FREQUENTLY ASKED QUESTIONS

What if I'm on Balanced Billing when I get solar power?
You may remain on Balanced Billing or cancel it online with My Account. Since Balanced Billing projects the costs of your electric usage for the year ahead, after going solar you may still receive fixed monthly average bills despite your solar energy production. Generally, solar customers are not enrolled in Balanced Billing for this reason, but the choice is yours.

Why do I get a bill if my PV system generates more power than I need?
When you have solar power, you're still connected to the electric system, which serves as 24/7 backup to your PV system. Every month, you'll receive some power from the electric system, such as at night. Even if your PV system produced all the energy you used for the month, there is still a daily service charge for net metering and your connection to the electric system.

STILL HAVE QUESTIONS?

For PV system issues or questions about performance, please contact a solar contractor, which you can find in the *Storing Solar Energy* section at **psegliny.com/solar**.

QUICK TIPS

Only your solar contractor or your PV system's monitoring app can provide solar production reports. PSEG Long Island cannot view your total PV energy production, only the net production.

If there is an outage affecting power in your area, you will also lose power unless your solar PV system includes a battery backup. This is for safety - it would be dangerous to have power flowing into the electric system while crews are working on repairs.

To learn more about battery backup and our Battery Storage Rewards program, visit: **psegliny.com/solar**.

CONTACT INFORMATION

Customer Service: **1-800-490-0025**
(Mon - Fri 8 AM - 8 PM)

Energy Efficiency Infoline: **1-800-692-2626**

New York State nyserda.ny.gov/NY-Sun

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Connected

Harnessing the power of the sun and the electric grid.

Solar Power and Net Metering

SOLAR AND THE ELECTRIC SYSTEM WORK TOGETHER

Most solar photovoltaic (PV) systems are connected to the local utility's electric system. This connection provides two benefits:

- First, there will be times when you'll need power from the electric system, like on a cloudy day, at night or when there's snow covering your solar panels.
- Second, at times when your PV system is generating more power than you need, the excess power flows into the electric system and earns you "energy credits" that will reduce future bills.

This works through a process called "net metering."

NET METERING

A solar customer is a buyer and a supplier of electricity. You're a buyer when the electric system provides power to you. You're a supplier when your PV system is generating more power than you need and the excess flows into the electric system. This happens most often around the noon hour.

Measuring the flow of electricity in two directions requires "net metering."

The electric meter at your home records your "net consumption," which is the difference between the amount of electricity you've used and the amount your PV system generated. Your net consumption (including a reduction from banked energy credits, if any) will determine the amount of your electric bill.

Even in months when you've produced more power than you used, you will get a bill for the basic service charge that covers the cost of your 24/7 connection to the electric system.

1 kWh = 1 energy credit

Each excess kWh you generate in a month earns you one energy credit.

YOUR ENERGY CREDIT BANK

In months when you generate excess power, you earn credits that are added to your Energy Credit Bank, which will appear on your bill and offset future energy use.

The first bill example on the right shows a month with excess power - for each excess kilowatt-hour (kWh) generated, a credit is added to the bank. The second example shows a month when energy use was more than the energy generated and is offset with an automatic withdrawal of credits from the bank.

Residential Time-of-Day (TOD) Rate and Energy Credits

With a Time-of-Day rate, prices vary in peak and off-peak periods. Each of those periods also has a separate energy credit bank. For example, if you produce excess power during a peak period, those credits appear in the peak period bank. You may transfer credits between energy banks.

BILL EXAMPLE 1

More energy was produced than used = credit INTO the energy bank.

Electric Usage

Meter # 12345678	Reading
Actual reading on 07/02/2026	01009
Actual reading on 06/01/2026	-01107
Total electrcity used in 31 days(s)	-98
Applied to Energy Bank	98
Billed kWh	0

ENERGY CREDIT BANK

Opening Balance	992
Applied from Current Bill	98
Energy Credit Balance	1,090

BILL EXAMPLE 2

More energy was used than produced = withdrawl FROM the energy bank.

Electric Usage

Meter # 12345678	Reading
Actual reading on 07/02/2026	00675
Actual reading on 06/01/2026	-00463
Total electrcity used in 31 days(s)	212
Applied to Energy Bank	-212
Billed kWh	0

ENERGY CREDIT BANK

Opening Balance	659
Applied from Current Bill	-212
Energy Credit Balance	447

SAVINGS IN THE BANK

For PV systems installed after January 1, 2018

Any new credits at the end of each month are added to your Energy Credit Bank throughout the year.

Credits are withdrawn automatically to reduce your charges in months when you used more power than you generated.

As of 2018, this process is scheduled to remain in effect for 20 years from when you start net metering.

Applies only to residential and small commercial (Rate 280) customers.

For customers with a Time-of-Day rate: credits in the peak bank can offset only future usage in peak periods, and the off-peak bank can only offset off-peak usage. These banks cannot be combined, but if your system was installed after January 1, 2018, you may request a transfer of credits from one bank to another. Instructions to move credits between banks can be found here: **psegliny.com/todsolar**.

For PV systems installed before January 1, 2018

Credits are handled based on a 12-month contract year, which ends on your annual "net meter reconciliation" date (established on the day the net meter is installed or the date you chose).

For most of the year, any new credits at the end of each month roll over into the credit bank to reduce future bills. At the end of 12 months, any remaining credits in your bank are converted to a monetary value based on the "SC-11 Buy Back Rate," which is the actual cost to purchase power in New York's competitive electricity wholesale markets. The money is applied to your account, the bank is reset to zero and the next 12- month period begins. You'll get the most value from credits when reconciliation happens in the month with the least amount of credits in the bank – typically around February.

You may participate in a Time-of-Day rate, but you may not transfer credits between banks.

STEPS TO TAKE BEFORE ACTIVATING SOLAR POWER

1. Visit our website for list of NYSERDA participating solar contractors who will evaluate and propose a system for your home. Explore purchase, lease or financing options.
2. Once the solar power system is installed, your contractor will apply to PSEG Long Island for permission to operate and then schedule an electrical inspection.
3. Once we review and approve, we will issue a Commercial Operations (COD) Letter to you, which will enable you to turn on your system.