OREGON COMMUNITY SOLAR PROGRAM

Frequently Asked Questions

for Low-Income Participants

1. How do I know if I qualify as a low-income participant?

To qualify, your total household income (gross i.e. before tax deductions) must be at or below the income guidelines in the table to the right.

Household Unit Size	Annual Income	Monthly Income
1	$53,768	$4,480.67
2	$70,312	$5,859.33
3	$86,856	$7,238.00
4	$103,400	$8,616.67
5	$119,944	$9,995.33
6	$136,488	$11,374.00
7	$139,591	$11,632.56
8	$142,692	$11,891.00
9	$145,795	$12,149.56
10	$148,896	$12,408.00
11	$151,999	$12,666.56
12	$155,100	$12,925.00

Effective through September 30, 2027. Amounts are for gross household incomes.

2. Are there any other criteria to participate in the program?

Yes. In addition to meeting the income guidelines stated above, you must:

- Be an electric customer of Portland General Electric, Pacific Power, or Idaho Power and
- Live in Oregon.

3. How do I sign up for the program?

If you qualify, please reach out to Community Energy Project, the low-income facilitator, at (971) 544-8718 or solar@communityenergyproject.org. You can also schedule an appointment through this link. They will go through their screening process with you. After they've confirmed your eligibility, you will be added to the project waitlist. Once it is your turn to be placed with a project, they will reach out to connect you with a project manager.

4. How does community solar work?

In this program, you are subscribing to receive solar energy benefits from a portion of a larger, off-site solar installation. You then receive discounts on your electricity bill based on the amount of solar energy generated through your subscription. All installations are located throughout Oregon and wouldn't be made possible without subscribers.

5. Do the solar panels go on my roof?

No. The solar panels in community solar are located off-site, meaning there is no physical installation on your rooftop.

6. I rent and/or live in an apartment. Can I still sign up for this program?

Yes! This program is designed to help increase accessibility to solar power. Therefore, you can live in any kind of housing, e.g. apartment, condo, manufactured home- rent or own- and sign-up for community solar. It is one of the (many) exciting benefits to this program!

7. How much can I expect to save through this program?

Savings are calculated according to the amount of solar energy generated every month and will therefore vary monthly. On an annual basis, most participants can expect to save between 10-15% on their annual electricity costs through community solar.

8. How much will it cost me to sign up for community solar?

Zero! There are no upfront costs to sign up for this program.

9. Will my utility bill increase after signing up?

No. You will never see an increase to your monthly electricity bill by taking part in this program. Instead, this program offers guaranteed discounts on your monthly utility bill.

10. Does that mean there are no costs at all?

Not exactly. As a community solar participant, you will be required to pay monthly subscription fees (costs). However, you will also receive monthly bill credits (discounts). The bill credits are always 20% higher than the subscription fees. This means you will **always receive a net discount** on your monthly electricity bill. Please see the following question for a more detailed explanation.

11. How do subscription fees and bill credits work?

Both subscription fees and bill credits are based on your subscription fee rate and bill credit rate. These are fixed rates (see below) that are determined by your utility company. They accrue according to the amount of solar energy (kWh) produced every month. View our **Subscription Fee Information** document at oregoncsp.org/p/lowincome for more information.

	Portland General Electric	Pacific Power	Idaho Power
Bill Credit Rate ($/kWh)	$0.11234	$0.0977	$0.0848
Subscription Fee Rate ($/kWh)	$0.08987	$0.07816	$0.06784

Example month:

Bill credits:	500 kWh	x	$0.11234 kWh *(PGE rate)*	=		$ 56.17
Subscription fees:	500 kWh	x	$0.08987 kWh *(PGE rate)*	=	–	$44.94
				Solar discount	=	**$ 11.23**

12. How will I receive these monthly discounts? How do subscription fees and bill credits work?

Discounts will appear directly on your monthly electricity bill. This is the advantage of signing up for a project that is within your same utility network!

13. Who are the project managers?

Project managers are responsible for the management and operations of individual community solar projects. All project managers are certified through the Oregon Community Solar

Program. They can include solar developers, housing organizations, or community-based organizations. In order to participate in their project, you will need to sign a contract. Once you do so, you are officially enrolled and will begin to see monthly bill savings through your subscription.

14. What is in the contract? How long does it last?

The standard contract outlines all of the rules and policies that you and your project manager are required to follow. Your contract will last between 10-20 years.

15. What happens if I want to cancel my contract early?

You may cancel your contract at any time and there are no early termination costs or fees. Please contact your project manager if you wish to cancel your contract at an earlier time than its termination date.

16. How do I know what community solar project I am signing up for?

If you sign up through a project manager, you will be assigned to their project. If you sign up through Community Energy Project, we will help assign you to a project. All participants must be assigned to a community solar project that is within their same utility network, e.g. a Pacific Power customer can only participate in a project that is also within the Pacific Power network.

17. How much solar energy am I able to access through this program?

It depends. Solar subscriptions are sized according to how much electricity (kWh) you use in your household. During your intake call, we will collect basic utility account information that allows our team to check your electricity consumption (up to 5 years). This information is used to help size your annual solar subscription (kWh). We recommend that your solar subscription be equal to 80% of your historical electricity consumption.

18. Can I still participate in community solar if I move?

It depends. As long as you stay within Oregon and the same power company, you can take your subscription with you. Make sure to reach out to your project manager to alert them of your upcoming move!

If you move to a new utility territory that is Pacific Power, Portland General Electric, or Idaho Power, reach out to the low-income facilitator to be added to the waitlist for a community solar project that is within your new utility network.

If you move outside of one of the participating utility companies, you will need to contact your project manager and cancel your contract. Remember, there is no penalty for canceling your contract early.

19. How is my community's solar generation calculated?

The project you are subscribed to can be expected to generate solar energy every month, but total generation will vary according to season. The portion of solar energy that you receive on your utility bill is proportional to your subscription size as a percentage of your project's

overall capacity. For example, if your project size is 1,000 kW-AC and your subscription size is 10 kW-AC, you will be allocated 1% of the project's generation within your utility bill. Bill credit and subscription fees are calculated based on your portion of solar energy. Learn more by reading the "Understanding Your Bill" found on the Subscriber Resources page of our website.

20. How will credits and fees appear on my bill?

After your project comes online, there will be either two- or three-line items associated with your community solar subscription that appear on your utility bill. One line will show the bill solar credits associated with your subscription and one line will show the subscription fees. You may also see a third line for administration fees depending on your contract. You should expect to see some variation in their total bill credits month to month depending on how much electricity was generated in that month; solar generates more in the summer when the sun is out! You can determine your savings associated with your subscription for that month by subtracting the fees from the credits. Subscription fees vary by project. More information can be found under Subscriber Resources on the Program website.

21. How do I cancel my community solar subscription?

In your contract, there will be a section on cancellation. Review this part of the contract to understand the terms of cancelling your community solar subscription. Once you read the Subscription Manager's cancellation policy, call your Subscription Manager to cancel your subscription. If you cannot successfully contact your Subscription Manager and/or your community solar subscription is not canceled within the timeline outlined in the cancellation policy, please get in touch with the Oregon Community Solar Program call us at 1-800-481-0510 or email us at info@oregoncsp.org and we can help.

22. What happens after I cancel my community solar subscription?

Once you have requested to cancel your subscription, it may take about 30-60 days for the credits and fees associated with the community solar program to stop appearing on your utility bill to remove the subscription from your utility bill. The timeline for removing the subscription is due to a number of factors, like the time it takes for the Subscription Manager to cancel your subscription, the community solar billing cycle, and your utility billing cycle. Once the Subscription Manager cancels the subscription, you will not receive on-bill community solar credits and charges for the generation occurring in the calendar month of cancellation, however, you may receive on-bill credits and charges from the prior month's generation after cancellation if you have not yet received that bill. you will receive a partial subscription the next month, and then the subscription will be removed.

23. Can I contact the Program Administration team if I have additional questions or concerns?

Yes! You can call us at 1-800-481-0510 or email us at info@oregoncsp.org and our team is happy to help.