

PROVO CITY SOLAR ELECTRICITY BILLING

Thank you for completing an application for Provo Net Metering. As part of your transition from Provo power supply to home generated solar power, a few changes will be necessary. These changes will involve the electric meter currently used at your home, and the way your utility bill looks.

WHAT WILL MY NEW METER LOOK LIKE?

First, the existing electrical meter at your home will be changed to a new solar meter. The new solar AMI (Advanced Metering Infrastructure) or "smart" meter is nearly identical in appearance to other AMI meters. The difference is in the capabilities of the two meters. The new meter will measure not only the electricity consumed from Provo Power, but will also measure the solar electricity generated from your solar panels and placed on the grid. This is called net metering. To learn more about how net metering will work, please visit www.provopower.org and click on "net metering."







Utility Bill Changes

Second, the utility bill from Provo Power will be changed. Currently the Utility bill is set up like the bill to the right. On this bill all utility services are combined onto one page. Changing to net metering will require your utility services to be separated into two different utility bills. Electric services will be billed independently from other utility services. Your original account number will be assigned to the non-electric utilities account and a new account number will be assigned to the electric services account. This is necessary to prevent the electric credit you accrue from being inadvertently applied to the nonelectric services.



NEW BILL LAYOUT

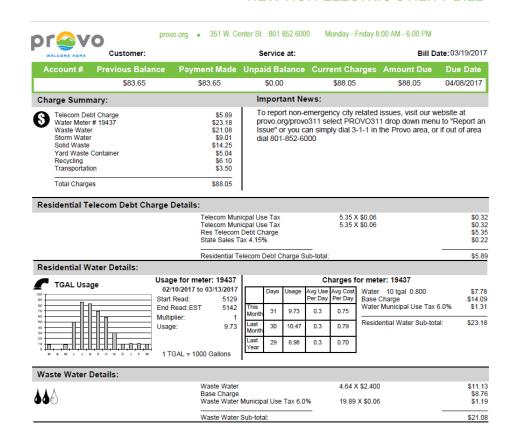
The new non-electric services bill will be similar to the bill sample on the right. The non-electric bill will be for all other services found on your current bill. The new electric services bill will be similar to the bill shown to the right. This bill will show how much electricity was generated (but not used) by you, and how much electricity was consumed from Provo Power. The bill will also show the billing rates of generated and consumed power.

WHAT ABOUT BUDGET BILLING?

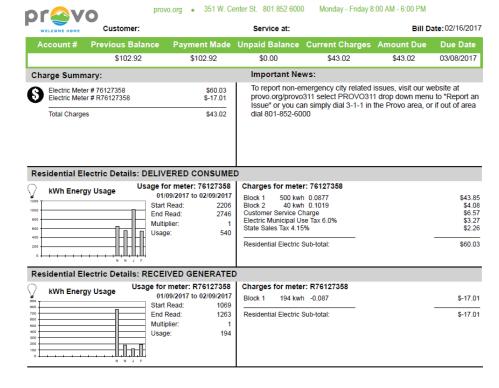
Accounts currently on a Budget Billing plan will require the removal of the budget plan to resolve any budget variances prior to changing to net metering. The last bill prior to switching over to solar net metering billing will include any variances associated with the account.

WHAT ABOUT ONLINE BILL PAY?

Please be sure to update your Online Bill Pay through your banking institution with your new account numbers. If you are signed up with Provo's automatic payment program, you will need to log in and edit your account information to include the new billing accountnumbers and re-establish your recurring Bank Draft.



NEW NET METERING ELECTRIC UTILITY BILL



If you have any questions about the transition to solar net metering billing please feel free to give us a call at customer service by dialing 311 within Provo or (801) 852-6000. Our office hours are Monday-Friday, 8:00 AM to 6:00 PM.