



## ▶ WHAT IS MY BALANCE?

Your SUNation Energy monthly balance will appear on your e-mailed invoice that is sent within the first five days of each month.

## ▶ WHY DIDN'T I RECEIVE MY INVOICE?

If you did not receive your invoice in an e-mail from [communitysolarbilling@sunation.com](mailto:communitysolarbilling@sunation.com), please check your spam folder. If it is not there, please call our office and speak with Beth Graziani at 631-750-9454.

## ▶ WHAT IF I AM SELLING MY HOME?

Please call our office 60 days prior to your closing date to let us know that you will be moving out of your home.

## ▶ HOW DO I CHANGE THE NAME OR ACCOUNT NUMBER THAT I HAVE ON FILE?

The name on the account with SUNation Energy must match the name that is on the PSEG bill at your home. If you are changing the name on your account with PSEG, please call the office and speak with Beth Graziani to update her with your new account information.

## ▶ WHY IS MY BILL HIGHER THIS MONTH?

Your bills will be higher in the sunnier months if you are not on balanced billing. The more sun, the more the solar system produces. All of the solar produced during the summer will be banked to help cover your winter time bills when there is not as much sun.

## ▶ WHAT HAPPENS IF A PAYMENT BOUNCES?

If for some reason your payment does not go through, it will automatically be added to the following month's invoice and charge so that you are up to date. At this point, we do have an option for the customer to send in a check to bring their account up to date.

## ▶ HOW DO I GET OUT OF MY CONTRACT?

We will be sad to see you leave! If for some reason you would like to leave community solar, please call the office 60 days before your year date and let us know that you would not like to renew your subscription.

## ▶ WHAT IS THE BILLING CYCLE?

Within the first 5 days of each month, you will receive an invoice via e-mail from community solar billing. On or about the 20th of each month, your invoice amount will be pulled from the account that you provided.

## ▶ DO YOU OFFER A BALANCED BILLING OPTION?

SUNation Energy does offer balanced billing. If you would like to be on balanced billing, we can switch you on your year date. Balanced billing customers will receive an invoice in the 12th month of their community solar year. This will make your balance \$0 to start your next year with a new balanced billing amount.

## ▶ IS THERE AN ANNUAL ESCALATOR?

Yes, there is a 1.5% escalator each year which will increase on your SUNation Energy anniversary date.



**ADDITIONAL QUESTIONS? CALL NOW!**  
**631-750-9454 | [SUNATION.COM](http://SUNATION.COM)**