

FAQ - Questions to do with your bills



The solar is having no impact on my bill?

Things to check when the bills don't add up

a. Have you spoken to your retailer about going onto a solar tariff?

This needs to be done to ensure the retailer applies solar credits. Solar credits appear on your bills when you have exported electricity generation back to the grid.

b. Seasonal changes to your usage

When looking at bills, ensure you are comparing the bill of the same time of year ie: summer bill vs summer bill. Energy usage varies depending on the time of year and in some instances you may have installed new equipment? ie: pool, spa, etc

c. Have your electricity rates increased?

Electricity rates are often increased with no notification so when comparing new to old bills check the Peak rate value. Should this have increased you may wish to contact your retailer and negotiate a lower peak charge.

d. Your latest bill; is it Estimated or Actual?

Energy companies do provide estimates on energy bills and this can often not be a true representation of your solar as they have only estimated the usage/solar credits as opposed to an Actual meter reading. Consumers can request at any time from their retailer an Actual meter reading.

Why are my solar credits so low?

The solar credits on your bill are for the energy that has been generated but not used within the household therefore has been exported back to the grid. Exporting to the grid attracts a credit of \$0.08 therefore we recommend you look at changing household habits and utilize the produced energy throughout the day ie: running washing machine, dishwasher throughout. By doing this you could save \$0.25 per unit as you are not purchasing electricity but utilizing what you generate.

When do I need to service my Solar system?

Metro Solar recommend an annual service to get your panels clean and ensuring your system is working to its optimum. The most common time of year for this is Spring in preparation for the Summer.

The Enlighten software platform provides solar professionals and system owners with **ongoing operations** and **uptime assurance**.