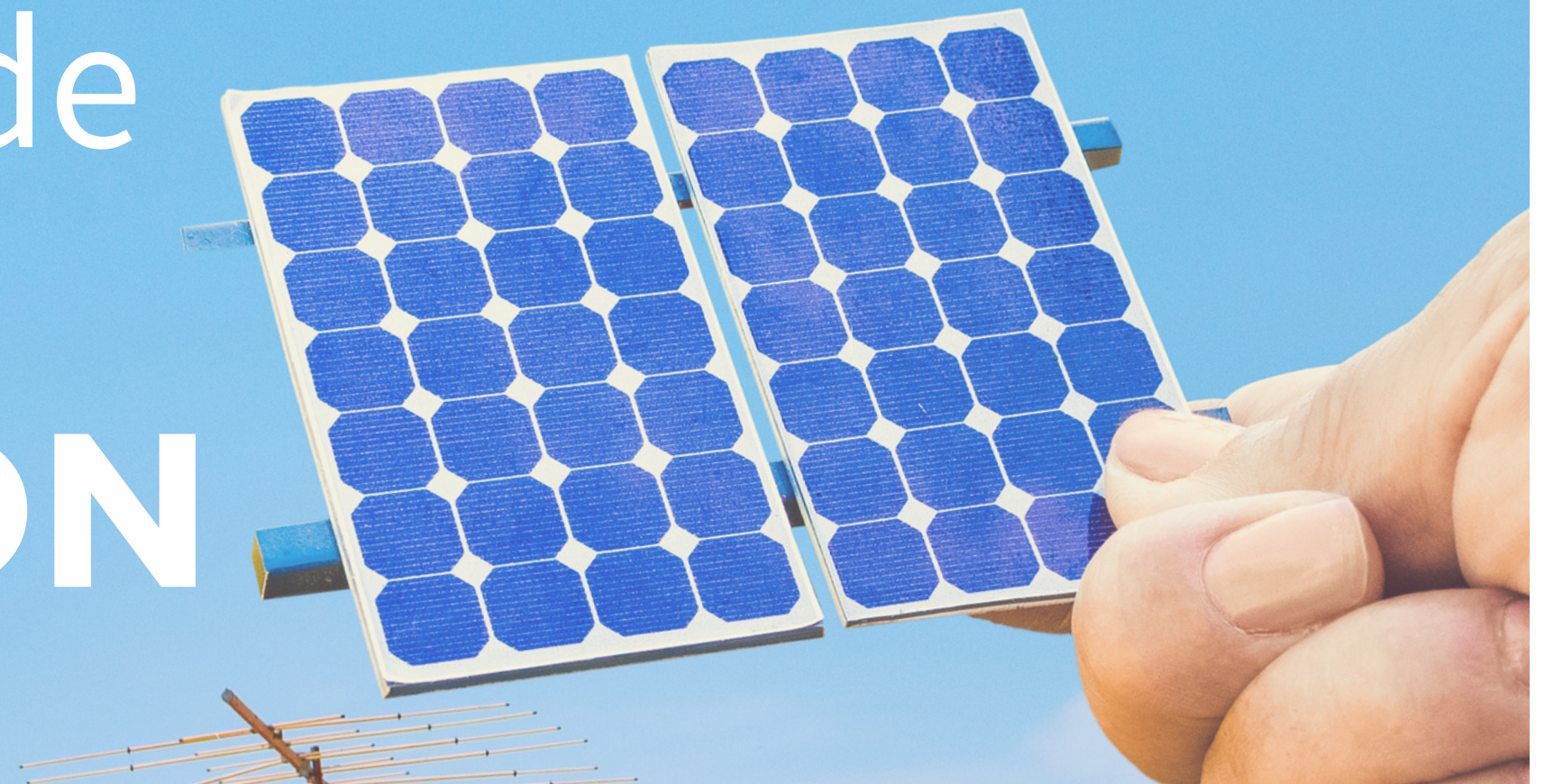


# Member Installed Solar

## Quick Reference Guide

### FACT VERSUS FICTION



#### FACT!

#### **Trico has my best interests in mind.**

As your Energy Partner, Trico strives to support our Members in making the best possible choices for themselves and their household. Our goal is to equip Members with the educational resources to make these important choices. We encourage our Members to speak with us directly to ensure all your questions are answered accurately by your energy provider.

#### FICTION

#### **Trico hires solar sales teams to go door-to-door.**

Trico does not do the sales or installation of solar systems. We will NEVER have a third party solicit sales in Trico's service territory. Please note that Trico does not have a preferred vendor list, nor do we contract with any solar companies. We recommend contacting a minimum of three solar contractors to compare pricing, etc. Proceed with caution if your home is approached by a sales solicitor.

#### FICTION

#### **Trico does not want me to go solar.**

Trico supports all Members in their consideration of adding solar to their home. Rooftop solar represents a significant and valued portion of Trico's Renewables Portfolio with over 5,000 installed systems. We encourage our Members to review the educational resources provided and to do their due diligence before committing to any formal agreements.

#### FICTION

#### **Trico raises their rates annually.**

As an electric cooperative, Trico is governed by the Arizona Corporation Commission (ACC) and a Member-elected Board of Directors. Trico cannot raise rates without filing a formal rate case approved by the Board and receiving final approval from the ACC. Trico will provide notice to our Membership when a rate case is submitted.

#### FICTION

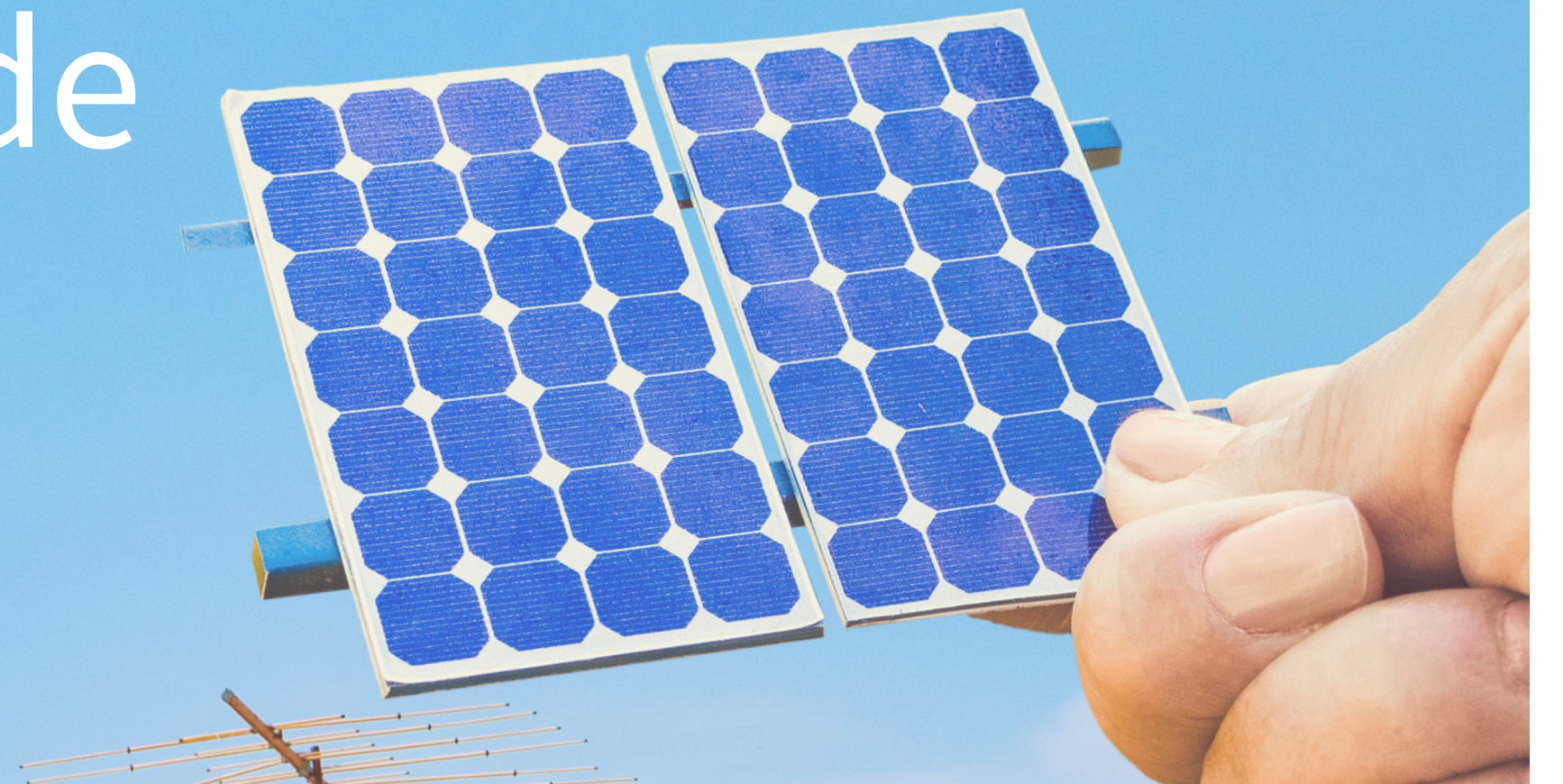
#### **I will no longer have a utility bill with Trico.**

Members will continue to receive a monthly statement that includes the standard fixed monthly fees for being interconnected to Trico's grid. With the addition of a \$3.38 data cost for the required billing and solar output meters, the minimum monthly bill is approximately \$25.00. The monthly statement will also include the kWh purchased from Trico. Purchased energy (kWh) includes any energy needed when the solar system is not producing enough energy to meet the consumption needs of the home. This may be the early morning and evening hours, or times when consumption in the home exceeds solar production. The billing meter for solar services is a bi-directional billing meter that will register kWh usage in real time. The billing meter will also register any overproduction from the system and export the excess generation back to Trico's grid, at the applicable export credit rate. The export credit is applied towards the billing cycle statement each bill cycle.



# Member Installed Solar

## Quick Reference Guide



### DG Energy Export Tariff

- Pending final approval from the ACC, the export rate is scheduled to change annually on March 1st. The rate is based on the fixed costs associated with running the grid to ensure power supply. The tariff rate ensures that we can recover these costs and continue providing our Members cost-effective and sustainable energy solutions.
- Members are required to sign off on the DGEE Tariff at the start of the Interconnection Application process. It is important to carefully review this document to understand the metering/billing terms and your export rate. The rate is grandfathered for a period of 10 years, assuming no changes are made to the solar system outside of the qualifying expansion guidelines.
- The DG Energy Export credit is applied to the Member's monthly billing statement based on the total kWh of excess solar production sent back to Trico's grid. \*There is no banking of excess kWh. There is also no annual payout, unless the December billing statement reflects a credit balance of \$25.00 or greater, the Member can then request a check for the credit balance. \*

### Finding a Contractor

- Vet potential installers by utilizing resources like the Better Business Bureau, the AZ Attorney General's Office, and the Arizona Registrar of Contractors to validate their credentials and view any open/active complaints against the company.

### Trico's Interconnection Application Process

- Trico will complete our administrative and design reviews within 7 business days from the date of submission.
- The installation or modification of any equipment should not be completed until the application has been approved.
- Once the application has been approved, your solar contractor will have 180 days to submit the final inspection (this cannot take place until the county or Authority Having Jurisdiction has passed their inspection). Members are copied on all communication throughout the application process, meaning any time the status of the application changes, you are notified.
- If an application must be sent back for corrections at any point, the solar contractor will have 30 days to make the corrections, or the application will be canceled. Contractors can request a one-time courtesy extension if additional time is needed.

### The Solar Lifestyle

- Time of day and usage - When the solar system is generating, it will power your home's energy needs first, before purchasing any additional energy from Trico's grid. It is important to ensure that appliances such as washer/dryer, dishwasher, pool pump, etc. are being used during the day when the system is producing energy for your consumption. Any nighttime/early morning energy needs are being purchased from Trico (or during the day if the system is not producing enough to meet the needs of the home).
- Weather will affect your solar system. This includes excessive heat and overcast conditions.
- If there is a grid power outage, the solar system will not be operational. A backup storage system can be used in these events to power critical loads for a period of time, based on the size of the storage system. All storage systems are required to undergo the interconnection review process and can be retrofitted to an existing PV system (subject to technical limitations).