

### About the Program:

#### What is Syracuse Community Solar?

Syracuse Community Solar is a partnership between the City of Syracuse and EnergySmart CNY, Central New York's Regional Clean Energy Hub. The program connects Syracuse residents and businesses to an official Community Solar provider, Solar Simplified, to subscribe to local solar farms and receive monthly savings on utility bills.

#### Why is the City of Syracuse promoting Community Solar?

Community Solar is a way for Syracuse renters, homeowners and businesses to benefit from clean, solar-generated energy without having to pay upfront costs of equipment and installation. It helps lower electric bills and expands equitable access to renewable energy.

#### Who is Solar Simplified?

Solar Simplified is a national Community Solar provider that works with cities and communities to make Community Solar easy and accessible. Solar Simplified manages enrollment, billing credits, and customer support for the Syracuse Community Solar program.

#### Why Solar Simplified?

The City of Syracuse officially partnered with EnergySmart CNY's NYSERDA funded community campaign in 2025. Solar Simplified was selected due to their experience, quality, and ability to offer a 20% discount to income-qualified accounts.

#### Is participation free?

Yes. There are no enrollment fees, no participation costs, and no cancellation penalties.

#### Can I cancel anytime?

Yes. Participation is month-to-month, and you can cancel at any time with no fees or penalties.

### Eligibility

#### Who can participate?

Renters, homeowners and small businesses with an active utility account.

#### Can I enroll in Community Solar if I have solar panels on my home or property?

No. If you have solar panels on your home or property, you are not eligible for the program.

#### What discount am I eligible for?

All subscribers are eligible for a 10% discount. Income-qualified subscribers are eligible for a 20% discount. Income-eligibility is determined by submitting one of the following documents dated within 12 months of the application date: HEAP or energy utility assistance listed on the utility bill, HEAP award letter, SNAP award letter, TANF award letter, Supplemental Security Income award letter, or EmPower+ award letter.

## How it Works:

### What is the relationship between National Grid and Solar Farms?

Community Solar is available because of New York State's mandate to solar developers to offer a percentage of their energy at an affordable rate to subscribed participants. Utility companies, such as National Grid, are required to transfer energy and payments between the account holder and solar farm, resulting in a one bill system. Solar credit production (energy generated from the solar farm) is sold back to National Grid, or other energy markets, to result in profit for the developer and subscriber.

### How do Community Solar savings work?

You receive solar credits on your National Grid bill, reducing your electricity charges. You only pay for those credits — at a set rate of 90% of the solar credit value, or 80% of the solar credit value for income-qualified participants. You keep the remaining 10% or 20% of the savings. This lowers your total bill.

### What happens if there are no solar credits in any given month?

If there are no solar credits, there is no community solar charge. If there are credits, the charge is always discounted relative to the credit value. For subscribers, the charge is 90% of the credit value. For income-qualified subscribers, the charge is 80% of the credit value.

### Will this affect my electric service or require switching providers?

No. You will continue to receive electricity from National Grid without any service interruptions, and your electricity service will not change in any way.

## Billing and Usage

### How long does it take between signing up and seeing bill credits?

At least two billing cycles. Sometimes more if a farm is not in service yet. The community solar partner selected for this program has farms that are operating or near ready to operate.

### What is a kilowatt (KW)?

A kilowatt (KW) is the peak total energy use. For community solar, it is the peak total energy use of a utility account. Your account KW use is averaged over 12 months and that is how your allocation of solar credits is determined.

### What happens if there isn't much sun in my area?

The energy that is produced at solar farms depends on hours of available sunlight. This means that in winter months, you may see fewer solar credits applied to your utility bill. By Spring and Summer, you should see more solar credits offsetting a larger portion of your electricity bill.

### Will I ever receive surplus credits?

If your accrual of solar credits is more than your originally billed charges, your unused credits may be banked and applied to your next month's bill. Your discount will only be applied to the solar credits that your utility used to offset their original electricity charges to you.

