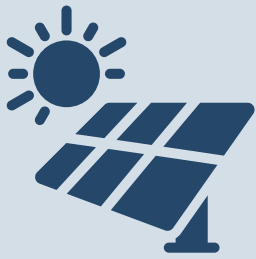




How to Cancel A Solar Subscription

Understanding billing lags and cancellation periods



Many consumers are used to subscriptions that can be ended relatively quickly like a streaming service.

Community solar subscriptions are **not** like that.

Cancellation periods are set by your contract with the solar company and often range from **90 days to 180 days**. They are followed by a billing lag of around **60 days**.

This means that many people who cancel a solar subscription **receive solar bills for 4-8 months** after the initial request.

Cancellation Request

Cancelled Subscription

Final Solar Bill



— 4-8 Months —→



First Bill Cancellation Rule:

If you cancel anytime before, or up to **five days** after, your first solar bill, you are **only responsible for paying that first bill**.

However, customers will usually still see solar credits on their electric bills for **a couple of months** afterward.

Ask your utility if you can keep your solar credits when you move to another location within the same utility service area. If you know you are moving away, be sure to draw down your **banked credits** before you move. If you close your utility account and move out of the area, any banked credits will be lost.



If you are considering enrolling in community solar, **read your contract carefully** before signing!