

Solar Cancellation

Understanding billing lags and cancellation periods



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OR



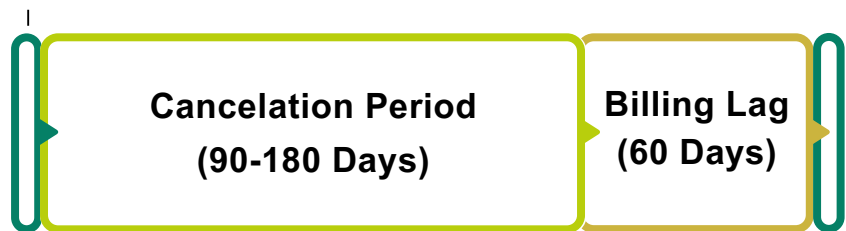
A lot of consumers are used to subscriptions that you can end relatively quickly, like a streaming subscription.

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

Cancellation periods often range from **90 days to 180 days**, and are followed by a billing lag of around **60 days**.

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

Cancellation Request



— 4-8 Months —→

Canceled Subscription



If you cancel any time 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 **at least a couple of months** afterward.

If you close your account and are not moving to another location within your utility's service territory, **any banked credits are lost** and cannot be transferred.



If you are considering signing up for solar, **read your contract carefully** before signing!

Learn More at: [Maine.gov/MEOPA](https://www.maine.gov/MEOPA)