



## Eugene Water & Electric Board

4200 Roosevelt Blvd.  
Eugene, OR 97402-6520  
541-685-7000  
www.eweb.org

# EWEB'S SOLAR ELECTRIC PROGRAM FAQ's

**Q. How do solar panels work?**

**A.** Solar panels, or photovoltaic modules, work by converting sunlight into direct current (DC) electricity. The panels are either situated on some form of a fixed racking structure, such as a roof, or on a rotating system. Through inverters, the DC electricity is converted into alternating current (AC), a more usable form of electricity.

**Q. Why is it important to size the system appropriately?**

**A.** It is important to size the system appropriately according to your baseline usage. This prevents the overselling of a system and provides you with the highest return on your investment.

**Q. How do I choose a solar electric contractor?**

**A.** Projects in EWEB service territory must be installed by contractors appearing on the [State of Oregon approved contractor list](#). Please reference this list to select your solar electric contractor.

**Q. What is Net Metering?**

**A.** With net metering, the utility meter records the net amount of energy generated through the PV system. When you're creating more electricity than you're using, the excess solar energy is sent back through the bi-directional meter to the grid. If at the end of the billing cycle each month, more solar energy was sent back to the utility than the customer used, EWEB buys that excess energy calculated at the Annual Renewable Net Meter Rate.

**Q. What is Direct Generation?**

**A.** With direct generation, all of the solar energy generated through your PV system goes directly to the grid and we purchase all of the energy from you calculated at the Annual Renewable Generation Purchase Rate.

**Q. How is EWEB's Solar Electric Program incentive budget funded?**

**A.** The Solar Electric incentives are funded directly through voluntary enrollment in EWEB's Greenpower Program. The Greenpower Program allows customers to support clean, sustainable energy and encourage renewable energy projects in the local community. Each year, the budget for the Solar Electric Program is determined by the participation in the Greenpower Program.

**Q. How will the solar energy benefits be credited on my EWEB account?**

**A.** When generation is being produced by the solar panels, your house will be able to use that energy in real time, if needed. That offsets the energy you would normally be purchasing from EWEB during that month, so your overall usage should be decreased from what you would have normally needed from EWEB. Any generation that the system produces during the month that your house does not need, that excess generation is sent back through the net-meter and is reflected on the monthly billing statement. The excess generation is subtracted from the overall energy you needed from EWEB for that month and the electric portion of the bill is calculated based on the net kWh amount. If there is an excess of generation over and above what you needed from EWEB that month, the account will have a credit calculated at the Annual Renewable Net Metered Rate. If there is a credit balance in their Electric Detail portion of their bill, it is calculated towards the Total Amount Due.

**Q. Do I have to be the owner of the property?**

**A.** The applicant must be the active EWEB account holder owner, regardless of who the property owner is. The active account holder will be the person receiving the credit and benefits of the photovoltaic system installed.

**Q. Can I apply before I have set an electric meter on the site?**

**A.** In order to process the application and Power Purchase Agreement, there must be an active electric meter on the property and an active EWEB account. If this is not the case, please call 541-685-7521 or email [distributionengineering@eweb.org](mailto:distributionengineering@eweb.org).

**Q. Who do I contact at EWEB with questions regarding my solar electric project?**

**A.** Email [solar.electric@eweb.org](mailto:solar.electric@eweb.org) with any questions regarding our Solar Electric Program or questions you have regarding your project and/or application.