



CASE 21-E-0629

In the Matter of the Advancement of Distributed Solar.

CASE 19-E-0735

Petition of New York State Energy Research and Development Authority Requesting Additional NY-Sun Program Funding and Extension of Program Through 2023.

CASE 14-M-0224

Proceeding on Motion of the Commission to Enable Community Choice Aggregation Programs.

CASE 24-E-0084

Petition of New York Power Authority to Establish the Renewable Energy Access and Community Help Program.

Statewide Solar for All Program and
Renewable Energy Access and Community
Help Program
Enrollment and Awareness Plan

Filed: June 13, 2025

Table of Contents

I.	Introduction	3
II.	Outreach Activities	5
a.	First Program Year.....	5
b.	Ongoing.....	6
III.	Outreach and Awareness Costs Estimates	8
V.	Appendices	9
A.	S-SFA and REACH FAQ Template for Customers.....	9
B.	S-SFA and REACH FAQ Template for CSRs.....	10
C.	EAP Enrollment Letter	12
D.	Financial Assistance Page	16
E.	Shared Dual Participation Resource Plan	18

I. Introduction

In its May 16, 2024 Order Approving Statewide Solar for All Program with Modifications (“S-SFA Order”)¹, the New York State Public Service Commission (“PSC” or “Commission”) directed each investor-owned utility to implement a Statewide Solar for All (“S-SFA”) program, where solar and storage projects are compensated via the utility’s Value of Distributed Energy Resources (“VDER”) program and a portion of that compensation is distributed through bill credits to low-income customers participating in the utility’s Energy Affordability Program (“EAP”) and residing in Disadvantaged Communities (“DACs”). In its October 16, 2024 Order Implementing Renewable Energy Access and Community Help Program (“REACH Order”)², the Commission directed each investor-owned utility to implement a Renewable Energy Access and Community Help (“REACH”) Program, where similarly a portion of the net revenues generated through the production of renewable energy projects will be distributed through bill credits to EAP participants residing in DACs. Ordering Clause 11 in the S-SFA Order calls for each utility to “file a Statewide Solar for All Enrollment and Awareness Plan”.³ Additionally Ordering Clause 8 of the REACH Order calls for each utility to file an implementation plan that includes a customer outreach and education plan.⁴

In this plan, Consolidated Edison Company of New York, Inc. (“Con Edison”) and Orange and Rockland Utilities, Inc. (“O&R,” together “Companies”) describe customer outreach, awareness and training activities for the S-SFA and REACH programs and provide a shared utility dual participation resource plan that will be used to encourage eligible customers to dual participate in the S-SFA and

¹ Case 21-E-0629 et al., *In the Matter of the Advancement of Distributed Solar*, Order Approving Statewide Solar for All with Modifications (“S-SFA Order”) (issued May 16, 2024).

² Case 24-E-0084, *Petition of New York Power Authority to Establish Renewable Energy Access and Community Help Program*, Order Implementing Renewable Energy Access and Community Help Program (“REACH Order”) (issued October 16, 2024).

³ S-SFA Order, Pp. 71.

⁴ REACH Order, Pp. 46.

REACH programs and opt-in CDG. As detailed in the Companies REACH Implementation Plan,⁵ since eligible EAP customers will be automatically enrolled in both S-SFA and REACH, this plan combines customer awareness, outreach and engagement activities, and cost estimates for these programs. These activities include customer program communications, informational and education materials, and outreach at community events. Additionally, this plan outlines the Companies' process to notify and educate eligible customers of their automatic enrollment in the S-SFA and REACH programs. Eligible customers will begin receiving credits for S-SFA and REACH programs in December 2025 and January 2026, respectively. This plan is comprised of the following sections:

- Section II. Outreach Activities
- Section III. Outreach and Awareness Costs
- Section IV. Cost Recovery

⁵Case 24-E-0084, *Petition of New York Power Authority to Establish Renewable Energy Access and Community Help Program*, Renewable Energy Access and Community Help Program Implementation Plan (filed December 13, 2024).

II. Outreach Activities

a. First Program Year

In the first year of the S-SFA and REACH programs, the Companies will focus on outreach and education for currently eligible customers who the Company expects to automatically enroll in the S-SFA and REACH programs by December 1, 2025. Starting in October 2025, the Companies will inform qualified customers of their automatic registration through a one-time bill message. The one-time bill message will inform these customers that they may see S-SFA and REACH program credits on their bill starting December 1, 2025. This bill message will also include instructions for customers on how to learn more about the S-SFA and REACH program by accessing ConEd.com/EAP or by calling a dedicated phone line, which can also be used to unenroll from the programs. EAP customers can also access ConEd.com/EAP directly through the MyAccount portal.

Additionally, starting in October 2025 informational and educational materials about the S-SFA and REACH programs will be available to customers. Detailed information about S-SFA and REACH, including unenrollment options, will be updated to the Companies' dedicated EAP webpages,⁶ as shown in Appendix D. This content will include information about opt-in CDG enrollment as well as FAQs on the programs, provided in Appendix A. The information on these webpages will be downloadable and available in multiple languages through Google Translate.

Training materials will also be provided to Customer Service Representatives ("CSRs") to help them handle inquiries about the programs and unenrollment requests. These resources include talking points that explain the core features of the programs, an instructional guide of the unenrollment process, and comprehensive FAQs on S-SFA, REACH, and opt-in CDG. These resources will also be uploaded to

⁶ Con Edison's dedicated EAP website is <https://www.coned.com/en/accounts-billing/payment-plans-assistance/help-paying-your-bill>.

Orange and Rockland's dedicated EAP website is <https://www.oru.com/en/accounts-billing/payment-assistance/new-york/energy-affordability>.

a centralized platform within the billing system that CSRs can access and search at any time. See the Dual Participation Plan in Appendix E for additional details on planned training activities. S-SFA and REACH FAQs for CSRs are provided in Appendix B.

Table 1: Timeline of S-SFA and REACH First Program Year Activities

Activities	Date
Rollout of CSR Training Material on S-SFA, REACH, and dual participation in opt-in CDG	September 2025
Customer Notification of Upcoming Monthly Bill Credit	October 2025
Launch of Enhanced Financial Assistance Program Landing Page, including opt-in CDG information	October 2025
S-SFA Credits Begin	December 2025
REACH Credits Begin	January 2026

b. Ongoing

The activities covered in this section include ongoing customer outreach, education, and customer assistance following the First Program Year. To notify and educate newly eligible customers, the Companies will provide customers with a modified version of the EAP Enrollment Letter, currently mailed to all new EAP enrollees as shown in Appendix C, informing them of their automatic enrollment in S-SFA and REACH, as well as information on opt-in CDG and unenrollment options.

Newly eligible EAP customers who are automatically enrolled after December 1, 2025 will also see a one-time bill message providing customers with a phone number they can call to learn more information about the programs or unenroll in the programs. Once eligible customers begin receiving bill credits, the Companies will include bill messages to customers to notify them of bill adjustments involving S-SFA or REACH credits. A customer account characteristic will be integrated into the billing system that will enable CSRs to complete unenrollment requests and re-enroll customers who wish to do so after unenrolling. Functionality will also be developed within the customer MyAccount portal to

present information on S-SFA and REACH enrollment and bill credits, including a feature which will enable customers to unenroll directly through the MyAccount portal. To provide ongoing support to CSRs handling inquiries about the programs or unenrollment requests, training and other program-specific resources will be reviewed annually and updated as needed based on lessons learned.

Finally, the Companies will also look for opportunities to inform customers about S-SFA and REACH programs and promote opt-in CDG subscription at in-person EAP events tailored for customers living in DACs, including participation by community and industry stakeholders. These efforts are important to increasing the accessibility to the benefits of renewable technologies for all customers.

Table 2: Timeline of S-SFA and REACH Ongoing Activities

Activities	Date
Modified EAP Enrollment Letter Mailed to New EAP Customers	December 2025 - Ongoing
S-SFA/REACH Credit Bill Messages	December 2025 - Ongoing
In-Person Outreach Events	Beginning in January 2026
Updating CSR Resources	Annually or as needed, beginning in 2026

III. Outreach and Awareness Costs Estimates

The Companies will leverage the Companies current billing and messaging systems, MyAccount platforms, the existing EAP-specific webpages, customer onboarding mailings, and enhancements outlined in the S-SFA Implementation Cost Report and REACH Implementation Plan to support the outreach, education, and awareness activities described in the sections above. As a result, the Companies total cost estimate for outreach and education activities is \$14,000. This cost estimate will cover the initial effort to develop and test a new flag within the billing system to generate the modified EAP Enrollment Letter, as well as translate the modified EAP Enrollment Letter. The cost will be split between the Companies with ninety-three (93) percent of the costs covered by Con Edison and seven (7) percent of the costs covered by O&R.

IV. Cost Recovery

The Companies will recover outreach and education costs through the 1% Utility Administrative Fee, as detailed in the REACH Order⁷ and in the S-SFA Order Providing Clarification.⁸ Since costs for these activities are combined, the Companies plan to recover costs through the administrative fee on a pro rata basis, based on the amount of credit in each programs credit pool each year on October 1 and November 1 for REACH and S-SFA, respectively.

⁷ REACH Order Pp. 46

⁸ Case 21-E-0629 et al., *In the Matter of the Advancement of Distributed Solar*, Order Providing Clarification (issued September 24, 2024).

V. Appendices

A. S-SFA and REACH FAQ Template for Customers

What are Solar for All and REACH?

Solar for All (SFA) and Renewable Energy Access and Community Help (REACH) are programs in New York that help people lower their electricity bills. These programs are run by Con Edison. If you're already getting help from the Energy Affordability Program (EAP) and live in a disadvantaged community, you'll be automatically signed up for SFA and REACH. These programs give you more discounts on your electric bill. Click here to learn more about disadvantaged communities: [Disadvantaged Communities - NYSERDA](#).

How do these programs work?

Starting December 1, 2025, if you're in the EAP and live in a disadvantaged community, you'll start seeing additional credits on your Con Edison bill every month. You don't have to pay anything to join. If you become eligible after December 1, you'll see the credits applied on your next bill. If you don't want to be in SFA or REACH, you can opt out at any time without any penalty. For help, call (800) 75-CONED.

What are the benefits? Can I still join if I already use community solar?

If you join SFA or REACH, you'll get more discounts on top of what you already receive from the EAP. You are allowed to be subscribed to a community solar program (also called "Community Distributed Generation" or opt-in CDG) while also being in SFA/REACH.

Where can I learn more about community solar?

NYSERDA has a tool to help you find community solar projects in your area. It also answers common questions and lists available options for Con Edison customers. Click here to view that tool: [Find a Community Solar Project - NYSERDA](#).

What's the difference between SFA/REACH and community solar?

SFA and REACH are automatic — you get the credit if you qualify. But for other community solar programs, you must sign up on your own to receive a discount.

Will the benefits from SFA/REACH change over time?

Yes. The credit amount will stay the same for a year, starting December 1, 2025. After that, the credit might go up or down depending on the size and number of generators in the programs.

How do I know if I qualify for EAP?

Con Edison customers who receive certain government benefits can receive a discount of up to \$173 per month on their energy bills, through the Energy Affordability Program.

Most customers receiving certain benefits, like Supplemental Security Income, Home Energy Assistance Program, and Supplemental Nutrition Assistance Program benefits, are automatically enrolled in the EAP. Visit [coned.com/billhelp](#) for more information on eligibility and how to apply for EAP, and to learn more about additional assistance programs, like HEAP and EnergyShare.

Customers receiving Medicaid, Veterans Disability or Survivors Pension, Federal Public Housing Assistance, or Lifeline Telephone Service Program benefits among others can enroll online or apply via email, fax, mail, or in person at one of Con Edison's walk-in centers.

B. S-SFA and REACH FAQ Template for CSRs

Solar for All (SFA) and Renewable Energy Access and Community Help (REACH) are New York State utility bill assistance programs implemented by Con Edison. Con Edison customers enrolled in Energy Affordability Program (EAP) will be automatically enrolled in both programs to receive additional discounts on their monthly electric bills, as long as they also live in a disadvantaged community (DAC) census tract.

How do the SFA/REACH programs work?

Effective December 1, 2025, EAP-enrolled customers residing in DACs will start seeing SFA and REACH credits applied to their Con Edison bill on a monthly basis. There is no cost to participate. Customers that become eligible for the SFA/REACH programs on or after December 1st will receive credit during the following bill cycle. There is also no penalty to our customers for opting out of SFA or REACH. Customers should call (800) 75-CONED for assistance.

What are the advantages to participating in SFA/REACH? Can customers participate if they already subscribe to a community solar facility or vice versa?

Being enrolled in SFA/REACH, customers will receive added discounts on their Con Edison bill, in addition to those already received through EAP. Customers may also subscribe to other community solar (also called “Community Distributed Generation” or “CDG”) programs while being enrolled in SFA/REACH, if they aren’t already subscribed at the time of enrollment in these two programs.

NYSERDA offers a find a community solar project tool that includes a list of providers and projects available to Con Edison customers, as well as answers to frequently asked questions they can reference while researching projects.

What is the difference between SFA/REACH and community solar programs?

With Solar for All/REACH, if you are an EAP participant living in a DAC, you are automatically signed up to receive SFA/REACH credits. Other community solar/CDG programs typically require the customer to subscribe (or “opt-in”) to a project before receiving a related bill credit.

Will SFA/REACH benefits change?

A set monthly credit for SFA/REACH-enrolled customers will remain in effect for one year, beginning Dec. 1, 2025, and recalculated annually. The recalculated credit may increase or decrease based on the number and size of generators participating in the program.

Customer lives in a DAC and thinks they might be EAP eligible – what should I do?

Con Edison customers who receive qualifying government assistance benefits should know they can receive a discount of up to \$173 per month on their energy bills, through the Energy Affordability Program.

Most customers receiving certain benefits, like Supplemental Security Income, Home Energy Assistance Program, and Supplemental Nutrition Assistance Program benefits, are automatically enrolled in the EAP. Visit coned.com/billhelp for more information on eligibility and how to apply for EAP, and to learn more about additional assistance programs, like HEAP and EnergyShare.

Customers receiving Medicaid, Veterans Disability or Survivors Pension, Federal Public Housing Assistance, or Lifeline Telephone Service Program benefits among others can enroll online or apply via email, fax, mail, or in person at one of Con Edison's walk-in centers.

C. EAP Enrollment Letter



Dear Customer,

As a customer who receives benefits from a qualifying governmental assistance program, you have been enrolled in our Energy Affordability Program (EAP) and will receive a discount on your utility charges. A discount of \$36.77 will be applied to your monthly electric bill. A discount of \$121.42 will be applied to your monthly gas bill.

For information on the Energy Affordability Program, please visit conEd.com/EAP.

Enrollment In Budget Billing Plan

All customers on the Energy Affordability Program are automatically enrolled in our Budget Billing Plan.* This plan spreads your monthly payments evenly across the year, making budgeting easier and helping to reduce the impact of seasonal spikes in energy costs. Your budget billing amount is calculated based on your average monthly bill over the past 12 months.

We may make periodic adjustments if your actual energy use is significantly higher or lower than what you are billed for. You can check your progress on the plan at any time in My Account. Helpful charts let you see how your actual energy use compares to what you've paid so far on the plan. We'll also provide an update on each statement, detailing the total payments you have made and your total energy charges to date, so you'll always know where you stand.

After the plan ends, if your actual energy use is lower than what you were billed, you'll get a credit on your next bill. If it's higher, you'll be billed the difference. Your next bill will show your Budget Billing amount. No action is required unless you wish to opt out of the Budget Billing Plan.

CM-BUDGDEENR

Wondering if you can get a better deal on your energy needs? Explore your choices at PowerYourWay.com.

Page 1 of 2

Account number:

conEdison PO BOX 1702
NEW YORK, NY 10116-1702

+

44906



To be removed from the program, scan the QR code to log into My Account.
In Bill Settings under Budget Billing, choose "Unenroll" and "Confirm Unenrollment."
You will be removed by the next billing cycle.

If you need assistance, please call 1-800-75-CONED (1-800-752-6633).

*If you are behind on paying your bills, Con Edison will wait to enroll you in the Budget Billing Plan until you pay your past charges or enroll in a payment agreement.

Return to Con Edison Supply Service

The New York State Public Service Commission has initiated changes designed to further protect consumers, particularly those enrolled in the utility Energy Affordability Program. One of these changes prevents most energy service companies, commonly known as ESCOs, from supplying energy to energy affordability customers. If you currently receive supply from an ESCO that has not been approved to serve EAP customers, you will be returned to Con Edison supply at the end of your contract.

Sincerely,

Con Edison Customer Operations



Dear Customer,

As a customer who receives benefits from a qualifying governmental assistance program, you have been enrolled in our Energy Affordability Program and will receive a discount on your utility charges. For customers that have enrolled in the Energy Affordability Program through a self-attestation application, it is your responsibility to recertify annually.

For information on the Energy Affordability Program, please visit www.oru.com/nybillhelp.

Enrollment in the Budget Billing Plan

Qualifying customers on the Energy Affordability Program will be automatically enrolled in our Budget Billing Plan. This plan spreads your monthly payments evenly across the year, making budgeting easier and helping to reduce the impact of seasonal spikes in energy costs. The amount you pay through the Budget Billing Plan is calculated based on your average monthly bill over the past 12 months. If you previously enrolled in the Budget Billing Plan, there will be no change to your bill.

We will review this amount every four months and potentially adjust as needed. We'll also provide an update on each statement, detailing the total payments you have made and your total energy charges to date, so you'll always know where you stand. Customers that are behind on paying their bills, will be removed from the Budget Billing Plan. You may contact Customer Service to reenroll in the Budget Billing Plan once past charges have been paid off or you enter into a payment agreement.

For qualifying customers, your next bill will show your Budget Billing amount.

No action is required on your part unless you wish to opt out of the Budget Billing Plan. To be removed from this program, please call us at 1-877-434-4100.

Return to Orange & Rockland Supply Service

The New York State Public Service Commission has initiated changes designed to further protect consumers, particularly those enrolled in the utility Energy Affordability Program. One of these changes prevents most energy

CMBUDHEAP

Wondering if you can get a better deal on your energy needs? Explore your choices at oru.com

Page 1 of 2

Account number:

Orange & Rockland PO BOX 1005
SPRING VALLEY NY 10577

+

service companies, commonly known as ESCOs, from supplying energy to low-income customers. If you currently receive supply from an ESCO that has not been approved to serve low-income customers, you will be returned to Orange and Rockland supply at the end of your contract.

Sincerely,

Orange and Rockland Utilities

D. Financial Assistance Page

conEdison

Account & Billing

Services & Outages

Save Energy & Money

Clean Energy

Search

Log In or Register

Home / Payment Plans & Assistance / Financial Assistance Programs

Financial Assistance Programs

Concerned about costs? We're here to help.

[Energy Affordability Program](#) [Home Energy Assistance Program](#) [HEAP Cooling Assistance](#) [Energy Share](#)

Energy Affordability Program (EAP)

You may qualify for a discount on your monthly energy bill if you receive benefits from the following eligible governmental assistance program.

You'll be enrolled automatically if an agency notifies us that you receive benefits from these eligible governmental assistance programs:

- [Home Energy Assistance Program \(HEAP\)](#)
- Supplemental Nutrition Assistance Program (SNAP) – [NYC SNAP](#); [Westchester SNAP](#)
- [Supplemental Security Income \(SSI\)](#)
- Direct Vendor or Utility Guarantee
- Temporary Aid to Needy Families (TANF) – [NYC TANF](#); [Westchester TANF](#)
- Safety Net Assistance (SNA) – [NYC SNA](#); [Westchester SNA](#)

Energy Affordability Program

[APPLY ONLINE](#)

If you are an income-eligible customer who receives benefits from an eligible government assistance program, you may receive a 12-month discount on your monthly energy bill.

You will automatically receive an energy bill discount if a government agency notifies us that you receive benefits from these eligible government assistance programs:

- [Home Energy Assistance Program \(HEAP\)](#)
- [Direct Vendor or Utility Guarantee \(DSS grant\)](#)

You **will not** be enrolled automatically if you receive benefits from any of the following eligible government assistance programs:

- Lifeline Telephone Service Program (Lifeline)
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- [Temporary Aid to Needy Families \(TANF\)](#)
- [Safety Net Assistance \(SNA\)](#)
- [Medicaid](#)
- [Federal Public Housing Assistance](#)

E. Shared Dual Participation Resource Plan

Statewide Solar for All (S-SFA) Dual Participation Resource Plan

Submitted by:

Central Hudson Gas & Electric Corporation,
Consolidated Edison Company of New York, Inc.
Niagara Mohawk Power Corporation d/b/a National Grid,
New York State Electric & Gas Corporation
Orange and Rockland Utilities, Inc., and
Rochester Gas and Electric Corporation

June 13, 2025

Table of Contents

I.	Introduction.....	3
II.	Training.....	4
III.	Informational and Educational Materials.....	4
IV.	Appendix.....	6
A.	Customer Facing Community Solar FAQ Template.....	6
B.	Customer Service Representatives FAQ Template.....	8
C.	Customer Service Representative Training Manual Template	10

I. Introduction

In its May 16, 2024 Order Approving Statewide Solar for All Program with Modifications (“S-SFA Order”),⁹ and its October 16, 2024 Order Implementing Renewable Energy Access and Community Help Program (“REACH Order”),¹⁰ the New York Public Service Commission (“PSC” or “Commission”) directed each investor-owned utility to implement a Statewide Solar for All (“S-SFA”) program, and REACH program, respectively, where a portion of the net revenues from the production of renewable energy projects will be distributed through bill credits to low-income customers participating in the individual utility’s Energy Affordability Program (“EAP”) and residing in Disadvantaged Communities (“DACs”). The S-SFA Order calls for utilities to “develop a shared dual participation resource plan to be used by each utility that includes training materials for utilities to proactively encourage dual participation.”¹¹

In this Dual Participation Resource Plan (“Plan”), the Joint Utilities¹² describe the training and customer awareness activities planned by utilities to encourage dual participation in S-SFA and other Statewide programs and opportunities, including opt-in Community Distributed Generation (“CDG”). This includes training materials for utility customer service personnel, and resources for EAP customers such as Frequently Asked Questions (“FAQs”) and dedicated utility S-SFA EAP webpages. Since eligible EAP customers will be automatically enrolled in both S-SFA and REACH, this Plan combines training, customer awareness, and education activities for these programs. Additionally, these efforts will be aligned with broader EAP awareness strategies to support effective and consistent messaging to EAP customers. Finally, successful implementation of the Plan is crucial to supporting the success of the S-

⁹ Case 21-E-0629 et al., *In the Matter of the Advancement of Distributed Solar*, Order Approving Statewide Solar for All with Modifications (“S-SFA Order”) (issued May 16, 2024).

¹⁰ Case 24-E-0084, *Petition of New York Power Authority to Establish Renewable Energy Access and Community Help Program*, Order Implementing Renewable Energy Access and Community Help Program (issued October 16, 2024).

¹¹ S-SFA Order, p. 29.

¹² The Joint Utilities are Central Hudson Gas & Electric Corporation (“Central Hudson”), Consolidated Edison Company of New York, Inc. (“Con Edison”), New York State Electric & Gas Corporation (“NYSEG”), Niagara Mohawk Power Corporation d/b/a National Grid (“National Grid”), Orange & Rockland Utilities, Inc. (“O&R”), and Rochester Gas and Electric Corporation (“RG&E”).

SFA and REACH programs, as well as encouraging eligible EAP customers to access additional energy affordability benefits through participation in other programs.

II. Training

The Joint Utilities will develop training materials and other resources to be used by customer service personnel to effectively address customer questions about the S-SFA and REACH programs, as well as other community solar offerings available to them. These materials include comprehensive shared FAQs that can be used by utilities to provide information to customer service personnel about dual participation opportunities, and other resources available through each utility's knowledge sharing platforms. These resources may include a Customer Service Representative Training Manual, sample template provided in Appendix C with detailed background information on S-SFA, REACH and opt-in CDG programs, such as, program eligibility, differences between programs, how to enroll, and how bill credits will be displayed. Examples of customer service personnel-facing FAQ template for CDG (also referred to as "Community Solar") and a training manual template are provided in Appendix B and Appendix C.¹³

The Joint Utilities will use various methods to train customer service personnel to bring awareness to program offerings and available resources to assist customers inquiring about S-SFA/REACH and dual participation in opt-in CDG. These methods may include email communications and in-person meetings. The Joint Utilities plan to update training materials and resources on an ongoing basis, as necessary, based on feedback received from customer service personnel.

III. Informational and Educational Materials

The Joint Utilities will use various channels to share materials with customers participating in the S-SFA and REACH programs to generate awareness about additional statewide programs and

¹³ Appendix C may vary for each utility.

opportunities, including dual participation in opt-in CDG. These materials will include customer-facing FAQs, including S-SFA and opt-in CDG (see Appendix A), and webpage updates. The Joint Utilities will work together to create consistent messaging across customer-facing materials and communications, including, as applicable, in bill messaging, standalone communications by mail, and various digital platforms. For inquiries regarding a customer’s DAC status, the Joint Utilities plan to direct customers to the New York State Energy Research and Development Authority’s (“NYSERDA’s”) Disadvantaged Community website.¹⁴ Additionally, each utility will update its EAP webpage with S-SFA and REACH related program information, including links to Energy Advisor, DOE’s Low-Income Clean Energy Connector tool, and NYSERDA’s Find a Community Solar Project tool. Additional details on utility and program specific customer outreach and awareness activities are provided in each utility’s Enrollment and Awareness Plan.

¹⁴ <https://www.nyserda.ny.gov/ny/disadvantaged-communities>

IV. Appendix

A. Customer Facing Community Solar FAQ Template

Community Distributed Generation (CDG) FAQ

What is Community Distributed Generation (CDG)?

CDG allows multiple customers to share the benefits of a single, large-scale renewable energy project, such as a solar farm. Customers receive credits on their electric bills based on their share of the energy produced by a CDG project. CDG is sometimes referred to as “Community Solar”.

Who can participate in a CDG project?

Residential and business customers who pay an electric bill are eligible to subscribe (“opt-in”) to a CDG project. Specific eligibility criteria may vary depending on the project and location.

Can I simultaneously participate in a CDG project if I am already receiving credits through the Statewide Solar for All (S-SFA)/Renewable Energy Access and Community Help Program (REACH) programs?

Yes, eligible EAP customers enrolled in the S-SFA/REACH programs may also subscribe to an opt-in CDG project.

How do I join a CDG project?

The project developer (sometimes also called a “**sponsor**” or “**host**”), or their marketing representatives can guide you through the enrollment process.

You can join by subscribing to a CDG project in your area. NYSERDA offers a find a community solar project tool¹⁵ that includes a list of providers and projects available to utility customers, as well as answers to frequently asked questions you can use while researching projects.

To further confirm your choices, you may review a list of Distributed Energy Resources (DER) providers, which are companies required to register with the New York State Department of Public Service to offer or market CDG¹⁶.

What are the benefits of enrolling in a CDG project?

- Access to renewable energy without installing equipment on your property.
- Potential savings on your electric utility bills through monthly credits.
- Support for clean energy initiatives and reduced carbon footprint.

Do I need to install solar panels or other equipment on my property?

No, CDG projects are off-site, so you don't need to install any equipment on your property.

How are CDG credits applied to my energy bill?

The energy produced by the CDG project is converted into credits, which are applied to your electric utility bill, reducing your overall energy costs. The amount of credit applied to your monthly

¹⁵ <https://www.nyserda.ny.gov/All-Programs/NY-Sun/Community-Solar/Choosing-a-Project>

¹⁶ <https://documents.dps.ny.gov/PTC/der>

bill will depend on the amount of energy generated by your selected project and the amount allocated to each subscriber.

Can my CDG credits apply to any other sections of my utility bill?

Any bill credits that you receive from the CDG provider host/marketer will only apply to your electricity bill (both delivery and supply). They cannot be applied to gas charges, nor can they be used to pay off past due balances. The CDG credits are non-transferable and can never be cashed out in the form of a direct payment.

How do I unenroll from a CDG project?

Any questions, issues, or changes to your community solar subscription must be directed to your CDG host/marketer. The utility cannot make changes to your CDG subscription plan.

What happens if I move?

If you move within the same electric utility service area, you will lose your CDG subscription unless and until you contact your CDG host/marketer to update your account number. The CDG host/marketer must submit a new allocation request with the utility to continue your subscription. If you move outside of your current electric utility service area, you will need to find a new CDG host/marketer in that new utility service area.

Are there any costs associated with joining a CDG project?

Some projects may have subscription fees or other costs and requirements, including notice requirements to your CDG project sponsor if you plan to move residences. It is important to review the terms and conditions of a project before enrolling.

To find out more information about programs and services available to help income-eligible families and individuals. Please refer to the below websites.

<https://energyadvisor.ny.gov/>

<https://www.nyserda.ny.gov/All-Programs/NY-Sun/Community-Solar/Community-Solar-Map>

<https://www.energy.gov/communitysolar/clean-energy-connector>

B. Customer Service Representatives FAQ Template

Community Distributed Generation (CDG) FAQ

What is Community Distributed Generation (CDG)?

CDG allows customers to share the benefits of a single, large-scale renewable energy project, such as a solar farm. Customers receive credits on their electric bills based on their share of the energy produced by a CDG project. CDG is sometimes referred to as “**Community Solar**”.

Who can participate in a CDG project?

Residential and business customers who pay an electric bill are eligible to subscribe (“opt-in”) to a CDG project. Specific eligibility criteria may vary depending on the project and location.

Can customers simultaneously participate in a CDG project if they are already receiving credits through the Statewide Solar for All (S-SFA)/Renewable Energy Access and Community Help Program (REACH) programs?

Yes, eligible EAP customers enrolled in the S-SFA/REACH programs may also subscribe to an opt-in CDG project.

How can customers join a CDG project?

Customers can join by subscribing to a CDG project in their area. NYSERDA offers a [find a community solar project tool](#)¹⁷ that includes a list of providers and projects available to utility customers, as well as answers to frequently asked questions that can be used while researching projects.

The project developer (sometimes also called a “sponsor” or “host”), or their marketing representatives can guide customers through the enrollment process.

To further confirm their choices, customers may review a list of Distributed Energy Resources (DER) providers, which are companies required to register with the New York State Department of Public Service to offer or market CDG.¹⁸

What are the benefits of enrolling in a CDG project?

- Access to renewable energy without installing equipment on your property.
- Potential savings on your electric utility bills through monthly credits.
- Support for clean energy initiatives and reduced carbon footprint.

Do customers need to install solar panels or other equipment on their property?

No, CDG projects are off-site, so there’s no need to install any equipment on the property.

How are CDG credits applied to the energy bill?

The energy produced by the CDG project is converted into credits, which are applied to a customer’s electric utility bill, reducing their overall energy costs. The amount of credit applied to

¹⁷ <https://www.nyserda.ny.gov/All-Programs/NY-Sun/Community-Solar/Choosing-a-Project>

¹⁸ <https://documents.dps.ny.gov/PTC/der>

the monthly bill will depend on the amount of energy generated by the customer's selected project and the amount allocated to each subscriber.

Can CDG credits apply to any other sections of the utility bill?

Any bill credits that customers receive from the CDG provider host/marketer will only apply to the electricity bill (both delivery and supply). They cannot be applied to gas charges, nor can they be used to pay off past due balances. The CDG credits are non-transferable and can never be cashed out in the form of a direct payment.

How can customers unenroll from a CDG project?

Any questions, issues, or changes to a customer's community solar subscription must be directed to their CDG host/marketer. The utility cannot make changes to a customer's CDG subscription plan.

What happens if a customer moves?

If a customer moves within the same electric utility service area, they will lose their CDG subscription unless and until they contact their CDG host/marketer to update their account number. The CDG host/marketer must submit a new allocation request with the utility to continue the subscription.

If a customer moves outside of their current electric utility service area, they will need to find a new CDG host/marketer in that new utility service area.

Are there any costs associated with joining a CDG project?

Some projects may have subscription fees or other costs and requirements, including notice requirements to the CDG project sponsor if a customer plans to move residences. It is important to review the terms and conditions of a project before enrolling.

To find out more information about programs and services available to help income-eligible families and individuals, please refer the customer to the below websites:

<https://energyadvisor.ny.gov/>

<https://www.nyserda.ny.gov/All-Programs/NY-Sun/Community-Solar/Community-Solar-Map>

<https://www.energy.gov/communitysolar/clean-energy-connector>

C. Customer Service Representative Training Manual Template

Statewide Solar For All / Renewable Energy Access and Community Solar

OVERVIEW

What is the Program?

Who is eligible?

How does the Program work?

DISADVANTAGED COMMUNITIES (DAC)

What is a Disadvantaged Community?

Identify Energy Affordability Program and Disadvantaged Community in CRM

Additional Information

PROJECTS

How to identify a project that is participating in the Program

Project Discontinuance

Project Cancel/Rebill

CUSTOMER CREDIT BILLING

How is the credit calculated?

Displaying the credit on customer bills

Additional bill print messaging

OPT-OUT AND OPT-IN

How to Opt-Out

How to Opt-In after Opt-Out

Examples of Letters

OPTIONAL COMMUNITY DISTRIBUTED GENERATION (CDG)

Eligibility for dual participation

Benefits to dual participation

Additional information

REFERRAL

Where to refer for additional inquiries