

Entergy Texas, Inc. (ETI) Distributed Generation (Net Metering) FAQ For Small Qualifying Facilities (100 AC kW or below)

How can I apply for the Distributed Generation program? ETI customers can apply for the program at <https://www.energy-interconnection.com/login> or at <https://www.energy-texas.com/net-metering/>.

I would like someone to contact me about purchasing solar panels. ETI does not sell, install, maintain, or make recommendations for net metering contractors related to solar panels.

Which solar companies are ETI affiliated with? ETI is not affiliated with any solar companies. ETI will accept solar applications for review that solar companies submit on behalf of Entergy customers.

How does the Distributed Generation (Net Metering) program work? With distributed generation, solar production is allocated to where it is needed in the home at that moment. If the home does not require all of the energy, the surplus energy is delivered back to the utility company and is credited to your account. Due to this, only a portion of your production is being sent back to the utility company. When your system is not producing, you will utilize electricity from the grid.

Does ETI charge its customers to be on the distributed generation program? ETI does not charge customers to be on the program. There may be a fee charged for a pre-interconnection study or there may be costs to upgrade system facilities that are impacted from the solar system interconnection. Pre-Interconnection Study fees can be viewed on the interconnection application on page 33.2.

Does ETI have a 1 to 1 buy back rate? ETI does not have a 1 to 1 buy back rate for new solar customers. ETI credits the account at the avoided cost estimate for all surplus kWh exported to the grid.

What happens to the surplus kWh my solar system exports to the grid? The electric company sends that energy out to other customers, and solar customers are compensated with a credit on the electric bill.

I have installed solar panels, why do I have a bill from ETI? When the solar system is not producing, customers will utilize electricity from the grid. Customers are billed for all kWh supplied from the power grid to the property at ETI's regular rates and riders. The surplus kWh exported from the solar system to the grid is credited at the avoided cost estimate. Solar credits also do not apply to non-bypassable charges on the electric bill.

What is the avoided cost estimate? An avoided cost (also known as net-metering) is the minimum amount an electric utility is required to pay an independent power producer,

under the PURPA regulations of 1978, equal to the costs the utility estimates it avoids in not having to produce that power.

Where can I find the avoided cost estimated buy back rate? Current avoided cost estimate rates can be viewed at <https://www.entergy-texas.com/net-metering/>.

What are non-bypassable charges? Non-bypassable charges means those charges on the electric bill defined in an electric company's tariffs that apply to a customer regardless of whether they net meter or not. Non-Bypassable charges may not be offset using current or previous net metering credits.

My solar system production does not match the amount of the utility bill. The electricity you immediately consume at the home is not tracked on your utility bill, as the invoice only accounts for what is sent back through the grid. The amount of your solar system production will not match the amount of the surplus kWh exported to the grid as the property will use the solar system production first. The utility company will only receive the surplus kWh not used by the property.

What am I currently paying for electricity? A residential customer can view a sample bill at <https://www.entergy-texas.com/net-metering/>. The sample bill includes rates in effect as of the 1st of the month. The Residential Rate Schedule and all the applicable Riders that are used to calculate a bill can be viewed at: http://www.entergy-texas.com/your_home/tariffs.aspx.

My panels are installed, when will ETI swap or install my meter? Your current meter is an advanced bi-directional meter that is net-metering compatible and will not need to be swapped or changed. After ETI inspects and approves the solar system installation, the meter will be reprogrammed to a bi-directional meter. ETI customers who have opted out of the advanced meter program will be provided a new bi-directional meter.

How long will it take to see solar credits on my ETI bill? After the solar system is inspected and approved by ETI, the credits will begin with the next invoice that generates.

I have solar panels and my level bill is still the same amount before solar. Level billing is based on the average 12 month billing for the location. It could take months before level billing catches up to solar credit bill reduction.

I am calling about a rebate or tax incentive for my solar panels. ETI does not offer any rebates or tax incentives for purchasing solar panels. Please contact your solar installer or tax consultant about any rebates or incentives.

Why do I need a back feed test on my solar panels? ETI performs a back feed inspection to ensure the solar equipment is connected correctly including a manual disconnect and to ensure that the solar system does not back feed into the grid during a loss of grid power for the safety of our workers.

Am I required to have pre-approval prior to installing a solar system? If the AC kW is less than 15, pre-approval is not required. If the AC kW is 15 or higher, pre-approval is required before installation.

Why is pre-approval required for solar systems 15 AC kW and above? Pre-Approval is required to ensure the transformer is sized correctly for the solar system load and that there are no other system impacts that may require mitigation or upgrades.

My solar system is 15 AC kW or more and ETI is telling me I need to upgrade my transformer. The transformer will need to be upgraded to avoid the solar system from overloading the transformer and causing the customer's fed from the transformer to experience high voltage and/or other power quality issues.

When the power goes out will my solar panels provide electricity? All net-metering installations must automatically shut down when there is a loss of power and may not be utilized as back-up power. Customers may have battery backups installed.

Why do I need permit from the city or county? Solar permits are required from the city or county for any rewiring completed at a property. The city or county provides ETI with a list of requirements. ETI must abide by the list of requirements and cannot waive a permit.

The city or county has stated they do not need a permit. What do I need to do? The city or county will need to submit an updated list of requirements to ETI. The updated list will need to be submitted on the city or county's letterhead stationery.

How do I submit the permit to ETI? Only the jurisdictional permitting office can submit the approved permit through ETI's permit portal.

How do I request a temporarily disconnect of my service to complete the solar system install? Please contact ETI to request the temporary disconnect. ETI requires 2 business days' notice to complete the request. A permit from the city or county may be required prior to reconnect. Customers can view permit requirements at <https://www.energy-texas.com/net-metering/>.

How do I track the electricity I immediately consume at my home? ETI customers can view the Company to Customer kWh and Customer to Company kWh by logging into their myEnergy account and clicking on My Energy Dashboard. Click on the Link to myEnergy Advisor and then View my Usage & Cost. The information is viewable in month, day, hourly, 30 minutes and 15 minute increments.

Where are the solar credits on my bill? ETI customers can view the credits under Important Messages and under Other Credits and Charges on the invoices.

What issues can affect my solar production? Weather can affect solar system production. Excessive heat or extreme cold can reduce the amount of power a system can produce. Solar panels are generally tested at about 77°F and are rated to perform at peak efficiency between 59°F and 95°F. Other issues that can affect solar production

are time of day, orientation of the Azimuth Angle and orientation of the Tilt, Shading and pollution.

Do I need to contact ETI if I removed my solar panels? Yes. On page 33.8 of the interconnection agreement, the customer is required to provide at least 14 days' written notice of a change in ownership; any circumstances necessitating a change in the person who is the Customer to this Agreement; or cessation of operations of one or more Facilities.

Does ETI penalize its customers for removing solar panels? No ETI does not penalize customer's for removing solar panels.

If I removed my solar panels and then re-installed new panels, what do I need to do? A new interconnection agreement and one line diagram will need to be completed. The documents can be submitted at <https://www.energy-interconnection.com/login> or at <https://www.energy-texas.com/net-metering/>.

I have already installed solar panels and I am installing more panels. Do I need to submit a new interconnection agreement and one line diagram? Yes, customers must submit a new agreement and one line diagram. The one line diagram must show the existing diagram and the new diagram. If the new AC kW and the old AC kW total 15 AC kW or more, pre-approval is required.

I am moving from my present property and there are solar panels. Do I need to notify ETI? Yes. On page 33.8 of the interconnection agreement, the customer is required to provide at least 14 days' written notice of a change in ownership; any circumstances necessitating a change in the person who is the Customer to this Agreement; or cessation of operations of one or more Facilities.

I am moving into a location that already has panels. What do I need to do? The ETI will send a new interconnection agreement by email (if available) or by mail that will need to be signed by the account holder and returned to ETI. Please contact ETI if the form is not received.

What happens if I do not return the interconnection agreement to ETI? The interconnection agreement sets forth the contractual conditions under which a company and a customer agree that one or more facilities may be interconnected with the company's utility system.

Upon expiration or termination of an interconnection agreement with a customer, in accordance with the terms of the agreement, the utility may disconnect customer's solar facilities.

The property will also be removed from the program in ETI's database and the account will not receive credit for any surplus kWh exported to the grid.