



Portland General Electric

Net Metering • Frequently Asked Questions

IMPORTANT: PGE does not partner with any specific installer. As with any home investment, it is important to get multiple bids. [The Energy Trust of Oregon](#) maintains a Trade Ally Network of qualified installers.

APPLICATION PROCESS

Q: I'd like to go solar/green. How can PGE help me?

A: We are committed to helping our customers go green. Our Net Metering program helps offset the cost of the electricity you buy from us with the energy you generate at home. With Net Metering, you will be billed the net difference between your energy consumption and excess generation. If you produce excess credits in a given month, you may accumulate credits to offset future bills. Please note, each month you will typically have a Basic Service charge between \$11 and \$13.

Q: Can you tell me about the Net Metering application process?

A: Our application process starts when you or your contractor sends us a completed application through PowerClerk. Within three business days, we will email you a confirmation that we have received your application. Next, our Technical Team will review your application to make sure our grid can safely and reliably support your solar generation. If any upgrades are needed, it is generally at the customer's expense, and we will provide you with details and a cost estimate. For this reason, we recommend that customers and contractors wait for approval of the application before starting to build a solar system. Once we have approved the application, your next step is to obtain an approved municipal or county electrical permit and signed agreement. After this is done, we will request a bidirectional meter on your behalf.

Q: How much does the Net Metering application cost?

A: Residential customers: For systems with a capacity of 25 kW or less, the application is free of charge! However, if there is a high demand for PGE's infrastructure in your neighborhood, our engineer may need to conduct a study and we would request a Tier 4 application be submitted, which does have a fee. This fee depends on your requested system size. The base fee is \$100 plus \$2 per kW. Should an application require a System Impact Study or Facilities Study, the hourly rate of a study is \$100 per hour.

A: Commercial/Industrial customers: For systems with a capacity of 25 kW to 2 MW, the application fee is \$50 plus \$1/kW.

BILLING

Q: Why do I have an energy bill when my contractor promised me that I wouldn't have any bills?

A: Depending on your system size, the Net Metering program can offset a portion of your energy use. Consult with your contractor to determine what the expected monthly production is of your solar panels. PGE customers are still responsible for a monthly basic fee that is typically between \$11 and \$13. This fee covers customer service, maintenance on PGE poles and wires, and other services. If you have questions about your net metering bill, visit portlandgeneral.com/yourbill for a video walkthrough.

Q: Where can I see my Excess solar generation (not just the net difference)?

A: PGE is not able to see your total generation with the bidirectional meter. You need to consult with your solar contractor to determine if a production meter was installed at your home. The production meter provided by your contractor measures all of your solar generation and generally allows you to see your total generation through the meter's online software. When your solar panels are generating energy, the energy first goes to offset your usage and if there is excess energy, it is sent on to the PGE grid. We are only able to see the excess energy that is fed to our grid.

Q: Why can't I see any solar credits on my bill?

A: Your system may not be generating excess energy. When your solar panels are generating energy, the energy is first applied to your electrical use and reduces your bill. If there is excess energy after that, it is sent on to the PGE grid and measured by the bidirectional meter whereby we will then credit you.

Q: How can I see my Excess generation summary?

A: Log in to your PGE account, navigate to the View Bill tab and click on Download Bill. Once your statement downloads, scroll to the third page and you find your generation summary.

The screenshot shows the PGE My Account Dashboard. The top navigation bar includes the PGE logo, a search bar, a language toggle for Spanish, and a Sign out button. Below the navigation bar are several tabs: My Account, Outages & Safety, Clean Energy Choices, Save Money, About Us, Help, and Working With PGE. The main content area is titled 'My Account Dashboard' and features a 'Current bill' section. The bill amount is \$13.42, due on August 26, 2024. The bill will be deducted from the auto pay amount. The 'Download bill (PDF)' button is highlighted with a red box. Other options include 'View bill history' and 'View Bill Details'. The dashboard also shows the last payment of \$11.84 received on August 01, 2024, and a link to 'Understanding My Bill' for a guide to the monthly bill. At the bottom, it shows the selected billing options: Auto Pay, Paperless Bill, and Sele...

Q: What happens to my excess solar credits? What is my true-up month?

A: Your excess credits will automatically be applied to future bills in the annual billing cycle ending with your first bill due in March. At that time, any excess credits will be transferred to a low-income fund (directed by a non-profit) as required by the Oregon Low-Income Energy Assistance Program.

Q: Can excess credits that are transferred to a low-income fund during the true-up month be claimed on my taxes as a donation?

A: Please contact your tax preparer for more information. Unfortunately, we are unable to provide tax guidance.

Q: Why is March the true-up month for residential customers?

A: March is the true-up month because this allows customers to use any excess credits generated in the summer during the winter. Most customers generate excess credits in the summer and use these credits in the winter.

Q: Can I change my true-up month?

Yes, you can change your true-up month. The Oregon rules for residential customers automatically designate the March billing cycle as the true-up month because this allows customers to use any excess credits generated in the summer during the winter. Please contact us at **800-542-8818** to speak to a Customer service representative who can assist you.

Q: What is my meter read date in March (true-up date)?

A: Your true-up date occurs after your first March meter read. Generally, your meter is read around the same time every month.

Q: How can I obtain my meter readings?

A: You are welcome to call our Customer service team at **800-542-8818** to get your monthly meter readings. You can also see your monthly bills at portlandgeneral.com if you are logged into your online account.

AGGREGATION

Q: I'd like my excess credits to transfer to another bill. Is this possible?

A: Yes. The addresses of the solar generation system must qualify for aggregation to transfer credits. The criteria are as follows: account properties are on the contiguous property, have the same PGE account holder or co-app, share the same feeder, and include only one net metered account.

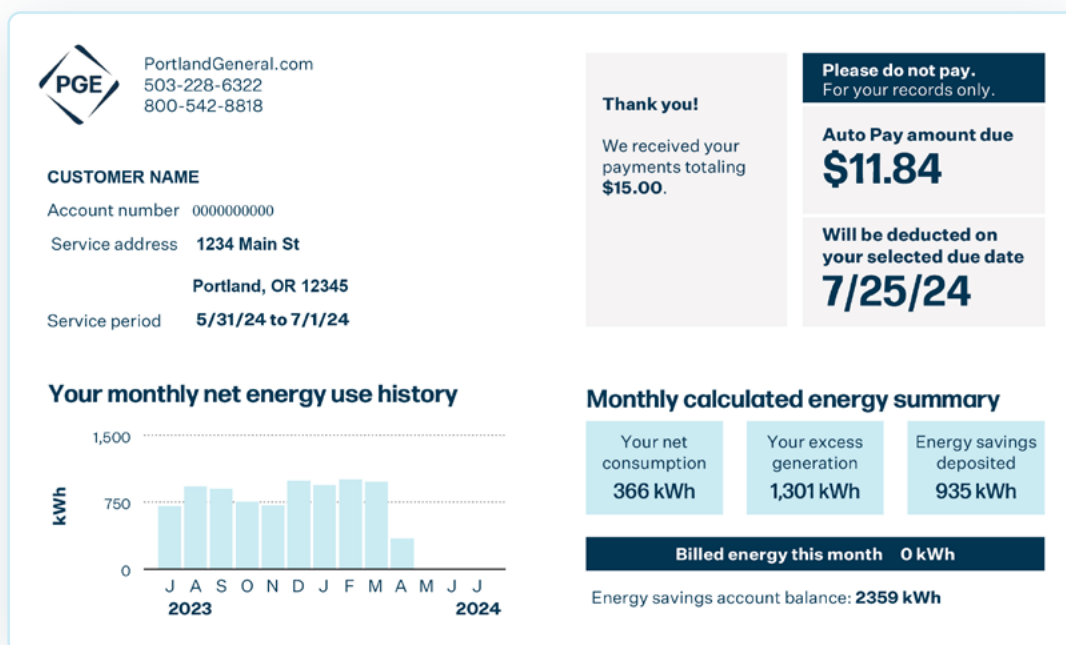
Q: Can PGE approve my aggregation request before my Net Metering application is approved?

A: Aggregation is a billing function and not a wiring function. To process an aggregation request, the Net Metering account number and the additional account(s) to be aggregated are required in writing with a customer signature. Requests can be reviewed to determine if they currently qualify before a Net Metering application is received. Requests made after an application is received can be sent to netmetering@pgn.com. Aggregation is set up once Permission to Operate (PTO) is issued. There must be an existing and active Net Metering account to set up this billing function.

Q: Are my excess credits being applied to my other account? Is aggregation set up on my existing Net Metering customer account?

A. The excess credits will be applied to your account where Net Metering has been set up first. If there are credits left over after being applied to your Net Metering account, then those credits will be applied to your aggregated account.

Also, meter aggregation does not combine multiple meters or bills into one bill on the Net Metering Generation Summary section of your bill. However, on the Net Metering account, there is a Net Metering Service Agreement with a note under account stating "aggregation." At times there will be no Net Metering Generation Summary and/or the statement will not contain meter reads. A separate letter will be mailed to you that provides a breakdown of the Net Metering and aggregated account billing information.



DISCONNECTS

Q: Does a breaker fulfill PGE's disconnect requirement?

A: Although a breaker has a similar function to the disconnect, a breaker does not meet PGE's disconnect requirement to be able to lock out a breaker. The breaker would require additional hardware PGE does not have, whereas a padlock can be used to simply lock out a disconnect.

OUTAGES

Q: Why can't I generate power from my solar panels during an outage?

A: Your solar panels do work during an outage. However, because the solar panels work with a "Grid tied" inverter, your solar panels rely on the PGE grid to convert the energy from your solar panels to electricity your home can use. The inverters cannot work without being connected; therefore, the power produced from your solar panels cannot provide power to your home during an outage unless you have a battery system that provides backup power.

Q: Is there any way for me to "unhook" so that I can use the solar panels when my power is out?

A: To safely have power generated from your solar panels for use during an outage, we recommend you add battery storage. Visit our [Smart Battery Pilot webpage](#) for more information and resources on having backup power during an outage.