

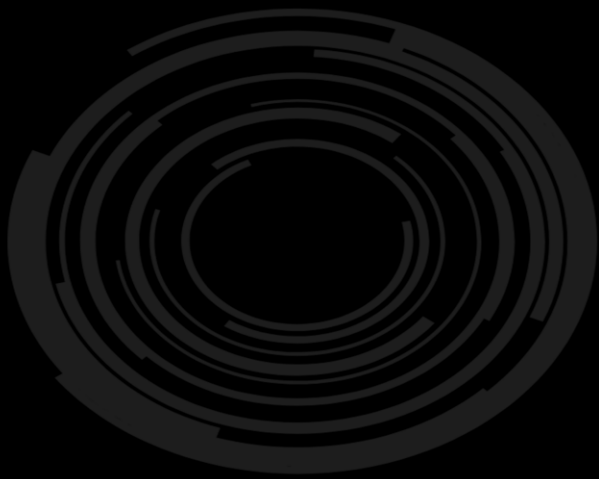
SOLO

Go to your web **browser** (chrome or safari) and navigate to the following page:

<https://phx.Gosolo.Io/>

If you are logging in for the first time, your account has been set up by sales support - all you will need to do is set a password. Check your email for a link to do this. If you do not see an email from solo, or you are having problems logging in, contact **your manager**.

The screenshot shows the SOLO login interface. At the top is the SOLO logo, which consists of a circular icon with concentric lines and the word "solo" in a bold, lowercase sans-serif font. Below the logo are two input fields: the first is for the username, and the second is for the password, with the characters masked by dots. A teal button labeled "LOGIN" is positioned below the password field. At the bottom of the form is a link labeled "Forgot Password" in a smaller, teal font.

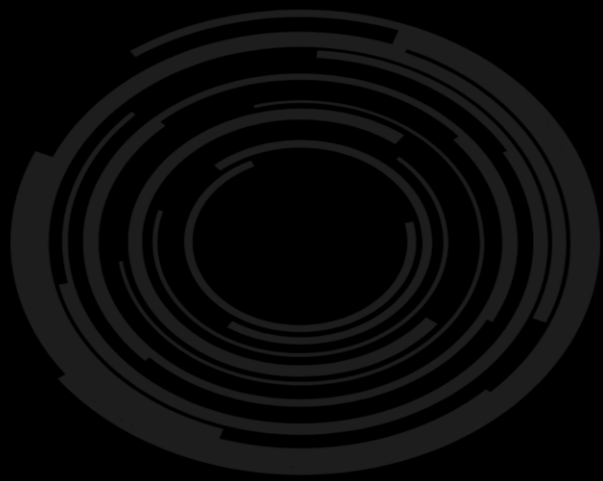


SOLO

Enter Customer Information and Location

To start a new project, click the **New Customer** button in the top left corner of the screen. Enter your customer's name, phone number, email address, and location. If the customer's information may change or you make a typo, don't worry - that can be fixed once the proposal is generated.

The screenshot shows the 'NEW CUSTOMER' form in the Solo application. The form is divided into three steps: 1. Enter Customer Info, 2. Confirm Location, and 3. Upload or Enter Utilities. The first step is active, showing two columns of input fields. The left column is titled 'Customer Information' and contains four text boxes for 'First Name', 'Last Name', 'Phone', and 'Email'. The right column is titled 'Location' and contains four text boxes for 'Address', 'City', 'State...' (with a dropdown arrow), and 'Zip'. At the bottom of the form, there are 'BACK' and 'NEXT' buttons.



SOLO

Verify Customer Location

Verify that the map pin is correctly pointing to your customer's home or property. If you need to make an adjustment, simply click / tap on the correct home to make an adjustment.

If a satellite photo of your customer's home **is not available**, see the special note towards the end of the next section on how to document this. For now, you can proceed to the next step.

SOLO NEW CUSTOMER

1 Enter Customer Info 2 Confirm Location 3 Upload or Enter Utilities

Map Satellite

Sunridge Heights Pkwy Sunridge Heights Pkwy Sunridge Heights Pkwy

Edge Ridge Ct Edge Ridge Ct

Google Map data ©2019 Imagery ©2019, Maxar Technologies, U.S. Geological Survey | Terms of Use

Confirm that the correct location is indicated on the map above.
Click on the map to modify the selected location.

BACK NEXT



SOLO

Enter Utility Information

There are three options for entering utility information:

- Entering monthly usage (best)
- Uploading a utility bill (better)
- Entering estimated yearly usage (good)

Per instructions from the installers, you can choose to enter the monthly usage OR upload a utility bill.

The screenshot shows the 'NEW CUSTOMER' setup screen in the Solo app. At the top, there is a teal header with the Solo logo, a menu icon, and a 'NEW CUSTOMER' button. Below the header, a progress indicator shows three steps: 'Enter Customer Info' (completed), 'Confirm Location' (completed), and 'Upload or Enter Utilities' (current step). The main content area is divided into two sections: 'Enter Monthly Usage (Best)' and 'Upload Utility Bill (Better)'. The 'Enter Monthly Usage' section contains a grid of 12 input fields for monthly usage in kWh, labeled from January to December. The 'Upload Utility Bill' section is partially visible at the bottom.

Enter Monthly Usage (Best)	
January Usage kwh	Febuary Usage kwh
March Usage kwh	April Usage kwh
May Usage kwh	June Usage kwh
July Usage kwh	August Usage kwh
September Usage kwh	October Usage kwh
November Usage kwh	December Usage kwh

Upload Utility Bill (Better)



Once usage is entered, there are two options for timing of your proposal: Real Time and Next Day. As far the installer is concerned, you can select either option and expect the same result - your proposal will be generated within a couple hours but may take until the next morning if put in after hours.

Next, select your customer's utility company from the drop-down list, followed by the desired offset you are looking for. Optionally, you can check the "Max Offset" button. If you leave it blank, **the default offset will be 100%**. Finally, select the desired inverter and panels from their respective drop-down menus.



NO SATELITE PHOTO - NOTES REQUIRED

If your customer's home did not appear on the satellite image previously shown, be sure to indicate this in the notes before submitting. Include which plane(s) you would like to have the panels installed on as well as the guesstimated quantity that might work. The installer will send a site technician later to verify everything fits.

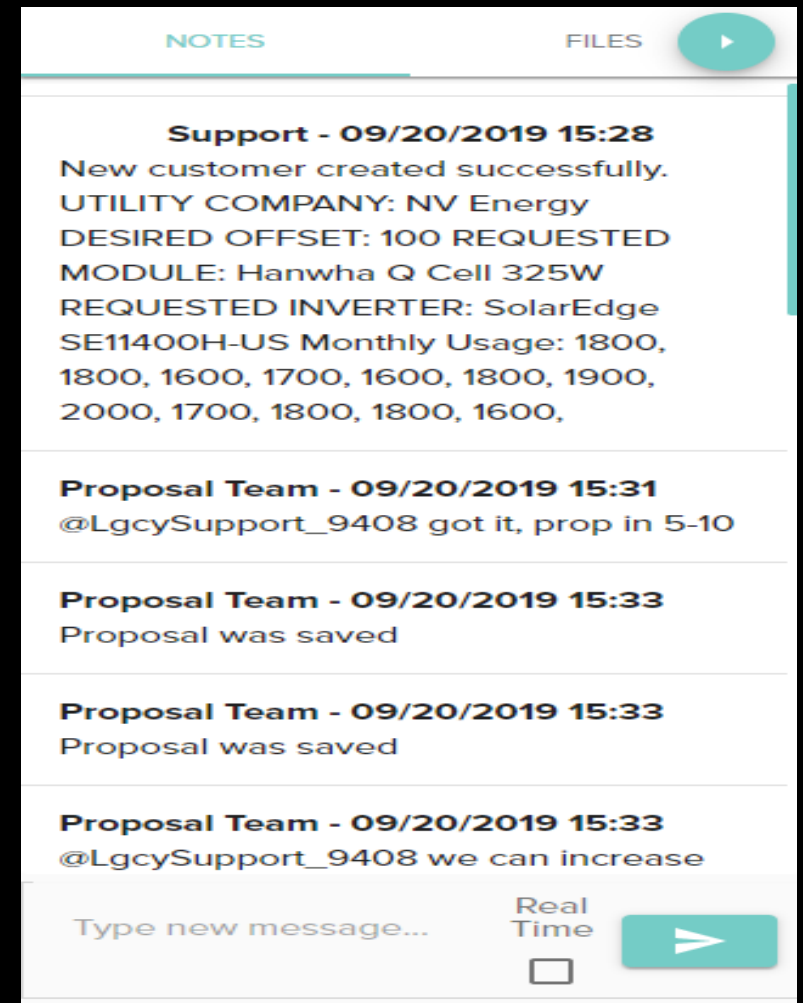
When you are ready to proceed, click **Submit**. You will be redirected to a new screen that contains all the information you just entered.



Wait for Your Proposal

Your proposal will be created by the **Proposal Team** and generally should be to you in a couple hours. When it is finished, you should **receive a text message** with the link to the proposal. If you need to communicate with the proposal team, use the notes area to send a message.

In the next article, we'll go over the basics of navigating Solo and your customer's information.





Information

This section contains information about your customer such as name and address, contact information, and location of the property. If you need to correct any errors prior to signing the installation documents, this is the place to do it!

Note that your screen may look different or contain different fields than these examples.

The screenshot displays the Solo CRM interface. At the top, there is a teal header with the Solo logo, a "NEW CUSTOMER" button, and a search bar. Below the header is a table listing customer records. The first record is for Charlie Brown, with a customer ID of 227132, 0.00 kW, and a status of "Contract Sent". The table has columns for Customer Name, Customer ID, KW, Status, Date Created, Date Updated, and Company. Below the table is a navigation bar with tabs for INFORMATION, APPLICANT, FILES, NOTES, PROPOSALS, and DOC REQUEST. The "INFORMATION" tab is selected, showing customer details for Charlie Brown. The details are organized into sections: CUSTOMER (First Name: Charlie, Last Name: Brown, Phone: (801) 888-7878, Email: Supportwest@lgcypor), ADDRESS (Address: 918 Blue Arroyo Dr, City: Henderson, State: NV, Zip: 89015), LOCATION (lat: 36.0387243, long: -114.9526371), and TEAM INFO (Select Setter: Select...). There is also a "Utility Bill" section with a "No File" status and a "+" button. At the bottom, there is a "Lead Type" dropdown menu.

CUSTOMER NAME	CUSTOMER ID	KW	STATUS	DATE CREATED	DATE UPDATED	COMPANY
Charlie Brown	227132	0.00	Contract Sent	09/20/2019	09/20/2019	Titan - LGCY

CUSTOMER

First Name	Last Name	Phone	Email
Charlie	Brown	(801) 888-7878	Supportwest@lgcypor

ADDRESS

Address	City	State	Zip
918 Blue Arroyo Dr	Henderson	NV	89015

LOCATION

lat	long
36.0387243	-114.9526371

TEAM INFO

Select Setter

Select...

Lead Type

Select Lead Type

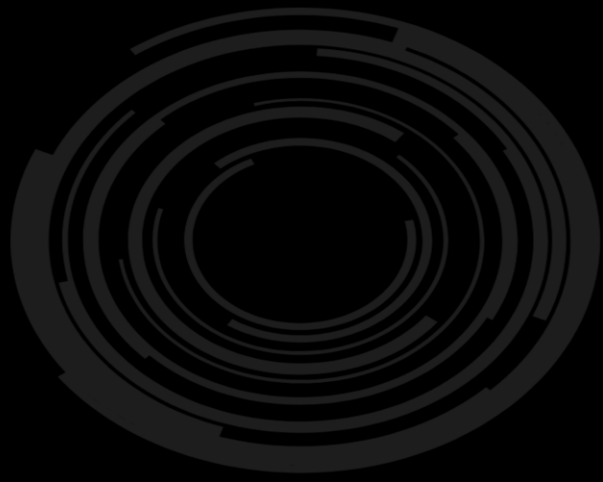


Information

This section contains information about your customer such as name and address, contact information, and location of the property. If you need to correct any errors prior to signing the installation documents, this is the place to do it!

Note that your screen may look different or contain different fields than these examples.

The screenshot displays the 'NEW CUSTOMER' form in the Solo application. The form is set against a teal header with the 'solo' logo and a '+ NEW CUSTOMER' button. On the left, there is a Google Maps view showing a residential street with a red location pin and a yellow person icon. The map labels include 'Blue Arroyo Dr'. To the right of the map, the form contains several fields: 'Select Sales Rep' with a dropdown menu showing 'LGCY Support'; 'Sales Rep Email' with a text input field containing 'supportwest@lgycpower.com'; 'Select Team Assistant' with a dropdown menu showing 'Select...'; 'Kw Sold' with a text input field containing '0.00'; 'Select Status' with a dropdown menu showing 'Contract Sent'; and 'Utility Company' with a dropdown menu showing 'NV Energy'. A teal 'SAVE' button is located at the bottom right of the form.



SOLO

Applicant

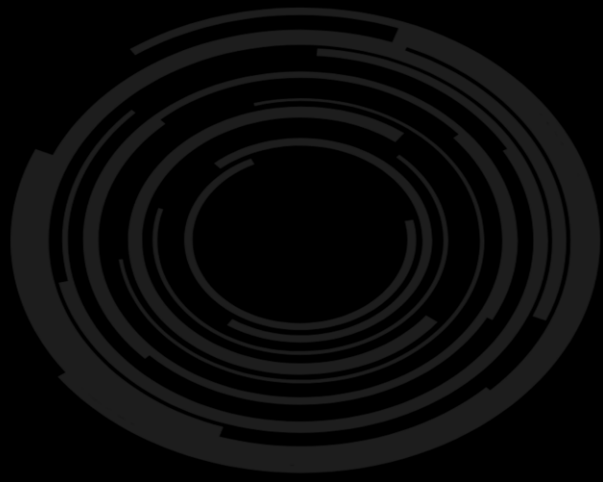
The Applicant section allows you to fill out information prior to qualifying them through a financial provider. Information entered here will be automatically populated in the "qualify" screen later on. You can also add a co-signer here.

The screenshot shows the 'Applicant Information' form in the Solo system. The form is titled 'Applicant Information' and is located in the top right corner of the page. The form is divided into several sections:

- Applicant Information**
 - KW Requested:** 0.00
 - Annual Income:** _____
 - Employer Name:** _____
 - Price Per Watt:** 0.00
 - Monthly Mortgage Payments:** _____
 - Employer Phone Number:** _____
 - Select Lender:** Select Lender... (dropdown)
 - Ownership Status:** Select ... (dropdown)
 - License Number:** _____
 - Term Length:** _____
 - Utility Account Number:** _____
 - Select Install Partner:** Select Install Partner... (dropdown)
 - APR:** _____

By marking the associated checkbox, you are providing Express Written Consent under the Fair Credit Reporting Act for Encor Solar, LLC to obtain your consumer credit report from contracted Credit Bureau(s) associated with your prequalification for credit inquiry.

I Agree



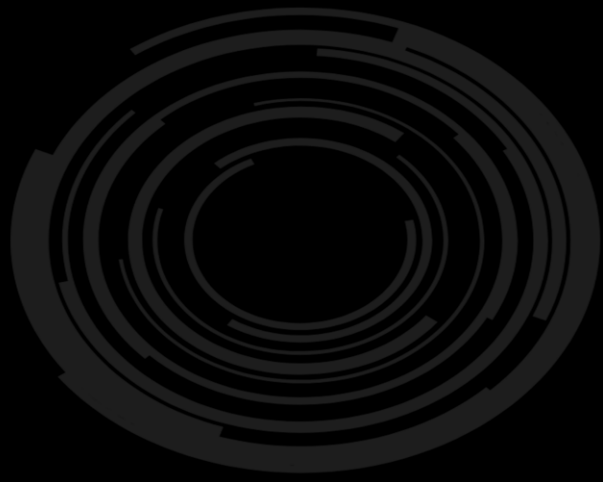
solo

Files

The files section is used if there is any supplementary information you need to communicate to the Solo team. Files added here are not seen or submitted to the installers.

The screenshot shows the Solo web application interface. At the top, there is a teal header with the Solo logo, a menu icon, and a '+ NEW CUSTOMER' button. Below the header is a table with columns: CUSTOMER NAME, CUSTOMER ID, KW, STATUS, DATE CREATED, DATE UPDATED, and COMPANY. The table contains one row for 'Charlie Brown' with a status of 'Contract Sent'. Below the table is a navigation bar with tabs: INFORMATION, APPLICANT, FILES (selected), NOTES, PROPOSALS, and DOC REQUEST. At the bottom of the FILES section, there are two buttons: 'UPLOAD' and 'DOWNLOAD ALL'.

CUSTOMER NAME	CUSTOMER ID	KW	STATUS	DATE CREATED	DATE UPDATED	COMPANY
Charlie Brown	227132	0.00	Contract Sent	09/20/2019	09/20/2019	Titan - LGCY



SOLO

Notes

The notes section allows you to see any notes left by the Solo Proposal Team, as well as any communication you have had with them.

The screenshot shows the Solo web application interface. At the top, there is a teal header with the Solo logo, a '+ NEW CUSTOMER' button, and a search bar. Below the header is a table with columns: CUSTOMER NAME, CUSTOMER ID, KW, STATUS, DATE CREATED, DATE UPDATED, and COMPANY. The table contains one row for 'Charlie Brown' with ID 227132, KW 0.00, and STATUS 'Contract Sent'. Below the table is a navigation bar with tabs: INFORMATION, APPLICANT, FILES, NOTES (selected), PROPOSALS, and DOC REQUEST. The main content area shows a 'New Note' input field with an 'ADD NOTE' button. Below this are three note entries, each starting with 'LGCY Support' and a timestamp, followed by the text 'Proposal was saved'.

CUSTOMER NAME	CUSTOMER ID	KW	STATUS	DATE CREATED	DATE UPDATED	COMPANY
Charlie Brown	227132	0.00	Contract Sent	09/20/2019	09/20/2019	Titan - LGCY

INFORMATION APPLICANT FILES **NOTES** PROPOSALS DOC REQUEST

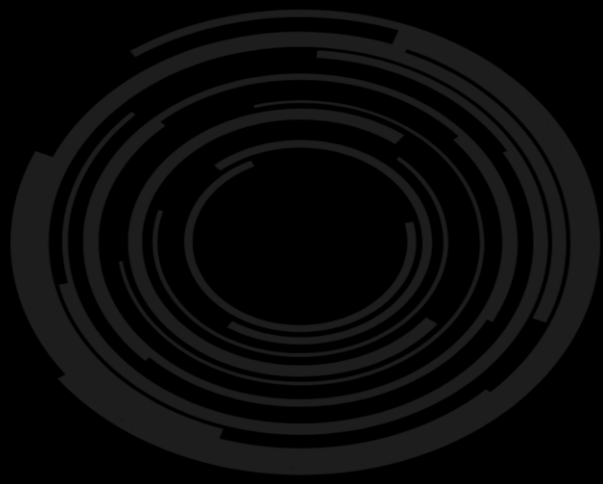
New Note

ADD NOTE

LGCY Support 10/07/2019 15:07
Proposal was saved

LGCY Support 10/07/2019 15:05
Proposal was saved

LGCY Support 10/07/2019 15:05
Proposal was saved



SOLO

Proposals

In this section, your proposal will be populated and contain a link to view. While it may not be common, it is possible to have multiple proposals listed.

The screenshot displays the Solo web application interface. At the top, there is a teal header with a menu icon, the 'solo' logo, a '+ NEW CUSTOMER' button, and a search bar. Below the header is a table with columns: CUSTOMER NAME, CUSTOMER ID, KW, STATUS, DATE CREATED, DATE UPDATED, and COMPANY. The table contains one row for 'Charlie Brown' with a status of 'Contract Sent'. Below the table is a navigation bar with tabs: INFORMATION, APPLICANT, FILES, NOTES, PROPOSALS (selected), and DOC REQUEST. A 'REQUEST PROPOSAL' button is visible. Underneath, there is a 'Sent Proposals' section with a table containing one proposal from 'Holly Laing' sent on 'September 20th 2019, 3:38:40 pm' with a 'VIEW' button.

CUSTOMER NAME	CUSTOMER ID	KW	STATUS	DATE CREATED	DATE UPDATED	COMPANY
Charlie Brown	227132	0.00	Contract Sent	09/20/2019	09/20/2019	Titan - LGCY

INFORMATION	APPLICANT	FILES	NOTES	PROPOSALS	DOC REQUEST
REQUEST PROPOSAL					

Proposalist	Date Sent	Prop ID	Prop Name	Actions
Holly Laing	September 20th 2019, 3:38:40 pm	316191	Prop 1	VIEW



Doc Request

This section allows you to request the installation agreement for signature by you and your customer. Simply select the relevant information from the drop-down lists and then click **Request Docs**.

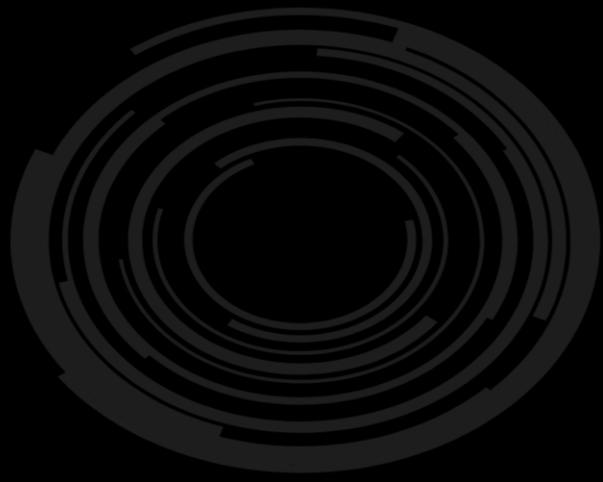
There are installers listed under the Select Installer drop-down. Select the installer that you will be using for the close.



Special note for Titan:

There are two installers for Titan, Titan SRP and Titan Solar Power. Except for customers in Arizona living within SRP territory, you will always select Titan Solar Power as the installer. When you are ready, click **Request Docs**. You can also opt to send them out via the proposal menu under the *Request Docs* option.

Once requested, it can take up to **ten minutes** for the documents to be prepared for digital signature. You should receive a text message when they are ready to be signed. Note that an email from a service called DAS should be sent to you first. Once you sign, it will be sent to your customer for signature



SOLO

In the request fields is a section showing previous requests, as well as a field with a link to view the contract once all parties have signed.

☰ solo + NEW CUSTOMER

CUSTOMER NAME	CUSTOMER ID	KW	STATUS	DATE CREATED	DATE UPDATED	COMPANY
Charlie Brown	227132	0.00	Contract Sent	09/20/2019	09/20/2019	Titan - LGCY

INFORMATION APPLICANT FILES NOTES PROPOSALS **DOC REQUEST**

COMPANY INSTALL PARTNERS

Select Installer... | Select... Utility Account Number

Select Proposal... Name* Meter Number

System Size: 0 Loan Amount: 0 Email*

Cosigner

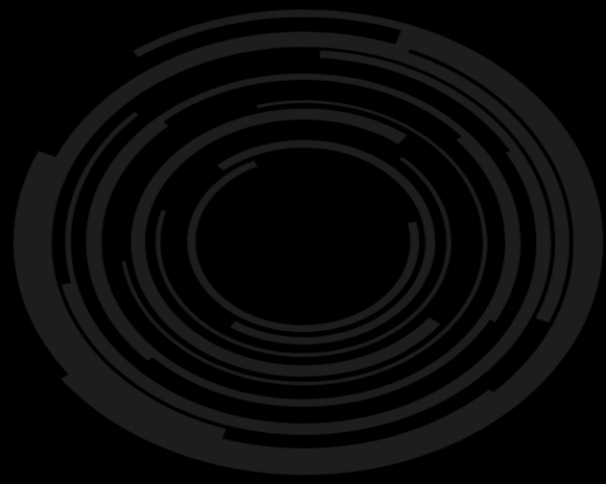
REQUEST DOCS

Requested Docs:



Cover

The cover slide shows the customer's name and contact information, as well as the Orange Burst Solar logo. In the top-left corner is a message window that pops out where you can communicate with the Solo team if need be. On the top-right is a pop-out menu that allows you to manipulate fine details in the proposal.



SOLO

Design Summary

This slide contains a summary of the design and equipment selected. Under the Estimated Yearly Production section, you can click **Show Details** for a breakdown of data on the solar array.



Solar Design

Image of the customer's house with a view of where the solar panels would be from our proposal/engineering team.

47 UTILITY PRICES HAVE STEADILY **INCREASED.**

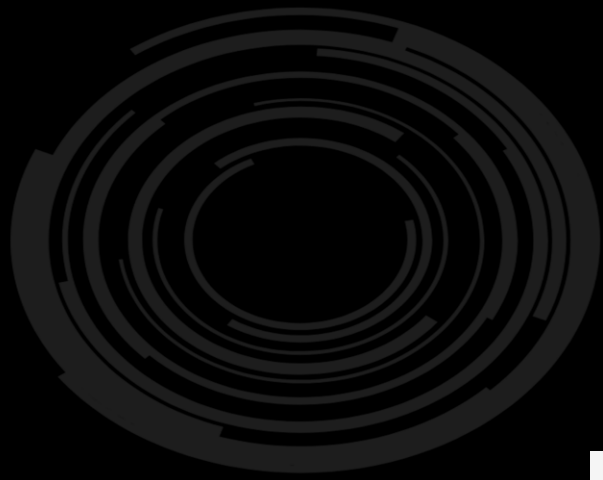
SINCE 2003 NATIONAL AVERAGE UTILITY PRICES HAVE NEARLY **DOUBLED.**



Year	Utility Price Index (Approximate)
1970	10
1980	20
1990	40
1993	50
2000	70
2010	120
2017	200

Final design may be adjusted to meet local jurisdiction requirements.

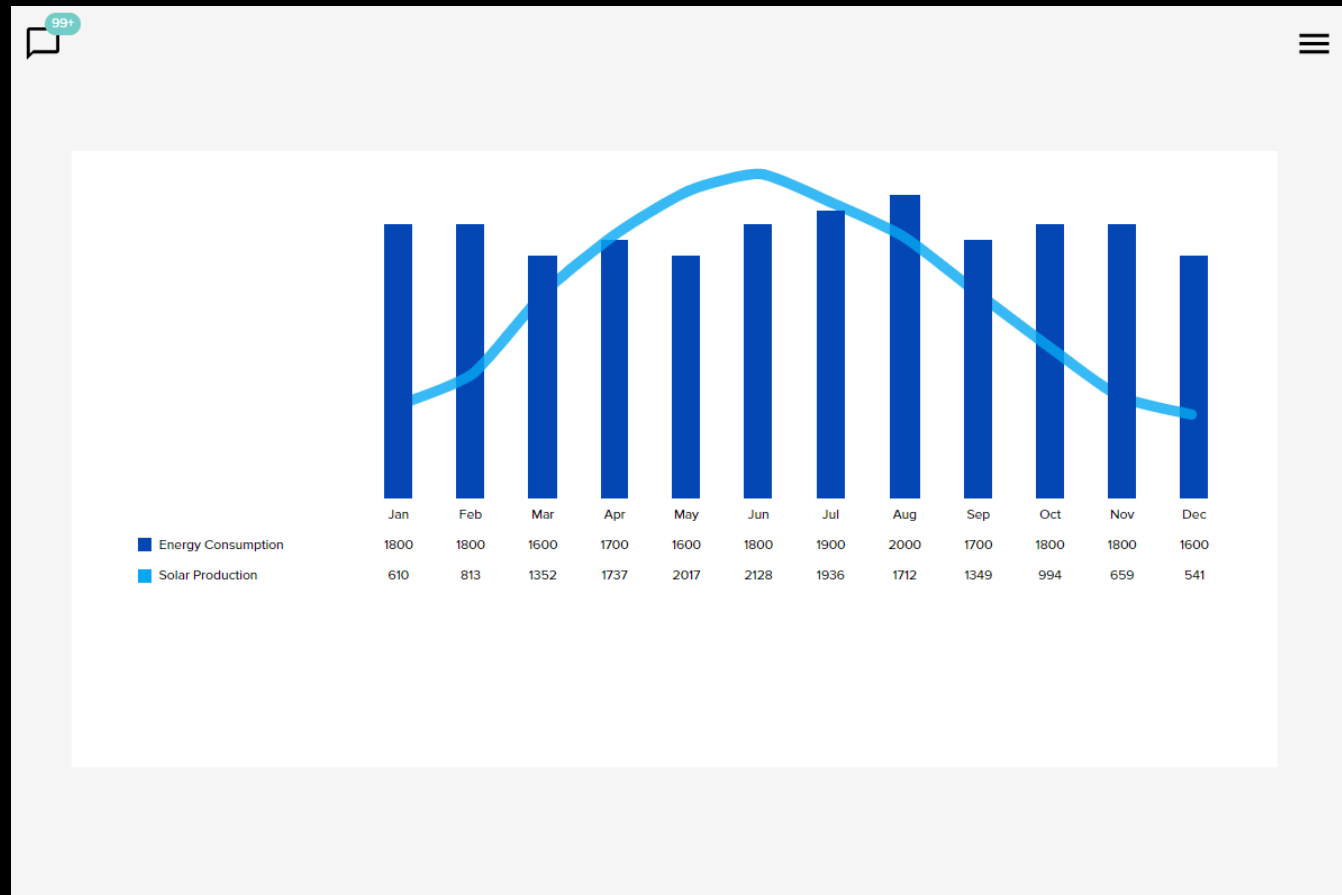
SYSTEM SIZE 12.16 kW	ESTIMATED YEARLY PRODUCTION 15,038 kWh Show Details
MODULES 38 Canadian Solar 320w	INVERTER SolarEdge SE10000H-US

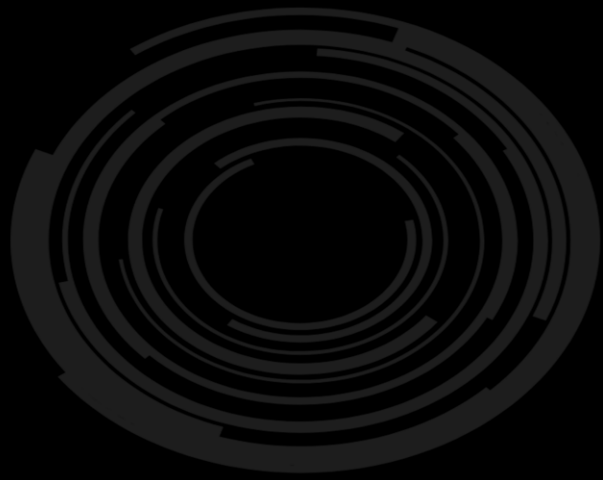


SOLO

Energy Consumption

This section shows a simple comparison of energy consumption vs solar production.

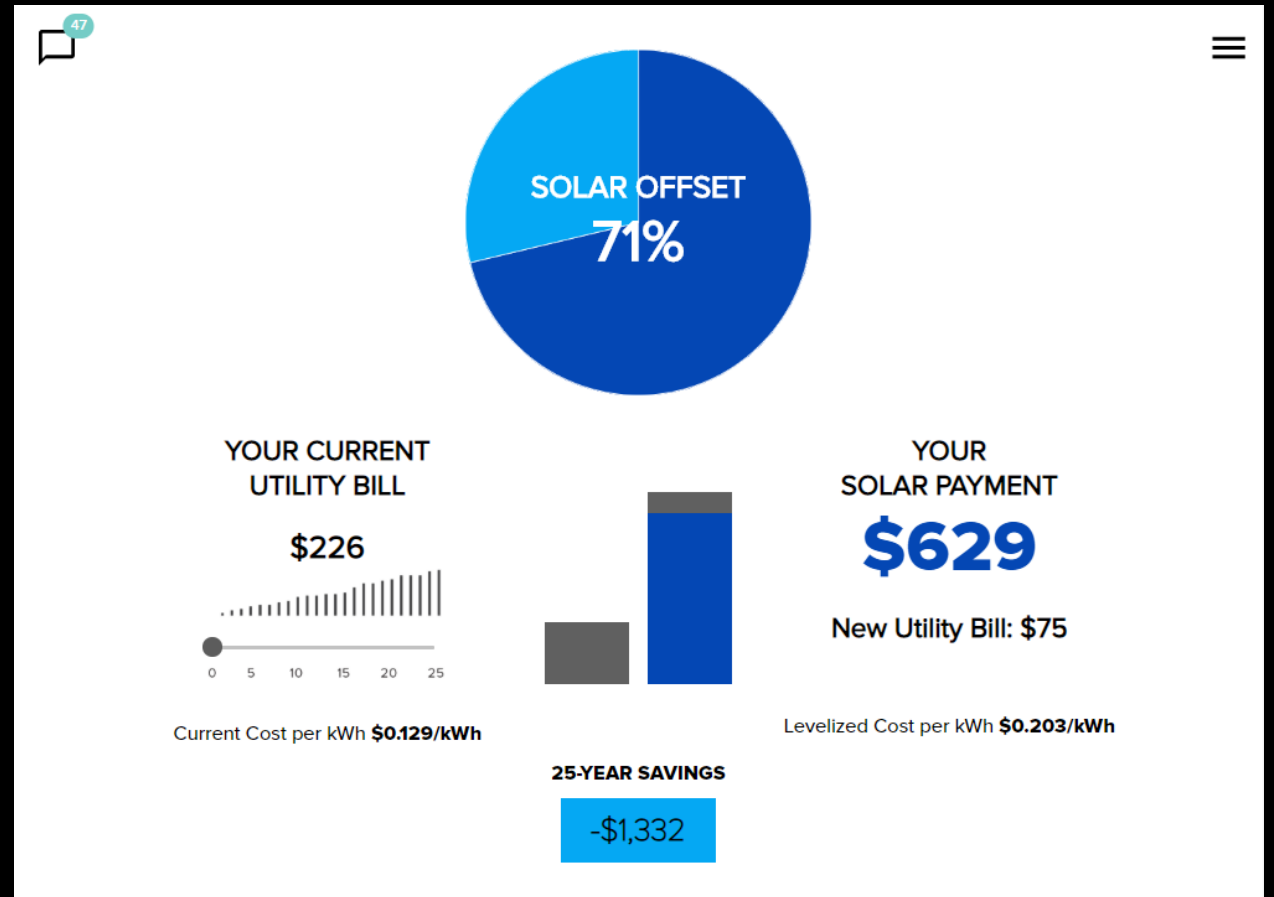


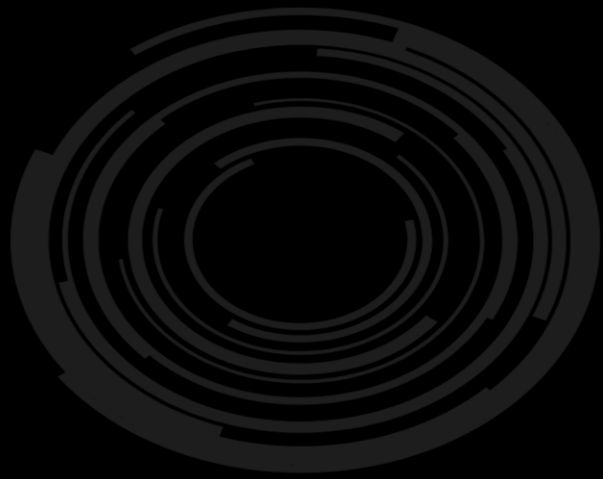


SOLO

Utility Offset

This screen gives an overview of the offset of your customer's proposed system, including monthly payments, savings, and a utility cost increase slider showing what utility costs versus solar payments may be like during the next 25 years.





SOLO

Loan Details

This screen has two parts - the top half allows you to choose the financing partner and terms, whether you want to use the federal tax credit, and then qualifying the customer for financing. The bottom half summarizes how much the system is going to cost overall, including whether the federal tax credit is applied

The screenshot displays the SOLO app interface. At the top left, there is a notification icon with the number 47. The main header area contains a grey button labeled "Loanpal 10yr 2.99" with the subtext "Select Finance Option", and a blue button labeled "QUALIFY". To the right, the section "HOW WILL YOU USE YOUR INCENTIVE?" shows a checked checkbox for "Fed. Tax Credit" with a value of "\$18,337.72". Below this, a summary table shows "Loan Amount" as "\$61,125.75" and "Fed. Tax Credit" as "\$18,337.72". The "Net System Cost" is prominently displayed as "\$42,788" in large blue text. On the right side of the screen, there is a photograph of a modern building with blue and grey siding and a balcony.

Term	Amount
MONTHS 2 - 18	\$425
MONTHS 19 - 120	\$425

Loan Amount	\$61,125.75
Fed. Tax Credit	\$18,337.72
Net System Cost	\$42,788



Selecting Financing Terms and Qualifying Your Customer

Click on the **gray button** to select the loan provider and terms that work best for your customer (including cash if desired). When you are ready, click the **blue Qualify button** to open the loan provider screen. If you have previously filled out the **Applicant** section, most of the information here should be pre-populated for you.

Be sure to scroll all the way to the bottom of the page and that the customer has read and accepted the terms and conditions. When all required fields are completed, the blue box at the top with **Ready to Submit** will be filled in, and you can click the submit button to transmit the information to the loan provider.

All communication with the loan provider, including an approval decision and loan document signing, will take place **outside** the Solo platform (usually via email). Neither the installers or Solo control or influence the timing or decision made by the loan provider.



YOUR CURRENT UTILITY BILL

- Loanpal 20yr 2.99
- Loanpal 20yr 4.99
- Loanpal 20yr 5.99
- LoanPal 25yr 2.99
- Loanpal 25yr. 3.99
- LoanPal 25yr 4.49
- LoanPal 25yr 4.99
- LoanPal 25yr 5.99
- Sunlight 5yr 1.99
- MC Sunlight 10yr 2.49
- MC Sunlight 12yr 2.99
- Sunlight 15yr 2.99
- Sunlight 20yr 3.99
- Sunlight 25yr 4.49

YOUR SOLAR PAYMENT
\$436
New Utility Bill: \$69
Levelized Cost per kWh **\$0.142/kWh**

25-YEAR SAVINGS
\$21,038

QUALIFY

HOW WILL YOU USE YOUR INCENTIVE?

- Fed. Tax Credit **\$18,797.60**

YOUR CURRENT

Credit Application

LOANPAL
Application Status

Ready to Submit

PORTAL LINK

First Name
Charlie

Phone
(801) 888-7878

Last Name
Brown

Full SSN

Address
918 Blue Arroyo Dr

Birth Date
mm/dd/yyyy

State
NV

Email
Supportwest@lgcypowe

City
Henderson

Annual Income

Zip
89015

Add Co Applicant +

CLOSE **SUBMIT**

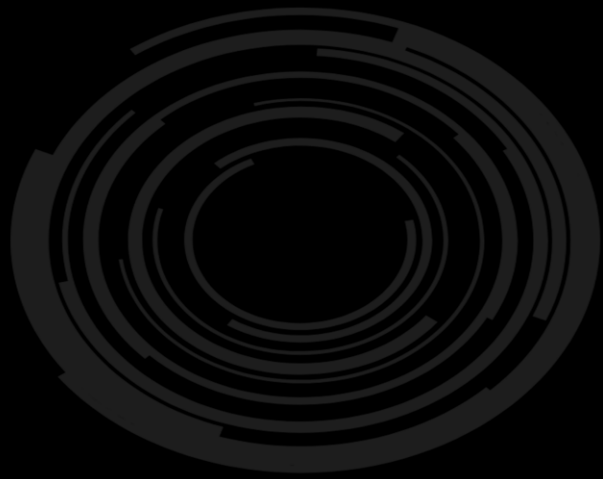


SOLO

Savings Breakdown

This screen provides a visual representation of savings by going solar.





SOLO

The Facts

This slide contains facts about residential solar and is meant to be shared with the customer.

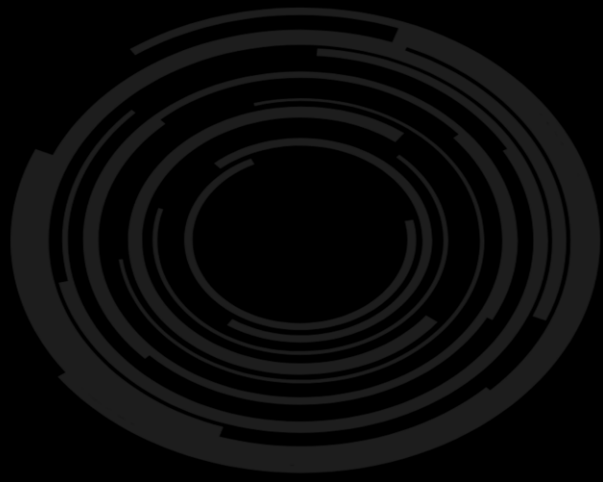
47

THE FACTS

More solar will be installed in the United States in the next two years than the last 40+ years combined

		
17,069	451	\$37,149
Gallons of Co2 Offset*	Trees Planted Offsetting Co2*	Estimated Value Added to Your Home*
(source)	(source)	(source)

*These estimates are based on national studies but are not guaranteed. Click the above links for more information.



SOLO

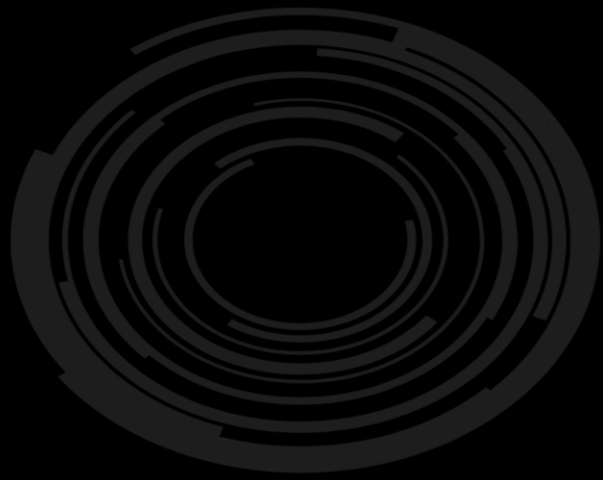
The Process

This slide outlines the steps in the entire process from proposal to system activation.

47

THE PROCESS

- STEP 1**
Savings Report
- STEP 2**
Approval Process
- STEP 3**
Documents
- STEP 4**
Site Survey
- STEP 5**
CAD/Permit
- STEP 6**
Installation
- STEP 7**
System Activation



Solo

Proposal Details and Fine Print

This slide gives a breakdown of system, cost, and utility information you can share with your customer.

PROPOSAL DETAILS

Utility	
Annual Utility Bill	\$2,713
Current Consumption	21,100 kWh
Estimated Cost Per KWh	\$0.129/kWh
Annual Utility Price Escalator	4%
Current Rate Plan	Schedule RS
Post Solar Rate Plan	Schedule RS
Utility Company	NV Energy

System	
System Size	12.16 kW
25 Year System Production	354,245 kWh
Year 1 Solar Production	15,038 kWh
Estimated Cost Per KWh	\$0.144/kWh

Cost	
Total Loan Amount	\$61,125.75
APR	2.99%
Loan Term	10yr
Post Solar Annual Utility Bill	\$895

Titan Solar Power does not provide tax or legal advice. You should consult your tax advisor for more information. Titan Solar Power does not guarantee monthly savings. Any savings that a customer may experience will come from their ability to use power in conjunction with solar according to the utility interconnection agreement. Titan Solar Power does not honor any promotion, rebate or product that is not expressly detailed on the final sales contract. The interest rate provided in this proposal is subject to credit approval by the financing provider for your loan. The data provided in this proposal is a preliminary estimate and does not represent a binding agreement or obligation. No party provides and guarantees, warranties, or representations regarding the production, utility rate increases, or any other data in this sales proposal. This proposal is a preliminary estimate and not an approval for financing.



Main Menu

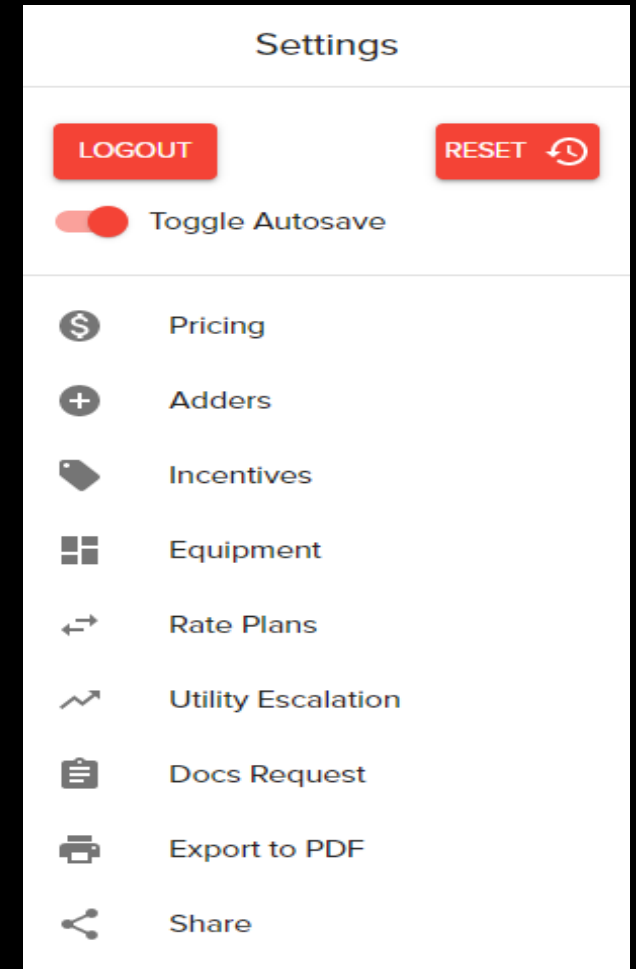
From the proposal, you can click on the top-right menu (three horizontal lines) to open settings and options for the proposal. As far as the installers go, the key sections you will need to pay attention to are **pricing**, **adders**, **equipment**, and **docs request** links.

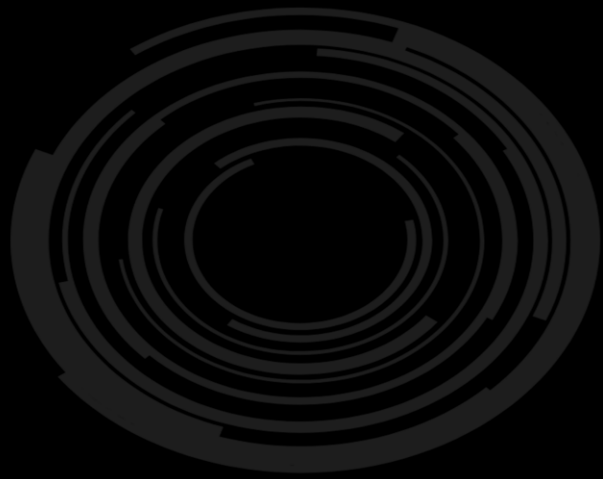
You can also choose to toggle the **auto-save** feature, which means every time you make a change in the proposal, such as equipment or adders, the proposal updates. If you ever need to come back to it later, the changes will automatically be saved.



DO NOT USE SHARE FEATURE

Do not use the **Share** link in the menu as it will send a link where anyone can change the information in the proposal, including price per watt, equipment selection, and so forth. If you want to share it with your customer, use the **Export PDF** link instead.





SOLO

Pricing

This menu is where you can set your price per watt and get a total breakdown.

CHANGE BASE PRICE

Base Price per Watt \$4.00

Standard MPU \$0.20

Dealer Fee (16.5%) \$0.83

Override Base Price per Watt

Apply Dealer Fees

Final Price per Watt \$5.03

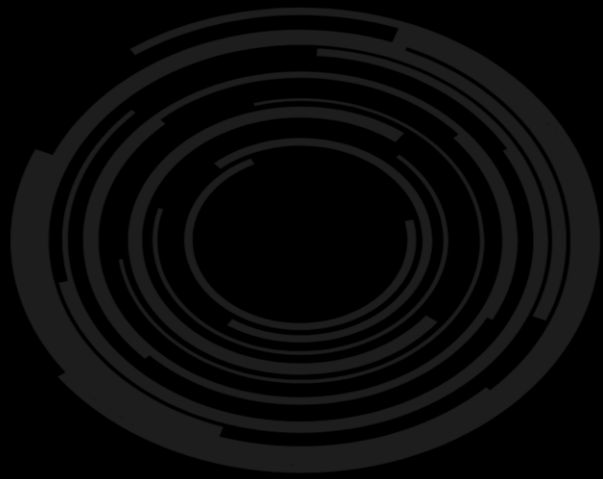
Final System Cost \$61,125.75

Financed Amount \$61,125.75

Loan Payment \$424.92

CANCEL

SAVE



SOLO

Adders

This section allows you to add known or expected Adders to the cost of the system - simply check the box next to the item you want to include and click **Save**. The price will automatically be worked into the total system cost.

Adders

<input checked="" type="checkbox"/>	Standard MPU	\$2,400.00
<input type="checkbox"/>	Standard Derate Price	
<input type="checkbox"/>	Sub-Panel Upgrade	
<input type="checkbox"/>	Standard Line Slide Tap	
<input type="checkbox"/>	Trencher Rental Price	
<input type="checkbox"/>	EE Report Price	
<input type="checkbox"/>	Electrical Engineering Stamp Price	
<input type="checkbox"/>	Standard Structural Price	
<input type="checkbox"/>	Additional Structural Price	
<input type="checkbox"/>	Foundation Cert Price	
<input type="checkbox"/>	Standard Load Controller Price	
<input type="checkbox"/>	Ballasted System Price (per watt)	
<input type="checkbox"/>	Ground Mount Price (per watt)	
<input type="checkbox"/>	H-Frame Price	

CANCEL SAVE



Solo

Equipment

The Equipment screen allows you to change both the panel make and model, as well as the inverter. Once you hit **Save**, the cost will be updated in the proposal automatically.

Equipment

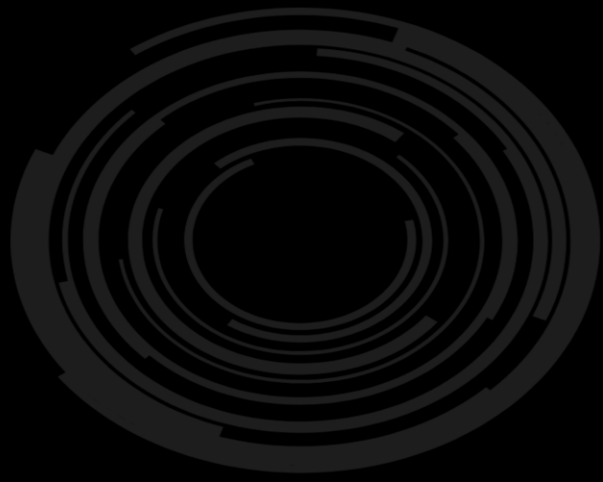
Modules

Canadian Solar 320w × ▾

Inverters

SolarEdge SE10000H-US × ▾

CANCEL SAVE



SOLO

Docs Request

You can request the install documents be sent out to you and your customer directly from your proposal - simply select the correct information from the drop-down menus and the information will be populated for you automatically.

When you are ready, click **Request Docs**.

Once requested, it can take up to **ten minutes** for the documents to be prepared for digital signature. You should receive a text message when they are ready to be signed. Note that an email from a service called DAS should be sent to you first. Once you sign, it will be sent to your customer for signature.



SOLO

When you are ready,
click **Request Docs**.

Request Docs

Person On Utility Bill *	INSTALL PARTNER *
<input type="text" value="Select..."/>	<input type="text" value="Select..."/>
PERSON ON UTILITY BILL *	UTILITY ACCOUNT NUMBER
<input type="text" value="Name"/>	<input type="text" value="Utility Account Numb"/>
PERSON ON UTILITY BILL EMAIL *	METER NUMBER
<input type="text" value="Email"/>	<input type="text" value="Meter Number"/>
System Size: 12.16kW	Loan Amount: \$61125.75
	<input type="checkbox"/> Cosigner



Export PDF

If you would like to share the proposal with your customer, use the **Export PDF** function to make a copy you can email. This copy will not have the options to make changes or adjustments to pricing.



Titan Verification Call

Once the documents are signed, you and your customer will need to complete a verification call with LGCY Sales Support before the project can be submitted to Titan.

Verification Number: 1 (540) 726-5044

Support Hours: Mon – Fri 8 AM-10 PM, Sat 12-6 PM MST

The following is an example of the verification call you and your customer will be required to complete as part of the deal submission process.



Welcome Call
BEFORE Speaking with the Homeowner

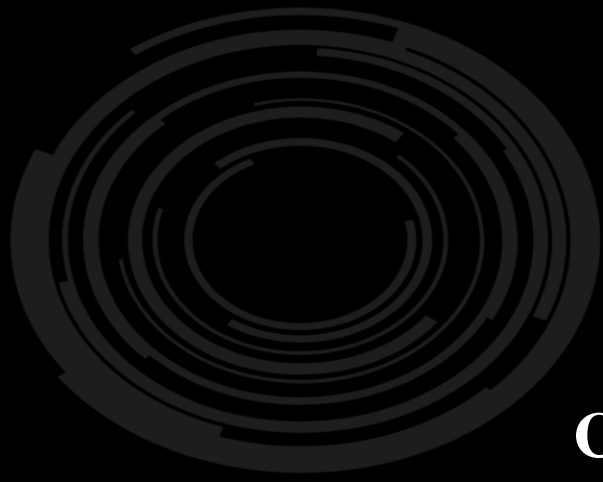
Verification line this is (agent name) can I have your name and the company you work with?

Hi (Energy Consultant Name) did you sell this through Sighen or solo?

Thank you can you pass the phone to the Homeowner so we can verify a few things?

Speaking to Homeowner

Hello (Homeowner name), My name is (agent name) Do you have a few moments to verify the information on your project?



SOLO

Confirm the following

Thank you, the address we have, on for your solar project is, (Homeowner address). Is that correct?

Is your home located in a HOA? If so, what is the name and contact information of your HOA?

The email address we have tied to your account is, (Homeowner email). Is that correct?

The phone number we have on the account is, (Homeowner number). Is that correct?

Generally, we can get an install date within 30-60 days from agreement signing. However, if roofing or electrical work is required it may take longer. A site survey is not required on all projects but if needed Titan will be reaching out to schedule.

Thank you for confirming your information and congratulations on going solar. You can go ahead and pass the phone back to your Energy Consultant.



Speaking to Energy Consultant

Hey (Energy Consultant) please remember to send the required photos to deal.audits@lgcypower.com so this can be uploaded to NetSuite.

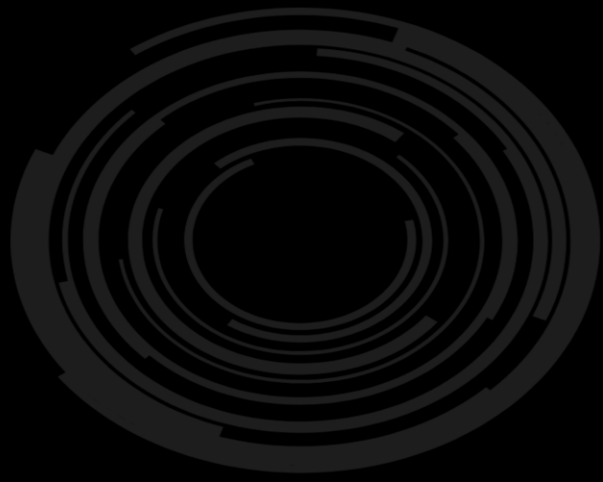
(Photos needed: utility Bill, Meter picture up close and wide picture, Purchase agreement)



Perfect Packet guidelines allow your project to be eligible for Fast Track and ensure the fastest possible install times!

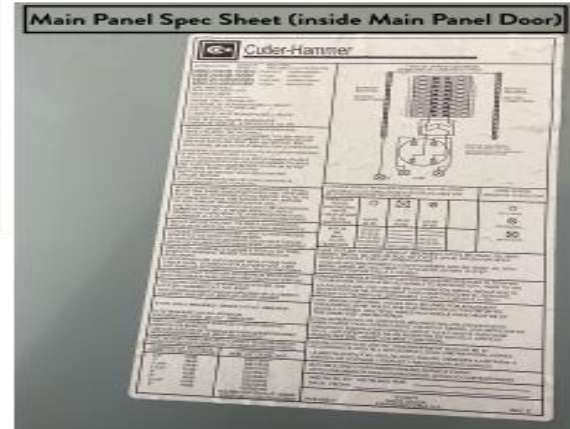
Required Documents: 1) Completed / Accurate Titan Install Agreement 2) Completed / Accurate Titan Utility Install Agreement 3) Copy of the Utility Bill 4) Copy of the Proposed Design Layout 5) Completed Financing Docs a.

Loan Documents do not need to be uploaded. We will get these from the financier b. Lease Documents do need to be uploaded with the inputs for the project)



Solo

Required Photos:





Once you have completed your verification call with LGCY, a member of Sales Support will pass your account over to the Deal Audits team. They will need a full copy of the utility bill, **and the following five (5) photos taken by you:**

- **A wide shot** of the side of the house where the main service panel is, where the inverter will go, and the roof type
 - **The riser** - the utility conduit under the service panel
- **A general picture** of the main service panel (MSP) or load center, including breaker brand and room in the panel for the solar breaker; and,
 - **The inside door** (label or no label), and
 - **A close up** shot of the main breaker and its rating

After these and any other relevant documents are collected the account will be uploaded to NetSuite and Titan will be reaching out to set up a site survey.

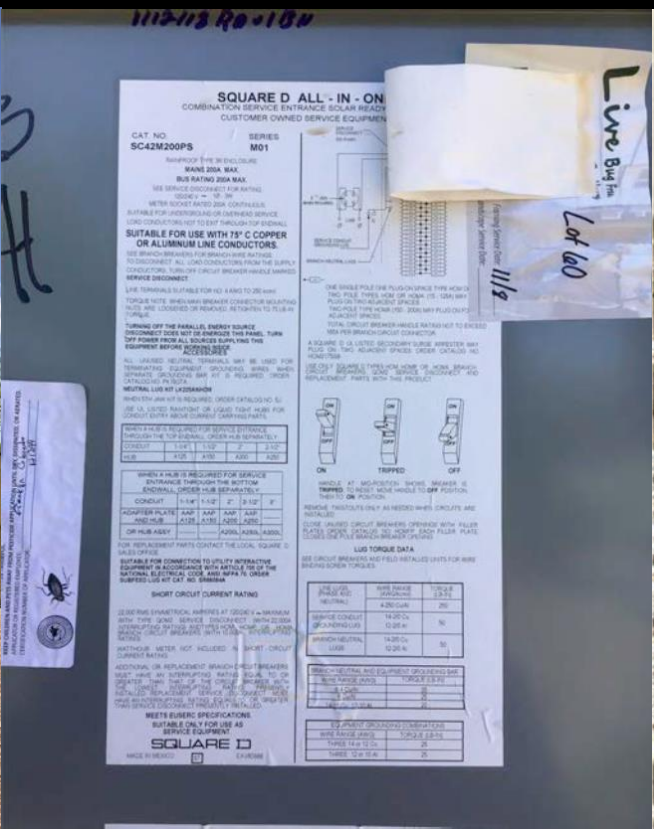


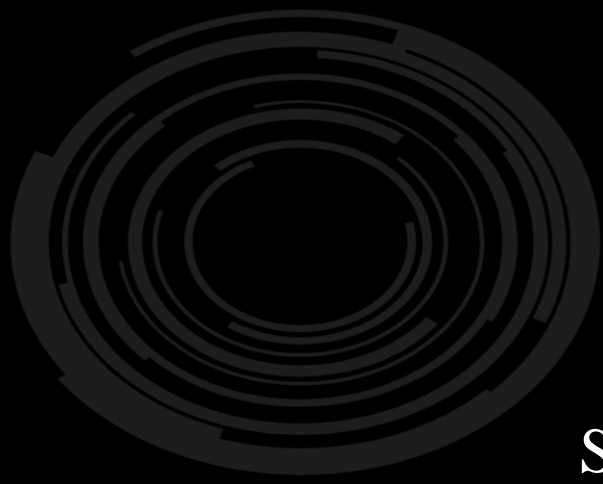
IMPORTANT NOTE - PLEASE READ: As of 2/1, Titan has transitioned from Podio to NetSuite, but has not yet granted access to sales teams. If you need assistance with your accounts, contact Sales Support.

NOTE: For AZ, TX, and NM markets - based on a review of the pictures, a site audit may not be required.



Here are example photos from Titan:





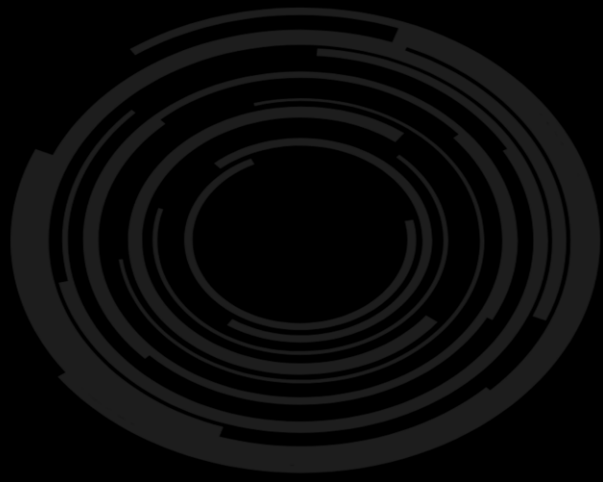
SOLO

Site Survey & Design

Titan's dedicated technicians will visit the property to confirm the system design, verify measurements, and adjust for shade and obstructions on the roof. After the site evaluation, a solar design expert will make any number of adjustments to the customized plan to ensure everything looks and operates perfectly. From site visit to design, it can take between 3 to 5 weeks.

Permitting

After design plans are finalized, they will be submitted by Titan to the local city government Authority Having Jurisdiction (AHJ) for permitting. Permit approvals are subject to schedule of the governing AHJ Department. This can take anywhere from 2 to 8 weeks.



SOLO

Installation

After permit approval, Titan will contact the property owner to schedule installation. When Titan's install team arrives, they will go over the design plans for final approval before they begin. Once the Titan installation crew wraps up the job, they'll finish by giving the property owner a full Solar 101 on the system. Depending on the size of property and system, this phase takes 1 to 5 days.

Inspection

There must be a final inspection by the city or county before the system can be connected to the grid. Depending upon the time of install, the backlog of solar inspections, and the local government, the estimated time to complete this step is generally 1 to 4 weeks.



Utility Connection & PTO

Two things that need to happen before the system can produce electricity. First, Titan will submit the documents to the utility company to connect to the grid. This usually takes 1 to 2 weeks. Second, the utility company has to install net metering to track how much energy is producing. Titan will have little control over how long this step is going to take!



LGCY Sales Support

Mon – Fri 8AM-10PM, Sat 10AM-6PM MDT

Call or text: 1-855-353-4899

Option 2

Email: support@lgcypower.com

Please note: If your project was not initially started by the Sales Support team, they will not have visibility into the status, send documents for eSignature, or fulfill redesign requests.



Titan Solar

Mon – Fri 8AM-5PM, Closed Saturday & Sunday

Phone: 1-855-SAY-SOLAR (855-729-7652)

Email: info@titansolarpower.com

Mailing address (for cash payments):

525 W Baseline Rd

Mesa, AZ 85210

Please note: Titan has requested that when you contact them to reference the **Titan Solar Project number (or TSP number)** rather than the customer name, address or phone number.