

September 8, 2022

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 new owner of the solar installation on your roof, and we are excited to welcome you to the Spruce Power family. On October 1, 2022 Spruce Power will begin servicing your account, this means that there will be some changes to how you access your information, pay your bills, and who to contact when you need help.

Until then, all your servicing will continue to be done by SUNation. In the coming weeks you will receive additional correspondence with important information regarding your account information, who to contact, how and where to make payments, as well as some additional administrative changes. You will receive an entire welcome packet with all the information you need for a smooth transition the week of September 26, 2022.

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/. The date of transition is October 1, 2022, and Spruce's Home Owner Support Team will be unable to access your account information until then. Please direct all questions to SUNation before October 1, 2022. SUNation can be reached by emailing: service@sunation.com.

