

GridGen Solar + Battery Frequently Asked Questions

What is Pioneer's GridGen program about?

Pioneer Community Energy has created the GridGen program, which offers current Pioneer customers with the opportunity to install rooftop solar and battery storage systems, or a battery retrofit system with

- **No credit check**
- **No upfront cost**
- **No lien on the home**
- **Maintenance included**

What are the qualification requirements?

Those interested must be Pioneer customers, own their home, and be considered "in good standing" through a history of on-time payments over the last 24 months. There are no other qualifications (no FICO score review, etc). If you live in Pioneer territory but are not currently a customer, please call (844) 937-7466 to re-enroll.

For renters: If the customer currently rents the property and wants solar installed, they should indicate their renter status, when submitting the online interest form <https://pioneercommunityenergy.org/gridgen-submission-form/> and an advisor will reach out and explain the additional documentation that landlords need to execute. With the landlord's consent, renters can also benefit from this amazing program!

Are customers locked in a contract?

Yes. When a customer enrolls in the GridGen program, they agree to buy the power produced and energy services provided by the system on a fixed long-term basis, locking in increasing energy savings over time. The program term is 25 years, which provides customers with 25-years of cost-effective energy and backup battery, with a low annual rate escalator of only 1.9%. Separately, they will agree to allow Tesla or a local certified installer to install and service the system.

Can customers opt out of the program at any time?

Customers have the option to terminate or transfer the program terms after installation by either 1) purchasing the system at fair market value, or 2) transferring to another Pioneer customer who will reside in the location of system installation.

How long does it take to install the system?

The installation time (construction crew at your house) takes about one week, but the total timeline from order to installation is about 3-4 months. This includes time to receive all the relevant customer information, design and permit the system, submit an application for interconnection from the utility and prepare for construction. After the system is installed, it can take up to 30 days to receive permission-to-operate, meaning the system can freely operate and export extra electricity (not consumed or stored on site) back to the utility.

What happens if a customer with the GridGen system sells their home?

When a customer sells their home, the contract transfers to the new home buyer without any additional credit score (FICO) review and customer underwriting of any kind. Additionally, if the future owner wants to own the system themselves, they may purchase the system at “fair market value.”

What happens if a customer rents out their home to tenants?

With landlord and tenant approval, the landlord can give permission to install and keep the system at the home. The tenant must be enrolled with Pioneer Community Energy and agree to participate in the GridGen program.

What size is the system that will be installed on a customer's home?

Each system will be custom designed and based on the customer's annual electricity usage and available roof space. Customers will receive an estimate which will be further refined between the customer and a Tesla Project Advisor or a local verified installer.

Can customers get a bigger system than the suggested size?

The contractor will work with each customer individually to design the appropriate system size. If there is an expected increase in home electric loads (e.g. future EV purchase, new pool pump, new electric appliances, etc.), customers can work with their project manager who can submit a justification to the utility for a larger system. Generally, customers should match the size of their system to total annual loads, so oversizing a system should be based on expected future loads.

What if a customer's roof isn't suitable for solar?

A project manager will work with each customer individually to determine if their roof isn't suitable for solar. If a customer's roof is identified to be not suitable for solar, then their house will not qualify for the program, and their contract will be terminated with no financial penalty.

How long do the solar panels last?

Most panels last a minimum of 25 years, but the equipment is generally designed for a 30+ year life. Home solar and battery systems under the GridGen program include complimentary service and end-of-life battery replacement for the term of the agreement.

Will a customer ever need to replace their solar panels or battery?

Customers are not responsible for solar panel or battery replacement. Home solar and battery systems include complimentary service and end-of-life battery replacement for the term of the agreement. All future panel and battery replacements are supplied at no additional cost under the GridGen Program.

How do batteries work with solar?

The solar panels generate electricity that gets used by the home. At any given time, if the solar is generating more electricity than the house is using, then the excess electricity charges the

battery for future consumption. Only if the batteries are fully charged and there isn't enough load on site to consume the solar energy, then the excess energy will be sent back to the utility and credited to the customer under PG&E's then-current Solar Billing Plan (SBP) program.

What benefit does adding a battery provide?

There are several benefits to adding a battery to your existing home solar, including:

- Store daytime energy for evening & night-time use
- Emergency power backup
- Maximize energy efficiency with TOU (Time-of-use) rate optimization
- Generate and store clean energy at your home
- Pay fewer generation and grid charges to your utility
- Participate in community grid services

Are customers required to install the battery with the solar?

There are two options for this program: solar-plus-storage or battery retrofit. There is no option for solar-only systems.

How much space will a customer need for the battery?

Each Tesla "Powerwall" battery measures roughly 30 inches wide, about 46 inches tall, and about 6 inches in depth. The battery will be installed using as little space as required by your Building and Safety department.

Where will the batteries be installed?

Batteries are typically installed on the outside of your house, or inside the garage.

Who owns the system?

A fund was established to own the system for the benefit of you and Pioneer Community Energy, which is managed by our financial partner, Participate.Energy.

Who is responsible for damage from a natural disaster?

The systems are all fully insured as part of the GridGen program. Any damage to the system from a natural disaster is the responsibility of the fund (managed by Participate.Energy) to replace in coordination with Tesla, customers, and Pioneer Community Energy.

What if the system has problems?

All systems under the GridGen program are serviced by Tesla or a verified local installer. A representative will investigate the problem and resolve any issues you have with the system.

What should a customer do if they are a member of an HOA?

In the event a homeowner's association (HOA) requires approval prior to installing the system, customers will work with their project manager to submit for and acquire HOA approval. There are laws established in California to support the deployment of solar, so HOAs can still require pre-approval. However, there are multiple laws protecting customers from the HOA denying your request to install solar.

Do customers need to update their home insurance?

No. The system is separately insured within the Grid Gen program.

Do customers receive tax incentives for installing the system?

No. The tax incentives go to the owner of the system, which is the program fund. The fund uses the tax incentives as part of the financial model to provide customers power at a lower price and with no upfront cost.

What happens if a customer signs up for the program but then changes their mind a year later and wants to own the system at that time?

Customers always have the option to terminate or transfer the program terms, either by 1) purchasing the system at fair market value, or 2) transferring to another CCA customer who will reside in the location of system installation.

How long does the battery last on average?

The battery and solar will either continue to operate or be replaced by the program throughout the 25-year term of your contract (at no cost to customers). It is anticipated that the batteries will need to be replaced one time over the term of your contract.

Are there any income-assistance incentives available for the GridGen program?

For a limited time and a first-come-first-serve basis, CARE / FERA income qualified customers can have solar with battery installed on their homes and reduce their electricity bill by an estimated 50% or more.

- \$0 upfront cost
- No credit check
- No lien on the home
- California incentive fund (California SGIP) for this program will run out

How can I sign up with a local certified partner?

Go to <https://pioneercommunityenergy.org/gridgen/> and click on a Certified Partner logo to contact them directly or click "Enroll with Local Partner" to fill out a form and one of the Certified Partners will be in contact.