

PG&E

## NEM2 Video Transcript

Thank you for being a solar customer. We're here to help you understand your net energy metering or NEM statements. There are two different kinds. The 1st is monthly.

You will get a MEM statement every month with an account summary that includes these sections. Electric monthly delivery charge for connecting to the grid. This is paid monthly. Any gas charges if applicable. And your year-to-date NEM charges that will be paid at your annual true-up.

The second is annual. Once a year, you'll get a NEM true-up statement that shows electricity charges and credits for the year. This is the total of the estimated charges and credits you've tracked in your monthly statement throughout the year.

Now let's take a quick look at your monthly statement. On the first page, you'll see the account summary section. It shows the electric monthly charge, which is the minimum charge you owe for staying connected to the grid. Your monthly gas charges, if applicable and any previously due charges.

You can keep track of your estimated true-up charges by looking at the section called your net energy metering NEM account summary. This balance varies monthly based on your energy usage and the energy your solar system produces. It's important to monitor this monthly so you can adjust your energy use from the grid to help minimize the amount due on your true-up statement, plan and budget for your true-up payment as the date gets nearer. We'll share more later in the.

There are times when your solar system may produce more energy than you use like on a sunny day and early spring. When this happens, you'll earn credits for excess energy going back to the grid.

At other times it may produce less energy than you use like on a cloudy day or at night. In this case, there are charges for using electricity provided from the grid.

On the front page of the statement, you will see the estimated year-to-date NEM charges. These are calculated based on charges for energy used from the grid and credits for excess energy generated by your solar system. This is the monthly update on estimated charges that will be due on your true-up date.

On the next page of your monthly statement, the summary of your NEM year-to-date charges section provides the details of energy used from the grid. Generally, this is when you need more electricity than your solar system produces.

Net energy usage is the difference between energy consumed and solar energy produced.

Net peak usage shows your energy use during peak hours, typically 4:00 PM to 9:00 PM when demand is higher, and energy is more expensive. Check your statement for details about your peak hours. Net off peak usage shows your energy use during off peak hours when demand is lower, and energy is less expensive.

Keeping an eye on your peak and off-peak usage can help you shift your energy use to less expensive times, which saves you money.

On the same page. You'll see two more sections. The electric charges section provides a monthly summary of the minimum delivery charges paid for connecting to the grid. These charges are separate from your NEM charges, which are paid at your annual true-up

And the How your true up is calculated section explains the calculation for the year-to-date estimated NEM charges at true-up. This includes the total electric minimum charges you've paid throughout the year. This is credited to you at annual true up if there's a NEM charge balance larger than you've paid so far this year.

The last page of your monthly statement, Details of NEM charges, explains the cost per unit of energy charged for both the peak and off-peak time periods, and includes other charges such as a monthly non-bypassable charge NBC that includes charges for public purpose programs like discounts for income qualified customers and programs that drive cleaner energy and reliability.

You'll receive 11 monthly MEM statements within your 12-month statement period, so you'll always be up to date.

That's it for the monthly statement. Next, we'll walk through the true up statement.

You'll receive this annual statement in the 12th month of your statement period.

It summarizes the monthly estimated NEM charges, which vary based on energy usage that you've been tracking in your monthly statements throughout the year. The true-up statement looks a lot like your monthly statement.

You'll see your account summary, summary of your NEM true-up period charges, and electric charges. These will show the total monthly charges during your statement cycle.

The account summary will display the total NEM energy charges for the year that are due on the date listed. These are the total monthly NEM charges minus credits for excess energy provided to the grid from the previous 12 months, with the minimum charges and taxes subtracted.

The How Your True-Up is Calculated section summarizes everything. Start with the total NEM charges before taxes. Subtract the total electric minimum delivery charges that you have already paid this true-up period, and then add in the taxes. This is the total NEM charges due. This same total is also shown under your account summary section.

If you send more energy to the grid than you received, you are eligible for net surplus compensation credits.

Under the How Your True-Up is Calculated and Account Summary sections, you'll see the net surplus compensation credits shown as a negative number in the total amount due. Net surplus compensation credits may vary if you receive energy from a Community choice aggregator CCA. CCA's buy energy for certain cities or counties, and PG&E delivers the energy to your property.

It's important to review your NEM monthly statements so you can track and prepare for your annual true-up payment. We're here to help you understand your NEM statements so you can get the most from your solar energy system. Visit [pge.com/mem](http://pge.com/mem) to learn more.