format, while selecting a date from the dropdown opens a statement for the selected month (also in PDF format). Note: if there is more than one statement for a month – say a Detail of Bill and a True-Up statement – the date will show twice. Each statement will be clearly labeled once you click in to the PDF details of each statement.



Q: Why am I charged a small monthly fee for participating in NEMA?

A: This fee is not a charge for having solar. The "minimum amount due" charge reflects a nominal amount on some rate schedules. It covers use of the PG&E grid, regardless of whether you have solar or use any electricity. However, there are applicable NEMA fees which appear on the Detail of Bill of the generator account titled "NEM Billing Fees" (NEMA arrangement maintenance fee). The fee includes a one-time setup charge of \$25 per every meter in the NEMA arrangement and a monthly charge of \$5 per every meter in the NEMA arrangement.

Q: What does a SmartMeter mean for me?

A: SmartMeter technology gives you a detailed and useful view of your net energy use. 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. Although this feature is only available for the generator account, having a SmartMeter on the aggregated accounts assists in timely billing. For Customers participating in NEM1, if you currently have a non-SmartMeter but would like one installed, please contact PG&F at 1-877-743-4112

Q: Are there more resources available to help me understand how NEMA allocation works?

A: For a more detailed walkthrough of the NEMA allocation, visit **pge.com/nemaguide**.

Q: If my usage increases or decreases will it impact how much credit I receive?

A: The dynamic allocation of the NEMA program puts generation credits where they are most needed—at the meters with the largest consumption. Since the system is designed to be sized to your historic load, a decrease in usage will not impact you on a monthly basis. However, after True-Up, any excess credits that are available beyond what is needed to meet the load of each account in the arrangement will be "zeroed out."

Q: If I am expecting a large decrease in energy usage, how do I change my NEMA arrangement?

A: To make any changes to your NEMA arrangement, contact PG&E at 1-877-743-4112. A representative will provide you with the steps needed to make the request. Please be advised, any addition or deletion of meters on a NEMA arrangement will cause a True-Up, as described next. If you True-Up early, any excess accrued NEMA credits will be lost. After True-Up a new 12-month bill cycle will begin.

Q: What can cause an early True-Up?

A: True-Ups are scheduled to only occur at the end of 12 billing periods. However, there are a few actions that will trigger an early True-Up, even prior to the 12th billing period. In order to avoid an early True-Up or to ensure that a True-Up does not occur at a disadvantageous time (such as after large seasonal energy consumption with little generation), please take note of the below described actions. Additionally, prior to making any changes to the NEMA arrangement, you may wish to consult with PG&E and/or your system installer.

The following actions will result in an immediate True-Up:

- Aggregation "Rearrangements" (PG&E must be notified in order to make a Rearrangement)
 - Adding another meter to the NEMA arrangement as a benefitting account
 - b. Removing an existing benefitting account from the NEMA arrangement, including discontinuing the service of one of the benefitting accounts

- 2. Infrastructure changes to any of the electric meters in the NEMA arrangement e.g.:
 - a. Modifying the service panel of a meter
 - b. Upgrading a transformer
- Changing the account type of any of the electric meter accounts in the arrangement (e.g. changing from an agricultural service to a residential service)
- 4. Changing the ownership of the generating or benefitting account
 - Note: If there is a change in ownership, the NEMA arrangement must still abide by the program rules with all the meters being solely owned, leased, or rented by the same Customer of Record in order to remain eligible for NEMA.

Apart from the scenarios described above, if PG&E opts to change out a customer meter apart from any customer-initiated action, an early True-Up should not occur.

Q: If some of my benefitting meters are spread across multiple PG&E accounts, can I merge all of them into one account?

A: To merge electric services that may be on different PG&E accounts, contact PG&E at 1-877-743-4112. Residential services cannot be merged into one account with commercial or agriculture, but commercial and agricultural services can be combined into one account. For example, if a NEMA arrangement is composed of two residential services, one agricultural service, and one commercial service, the two residential services can be combined under one customer account and the agricultural and commercial services can be combined into a different account number. Note: even when services are merged, each meter will still generate its own Detail of Bill (DOB).

Q: Who should I contact with questions about my electric account or Detail of Bills (DOB)?

A: Contact PG&E's Solar Customer Service Center at **1-877-743-4112** for any account questions. The Solar Customer Service Center is available Monday-Friday during normal business hours.