



## **Net Metering Questions and Answers for Residential and Small Commercial Customers**

### **Account Set-Up**

**Q:** How will I know when my account will start billing on net metering?

**A:** Billing under net metering will begin on the meter reading date preceding the final SDG&E inspection and authorization to interconnect your electric generation facility.

**Q:** Will my natural gas account be affected as a result of changing my electric service?

**A:** Yes, your gas account will be separated from your electric account. You will now receive two separate monthly statements, one for electric and one for gas. Each will have a different account number.

**Q:** If my account is currently delinquent, do I have to pay the past due balance?

**A:** Yes, your account must be brought current for service used prior to the net metering start date. For questions regarding late notices, call 1-800-411-SDGE (7343).

### **Monthly Billing**

**Q:** Will SDG&E continue to read my meter(s) each month?

**A:** Yes, your meter(s) will continue to be read each month.

**Q:** What information will I receive on my bill?

**A:** In addition to the information currently on your bill, you will receive an additional page called the Net Energy Metering Statement showing net generation credits, if applicable. Net generation credits accrue when you generate more electricity than you use during a monthly billing period.

**Q:** Is the Net Energy Metering Statement viewable online?

**A:** No. Currently, the Net Energy Metering Statement is not viewable online. If you need a duplicate copy of your bill or statement, call 1-800-411-7343.

**Q:** Is there a minimum monthly charge?

**A:** Yes. For residential customers on the DR rate, the minimum charge is 17 cents per day. For commercial customers on A rate, the customer charge is \$9.56. For agricultural customers on PA rate, the customer charge is \$14.58.

**Q:** What charges will be offset by the net generation credits?

**A:** If net generation credits are accrued, the credits will be applied only to amounts that represent electric energy charges. Net generation credits cannot be used, for example, to offset taxes, monthly minimum charges, customer charges, or demand charges.



**Q:** Why can't net generation credits be used to offset taxes, minimum charges, and other monthly charges?

**A:** These types of charges represent costs and liabilities to SDG&E that are not recovered in energy rates and therefore, cannot be reduced by net generation credits.

**Q:** Why am I billed separately for gas and electric?

**A:** You are billed separately for these services because there are different payment rules for each service, which requires separate accounts. Bills for gas service need to be paid each month. Bills for net metered electric service do not need to be paid until the 12-month settlement period, although you may pay them each month if you like.

**Q:** Why does my net metered electric service bill show a "Please Pay This Amount" message when I am not required to pay on a monthly basis?

**A:** We use the same billing system for the net metered electric accounts as we do for our non-net metered customers. Therefore, you will continue to see messages asking you to pay the amount of the bill by a particular date. You may find this information useful if you choose to pay these bills monthly. However, as a net metered customer you are not obligated to pay these bills each month, and credit action will not be taken on your account.

### **Generation Credits**

**Q:** If I generate more electricity than I use will I get money back each month?

**A:** No. If you generate more electricity than you use during a particular month, you will have a net generation credit for the month. We keep track of the net generation credits and only apply them to energy charges accumulated during other months within the 12-month settlement period.

**Q:** How do you calculate the dollar amount of my net generation credit?

**A:** First we start with the excess amount of energy you generated for the month, which would be the difference between the number of kilowatt hours (kWh) you used subtracted from the number of kWh you generated. Then we multiply the excess kWh by the price per kWh to determine the credit you will receive. Because the price of energy can vary, we perform this calculation separately for each month your system generates more electricity than you use.

### **Payments**

**Q:** Am I required to make a payment each month on my net metered electric account?

**A:** No, you are not required to make monthly payments on your net metered electric account, but you can if you like. You will receive a bill and True-Up statement at the end of the 12-month settlement period advising you of the amount due at that time. The amount that is displayed on the bill that accompanies the True-Up statement is the amount owed for the settlement period.



**Q:** As a net metering customer, am I eligible to participate in either the auto debit program or the pay-by-phone program?

**A:** Yes. Net metering customers can participate in either program. However, if you participate in one of these programs, you will not have the ability to postpone payments on your account until the end of the 12-month settlement period.

**Q:** Can I enroll or stay enrolled on the Level Pay Plan?

**A:** No, the Level Pay Plan is not available to net metered customers.

**Q:** Can my electric service be disconnected if there is a past due balance on my net metered electric bill?

**A:** Net metering customers are not required to make payments until the last month of the 12-month settlement period. Therefore, during the 12-month settlement period, your electric service is not subject to disconnection due to non-payment. However, if at the end of the settlement period there is a balance due and you fail to pay this amount by the date requested, your electric service will be subject to disconnection. During the 12-month settlement, if you receive late or pink notices regarding past due amounts please contact our 24-hour Customer Contact Center at 1-800-411-7343.

### **Annual Settlement -- No Carry-Over Or Refund Of Excess Credits**

**Q:** At the end of the 12-month settlement period, will I receive payment or a refund for any remaining excess generation?

**A:** If your account has a credit balance as the result of **payments** you have made throughout the 12-month settlement period, you are entitled to a refund in the amount of your **overpayment**. However, if you have excess net generation credits, you will not receive a payment for this amount. After these credits have been applied to usage over the full 12-months, **any excess credits will be lost**.

**Q:** How will I know when my yearly payment is due?

**A:** At the end of the 12-month settlement period, you will receive a bill and True-Up Net Energy Metering Statement notifying you of the annual amount due. Payments on residential accounts are due within 19 days of receiving this bill. Payments on commercial accounts are due within 15 days of receiving this bill.

**Q:** How will I know when the 12-month settlement period is up?

**A:** In the top left hand corner of the Net Energy Metering Statement it will say "TRUE-UP STATEMENT". On the lower portion of the statement it will say "TRUE-UP COMPLETE. TOTAL NET METERING BALANCE: \$xx.xx". The statement will also show the total generation credit that was applied for excess generation during the 12-month period.



**Q:** Do I need to contact SDG&E at the end of the 12-month settlement period in order to continue as a net metering customer?

**A:** No. Your net metered billing will continue the next year unless we hear from you. If you are no longer using your electric generation facility, please contact us at 1-800-411-7343 to return your account to standard billing.

**Q:** What information will you provide to me at the end of the settlement period?

**A:** You will receive a Net Energy Metering Statement indicating your net consumption or net generation for each billing period during the 12-month period. The statement will also provide the dollar value of the net consumption or net generation.

### **System/Consumption**

**Q:** When will I notice a change in consumption on my SDG&E bill? My consumption isn't dropping as much as I thought it would. Why?

**A:** Because there are so many variables involved, it is not possible to accurately predict changes in consumption due to net metering. The size of your system, the weather, and the energy demands of the household all have a bearing on total consumption. Assuming your household energy demands do not change, your system is properly sized and functioning, and sunny weather; you should notice a change in the first full month of billing on net metering.

**Q:** Will my monthly bill show how much energy I use and how much energy I generate?

**A:** No. The electric meter is not capable of measuring the electricity you generate into our system and the amount of energy you consume from SDG&E. It is only capable of showing the net difference.

For any other questions please contact our 24-hour Customer Contact Center at 1-800-411-7343.