

July 2018

Dear Solar Customer,

PSE is working to make the 2018 payment process as smooth as possible for participants in the Washington State Renewable Energy Production Incentive Program. Due to legislative changes made last year, some of the process has changed. Here is what we are doing:

1. PSE read all production meters on June 30<sup>th</sup>. We are currently working to calculate the kilowatt-hours produced by each customer between 7/1/2017 and 6/30/2018. **There is nothing you need to do at this time.**
2. WSU Energy Program, as the State Program Administrator, will provide PSE with a list of all state-certified account holders for which they are collecting production data.
3. PSE will be contacting you by email to let you know the total kilowatt-hours we're reporting to the state for your account. We are aiming to have this to you by late August. Unlike in previous years, a response will NOT be required, but you will be given the opportunity to note any problems.
4. PSE will provide the total kilowatt-hours produced per each state-certified account to WSU Energy Program.
5. WSU will calculate incentive payments, and will provide that information back to PSE.
6. PSE will make payments to eligible account holders as directed by WSU. We'll use the same process as last year, applying credit to customer electric accounts and then issuing a refund check for that credit.

Please note: Customers with more than one production meter per electric account may have to work with WSU to parse the total kilowatt-hours to determine the correct incentive amount.

Due to the new role WSU will play in calculating incentive payments, PSE does not know exactly when incentive checks will go out. Per law we have 90 days to pay customers once directed by WSU.

#### **Important Reminders:**

PSE can only make payments to state-certified PSE electric account holders. **Payment will be issued in the name of the primary account holder listed on your PSE electric bill, and will be sent to the mailing address listed on your PSE account.** Eligible customers that ended their PSE service during the production year will be paid in the same way, so please make sure that you have a current mailing address on your closed PSE account.

Eligibility, rates, terms, payment limits, and annual payment amounts are determined by the WSU Energy Program.

To update the billing address on your PSE electric account, login to your account at [mypse.com](http://mypse.com) or contact PSE Customer Service at 1-888-225-5773.

For other questions about PSE's administration of the WA State Production Incentive Program, please visit [PSE's Customer Solar webpage](#) or contact an **Energy Advisor at 1-800-562-1482**.

If you would like to update the email address that PSE uses to communicate with you about the solar program, email us at [netmetering@pse.com](mailto:netmetering@pse.com).

Thank you,  
The PSE Customer Renewable Energy Team