

# Our Pledge to Clients, Partners, and Communities

We believe in removing complexity, prioritizing accuracy, and building trust through every stage of the community solar journey. With more than 16 years of proven results, we consistently deliver reliable management and subscription services for the largest utilities, developers, and asset owners across North America.

Our mission is to set the gold standard for community solar by combining real-time data, disciplined processes, and a steadfast commitment to quality. We don't just promise performance; we deliver it - so your projects and customers get the best experience, every time.

## **1. Integrity, Transparency & Compliance**

We operate with uncompromising integrity and full compliance, meeting and exceeding all utility, data privacy, and consumer protection standards. Our real-time, data-driven reporting and rigorous quality checks keep you fully informed at every step. No surprises, just results.

## **2. Customer-Centric Focus**

Every subscriber matters. Our customer interactions are focused on education first, rather than a “boiler room” closing process, resulting in a stronger relationship with each and every customer. Our team is trained to ensure every customer can make informed decisions and feel confident about their participation in community solar.

## **3. Precision Technology & Proven Innovation**

Our platform represents the backbone of community solar - delivering accurate, real-time data that eliminates errors and cuts costs. Independently tested and field-proven, it's built to drive performance and keep your projects on track.

## **4. Proven Expertise at Scale**

With decades of operational experience in over 20 states, we navigate regulatory hurdles, integrate seamlessly with utility requirements, and handle the challenges of each market. Our teams respond quickly and reliably, so you get consistent, predictable results.

## **5. Disciplined, Effective Acquisition**

Anchored by a proprietary technology platform, our customer acquisition approach is data-driven and proven. Using our 20-Point Direct Marketing Framework and 10-Point Face-to-Face Safeguard Program, we deliver fully subscribed projects, even in complex markets. Partnering with trusted local organizations and prioritizing outreach in LMI communities, every strategy is designed for compliance, accuracy, and long-term project success.

#### **6. Full-Lifecycle Subscriber Support**

We manage the subscriber experience from enrollment to allocation, accurate billing, on-bill credits, reconciliation, payment remittance, detailed reporting, and retention. Our detailed processes ensure 100% accuracy and a seamless customer journey, reducing churn and fostering a long-term customer relationship.

#### **7. Exceptional Customer Support**

Our U.S.-based team picks up the phone quickly, connecting customers with a real person right away. We believe in fast answers, clear communication, and a human touch. We keep subscribers engaged and issues resolved, driving some of the lowest churn rates in the industry and ensuring long-term success for every project.

#### **8. Flexible, Trusted Partnerships**

We approach every partnership with honesty, adaptability, and a shared commitment to long-term success. Our white-label solutions and configurable systems scale with your business, whether you are expanding into new markets or optimizing existing portfolios. We deliver on our promises, adapt as your needs evolve, and earn your trust every day.