



CUSTOMER WELCOME PACKET

SOLAR FOR ALL





welcome

WE'RE LOOKING FORWARD TO WORKING WITH YOU

Welcome to your PosiGen Solar Journey! We are thrilled to celebrate this significant moment with you as you embark on a journey into the world of solar energy.

At PosiGen, we believe that solar energy should be accessible to everyone, regardless of income. It is a mission that fuels our commitment to bringing lower energy costs and clean energy to you, your home, and your community.

We understand that the world of solar energy might seem complex, but rest assured, you are in good hands. Our team is here to guide you through every step of the process, ensuring a seamless and rewarding experience.

If you have any questions or concerns along the way, our dedicated customer care team is ready to assist you. Feel free to reach out to us, and they will be more than happy to support you on your solar journey.

Thank you for choosing PosiGen as your solar partner. Together, we are making a positive impact on the world.

Peter Shaper

CEO



Section 1 Your Solar Story Begins. Here

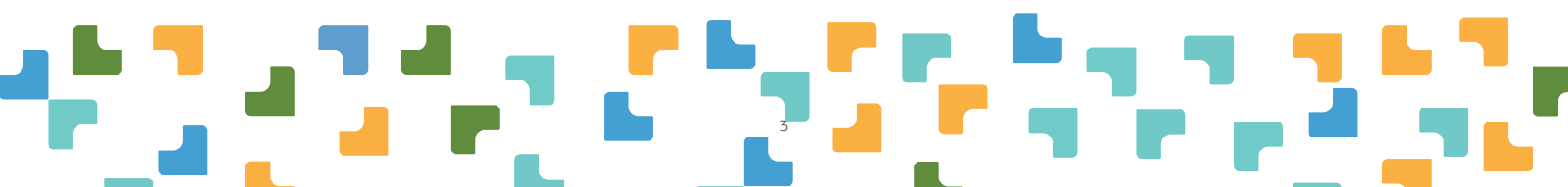
Section 2 Your Project Timeline

Section 3 Your Support Team

Section 4 Sample Time of Use (TOU)

Section 5 Your Solar Story in your hands - App Info

Section 6 Make your Home Energy Efficient





Your Solar Story BEGINS HERE

OVERVIEW

Inside this Welcome Packet, you'll find essential information to kickstart your journey with PosiGen. From understanding the benefits of solar energy to tips on optimizing your system, consider this your go-to guide for a greener and more cost-effective lifestyle.

SOLAR SAVINGS PORTAL

Check in on your solar panels to see how much energy they're producing – and how much you've saved!



bit.ly/492p05s

PAYMENT

Pay your bill quickly and easily with PosiGen's online bill pay portal.



bit.ly/3u6BzZM



Project Timeline



STAGE 1

DESIGN & ENGINEERING

Our solar experts will review your home's energy needs, shading, and seasonal impacts to determine the correct location and number of panels. This process includes:

- Site Survey
- Prepare Site Layout
- Structural Engineering Review
- Prepare Engineered Drawings
- Prepare Submission for Permits and Utilities

STAGE 2

PERMIT & APPROVAL

PosiGen's team will help you through the permitting process, ensuring all paperwork is squared away. Depending on the municipalities involved, this process includes:

- Obtain permits from electrical and building permitting authorities
- Obtain any pre-install approvals from your utility
- Submit applications for any incentives or rebates
- Procure necessary equipment
- Schedule Install

STAGE 3

INSTALLATION

Our highly knowledgeable solar experts will deliver and install your solar solution. While the physical installation usually only takes a day, there are a few other items that take place before install. This process includes:

- Install any electrical service or structural upgrades to support the system
- Install the system in accordance with the design
- Test and inspect quality of system
- Clean up job site

STAGE 4

INSPECTION

Your new panels will undergo inspection to ensure they have been correctly and safely installed and are ready for use. In addition to inspection, homes undergo an energy efficiency audit to ensure you are getting the most out of your system. This phase includes:

- Schedule inspection and receive approval from permitting authority
- Request and receive permission to operate from Utility
- Energy Efficiency Audit

STAGE 5

ACTIVATION

After all necessary approvals, your new solar system can be activated and begin generating energy. This step of the process includes:

- Remote activation of your system
- Physical AC disconnect turned on
- Start receiving electricity
- You receive your first bill within 4 weeks of activation



YOUR SUPPORT TEAM

**Have a question or need
customer service?**

Call: 888-939-4442 or email:



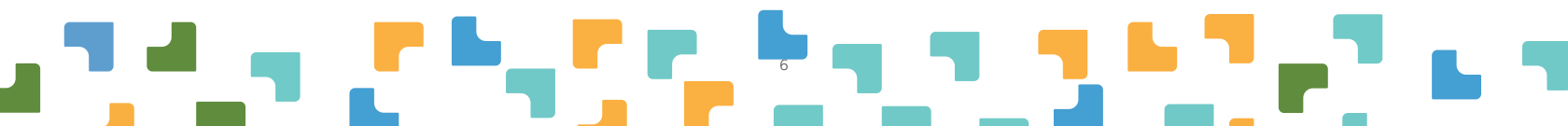
**CUSTOMER
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customercare@posigen.com



BILLING

accountmanagement@posigen.com



Sample

Time-of-Use Plan

MAXIMIZE SOLAR POWER EFFICIENCY AND REDUCE COSTS

Understanding the rhythm of energy consumption and solar generation is key to maximizing the benefits of your solar panels. This section delves into the concept of peak hours, revealing when energy costs are at their highest and lowest, and solar generation is most potent. By strategically aligning your energy usage with these patterns, you can harness the full potential of your solar panels, not only contributing to a sustainable future but also maximizing your cost savings.

Peak hours (CAN VARY DEPENDING ON LOCATIONS)

1. PEAK HOURS (HIGH ENERGY COSTS):

- WEEKDAYS: 2:00 PM - 7:00 PM
- WEEKENDS: 12:00 PM - 6:00 PM

During peak hours, energy from the grid is the most expensive, so it's best to minimize your usage during this time.

2. OFF-PEAK HOURS (LOW ENERGY COSTS):

- WEEKDAYS: 7:00 PM - 7:00 AM
- WEEKENDS: 6:00 PM - 7:00 AM

During off-peak hours, energy from the grid is the cheapest. This is when you should focus on using appliances and performing energy-intensive tasks.

3. SOLAR GENERATION HOURS:

These hours are the times when your solar panels generate the most electricity. The exact hours will vary based on your location and the orientation of your panels.

Typically, it's from **10:00 AM TO 4:00 PM**.



Sample

Time-of-Use Plan

Align Heavy Tasks with Peak Solar Generation Hours

The optimal time to perform energy load-heavy tasks aligns with peak solar generation hours, typically occurring during the midday to early afternoon when solar panel production is at its highest. This period varies based on geographical location and seasonal changes. Leveraging energy-intensive activities, such as running appliances or charging electric vehicles, during these peak solar hours allows users to capitalize on the abundance of solar energy production.



Consider performing the following tasks during peak solar hours:

Laundry: Running your washing machine and dryer during peak solar hours can be an excellent choice.

Dishwasher: Running the dishwasher during peak solar hours can help you maximize your solar energy utilization.

Charging Electric Vehicles (EVs): If you have an electric vehicle, try to schedule your charging sessions during the peak solar hours.

Cooking: Cooking meals during peak solar hours can reduce your dependence on grid power.

Pool Pump: If you have a pool, consider running the pool pump during peak solar hours.

Water Heaters: Schedule your electric water heater to heat water during peak solar hours.

HVAC System: Pre-cool or pre-heat your home's heat pump or air conditioning system during

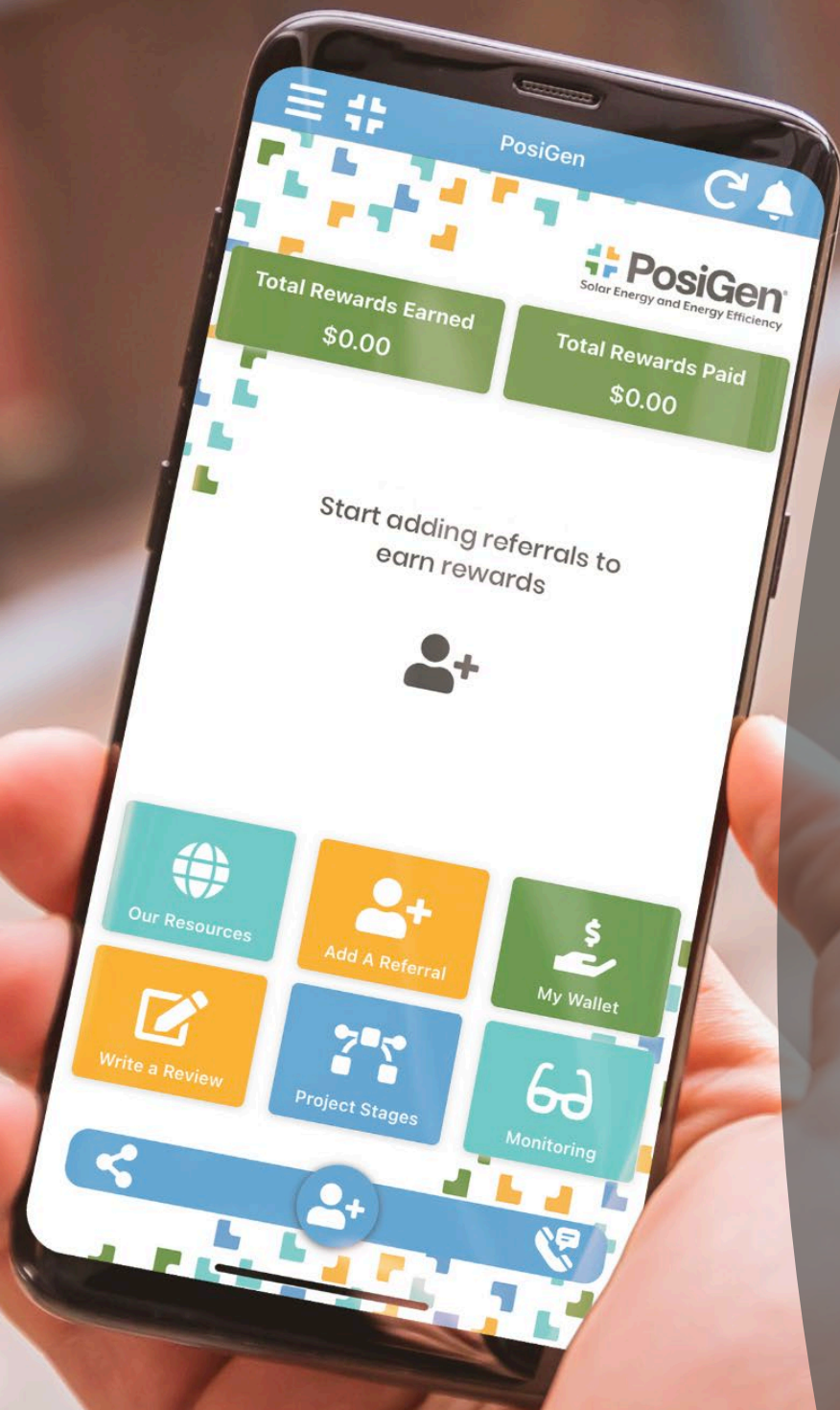
the morning hours so it requires less energy during the peak hours.

Battery Charging: Consider charging your devices or batteries for tools during peak solar hours.

Appliance Maintenance: Use peak hours to perform maintenance tasks on your appliances, like cleaning or defrosting your refrigerator, as these tasks may require power interruptions.

Home Office: If you work from home, operate your home office equipment, including computers and printers, during peak solar hours to utilize the energy from your solar panels.

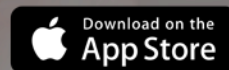
YOUR SOLAR STORY IN YOUR HANDS



DOWNLOAD THE POSIGEN APP

Earn \$300 by Helping Others Go Solar

Download the PosiGen Solar app today and track your install, access your PosiGen Savings Portal, and refer friends and family to help them reduce their utility costs. Our easy-to-use app provides details on your install and the install of every customer you refer to us, along with tracking your cash payouts directly within the app!



MAKE YOUR HOME ENERGY EFFICIENT

Most homes have areas of inefficiency – air leaks, inefficient insulation, and other problems may cause you to waste energy on heating and cooling. PosiGen's home energy audits identify and fix areas of inefficiency so you can save energy and money.

Why PosiGen Energy Efficiency Audits & Upgrades

- Less Impact on the Environment
 - Using energy more efficiently is a cost-effective way to reduce your footprint and help make our world a better place to live.
- Increased Comfort
 - Upgrades can lead to cleaner air, consistent heating and cooling, and reduction of moisture-related mold problems.
- Increased Home Value
 - Improved home performance can reduce maintenance costs, improve durability, and make your home more attractive to future buyers.





POWERED BY

 **PosiGen**[®]

www.PosiGen.com | Call: 888-939-4442

