



OREGON
COMMUNITY SOLAR
PROGRAM

Participant Billing and Project Manager Payments Workshop

Presented by the Program Administration Team

Program Administration (PA) Team



Program Administration

Program Implementation Manual

Funds Management

Public Reporting

Education & Outreach

Coordination

Workshops and Demos

Platform Management

CSP Platform Configuration

Utility Integration

Data Security



Program Administration

Project Review for Pre-certification and Certification

Installation Verification

Dispute Resolution

Education & Outreach

Project Manager Registration

Customer Support

Platform Management

Application Processing

QA/QC



Program Administration

Low-income subscriber recruitment

Marketing plan support

Community education

Additional equity goals

Verification

Household income & size

Waitlist management

Previous energy use

Demographic information



Program Administration

Regulatory Policy Development

Budget Management

Contract Management

Education & Outreach

Commission Workshops administration

Public Stakeholder Engagement

Key Implementation Partners

In coordination with the PA and OPUC Staff, utilities have developed and implemented ongoing data exchange policies and procedures for participant verification and billing.



Project Managers (PMs) are responsible for marketing, recruiting and enrolling subscribers, ongoing subscriber management, and ongoing maintenance and operation of the project.

Agenda

- 1 Monthly Utility Data Exchange Review
- 2 Payment Ledger Demonstration
- 3 Payment Delays and Non-Payment
- 4 Upcoming Platform Enhancements



Not Covered Today

- Tier 2 Developments
- Annual Reconciliation Adjustments





Monthly Utility Data Exchange Review

Billing and Collections Overview





- Participant and Project information is shared between the PA (Energy Solutions) and the Utilities (PGE, Pacific Power and Idaho Power) in order to apply community solar bill credits, subscription fees and program fees on program Participants' monthly utility bills.
- When Participants pay their monthly utility bills, subscription fees and program fees are collected by the Utilities and passed to the PA.
- The PA issues subscription fee payments to each Project Manager (PM).

Overall Data Exchange Process






Information provided to the Utility by the PA:

- Status of Participant enrollment
- % of project capacity subscribed and unsubscribed
- Bill Credit Rates, Subscription Fees & Program Fees
- Status of operational projects

Shared Reports:

-  Participant Status File
-  Unsubscribed Energy File
-  Billing File
-  Project Operational File

Information provided to the PA by the Utility:

- Monthly kWh project generation  Project Generation File
- As-available avoided cost rates (for unsubscribed energy)  Unsubscribed Cost File
- Participant fee collections  Participant Fee Collections File
- Confirmation of utility customer status  Participant Confirmation File
- Billing errors  Billing Confirmation File

April 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 Participant Subscription Status File	2
					Project Operational File	
3	4 Project Generation File	5	6	7 Participant Billing File	8 Participant Subscription Status Confirmation File	9
	Participant Consumption File			Unsubscribed Project Generation File		
10	11 Participant Fee Collections File	12 Billing Confirmation File	13	14	15 Participant Subscription Status File	16
					Project Operational File	
17	18	19	20	21 Unsubscribed Purchase Cost File	22 Participant Subscription Status Confirmation File	23
24	25 Participant Fee Collections File	26	27	28	29	30

Utility Data Exchange Calendar Example

Data from PA to Utilities

Data from Utilities to
PA/Platform

Subscription Fee Payments

Subscription fees are calculated by multiplying participants' monthly attributed kWh or kW allocation by the subscription fee rates set by the PM.

The exact timing of subscription payments to the PM is impacted by the following factors:

- The Participant's native billing cycle
- When the Participant pays their electricity bill
- When the Utility pays the PA
- When the PA pays the PM



Subscription Fee Payments Example

5/31	End of solar generation month
6/9	6th business day: Utility posts May's generation credits and fees to the Participant's accounts
6/12	Customer receives bill with May CSP credits/charges at the beginning of cycle
6/27	Customer pays bill 15 days later
7/10	Utility sends Participant Fee Collections file to PA. Participant payment record is now available to PM on the platform. <i>Twice a month in PGE and PAC, on 10th and 25th calendar days (except for holidays and weekends)</i>
7/17	Utility remits PM subscription fees to PA
7/23	PA pays subscription fees to PM

Subscription Fee Payment Calculation | Low-Income

Low-Income Participants' monthly utility bills include normal utility charges, as well as a bill credit and subscription fee.

- There are no program fees (Utility fee or PA fee) for low-income
- The monthly subscription fee is paid directly by the monthly bill credit

Full Payment		Partial Payment	
Sample Monthly Utility Bill		Sample Monthly Utility Bill	
Normal Utility Charges	\$100	Normal Utility Charges	\$100
Bill Credit	-\$50	Bill Credit	-\$50
Subscription Fee	\$40	Subscription Fee	\$40
Total Utility Bill	\$90	Total Utility Bill	\$90
<hr/>		<hr/>	
Customer Pays	\$90	Customer Pays	\$70
PM Paid	\$40	PM Paid	\$40
		Utility Owed	\$20

Subscription Fee Payment Calculation | Non-Low-Income

Non-low-income Participants' monthly utility bills include normal utility charges, as well as a Utility fee, PA fee, bill credit, and subscription fee.

- The bill credit is applied to normal utility charges.
- Participant payments are applied according to established payment hierarchy.
- Partial utility bill payments will impact subscription fees remitted to PM.

Subscription Fee Payment Calculation | Non-Low-Income

Full Payment	
Sample Monthly Utility Bill	
Normal Utility Charges	\$100
Bill Credit	-\$50
Subscription Fee	\$43
Utility Fee	\$1
PA Fee	\$4
Total Utility Bill	\$98
<hr/>	
Customer Pays	\$98
Electric Charges Paid	\$50
Utility Fee Paid	\$1
PA Paid	\$4
PM Paid	\$43

Partial Payment	
Sample Utility Bill	
Normal Utility Charges	\$100
Bill Credit	-\$50
Subscription Fee	\$43
Utility Fee	\$1
PA Fee	\$4
Total Utility Bill	\$98
<hr/>	
Customer Pays	\$80
Electric Charges Paid	\$50 ← 1 st
Utility Fee Paid	\$1 ← 2 nd
PA Fee Paid	\$4 ← 3 rd
PM Paid	\$25 ← 4 th
PM Owed	\$18

Subscription Fee Payment Calculation | PM Pays Program Fees

PMs may elect to pay for non-low-income Participants' program fees separately.

- Bill credit applied to normal utility charges
- No program fees on customer bill
- Partial utility bill payments will still impact subscription fees remitted to PM

Full Payment		Partial Payment	
Sample Monthly Utility Bill		Sample Utility Bill	
Normal Utility Charges	\$100	Normal Utility Charges	\$100
Bill Credit	-\$50	Bill Credit	-\$50
Subscription Fee	\$43	Subscription Fee	\$43
Total Utility Bill	\$93	Total Utility Bill	\$93
<hr/>		<hr/>	
Customer Pays	\$93	Customer Pays	\$80
Electric Charges	\$50	Electric Charges	\$50
PM Paid	\$43	PM Paid	\$30
		PM Owed	\$13

←

1st

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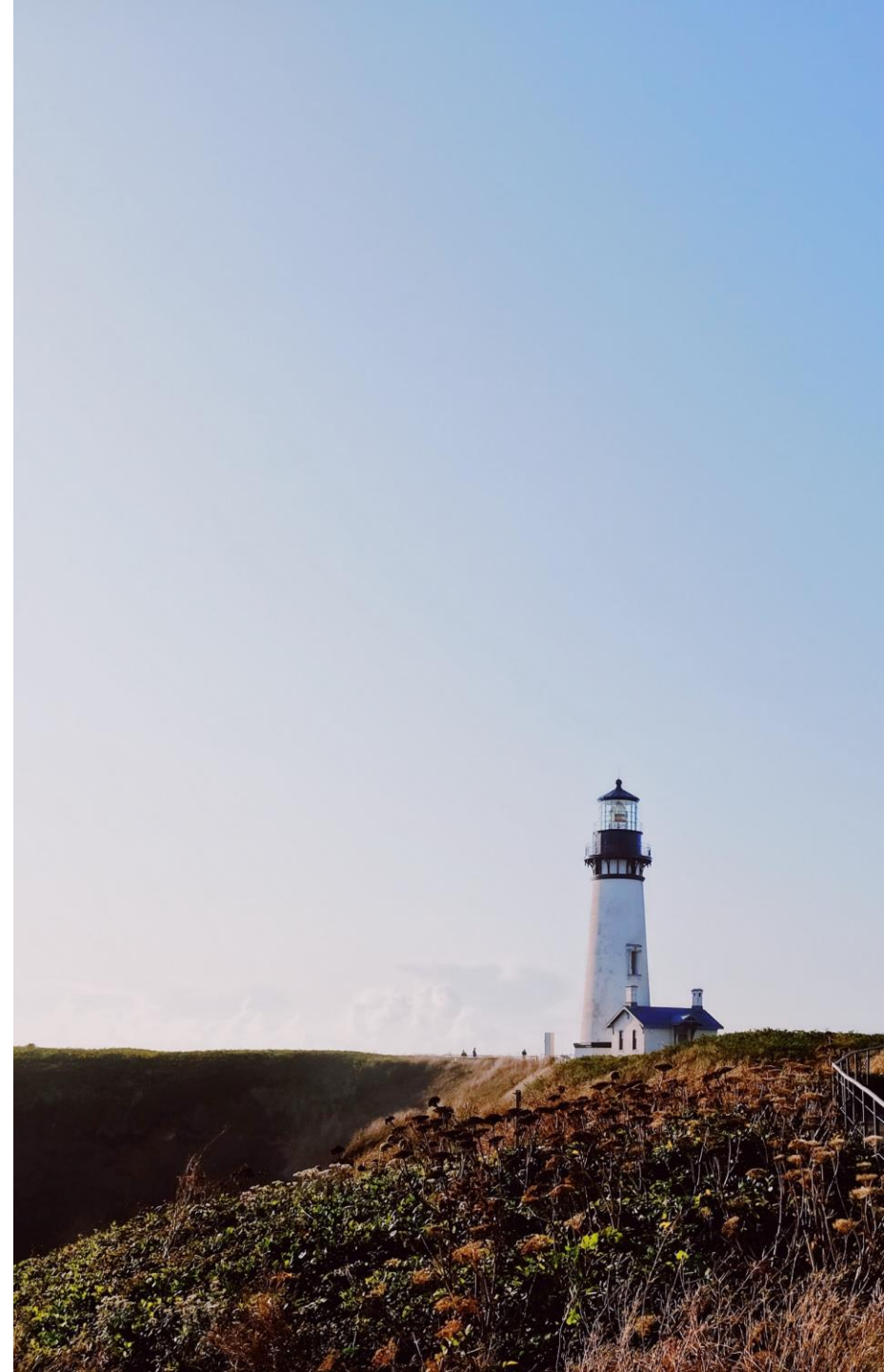
2nd

Unsubscribed Energy Payments

Unsubscribed energy payments are calculated by multiplying the monthly unsubscribed generation by the Utility's as-available avoided cost rate.

The exact timing of unsubscribed energy payments to the PM is impacted by the following factors:

- The required data transfer between the PA and Utility
- When the Utility pays the PA
- When the PA pays the PM



Unsubscribed Energy Payments Example

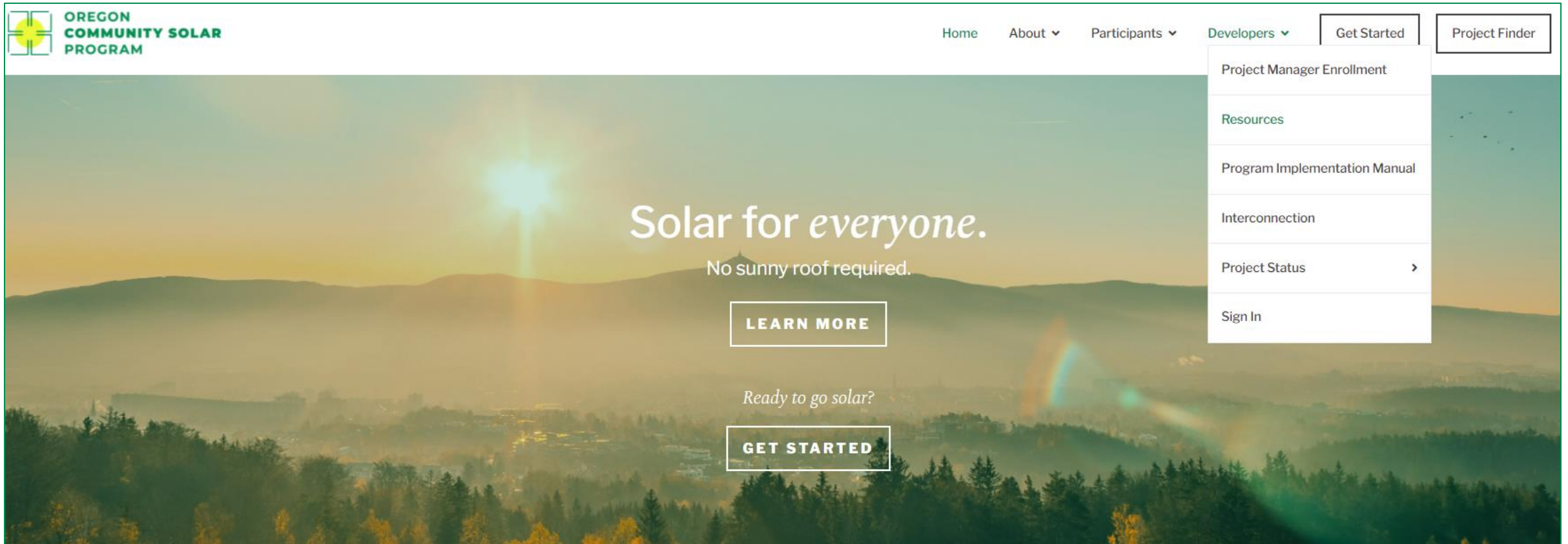
5/31	End of solar generation month
6/2	2nd business day: Utility transfers project generation to the PA
6/5	5th business day: PA transfers Unsubscribed Project Generation file to Utility
6/19	Utility transfers Unsubscribed Power Purchase Cost file to PA and initiates payment process
6/26	Utility remits PM unsubscribed energy to PA
7/2	PA pays unsubscribed energy to PM

Data Exchange Summary

- On a monthly basis, transfer of data takes place between Utilities and the PA in order to apply community solar bill credits, subscription fees and program fees on program participants' monthly utility bills AND to collect and remit payment to PMs.
- The timeline for payment follows a specific process and is determinant on a multitude of factors.
- Partial utility bill payments made by non-low-income Participants will impact the monthly subscription fees remitted to PMs.
- PMs will be paid in full for all low-income subscriptions, regardless of partial payments made.

Additional Resources Available


- Billing and Payments Guide found at www.oregoncsp.org/pm-resources/
- Partial Payments Guide and educational billing resources found at www.oregoncsp.org/subscriber-resources/



Payment Ledger Demonstration



Payment Ledger Accessed From Header Menu



OREGON
COMMUNITY SOLAR
PROGRAM

Account Settings

Company Profile

Project Dashboard

Project Managers

Participant Dashboard

Payments Ledger

Payments Ledger

Account Settings

Company Profile

Project Dashboard

Project Managers

Participant Dashboard

Payments Ledger

Payments Ledger

Unsubscribed Power

Project Payments

Monthly Participant Records

Billing Errors

Payment Ledger Layout: Monthly Participant Records

Payments Ledger

Unsubscribed Power	Project Payments	Monthly Participant Records	Billing Errors
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SEARCH

[VIEW DETAILS](#)[EXPORT TO CSV](#)

1 to 10 of

Generation Period	Participant ID	Participant Name	Project ID	Subscription Size (kWh)	Attribut Generat (kWh)	Subscription Fee Due (\$)	Bill Print Date	Outstanding Balance (\$)	PA Admin Fee (\$)	PA Fee Balance (\$)
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Payments Ledger

Payments Ledger

Billing Errors

[EXPORT TO CSV](#)Resent
count

Payment Ledger: Search & Sort Options

- Search is additive therefore you can be specific or broad in your search.
- Both Participant Records and Billing Errors tabs have search options.

Payments Ledger

Unsubscribed Power

Project Payments

Monthly Participant Records

Billing Errors

Participant Name

Gen Period Start

mm/yyyy

Gen Period End

mm/yyyy

Project ID

SEARCH

RESET

Participant ID

SEARCH

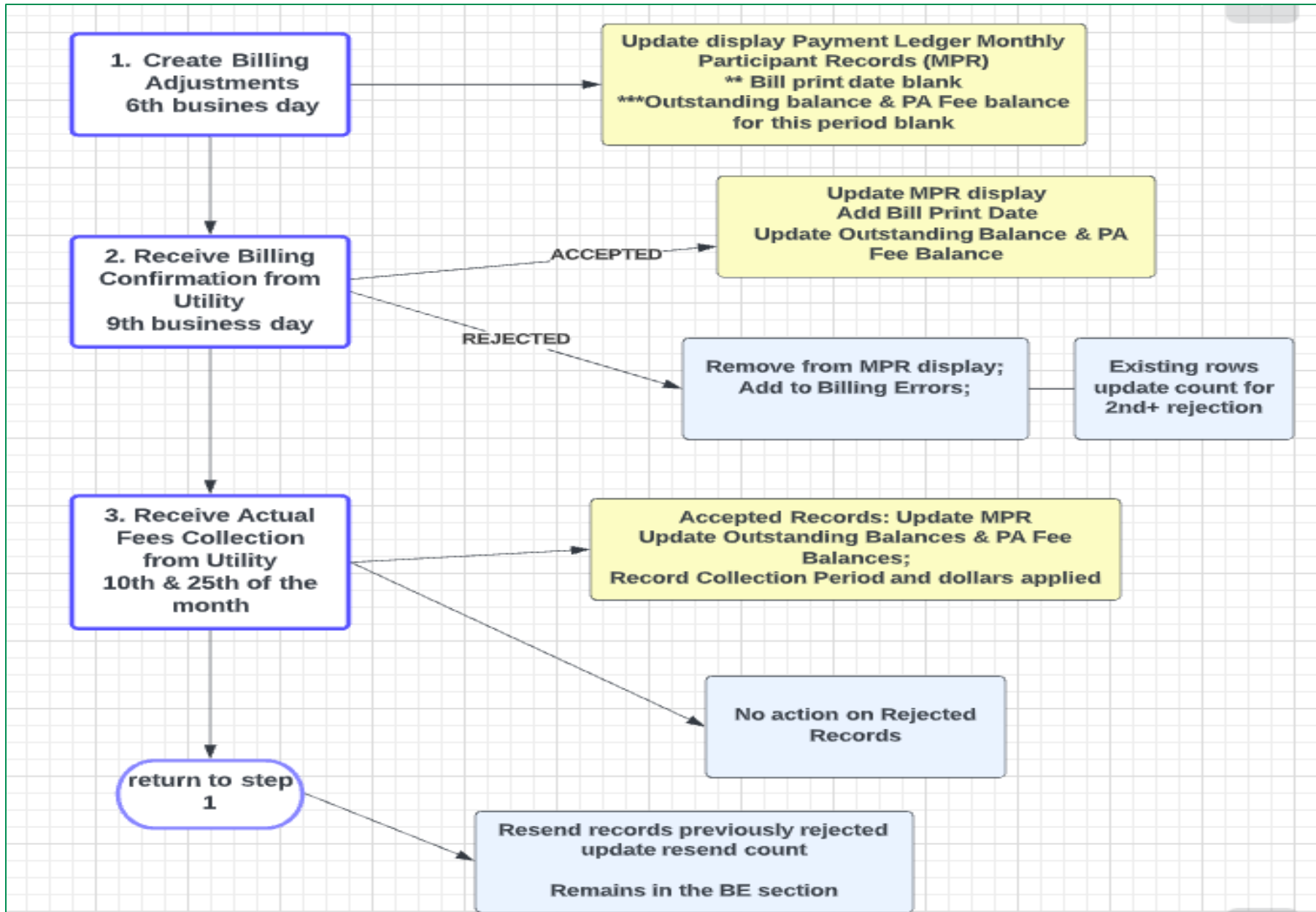
VIEW DETAILS

EXPORT TO CSV

1 to 20 of 4841

Flow for data triggers

The Payment Ledger is updated when data is sent or received from the Utility



Monthly Participant Records: How it Works

New billing records are added when file is sent to the Utility for Participant billing

- Bill print date is blank
- Outstanding balance (subscription fees) is blank
- PA Fee balance is blank

Generation Period	Participant ID	Participant Name	Project ID	Subscription Size (kWh)	Attribut Generat (kWh)	Subscription Fee Due (\$)	Bill Print Date	Outstanding Balance (\$)	PA Admin Fee (\$)	PA Fee Balance (\$)
02/2022	1147	H	PGE	14.10	1585.71	142.40			14.52	
01/2022	1147	H	PGE	14.10	1115.73	100.19	03/10/2022	100.19	14.52	14.52
12/2021	1147	H	PGE	14.10	600.21	53.90	02/09/2022	0.00	14.52	0.00
11/2021	1147	H	PGE	14.10	827.59	74.32	01/10/2022	0.00	14.52	0.00
10/2021	1147	H	PGE	14.10	490.62	44.06	12/08/2021	0.00	14.52	0.00

Monthly Participant Records: How it Works

Billing confirmation file is received from Utility


- If billing record is accepted by Utility:
 - Bill print date is updated
 - Outstanding balance (subscription fees) and PA Fee Balance are updated
- If rejected, record is moved to the Billing Errors tab

Generation ▼ Period	Participant ▲ ID	Participant Name	Project ID	Subscrip Size (kWh)	Attribut Generat (kWh)	Subscription Fee Due (\$)	Bill Print Date	Outstanding Balance (\$)	PA Admin Fee (\$)	PA Fee Balance (\$)
02/2022	1147	H	PGE	14.10	1585.71	142.40	04/05/2022	242.59	14.52	29.04
01/2022	1147	H	PGE	14.10	1115.73	100.19	03/10/2022	100.19	14.52	14.52
12/2021	1147	H	PGE	14.10	600.21	53.90	02/09/2022	0.00	14.52	0.00
11/2021	1147	H	PGE	14.10	827.59	74.32	01/10/2022	0.00	14.52	0.00
10/2021	1147	H	PGE	14.10	490.62	44.06	12/08/2021	0.00	14.52	0.00

Monthly Participant Records: How it Works

Actual Fees Collected file is received from the Utility – \$114.71

- Match record to participant ID
- Apply dollars received to oldest generation period with dollars due first
 - Apply to PA Fees then to Subscription Fees until all dollars remitted are applied
- PA Fee Balance and Outstanding Balance is revised



Generation Period	Participant ID	Participant Name	Project ID	Subscription Size (kWh)	Attribut Generat (kWh)	Subscription Fee Due (\$)	Bill Print Date	Outstanding Balance (\$)	PA Admin Fee (\$)	PA Fee Balance (\$)
02/2022	1147	H	PGE	14.10	1585.71	142.40	04/05/2022	142.40	14.52	14.52
01/2022	1147	H	PGE	14.10	1115.73	100.19	03/10/2022	0.00	14.52	0.00
12/2021	1147	H	PGE	14.10	600.21	53.90	02/09/2022	0.00	14.52	0.00
11/2021	1147	H	PGE	14.10	827.59	74.32	01/10/2022	0.00	14.52	0.00
10/2021	1147	H	PGE	14.10	490.62	44.06	12/08/2021	0.00	14.52	0.00

Monthly Participant Records: Views Dollars Applied

- Click on the **View Details** button and open “Collection Info” to see dollars applied.

Unsubscribed Power Project Payments Monthly Part

Participant Gen Period

Participant Name Gen Period Start



Generation Period		01/2022
(Please click + to expand below)		
Participant Details +		
Generation Info (kWh) +		
Collection Info -		
Bill Print		
Date		03/10/2022
Collection Period 1	Paid to utility (1 to 15)	0.00
Collection Period 2	Paid to utility (16 to EOM)	114.71

Payment Ledger Export

- View all Participant Details by exporting to .CSV

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Generation Period	Participant ID	Participant Name	Project ID	Subscription Size	Attributed generation	Subscription Fee Due	Bill Print Date	Collection Period (1-15)	Paid to Utility (1-15)	Collection Period (16-EOM)	Paid to Utility (16-EOM)	Subscription Fees Outstanding Balance	PA Fee Due	PA Fee Collected	PA Fee Balance
Feb-22	4	Brian S Stew	PGE-20XX-XX	6.2	697.264	74.41	null	null	0.00	null	0.00	126.77	5.27	0.00	10.54
Jan-22	4	Brian S Stew	PGE-20XX-XX	6.2	490.604	52.36	03/08/2022	null	0.00	null	0.00	52.36	5.27	0.00	5.27
Dec-21	4	Brian S Stew	PGE-20XX-XX	6.2	263.923	28.17	02/07/2022	03/2022	28.17	null	0.00	0.00	5.27	5.27	0.00
Nov-21	4	Brian S Stew	PGE-20XX-XX	6.2	363.903	36.55	01/06/2022	null	0.00	02/2022	36.55	0.00	5.27	5.27	0.00
Oct-21	4	Brian S Stew	PGE-20XX-XX	6.2	215.733	21.67	12/06/2021	null	0.00	01/2022	21.67	0.00	5.27	5.27	0.00

Payment Ledger Summary

- The ledger is dynamically updated as information flows between the PA and the Utilities.
- Provides a more regulated and timelier update of information.
- Billing errors are not included in outstanding balances due.
 - More information is shared about why the Utility has identified an error
- Full participant export is available.
 - PMs can request historical as well as current activity
- Available on the program platform soon.

A woman with curly hair is smiling while talking on a black office phone. She is sitting at a desk with a computer monitor, keyboard, and various papers. The background shows a window with a city view. A white rectangular box is overlaid on the image, containing the text "Payment Delays and Non-Payment" in a green serif font.

Payment Delays and Non-Payment

Payment Delay and Non-Payment Overview

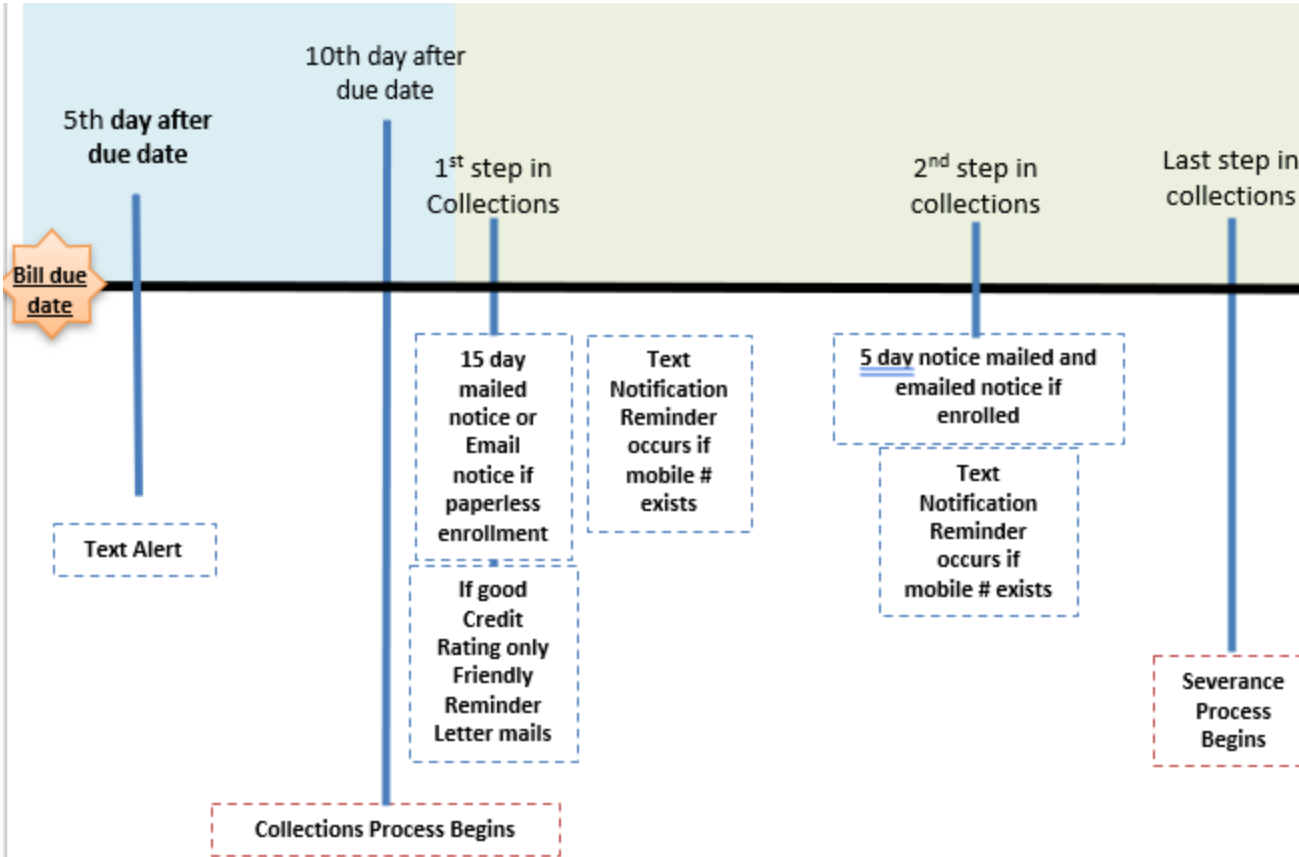
Specific topics raised by PMs to date include:

- Status of participant payments can be unclear. Customer bill due dates and/or delinquency reports not currently provided.
- Lags in full subscription fee payment recovery due to bill payment “trailing phenomenon”.
- Non-payment due to unresolved billing errors and participant cancellations result in lost subscription fee revenue.

Payment Status

- The best available mechanism for Project Managers to understand customer payment delays is by the **bill print date** reported by the utility and shown on the payment ledger.
- The bill print date is forward-looking. It tells the PM the expected date of when a certain month's payment will be issued to the customer based on their billing cycle.
- PMs can build custom aging reports based on bill print date with an assumed due date.
- Currently utilities do not report on the customer due date or specific customer utility bill payment delinquencies.
 - PGE is exploring ways to provide more info on delays. One potential solution under evaluation is providing the **Last Bill Date** so that developers could differentiate a delay in billing from a delay in payment.

PGE Customer Delinquency Process & the Customer Relationship




- Best practices for maintaining positive customer relationship:
 - Treat customers courteously and with dignity
 - Collect monies owed promptly and cost-effectively
 - Use disconnection only as a last resort
- Rules
 - UM 2114 (Covid Stipulation)
<https://apps.puc.state.or.us/orders/2020ords/20-324.pdf> & <https://apps.puc.state.or.us/orders/2021ords/21-236.pdf>
 - Division 21 (Regulatory Authority & Administration)
<https://secure.sos.state.or.us/oard/displayChapterRules.action?selectedChapter=172>

Subscription Fee Partial Balances


- General Market Participants may pay their subscription fee in part, or in full.
- A “trailing phenomenon” may be experienced as a result of utility billing mechanism. This is impacted by the customer’s billing cycle and may show a discrepancy between what is due and paid on a rolling basis.
- Resulting effect is that it may appear as though a customer has partially paid subscription fees when they have paid in full.
- Reminder: This is *not* applicable for low-income Participants.

Subscription Fee Partial Payments

PGE sends bill: 

- \$100 Energy used
- \$10 CSP Generation credit
- + \$5 CSP Subscription Fee


\$95 Net due
\$95 Account balance

Customer pays bill: 

- \$95 Billed (but only \$94 account balance)
- \$94 Paid

\$1 Trailing charge (included in the amount due on the following bill)



CSP accruals in the interim: 

- \$3 Generation credit
- + \$2 Subscription fee
- \$1 Net CSP credit

\$94 Account balance

Non-Payment - Lost Revenue

- Lost subscription fee revenue occurs when an active Participant is not able to be billed for one or more months and is subsequently cancelled.
- When the program attempts to bill an active customer, they're considered part of the project's subscribed capacity for that month, regardless of whether they're able to be *successfully* billed.
- If the customer remains active, the PA will continue to attempt to bill the customer. Any prior month's credits and fees will roll over to the current period.
- The PA attempts to resolve all billing errors as soon as possible in coordination with the PMs, but some lost revenue is expected.

Customer Account Closures

- Twice per month, the PA receives updates from the Utility about utility account customer closures for active community solar Participants.
- The PA will notify the PM of any closed accounts.
- The PM may request to cancel the Participant's subscription (according to the terms of their customer contract).
- After cancellation, the PM may assign the newly available project capacity to a new customer.





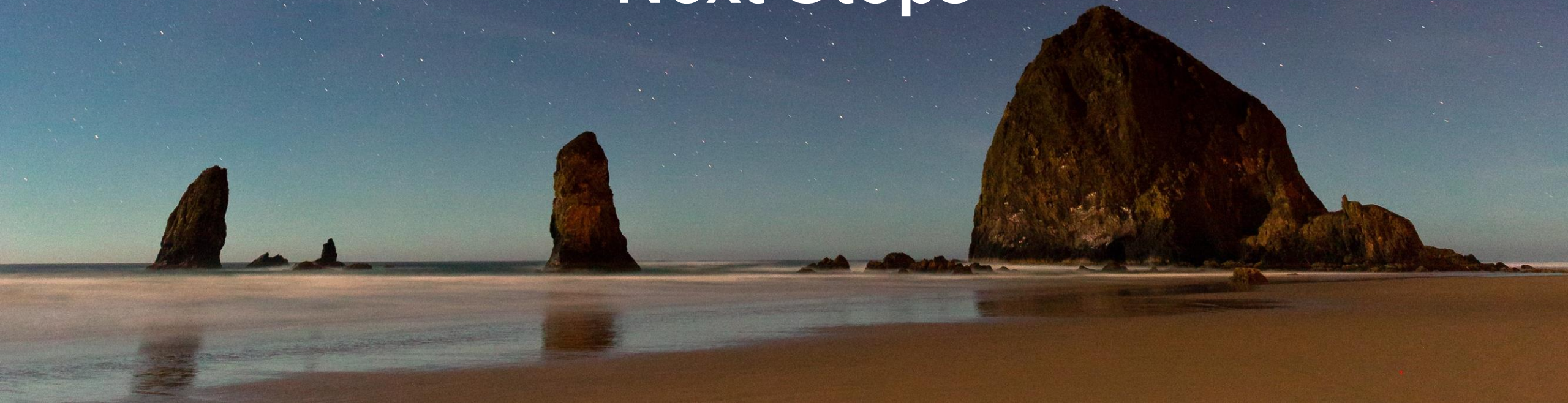
Platform Enhancements

Platform Enhancements

- The PA has several platform enhancements in the development queue to allow PMs to better manage Participants over time.
- Currently, any Participant cancellations, subscription size modifications, etc. are performed by the PA on behalf of PMs.
- Specific platform enhancements include allowing PM to modify the Participant Enrollment Form with a specific “effective date”:
 - Provide updates when customer moves
 - Cancel Participants
 - Transfer Participants
 - Change subscription size



Wrap Up & Next Steps



Thank You!



**OREGON
COMMUNITY SOLAR
PROGRAM**

Contact:

Oregon Community Solar Program

administrator@oregoncsp.org