

Solar Battery Savings Frequently Asked Questions

Last Updated March 2025

1. How do I apply to the program?

- Program enrollment is currently closed, and new applications are not being accepted at this time. However, Community Power does plan to re-open program enrollment later in 2025. When enrollment re-opens, approved contractors will apply for the program on behalf of their customers. If you are interested in participating, please check back on our webpage for updates on future enrollment opportunities.

2. Can I still participate in this program if I opt out of Community Power service?

- No. You must be enrolled (and remain enrolled) in Community Power service in order to participate in this program.

3. What happens to the upfront incentive and/or performance incentive if I opt out of the program or Community Power service?

- You must remain enrolled in Community Power service in order to participate in this program. If you do opt out of the program or our service, you will no longer receive the performance incentives. The upfront incentive may be clawed back depending on how long the system has been installed: If you choose to unenroll within the first five years of participation, we will recover a prorated amount of the upfront incentive, and you will forfeit all future performance incentives. If you stay in the program for at least five years, you can keep the upfront incentive but will forfeit future performance incentives remaining over the 10-year life of the battery.

4. Can I participate if I already have a solar system installed?

- Yes, existing Net Energy Metering (NEM) customers interested in expanding their system and adding battery storage are eligible for the upfront and performance incentives.

5. Can I participate for the performance incentives if I already have a battery and does it matter what battery I already have?

- Currently, this program is only offered for new batteries, but please check back on the webpage as we may allow existing batteries to leverage a performance incentive at a later date.

6. Can I participate in this program if I do not have a solar system?

- No. Currently, the program requires batteries to be fully charged by solar.

7. How do I estimate how much energy I need and how much I can dispatch to the grid?

Your contractor should be able to support you in determining how much to discharge during the dispatch window based on your historical energy consumption. Your battery is set to discharge to your home first, and any excess will go back to the grid. The performance incentive will be applied whether the battery is dispatching to your home or the grid. For average customers participating in the minimum 50% usable capacity, your batteries will be discharging more than you are consuming, so energy will be going back to the grid.

8. How is my battery system programmed to meet the needs of the program?

- You and your installer will discuss the best operational settings for you based on your preferences during the sales and installation process. Your battery will be operated based on those settings before the daily dispatch. During the daily dispatch, the pre-set schedule to dispatch your battery will override the operational settings until the dispatch period is over, at which time the battery will revert to normal operational settings. Please note that your battery manufacturer may recommend a battery back-up ranging from 0-20%, impacting your ability to use the remaining 50% of the battery.

9. What is the daily dispatch schedule?

- The chart below shows the dispatch schedule for the remainder of 2025.

Month	Dispatch Hours
March	7 p.m. to 9 p.m.
April	7 p.m. to 9 p.m.
May	7 p.m. to 9 p.m.
June	7 p.m. to 9 p.m.
July	7 p.m. to 9 p.m.
August	6 p.m. to 8 p.m.
September	6 p.m. to 8 p.m.
October	7 p.m. to 9 p.m.
November	6 p.m. to 8 p.m.
December	6 p.m. to 8 p.m.

10. How do I know if I should increase my battery participation percentage?

- We recommend enrolling 50% of your battery and working with your battery manufacturer to decide whether you would like to increase your participation. Please note that by enrolling at the minimum 50%, you minimize risk of underperformance.

11. Will my battery be available for use based on my controls or in the event of a power outage?

- Yes, you can select how much of your battery to enroll with a minimum 50% of usable capacity to qualify for participation. If you enroll 50%, you will have 50% of usable capacity remaining each day to use as you choose.

12. Can I offset my energy bill by installing a solar and storage system?

- A solar and storage system may help you offset or reduce the generation portion of your energy bill, but whether it does is dependent on several factors, including your consumption habits, system sizing, enrollment capacity, location and more.

13. How do I set up my battery for the program?

- Customers do not need to do anything for program enrollment. Community Power works directly with the battery manufacturers to operationalize your battery within the program. Your battery should be operationalized by the time you receive the upfront incentive payment. If you have questions about your battery, please reach out to your contractor and/or battery manufacturer (*See the next question for information for our approved battery manufacturers*).

14. What should I do if my battery does not seem to be working properly?

- Please reach out to your contractor, or your battery manufacturer at the support email below:
 - Tesla: vppsupport@tesla.com
 - Enphase: gridservicessupport@enphaseenergy.com
 - sonnen: sonnenConnectUSA@sonnen-batterie.com
 - FranklinWH: service@franklinwh.com
 - Canadian Solar: service.us@epcube.com
 - NeoVolta: office@neovolta.com
 - StackRack: sales@stackrackbattery.com

If you do not receive a response within two weeks, please contact Community Power at solarbatterysavings@sdcommunitypower.org.

15. When will I receive the upfront incentive and in what format?

- You will receive your upfront incentive after the installation documentation is uploaded by the contractor. You may also share the installation documentation with Community Power by emailing the following three items to solarbatterysavings@sdcommunitypower.org:
 - Permission to Operate (PTO) letter(s) for storage, and solar when applicable
 - Your battery serial number
 - Terms and conditions for the battery manufacturer, when applicable

Community Power reviews submitted projects on a weekly basis. If all installation documentation has been submitted, the upfront incentive is processed, and a check is mailed to the mailing address provided on your application within two weeks of processing.

16. When will I receive the performance incentive and in what format?

- Program participants will receive the cumulative performance incentive in the first quarter of the following year. Community Power will close out the annual performances in the first quarter of the year (between January and March) and mail a check to the mailing address on your application within the first quarter. Please note that you will only receive the performance incentive for the months that you met 90% of the enrolled battery capacity. Community Power will provide quarterly notices informing you of your cumulative performance incentive.

17. How can I ensure that I am being properly compensated for my participation, and how is Community Power tracking and calculating my ongoing performance incentive?

- Community Power will collect battery performance data from the battery manufacturer on a quarterly basis. Using our internal tools, we will calculate the cumulative incentive earned each month throughout the year. We will update participants quarterly with the total amount they earned and cumulative incentive over the year.

18. How are export credits calculated if I am a Solar Billing Plan (also known as Net Billing Tariff or NEM 3) customer?

- The export credits for Solar Billing Plan customers vary based on the hour of the day and month of the year. You can review SDG&E's Solar Billing Plan export pricing [here](#). Please note that Community Power provides a \$0.0075 adder onto export credits, and CARE/FERA customers receive an additional \$0.11 adder on top of the export credits.



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SOLAR BATTERY SAVINGS

19. Will I need to claim the upfront incentive on my taxes?

- Community Power will not be issuing a Form 1099, but we do recommend seeking advice from a tax professional.