

**Complete**<sup>o</sup>  
Solar



## **Complete Solar & You**

Providing the Best Customer Experience in the Industry

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# Why Customers Love Complete Solar

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## 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

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## 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.

## The Project Coordinators that homeowners love working with



**Christopher Leibow**



**Darlynn Lacap**



**Amanda Zurmely**



**Adriana White**

# Customer Roadmap

## Week 1\*



Review Design and Warranties



Site Survey



Project Coordinator Introduction



Engineering & Permitting Packet

## Weeks 2–3\*



Permit Submission & Approval

## Week 4\*



Installation



Inspection



Interconnection  
(Permission to Operate)

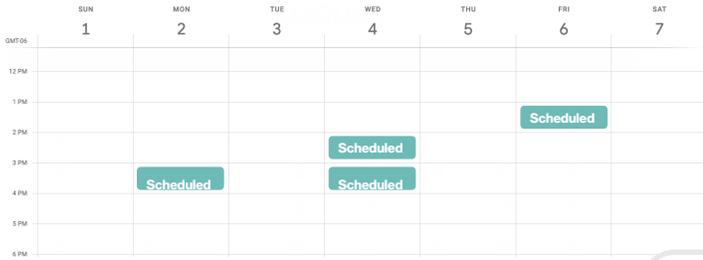
# Week 1

## Overview

**Key**

- **Your responsibility**
- **We handle these pieces, but you and your customers are notified at each step!**

### 1. Schedule Site Survey

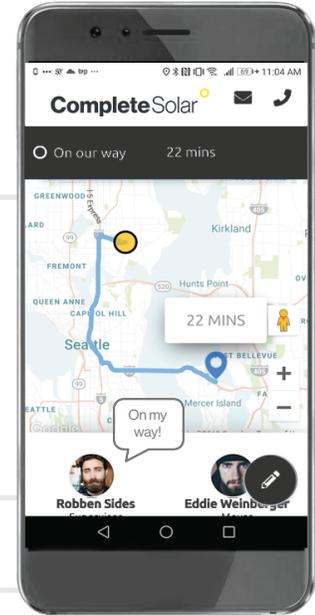


### 3. Submit Your Sales Packet

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

### 2. Site Survey

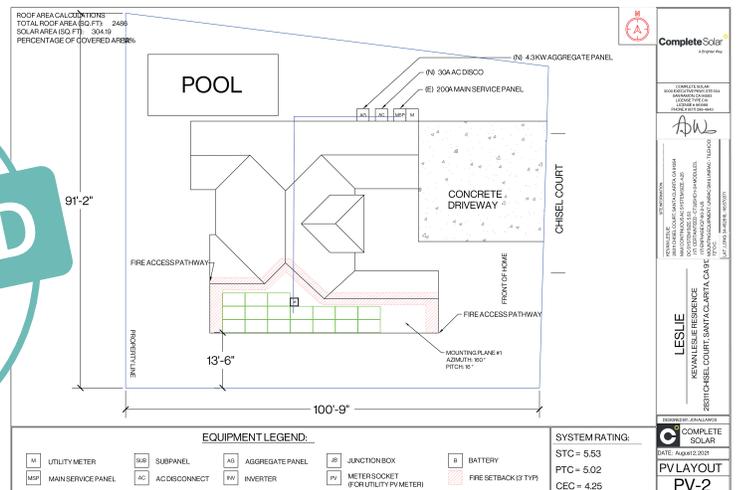
Customers are notified and can track their site surveyor to the very minute!



### 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



# The Solar Journey is Personal

Week 1

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 submission, 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!

## Key

● Customer Communication

● Customer & Partner Communication

● Site Survey Scheduled

● Site Survey Reminder

● Site Survey Enroute

● Site Survey Completed

● SP Approved

● Items Missing

● Welcome Call

● Design Completed

● Design Approved



**Adriana White**  
Project Coordinator

# Weeks 2-3

## Overview

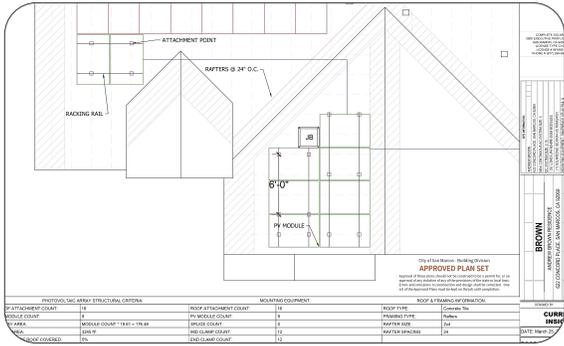
Key

- Your responsibility
- We handle these pieces, but you and your customers are notified at each step!

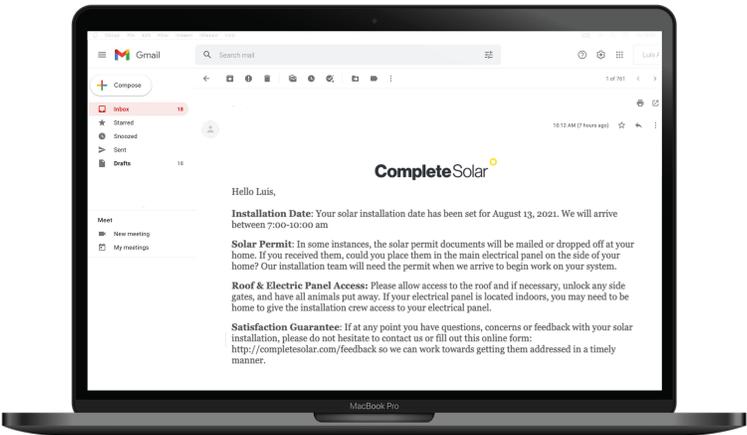
### 7. Permit Application



### 8. Permit Approval



### 9. Confidence Install Date



# The Solar Journey is Fast & Efficient

Weeks 2-3

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.

### Get Paid Faster with Faster Installs

A streamlined permitting process:

- 24- hour CAD designs
- 48- hour permits
- An online approval process

Key

● Customer Communication

● Customer & Partner  
Communication

● Permit Application

● Permit Received

● Confidence Install Date



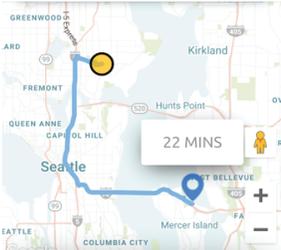
# Week 4

## Overview

### Key

- Your responsibility
- We handle these pieces, but you and your customers are notified at each step!

### 10. Installation en Route



Your installation team is on their way!

### 11. Installation Complete



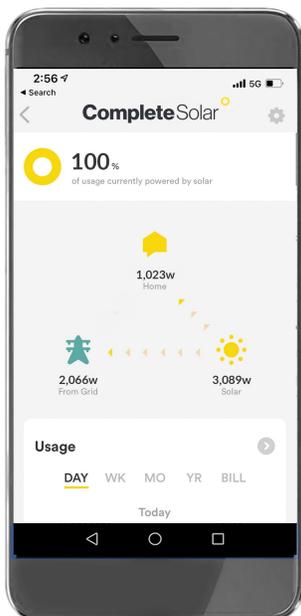
### 12. Final Inspection

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 Solar Journey is Simple

Week 4

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.

Key

● Customer Communication

● Customer & Partner Communication

● Installation Enroute

● Installation Complete

● Final Inspection

● Customer Satisfaction Review

● NEM

● PTO



# 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.

## Complete Solar

4.9 ★★★★★ 125 reviews 



**David K.** (Yelp) ★★★★★  
Complete Solar has been a dream to work with.

**Angela C.** (Yelp) ★★★★★  
This process was seamless from start to finish!

**Deborah P.** (Google) ★★★★★  
Complete Solar

**Heather H.** (Google Reviews) ★★★★★  
I felt informed and respected all along.

**Jenifer B.** (Google Reviews) ★★★★★  
Very professional and great follow through.

**Patty M.** (Yelp) ★★★★★  
This is how a company should operate.

# Our Partnership with You

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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](mailto:partnerexperience@completesolar.com).

Thank you and happy selling!

