



Together, Building
a Better California

The Sun is Shining for Solar Customers

A guide to understanding your
PG&E Virtual Net Energy Metering
statements and bills





What every green energy household should know

At Pacific Gas and Electric Company (PG&E), we are celebrating your participation in renewable energy. Like tens of thousands of our customers—more customers than any other utility company in the nation—you are using renewable energy, such as solar, to save money on your PG&E bill and help the environment.

As a customer in a multiunit building with solar, you are enrolled in our Virtual Net Energy Metering (VNEM) program.

We would like to make sure you understand how VNEM billing works, which is why we have prepared this brochure. You will become familiar with the VNEM program as you read through the following sections:

- Virtual Net Energy Metering (VNEM) program overview and how it works
- Learn how to make solar work best for you
- What you can expect with your billing
- Monitoring success
- Frequently asked questions (FAQ)

Virtual Net Energy Metering (VNEM) program overview

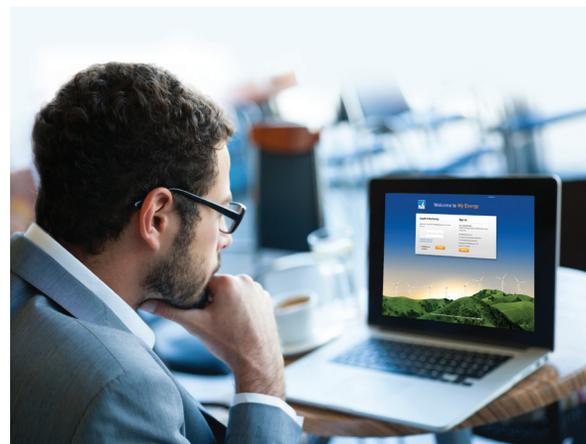
Most PG&E solar and renewable customers are participating in a Net Energy Metering Program. The idea is simple: The solar system on your building is generating electricity during the day and helping you save on your energy bills.

Virtual Net Energy Metering (VNEM) is PG&E's specific program for multiunit buildings. When solar production is greater than a building's electricity use, the excess energy automatically flows back to the utility grid. During times when the building electricity use is greater than the solar electricity produced, additional power is supplied by PG&E.

How the program works

In the VNEM program, PG&E provides a meter that monitors the amount of solar energy generated by a building as a whole. The metering is called **virtual**, because your individual meter used to measure the energy use of your unit is not connected directly to the building's solar energy system. Units within the building are allocated a percentage of solar-generated electricity as predetermined by the building owner or manager.

The difference between the electricity your household or business uses and the percentage of solar-generated energy you are allocated is referred to as **net energy**, which is recorded on your bill. If, in any given month, you have more solar credits allocated to you than you actually use, your credits will be applied toward future energy charges, which will be reconciled on your annual 12th month "True-up" bill (see an explanation of the True-up on page 7).



Learn how to make solar work best for you

While every home or business generating renewable energy may save money, the results may vary from location to location. You can increase opportunities to save by managing how and when you use energy. On each VNEM statement, you will have either a net charge or a net credit, depending on:

- How much energy your building's solar system generates
- What percentage of generated energy is allocated to you
- How much electricity you use
- Your PG&E rate schedule

Monitor your energy use with My Energy

Access information that helps you monitor and manage energy use. Enroll online in PG&E's My Energy to find tips and tools for maximizing benefits of the renewable energy system. My Energy offers ways to manage your account, find energy-saving programs and provides tips for reducing your bill. To enroll, visit pge.com/myenergy.

Review your rate schedule options

If you choose to participate in a time-of-use rate plan, you may be able to maximize the financial benefits of your VNEM program by using less electricity when rates are higher, such as during mid-afternoon hours. Then you may choose to use more electricity from the grid when rates are lower, such as at night. Check your bill for your rate schedule.

To find out more about residential time-of-use rate schedules, visit pge.com/residentialtou.

To find out more about commercial time-of-use rate schedules, visit pge.com/commercialtou.

What you can expect with your billing

12-Month Billing Cycle

Under the Virtual Net Energy Metering (VNEM) program, your energy usage is assessed over a 12-month billing cycle, which begins on your first day of participation in the VNEM program. Each month, you will receive a PG&E bill and, in a separate envelope, a VNEM statement that details your monthly and year-to-date charges, credits and net energy usage. All PG&E charges must be paid each month by the specified due date.

Monthly bill

Residential customers will have a minimal monthly service charge on each monthly billing statement. Each month, you will be asked to pay the minimum service charge or the net energy charge for your usage, whichever is greater. If you are a commercial customer, you simply pay the energy charge for net usage listed on the PG&E bill, which includes all of your other monthly charges.



Solar credits

When you use more energy than was generated by solar, you will be charged for the remaining energy used, minus credits carried over from a prior month within the current 12-month billing cycle.

When solar generation is greater than the energy used, you will receive solar credits that can be carried over to future months within the 12-month billing cycle. If, at the end of the billing cycle, the solar energy generated is more than you used over the year, you may be eligible for payment through "Net Surplus Compensation." The credit for excess energy generated is paid back to you at roughly \$0.03–\$0.04 per kilowatt-hour (kWh). At the beginning of your next 12-month billing cycle, any remaining credits will be reset to zero. Learn more at pge.com/nsc.

The True-up statement

Your true-up statement (the last statement in your billing cycle) will say "Annual Reconciliation" at the top. It reconciles all cumulative energy charges and credits over the 12-month billing cycle. If you have a remaining balance, the true-up statement shows the amount due to PG&E. This amount also will appear on your regular PG&E bill.

Monitoring success: Your Virtual Net Energy Metering (VNEM) statement

Use the bill examples below to help become familiar with the following:

- The VNEM statement contains useful tools for tracking current energy use, cumulative charges and credits.
- The true-up statement is an overview of your allocated energy generation and usage during your billing cycle. It shows whether your energy charges and credits result in a remaining balance or if you are eligible for Net Surplus Compensation.

Monthly VNEM Statements



Pacific Gas and Electric Company

SAMPLE, JOHN
123 MAIN ST
ANYTOWN, CA. 00000

PACIFIC GAS AND ELECTRIC COMPANY
ELECTRIC DETAIL OF BILL
March 12, 2014 to April 11, 2014
VNEM True-up period from June 2013 to May 2014

FULL SERVICE
Account ID: 123456789
Service ID: 123456798

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BILLING SUMMARY:

VNEM Monthly Reconciliation	\$3.55
TOTAL PRE-TAX BILLED AMOUNT:	\$3.55
Transmission	\$-0.76
Distribution	\$2.71
Public Purpose Programs	\$0.09
Nuclear Decommissioning	\$0.01
On-going CTC	\$-0.20
Energy Cost Recovery Amount	\$-0.27
Generation	\$2.07
TOTAL BILLED AMOUNT:	\$3.55

A summary of your VNEM calculated charges is shown below. Payments must be made in accordance with your VNEM billing option.

Cumulative calculated energy charges are: \$-59.09
 Cumulative calculated minimum charges are: \$37.14
 Previously applied energy charges are: \$33.59
 Current applied charges/credits are: \$3.55

Cumulative ECT amounts are: \$-0.20
 Previously applied ECT amounts are: \$0.00
 Current applied ECT amounts are: \$0.00

Your CARE savings is \$0.89.

For inquiries about your Net Energy Metering bill, please contact the Solar Customer Service Center at 1-877-743-4112.
 For all other inquiries, please call 1-800-743-5000.

1 Copies (04/19/14)
 Biller: R9MQ

IPRS#: 800017 9266

Total billed amount: This represents the amount owed after all cumulative energy charges and credits have been reconciled on your current bill. This is the amount reflected on your standard PG&E bill. It includes either minimal charges OR net usage charges.

Current month and cumulative charges and credits: The VNEM statement keeps track of your cumulative charges and credits from the start of the 12-month billing cycle. A detailed breakdown of charges for current and past months can be found in the pages of the VNEM statement within the "true-up history" table.

Service dates and true-up period:

The VNEM statement is sent for each of the 12 billing months. The 12-month billing cycle begins with your PG&E bill when you start participating in the VNEM program and ends approximately 12 months later.



Pacific Gas and Electric Company

SAMPLE, JOHN
123 MAIN ST
ANYTOWN, CA. 00000

PACIFIC GAS AND ELECTRIC COMPANY
ELECTRIC DETAIL OF BILL
March 12, 2014 to April 11, 2014

FULL SERVICE
Account ID: 123456789
Service ID: 123456798

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ELECTRIC METER READ INFORMATION

AWH METER INFORMATION:

CHANNEL ID	CONFIG ID	METER BADGE	METER TYPE	SEASON	PRIOR READ DATE	CURRENT READ DATE	PRIOR READ TIME	CURRENT READ TIME	PRIOR METER READ	CURRENT METER READ	DIFFERENCE	METER CONSTANT	MEASURED USAGE (kWh)	USAGE (kWh)
EMR	0355976325	1006923310	PRIMARY	Winter	03/12/14	04/11/14	14:58	12:15	3,080	3,272	192	1	192	192
TOTAL														

AWH INFORMATION:

CHANNEL ID	CONFIG ID	METER BADGE	METER TYPE	SEASON	PRIOR READ DATE	CURRENT READ DATE	RATE DATE	PRIOR READ TIME	CURRENT READ TIME	MEASURED USAGE (kWh)	USAGE (kWh)
XH102A	7475131055	1004577285	PRIMARY	Winter	03/12/14	04/11/14	03/01/14	14:45	12:15	-132	-132
XH102A	6450667744	1004577286	PRIMARY	Winter	03/12/14	04/11/14	03/01/14	14:45	12:15	-114	-114
TOTAL											

ENERGY INFORMATION

BILLING ENERGY:

CHANNEL ID	CONFIG ID	METER BADGE	RATE SCHEDULE	SEASON	RATE DATE	USAGE (kWh)
XH102A	7475131055	1004577285	EL 1SS	Winter	03/01/14	-132
XH102A	6450667744	1004577286	EL 1SS	Winter	03/01/14	-114
EMR	0355976325	1006923310	EL 1SS	Winter	03/01/14	192
TOTAL						

USAGE SUMMARY:

SCHEDULE	SEASON	TRF	RATE DATE	RATE DATES	USAGE (kWh)
EL 1SS	Winter	1	03/01/14	-30	54.00000
EL 1SS	Winter	1	03/01/14	-30	54.00000

Electric meter read information: This details your monthly energy usage in the table, "kWh Meter Information," and your monthly allocated solar generation in the table, "kWh Information." The totals of these two tables added together equal your net usage.

Net Surplus Compensation: The page below will only appear on your 12th month true-up bill and will show whether you are eligible to receive Net Surplus Compensation. If more generated energy is allocated to you than you consumed over the entire 12-month billing cycle, you will be eligible to receive payment for the excess allocated energy. Compensation is a market price of approximately \$0.03-\$0.04 per kilowatt-hour (kWh) and will be factored into your 12-month true-up billed amount.

VNEM True-Up Statement



Pacific Gas and Electric Company

SAMPLE, JOHN
123 MAIN ST
ANYTOWN, CA. 00000

PACIFIC GAS AND ELECTRIC COMPANY
ELECTRIC DETAIL OF BILL
April 11, 2014 to May 10, 2014

FULL SERVICE
Account ID: 123456789
Service ID: 123456798

RATE APPLICATION PAGE 7

NET SURPLUS COMPENSATION CREDIT ELIGIBILITY:

NET TRIFUP USAGE	APPLICABLE NSC USAGE	TRIFUP TYPE	APPLY NSC CREDIT?
919	919	VNEM	Yes

NET SURPLUS COMPENSATION CREDIT:

RATE SCHEDULE	SEASON	RATE EFF DATE	OAS RATE DATE	RATE DAYS	USAGE	NSC RATE	CALC CREDIT	BILLED AMOUNT
EL ISS	Winter	05/01/14	03/01/14	19	692.000	0.03336	\$-20.08	\$-20.08
EL ISS	Summer	05/01/14	03/01/14	10	317.000	0.03336	\$-10.58	\$-10.58
TOTAL								\$-30.66

Credit = Usage x Rate

VNEM Summary

Cumulative Calculated Energy Charges	Cumulative Calculated Minimum Charges	Previous Billed Amounts	Current Energy Charges/Credits	Cumulative Calculated ECT Amounts	Current ECT Charges
-76.70	40.57	37.14	3.43	-0.26	0.00

Current Energy Charges/Credits = (greater of Cumulative Energy Charges or Cumulative Minimum Charges) - Previous Billed Amounts
Current ECT Charges = (Cumulative ECT amounts, if greater than 0, or 0) - Previous Billed ECT amounts

Note: Find a quick reference to your electric rate schedule on your bill in the left column of the bill calculation table under the column heading, "rate schedule."

Monitoring success on your PG&E bill

You will receive a PG&E bill that says "Energy Statement" each month along with your VNEM statement. "Current Electric Charges" on your PG&E bill match the "Total Billed Amount" on your VNEM statement." Please note that "Total Amount Due" on the PG&E bill includes gas charges.



ENERGY STATEMENT
pge.com/MyEnergy

Account No: 1023456789-0
Statement Date: 04/15/2014
Due Date: 05/06/2014

Your Account Summary

Amount Due on Previous Statement	\$172.90
Payment(s) Received Since Last Statement	-172.90
Previous Unpaid Balance	\$0.00
Current Electric Charges	\$3.55
Current Gas Charges	21.78

Total Amount Due by 05/06/2014 \$25.83

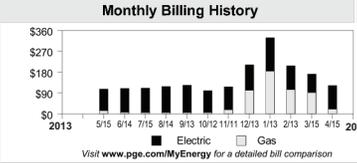
Questions about your bill?

24 hours per day, 7 days per week
Phone: 1-800-743-5000
www.pge.com/MyEnergy

Local Office Address

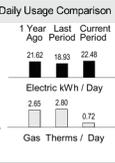
275 INDUSTRIAL RD
SAN CARLOS, CA 94070

Monthly Billing History



Visit www.pge.com/MyEnergy for a detailed bill comparison

Daily Usage Comparison



1 Year Last Current
Avg. Period Period
Electric kWh / Day
Gas Therms / Day

Please return this portion with your payment. No staples or paper clips. Do not fold. Thank you.

1023456789000000123590000012359

Account Number:	Due Date:	Total Amount Due:	Amount Enclosed:
1023456789-0	05/06/2014	\$25.83	\$ <input type="text"/>

JOHN SAMPLE
123 MAIN STREET
ANYTOWN, CA 00000

PG&E
BOX 997300
SACRAMENTO, CA 95899-7300

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Frequently Asked Questions: Adding to your solar savvy

Here are some key questions customers have asked about PG&E's energy management tools and billing statements

Can I access my charges and credits online?

Yes. PG&E strongly recommends enrolling in My Energy at pge.com/myenergy where you can:

- Easily access your PG&E bill and VNEM statement
- Manage your account
- Review your net usage online
- Make payments on your regular PG&E bill
- Find the information to understand and manage your energy use
- Find energy-saving programs
- Find and share tips for reducing your bill

Why am I charged a small monthly fee for having solar?

This fee is not a charge for having solar. The "minimum amount due" charge reflects a nominal amount on some rate schedules. It covers PG&E's administrative costs and the use of its distribution system, regardless of whether you have solar or use any electricity.

Why is PG&E's payment rate for the excess energy I generate through the Net Surplus Compensation program less than the rate I pay?

The Legislature directed the California Public Utilities Commission (CPUC) to set the Net Surplus Compensation rate at the market price of energy. The rate you pay includes other costs, such as distribution, maintenance and administration.

What does a SmartMeter mean for me?

SmartMeter technology gives you a detailed and useful view of your net energy use. View a breakdown of your monthly net energy usage in 15-minute, hourly or daily intervals to see how you earn credits by sending energy to the grid or incur charges by drawing electricity from the grid.

Who should I contact with questions about my electric account or VNEM statements?

Contact PG&E's Solar Customer Service Center at **1-877-743-4112** for any account questions. The Solar Customer Service Center is available Monday-Friday, 8 a.m.-5 p.m.