

Aligning Your Bill Cycle with Community Solar Credits and Fees

Portland General Electric 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 experience some solar billing inconsistencies. Specifically, there may be months when you receive no bill credits and fees and instead receive bill credits and fees for two-months' worth of solar production on the next month's bill.

This resource explains how to identify if your current billing date is likely to experience solar billing inconsistencies and explains how to change your billing cycle if you would like to see your community solar credits and fees on a more predictable, monthly basis.

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

Identifying Impact Based on Billing Due Dates


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

The following utility bill due dates **are likely be impacted** by this irregular schedule.

- 23rd of the month
- 24th of the month
- 25th of the month
- 26th of the month
- 27th of the month
- 28th of the month

If your typical due date falls within the above date range, you may experience solar billing inconsistencies. You can locate your current due date in the upper right-hand corner of your bill as show below.

The next section will explain how to change your current due date to a preferred due date. If your due date does not fall within the above range, you will not experience any billing inconsistencies. No further action is required.

 Portland General Electric Service Address: ABC COMPANY 460 S 1234 MAIN ST ANYWHERE, OR 12345	(503)228-6322 or 1-800-542-8818 PortlandGeneral.com	Account # 1234567890							
	Cycle: 04	<table> <tr> <td>Previous Amount Due</td> <td>0.00</td> </tr> <tr> <td>Payments</td> <td>958.05 CR</td> </tr> <tr> <td>Balance Forward</td> <td>958.05 CR</td> </tr> <tr> <td>Current Charges</td> <td>1,075.29</td> </tr> </table>	Previous Amount Due	0.00	Payments	958.05 CR	Balance Forward	958.05 CR	Current Charges
Previous Amount Due	0.00								
Payments	958.05 CR								
Balance Forward	958.05 CR								
Current Charges	1,075.29								
		AMOUNT DUE \$117.24 Due date for current bill 02/25/21							

Process to Change to a Preferred Due Date

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

To change your billing cycle online:

1. Sign in to your PGE account online at <https://new.portlandgeneral.com/>
2. Choose “Billing and Payment Options”
3. Choose “Select your due date”
4. Choose a date that falls outside of the 23rd – 26th.
5. You’ll see this notice after you change your due date informing you that your date change will take effect with your next month’s bill:

I want to pay my bill on this day each month

Day
 1 ▼

Your new due date will take effect with next month's bill. Your next bill may be slightly more or less depending on your selected due date.

Note: You can change your due date a maximum of 2 times in a 12-month period.

To change your billing cycle over the phone:

1. Call the PGE call center: 1-800-542-8818
2. Inform the PGE representative that you are a part of the Oregon Community Solar Program and you’d like to change your preferred due date so it does not land between the 23rd through the 26th of the month.
3. The date you choose will be your new billing date moving forward.

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 1-800-542-8818.