

This is [redacted] with Solwerks Power regarding the Solar Power Purchase Agreement you recently signed. This call is being recorded for quality assurance purposes. May I continue with the call? [redacted]

Am I speaking with [redacted] ?

Please confirm the address where the solar system will be installed. [redacted]

Is there an existing system installed on this home? [redacted]

Is your phone number [redacted] ?

Is your email address ? [redacted] ?

Are there any additional phone numbers where we can reach you? [redacted]

The term of your agreement is 25 years. Is that correct? [redacted]

The cost per kWh is [redacted] with an annual percentage increase for your price per kilowatt hour of [redacted]. Is that correct? [redacted]

Do you know your estimated year 1 annual production is [redacted] kWh? [redacted]

Do you know that your estimated monthly payment of Levelized is \$ [redacted] Fluctuating [redacted] - [redacted] is based on your estimated annual production of energy? [redacted]

Do you understand that your estimated monthly payment may change if there are system design changes that occur before the installation of your system? [redacted]

Do you understand you will be paying for all the energy the solar system produces? [redacted]

Do you know that any projections regarding savings and future electricity prices are estimates? [redacted]

Do you understand that you will have utility charges and may still have to purchase additional electricity from the utility? [redacted]

Do you understand that the solar on your home is being installed using a grid tied battery connection, the solar system and battery will not work if you experience a power outage, and you will be without power during that time. [redacted]

Solar Manager will be your billing and service company for the solar. All of their information will be listed on the solar invoices sent off to you.

Are you okay with paperless billing?

**Yes ACH:** I see you signed up for ACH. Your payments will be automatically deducted every 20th of the month once you start to see invoices come through from Solar Manger.

**No ACH:** Keep in mind Electronic payments made using a checking account are free of charge. All other payment methods require a \$10 payment processing fee. How will you make payments on the solar invoices?

Do you have any questions (If the customer says no)? Sounds good, I will be giving your confirmation call a pass. If you have any questions regarding the progress of your project please reach out to your sales rep. Once Solar Manager starts to do the billing on your account they will be your main point of contact for anything.

## **Billing Notes:**

## **Notes:**