

Solar Battery Savings FAQ

How do I apply for Solar Battery Savings?

Program enrollment opened on September 30, 2025. To get started, choose a San Diego Community Power approved contractor and review your solar system and approved battery options. Your contractor will guide you through the process and submit your application for you.

Do I have to be a San Diego Community Power customer to participate?

Yes. You must be and remain enrolled in Community Power service to qualify for this program.

What happens to the upfront rebate and performance incentive if I leave the program or San Diego Community Power service?

You must stay enrolled in Solar Battery Savings with San Diego Community Power for at least five years to keep your upfront rebate.

- **If you leave before five years**, you will need to repay a prorated portion of your rebate and you will forfeit all future performance incentives.
- **If you leave after five years**, you can keep the full rebate but will no longer receive performance incentives.

Claw-back schedule for upfront rebate:

Year of Unenrollment	1	2	3	4	5
Rebate Repayment Required	100%	80%	60%	40%	20%

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

Yes. If you're a Net Energy Metering (NEM) or Solar Billing Plan (SBP) customer, you can add a new battery and qualify for both the upfront rebate and performance incentives.

Can I participate and earn performance incentives if I already have a battery installed?

Not at this time. Currently, performance incentives are only available for new batteries. Continue to check the webpage as this may change in the future.

Can I participate if I do not have a solar system?

No. Batteries must be fully charged by your solar system (it cannot charge from the grid) to be eligible.

How much of my battery is enrolled in the program?

Your battery is required to dispatch 50% of its usable capacity between 4 p.m. and 9 p.m. on weekdays. The battery dispatches first to power your home and any remaining energy will automatically be exported to the grid. The performance incentive applies to all energy discharged during this window whether it's powering your home or exported to the grid.

Outside of the weekday dispatch window, your battery will operate based on the settings you and your contractor have selected. Please note that some battery manufacturers recommend maintaining a backup reserve (typically 0–20%), which may further limit the amount of battery capacity available to you for everyday use.

Will my battery still be available for my own use or during a power outage?

Yes. 50% of your battery is reserved for the program, and the other half is yours to use as you choose. In the case of an outage, you can override the dispatch window, so your battery powers your home when needed.

Can I lower my energy bill by installing a solar and storage system?

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

Who do I contact if my battery isn't working properly?

Please reach out to your contractor or your battery manufacturer's support team:

- Tesla: vpssupport@tesla.com
- Enphase: gridservicessupport@enphaseenergy.com
- FranklinWH: service@franklinwh.com

If you don't hear back within two weeks, please contact Community Power at SolarBatterySavings@SDCommunityPower.org.

When will I get my rebate and/or performance incentive payment?

- **Upfront rebate:** You will receive a check within 30 days after your contractor submits all required installation documents and your battery is operationalized. The rebate may be sent to you or your contractor depending on the address provided on your application.
- **Performance Incentive:** Your cumulative performance incentive is paid once a year, in the first quarter of the following year (between January and March). You will receive a check to the address provided on your application.

Please note that you will only receive the performance incentive for the months that you met 90% of the enrolled battery capacity. For more information, please review the program manual.

How does Community Power track my performance incentive?

Battery manufacturers share performance data with Community Power through our Distributed Energy Resource Management System (DERMS). We calculate your monthly performance and provide quarterly updates with the total amount earned and cumulative incentive over the year. You will only receive the performance incentive for the months that you met 90% of the enrolled battery capacity.

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

The export credits for Solar Billing Plan customers vary based on kilowatt hours sent back to the grid at each hour of each day throughout the year. You can review SDG&E's Solar Billing Plan export pricing [here](#). Please note that San Diego Community Power provides a \$0.0075 adder onto export credits of customers who installed new solar panels under the Solar Billing Plan, and a \$0.11 adder for CARE/FERA customers with new solar panels under the Solar Billing Plan.

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

Community Power does not issue tax forms for incentives. We recommend seeking advice from a tax professional.

