



Standard NEM Online Interconnection Application

Frequently Asked Questions

What are the supported browsers for the SNEM web portal?

The following browsers and browser versions are supported:

- Microsoft Internet Explorer 10 and above (see Compatibility Mode' warning below)
- Google Chrome 39 and above
- Firefox 35 and above
- Mac Safari 6.1 and above

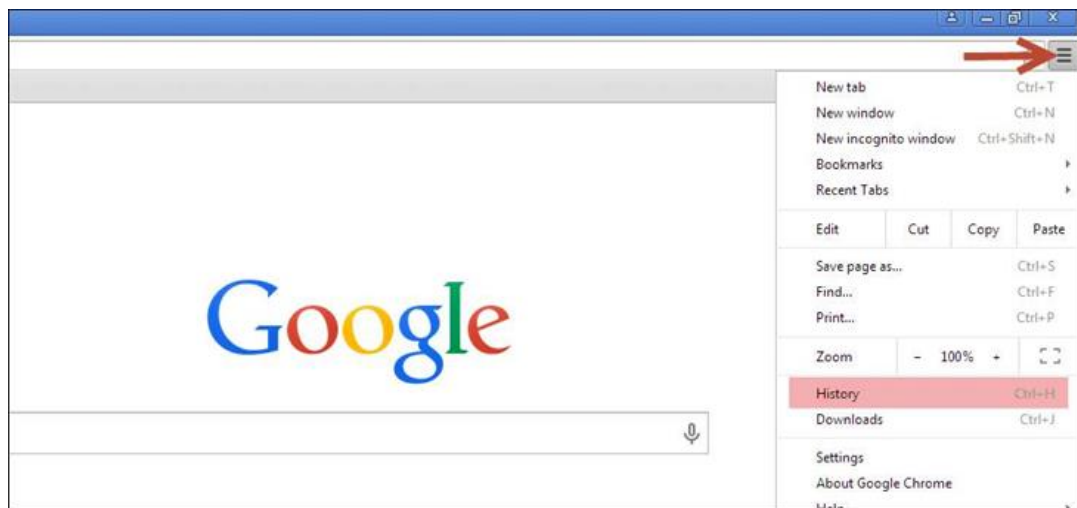
How do I refresh my browser to experience the updates to the web portal?

If you have the landing page of the interconnection tool bookmarked, you will need to take the steps below to ensure you are accessing the new tool:

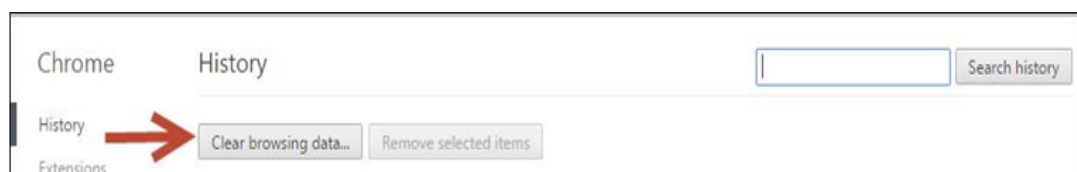
1. Clear your browser's cache and cookies
2. Visit www.pge.com/standardnem
3. Click the "Interconnection Tool – Apply Online" button
4. Bookmark the interconnection tool's landing page

How to Clear Cache and History in Google Chrome:

Select the button next to the search bar at the top of the page. From the drop down list, select "History".



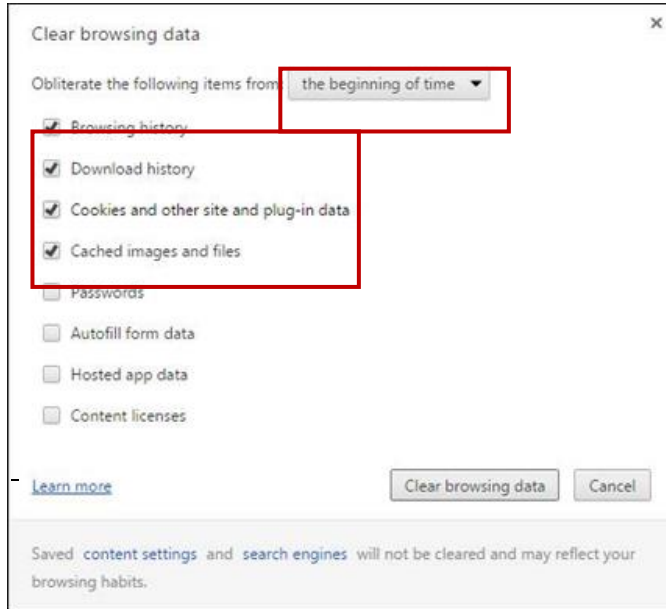
Select "Clear browsing data..."





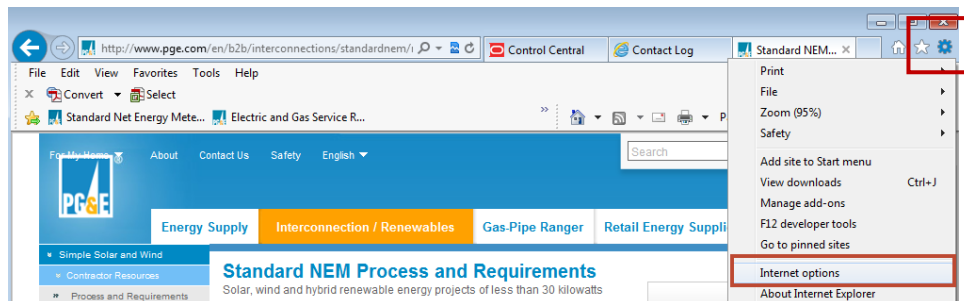
Standard NEM Online Interconnection Application Frequently Asked Questions

Check the first four options and then select "Clear browsing data" in the bottom right corner.



How to Clear Cache and History in Internet Explorer:

Select "Tools" in the upper right corner of the toolbar, and then select "Internet Options".

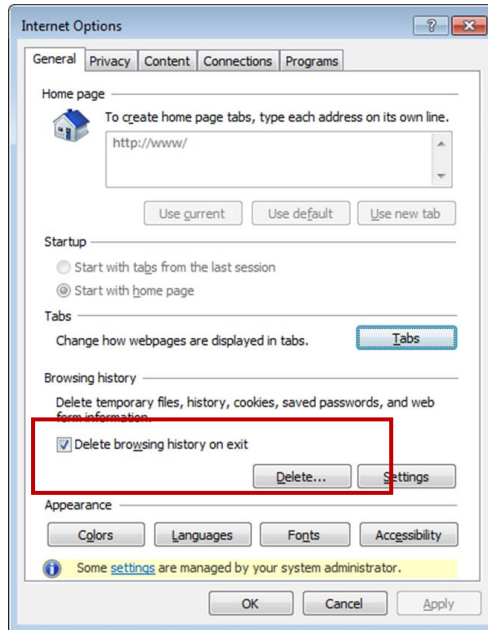




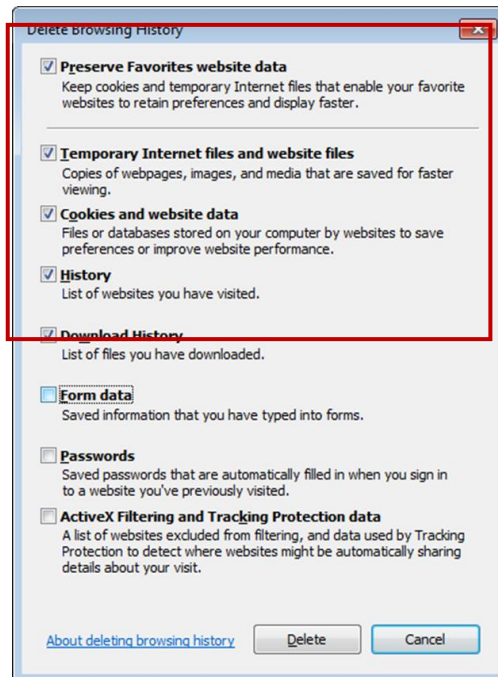
Standard NEM Online Interconnection Application

Frequently Asked Questions

Select the “General” tab and then select “Delete” to the left of the “Settings” button.



Select the first four options and then click “Delete” at the bottom of the page.



Close all browser windows and reopen.



Standard NEM Online Interconnection Application

Frequently Asked Questions

For Internet Explorer Users – Ensure your compatibility settings are correct

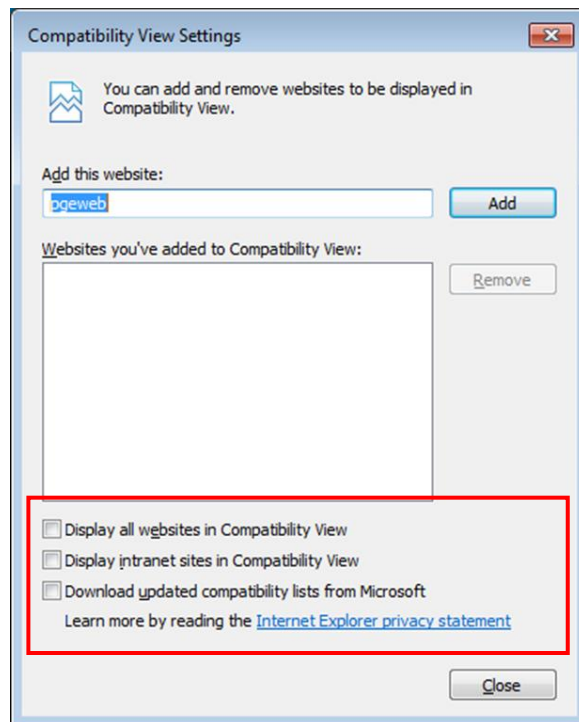
This site requires that 'Compatibility mode' be turned off in Internet Explorer. For instructions please visit: IE8, IE9.

IE8: <http://windows.microsoft.com/en-us/windows/websites-display-incorrectly-internet-explorer-8>

IE9: <http://windows.microsoft.com/en-US/internet-explorer/products/ie-9/features/compatibility-view>

Here is a brief overview of how to turn off the compatibility settings.

Go to Tools > Compatibility View Settings > Uncheck all boxes



Uncheck the all boxes that may be checked at the bottom of the pop up



Standard NEM Online Interconnection Application Frequently Asked Questions

Why when I submit my Agreement & Customer Authorization via Chrome do I get the following picture below?



The above indicates that Chrome's plug-in settings need to be updated. To updated Chrome's Click-To-Play-Plugins option by doing the following:

Find and click the settings menu item

Click the advanced settings link:

[Show advanced settings...](#)

Scroll down until you can see the privacy section, then click on the Content settings button

Privacy



Google Chrome may use web services to improve your browsing experience. You may optionally disable these

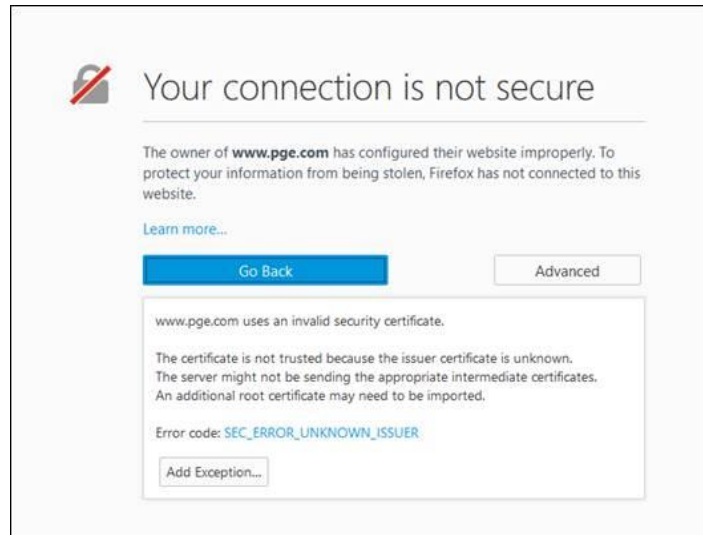
On the new window that pops up, scroll down until you see the "Plugins" section. Here, change the plug-ins option from Run all plugin content to "Let me choose when to run plugin content", then click on "Done."



Standard NEM Online Interconnection Application

Frequently Asked Questions

Why do I encounter the following message via my browser?



The message may indicate that an Internet parental control software is blocking the interconnection tool from loading properly. Either add the interconnection tool to the list of exception web pages or temporarily disable the software to submit your interconnection request online.

What are the available options for completing an interconnection request on the Standard NEM landing page?

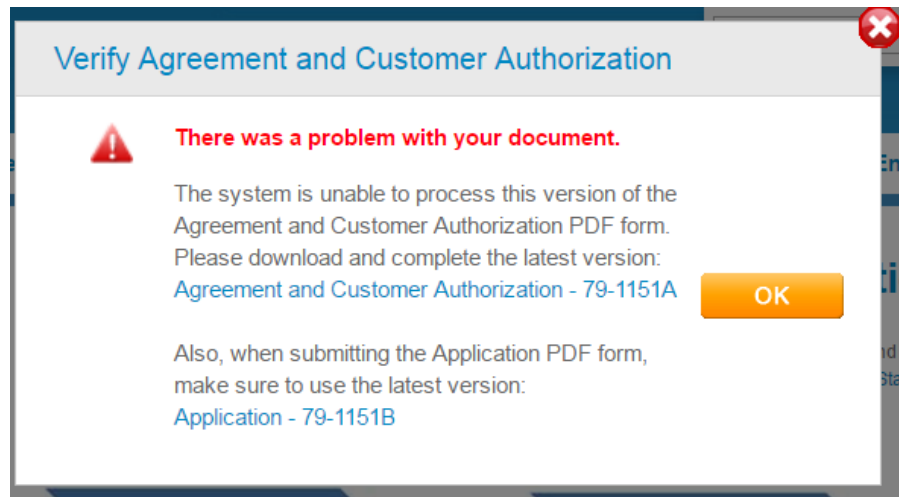
- Online (Recommended) – The user is guided through completion of the form with tips and validations to prevent errors.
- Upload form – Users download a fillable PDF form that is filled out offline and uploaded using the “Upload form” option. The information from the uploaded form is extracted and populated into the Review and Submit page. The user will have the opportunity to update and/or correct identified errors before submitting.
- Upload signed AA (PDF) – Provides the option to upload a signed Agreement & Customer Authorization (AA) if not using PG&E’s e-sign process. All pages of the AA must be included and this information must match the information that was submitted online.
- Upload requested documents – After a complete interconnection request has been received, if additional information is needed to complete the review, a follow-up email will be sent to the Authorized Contact or to the Customer if there is no Authorized Contact. Upload and submit the requested information through this section.



Standard NEM Online Interconnection Application

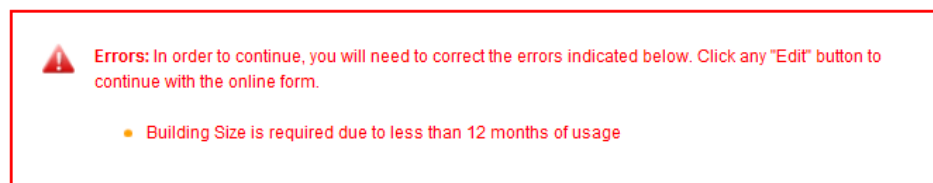
Frequently Asked Questions

I tried to upload the readable document. How come I keep getting this error: What do I do?



In order for the web portal to read the forms, you need the most recent forms which can be found under the “Alternatively, Apply using PDF Download” page or on www.pge.com/standardnem.

Why do I keep getting this error message and instructions to enter the building size?



When there are less than 12 months of consecutive usage for the Electric Service Agreement ID, the web portal will require the user to enter the building size, which is used to estimate the annual usage. Note: The web portal references the usage history of the current Electric Service Agreement ID. The Electric Service Agreement ID can change when there is a rate change and when there is less than 12 months of usage for the current Electric Service Agreement ID, the web portal will require the building size.



Standard NEM Online Interconnection Application

Frequently Asked Questions

How does a temporary account/service impact my ability to apply for interconnection?

PG&E cannot grant Permission to Operate to temporary accounts. To be placed on permanent service, call PG&E and request that the service be made permanent. Once you have permanent electric service the web portal will allow you to submit an interconnection request.



This combination of Electric Service ID and Meter Number is ineligible to submit an interconnection request at this time because it is on a temporary service. In order to obtain permanent service, please contact the Building and Renovation Service Center at 877-743-7782 Mon-Fri 8am-5pm. After the conversion from temporary service to permanent service has been completed, please request the new Electric Service ID and Meter Number combination from your Service Representative.

Why do I receive the error below stating that a generating facility already exists at this location?



Our records indicate that a generating facility already exists at this location. Unfortunately, Agreement and Customer Authorization and Application information for upgrades/modifications cannot be processed online at this time. Please download the following fillable PDF forms by clicking the links below and saving down to your computer. Once the forms are electronically filled out, please send them to SNEMUpgrades@pge.com.

[Agreement and Customer Authorization 79-1151A](#)
[Application 79-1151B](#)

The message above indicates that a project Reference (Ref#) already exists for the address, or Service Agreement and Meter ID. If you are modifying a previously approved system, submit your interconnection request to SNEMUpgrades@pge.com. If there is no previously approved system at the location, an existing active interconnection request already exists. Please contact the Solar Customer Service Center (SCSC) at (877) 743-4112 to find the status of your project.



Standard NEM Online Interconnection Application

Frequently Asked Questions

Why do I receive the demand response error displayed below?



Our records indicate that you are participating in one of the below Demand Response Programs and are not eligible to participate in NEM:

- Peak Day Pricing
- Scheduled Load Reduction Program
- SmartRate

If a customer is on Demand Response (Smart Rate, Peak Day Pricing, or Scheduled load production program), they are ineligible to participate in NEM through the web portal. The Customer must contact the Solar Customer Service Center (SCSC) at (877) 743-4112 and ask to be removed from this program (which will take from 2 business days for processing). After the 2 business days, the web portal will allow the submission of the interconnection request.

Account Look-Up: Why does it say my account information cannot be located?

Standard NEM Interconnection

Account Lookup

*Indicates required field

We are unable to locate your account information. If you feel you've received this message in error, please re-enter your information and try again.

Electric Service ID:* ?

Electric Meter ID:* ?

Form Security



Standard NEM Online Interconnection Application

Frequently Asked Questions

Verify that the Electric Service Agreement ID and Meter Number are from the most recent Energy Statement (example below).

<p>Details of Electric Charges 08/13/2013 - 09/12/2013 (31 billing days) Service For: 1234 Main Street Service Agreement ID: 9087654321 Rate Schedule: E1 S8 Residential Service</p> <p>Your Electric Service ID# is in the section "Details of Electric Service Charges" on Page 3 of your Energy Statement.</p>	<table border="1"><tr><td colspan="2">Service Information</td></tr><tr><td>Meter #</td><td>1098765432</td></tr><tr><td>Current Meter Reading</td><td>41,680</td></tr><tr><td>Prior Meter Reading</td><td>41,023</td></tr><tr><td>Total Usage</td><td>667.000000 kWh</td></tr><tr><td>Baseline Territory</td><td>S</td></tr><tr><td>Heat Source</td><td>Not Electric</td></tr><tr><td>Serial</td><td>Q</td></tr><tr><td>Rotating Outage Block</td><td>50</td></tr></table> <p>Your Electric Meter # appears in the section "Service Information" on the right side of page 3 of your Energy Statement.</p>	Service Information		Meter #	1098765432	Current Meter Reading	41,680	Prior Meter Reading	41,023	Total Usage	667.000000 kWh	Baseline Territory	S	Heat Source	Not Electric	Serial	Q	Rotating Outage Block	50
Service Information																			
Meter #	1098765432																		
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Prior Meter Reading	41,023																		
Total Usage	667.000000 kWh																		
Baseline Territory	S																		
Heat Source	Not Electric																		
Serial	Q																		
Rotating Outage Block	50																		

If you are still receiving the message below, please contact the Solar Customer Service Center at 1-877-743-4112 to verify whether anything has changed recently with the account information.

I know you have the web portal, but can I submit my interconnection requests via email?

All new interconnection requests for new systems are required to be submitted online. Email submissions are no longer accepted. As of 7/6/15, these mailboxes have been retired; any requests sent to these mailboxes will be invalid:

- GEN@pge.com
- SNEMProcessing@pge.com

Which mailboxes are still valid for use?

- For Customer inquiries: SNEMHelp@pge.com
- For Standard NEM upgrades and modifications: SNEMUpgrades@pge.com
- For revision to previously submitted requests via the web portal: NEMFollowups@pge.com
- For Standard NEM Aggregation (whether first-time interconnection or upgrades): NEMAProcessing@pge.com



Standard NEM Online Interconnection Application

Frequently Asked Questions

How do I know who on the PG&E Account can sign the Agreement and Customer Authorization?

The first screen completing the Agreement and Customer Authorization on the interconnection tool will list the financially responsible names on the account that can sign. If the person signing is not listed, call the Solar Customer Service Center at (877) 743-4112 and request to make whomever you would like as “financially responsible.” Also, if you have an alias or your name has changed due to marriage, the alternate name(s) must be added to the PG&E account in order for the name and signature on the Form to be valid.

Why does my Agreement and Customer Authorization (Form 79-1151A) Form get rejected when I have already uploaded the signature page?

In addition to the signature page, all pages are required and must be complete: PG&E must validate that the signature corresponds to the correct Generating Facility and Customer.

If I am a Community Choice Aggregation (CCA) customer, what do I need to be aware of when applying for interconnection?

Being a CCA Customer does not impact how you apply.

If I am a Direct Access (DA) customer, what do I need to be aware of when applying for interconnection?

If you are a DA customer there may be some impacts if you are trying to apply for PG&E's interconnection. In order to apply for interconnection, the customer must remove themselves from any DA energy service provider who does not accept Net Energy Metering (NEM) and be returned to PG&E bundle. To do this, the Customer must call the Solar Customer Service Center at (877) 743-4112 and request to be removed from the DA program. When this is completed, the Customer will be eligible to participate in NEM.



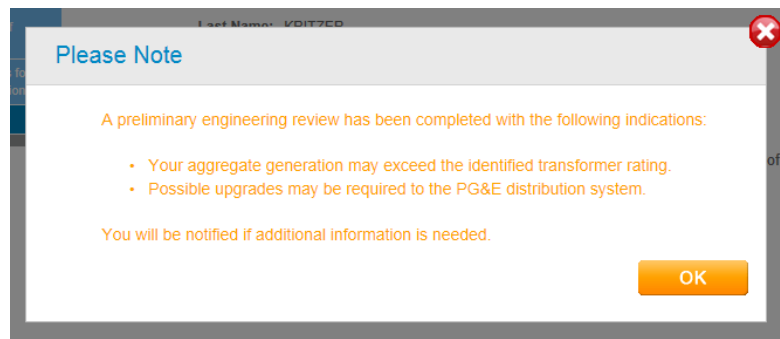
Standard NEM Online Interconnection Application

Frequently Asked Questions

How should new construction homes be handled?

In order for PG&E to process a request for interconnection, permanent service must be established. Once permanent service is established, PG&E's recommended approach is for the developer/installer to complete the interconnection process online (which includes the Customer Authorization and Agreement, Application, and Building Permit) prior to the account being switched to the new PG&E Customer. Once the account has been changed over to the new Customer, the developer/installer will be required to begin the interconnection process from the start as well as obtain a signature from the current Customer if an interconnection request has not yet been submitted. If the account switches over to the new Customer after the developer/installer begins the interconnection process online, but before they complete it, the project will be canceled, and the interconnection process must start over with the new Customer.

If during the Agreement and Customer Authorization session there is a pop-up message that indicates the message(s) below, does that mean the Customer will have to pay for system upgrades after the PTO is issued?



A pre-Engineering review is conducted once the proposed system size is entered online, which will notify you of any possible system impacts. Once the Application Portion of the interconnection request is submitted, a detailed Engineering review will be conducted to determine if there are required system upgrades and an estimate of any cost that the Customer is responsible for. The Customer will have the opportunity to review the estimate before deciding whether or not to proceed.



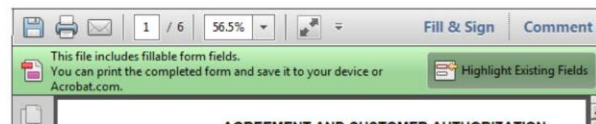
Standard NEM Online Interconnection Application

Frequently Asked Questions

I was planning on fixing my roof first, should I hold off on signing the Agreement & Customer Authorization?

You can sign the Agreement and Customer Authorization prior to replacing the roof. Submitting the signed Agreement and Customer Authorization in advance of building the system will help identify any system upgrades as identified in the above FAQ and may shorten the time it takes to approve your project if there are no system upgrades. We encourage you to use the electronic signature option to sign the agreement on the web portal.

What do the “Print” and “E-Sign” buttons represent on the *Review and Submit* page?



- Must submit all **six pages** in addition to the signature page
 - Maximum allowed combined file: 7 MB
 - Allowed file types: .pdf, .jpg, .jpeg
- Users selecting the “Print” option will have the option to print or save the QR coded AA to sign. Follow these steps to complete the process:
 - Obtain a valid signature on the QR coded AA
 - Visit the PG&E SNEM web portal landing page
 - Enter the Service ID and Meter ID and upload the QR coded signed AA
 - If the QR coded AA is modified and does not match the information entered online, this may result in a follow-up that can lead to a resubmission. If AA modifications are required, please notify SNEMHelp@pge.com for assistance
 - “E-Sign” – an electronic copy of the AA is routed to the Customer via email for electronic signature. If you are the Customer and have supplied an email address, clicking “E-Sign” will allow you to electronically sign the AA online.



Standard NEM Online Interconnection Application Frequently Asked Questions

DocuSign: Why should I use PG&E’s DocuSign?

Using DocuSign via PG&E’s web portal is a free electronic signature option with real-time status updates for the Authorized Contact. PG&E’s functionality provides the contractor with more visibility into the Customer’s signature process: the Contractor receives an email both when the Customer receives the E-sign and when the Customer has signed the form. If the installer does not receive the confirmation email, it means that the Customer has not yet signed the DocuSign. By using the portal, PG&E validates the information entered in the document, which reduces the possibility of discrepancies that lead to follow-up and ultimately reduces the time to issue the Permission to Operate (PTO) notice. It also ensures that a financially responsible person on the PG&E account is signing the Agreement and Customer Authorization.

What is a Quick Response (QR) code?

A Quick Response (QR) barcode is a machine-readable optical label that contains information about the item to which it is attached. The web portal will generate a QR code on the AA. When the signed AA is uploaded, the web portal will read the QR code and automatically:

- Associate the signed AA with the correct project
 - Verify that the uploaded AA was generated from the web portal and all of the information on the form matches the information entered online
 - Verify that all page pages of the signed AA are in the PDF
-

Am I required to install an AC Disconnect Switch?

The web portal will identify when an AC Disconnect is required. Please see below for the AC Disconnect requirements from the Greenbook:

Table 5-3 Requirements For AC Disconnect Switches

Inverter-Based Generators	Phase(s)	AC Disconnect Required?
Self-Contained Meter Panel, Socket-Based, 320 Amps or Less (Continuous Current Rating) *	Single	No
All Other Self-Contained or Transformer-Rated Meter Panels	All	Yes
Non-Inverter-Based Generators	Phase(s)	AC Disconnect Required?
All Self-Contained and Transformer-Rated Meter Panels	All	Yes

* An ac disconnect is required for all K-base meter panels of any ampacity rating.



Standard NEM Online Interconnection Application

Frequently Asked Questions

Disconnect/Reconnect regarding Line Side Taps:

The web portal walks the user through questions to identify if there is a line side tap, which is defined as tying the generator in before the main breaker, but within the Customer section. If there is a line side tap, select “PG&E side (line side tap will be installed)” so that the portal will require a variance request and custom Single Line Diagram. Please note that a building permit is not required to be attached to request a review of the line side tap for approval when this option is selected.

After submitting the request, our engineering team will review and approve the line side tap if the proposal abides by PG&E protocol. Once the request is approved, PG&E will notify the Authorized Contact who can then call the Building and Renovation Service Center (BRSC) at (877) 743-7782 to schedule an appointment for the Disconnect/Reconnect. Once the Disconnect/Reconnect has been completed, an inspection by the Local Jurisdiction may be scheduled to obtain the final sign-off on the building permit. After the building permit is obtained, the Authorized Contact must send a copy to PG&E. The project will have a field inspection by PG&E to ensure that the work was completed according to the variance proposal. Upon approval of the PG&E field inspection, the Permission to Operate letter will be issued.

What information is required on a building permit acceptable to PG&E?

PG&E will accept the building permit only if it includes the local authority (City/County name or seal), job site address, description of work, and the final approval date.

What else should I know about submitting a valid building permit?

Double check that the address printed on the building permit matches the address that you would like to interconnect (which should match the address listed on the first page of the Customer Authorization and Agreement form).



Standard NEM Online Interconnection Application

Frequently Asked Questions

How do I electronically search for a local jurisdiction building permit?

When you come to the building permit screen depicted below, select if you want to search by county or city.

Search for Building Permit ?

Please select your Building Permit Jurisdiction:

- Facility Jurisdiction County: County of Contra Costa
- Facility Jurisdiction City: City of Concord
- Other

Please enter your Building Permit information below:

Building Permit #:* ?

Parcel #:* ?

Continue

Previous

The Building Permit # and Parcel # need to be inputted exactly how the Local Jurisdiction provided to you.

If a building permit is not found, the next screen will appear:

Building Permit Not Found

To continue and upload a Building Permit, select Continue below.
To search again for an Electronic Building Permit, select Try Again.

Try Again

Continue

If you select "Continue", you will be taken to the following screen where you can upload a copy of the building permit. You will need to provide the date the building permit was applied for and the building permit final sign off date. See the below screenshot for details.



Standard NEM Online Interconnection Application

Frequently Asked Questions

Maximum allowed combined file size is (7 MB)

Allowed file types are .pdf, .jpg, .jpeg.

Final building permit & inspection certificate*
Building Permit_Concord_Shiny Solar customer

Building Permit Date Applied*: ?

Building Permit Final Sign-off Date*: ?

Delete the Building Permit to upload a new one, or select Reset to start over from the Building Permit Search.

What do I need to know about CEC-AC rating?

The CEC-AC rating on Form 79-1151A must be equal to or greater than the calculated PV CEC-AC rating from Form 79-1151B. To clarify, the terms “CEC-AC rating” and “PV CEC-AC rating” are synonymous, but there is a distinction. The CEC-AC rating is what the Customer is stating as their system’s maximum size, whereas the PV CEC-AC rating is the actual system size that results from the specific equipment placed on Form 79-1151B. The CEC-AC rating and the PV CEC-AC rating should be equal since they are calculated in the same way:

CEC-AC rating = PV CEC-AC rating = (Quantity of PV Modules x PTC Rating of PV Modules x CEC Inverter Efficiency Rating)/1000
**Please visit the Go Solar California website to obtain the PTC rating and the inverter efficiency rating.

If the PV CEC-AC rating is greater than the CEC-AC rating, one of the following revisions will be required:

- A newly signed Form 79-1151A with a CEC-AC rating greater than 5 will need to be supplied.
- A revised Form 79-1151B will be required with less equipment, so that the PV CEC-AC rating is reduced to match the CEC-AC rating on the Form 79-1151A.