Questions	Responses
Is there a minimum monthly bill amount for the Net Metering Bridge Rider?	There is a minimum monthly bill for the Net Metering Bridge Rider (NMB) in the amount of $22 for participants in DEC and $28 for participants in DEP.
Can the battery control incentive apply to the minimum monthly bill amount?	Participants of the Power Manager® (DEC) or EnergyWise® Home (DEP) battery control program will receive a monthly bill credit that can be applied toward the minimum monthly bill. For additional information, please visit the EnergyWise Home battery control https://sc10prod-cm.duke-energy.com/home/products/energywise-home/battery-control (DEP) or Power Manager battery control https://www.duke-energy.com/home/products/power-manager/battery-control (DEC) webpages.
If a customer installs multiple batteries, will there be a limitation for the monthly battery control incentive amount?	The EnergyWise Home (DEP) or Power Manager (DEC) battery control program monthly incentive amount will not exceed the interconnection limit of 20 kW. If a customer installs multiple batteries and the total kW of the nameplate continuous discharge rate exceeds the interconnection limit, the maximum export to the grid from the customer's energy system, including but not limited to the installed equipment, must not exceed 20 kW-AC at any time per interconnection requirements. For additional information, please visit the EnergyWise Home battery control https://sc10prod-cm.duke-energy.com/home/products/energywise-home/battery-control (DEP) or Power Manager battery control https://www.duke-energy.com/home/products/power-manager/battery-control (DEC) webpages.
Should the battery control hardware be shown on the one-line diagrams submitted for interconnection?	A customer's battery control hardware must be shown on the one-line diagrams for interconnection.
What is your plan to untangle DC coupled/multimode battery systems from your solar connection limitations?	The PowerPair team is working to develop a response to your question and will provide an update when more information is available. Eligible battery equipment will be made available on the EnergyWise Home battery control https://sc10prod-cm.duke-energy.com/home/products/energywise-home/battery-control (DEP) or Power Manager battery control https://www.duke-energy.com/home/products/power-manager/battery-control (DEC) webpages.

Can a builder apply for a PowerPair incentive reservation for a home that is to be sold?	There is no current path forward for a PowerPair incentive reservation since the application process requires the customer to complete the acknowledgment of the terms and conditions.
Can a customer apply for a PowerPair incentive reservation for a new construction project prior to receiving a permanent service account?	An interconnection request may be submitted using the Temporary Service Account number or the New Construction Work Order number provided by Duke Energy. The Residential Solar Choice Rider (RSC) or Net Metering Bridge Rider (NMB) must be selected at the time of submitting the interconnection request. The Rider that is selected will determine the PowerPair participant group. The PowerPair incentive application may then be submitted by the installer, but the customer is required to complete the acknowledgment and accept the terms and conditions of PowerPair. When available, the Permanent Service account number must be updated via the interconnection portal and resubmitted for the Renewable Service Center to review. All interconnection requirements must be met prior to permission to operate. The installation must be completed within 270 days following a notification of a PowerPair incentive reservation per program details. Completion will be determined based on the Operational Date of the installed equipment. All eligibility requirements for PowerPair must be met, including participation in either the Net Metering Bridge Rider (NMB) or Residential Solar Choice Rider (RSC) as required. Participants in Net Metering Bridge Rider (NMB) must enroll and participate in the Power Manager (DEC) or EnergyWise Home (DEP) battery control program. Participants in the Residential Solar Choice Rider (RSC) must enroll with a prescribed third-party vendor and grant rights to access and use of all data associated with operation and operating characteristics of the installed equipment.
Will trade allies be provided with examples of how a customer's bill will be impacted by participation in PowerPair or the Battery DR programs?	Bill examples will be made available closer to launch, and while they will reflect the appearance of an example utility bill, examples may not be specific to all customer usage. The solar estimator can be used to estimate the customer bill impact, which can be found at https://duke-energy.com/solarcalculator.

Please confirm that an electrical contractor license is not a requirement to become a trade ally for residential solar.	Duke Energy is proud to connect with local businesses to promote our programs and to provide excellent service to our customers. A connection with Duke Energy proves that quality, integrity and customer service are your top priorities. We are committed to operating in the best interest of our customers and ensuring that participation is consistent with the pilot as approved by the North Carolina Utilities Commission's order on PowerPair dated Jan. 11, 2024 (Docket E-2 Sub 1287; Docket E-7 Sub 1261). Duke Energy requires the following license and certificates for all registered solar trade allies: General Contractors License Electrical License NABCEP Certifications (any of the below) • PV Installation Professional (PVIP) Board Certification • PV Design Specialist (PVDS) Board Certification • PV Installer Specialist (PVIS) Board Certification • PV Commissioning & Maintenance Specialist (PVCMS) Board Certification • PV Technical Sales (PVTS) Board Certification • PV System Inspector (PVSI) Board Certification If you are not already a Duke Energy trade ally please visit https://www.duke-energy.com/partner-with-us/trade-allies/residential and apply online.
Does Duke Energy see any issues processing interconnection requests in 30 days?	Duke Energy intends to process interconnection requests per the timelines outlined in the North Carolina interconnection standards. Initial reviews will be completed within 10 business days from the receipt date of the application.
Which battery on the list provides the best data points for the program?	Each battery manufacturer has specific data points that they are currently capturing. We are working to identify various data points that can be added or enhanced, and this will be an ongoing process. We do not see this as a situation where there is a best battery. We believe all eligible batteries will be beneficial to provide learning opportunities for the program.
Is the bill credit amount up to $42 per month that was shared on the one-page handout the maximum amount allowed for the battery control bill credit?	The bill credit amount of $42 referenced in the PowerPair program one-pager that was shared at the Feb. 21 in-person event was not accurate. A revised PowerPair program one-pager was provided in communications following the event and is available on the program webpage.

Duke Energy should require the trade ally to complete the setup and connection of the battery storage system with the third-party vendor.	Installation by a trade ally is required for the PowerPair program. We will consider requesting that the trade ally assist the customers with completing the Power Manager and EnergyWise Home battery control program requirements if applicable.
Does the home regain control of its battery during a grid outage?	Duke Energy is still evaluating the specific details related to a battery system control event during an outage and will provide updated information on our website as it becomes available. For additional information, please visit the EnergyWise Home battery control https://sc10prod-cm.duke-energy.com/home/products/energywise-home/battery-control (DEP) or Power Manager battery control https://www.duke-energy.com/home/products/power-manager/battery-control (DEC) webpages.
Is there a way to tell if the customer's battery did not participate because of a grid issue or because of a home issue?	Duke Energy is working with each battery system manufacturer to understand the data that will be made available to both the customer and Duke Energy during a control event.
If the power goes out, can the customer opt out of an event?	In the event of a power outage where the battery is unable to receive communication for a control event by no fault of the customer, such ability to participate will not be considered an opt-out. The ability to capture and identify specific opt-out information varies for each battery. The company is working to ensure that we can identify circumstances where a customer is unable to participate in a control event by no fault of the customer so the event will not be considered an opt-out. In the event of a power outage where the battery is capable of receiving communication for a control event and the customer chooses not to participate in the control event, this will be considered an opt-out and will count toward the annual limitation.
Can Duke Energy only control two batteries if the customer has more than two?	No, all battery systems located in a home's system are considered as one unit and individual batteries cannot be excluded from control events per battery manufacturer guidance.

For battery storage with solar installations, Tesla inverters have a function called PCS (Power Control Systems). This is an inverter setting that limits the AC output to the grid. Please confirm how we should submit the interconnection request and what needs to be noted on the plan set to confirm this design with Duke Energy.	Until further notice, submit the interconnection request as normal, including the PCS sheet with the specifications. You will need to provide the PCS setting, and the PCS document can be added to the specification sheets that are uploaded. If you have specific applications that will be submitted in this way, you can send an email to Powerpair@duke-energy.com so we can inform the Renewable Service Center to ensure an efficient review since these applications will require a slight variation from the current process.