

Frequently Asked Questions

Q Why does Arcadia need my utility information?

A Arcadia uses this information to confirm your eligibility. Syncing with the utility allows Arcadia to appropriately allocate your account to a community solar farm according to your energy use.

Q Will I be billed by my utility company or directly by Arcadia?

A If you live in Maine, Maryland, Massachusetts, Rhode Island or Washington D.C., you will pay Arcadia. Customers in Illinois and New York will be billed through their current utility provider. You will receive credits on your bill and support local solar farms regardless of which company handles your charges.

Q I already have solar panels on my roof. Can I join Community Solar?

A Not in any of Ambit's current markets.

Q When will I see my savings?

A Once you're enrolled, Arcadia will send you emails with updates on your subscription. Once your community solar farm is on, you'll see your community solar bill credit on the next bill. You'll also be able to see details on the Community Solar tab of your Arcadia dashboard online.

Q Can I cancel my subscription?

A Yes, you can cancel your subscription. There's no fee to cancel, but once connected, getting you unsubscribed can take anywhere from 90 to 180 days, depending on your utility provider. The good news is you'll continue to receive community solar bill credits until you're removed.

Q Does Arcadia replace my utility services?

A No, your utility still delivers the electricity to your home. Arcadia will help you support local community solar projects with every bill and work to get you connected to the right solar project.

Q Can I be an Ambit and a Community Solar Customer?

A Yes, in markets where both Ambit and Community Solar are available. Please note that Community Solar is not available in all Ambit markets.

Q Does my home run on solar once I join?

A No. While there's no change in the electricity powering your home, you're helping the grid get a little cleaner by supporting solar with your enrollment.

Q What happens if I move?

A You have enough to worry about when moving, so Arcadia keeps it simple. If you move locally, your community solar bill credits move with you. If you move outside the service area, you can transfer your solar bill credits to someone else or cancel the subscription, whatever works best for you.

Q I'm a renter, can I still join Community Solar?

A Absolutely! Community Solar is designed for people who can't support the traditional solar panel model. There's no installation required so both renters and homeowners can join.

Q Will I receive rebates or tax credits?

A No, you are not eligible to receive rebates or tax credits, but you will still receive

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community solar bill credits, which add up to 5 to 10% over a 12-month period.

Q What happens if my utility company changes its rates?

A You will receive community solar bill credits based on your subscription and the electricity produced from the community solar farm, regardless of other changes to your utility bill.

Q What happens during winter or rainy weather when the panels don't produce as much energy?

A The amount of electricity produced does change with the seasons and weather, but solar panels produce electricity even when it's cloudy. You'll always have the power you need because you are still connected to your electrical utility. During winter or rainy weather you may receive fewer solar credits, but your remaining energy will be supplied and billed by the utility company.

Q What happens if the Community Solar system is not working?

A Since you continue receiving power directly from your utility, you will continue to have power if there is solar grid downtime.

Q How can I monitor the production of my Community Solar panel(s)?

A Arcadia will send you a monthly report by email with your solar production and solar bill credit. You can, also check the solar bill credits on your Arcadia statement.

Q Why is my payment earlier with Arcadia?

A Payment processing can take up to two weeks (depending on the payment method), so charging you at the

beginning of the billing cycle rather than on the utility's due date helps them ensure the payment makes it to the utility on time.

Q Is my information secure?

A Arcadia takes security and privacy seriously and offer bank-level protection with PCI-DSS compliance for your payments, the most stringent level of certification available in the payment industry.

Q What if I accidentally pay my utility directly?

A If you choose to enroll in Auto-Pay (formerly Bill Pay), check your start date and make sure to turn off automatic payments for any existing bill once it is paid and your utility account balance is \$0. This will also be explained in your Arcadia welcome email. Arcadia will start to bill you on or around the indicated start date. After that, your bill will be managed by Arcadia and there is no need to pay your utility directly.

Q Can I get a paper statement?

A All Arcadia statements are sent electronically, so you cannot get a paper statement. However, you can always view and print your Arcadia statements by going to your dashboard online.

Q Can I change my bill date if Arcadia manages my utility charges?

A As our billing system is automated, Arcadia cannot set a specific billing date. This timeline ensures enough margin to process your payment and get it to your utility on time.