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## LET US INTRODUCE OURSELVES

We are Spruce Power, an energy as a service company that is the largest private owner and operator of residential distributed energy resources in North America and the largest independent service provider to the residential solar market. Working together with our customers and partners, we relentlessly pursue opportunities to create a cleaner and more sustainable future.

## WHY WE ARE CONTACTING YOU

Recently, Spruce Power became the owner of the solar installation on your roof, and we are excited to welcome you to our family. We will also take over operations and maintenance servicing for your system. SUNation, the previous provider, will no longer be your point of contact for service-related issues. Please contact our Homeowner Support (HOST) team if you believe your system requires service.

## HOW TO REACH US

HOST representatives can be reached 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

Please include “Level Solar” in the subject line of your emails. This will ensure your message makes it to the right department.

## BILLING

Over the next several weeks, Spruce Power will also take over the management of your account from SUNation which will include all billing, collections, home transfer paperwork, and other account inquiries. This change will take effect October 1, 2022. Please continue contacting SUNation regarding billing until then.



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## WHAT IS STAYING THE SAME

- Your solar agreement 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 1, 2022 if you would like to confirm your auto-debit process.

## WHAT ACTIONS YOU NEED TO TAKE

- Keep an eye out for additional 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 \(microsoft.com\)](#)

## ADDITIONAL INFORMATION YOU MAY FIND HELPFUL

- A copy of this letter, as well as additional information can be found at [www.Sunation.com/Level-Solar](http://www.Sunation.com/Level-Solar). The date of transition for billing is October 1, 2022 our Home Owner Support Team will be unable to access your account information until then. Please direct all account and billing questions to SUNation before then. SUNation can be reached by emailing: [service@sunation.com](mailto:service@sunation.com).

