



## Frequently Asked Questions

### Reliant Sell-Back Plans

**Q. Who is eligible for the Reliant Sell-Back plans?**

**A.** Single-family homeowners that currently have a Distributed Renewable Generation (DRG) system at their residence, such as wind turbines or solar panels, and are actively enrolled on a Reliant pricing plan are eligible for the program.

**Q. Can businesses or school districts sell power back to Reliant?**

**A.** Yes. Businesses and independent school districts can sell power back to Reliant using a Grid Contribution Credit Agreement that pays a fixed amount per kWh for all kWh delivered onto the grid by the business or school. Call 1-866-872-6644 for more information. Businesses and independent school districts that currently have a Distributed Renewable Generation (DRG) system, such as wind turbines or solar panels, and are actively enrolled on a Reliant pricing plan, can sell power back to Reliant.

**Q. What are the benefits of a Reliant Sell-Back plan?**

**A.** A Reliant Sell-Back plan allows you to receive a credit per kWh for electricity generated and delivered onto the grid each month, which positively impacts the environment by helping reduce carbon emissions.

**Q. What equipment is required to enroll in a Reliant Sell-Back plan?**

**A.** In most cases, customers with a DRG system will need to have a dual-register meter installed by the local utility company before the electricity generated back to the grid can be counted for credit.

**Q. What is a dual-register meter, and how do I find out if I have one or need one?**

**A.** In most cases, customers with a DRG system will need to have a dual-register meter installed by the local utility company before the electricity generated back to the grid can be counted for credit. A dual-register meter is capable of measuring separately the electricity you are generating and delivering to the grid and the electricity that you are taking from the grid. You will need to contact your local utility company to find out if you have a dual-register meter and how to get one if you need one.



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### Local Utility Contact Information:

#### CenterPoint

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#### Oncor

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#### **Q. Will there be a charge for the new meter?**

**A.** You will need to contact your local utility company to find out if there is a charge for the meter itself and installation before you purchase a dual-register meter.

#### **Q. How do I sign up for a Reliant Sell-Back plan?**

**A.** Call Reliant at 1-866-872-6644 to enroll.

#### **Q. How will the credit show up on my electricity bill?**

**A.** Once the new meter is installed and you are enrolled in a Reliant Sell-Back plan, you will see a grid credit detailing your electricity generated and sent to the grid on your invoice after one or two billing cycles.

#### **Q. Sometimes my bill has two Grid Credit lines. One line says “Grid Credit (0-500)” and the other one says “Grid Credit (500+)”. Why is that?**

**A.** If your renewable energy system delivers more than 500 kWh to the grid, the first 500 kWh gets a credit at the energy rate of your current electricity plan, while the amount after the first 500 kWh gets a credit at \$0.05 per kWh.



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**Q.** I have a device that measures how many kWh my renewable energy system generates. On my invoice, why would I see a credit for less kWh than I generated?

**A.** Some of the kWh you generated were used by your home. Only the kWh delivered to the grid are credited.

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