

# SUNRUN

## Frequently Asked Questions



**Q Can a Consultant refer solar leads in areas of California, Massachusetts, New Jersey or New York where Ambit does not provide commodity service?**

**A** Yes. Solar leads can be gathered in areas where Ambit does not provide electric or gas service and Sunrun has a presence within the four states.

**Q How will solar Customers affect my Free Energy?**

**A** Solar accounts will not count towards your Free Energy qualification of 15 customers but any electric account usage received from the utility will continue to be included for Free Energy calculations. If an existing electric referral customer installs solar panels, their monthly usage from the utility will decrease and could possibly affect your monthly Free Energy credit.

If a customer is close to earning 100% Free Energy and they sign up for solar, their electric bill could be reduced so that they are earning 100% Free Energy. They would still have a separate bill from Sunrun that is not eligible for Free Energy.

**Q What areas can Sunrun service in California, Massachusetts, New Jersey and New York?**

**A** The areas serviceable by Sunrun in those four states can be found on the solar service area maps.

**Q If the solar Customer goes pending during a Consultant's Jump Start 1 (JS1) Period, will that solar enrollment count toward the JS1 payout?**

**A** Yes, if a solar Customer goes pending within a Consultant's JS1 period, the solar Customer will count as a Customer point toward the JS1 bonus and the TBB/CLB bonuses paid out. Please note that each solar service area has a different sales process timeframe. A solar Customer is not guaranteed to go pending in the first 28 days/JS1 period.

**Q If the Solar customer is enrolled within the first 28 days of a Consultant's enrollment (and is the last Customer point needed to trigger a Jumpstart 1 bonus) but does not go pending until after the first 28 days, would it still trigger a Jumpstart 1 payout?**

**A** Yes. It would be treated the same as other electric and gas Customer points for Jumpstart bonuses.

**Q How are leads generated for new Ambit Customers?**

**A** If a new Ambit Customer is interested in solar, the Consultant should have the Customer fill out their lead information through their lead referral website along with the enrollment for Ambit's electric or gas service(s). The information provided by the potential solar Customer during the lead generation will be forwarded directly to Sunrun. Then, a Sunrun representative will follow up with the Customer to start the solar sales process.

**Q How are leads generated for existing Ambit Customers?**

**A** If an existing Ambit Customer is interested in solar, the Consultant should have the Customer fill out their lead information through the Consultant's lead referral website. When asked if this is a current Ambit Customer, the Customer should select Yes and provide their existing A#.

**Q What if an Ambit Customer becomes a Sunrun Customer before September 30, 2015? Can a Consultant receive credit for that Customer's point and compensation after September 30, 2015?**

**A** No, they cannot since the Ambit Customer became a Sunrun Customer before the launch date.

**Q Can Customers with solar energy under a company other than Sunrun sign up for service with Ambit?**

**A** Yes, if Ambit can service their house via electric or gas.

**Q Once a solar Customer goes into a pending status, will that Customer point count toward the required points for an upline promotion?**

**A** Yes.

**Q Since Sunrun offers solar services in additional states, can Ambit Consultants refer solar leads outside of the four states?**

**A** At this time, no. Ambit is only offering solar leads in California, Massachusetts, New Jersey and New York.