



## FAQ Power+

- **How much does Power+ cost?**
  - Program participant's Power+ service agreement charge will be between \$80 and \$120 each month. This fee will repay HCE for the batteries and their installation. When combined with the monthly HCE credit of \$51.50 per battery to you for periodic battery control, you should expect an additional \$30 to \$60 charge on your monthly bill. This fee will vary depending on the exact installation costs of the system. Energy credits will continue longer if you wish to remain in the program.
- **How long will it take to have the batteries installed after I am approved?**
  - Installation times will vary based on each member's site design, we anticipate a 3 to 4 month completion process.
  - After the initial HCE system site review, you will be sent a self-assessment form to provide us with information about your electric service and potential location for the Powerwall 2(s). Once accepted, an initial walk-through visit will be scheduled with the contractor. The contractor provides the costs to us, and we send you a contract outlining the terms and conditions as well as the repayment calculations and bill credits. You will also need to sign an interconnect agreement and provide us with a certificate of liability insurance from your homeowner's insurance company. At that time, you are considered approved and the installation will be scheduled.
- **What is the purpose of a self-assessment form if you will be doing a site visit?**
  - This provides us with some initial information that will be helpful to the installer and save time on the initial walk-through. It also helps us identify any potential problems up front that might be barriers to installing a Powerwall 2 at your location.
- **Do I need to be concerned about wiring in my home if my home is older?**
  - It is possible that you may need an electric panel upgrade. You will need to have a main breaker of at least 100 amps. The Powerwall 2(s) will be wired straight into the main panel. The installation will not affect the rest of the wiring in your home.
- **Will I need to get additional insurance on top of what I may already have for my PV array?**
  - HCE will require a minimum of \$1,000,000 of liability coverage for this program. With your PV array, if the capacity was less than 10 kW, you were required to only maintain a minimum of \$300,000.
- **Will HCE provide the installer or do I find one?**
  - HCE will contract with an authorized Tesla Installer.
- **How long will it take before the batteries are working?**
  - The installation will take 1-3 days to complete followed by an inspection after 1-2 days. Once the batteries are installed there is a commissioning process that usually takes about 72 hours. You will first see the batteries charge and then over the next couple days, you will start to see more features available through the Tesla App.  
<https://www.tesla.com/support/energy/powerwall/install/installation-day>
- **Will my power be shut off for the installation and if so for how long?**



- **Is HCE willing to provide generators to keep my power going during the install?**
  - No. We are interconnecting into the panel, so for safety reasons it must be de-energized.
- **How often will HCE be taking the stored energy from my batteries?**
  - HCE may initiate withdrawal or delay charging during times of peak demand. These times are usually between 4:00 and 9:00 p.m. and events will usually last 2 to 3 hours in duration. HCE will target a limit of 100 peak demand event hours in a calendar year, although that limit can be revised if conditions warrant.
- **Will HCE initiate charging of my batteries, and if so, when?**
  - HCE will charge the batteries from the grid during times when energy is least expensive or during times of renewable oversupply.
    - Renewable oversupply will most commonly take place between the hours of 11 p.m. and 6 a.m., and between 1 p.m. and 5 p.m. and can occur any day of the year.
    - Renewable oversupply events are expected to last 3 to 10 hours in duration.
    - HCE anticipates around 85 days may include renewable oversupply events.
    - HCE will target a maximum limit of 100 renewable oversupply events in a calendar year, although that limit can be revised if conditions warrant.
- **Why is it better to get the batteries through HCE and not purchase it on my own?**
  - Getting the batteries through HCE allows you to spread out the payments over 10 years with no interest. Plus, you get the additional benefit of bill credits for allowing HCE to optimize our energy supply and demand. Savings can be as high as 50% by enrolling in Power+ as compared to purchasing a battery system on your own.
- **If something were to go wrong with the batteries do I call HCE to fix it or the installer?**
  - It is best to call the installer.
- **Are there any safety issues with having batteries installed at my property?**
  - No. We are using Tesla-certified installers who have been trained specifically on Powerwall 2s to minimize any safety risks.
- **How long will I be paying for the batteries and what will the cost be?**
  - The repayment term is 10 years. The cost will vary based on the number of Powerwall 2s installed and any associated electrical work. You will see these charges and the bill credit amounts in a repayment calculation on the last page of your contract.
- **Can I pay off the batteries before the 10 years is up and if so, is there a penalty if I do?**
  - Yes, you can pay off the batteries in advance and there are no penalties for doing so. You can choose to continue to receive monthly Distribution Flexibility credits in exchange for HCE occasionally charging and discharging the batteries.
- **After 10 years does the batteries become mine or does HCE take it back?**
  - After 10 years you will own the batteries. You can continue to receive bill credits if you continue to allow HCE the ability to occasionally charge or discharge the batteries.



- **During the 10 years if I want to stop the program how does that work?**
  - You will need to contact us. You will be required to pay either:
    - The cost of disconnection; and you then return the Powerwall 2(s) to any HCE office location undamaged except for normal wear and tear; or
    - You need to pay the remaining balance of the monthly fixed rate on the Service Agreement; or
    - If you move, the successor in possession or ownership of your home where the batteries and improvements were installed may assume and undertake the Service Agreement, subject to the requirements in the Agreement.
- **Will HCE pay me for the energy that my solar array stored in the batteries?**
  - When energy is stored in your batteries, it could come from two sources: your solar or the HCE system. When the batteries are discharged, you get full credit for providing that energy to the HCE system via the reverse flow of your net meter.
- **Can I request that HCE leave me with more than 20% stored power when they pull for a peak event?**
  - No. 20% is the minimum state of charge, and this should allow you at least a few hours of resilience in a worst-case scenario such as an outage after a peak load event. HCE has based the bill credits on this minimum state of charge, and it is built into the calculations and is part of HCE agreement with Tesla.
  - Powerwall 2s can provide backup power for 4 to 8 hours with regular electricity usage and 20 to 40 hours with reduced usage.
- **Why would I want to install batteries now if in the next 10 years the technology will only get better?**
  - You may want batteries now for several reasons:
    - Added resilience against wildfires and severe weather
    - Helps HCE optimize our power supply costs which benefits the whole membership
    - Power+ makes it affordable
    - By enrolling in this program, you can receive Distribution Flexibility bill credits for allowing HCE to optimize our energy needs
    - You may be able to further reduce your electric bills if you combine your batteries with on- site solar
- **Can I be on the Time of Day rate if I participate in Power+ ?**
  - No. Using the batteries to arbitrage Time of Day rate is not allowed per the DER Service Agreement and those economics are included in the Distribution Flexibility bill credit. If you want to go on the Time of Day rate and self-optimize your energy needs, call HCE at 970-945- 5491. Or you may want to consider our Peak Time Payback program: <https://www.holycross.com/peak-time-payback/>
- **Can I use my solar production to charge the batteries to take advantage of the Investment Tax Credit (ITC)?**
  - You can use your solar power to charge your batteries. We suggest that you consult your tax advisor for all matters relating to the ITC. However, we are planning to use the grid to charge the batteries, and this may negate the ability to take the ITC.