



Solar Interconnection FAQ's

Can a customer excess generate in your territory?

Yes. With our Cost Avoided metering policy the average production compensation is usually between 1-4 cents and varies based on time of year and other events. Because of this, we do recommend a solar system be sized based off of the winter peak demand to reduce excess generation.

How is the excess energy calculated?

Two meters are installed. The house meter for usage of NPU's energy and a solar production meter. The net production meter versus the consumption meter, per month, is how the energy excess energy is calculated. See below for an example:

	Solar Production Meter (kWh)	NPU Consumption Meter (kWh)	Net Meter Transactions	
Month 1	100.00	200.00	-100.00	Net Pull from the Grid
Month 2	200.00	100.00	100.00	Net Push to the Grid

If a customer produced 1000kWh and used 600kWh, would the bill for that month would \$0, and the customer would get reimbursed for 400kWh at the wholesale rate? If they produced 1000kWh and used 1200kWh, the bill would be for the 200kWh at the retail rate?

The above assumptions are correct, however there would still be meter charges associated with the bill in the case of excess generation where the usage was \$0. Please refer to rate cards for the current monthly meter charge.

Does NPU install solar panels?

We do not. The customer is responsible for contacting a solar contractor to determine if solar is appropriate for their home or business.

What insurance limits do you require?

Three hundred thousand dollars (\$300,000) per occurrence and in the aggregate for bodily injury and/or property damage claims where the gross nameplate rating of the Facility is less than or equal to an aggregate of 100 kW.

Is the solar contractor required to install just the meter socket, or do they need to install the meters as well?

NPU will install the meters; the solar contractor will need to provide a utility grade meter socket which needs to be shown on the Single Line Diagram (SLD).

Is it a utility requirement to have production meters on all projects or it is for the incentive program?

ALL solar projects require the production meter.

For a solar project, is it acceptable that the production meter, AC disconnect, and inverter are inside a customer's home (i.e. their basement)?

No. If the current NPU consumption meter is inside the home, the new meter configuration will need to be outside of the home.

Who completes the witness testing?

Witness testing is observed but not performed by NPU.

What is your processing time for application approval and to receive Permission to Operate?

We don't have a set processing time, this is dependent on if we receive all of the required documentation with the initial submittal or if our engineers send it back requesting additional documentation. Permission to Operate (PTO) notices are sent out once the witness testing is successfully completed.

Does Norwich Public Utilities provide the Permission to Operate Letter? If so, who do you send it to?

PTO notices are sent via email to the homeowner and solar contractor.

After inspection has passed, does the final inspection letter go directly to the utility?

Building Department inspection inquiries can be directed to the City of Norwich Building Department at 860-823-3745.