



What is Resilient Home?

Resilient Home is a program for Alameda County homeowners that is helping residents maintain power during power grid outages.

Resilient Home is a program of East Bay Community Energy (EBCE), along with our partners at Sunrun, that provides preferred pricing on new solar + battery backup systems. More systems like these in our community increases local electricity generation, helps provide you with backup power in the event of power outages, and creates an energy storage network that will help make the grid more reliable.

Who is eligible?

- Single-family, duplex, condo and townhouse homeowners are all eligible
- If you are an owner of an apartment in a multi-family development, Sunrun can discuss your options.
 - Please note: It can be difficult for apartment owners to install solar due to shared or common roof space with others in the multi-family development.

If you are a **renter** of a single-family home, your landlord (e.g., the property owner) must be the program applicant.

Multi-family property owners & managers interested in connecting with Sunrun to see if a solar and battery backup system can be a good fit for your development are also eligible.

Please note: Residents in the cities of Newark, Pleasanton and Tracy will be eligible to participate in Resilient Home March of 2021.

What is the relationship between East Bay Community Energy and Sunrun?

East Bay Community Energy pre-selected Sunrun through a competitive vetting process. Sunrun is an industry leader in installing solar and backup battery systems.

About solar + battery backup

How do solar panels work?

Cells in a solar panel convert sunlight into electricity that's delivered to your home's main electrical service panel. Your home will use the electricity generated by your solar panels first and then pull any additional electricity you need from the power grid. If you use less electricity than your solar panels generate, your excess generation will be sent to the grid and East Bay Community Energy and PG&E will provide you with a net energy metering credit for this power. If you pair battery backup with your solar panels, some of this power can be stored for later use. For more information about solar net energy metering, please visit ebce.org/nem/.

How do I know if solar panels are a good choice for my home?

A Sunrun representative can help you evaluate if solar panels are a good fit for your home. If you are a single-family homeowner with a roof that has good sun exposure, without many trees or other obstacles that block (e.g., shade) the sun's energy, you are probably a good candidate. Sunrun will also look at things like your household energy usage and roof space to determine the right size solar system to meet your needs.

Can I add home battery backup to my existing solar system?

If you already have solar panels installed on your home, you will be able to add a battery system to your existing solar system. However, this retrofit option is not yet available. **Sunrun aims to have a complete solar battery backup retrofit product by early 2021. As soon as it is available EBCE will reach out to all of our existing solar customers.**

How does a new solar + home battery backup system work during a power outage?

If there is a power outage, your battery will take over sending power to your backed-up breakers within a few seconds. It will continue to do so until the utility grid's power is restored, or the battery backup system is depleted. The battery will recharge with the sun, helping you to power through multi-day outages. Your system is designed to supply backup power, but how long that battery backup lasts will depend on how much energy your home uses and how much solar power your system produces.

Sunrun will evaluate if installing a system that covers all of your home's electric needs in an outage is a good fit. Many factors will influence whether you can install a whole home backup system including available shade free roof space, orientation of your roof to the sun and if you have enough space to install batteries. If whole home backup isn't feasible, Sunrun will work with you to identify your most critical appliances, devices or lights and size a partial battery backup system to meet your needs.

Can I install a standalone battery backup system?

You are only able to install a standalone battery backup system if you qualify for a State of California [SGIP Equity Resiliency incentive](#). The eligibility criteria for this incentive is very specific and Sunrun will help you understand if you qualify. For more details on SGIP Equity Resiliency Eligibility please see Eligibility and Incentives below.

Homeowners that are eligible for the State's Equity Resiliency incentive are only able to receive the enhanced Resilient Home incentive of \$1,250 if they also install solar and opt to share the power from their battery with EBCE during times when the grid is operating normally.

Please note: Homeowners with existing standalone battery backup systems will not be able to enroll their battery in the grid services component of the Resilient Home program at this time. EBCE aims to add a "Bring your own Battery" option to Resilient Home and will notify all customers when that becomes available (Approx. 12-24 months).

Where will my battery backup system be placed?

The installation of a battery backup system is a relatively simple process. It's about the size of a water heater, and the system is mounted on a wall, usually inside your garage or outside of your home.

Will my electrical panel need to be upgraded? If so, who pays for that?

Depending on your existing electrical panel and the solar + battery backup system designed for your home, an electrical panel upgrade may be needed. In that situation, the Sunrun team can walk you through the requirements and cost, which you would be responsible for covering.

Incentive eligibility

How do I know if I qualify for a free battery backup system?

If you are on a [medical baseline rate](#) or use electric medical devices in your home and live in a high fire area with [PG&E Public Safety Power Shutoff](#) risk or meet income eligibility restrictions, you may qualify. Sunrun will work with you to confirm your eligibility for the State of California's **SGIP Equity Resiliency** incentive and if you qualify will help you in completing all applicable paperwork.

Please note: If you are eligible for a free battery backup system through the State of California's incentive, you will receive the Resilient Home \$1,250 incentive if you:

- also install solar, and
- enroll your battery in the grid services component of the Resilient Home program

SGIP EQUITY RESILIENCY ELIGIBILITY

You are living in a home shutoff 2+ times by PG&E Public Safety Power Shutoff events **OR** your home is located in a [Tier 2 or Tier 3 High Fire Threat District](#); **AND** you meet one of the following:

- You are eligible or enrolled in [Medical Baseline](#)
- You have notified PG&E of a potentially life-threatening illness/condition if the power shuts off
- You rely on electric-pump wells for water supply
- You have incentives reserved in one of the following rooftop solar programs: [SASH](#) / [DAC-SASH](#)
- You are a Low Income Homeowner, defined as someone living in a home subject to resale restrictions as defined in [Section 2852\(a\)\(3\)\(c\)](#)
- You are a Low Income Renter, defined as someone living in multifamily residential building with 5+ deed restricted units AND either: (1) in a Disadvantaged Community, defined as any community in the top 25 percent most affected census tracts in the most recently released version of [CalEnviroScreen](#) OR (2) in a building with 80% of households have incomes $\leq 60\%$ of the area median income.

What solar + battery backup systems are eligible for EBCE's \$1,250 Resilient Home program incentive?

System Type	Resilient Home Grid Services Participation	\$1,250 Resilient Home Incentive
New solar + battery backup installation	✓	✓
New solar only installation	✗	✗
Battery retrofit to existing solar (when available early 2021)	✓	✓
SGIP Equity Resiliency Eligible (e.g., State of CA incentive pays for battery backup)	Resilient Home Grid Services Participation	\$1,250 Resilient Home Incentive
New solar + battery backup installation	✓	✓
New battery backup only installation	✗	✗
New solar only installation	✗	✗
Battery retrofit to existing solar (when available early 2021)	✓	✓

What is the grid services component of the Resilient Home program?

Homeowners that install a new solar + battery backup system are able to enroll their battery in the grid services component of Resilient Home and will receive the \$1,250 program incentive. By fully participating, you join a network of Alameda County homeowners that are opting to share stored energy from their battery backup system with EBCE when the grid is operating normally but usage is high. That is, EBCE will use a portion of the electricity stored in your battery during peak hours to help the grid operate more reliably and reduce electricity prices.

Please note: Sunrun will not completely deplete your battery for grid services. Sunrun will leave energy in your battery in case there is a power outage. In the event of a power outage, Sunrun will not access your battery for grid services and you will have full use of your solar + battery backup system.

How do I apply for the Resilient Home program incentive?

Once you've completed the registration form at ebce.org/resilient-home/ you will be connected with Sunrun to schedule your consultation. If you opt to install a new solar + battery backup system with Sunrun, their team will help you with all applicable incentive paperwork. Sunrun aims to send your program incentive 4-8 weeks after your project is installed.

If I use another installer for my solar + battery backup system can I still get the Resilient Home program incentive?

No. The incentive is only available under EBCE's Resilient Home program. Sunrun is the only eligible Resilient Home program provider.

Cost, savings, and energy credits

How much do solar panels cost?

The price varies since each home solar system is designed for a specific roof and individual customer need. When you request a free quote from Sunrun, they will include pricing and financing details to help you decide what works best for you.

How much will I save by putting solar panels on my home?

Your potential savings depend on several factors, including the size of your solar system and how much you spend on electricity. If you have enough roof space that is shade free and optimally oriented to the sun, you may be able to meet nearly all of your home's energy needs with your solar array. Sunrun will provide an estimate of cost and savings based on your home's unique attributes and your individual energy needs.

How much does a battery backup system cost?

Just like solar panels, the price will vary depending on the size of your battery backup system. The amount of batteries your home needs is determined by your unique energy needs and habits. Factors such as the amount of electricity you use and the devices and appliances you want to back up will play a key role when selecting the right battery solution for your home. When you request a free quote from Sunrun, they will include pricing and financing details to help you decide what works best for you.

How many solar panels and batteries will I need?

In 2020, rooftop solar systems installed in Alameda County averaged 6 kilowatts (kW) in size, at an average cost of \$23,000. Through the Resilient Home program, EBCE has negotiated discounted pricing that lowers the cost of pairing solar with battery backup to help you plan for potential power grid outages. The average cost for both solar (ex. only 6 kW system) and battery backup (Tesla Powerwall) is approximately \$35,000 (or \$12,000 for battery backup).

In addition to lowering the cost of battery backup for EBCE's customers, through the Resilient Home program you can also receive a \$1,250 enhanced incentive for opting to share energy from your battery with EBCE at times when the power grid is operating normally (e.g. grid services). This not only helps make your project more affordable, it also helps the power grid become more reliable.

It is very important to note that there is not a *one size fits all* approach to solar and battery backup systems. Each home has a unique roof layout and orientation to the sun. How your roof is impacted by shading from nearby trees and chimneys can also limit the available area for solar panels. And, every home consumes electricity differently. For example, you may conserve energy and have abundant shade-free space on your roof, but only need a 3.5 kW solar system. Meanwhile, your neighbor with teenagers and a lot of devices needs a larger solar system to meet their energy needs but their roof is impacted by shading barriers or faces north where solar production will be low.

That is why homeowners are encouraged to sign-up for EBCE's Resilient Home program to get an individualized no-cost/no-obligation quote from Sunrun to see what works best for your needs.

Rates and billing

What will a standalone battery do for my energy rates?

A backup battery system will not affect your rates and will provide a limited amount of electricity in the event of a power outage. Please note, Sunrun will only install new standalone battery backup on homes that are eligible for the State of California's SGIP Equity Resiliency incentive. See eligibility criteria requirements above.

Will solar + battery backup impact my energy bill? How much will I save?

Your solar + battery backup savings will depend on several factors, including the orientation of your roof to the sun and the amount of shade free space your roof has to install solar. The other important factor is how much electricity your home currently uses. When you request a free quote from Sunrun, they will include pricing and savings information to help you understand the benefit of a solar + battery backup system for your home specifically.

I am already a solar net energy metering (NEM) customer. What will adding a battery backup system do to my rates?

Adding a backup battery to an existing solar system will not change your energy rates. When Sunrun's battery backup retrofit product is available early 2021, East Bay Community Energy will notify our NEM customers about the opportunity to participate in Resilient Home.

If I install a new solar + battery backup system, who provides my bill and customer service?

You will continue to receive a consolidated monthly bill from PG&E. This includes a **fixed fee** from PG&E plus **energy delivery fees** for any power you use from the grid beyond what your home's solar panels generate. East Bay Community Energy's charge will continue to appear on your PG&E bill for the **generation of the energy** you use from the grid that is beyond what your home's solar panels generate.

If you generate more energy than you use, you will get energy credits from East Bay Community Energy on your bill. Periodically there will be "true-ups" where you will get a refund from East Bay Community Energy if you generate more electricity than you use. For an overview, please view this explainer video here: ebce.org/nem/.

If instead of purchasing your new solar + battery backup system you opt to lease it, you will be billed monthly for the system costs by Sunrun. Sunrun will be responsible for maintenance.

If you opt to install your new solar + battery backup system through Sunrun's power purchase agreement (PPA), you will not be billed for the system or maintenance. Sunrun will bill you for the energy that is generated by the system.

Sunrun can provide cost and savings estimates for each of their purchase and financing options.

What will my energy rate be if I choose to lease? If I choose a PPA? How much can it vary from year to year?

Your energy rate from East Bay Community Energy and PG&E is not affected if you purchase or lease the system. However, you will be generating electricity, so your energy costs may decrease or you may get a refund from East Bay Community Energy if your system generates more electricity than you use. If you choose a PPA, then you will buy the energy generated by the solar panels from Sunrun.

Sunrun can provide a free estimate and explain their options and rates after your initial consultation.

Contract and warranty

Am I getting my new solar + battery backup system from East Bay Community Energy or from Sunrun?

New solar + battery backup systems will be provided by Sunrun. They will be responsible for assisting you in selecting the best system to meet your home's needs. Sunrun will also complete all of the system installation steps and provide customer service. Should you opt to install your system via a lease or PPA, Sunrun will also be responsible for your system's maintenance.

What are my financing options and how do they work?

You can opt to purchase your system with cash, finance your system with a loan or through Sunrun's lease or PPA options.

What happens to the solar + battery backup system at the end of the contract?

If the financing option you choose is the Sunrun lease or PPA agreement, then at the end of your agreement term, Sunrun offers three options:

1. You can purchase the system at the fair market value.
2. You can renew your lease with Sunrun on an annual basis.
3. Sunrun can remove the system at no cost to you.

Who is responsible for service and maintenance?

Under a lease or PPA, Sunrun is responsible for service and maintenance. If you purchase the system outright, you will need to sign onto a Grid Services agreement with Sunrun that includes Service and Maintenance for your system.

What warranty and energy guarantee does Sunrun provide?

Sunrun provides warranties on their equipment, 25 years of service and support for leased or PPA systems. If the system generates less than their guaranteed power generation, Sunrun will refund the difference.

General

If I opt for Sunrun's lease or PPA financing option, what happens if I want to sell my house?

Sunrun will assist in making the transfer to a new property owner.

What if my roof needs major repairs?

Sunrun does not recommend installing solar on roofs that require major repairs, due to safety or water infiltration issues.

What happens if something goes wrong with my installation? What course of action can I take?

Throughout the installation process, Sunrun's customer's project coordinator will be your main point of contact. If any issues or questions arise, you can also contact the Sunrun Customer Care team at 855-478-6786.

How does the grid services / battery sharing with EBCE component of the program work? How does a customer know when Sunrun will access their battery for grid services vs. when the home can pull from the battery?

Customers will not experience any change/disruption to their normal battery experience as a result of participating in the program (i.e., there is no real distinction between when the "program" uses the battery and when the "customer" does, since the customer does not actively manage the use of their battery; Sunrun does that). The battery will discharge each day as part of the program, just as it would normally to take advantage of Time of Use rates; customer bill savings will not be impacted by this program element. The customer will always retain a fixed portion of the battery capacity for backup and/or the resiliency; program participation will not impact this.