

# Partial Payments

When you pay part of your utility bill, this is referred to as a “partial payment.” This document explains how partial payments impact community solar participants.

## What charges and credits will appear on my bill?

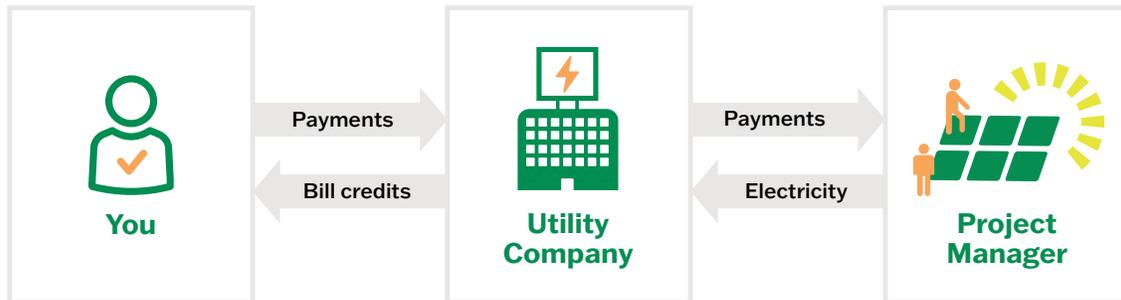
There are several different **charges** that appear on your utility bill every month:

1. Utility charges based on energy use
2. Utility taxes and fees
3. Community solar subscription fees

And several possible sources of **credits** on your bill:

1. Payments you make to your utility
2. Energy assistance payments (if applicable)
3. Community solar bill credits (solar energy produced)

Community solar works like this: Your Project Manager provides solar energy to your utility, which appears as bill credits on your monthly utility bill. In turn, subscription fees are added to your bill and received by your utility, then passed on to the Project Manager for you. For low-income customers, bill credits will always be more than subscription fees, resulting in a net savings each month. However, bill credits will not pay an entire utility bill.



## When I make a partial payment, who gets the money?

If you partially pay your utility bill, the utility is paid before your community solar Project Manager. See an example of how this works to the right.

## Why does it matter?

In the case of partial payment, the outstanding utility and subscription fees will be added to the next month’s bill. Additionally, some Project Managers may send a separate bill or may terminate your subscription if they do not receive payment in any given month.

<p><b>In January, Jordan's bill looks like this:</b></p>	Total energy charges	\$300.00
	Solar energy bill credit	- \$50.00
	Subscription fee	\$40.00
<b>Total owed to Pacific Power:</b>		<b>\$250.00</b>
<b>Total owed to solar Project Manager:</b>		<b>\$40.00</b>
<p><b>Jordan is unable to pay their entire bill this month and makes a payment of \$200 to Pacific Power.</b></p>	Total energy charges	\$300.00
	Solar energy bill credit	- \$50.00
	Subscription fee	\$40.00
	<b>Payment</b>	<b>- \$200.00</b>
<b>New balance to Pacific Power:</b>		<b>\$50.00</b>
<b>Remaining balance to Project Manager:</b>		<b>\$40.00</b>
<p><b>Jordan now owes:</b></p>	<p><b>New balance to Pacific Power: \$50.00</b></p> <p><b>Remaining balance to Project Manager: \$40.00</b></p>	

Example partial payment to utility.

Low-income subscribers may **not** be charged late fees. Subscribers should contact their Project Manager about outstanding balances as soon as possible. *All low-income subscribers may end their contract without any termination fees, but if there is a balance owed at the time, the Project Manager may seek payment on the remaining balance.*

### **Can energy assistance help?**

Project managers are not utilities, so outstanding balances owed to them are not available for energy assistance at this time. Balances owed to your utility provider will remain eligible for energy assistance.

### **Actions you can take:**

Partial payments happen. Read your contract carefully before signing, and we encourage you to reach out to your Project Manager early on. Remember that there are no fees for terminating your subscription if this program is not for you right now. If your contract is terminated, you may re-enroll in the program when you are ready.

#### **We support you.**

If you find that you need extra assistance, please feel free to reach out to us at:

**CommunityEnergyProject.org**

*Community Solar Coordinator*

971-544-8718

[solar@communityenergyproject.org](mailto:solar@communityenergyproject.org)