

# TOTAL SOLAR BUYBACK



## Frequently Asked Questions



### Q What is excess energy?

A It's the energy your home sends back to the grid when your renewable energy system produces more electricity than they use in real time.

### Q Do I need any special equipment?

A Yes. In addition to your home's renewable energy system, you'll need a bidirectional Smart Meter to track the energy that flows back out to the grid.

### Q How can I start receiving Total Solar Buyback Credits?

A You'll need to install your bidirectional meter and sign an Interconnection Agreement with your local Transmission and Distribution Utility (TDU). Once the TDU confirms your system's ready and they send us meter reads for your excess energy, we'll start applying Total Solar Buyback Credits to your bill.

### Q What is an Interconnection Agreement? How do I get one?

A It's a document created by your TDU that informs them you're installing or have solar panels or wind turbines at your home and want to connect to the electricity grid. Your TDU will inspect your system and update your Smart Meter to track the excess energy that flows back out to the grid.

### Q When will I start receiving my Total Solar Buyback Credits?

A It varies. If you already have your home system installed, it may be as soon as the next billing cycle. For newer installations, it may take up to three billing cycles. There's also some variation on how quickly your local TDU is able to report your energy use.

### Q How are Total Solar Buyback Credits calculated?

A When your home system produces more energy than you need, that excess energy is tracked by your bidirectional electricity meter. We receive the readings from your TDU and apply any extra energy credits to your account. Those credits are rolled over to automatically pay down future bills, offsetting your energy charges in the months when you produce less energy than you use as long as you remain on an eligible Ambit Energy Solar Buyback plan.

Solar buyback credits can be paid up to the same rate the Customer pays us and can offset up to 100% of their energy charges.

### Q Can I earn Total Solar buyback Credits for 100% of the energy I produce?

A No. The energy your system produces first flows into your home, reducing your need for electricity from the grid and lowering your energy bill. Any excess energy you don't use or store in batteries flows back to the

grid. Credits are only applied for this excess energy. Refer to your Electricity Facts Label (EFL) for specific details.

### Q Can I rollover any unused credits?

A Yes, any credits you don't use will be banked to automatically pay for future energy charges. Credits roll over in dollar values and not kWh values. Your banked credits are yours to keep if you remain on an eligible Ambit Energy Solar Buyback plan. Banked credits have no cash, credit or other redemption value and are non-transferable.

### Q Do credits expire?

A No. Banked credits are yours to keep as long as you remain on an eligible Ambit Energy Solar Buyback plan.

### Q Is there a limit to how many credits I can accumulate?

A Yes, but it's rare to reach this limit. Check the EFL for specific terms and conditions on how many banked credits you can accumulate.

### Q Is this a renewable energy plan?

A Yes. This is a 100% renewable energy plan.

### Q Can I be both a Total Solar Buyback and Sunrun Customer?

A Absolutely.

### Q Will I earn Customer Points for selling both Total Solar Buyback and Sunrun?

A Yes. You'll receive 3 Customer Points for Total Solar Buyback and 1 Customer Point for Sunrun for a total of 4 Customer Points.

### Q Can a Customer enroll in average monthly billing while on this product?

A Yes. Average monthly billing for this product is the same as it is for other Ambit Energy plans.

### Q Will I still receive an electricity bill?

A Yes. You'll receive an electricity bill from us and one from your solar installer. Your installer will bill you for your panels and we'll bill you for any electricity you use when your panels don't provide enough power. Your bill will also include your plan's base charge, TDU charges and all other taxes and fees.

### Q Can I monitor the excess energy I'm sending back to the grid?

A Yes. Create your free account on [smartmetertexas.com](https://smartmetertexas.com) to see detailed energy data down to 15-minute intervals. This site is endorsed by the Public Utility Commission of Texas and available to all power Customers.