

## ESC Pilot Rates & Solar Accounts FAQs – 11/8/17

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**Q1: Can Solar customers with NEM (Net Energy Metering) use smart meters or do they need a different special meter? Are there exceptions?**

A: NYSEG has been installing smart meters for accounts with NEM. The meters are the same meters as non-NEM accounts with special programming to provide bi-directional reads.

**Q2: What are the impact on customer rates? How do TOU rates work?**

A:

- Using the NYSEG SC1 Residential rate as an example, customers who choose the pilot rates will have slightly lower per kwh delivery rates in the majority of the hours and markedly higher rates in the two hours between 4 pm and 6 pm on weekdays.
- The impact on bills will be different for every customer and determined by the amount of electricity the customer uses in that peak period as compared to the off peak period. For customers that choose to receive electric supply from NYSEG, there are two main differences between the standard SC1 supply rate and the optional pilot new rate.
- First, the standard SC1 electric supply rate is based on a standard or “profiled” usage pattern and the new optional pilot rate will be based on a customer’s own usage pattern.
- Second, the existing SC1 supply rate includes financial contracts entered into by NYSEG that results in a portion of the energy purchased by NYSEG to be priced at a fixed cost. The optional new rate will be based on NYISO (New York Independent System Operator) Day Ahead hourly wholesale prices.

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Q3: How exactly will NEM work for someone on the proposed ESC pilot TOU rates? Will it be similar to how the day/night rates with NEM work?

A:

- The proposed ESC pilot Rates were not designed with NEM in mind. The ESC Pilot TOU Rates are based on hourly information. Generally, NEM is based upon netting generation with consumption over time periods.
- If a Net Energy Metered customer opts into a ESC pilot rate , they must take service under the new Value Stack tariff. A customer choosing this option will not be able to switch back to NEM once they opt into the Value Stack even after the expiration of ESC pilot rates. If a customer opts to receive service under the Value Stack and chooses a ESC pilot rate , the hours that are net consumption will be billed based on the pilot rate and the hours that are net generation will compensated based on the Value Stack.
- Energy Manager will not contain any “what if” scenarios regarding ESC pilot rates and the Value Stack. NEM customers can choose the new rate design, but the financial compensation may be less than what they are currently receiving under NEM and the customer is not allowed to revert back to NEM.

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**Q4: Do Solar installations that interact with the AMI infrastructure raise costs for new PV customers?**

A: Solar customers receive a meter that provides bi-directional reads (energy delivered and energy received) to NYSEG through the Automated Metering Infrastructure (AMI). The installation of these meters does not raise costs for new Solar customers.

**Q5: How do the smart meters interact with the PV system?**

A: The Smart Meters do not interact with a customer Solar system inverter.

**Q6: What NEM or Solar information will customers be able to see in Energy Manager?**

A: Homeowners with solar will be able to view each hour's net consumption or net generation using the new Energy Manager portal. Generation and consumption will not be separately metered .

**Q7: Will Solar installers be alerted to when Energy Manager dashboard is available?**

A: NYSEG and ESC communications and stakeholder engagement will keep the community updated on the progress of Energy Manager functionality

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### Q8: What are the benefits of smart meters?

A:

- No more estimated bills. Every month your bill will be based on an actual meter reading.
- You will be able to monitor your energy use, make more informed decisions on how you use energy and what pricing options plans may work best for you.
- If there is a power outage, we will automatically be informed right away, allowing us to be able to send repair crews faster and restore your power more quickly.
- You will have more information to help you determine if participation in our Smart Savings Rewards program or any of our Energy Efficiency programs can reduce your energy costs.