



Level Solar Transitions to Spruce Power

SUNation Energy has been happy to serve Level Solar customers since October of 2017. The Level Solar portfolio has been acquired by Spruce Power, one of the largest owners of distributed generation solar residential assets in the U.S.

Over the next several weeks, Spruce Power will take over the ownership and management of these systems from SUNation which will include all billing, collections, home transfer paperwork, service requests and customer inquiries.

OPERATIONS AND MAINTENANCE

Effective Immediately, Spruce Power will be responsible for all the operations and maintenance servicing for your solar panels.

If you need assistance with your panels, please contact Spruce Power at **(888) 636-0336** or **support@sprucepower.com** during the following business hours:

Monday-Thursday: 10 AM-9 PM Eastern Time

Friday: 10 AM-7 PM Eastern Time

Saturday & Sunday: Closed

If you have open work orders, Spruce Power has been made aware of them and will be sending you specific communications related to those.

BILLING

Over the next several weeks, Spruce Power will take over the ownership and management of these systems from SUNation which will include all billing, collections, home transfer paperwork, service requests and customer inquiries. This change will take effect October 1st, 2022. Please continue contacting SUNation regarding billing until then.

WHAT ACTIONS YOU NEED TO TAKE

- Keep an eye out for correspondence from Spruce Power. It will contain important information regarding your solar panels.
- Add @sprucepower.com to your safe sender list on your email account so you don't miss updates on the coming changes.
 - G-Mail: [How to add to safe sender list - Gmail Community \(google.com\)](#)
 - Outlook: [Safe Senders in Outlook.com \(microsoft.com\)](#)

WHAT IS STAYING THE SAME

- Your loan term, rates, and outstanding balance are unchanged.
- If you're on direct debit/ACH, your payments will continue to process each month. Contact Spruce Power after October 1st, 2022 if you would like to confirm your auto-debit process.

Over the next several weeks more information will be available regarding the transfer of billing related servicing but for now all contact information will remain the same. If you have any questions regarding the change of ownership, please email: service@sunation.com or call at 631.823.7131 - Option 2 for Service. Option 4 for Billing.