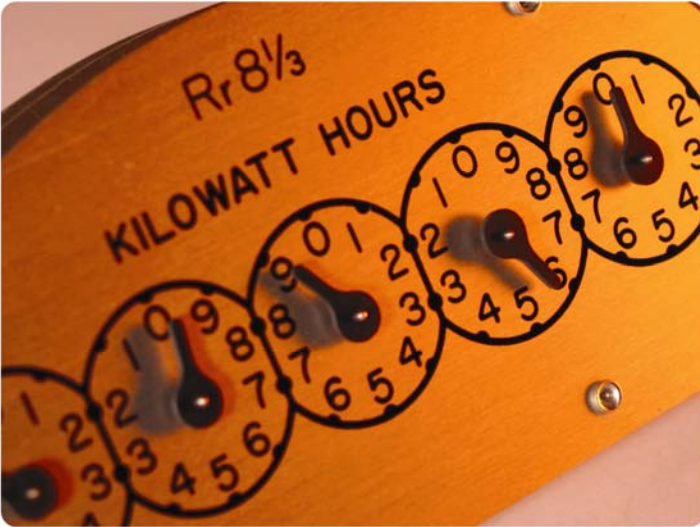


## Questions and Answers

### Net Metering

The BC Utilities Commission approved FortisBC's net metering tariff application in September 2009. The approval means FortisBC can implement a net metering program, allowing residential and commercial customers enrolled in the program to be credited for the electricity they produce.

For more information and application forms, visit the customer service section of the FortisBC website at [www.fortisbc.com](http://www.fortisbc.com)



#### What is net metering?

FortisBC has defined net metering as the metering and billing practice that allows for the flow of electricity both to and from a customer through a bidirectional meter. This means residential and commercial customers can offset part or all of their own electrical requirements up to 50kW through generating their own clean energy and selling it back to FortisBC.

#### Is the net metering program currently being offered a permanent program?

The net metering program is now an approved part of the FortisBC Tariff and cannot be removed without the consent of the BC Utilities Commission. There are no plans to end the program.

#### How will the net metering program work?

Residential and commercial customers will be able to install small clean or renewable energy generators such as wind, hydro, solar or geothermal on their premises to produce energy. The program is intended to offset part or all of the customer's electricity requirements. Customers will receive retail value for the electricity they produce with systems designed up to 50kW capacity.

#### Is a 50kW generation enough to power a house?

Yes. The average house has a load capacity of 2kW, climbing to 10 kW during a winter energy peak.

#### What if a customer wants to install more than a 50kW capacity system?

This program is intended only for residential and commercial customers to produce all or part of their own electricity needs. Systems over 50kW systems are really more like independent power producers and would be considered under a separate section of the FortisBC tariff.

#### What will it cost a customer to participate in this program?

FortisBC will not be charging customers to participate in the program. Customers will be responsible for the cost of their own generation systems including design, permits and installation. These costs will vary depending on what kind of technology and what size of system is chosen.

#### How do I apply for the net metering program?

The first step is to review information on the FortisBC website and fill out the application form. Once you submit the application, it will be reviewed by a FortisBC engineer who may contact you if more information is required.

#### Approximately how long will it take for FortisBC to review my application?

The initial FortisBC review will take about 2 weeks. A FortisBC designer will work with you after this point and timelines may vary depending on the type of system you would like to install.



### **What happens if I produce more electricity than I use?**

The program is intended for participants to generate all or part of their electricity needs but if there is a net generation it will be credited back to the customer at their existing purchase rate each month. At the end of the year FortisBC may issue a cheque for any amount owing to the customer or credit the customer's account.

### **How much will FortisBC pay for the electricity that I produce?**

FortisBC will credit customers for the energy they produce at their retail rate, which is the same rate they would normally purchase electricity from FortisBC. For instance a household currently pays \$ 7.627 per kWh under the tariff. This is also the rate customers would be credited for their generation.

### **What is clean or renewable energy?**

Clean or renewable resources are defined by the provincial government and include sources of energy that are constantly renewed by natural processes such as water power, solar energy, wind energy, geothermal energy, wood residue energy, and energy from organic municipal waste.

### **Do other electrical utilities have net metering programs?**

Several other Canadian electrical utilities have also implemented net metering programs. Some of these include BC Hydro, Manitoba Hydro, Hydro Quebec and Hydro One in Ontario.

### **Why does FortisBC have a net metering program?**

The net metering program supports the policy direction outlined by provincial government in the 2007 BC Energy Plan for an increase clean and renewable energy sources. In addition, we've seen a growing interest in net metering expressed by our customers.

### **Does FortisBC have a list of approved equipment for use in net metering?**

FortisBC does not maintain a list of approved equipment. Each installation is reviewed for technical acceptability as the applications are submitted.

### **Does FortisBC have a list of approved contractors who design and install net metering systems?**

FortisBC does not recommend or approve contractors, however, there are resources available, such as the BC Sustainable Energy Association, that may be able to provide information on contractors in your area. Each customer is responsible for the design and installation of their own net metering system.



### **For more net metering information:**

FortisBC Net Metering  
1290 Esplanade, Trail BC V1R 4L4  
Email: [netmetering@fortisbc.com](mailto:netmetering@fortisbc.com)  
Phone: 1-866-4FORTIS (1-866-436-7847)  
Visit the customer service section of the FortisBC website at [www.fortisbc.com](http://www.fortisbc.com)