



## Fayetteville Public Works Commission

### PWC Community Solar Program

### Frequently Asked Questions

#### What is PWC Community Solar Program?

The **PWC Community Solar** is a large-scale, ground-mount solar array offering PWC electric customers a shared renewable energy option. There is no installation or huge upfront cost, as with rooftop solar. Customers can enroll in the Program, pay a monthly subscription fee and in exchange, receive a bill credit for the value of the solar less the cost to operate.

#### Where is the PWC Community Solar located?

The solar array is located at the Butler Warner Generation Plant site on Custer Avenue.

#### How does the PWC Community Solar Program work?

PWC electric customers interested in enrolling in the Program, can complete the Application for Enrollment found on the PWC Customer Portal (login@faypwc). Once approved, a non-refundable enrollment fee will be charged to the customer's account. Eligible customers may subscribe to a maximum of five (5) solar panels. A monthly subscription fee per panel will be charged and a monthly bill credit per panel will be issued. Each year, beginning December 2020, the monthly bill credit will be adjusted in accordance with the Commission approved rate for Community Solar. Customers can terminate enrollment in the **PWC Community Solar** Program at any time.

#### Why is PWC offering Community Solar as an option?

The primary purpose of the Program is to meet the needs of customers who have voiced a desire for an affordable renewable energy option and cannot or prefer not to install solar panels on their property.

#### Why PWC Community Solar rather than rooftop solar?

According to the National Renewable Energy Laboratory (NREL), nationwide, only 25% of residential rooftops are suitable for solar. Rooftop solar is not an option for customers that rent, have an older roof structure, have trees shading portions of their home, or don't have a south-facing roof. Community Solar requires little upfront cost, eliminates the installation hassle, and removes the risk and burden of ongoing maintenance. Community Solar is large enough to access lower costs through economies of scale and the solar panels can be oriented to capture maximum sun exposure to increase productivity. These economic benefits can be passed directly to the subscriber.

#### What kind of solar panels have been installed?

The **PWC Community Solar** uses Tallmax 72-cell multicrystalline 330-watt modules.



## How much energy will a solar panel generate monthly?

Each solar panel is expected to produce an average of 39 kilowatt hours per month. The potential for solar energy is dependent on the amount of sun shining on the panels. The energy output is affected by weather and seasonal/daytime variations in the angle of the sun.

## If I subscribe to five (5) solar panels, what percentage of my home's electric usage is offset by solar energy?

The average residential customer uses 1017 kilowatt hours of electricity each month. Five (5) solar panels will produce an average of 196 kilowatt hours per month; therefore, solar production will offset 19% of the energy consumed by the home.

## What are the environmental benefits of the PWC Community Solar?

Solar is often referred to as “clean energy”, energy that is produced from sources that do not produce air pollution and greenhouse gas emissions. The monthly electricity produced by five (5) solar panels is equivalent to greenhouse gases emitted from a car driven 340 miles, CO2 emissions from 152 lbs. of coal burned, and carbon sequestered by .164 acres of U.S. forests in one year. For more information visit the EPAs Energy and the Environment, <https://www.epa.gov/energy>.

## Is PWC Community Solar available to all PWC customers?

This Program is available to all active PWC metered retail electric customers. Whether you are a business, non-profit group, household (rented or owned); living in a single-family home, apartment, townhome, or condo – you qualify to subscribe.

## Do I qualify if I am a water/sewer only customer?

No, only PWC retail electric customers may subscribe to the **PWC Community Solar** Program.

## Will I “own” the solar panels?

No, PWC owns the actual solar panels. Customers can benefit from the energy produced by the panels.

## Is the solar energy delivered directly to the homes of the subscribers?

No, the energy generated from the solar array is delivered directly to the grid. It replaces the electricity that would have been generated from other sources.

## How do I enroll in PWC Community Solar Program?

Login to the PWC Customer Portal at [faypwc.com](http://faypwc.com); click on Community Solar Enrollment. Complete the enrollment application for **PWC Community Solar**. Someone will call you to follow-up. For additional information, contact a Customer Programs Specialist at 910-223-4950 or email PWC at [customer.programs@faypwc.com](mailto:customer.programs@faypwc.com).



### What does it mean to subscribe to a solar panel?

Subscription to a solar panel means that you agree to a specified fee to participate in the Program in exchange for a bill credit based on the value and cost associated with the panel.

### How much is each subscription?

The \$1.53 monthly subscription fee is a fixed value over the 25-year life of the solar array.

### Can I subscribe to more than one solar panel?

Residential and most non-residential customers may subscribe to a maximum of five (5) solar panels.

### Will the cost of the subscription fee ever change?

No, the subscription fee is a fixed cost and will remain the same for the life of the solar array.

### What does the subscription fee cover?

The subscription fee covers the initial cost of installation.

### How many solar panels are available?

3,384

### Is there an enrollment fee?

There is a non-refundable enrollment fee to help cover some of the Program costs.

### Why should I sign up?

**PWC Community Solar** provides an easy and affordable way to participate in solar energy and moves Fayetteville toward a cleaner, renewable energy future.

### Is there a contract or minimum term?

No. A customer may discontinue this Program at any time. Return customers will be placed at the bottom of the queue, if a waitlist is necessary.

### What happens after the 25-year agreement?

After 25 years, the Program will officially end. All subscription fees and bill credits will expire.

### What happens if I move?

If you move within the PWC electric service territory, you can transfer your participation to your new location. You can also assign your subscription to the new resident if you provide prior written notice to



PWC of the date of transfer. Otherwise, the subscription is terminated, and the panels are then available for other PWC electric customers.

### What if the PWC Community Solar is fully subscribed and solar panels are not available?

Once the **PWC Community Solar** is fully subscribed, customers will be placed on a waitlist and contacted when additional solar panels become available.

### Can I enroll in the PWC Community Solar if I am on a Budget Billing plan?

Yes, if you participate in a Budget Billing plan, you can also enroll in the **PWC Community Solar** Program.

### How do I receive credit for enrolling in the PWC Community Solar?

Each month, subscribers will receive a bill credit on their utility statement.

### Will I get the same credit every month?

Each year, beginning December 2020, the monthly bill credit will be established for the following 12 months.

### When will I see the first bill credit and bill charge on my utility statement?

The first bill credit and subscription fee will be shown on participating customer statements within two months of enrollment.

### What about the associated Renewable Energy Certificates (RECs)?

Senate Bill 3 was ratified in 2007 to promote the development of renewable energy and energy efficiency in North Carolina. Under G.S. §62-133-8, a Renewable Energy Certificate (RECs) is a tradable instrument that represents one megawatt of energy generated from a renewable energy source, such as solar. All renewable energy certificates (RECs) and all other environmental attributes (including but not limited to “green tags”) associated with or derived from the electricity generated by the solar panels and contractual rights associated with such RECs and other environmental attributes shall be retained by and belong exclusively to the PWC and may be used and retired by the PWC at its discretion for purposes of complying with G.S. 62-133.8, as amended.

### Can I file and collect the federal tax credit for participation in Community Solar?

No. Since you are subscribing to a Program and not the ownership of the units themselves, you are not eligible for federal renewable tax credits.



### Am I responsible for any future costs to maintain the Community Solar site?

All costs associated with the operation and maintenance of the facility will be deducted from the production value and shared with all subscribers.

### When will the PWC Community Solar begin generating electricity?

The **PWC Community Solar** will begin generating electricity once the interconnection has been made. It is anticipated that this will be complete by the end of August 2019. Customer subscription is scheduled to begin January 2020.

### How much electricity does each solar panel produce?

The amount of sunlight the solar panel receives will vary based upon the season and the weather. In year one, a panel will typically produce 472 kilowatt hours.

### Will I be able to tour the PWC Community Solar site?

In the future, tours will be planned by PWC Communications/Community Relations Division. Subscribers will be notified of tour events.

### Is the PWC Community Solar subsidized?

There will be no cross-subsidization between those electric customers enrolled in the **PWC Community Solar** Program and those that are not. The financial benefit and costs associated with the Program's operation are passed directly to the enrolled customers. The initial capital cost for the solar array shall be paid for by the enrollment and subscription fees and the money collected from PWC customers, in compliance with North Carolina G.S. §62-133.8.

### How will the solar panels be maintained to ensure they remain effective over the life of the project?

PWC is responsible for ensuring that all maintenance activities, including inverter replacement, dirt and debris removal, etc. are performed as needed.

### Will I save money?

During the first 12 months, the solar subscription is less than the bill credit. The bill credit is dependent on the value of solar less the cost of operation and will be reevaluated each year.

### What if I have additional questions about the Program?

If you are unsure of eligibility requirements, terms and conditions, or just have additional questions about **PWC Community Solar**, please contact a Customer Programs Specialist at 910-223-4950 or email PWC at [customer.programs@faypwc.com](mailto:customer.programs@faypwc.com).

