



Sunnova Service Guide

Sunnova Home Solar Service
Easy Own Plan™ Equipment Purchase

sunnovaTM

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SECTION

01

**Welcome to
Sunnova!**

When it comes to your future energy costs, the outlook is sunny.

Congratulations on your decision to power your home with Sunnova. We are excited for you and created this handy reference guide to walk you through the ins and outs of your new solar system. From installation to operation, 25 years of monitoring and the top-of-the-line warranty, the pages that follow will help you understand what to expect at every stage.

Sunnova is a different kind of power company.

What makes us different? Our focus on you.

Every decision we make, every program we develop, every improvement we implement — it all comes down to one question: **What's best for our customers?** You motivate us to consistently enhance our products and processes to better serve you. This customer-driven mindset is the force behind our business model, which combines solar innovation with the local expertise of an extensive network of qualified installation partners. But most important, it enables us to provide you with responsive service tailored to your community and needs.

You've made a wise choice.

Sunnova provides affordable, reliable, efficient and worry-free solar energy from the moment your Sunnova solar system is in service. With no upfront payment or ongoing expenses for maintenance and repairs, **Sunnova Protect[®]** warranty has your system covered for 25 years. Guaranteed¹. We work closely with your installation partner to help make your transition to solar energy as seamless as possible. The sooner your system is installed, the sooner you'll enjoy savings². We get that, and we're dedicated to putting the power of the sun to work for you quickly and conveniently.

But that's only the beginning. Once your system is up and running, you can count on us to keep it functioning optimally. You'll enjoy peace of mind for the lifetime of your 25-year agreement, knowing you're protected against fluctuating energy prices and system breakdowns.

Thank you for inspiring us, and welcome to the Sunnova family.

¹ Refer to the Warranty Agreement in your agreement for complete warranty terms and limitations.

² Individual savings will vary based on your utility rate, your energy consumption habits, the solar system equipment installed on your property, your tax incentives eligibility, weather and other factors. In some states Sunnova's products are not designed to offer savings. Individual savings estimates are based on your solar energy production, your solar kWh rate, potential tax incentives, your utility kWh rate at the time of purchase, and projected increases in the utility rate (based on historical data and national averages). Estimates do not take into consideration other changes in utility rates. Such changes could affect your overall estimated savings. Sunnova does not guarantee savings.



SECTION

02

The Smarter Choice: Solar as a Service

Experience the Sunnova advantage.

Your decision to go solar with Sunnova was a smart one for many reasons. Our Solar-as-a-Service offers benefits beyond those of most conventional or renewable power providers. We've listed a few of the most compelling features and benefits to reinforce what makes Solar as a Service the smarter choice.

The Easy Own Plan™ Advantage

With the Easy Own Plan™, you pay steady monthly payments to own your solar system. Since you own the system, you may be eligible to collect any federal and state incentives. See below for a full list of features and benefits.

Feature	Benefit
No upfront costs	Flip the switch and start saving money. ¹
Predictable solar energy costs ¹	25 years of steady monthly payments.
Sunnova Protect® warranty ²	Sunnova protects your solar system for 25 years with our top-of-the-line coverage. All system components are covered for 25 years, eliminating or reducing out-of-pocket expenses for repairs and maintenance, including labor too. Plus, you get a 10-year roof penetration warranty so if there are leaks or damages from installing your solar system, we will cover the repairs.
Production guarantee ³	We commit that your system will produce the guaranteed amount of energy outlined in your 25-year agreement, or we will credit or refund you the difference.
Federal and state tax credits and incentives ⁴	By taking advantage of the federal and state solar incentive, you may be able to offset your taxes.
Quality assurance and control	Solar design plans are reviewed by Sunnova engineers to ensure high quality standards.
24/7 System monitoring ⁵	We track the system's solar generation, and if we detect that it's not producing as expected, our service team will take care of it.
EV Charger installation	If you installed an EV charger with your home solar system, your home and vehicle will now be powered by the sun. Your EV charger comes with a manufacturer's limited warranty.
Roof Installation Warranty ⁶	If you also installed a new roof with your solar system, you can gain peace of mind knowing your newly installed roof is covered by a 25-year Manufacturer's warranty to protect you against any material defects. In addition, you will receive up to a 10-year Workmanship warranty, so if there are any errors or defects from installing the roof, your roof will be repaired– at no additional cost to you! ⁶ .

¹ Your solar system production will vary based on weather and other factors. Utility rates and utility rate structures are subject to change and cannot be accurately predicted. Your electricity usage may also vary from month to month. Projected savings from your solar system are therefore subject to change. Sunnova makes no guarantees regarding credit for net energy exported to the electric grid, and any credit provided (now or in the future) is subject to change or termination by executive, legislative or regulatory action.

² Refer to the Warranty Agreement in your agreement for complete warranty terms and limitations.

³ Your solar system's cumulative production will be evaluated each year to validate annual production guarantee, beginning on the third anniversary of your agreement. Production guarantee is not available in Florida and South Carolina.

⁴ You may be eligible for a federal Investment Tax Credit (ITC) with purchase of a solar system. To receive the full federal tax credit, you must have federal income tax liability at least equal to the value of the tax credit. Additional tax credits may also be available for homeowners in certain states. Sunnova makes no guarantees regarding customer eligibility for tax benefits, SRECs or PBIs. Sunnova does not provide tax advice. Contact your personal tax advisor for eligibility requirements.

⁵ System monitoring not available in the state of Florida.

⁶ Refer to the manufacturer's warranty provided by your installer for terms and limitations. For all markets except Hawaii, you receive a 10-year workmanship warranty for the roof and in Hawaii you receive a 7-year workmanship warranty.

Roof Installation Warranty

If you also installed a new roof with your solar system, you can gain peace of mind knowing your newly installed roof is covered by a top-of-the-line warranty!



25-Year Manufacturer's Warranty

Your roofing materials are built to last. You will receive a 25-year Manufacturer's Warranty to protect you against any material defects.¹



Up To 10-Year Workmanship Warranty

Our roof installers stand behind their work! If there are any errors or defects from installing the roof, your roof will be repaired—at no additional cost you!¹

1. Refer to the manufacturer's warranty provided by your installer for terms and limitations. For all markets except Hawaii, you receive a 10-year workmanship warranty for the roof and in Hawaii you receive a 7-year workmanship warranty.



SECTION

03

Your Electric Vehicle (EV) Charger with Sunnova

A Better Way to Charge Your EV

If you installed an EV charger with your Sunnova solar system, you'll be able to charge your car up to 9x faster than the standard wall-plug chargers and do it using the power of the sun.

Your New EV Charger Does More

Make sure you're getting the most out of your EV charger by familiarizing yourself with all of its benefits.



Control Over Your Energy Costs

Now you'll always know what you'll pay for your home solar energy costs and EV charging for years to come!



More Miles, Faster

Your level 2 EV charger is faster and smarter, charging up to 9x faster than the standard wall-plug chargers with up to 50 amps of power.¹



App Connectivity

Based on the EV charger you've chosen, the mobile app lets you schedule charging, stay notified about your charging status, find public chargers, and more.



Manufacturer Limited Warranty

Your EV charger comes with a manufacturer's limited warranty. As a convenience to you, Sunnova will coordinate all maintenance and repairs under your manufacturer's limited warranty, as well as cover any labor costs for the repair or replacement of covered parts.²

¹ Most drivers will use 32 or 40 amps. 48 or 50 amps will give you the fastest charge but requires hardwired installation and may require electrical upgrades

² Refer to your Limited Warranty agreement for your complete warranty terms and limitations.



SECTION

04

Cha Ching: Your Savings with Sunnova

Enjoy long-term savings.*

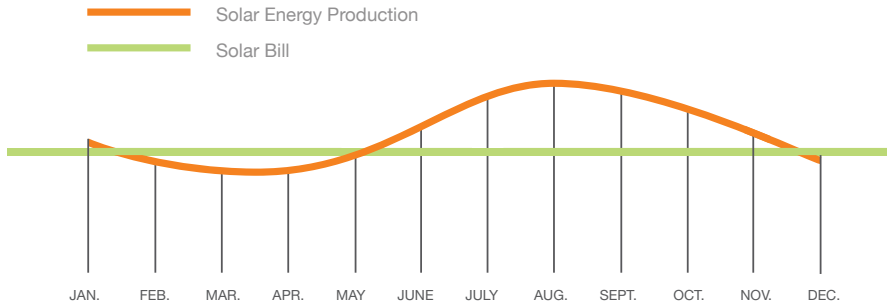
Going solar with Sunnova saves you money by providing a lower energy cost than you receive from your current utility company. Even better, you'll continue to enjoy a low rate for the lifetime of your 25-year agreement, locking in long-term savings and peace of mind.

* Individual savings will vary based on your utility rate, your energy consumption habits, the solar system equipment installed on your property, your tax incentives eligibility, weather and other factors. In some states Sunnova's products are not designed to offer savings. Individual savings estimates are based on your solar energy production, your solar kWh rate, potential tax incentives, your utility kWh rate at the time of purchase, and projected increases in the utility rate (based on historical data and national averages). Estimates do not take into consideration other changes in utility rates. Such changes could affect your overall estimated savings. Sunnova does not guarantee savings.

Production, usage and billing—how it all works:

With the Easy Own Plan™, your monthly payments are steady, although the amount of energy your system produces will vary. Solar energy production is subject to factors like weather, time of the day and season of the year. During the sunny summer months, your system will produce more energy. In the winter and on cloudy days, your system will produce less. At night, your system won't generate energy at all. During the times when your solar system isn't generating energy, the utility company will supply electricity to your home. For this reason, your solar system remains connected to the electric grid (known as interconnection).

Your solar system has been specially designed for your home, based on your annual energy consumption, so the energy your system can produce is limited.



Please note: Your solar system has been specially designed for your home, based on your annual energy consumption, so the energy your system can produce is limited.

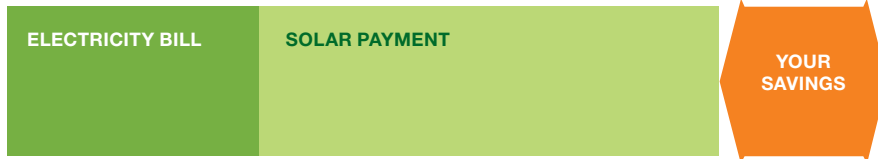
How two bills add up to savings:

During the times when your solar system isn't generating energy, the utility company will supply electricity to your home. For this reason, your solar system remains connected to the electric grid (known as interconnection). Once your solar system is interconnected, you will receive two bills each month: one from the utility company and one from Sunnova.

ENERGY COSTS BEFORE GOING SOLAR



ENERGY COSTS AFTER GOING SOLAR



Since your utility bill will now only include charges for the electricity you consume from the electric grid when your solar system isn't generating energy, the amount will be less than before. Your lower monthly electricity bill, combined with your monthly solar bill from Sunnova, should represent savings on your total energy costs after going solar.* But remember, if you increase or change your consumption patterns after the final design of your system is completed, or otherwise end up using more energy than what your system produces, your utility will charge you for that consumption and your savings will be affected.

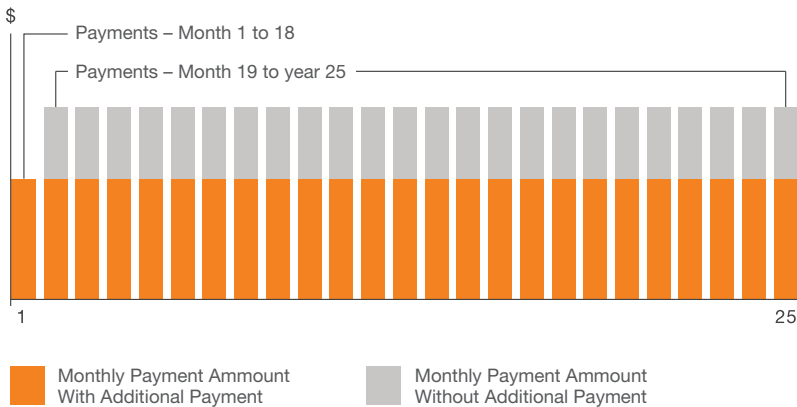
*Your solar system production will vary based on weather and other factors. Utility rates and utility rate structures are subject to change and cannot be accurately predicted. Your electricity usage may also vary from month to month. Projected savings from your solar system are therefore subject to change. In some states Sunnova's products are not designed to offer savings. Customers located in states or territories other than CA, CT, MA, RI, NY and NJ are likely to perceive savings substantially lower than 20%, if any. Individual savings estimates are based on your solar energy production, your solar kWh rate, potential tax incentives, your utility kWh rate at the time of purchase, and projected increases in the utility rate (based on historical data and national averages). Sunnova makes no guarantees regarding credit for net energy exported to the electric grid, and any credit provided (now or in the future) is subject to change or termination by executive, legislative or regulatory action.

Putting Your Tax Credit to Use

With the Easy Own Plan™, you not only get affordable, predictable monthly payments, but you're also eligible to take advantage of state and federal tax credits*.

Make additional payment of the amount financed (using your tax credit, if you are eligible, or other sources) in month 18 and your monthly payment stays the same. Or, keep your tax credit and your monthly payments go up a little starting in month 19.

The chart below shows what payments might look like in both cases. Either way, you'll still have a dependable, affordable solar energy system backed by the Sunnova Protect™ warranty with production guarantee** for the duration of the agreement.



* You may be eligible for a federal Investment Tax Credit (ITC) with the purchase of a solar system. To receive the full federal tax credit, you must have federal income tax liability at least equal to the value of the tax credit. Additional tax credits may also be available for homeowners in certain states. Sunnova makes no guarantees regarding customer eligibility for tax benefits. Sunnova does not provide tax advice. Contact your personal tax advisor for eligibility requirements.

** Production guarantee is not available in Florida and South Carolina.



SECTION

05

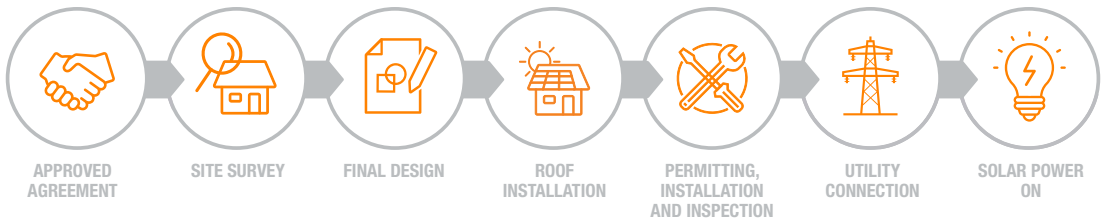
On The Roof: Installation of your Solar System

We're with you every step of the way.

We've listed the steps involved in getting your solar system installed, interconnected to the electric grid and in service. Sunnova will work with your local installation partner to complete all the steps in the installation process and help you start enjoying solar savings as quickly as possible.*

*The length of time required for each step in the process will vary depending on factors including obtaining any necessary permits, utility approval for net metering and interconnection of your system. Actual savings will vary based on your electricity usage and utility rates. Savings estimates are based on solar energy production, your solar kWh rate, your current utility kWh rate and projected increases in the utility rate (based on historical data and a national average). Estimates do not take into consideration other changes in utility rates. Such changes could affect your overall estimated savings.

Installation of your Sunnova Solar System



SITE SURVEY – A solar expert will survey your home to make sure your Sunnova solar system design meets your home energy needs.

FINAL DESIGN – Our team will review the site survey and finalize your customized system design.

ROOF INSTALLATION - If you choose to replace all or a portion of your roof, then your dealer will coordinate the roof installation.

PERMITTING, INSTALLATION AND INSPECTION – Your installer will get all of the necessary permits and paperwork completed so your system can be installed. Once the system is installed, your utility company will conduct a final inspection. If you chose to install an EV charger, a properly licensed professional will hardwire your level 2 EV charger around this time.

UTILITY CONNECTION – Once the utility approves your solar system, it will be connected to the grid so your system can begin producing clean energy.

SOLAR POWER ON – Sit back and enjoy the peace of mind knowing your home will be powered by solar energy.



SECTION

06

Up and Running: Generating Solar Energy

You've got the power!

Your Sunnova solar system is installed and ready to generate solar energy. This section explains how your worry-free solar energy system works.

01

Sunlight hits the solar panels, producing clean, renewable energy. That clean energy powers your home during the day.¹

02

Any excess energy the system produces during the daytime is sent to the utility grid. The utility may buy back or provide credit for excess energy.² Check with your utility for specific details about its net metering program.

03

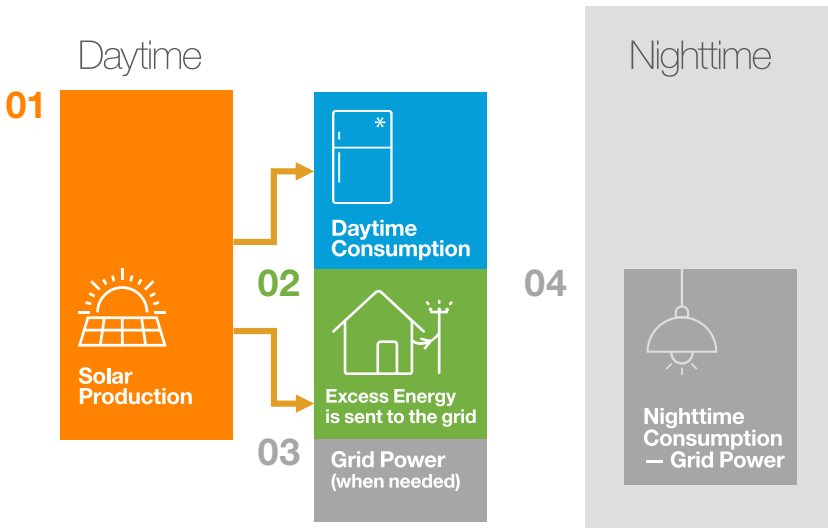
During the day, when you need more energy than the solar system provides, the utility will supply the additional electricity to your home.

04

At night, your solar system won't generate energy. The utility will supply the electricity needed.

05

In the event of a utility power outage, your solar system won't work.



This chart should be used for illustration purposes only.

¹Your electricity needs will vary based on your usage, the energy efficiency of your home and other factors.

²Sunnova makes no guarantees regarding credit for net energy exported to the electric grid, and any credit provided (now or in the future) is within the sole discretion and control of the utility company.

SECTION

07

Staying on Track: Monitoring and Caring for Your Solar System

**You can count on your Sunnova
solar system—we guarantee it.**

Once your system has been interconnected to the grid, Sunnova monitors your energy production and oversees the maintenance of your system, giving you the peace of mind you deserve.

Sunnova Protect® Warranty*

Every Sunnova system is backed by the **Sunnova Protect®** warranty, covering every piece of the system — from the solar panels to the inverter, and everything in between.

The solar system components are covered for 25 years, eliminating out-of-pocket expenses for system maintenance, equipment repairs and replacements. Plus, you get a 10-year roof penetration warranty so if there are leaks or damages from installing your solar system, we will cover the repairs.

While every system our partners install is tested before it's put in service, occasionally parts need to be replaced during the system's life. If any issues pop up with your system, whether it's a faulty wire or a panel cracked by a freak accident, we'll not only replace the part, but we'll cover the labor too.

To request service on your system, just call our customer service team at **866.SUNNOVA** or send us an email to **customerservice@sunnova.com**.

Please note: Sunnova Protect® covers your solar system only. If you purchased any optional services, such as a new roof or EV Charger, consult your specific manufacturer's limited warranty for those products.

*Refer to the Warranty Agreement in your agreement for complete warranty terms and limitations.

Monitoring

Monitoring is an important part of every Sunnova service. We'll monitor the system's performance remotely to detect any possible issues and you'll likely want to also understand how your system is functioning. You'll get access to monitoring, via MySunnova, so you can track your solar energy generation from month to month and season to season.

You'll also be able to see how much energy the solar panels are producing. It'll help you understand and plan your energy use throughout the day.

To request service on your system, just call our customer service team at **866.SUNNOVA** or send us an email to **customerservice@sunnova.com**.

How it works:

- 1 Meters and sensors on the solar components and your home locally communicate and transmit data back to Sunnova via cellular connection.

- 2 Sunnova monitors production data 24/7 to ensure estimated production levels.

- 3 We'll keep tabs on your equipment to make sure everything is in working order.

- 4 You can also track your system's production using MySunnova in three easy steps:
 - ✓ Log in to your account at www.MySunnova.com
 - ✓ Click the "Production" link at the top of the page
 - ✓ View your system's production details

Homeowner Responsibility

Although Sunnova solar systems come with the **Sunnova Protect**[®] warranty¹, it's important to note that you'll want to keep the solar panels free of debris and obstructions. Doing so will help keep the system operating at optimum levels.²

Shading:

Regularly trim any trees around your solar system so they don't block sunlight from reaching the solar panels. The analysis performed at your home during the pre-installation site visit established a benchmark for any shading created by trees, which you are expected to maintain for the lifetime of your agreement.

Soiling/Dirt:

Panels will become dirty over time. Typically, rainfall will serve as a consistent and effective method of washing the panels. However, in more arid climates where rainfall is minimal and dust storms are often an issue, it may be necessary to periodically rinse your solar panels. Be sure to avoid harsh chemicals that could damage the panels — a garden hose should be sufficient.

Environment:

Generally, maintenance issues are mainly related to the system's wires rather than faulty panels and/or equipment. To prevent problems with your system, check that there's no accumulation of leaves, debris, snow, or critters, like squirrels or rodents, under the solar panels.² In doing this a couple of times a year, you can avoid interruptions in energy production, system damage and roof rotting. Prevention plays a key factor in extending the lifetime of your panels during your agreement.

¹ Refer to the Warranty Agreement in your agreement for complete warranty terms and limitations.

² Sunnova does not assume responsibility for any injuries to the homeowner that may result from solar system maintenance.

SECTION

08

How Your Production Guarantee Works

Your system production is guaranteed. Period.

High solar energy production, low solar energy production, no problem! We commit that your system will produce the guaranteed amount of energy outlined in your 25-year agreement, or we will credit or refund you the difference.

With the Easy Own Plan™ your production is guaranteed.

Note: Production guarantee is not available in Florida.

This means we guarantee your system will produce a certain amount of energy each year. The amount of energy your solar system produces in each year is subject to a number of factors such as weather, time of day, the shading around your home, and season of the year. During sunny summer months, your system will produce more energy. In the winter and on cloudy days, your system will produce less. At night, your system won't generate energy at all. Sunnova's production guarantee is designed to make up for variances in your system's production.

At the end of your first 36-month anniversary, you will receive an email detailing your system's energy production, including any credits you may have accrued. Although your system's production is assessed annually, the production guarantee isn't applied until the third anniversary of your Easy Own Plan™ agreement. After the first three years, your production guarantee is applied on a yearly basis. If your system produces less than the guaranteed amount, we'll credit or refund you the difference. If your system produces more than the guaranteed amount, you won't owe us any extra money—we'll simply "bank" the extra production for future years in which your system may produce less than we guaranteed.

Production Guarantee Calculation Example

In the below example, we are only showing the first six years; however, your production guarantee will be assessed every year starting on your 36-month anniversary. You can find your guaranteed production and price/kWh in your agreement. Your actual production is in your MySunnova portal.

Year	Guaranteed Production	Actual Production	System Performance	Annual Assessment	Credit (kWh)	Cumulative YoY Solar Bank/Credit	Price/kWh	Product Guarantee Explanation
1-3	29,400	29,500	Over Performed	100 kWh	None	100 kWh	\$0.15	Since the system over performed , Sunnova would "bank" the surplus of 100 kWh and apply the amount to any future years.
4	9,600	9,400	Underperformed	-200 kWh	-100 kWh	0 kWh	\$0.15	Since this system underperformed , the customer would receive a credit for \$15 (100 kWh x \$0.15) by January 30th of the following year. Since you received a credit for your system underperforming, your solar bank is set back to zero. apply the amount to any future years.
5	9,500	9,700	Over Performed	200 kWh	None	200 kWh	\$0.15	Since this system over performed , Sunnova would "bank" the surplus of 200 kWh and apply the amount to any future years.
6	9,400	9,300	Underperformed	-100 kWh	None	100 kWh	\$0.15	Since this system underperformed by less than the solar bank, the customer would not receive a credit. However, the underproduction amount of 100 kWh would be deducted from the solar bank of 200 kWh leaving the customer with 100 kWh in banked solar credits.





SECTION

09

Get the Scoop: Frequently Asked Questions

Knowledge is power.

Here you'll find the answers to some of the most common questions our customers have regarding solar service.

The Sunnova Agreement

Why are agreements 25 years in duration?

The reason for the 25-year term on our agreements is to keep your kWh rate and payments as low as possible—for as long as possible.

What happens if I sell my home before the end of my agreement?

An agreement for a Sunnova home solar system/battery storage service can be transferred to a new homebuyer, and you can pass the solar benefits to them.¹ This includes our 25-year Sunnova Protect® warranty for the home solar system/battery storage.

If you also financed a roof with your Sunnova agreement, the roof portion of the loan can not be transferred to the new homeowner and you will need to pay off the roof portion of your loan balance prior to, or at the time of, the closing on your home. Warranties for the roof and any other optional services may not be transferable to a new homeowner. Consult the manufacturer's warranty for eligibility and restrictions.²

The Sunnova Customer Service team will walk you through the entire process, but it's important that you contact us by email at customerservice@sunnova.com, or by phone at **866.SUNNOVA**, as soon as you decide to sell your home.

What happens if the solar service agreement outlives me?

In the event of your passing, your solar energy plan will transfer to your estate. Your heirs will be able to enjoy the solar benefits by continuing to make your monthly Sunnova payments.

If your heirs want to sell your home and you have an agreement for a Sunnova home solar system and EV charger, they can transfer the agreement to a new homebuyer.¹

¹ New homeowner is required to meet Sunnova's credit requirements. Refer to your agreement for conditions and limitations.

² Refer to the manufacturer's warranty provided by your installer for terms and limitations

If your heirs want to sell your home and you financed a roof with your Sunnova agreement, the roof portion of the loan can not be transferred to the new homeowner and your heirs will need to pay off the roof portion of your loan balance prior to, or at the time of, the closing on your home.

The Solar System Installation Process

How does the process work?

Please refer to Solar Installation Steps included in Section 4. There you'll find the different steps within the solar installation process, with an explanation for each.

Will someone keep me informed throughout the installation process?

Absolutely. You'll receive communication from Sunnova at regular intervals to update you about how your installation is progressing, along with instructions for anything needed from you. Your sales representative or installation partner may also provide periodic updates, and you can always contact Sunnova directly with any questions.

What if I decide to cancel my installation?

Check your agreement for the cancellation period that applies to you. In most cases, the time frame for cancelling an agreement is seven days from the date you sign it.

What is a Permission to Operate letter?

The Permission to Operate letter, also known as PTO, is a document the utility company provides granting permission for you to generate energy through your solar system. You may receive it directly, or it may be sent to your installation partner. If you receive the PTO letter, please email a copy of it to **customerservice@sunnova.com** or fax it to **281.985.9907**.

What is the difference between Permission to Operate and Interconnection?

Permission to Operate means the utility company has granted permission for your solar system to generate energy. However, it does not mean your system has been connected to the utility grid. Interconnection is a separate step in the installation process that allows you to consume electricity from the grid, as well as export energy to the grid (net metering).

Your Warranty & System Monitoring

What do my warranties cover?

Home Solar System - All solar system components, from the panels to the inverter, are covered for the term of your warranty agreement, reducing, or eliminating out-of-pocket expenses for system maintenance or equipment repairs or replacements, including labor.¹ Plus, you get a 10-year roof penetration warranty so if there are leaks or damages from installing your solar system, we will cover the repairs.

Roof - If you also had a new roof installed, you receive a 25-year manufacturer's warranty for the roof for extra peace of mind. And, If you are in Hawaii, you receive a top-of-the-line 7-year workmanship warranty. For all other markets, you receive a top-of-the-line 10-year workmanship warranty.²

EV Charger - Your EV charger comes with a manufacturer's limited warranty. During this time, Sunnova will coordinate all maintenance and repairs under your manufacturer's limited warranty, as well as cover any labor costs for the repair or

¹ Refer to the Limited Warranty and Warranty Agreement in your agreement for complete warranty terms and limitations.

² Refer to the manufacturer's warranty provided by your installer for terms and limitations

Can I call a local contractor for repairs?

Home Solar System - No. Your warranty only covers repairs performed by authorized Sunnova dealers. You risk having to pay for the current and future repairs yourself, or even for damages caused by a faulty repair job, if you use an unauthorized local contractor. If you're having problems with your system, you should call Sunnova immediately at **866.SUNNOVA**.

EV Charger - Your EV charger comes with a manufacturer's limited warranty. During this time, you may contact Sunnova customer service by email at **customerservice@sunnova.com** or by phone at **866.SUNNOVA**. Make sure you don't move, change, or alter any part of the EV charger to maintain your limited warranty.

How will I know if my solar system is working properly?

Your solar system functions very quietly. But rest assured that doesn't mean it isn't working. In fact, Sunnova monitors your system 24/7 to ensure it's producing the amount of energy estimated in your agreement. You can track your production through MySunnova (see instructions in the portal FAQs). Note: 24/7 system monitoring not available in the state of Florida.

What is the production guarantee?

At the end of your first 36-month anniversary of your Easy Own Plan™ agreement, and every year thereafter, Sunnova will evaluate your solar system's production. If your system produces less than the guaranteed amount, we'll credit you the difference. If your system produces more than the guaranteed amount, you won't owe us any extra money—we'll simply "bank" the extra production for future years in which your system may produce less than we guaranteed. Please refer to Section 7 for more details about how the production guarantee works. Note: Production guarantee is not available in Florida.

MySunnova

What is MySunnova?

MySunnova is your Sunnova account management system, where you can manage your account, view and edit your billing and payment information, review your production, track your customer service cases, and find answers to frequently asked questions.

How do I access MySunnova?

Simply visit www.MySunnova.com and enter your username and password. If you haven't created a MySunnova account, click on the "Sign Up Now" button and provide your SystemID. If you run into any issues, contact our customer service team at **866.SUNNOVA** or **customerservice@sunnova.com**.

Your Utility Net Meter

What is a net meter, and how does it affect billing?

Your net meter is provided by your utility company to measure both the electricity you consume from the electric grid, as well as the energy you export to it. With the net metering program, you only pay for the electricity supplied to you from the electric grid. Your utility company makes the rules for its net metering program. Check with your utility for specific details regarding whether you'll be credited for any excess energy your system generates and exports to the electric grid—and if so, how the credits work.

What happens if my solar system isn't generating energy?

When your system isn't generating enough energy, such as on cloudy days, or at night when it isn't generating any energy, the electricity will instead flow from the utility grid to meet your consumption needs. Your utility meter will register the energy consumed by your home.

Please note: Net metering may appear on your bill in its acronym form, NEM (Net Energy Metering).

What happens if my solar system only generates part of the energy I consume?

If your solar system only generates part of the energy you consume, the utility company will supply the remaining electricity, and your utility net meter will register the electricity the utility company supplies. This electricity will be reflected on your monthly utility bill.

What happens if my solar system generates more energy than I consume?

If your solar system generates more energy than you consume, the excess energy will flow through the meter to the utility grid. If you're enrolled in a Net Metering Program, your net meter will register the energy you export to the grid, and the utility company may provide credit for the exported energy it receives from your system.*

*Sunnova makes no guarantees regarding credit for net energy exported to the electric grid, and any credit provided (now or in the future) is within the sole discretion and control of the utility company.

Your Utility Bill

Why am I receiving both a bill from the utility company and a bill from Sunnova?

Your utility bill represents the electricity the utility company supplies to your home via the electric grid when your solar system isn't generating enough energy, such as on cloudy days, or at night when it isn't generating any energy. Your Sunnova bill is for your solar service.

Why hasn't my utility bill decreased even though my solar system is interconnected?

Your usage may have increased, or it could be that there was insufficient time from interconnection to your next utility bill to see a noticeable difference.

If you still think your utility bill hasn't sufficiently decreased after you receive a few more utility bills, please let us know and contact our customer service team at **866.SUNNOVA** or **customerservice@sunnova.com**.

Why am I not saving as much as I thought I would after going solar?

There are many reasons why this could be happening. Some products or markets are not designed to offer savings. However, if this is not your case and if it is confirmed that the system is producing as expected, it is possible that your usage may have increased after our initial review of your electricity needs. Factors affecting usage can include running the A/C more often, the installation of a pool heater, and/or charging an electric vehicle at home, among others. In any case, please contact us so we can make sure everything looks in order!

Weather conditions may have resulted in more cloudy days than normal from one month to the next, especially during storm season. When comparing energy costs over the course of a year to what they were before going solar, most customers see savings.* Contact Sunnova Customer Service at customerservice@sunnova.com or **866.SUNNOVA** if you need further assistance.

How much will my utility bill be?

Sunnova cannot guarantee your bill from the utility company will be a specific amount after going solar. Your utility bill will depend on the amount of energy you use from the grid and any other fee the utility may apply.

Your Sunnova Bill

Will my Sunnova bill replace my utility bill?

No. You will receive two monthly bills now: one from Sunnova and one from your utility company. Please note that each bill will have its own monthly cycle and due date.

When will Sunnova begin billing me for service?

You will begin receiving bills from Sunnova 30 days after the interconnection date or 60 days after installation date, whichever is first.

AZ customers only: Billing will begin 30 days after the interconnection date.

After interconnection with the utility and once your meter is changed to a net meter, your bill will be delivered electronically three days before the due date to the email address we have on file for your account. Your payment will reflect service for the previous billing cycle.

Please note: When a payment date falls on a weekend or a holiday, it will be moved to the next business day.

For example, if your meter is switched to a net meter on October 15, your first bill will be sent on November 7, and will be due and drafted on November 10 for dates of service from October 15 through November 14.

How do I pay my Sunnova bill?

Your monthly payments are recurring and made with an automatic payment method, either a bank account or current credit card. You receive a discount when you set up automatic payments (ACH) from your checking or savings account.

Please contact the Sunnova Customer Service team at **customerservice@sunnova.com** or **866.SUNNOVA** to confirm the payment information you provided at the beginning of the installation process.

*Your solar system production will vary based on weather and other factors. Utility rates and utility rate structures are subject to change and cannot be accurately predicted. Your electricity usage may also vary from month to month. Projected savings from your solar system are therefore subject to change. Sunnova makes no guarantees regarding credit for net energy exported to the electric grid, and any credit provided (now or in the future) is subject to change or termination by executive, legislative or regulatory action.

For Assistance or More Information

Who should I contact if I need more information or assistance with my solar system?

Contact the Sunnova Customer Service team via email or telephone. Please refer to [sunnova.com](https://www.sunnova.com) for the most current hours of operation.

Sunnova Customer Service
customerservice@sunnova.com
866.SUNNOVA

SECTION

10

Glossary: Useful Solar Terms

Learn the lingo.

Understanding these common solar terms will help make you a solar expert in no time.

A

Alternating Current (AC)

AC currents are most commonly used to power homes and offices in the United States. Your solar energy system utilizes an inverter to convert the DC current it generates into an AC current for your home's consumption.

Array

Also known as photovoltaic (PV) array, this is an interconnected system of PV modules that function as a single electricity-producing unit. The modules are assembled as a discrete structure, with common support or mounting. In smaller systems, an array can consist of a single module.

B

Balance of System (BOS)

A comprehensive term that refers to the mounting structure of the array, wiring, conduits, switches and metering equipment.

D

Direct Current (DC)

Your solar system generates this type of electric current and then uses an inverter to convert it into an AC current that is readily consumable by homes and offices.

E

Easy Own Plan™

It's the purchase of a solar energy system with a 25-year contractual agreement, for a fixed monthly amount, with the benefits of Sunnova's Solar-as-a-Service model. Benefits include no upfront costs, exhaustive quality assurance and control, and the Sunnova Protect™ warranty, among others.

Electric Grid (Utility Grid)

A network of power providers and consumers interconnected by transmission and distribution lines that are operated by one or more control centers.

G

Grid Tied

Homeowner is connected to the traditional electric grid where electricity is typically drawn. A grid-tied solar system will be able to produce energy for the home to consume or feed energy out into the grid for public consumption. Anything fed into the grid is accounted for through your utility net meter. It is important to understand that the system is tied to the local electric grid and will be shut down when the grid is shut down. Your Sunnova solar system cannot operate independently of the grid, i.e., your solar system will not provide energy for your home in the event of a utility outage (blackout).

I

In Service

The final stage of the solar installation process that indicates a solar system is operational and generating energy.

Interconnection

The connection of a solar system to the electric grid that enables bidirectional transmission of power.

Inverter

A piece of equipment responsible for turning the DC electrical current produced by the solar modules into AC electrical current that is consumable within your household electrical service.

K

Kilowatt (kW)

1,000 watts (W), a measure of the output power of your solar system.

Kilowatt-Hour (kWh)

1,000 watt-hours, a measure of the energy output of a kilowatt-sized system for one hour.

N

Net Meter

The meter installed by the utility company that records energy flow in and out of your household electrical service in order to properly credit your solar system with energy output.*

*Sunnova makes no guarantees regarding credit for net energy exported to the electric grid, and any credit provided (now or in the future) is within the sole discretion and control of the utility company.

P

Permission to Operate (PTO)

A letter or other official document issued by utility companies granting authority for a solar system to operate and generate energy.

Photovoltaic (PV)

A means to generate energy by converting solar radiation into electrical current.

S

Solar as a Service (SAAS)

The concept of providing solar energy as a service instead of requiring homeowners to purchase or finance their solar systems. The SAAS structure makes solar energy more affordable by eliminating upfront costs and ongoing expenses for maintenance and repairs.

Solar Meter

The instrument used to measure solar system production.

About Sunnova

Sunnova is a leader in residential solar, battery storage, maintenance and monitoring and energy management service, with customers across the U.S and the territories of Guam, Puerto Rico and the Northern Mariana Islands. Sunnova is your source for clean, affordable and reliable energy with a simple mission: to power energy independence with the freedom to live life uninterrupted™.

Sunnova Customer Service

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