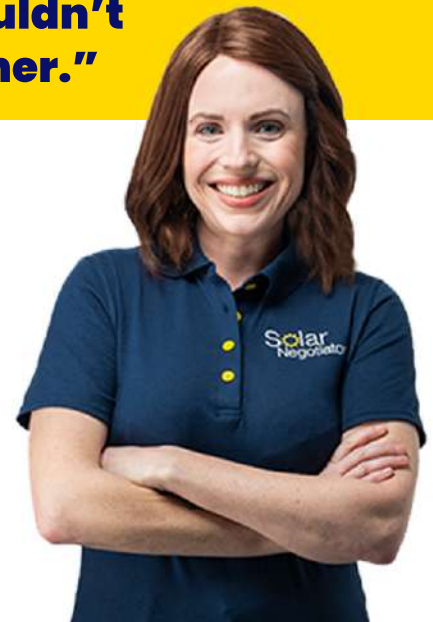




"You and the sun couldn't ask for a better partner."



Going solar? Smart move.

Solar is a lifetime investment decision. That's why you need to make sure you go with the right company. We make sure your system maximizes the sun's potential through a combination of design, pricing, and most importantly, maintenance services.

Not All Solar Companies Are Created Equal

We are here to help you navigate the unknowns of solar and work hard to simplify what can be a complicated process. Our sales team views your initial consultation as an opportunity to educate you, rather than sell you.

We want our customers to make an informed decision, and ultimately feel confident about their solar purchase.

As customer advocates, we:

- Aim to educate instead of sell
- Remain accountable to you
- Build innovative solutions
- Share our client's performance data

We Help Your Solar Work Smarter

We make it our mission to set our clients up for solar success. That's why Solar Negotiators is the only company to include lifetime human monitoring and maintenance in every contract.

We account for potential threats to your solar production by protecting you with our Pros Membership (see more on page 3).



Learn more by visiting solarnegotiators.com



Get protected against the “evil” True-Up.



Know True-Up™ is a revolutionary software that helps you manage your annual energy balance with solar. We provide visibility to our customers by combining their solar production data with their utility usage.

This helps customers see what they are saving with solar on an annual, monthly, and even daily basis. Our team also uses the software on our end to ensure no major issues arise that can lead to a higher than expected True-Up (annual solar bill).

Lifetime Monitoring by Humans

Know True-Up™ uses API technology to sync with your data and give our team real-time updates. Our unique software features help us know whether you are on track for solar success.

1. Solar Production Graph

The solar power produced by your new system appears here.

2. Energy Usage Meters

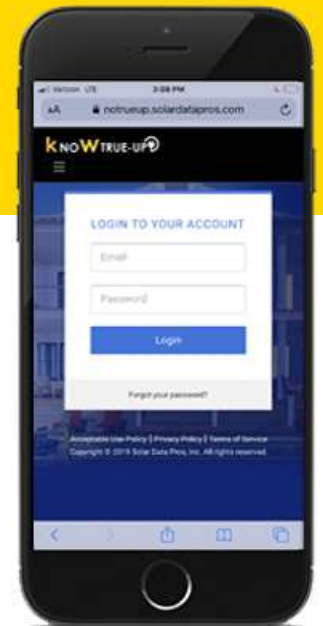
Red and green bars indicate whether you're pushing or pulling to the grid.

3. System Failure Alerts

We're notified when your solar power dips below healthy levels.

4. Weather Tracking

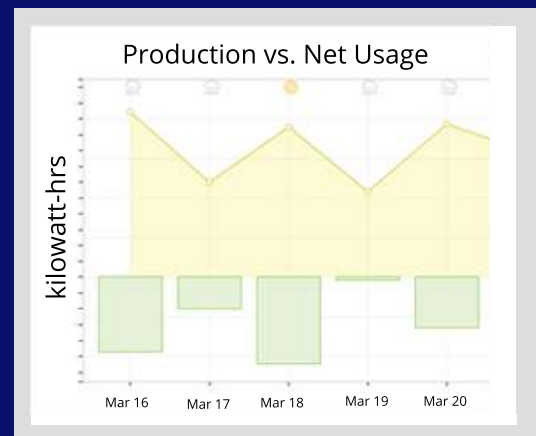
Solar production will vary depending on the weather.



We Send You Energy-Checks

Our team closely tracks your True-Up balance, to maximize your solar performance.

- We monitor your energy usage
- We verify your solar production
- We investigate system failure alerts
- We track your annual True-Up balance



5-Day Energy Snapshot



“Maximize my potential with a Pros Membership.”

Make your solar work harder for you. Utilize our memberships to keep your solar shining year-round.

- **Energy Liaison Services**
- **Visual Inspection**
- **Premium Monitoring Software**
- **Professional Panel Cleaning Services**

powered by

SolarSM
Maintenance *Pros*

Upgrade Options and Pricing

Customize your membership plan options to your preference.
Upgrade to increase your level and frequency of services.

Basic

Free

lifetime

- ✓ All Services Above
- ✓ Panel Cleaning (1)
- ✓ Qtrly Energy-Checks (4)
- ✓ Monitoring Software

Premium

\$19.99

per month

- ✓ All Services Above
- ✓ 2 Additional Cleanings (3)
- ✓ Qtrly Energy-Checks (4)
- ✓ Monitoring Software

Premium +

\$24.99

per month

- ✓ All Services Above
- ✓ 3 Additional Cleanings (4)
- ✓ Monthly Energy-Checks (12)
- ✓ Earn \$750 Per Referral
- ✓ Monitoring Software



Your solar journey starts here.

Once you're ready to move forward with your solar purchase, you will be assigned a project manager. They will work with you through the life of your project.

Your project manager will communicate with you on a weekly basis. This is to ensure you understand what the expectations are and are updated on all progress.

Contract Signed

Once your contract is signed (hard copy or DocuSign), a \$1,000 deposit check (deposit included if financed) is due **(1-3 days)**.

wk 1

Site Survey

- Contractor contacts client for site survey **(1-3 days)**
- Design Technician performs site survey **(5-10 days)**

wk 1

wk 2

Permit Issued

We submit a permit package for approval from the building department. **(This process can take anywhere from 7 to 21 days or longer depending on jurisdiction).**

wk 3

wk 3

01 Pre-Installation

During this first phase, you will work closely with your **project manager**. Your salesperson will still be available to answer any questions you may have. They will work together to give you updates twice a month concerning your solar project.

Welcome Call

Your project manager will call you after signing to introduce themselves and let you know the next steps **(1-3 days)**.

Design Approval

Our in-house design team will use the property information gathered from our field tech to create a customized layout. You will then receive this for approval **(5-10 days)**.



02 During Install

Installation is the **quickest of the 3 phases**. We do everything we can to get your solar on your roof quickly so you can start producing power and saving money.

Final Payment Due

We collect a final payment for the contract's balance upon sign-off of the building inspector **(1 day)**.

Permission to Operate

Your project manager submits a Net Energy Metering (NEM) application to the utility upon receipt of final payment.

Customer Orientation

Upon receipt of Permission To Operate (PTO) from the utility, an orientation and delivery of the warranty packet will be scheduled with your quality assurance specialist.

wk 6

Delivery of Materials

Upon delivery of material to the job site, a progress payment is due as stated in your solar contract.

wk 6

Solar Installation

Your solar installation can take anywhere from 1 to 5 days depending on the size of your system and the complexity of the job.

wk 6

System Inspection

When a contractor calls for inspection, this requires entrance into your home to see carbon monoxide and smoke detectors **(1-2 days)**. Note: A second inspection may be necessary.

wk 6

wk 8-9



wk 10

03 Post-Installation

Your solar is installed and interconnected with the grid! Welcome to the Solar Negotiators family. Our journey together is really just beginning. **See the next page for more details** on your solar success plan.

Solar Success: In 2 Easy Steps

Step 1: Identify Threats to Your Success

Our team knows that the only threat to a solar customer's success is the "True-Up." That's why we make sure all our customers are protected against the things that lead to a higher-than-expected annual bill: (1) under performance of the system, (2) possible equipment failure, and (3) using too much power (over-consumption).



1 Under Performance

2 Equipment Failure

3 Over-Consumption



Step 2: Find Solutions to Minimize Them

Your new solar system will need maintenance to get the best return on your investment. This is not always explained thoroughly by solar companies, since contractors do not usually specialize in the service of solar systems.

As solar service experts, Solar Negotiators provides **free protection** for all our customers through a Pros Membership.

Panel Cleaning

Complete with a visual inspection, our professional cleanings boost your energy production. Our technicians also make sure there are no issues with the system's critical components.

Active Monitoring

Our software catches issues quickly, sending alerts to our monitoring team to investigate. We keep an eye on your solar performance for an added layer of assurance.

Energy Liaisons

Your personal energy liaison will keep an eye on your system to ensure you produce the power you were promised with solar.