

# ROOFTOP SOLAR (NET METERING)

Q & A by



We receive a lot of questions about rooftop solar, so we'd like to help by answering some of the top questions we get with hopes of clearing up some confusion for customers that are investigating rooftop solar.

## • If I install rooftop solar, will I still have an electric utility bill?



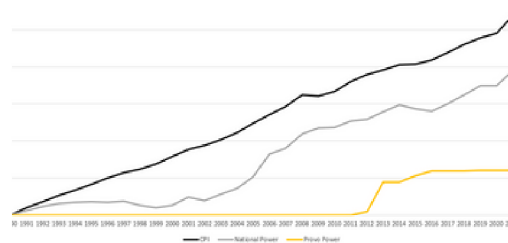
Customers are connected to the electric grid and there are still necessary transmission, distribution, and administrative costs associated with all electrical services. All customers are required to pay their part, regardless of solar generation which means you will always have an electric utility bill. Granted, net metering is designed so that you can accrue solar generation credits which are applied to your monthly utility bill, however, it is imperative for our customers to know that credits are zeroed out annually in February so it is very important to have your system sized appropriately. Also make note that unless you pay cash for installation, you will also have a separate bill from the solar company that will accrue interest. You'll need to consider a return on investment (ROI) to see if it is worth the extra costs.

## • Why don't the credits rollover annually?

Currently, Provo Power can purchase solar on the market for less than \$0.03 per kWh. For now, a solar customer gets a rate of \$0.065 per kWh for generated power (not used). This is a great incentive for customers as they are getting paid higher than market rates if they generate more power than consumed. Because of this, it has been established that credits will not be carried over as we are already paying a higher premium for generated power. Please consider this when sizing your system so that you don't lose credits in February of each year.

## • Will the utility rates increase as forecasted by my solar contractor?

Provo Power has only raised rates five times since 1990, and we are still well below the national average. Unlike the solar sales pitch of the rates increasing by 5-7% annually, our latest rate increase is only 2% (\$2.00 per residential customer). Future rate changes will most likely be added to the base rate that all customers pay depending on cost of service studies. Times have changed with the economy, and there is always a potential for rates raising, however, Provo Power's vision and mission are to offer competitive rates with reliable electrical service. With the cooperation of the City Administration and Municipal Council, we will strive to maintain that vision.



## • Does Provo Power maintain the solar panels after they are installed?

Your agreement for the solar panels and equipment is between you and the solar contractor, not Provo Power. The agreement that is signed by the customers and Provo Power is for the acknowledgment of receiving from and generating power to Provo's electrical grid, and the understanding of all the terms and conditions therein.

## • How does the Net Meter work?

A net meter will only measure the excess generation of power to the grid. It does not measure what is being used on the premise. An appropriately sized system will generate (at full capacity) the closest amount of kWh that a customer uses during a month. Oversizing a system will allow for too many credits that will be zeroed out if not used by February of each year. This is a common occurrence and should be investigated fully before building the wrong size of system so that you get the best return on investment.

## • If I have rooftop solar without batteries, will I still have power in my home if the power goes out on the grid?

Because you are always connected to the electric grid your power will also go out. This is for the safety and protection of not only your home and equipment but also to prevent the possibility of electrocution to lineworkers working on power line equipment.

## • Where can I find more information about Net Metering?

Please go to our website: [provopower.org/net-metering/](http://provopower.org/net-metering/) for more information and videos about how net metering works. You can also schedule an appointment ([info@provopower.org](mailto:info@provopower.org)) to go over the requirements and even your proposal from a solar contractor to make sure that you understand the process before making a large financial investment.

## • Is there an alternative to rooftop solar panels?

SharedSolar is a great option where customers can lease solar panels from our community solar plant to generate solar power without having to install rooftop solar panels, and in some cases, can save money on their electric bills.

[renewchoice.com/shared\\_solar/](http://renewchoice.com/shared_solar/)



**SharedSolar**  
Community-Owned Solar