

Aligning Your Current Bill Cycle with Community Solar Credits and Fees

Pacific Power Customers

Overview

As a subscriber with a community solar project, you will receive solar credits and subscription fees on your electricity bill throughout the year. In most cases, you can expect to receive bill credits and fees consistently on each month's bill. However, depending on the date(s) when you receive your existing electricity bill, you may note some solar billing inconsistencies. Specifically, there may be months when you notice no bill credits and fees on your billing statement. Instead you will see bill credits and fees for two-months' worth of solar production on the next month's bill. Your account balance and amount due will always be current when you visit "my account" at www.pacificpower.com or through our mobile app "Pacific Power".

This resource explains how to identify if your current billing date is likely to experience solar billing inconsistencies. If you would like to see your community solar credits and fees on your monthly bill statement, below explains how to change your billing date. If your billing date does not fall within the below range, then you will not experience any billing inconsistencies. You can locate your current billing date in the upper right-hand corner of your bill, as shown below.

Please note, there is no requirement to change your billing date in order to participate in the community solar program. The steps below are optional.

Identifying Impact Based on Billing Dates

If your typical billing statement dates fall within this range, then it **will be impacted** by this irregular schedule.

- 5th of the month
- 6th of the month
- 7th of the month
- 8th of the month

Your current billing date determines when you receive your monthly bill. In order to change the billing date, you can select a new due date, otherwise known as a "preferred due date."

John Smith
123 John Doe St
Medford, OR 97501



Questions: Call
1-888-221-7070
24 hours a day,
7 days a week
pacificpower.net



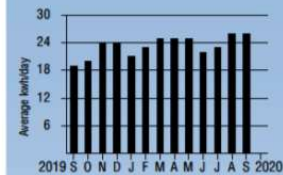
BILLING DATE: **Sep 23, 2020**

ACCOUNT NUMBER: 12345678-001

DUE DATE: **Oct 9, 2020**

AMOUNT DUE: **\$76.76**

Historical Data - ITEM 1



Your Balance With Us

Previous Account Balance	87.08
Payments/Credits	-170.42
New Charges	+160.10
Current Account Balance	\$76.76

Payments Received

DATE	DESCRIPTION	AMOUNT
Aug 27, 2020	Payment Received - Thank You	87.08
Sep 23, 2020	09/2020 Solar credit (853 KWH @\$0.0977/KWH)	83.34
Total Payments		\$170.42

Note: \$83.34 Participation credit is for OREGON COMMUNITY SOLAR project @ 5432 Winthrop Hwy Medford

Process for Preferred Due Date

You can change your billing due date to a preferred due over the phone.

To change your billing date due over the phone:

1. Call the call center at 1-888-221-7070
2. Tell the PAC representative that you are a part of the Oregon Community Solar Program and you would like to change your billing date outside of the 5th – 8th in order to see your credits and fees presented on your bill regularly.
3. The new due date will be your due date moving forward.

After submitting your request, it may take a few months for the new preferred date to go into effect.

If you have questions about how this issue may impact your solar subscription, please contact the Oregon Community Solar Program help line at 1-800-481-0510. If you have questions specific to changing your billing due date, please contact your utility call center at 1-888-221-7070.