



Transactive Energy Rate (TER) Pilot Program

Frequently Asked Questions

- **What is the Transactive Energy Rate (TER)?**

The Transactive Energy Rate is an hourly electricity rate that is published each day for the following day. The TER rate changes from hour-to-hour every day and is based on the actual costs that NHEC pays to provide electricity.

- **How does the TER differ from my current rate?**

The current basic rate you pay for electricity is set twice a year and is in effect 24 hours a day. Once set, it does not change until the next rate adjustment period. The price per kilowatt-hour (kWh) is fixed for the entire rate period. By contrast, the TER is adjusted every day to reflect hourly rates for the next 24 hours. During some hours, the TER will be higher than the basic rate, during others it will be lower.

- **How much does the TER vary during the day?**

Depending on factors like the weather and regional demand, the TER may vary a little over the course of a day, or a lot. The TER is always made available to you a day ahead, so you can adjust your energy use to take advantage of the variations. For example, a battery can be charged during low cost hours and discharged during high cost hours. Your bill will be credited with the difference in price between the charging hours and discharging hours over the billing period.

- **Why is this called a transactive energy rate?**

We call it the “transactive energy rate” because it closely follows the actual cost of the electricity that NHEC buys to serve its members in each hour. Just as NHEC purchases electricity FOR its members, it also purchases electricity FROM its members. If you produce and export energy with an eligible device like a residential battery or a bidirectional charging Electric Vehicle (EV), you will be credited the price it would have cost NHEC to purchase that energy elsewhere.

- **Can I put my whole house on the Transactive Energy Rate (TER)?**

No, the TER is meant only for specific devices at this time.

- **Does the TER apply to all my electricity use like my current rate?**

No. The TER is applied to devices such as batteries or EV chargers that have built-in metering. The device must also be capable of communicating its meter data. Please check with your equipment vendor for details. The TER applies equally to both “deliveries” (power received from the grid) and “exports” (power used to reduce local load or sent to the grid).

- **What devices are eligible for the TER?**

Initially, standalone batteries, Electric Vehicle chargers and some EVs are eligible devices. We are working to include other devices that can benefit from consuming or exporting energy at specific times. Please see the “Eligible Devices” section.

- **Can I participate in this program if I get my electricity from a competitive supplier?**

No, only members who currently receive Co-op Power are eligible.

- **Can I opt out of the program once I’m enrolled?**

You can leave the TER program at any time and will return to the effective rate for your member category. You will receive a final bill at the end of your billing cycle.

TO OPT OUT OF THE TER PROGRAM, PLEASE CONTACT NHEC MEMBER SOLUTIONS AT 1.800.698.2007

- **Do I need a separate meter for the device enrolled in the TER?**

No additional meter is required for devices that are not exporting power to the electric grid. In these cases, the TER uses metering that is incorporated into your device. However, if you are installing a new device that will export power to the electric grid, you will be required to have your existing meter replaced with a net meter that is capable of metering energy that is consumed and exported.

- **How does NHEC get usage data from my device without using a separate meter?**

When you enroll a device in the TER, it is given a unique ID so that usage data coming from it can be reported to our billing system in the same way that normal meter data is reported.

- **Is my device required to have a revenue grade meter?**

The metering inside the device is not required to be revenue grade, but it is required to meet the same requirements as an NHEC meter. **SEE REQUIREMENTS IN SECTION L OF THE [NHEC TERMS & CONDITIONS HERE](#)**. NHEC reserves the right to audit the device measurements at any time and discontinue members at any time if devices do not meet accuracy standards.

- **How much effort do I have to put into managing this?**

Members will usually work with a third party, called an “aggregator” who will manage your device. Individual members can schedule devices on their own, but it will need to be done daily in order to benefit from the TER. Alternatively, you can supply your own automation to receive the prices and send device performance automatically.

- **How will NHEC notify me about day-ahead rates?**

NHEC will make hourly prices available the day before on its website [HERE](#) at approximately 6 p.m. so you or your aggregator can schedule your devices. It is up to you or the aggregator to determine how to respond to the pricing information.

- **If I enroll my EV charger, will my car always have a minimum charge?**

You or your aggregator will need to coordinate this. NHEC only transmits the hourly price and prepares the bill.

- **Does the TER apply everywhere I charge my EV?**

The TER will only be applied when you charge your car with the charger that you registered for the TER program.

- **How do I get credit for battery discharges?**

When a battery enrolled in the TER discharges, you are credited at the TER hourly rate in effect for that hour. For example, if the TER hourly rate is \$0.50/kWh at 5pm, and you discharge your battery at a 6kWh rate for that hour, you will receive a \$3.00 credit on your bill just for that hour. All of the hours you discharge will be credited at the TER rate in effect for each hour. When your battery charges, you will be charged the hourly rate in effect for that hour. If your battery was charging at 6 kW during an hour when the rate was \$0.05/kWh, you would be charged \$0.30 for that hour.

- **How will these cycles affect my battery life?**

This information should be obtained from the manufacturer.

- **How does NHEC compensate me for exported power?**

Any credits and/or charges will appear on your NHEC bill.

- **Will I need a net meter for this program?**

You will need a net meter, as well as a completed Interconnection Agreement, if you intend to export electricity to the grid from your device. Otherwise, no net meter is required.

- **How does NHEC verify non-net metered usage data?**

We're relying on you to ensure that the data you provide from your device meets the accuracy requirements of the program. We may audit the data we receive at any time to ensure that it is meeting the requirements.

- **How will you meter the device?**

The metering for use on the TER is built into the device.