### Dominion Energy Net Metering Self-Service Portal *How To Guide*





### How to Use New Self Service Portal

- User-friendly home page with clickable images and links
- Submit Application Form
- <u>Check Application Status</u>
- Visit Net Metering Website
- Top Bar
  - <u>Virginia</u>
  - North Carolina link will take you to the NC Net Metering webpage but NC applications are not yet online
  - Vendor Login
- <u>Application Process Flow</u>
- Automated Emails and Messages





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- User-friendly home page with hyperlinked images and links to take you directly to a page
  - Virginia and North Carolina will take you to those states net metering pages
  - Vendor Login will allow vendors to login to the Portal
  - Submit Application Form allows NMIN forms to be submitted electronically
  - Check Application Status customers and vendors can see status of NMIN
  - Visit Net Metering Website takes you to the VA Net Metering webpage



### **Submit Application Form**



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#### Submit Application Form – Getting Started

- Select either Residential or Non-Residential
- Select New Construction Yes or No
- Enter Account Number or Work Order #

seminian Verginia North Carolina nergy	Vendor Login
Virginia Net Metering Self Portal	
m NAIN edive 03012020	
RICULTURAL NET METERING OR NET METERING INTERCONNECTION NOTIFICATION	
IRSUANT TO RULE 20 VAC 5-315-30 OF THE COMMISION'S REGULATIONS GOVERNING NET ENERGY METERING, APPLICANT HEREBY GIVES NOTICE OF INTENT TO OPERATE A GENERA	ATING FACILITY.
stomers shall initially complete Sections 1-4 and submit to the utility for review and approval prior to starting any construction or installation of the facility. Once the utility approves Sections 1-4, the custo mplete installation of the facility. Upon completion of the installation, the customer shall re-submit the form with Section 5 completed.	omer may commence and
ntting Started	4
Sector	n 1. Applicant Information
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If New Construction = No Enter Acct #	Select Residential Ne Account Number	Select Non-Residential
If New Construction = Yes Enter Work Order #	<ul> <li>Select Residential</li> <li>New Construction</li> <li>Yes</li> <li>Work Order #</li> </ul>	Select Non-Residential



Energy Virginia North Carolina				Log
Virginia Net	Metering Self Por	rtal		
orm NMIN ffective 03/01/2020				
GRICULTURAL NET METERING OR NET METERING INTERCONNECTION NOTIFICATION				
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ection 1. Applicant Information				
Email				
you@example.com				
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Kame 🕲				
Aug.	* State		72- Cada	
uny	None	:	Zip Code	
Dhama Momhar(a)				
Home Remove (5)	Fax Number			
nergy Service Provider (ESP) (If different than electric distribution company)	ESP Account Number (if applicable	)		
oposed Interconnection Date 0				
	ä			
		Get	ting Started Section 2. Generate	or Information

#### Enter Section 1. Applicant Information

- Customer email address
- Customer name (name that is on DE account)
- Customer Mailing Address Street, City, State, Zip Code
- Customer Phone Number
- Customer Fax Number (if applicable)
- Energy Service Provider (if applicable)
- ESP Account Number (if applicable)
- Proposed Interconnection Date (click on calendar icon to use calendar selection)



Energy Virginia North Caroli	na	Vendor Login
	Virginia Net Metering S	Self Portal
orm NMIN ffective 03/01/2020		
GRICULTURAL NET METERING C	R NET METERING INTERCONNECTION NOTIFICATION	
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customers shall initially complete Sec complete installation of the facility. Up	ctions 1-4 and submit to the utility for review and approval prior to starting any construction or ins on completion of the installation, the customer shall re-submit the form with Section 5 completes	italiation of the facility. Once the utility approves Sections 1-4, the customer may commence and 1.
ection 2. Generator Inform	ation	
enerating Unit Address		
pplicant	Provide the address of the Generating Unit. * Street Address of Generating Unit	
	* City	
	State	
	*Zip Code	
Senerator Details		
Fuel Type	* Generator Manufacturer and Model	* Inverter Manufacturer and Model
None ‡	Q, Search	Q, Search
	Other Generator (select "Other Generator" above"	Other Inverter (select "Other Inverter" above)
	*Number of Panels	*Number of Inverters
Rated Capacity in kilowatts:	*DC	*AC
Battery Backup		
None		
None		

#### Enter Section 2. Generator Information

- Generating Unit Address
  - Use Same As if applicant address is same as Section 1
  - Otherwise, enter address where renewable generation is being installed
- Generator Details
  - Select Fuel Type
  - Select Generator Manufacturer and Model
    - If not in dropdown, enter information in Other Generator section and enter information
  - Enter Number of Panels
  - Select Inverter Manufacturer and Model
    - If not in dropdown, enter information in Other Inverter section and enter information
  - Enter Number of Inverters

Continued on next page



### Submit Application Form – Section 2 cont'd

Vendor

Login

Dominion Virginia North Carolina

#### Virginia Net Metering Self Portal

Form NMIN Effective 03/01/2020

#### AGRICULTURAL NET METERING OR NET METERING INTERCONNECTION NOTIFICATION

PURSUANT TO RULE 20 VAC 5-315-30 OF THE COMMISION'S REGULATIONS GOVERNING NET ENERGY METERING, APPLICANT HEREBY GIVES NOTICE OF INTENT TO OPERATE A GENERATING FACILITY.

Customers shall initially complete Sections 1-4 and submit to the utility for review and approval prior to starting any construction or installation of the facility. Once the utility approves Sections 1-4, the customer may commence and complete installation of the facility. Upon completion of the installation, the customer shall re-submit the form with Section 5 completed.

Generating Unit Address		
Generating Unit Same as Not Same	Provide the address of the Generating Unit.  *Street Address of Generating Unit  Chy  *State  -None-	
Senerator Details	*Zp Code	
None	Q. Search	Q. Search
	Other Generator (solect "Other Generator" above"	Other Inverter (select "Other Inverter" above)
Rated Capacity in kilowatts:	*DC	*AC
Battery Backup		
Battery Backup		

- Generator Details
  - Rated Capacity in kw enter DC value
  - Rated Capacity in kw enter AC value

#### Battery Backup

- Select Yes or No

Battery Backup	
*Battery Backup	
Yes	÷



For Residential applications -

• There is no additional information needed. You will see the following page for Section 3, but no information needed





#### For Non-Residential applications -

• More information is required

Energy Virginia North Carolina					Logi
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orm NMIN					
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GRICULTURAL NET METERING OR NET METERING IN	TERCONNECTION NOTIFICATION				
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ustomers shall initially complete Sections 1-4 and submit to	the utility for review and approval prior to starting	a any construction or installation	of the facility	Once the utility approves Sections 1.4.1	he customer may commence and
omplete installation of the facility. Upon completion of the in	stallation, the customer shall re-submit the form	with Section 5 completed.	for the facility.	Once the utility approves Sections 1-4, t	ne customer may commence and
ection 3. Information for Facilities			makes of Disease		
None	requence	y (nz)	None	18	
	•				
tated Capacity in kilowatts:					
IC (kW)	AC Apparent (kVA)			AC Real (kW)	
lower Factor %	AC Voltage			AC Amperage	
equired documentations for submission. You can uploa	1 more than file at a time				
active Schematic Ona-line	a more than me at a time.	Spare Sheat			
Liplad Files     Or drop files		Inload Files	Or drop files		
			of anop mes		
			Bac	k to Section 2. Generator Information	Section 4. Vendor Certification
	Copyright © 2023 Dominion Energy Priva	cy   Do Not Sell or Share My In	fo (CA)   Tern	ns & Conditions	

#### Section 3. Information for Facilities

- Generator Type
- Frequency
- Number of Phases
- Rated Capacity in kw
  - DC
  - AC Apparent
  - AC Real
  - Power Factor %
  - AC Volt
  - AC Amperage
- Uploads required for facilities (can accept multiple uploads if needed)

Required documentations for submission. You can upload more than file at a time

Facility Schematic One-line

1 Upload Files Or drop files





Pominion Virginia North Caro	Ina	Vendor Login
	Virginia Net Metering Self Portal	
Form NMIN Effective 03/01/2020		
AGRICULTURAL NET METERING	OR NET METERING INTERCONNECTION NOTIFICATION	
PURSUANT TO RULE 20 VAC 5-31	5-30 OF THE COMMISION'S REGULATIONS GOVERNING NET ENERGY METERING, APPLICANT HEREBY GIVES NOTICE OF INTENT TO OPERATE A GENERATING FACILIT	Υ.
Customers shall initially complete Se complete installation of the facility. U	sclons 1-4 and submit to the utility for review and approval prior to starting any construction or installation of the facility. Once the utility approves Sections 1-4, the customer may comi ipon completion of the installation, the customer shall re-submit the form with Section 5 completed.	nence and
Section 4. Vendor Certificat	ion	
The system hardware is listed by Un Vendor Same as Applicant Not Same	derwites: Laboratories to be in compliance with UL 1741. Indicate "Same as Applicant" for systems that are procured and/or installed by the Applicant. The "Vendor" is the entity who is providing the generation system equipment. Typically the firm that is mailtaing the solar system.	this will be
Select existing Vendor contact or	Select existing Vendor	
enter Vendor information:	Select a Vendor	Q
	New Vendor Company Name	
	venoor riist vame	
	Vendor Last Name	
	Vander Phone	
	Vendor contact phone number	
	Vendor Email	
	vendor.contact@company.com	
Certified I hereby certi	If that, to the best of my knowledge, all of the information provided in this Notice is true and correct.	
Certified I certify as provide Virginia's Territory	sel of Insurance under Section XXVI.8.1 of Dominion Energy Woglia's Terms and Conditions that I currently maintain and will continue to maintain insurance consistent with Section XXVI of Dominion ms and Conditions, and will provide a copy thereof upon request.	) Energy
	Back to Section 3. Information for Facilities Submit 1	IMIN Form
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#### Section 4. Vendor Certification

- If self installer, click the Vendor Same as Applicant toggle
- Otherwise, select existing Vendor type in company name
- If not in list, enter New Company Name, First Name, Last Name, Phone Number and Email Address
- Certification boxes must be checked to proceed
- Submit NMIN Form will submit the application
- Vendor and customer will receive an email with Request ID #



# Automated Emails for Vendors and Customers

- Once NMIN is submitted, both vendors and customers will receive an email stating their application was received.
- · Email includes the Request ID
- Link in email will go to Check Application Status
   page

From: NoReply Net Metering Info <<u>noreply@netmetering.dominionenergyinfo.com</u>> Subject: Dominion Energy | Net Metering Application Received ID-10038



Powering Your Every Day.<sup>™</sup>

#### Net Metering application received!

We have reviewed your net metering application. Your NMIN application request number is **ID-**10038 for reference.

Please allow 2-3 days for our system to ensure an active account number was entered. Once validation occurs, customer and vendor will receive an email for NMIN signatures.

Status of your request can be found HERE [dominionenergycrm.my.site.com]

View Status [dominionenergycrm.my.site.com



### **Check Application Status**



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# **Check Application Status**

- Customers and vendors have ability to check on the status of their applications through the Request ID or email address and zip code from the NMIN (*login not necessary*)
- Request ID is sent to both customers and vendors via email when NMIN is submitted

	Dominion Virginia North Carolina						Vendor Login
		Virgini	a Net Metering Se	If Port	al		
Densitien Virginia North Carolina Vendor Login	NMIN Application Status				Q. Search this list		
Virginia Net Metering Self Portal	Request ID VID-10340	Address ~	Status ~	Submitted D	ate 🗸	Completed Date	~
Repart II	Status Definitions     Orat – NMN has been created, but n     Pending Validation – NMN vas such     Pending Business Review – NMN v     Avaiting Vendor Signature – NMN v     Avaiting Vendor Signature – NMN v     Avaiting Pendicant Signature – NMN v     Avaiting Electrical Inspection – Coro     Avaiting Meter Exchange – Electrica     Permission to Operate Sent – Custo	ot yet submitted. inited and is anvailing account verification. enfication is awailing business review. vas successibility validated and is waiting on ver vas successibility validated and is waiting on reject is undergoing internal engineering review tingent Approval has been sent. Waiting to re- tingent Approval has been sent. Waiting to re- mer and Vendor have been sent PTO and may	ndor Io sign NMIN. customer to sign NMIN. eve a passed electrical inspection. eter exchange when possible. energize the system.				
					ß		Previous
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Virginia I	Net Metering Self Portal
Enter Your Email Address	<text></text>
	With the second sec

- Vendor Login
  - Enter your registered company email address
    - Click Log In
  - Verification code will be sent to registered email address for login
    - Enter verification code received to Log In
- To be setup as new vendor, email <u>net.metering@dominionenergy.com</u> for assistance



			Virginia N	let Metering	Self Port	al		
MIN Application Status						Q, Sea	rch this list	
equest ID 🗸	Applicant Name	$\sim$	Address ~	Status $\checkmark$	Submitted Date	~	Completed Date	<ul> <li>Message</li> </ul>
-10274				Awaiting Meter Exchange	Jul 9, 2023			
-10330				Canceled	Jul 24, 2023			
-10238				Awaiting Meter Exchange	Jul 5, 2023			2023-07-25 - Dominion Energy Great update!
-10325				Canceled	Jul 23, 2023			
-10321				Pending Business Review	Jul 23, 2023			
-10322				Pending Business Review	Jul 23, 2023			
Status Definitions     Draft – NMIN has been d     Pending Validation – Ni     Pending Business Revi     Awaiting Vendor Signa     Awaiting Applicant Sign     In Engineering Review     Awaiting Electrical Insp     Awaiting Meter Exchan	created, but not yet submitt MIN was submitted and is a lew – MMIN verification is a ture – NMIN was success – Proposed project is unde section – Contingent Appro ge – Electrical inspection h	ed. waiting b waiting b illy valida sfully val rgoing int val has b as been i for have b	ccount verification. usiness review. ted and is waiting on vendor to dated and is waiting on custore ernal engineering review. een sent. Vaiting to receive a scelived. Scheduling meter exc wen sent IPT out may enem	sign NMIN. er to sign NMIN. bassed electrical inspection. hange when [possible. ze the system.				

- Once logged in, all submitted NMINs, with you as the Vendor, will be visible
- Request IDs are hyperlinked for more information
- Information shown:
  - Applicant Name
  - Address
  - Status
  - Submitted Date
  - Completed Date
  - Messages
- Search list in Search this list... box
  - Search by Request ID, Name, Address, or Status
  - To clear the search, remove text, hit enter, then enter again with empty search box





- When a Req ID hyperlink is clicked, it will take you into the NMIN entered information
- Chevron at the top will show the progression of the application, status it is now, and what is left in the process
- Default view will take you to NMIN Application Details
  - Shows all data that was entered during NMIN submission

Continued on next page



# Vendor Login cont'd

Virginia Net Metering Self Portal								
ID-10238								
Applicant Name Worthington Investments LLC	Account Number 003006426112	Account Type Non-Residential	Request Status Awaiting Meter Ex	change	Submitted Date 7/6/2023	Completed Date		
Guidance for Success	ved. Scheduling meter exchange	e when possible. When rea	dy, set the Meter Exchan	yee Completion D	ate on the Project.	<b>〉</b> ~	Awaiting Meter	Permission to O
NMIN Application Details	Messages Files							
Showing 3 of 3 items					C	), Search this list		
From			$\checkmark$	Message				~
2023-07-25 Dominion Energy				Great update!				
2023-07-10 Lisa Adkin				Thanks for lettin	g me know.			
2023-07-06 Dominion Energy				Hi Lisa, your pro	oject is bypassing engine	ering review		
New Message								
								Send Message
	Cop	yright © 2023 Dominion E	Energy Privacy   Do	Not Sell or Shar	e My Info (CA)   Terms	& Conditions		

- Click on Messages to see all communication that has taken place between Vendor and Dominion Energy net metering team
- In Messages, you can send a new message or reply to one already sent
- Type in New Message box, Click Send Message
- Messages in Vendor Portal will take the place of emails



### **Request Status Bar & Definitions**



#### ✓ Status Definitions

- Draft NMIN has been created, but not yet submitted.
- Pending Validation NMIN was submitted and is awaiting account verification.
- Pending Business Review NMIN verification is awaiting business review.
- Awaiting Vendor Signature NMIN was successfully validated and is waiting on vendor to sign NMIN.
- Awaiting Applicant Signature NMIN was successfully validated and is waiting on customer to sign NMIN.
- In Engineering Review Proposed project is undergoing internal engineering review.
- Awaiting Electrical Inspection Contingent Approval has been sent. Waiting to receive a passed electrical inspection.
- Awaiting Meter Exchange Electrical inspection has been received. Scheduling meter exchange when possible.
- Permission to Operate Sent Customer and Vendor have been sent PTO and may energize the system.
- Chevron Color Legend:
  - Green Complete
  - Blue At that status
  - Grey Future status





#### **Virginia Net Metering Self Portal**



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# Visit Net Metering Website

- Will take you to the Dominion Energy Net Metering Website
- Here you can find more information on the net metering process
- FAQs may help answer questions that may arise
- Virtual Chat Bot is also available on website to help answer questions



Solar for Your Home and Business

Connecting your renewable power to the Dominion Energy grid





### **NEW PROCESS FLOW**





### **Application Process Flow**

NMIN Submitted	• Submitting online will enter data into system and begin process. When logged in, Online applications can entered as drafts to continueat a later time. Submissions via the PDF form can be mailed or emailed to the team. Additional instructions are included on the Net Metering Webpage. Due to manual entry required, this will take longer to process.
Validation Checks Performed	• Automated process will run every hour to check for active account, correct customer name, approved inverter selected, approved account rate, system size < 150% of 12 month usage.
NMIN Signat ure s	• Once all information is verified, AdobeSign emails will be sent to the Vendor, then the Customer for signature. The process will not continue until both signatures have been received. Ensure the email for you and your customer are correct in the NMIN entry process.
Contingent Approval	Once both signatures are received, a Contingent Approval email will be sent to both Vendor and Customer.
Electrical Inspection	• The process is now in Awaiting Electrical Inspection. Login to the Portal, complete the Adobe Sign email with all needed Electrician information and/or upload the Passed Inspection image. Once received and reviewed, process will moved to Awaiting Meter Exchange.
Meter Exchange	• A meter exchange will be scheduled for the next possible date. The meter exchange cannot take place when they are in a Billing Window, so depending on timing, it could take up to a week. If the meter is eligible for over the air reprogramming, that will be scheduled.
Internal Process for Billing	• The net metering team will make edits to the account to bill as a net metering customer.
РТО	• Once all above steps have been completed, a Permission To Operate (PTO) email will be sent to both the Vendor and Customer. The project status will move to Permission to Operate Sent.



**New Automations** 

# AUTOMATED EMAILS FOR VENDORS AND CUSTOMERS





#### **Automated Emails for Vendors and Customers**

 Both Vendor and Customer AdobeSign signatures must be received before Contingent Approval is sent

Example Vendor AdobeSign Email

From: Adobe Acrobat Sign on behalf of Dominion Energy Net Metering <a href="mailto:sign@adobesign.com">adobesign@adobesign.com</a>

Domini Energy

> Dominion Energy Net Metering requests your signature on ID-10037 NMIN Agreement - Net Metering | Virginia | Dominion Energy [dominionenergy.na2.adobesign.com]

> > w and sign [dominionenergy.na2.adobesign.c

#### Private message to you:

Vendor, use the below link to sign the NMIN submitted for your customer's home/business needed to begin net metering. Both you and the customer must sign before the project will move forward.

Don't forward this email: If you don't want to sign, you can <u>delegate</u> [supucansign.na2.echosign.com] to someone else.

#### Example Customer AdobeSign Email

From: Adobe Acrobat Sign on behalf of Dominion Energy Net Metering <adobesign@adobesign.com>

#### Dominion Energy

Dominion Energy Net Metering requests your signature on <u>ID-10037 NMIN Agreement - Net Metering |</u> <u>Virginia | Dominion Energy</u> [dominionenergy.na2.adobesign.com]



#### Private message to you:

Customer, please use the below link to sign the NMIN submitted for your home/business to begin net metering. Both you and the solar vendor must sign before the project will move forward.

Don't forward this email: If you don't want to sign, you can <u>delegate</u> [supucansign.na2.echosign.com] to someone else.

- Once signatures are received, Contingent Approval is automatically sent for Residential Applications
- Non-Residential applications will move into In Engineering Review status for Engineering Review study

#### Contingent Approval

From: NoReply Net Metering Info <<u>noreply@netmetering.dominionenergyinfo.com</u>> Subject: Dominion Energy | Net Metering Contingent Approval ID-10037



Powering Your Every Day."

We have reviewed your net metering application and we are pleased to grant you contingent approval. Please do not begin generating electricity until the following steps have been completed and you receive a Permission to Operate notice from Dominion Energy.

#### Here's what to expect next

- 1. Construction of your solar array may begin.
- You are one step closer to generating your own powert Once installation of your renewable energy system is completed, you or your vendor, need to schedule an electrical inspection.
- Once the electrical inspection is completed, submit the results of the inspection to Dominion Energy. Vendors/Self Installers, log into Net Metering's <u>Customer Portal</u> [dominionenergycm my\_site\_com] to submit Section 5 of the NMIN and/or upload a picture of the PASSED inspection.
- A meter exchange of your electric meter, for one that accommodates net metering, will be scheduled (this usually takes fewer than 30 days).
- Once complete, you will receive a Permission to Operate letter to power on your solar array.

#### Helpful resources

- <u>Visit our net metering website</u> for detailed information on next steps, frequently asked questions, and additional resources.
- We encourage you to read the Terms and Conditions [cdn-dominionenergy-prd-001.azureedge.net] of net metering at Dominion Energy.
- Questions? Vendors To send the net metering team a message, log into the <u>Self-Service Portal Idominionenergycrm.my site com</u>].
   Customers Check your application status <u>HERE Idominionenergycrm.my site com</u>].





#### Automated Emails for Vendors and Customers

- Vendor complete Section 5 with Electrical Inspection information, or
- Delegate AdobeSign to the Electrician

#### Example Section 5 Electrical Signature Email

Dominic Energy	n
Dominio	n Energy Net Metering requests your signature on
ID-10037	NMIN Agreement -
	Virginia   Dominion Energy
	[dominionenergy.na2.adobesign.com]
	Review and sign [dominionenergy.na2.adobesign.com]
	ð
Private mes	sage to you:
Solar Vendo	r, complete Section 5 of the NMIN to validate a passed electrical
inspection h	as been performed. Fill in electrician information and/or attach
a picture of	the passed inspection. If you so choose, you may delegate the
signature to the project i	the electrician via Adobe Sign. This must be completed to move nto the next step.
	nto the next step:

final inspection

- PTO email gives permission to the customer to power on the renewable generation system
- Email will come with an attachment of the completed signed NMIN
- PTO letter can be found in Files

#### Example PTO Email



- Email provides notification to the Vendor that a message is available on a specific request
- Dominion Energy will also receive notification for messages from Vendors

#### Example Message Email

From: NoReply Net Metering Info <<u>noreply@netmetering.dominionenergyinfo.com</u>> Subject: Dominion Energy | Net Metering Application - New Message on ID-10033



Powering Your Every Day.

There's a new message on the Net Metering NMIN application ID-10033

View Message [dominionenergycrm.my.site.com



### **FUTURE ENHANCEMENTS**



#### **Future Enhancements**

- New Vendor Automated Registration
- Enhanced Customer Portal
  - Enhanced status information
  - Ability to view and download documents
  - Ability to message DE Net Metering Team
- Net Metering PPA Request via Portal
- Net Metering Anniversary Date Change Request via Portal

