



## CONSUMER-FRIENDLY COMMUNITY SOLAR PLEDGE

### COMMUNITY LEADER |

#### ROBUST OFFERINGS TO RESIDENTIAL CUSTOMERS

1. Company offers pay-as-you-go pricing structure
2. Company offers innovative and customer-friendly project models

#### EFFORTS TO REDUCE KNOWN BARRIERS FACING LOW-INCOME RESIDENTIAL CUSTOMERS

1. Company provides educational information regarding community solar programs and partners with low-income organizations and/or community action agencies to reach out to low- and moderate-income households
2. Company is working with lenders to reduce credit score requirement



### GOOD NEIGHBOR |

#### CLEAR SUBSCRIPTION TERMS

1. Company provides a point of contact for the subscriber
2. Company clearly lists its qualifications and licensures
3. Customer is allowed at least 30 days to review and sign contract before terms change
4. Contract is written in plain language, with easily readable and consistent font size throughout
5. Subscription term does not exceed 25 year life of the community solar garden agreement with Xcel Energy
6. Information is provided on the garden's location and status in the utility review process
7. Clear explanations are provided on any customer obligations in the event of a subscriber moving, passing away, or decreasing their home energy usage
8. Clear information is provided on how customer's contract and bill credits will be impacted by a decline in solar energy production



#### TRANSPARENT PRICING INFORMATION

1. Assumptions on future electricity prices are transparent, clearly explained, and supported by publicly available sources
2. Any and all payments due at signing and during other phases of the project are disclosed
3. Customers are allowed to compare costs and terms with offerings by other companies before signing
4. Reasonable grace period is provided for any late payments

#### NON-ONEROUS EARLY TERMINATION CLAUSE

1. Any early termination fee does not exceed the amount that would have otherwise been owed by the customer for the remainder of the term
2. Customers are provided with a reduced termination fee in the event of a subscriber moving, passing away, or decreasing their home energy usage

Disclaimer: The information provided above is for general information only. The Consumer-Friendly Community Solar Pledge program is intended only to provide information regarding desirable residential community solar garden contract terms and does not constitute an endorsement or approval by Fresh Energy. Fresh Energy assumes no responsibility for the accuracy of solar developers' statements accepting this pledge, and accepts no liability for any loss or damage which may arise from reliance on such statements. Community solar customers are wholly responsible for reviewing the entirety of each community solar contract prior to entering into an agreement with a solar developer.