

CompleteSolar^o



BEST CUSTOMER EXPERIENCE



THE WORLD IS GOING

SOLAR

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Why You'll Love US



Utterly Simple

Over the past 10 years, Complete Solar has broken ahead of the solar industry pack because of its commitment to creating wonderful solar experiences. What used to be a complicated and confusing process is now a streamlined, enjoyable process. In fact, one of our customers said, "I am typically not an easy customer, but Complete Solar was a joy to work with from day 1. We would have done this sooner if we would have known how easy this would be."

The Highest Industry Customer Satisfaction Scores

Our commitment to our customers is reflected in our customer satisfaction ratings (known as an NPS score or Net Promoter Score). We continue to get scores in the mid to upper 70's. And in case that number doesn't mean anything to you, let's add some context. Apple's score is 54 and Tesla's is 37. Ours is typically 77.

A World-Class Communication Portal

We don't say this to boast. We say this so partners like you know you can trust us to provide world-class experiences for your customers.



MEET THE TEAM

Real People Keeping Customers Well-Informed.

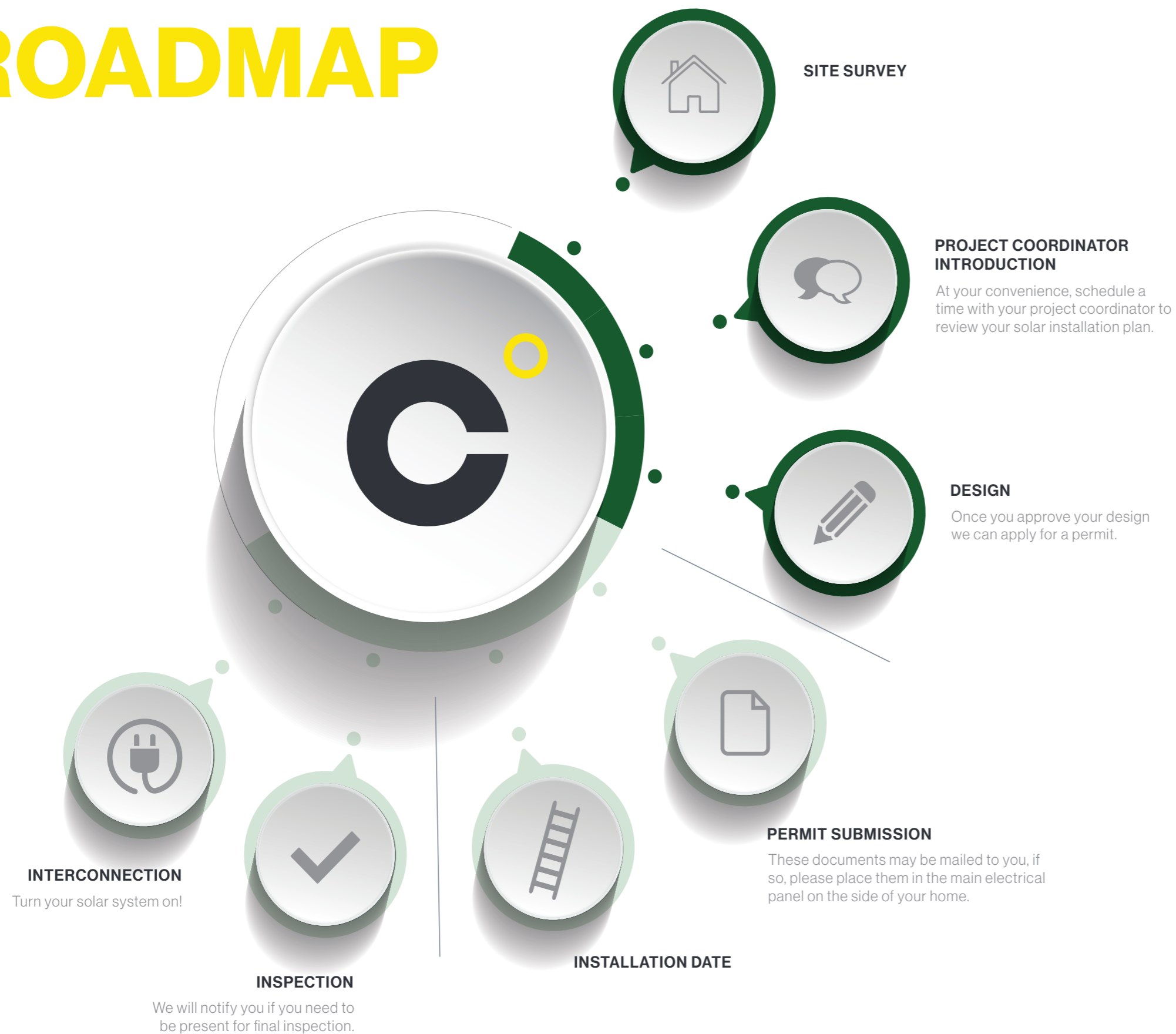
When a customer decides to go solar, they are automatically assigned a full-time project coordinator. The job of this project coordinator is clear: keep the customer informed and happy.

Our project coordinators communicate with the customer at every stage of the project so they never have to doubt or question the status of their project. Our homeowners know that if they have any questions, they can reach out to their solar coordinator or our support team to get immediate answers.

While the actual timeline of a solar project can look different based on things like project difficulty or local jurisdictions, we've streamlined the solar journey so an average install timeline is around 30 days.

In the following pages, you'll learn what the customer journey looks like.

Customer ROADMAP



Week 1

Overview

- **1. Schedule Site Survey**

- **2. Site Survey**

Customers are notified and can track their site survey or to the very minute!

- **3. Submit Your Sales Packet**

- Consumer Agreement
- Welcome Call
- Utility Bill
- NEM
- Site Survey
- Credit Check

- **4. Sales Packet Approval**

We audit your sales packet within 4 hours. Either it is approved or we will reach out to you for more information.

- **5. Design Approval**

- *Your responsibility*

We handle the rest. You and your customers are notified at each step!

I The Solar Journey is **PERSONAL**

With automation technology, your customers are automatically notified as soon as a site surveyor is en route. This process eliminates delays from miscommunication or missed appointments.

After a smooth site survey, our solar experts (aka you) will upload a sales packet that includes the signed customer agreement, utility bill, site survey information, and an approved credit check.

Within 24-48 hours of your sales packet sub-

mission, each customer will have an onboarding 'Welcome Call' with their assigned project coordinator. This is one way we build trust and set expectations with our customers.

Next, you and your customer will receive their solar designs that will need to be approved by the homeowner before moving to the next step.

It's a busy first week but a lot needs to happen to achieve a speedy install!

The Customer Communication Journey

- Site Survey Scheduled
- Site Survey Reminder
- Site Survey Enroute
- Site Survey Completed
- SP Approved
- Items Missing
- Welcome Call
- Design Completed
- Design Approved



Week 2-3

Overview

7. Permit Application

8. Permit Approval

9. Confidence Install Date

- *Your responsibility*

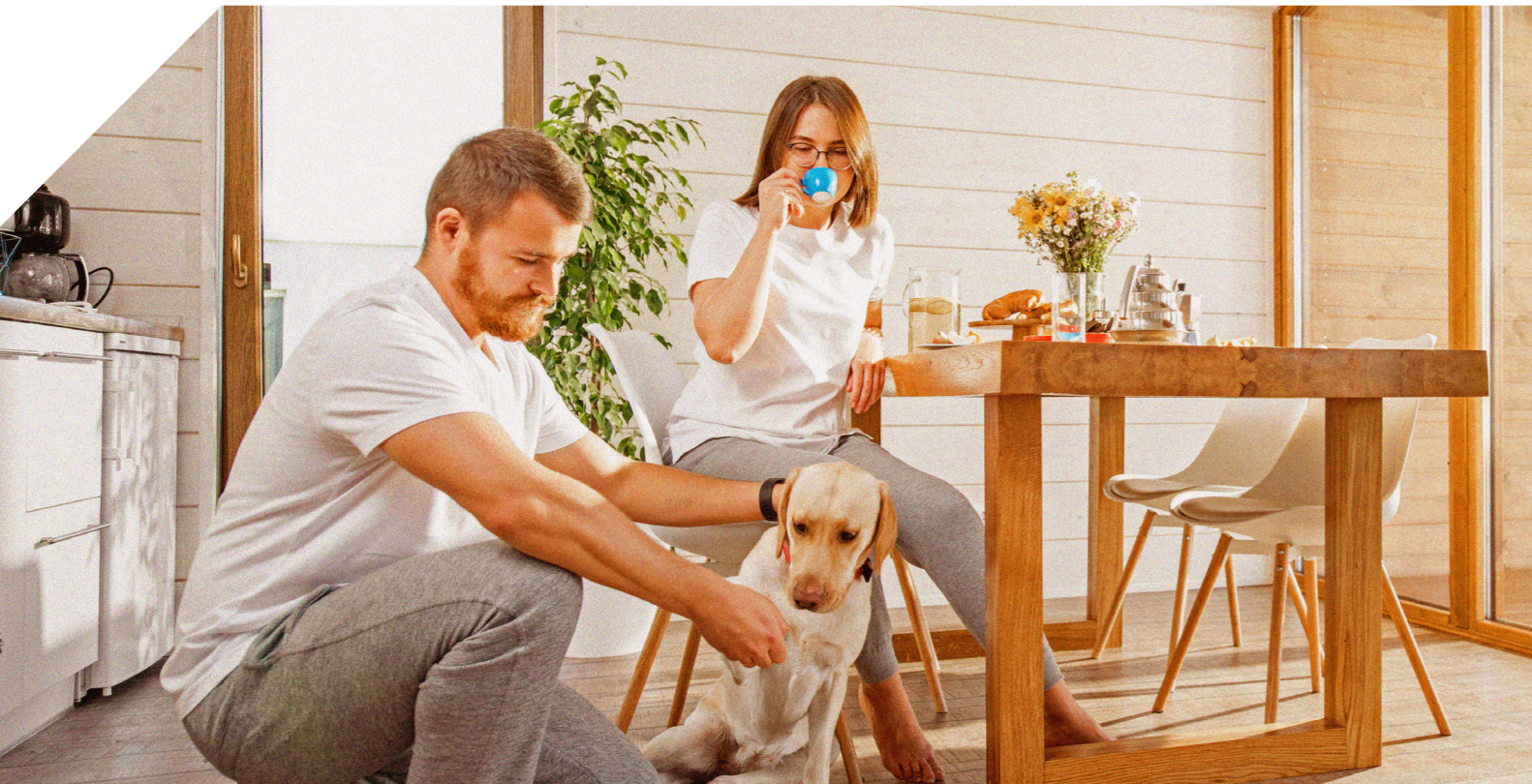
We handle the rest. You and your customers are notified at each step!



The Solar Journey is **FAST & EFFICIENT**

One of the most time-consuming parts of the solar installation process is working with the local jurisdiction for approval on our homeowner's solar project. We have a dedicated permitting team, who work to expedite permit applications and approval. (This means you can get your commissions sooner.)

Fortunately, there are an increasing number of jurisdictions that are adopting online, same-day permitting, but for the slower AHJ's, rest assured that your customers will be checked in with at least once a week.



Week 4

Overview

10. Installation en Route

Your installation team is on their way!

11. Installation Complete

12. Final Inspection

A local representative double checks that everything looks good for your customer's install.

13. Customer Reviews



14. Net Energy Metering Agreement

15. Permission to Operate

The Customer Communication Journey

Permit Application

Permit Received

Confidence Install Date

How We Pay You Faster:

Faster installs means faster payments.

24- hour CAD designs

48- hour permits

An online approval process

● *Your responsibility*

We handle the rest. You and your customers are notified at each step!

I The Solar Journey is SIMPLE



We're ambitious with our timeline because we genuinely want the best for our customers and our partners. Meriting no permitting delays, by week four our installers have the equipment they need to actually put panels on roofs.

Similar to the site survey experience, our homeowners are notified when an installer is on their way. They will know the very minute they can expect an installer to arrive at their door.

When the solar installation is complete, we coordinate with the city or county to have an official inspection done and then wait to get permission to operate (PTO) from the local utility company. Getting PTO is another item that's a little out of our hands and can cause delays. We do everything in our power to set and achieve speedy installs that are stress-free for our partners and homeowners.

The Customer Communication Journey

- Installation Enroute
- Installation Complete
- Final Inspection
- Customer Satisfaction
- Review
- NEM
- PTO

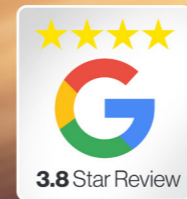
● Your responsibility
 We handle the rest. You and your customers are notified at each step!

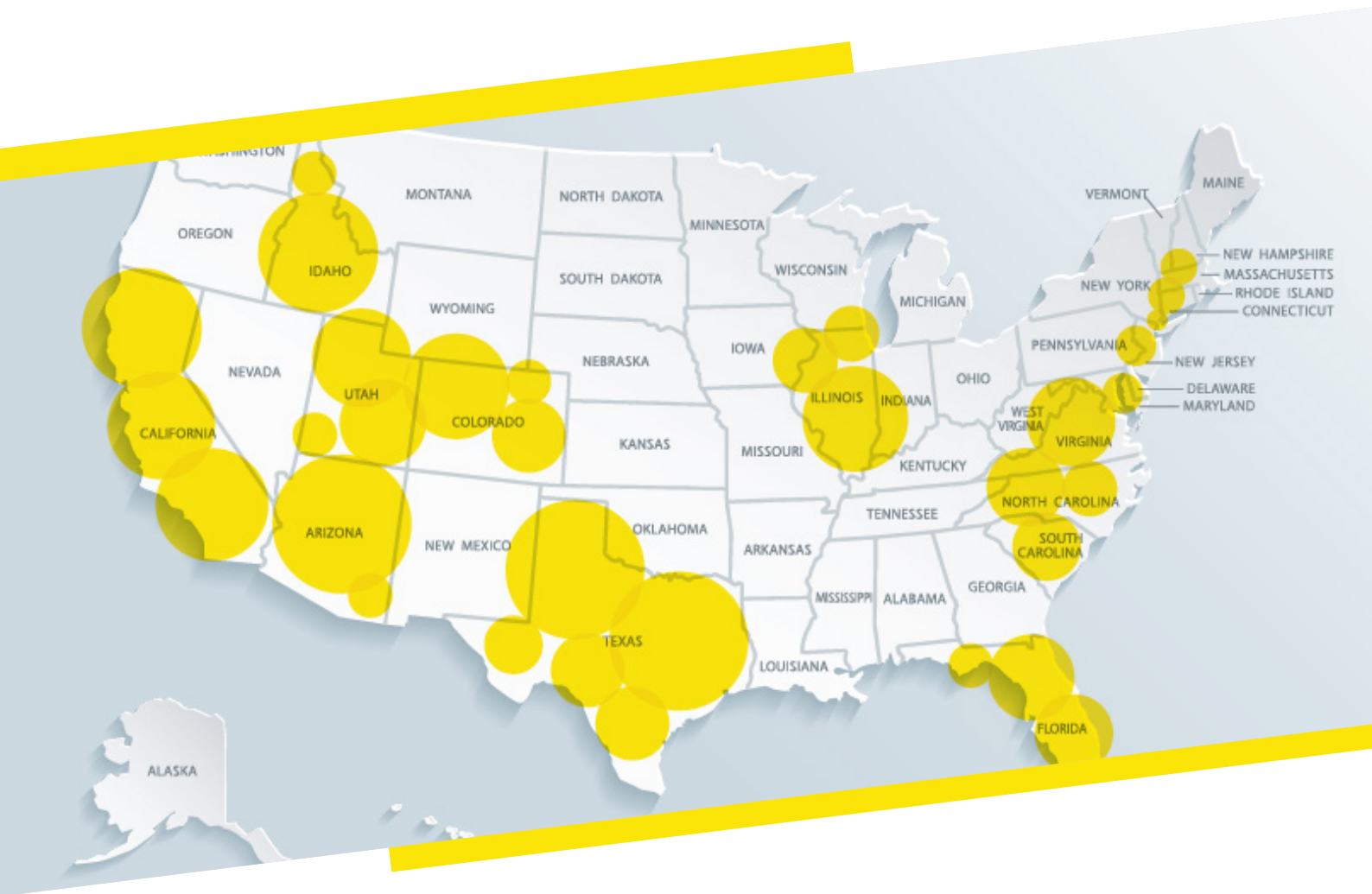
What This Customer Experience MEANS

If we've learned anything from the last few pages, it's that the solar journey is a fairly complicated process. However, because of our thoroughly trained team, streamlined processes, communication channels, incredible partners, and operational software, you can be confident that when you work with us, your customers will be in good hands.

This means that more of your customers will love you, and you will walk away with more of the commissions that you've earned. Win-win-win.

But you don't have to take our word for how great our processes are. Review our business pages where we've earned hundreds of 5-star reviews.





Our Partnership **WITH YOU**

We think of our partnerships as happy, symbiotic relationships, like sea crabs and anemones or oxpeckers and crocodiles. Maybe we've been watching too much National Geographic.

You get the point. When you win we win. And when we win you win.

We will do everything in our power to keep you happy as a partner and support the homeowners you sell to.

We are committed to delivering a world-class customer experience that is fast, efficient, personal, and simple.

If at any point you want to offer suggestions or critiques of our process, we have open ears, go ahead and email us at partnerexperience@completesolar.com.

Thank you and happy selling!