

SUNPOWER®

Q: How do I read my invoices?

A: Here is a detailed explanation of all major points.

SUNPOWER

SUNPOWER CAPITAL, LLC
PO BOX 844810
LOS ANGELES, CA 90084-4810

Return Service Requested

If any of your billing or contact information has changed, please contact us immediately at 1-800-321-1770 or email at LeaseBilling@sunpower.com

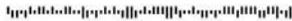
BILL SAMPLE
123 MAIN STREET
ANYTOWN, USA 12345-6789

ACCOUNT INFORMATION

Lease Number: 0123456-789
Statement Number: 123456
Payment Due Date: 01/15/2015
Total Amount Due: \$31.77
Payment Amount: \$

We do not accept cash payments. Use enclosed envelope and please make check payable to:

SUNPOWER CAPITAL, LLC
PO BOX 844810
LOS ANGELES, CA 90084-4810



Keep lower portion for your records - Please detach and return above portion with your payment

SUNPOWER

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Lease Number: 0123456-123
Statement Number: 123456
Total Amount Due: \$31.77
Payment Due Date: 01/15/2015

Past Due: \$0.00
Last Payment Date: 12/22/2014
Last Payment Amount: \$31.77

| Description | Charges | Total |
|------------------------------|---------|----------------|
| Charges Due as of 01/15/2015 | | |
| Rental | \$31.77 | \$31.77 |
| Total Balance | | \$31.77 |

ACCOUNT SUMMARY

| Current | 30 Days | 60 Days | 90 Days | Total Amount Due |
|---------|---------|---------|---------|------------------|
| \$31.77 | | | | \$31.77 |

IMPORTANT MESSAGES

SunPower Monitoring - Easy online access!
Sunpowermonitor.com brings all the system monitoring information right to your computer. This application provides you with statistics on your energy production and environmental savings. See how much solar power you are producing to offset your electric bill.

SunPower also offers mobile monitoring for your iPhone®, iPad®, iPod Touch®, or Android mobile device.



To switch to Auto bill payment option or e-invoicing, send email to LeaseBilling@sunpower.com or call 800-321-1770.

SunPower is on Facebook! Keep up on exciting developments in solar by joining our Facebook community at <https://www.facebook.com/sunpower>



Late charges will be assessed and applied as per the lease agreement if payment is not received by the due date. A charge of \$15.00 will be collected in case of dishonored payments.

If the contact information we have on file for you has changed, then please contact us so we can update our records.
Call 1-800-321-1770 9 am-5 pm PT, M-F or email us at LeaseBilling@sunpower.com

page 1 of 1
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1 Lease Number
Your lease number; have this number available when calling customer service.

2 Payment Due Date
Invoice must be paid before the Due Date to avoid a late fee charge.

3 Total Amount Due
Current charges, plus any remaining prior bill charges.

4 Payment Amount
Please indicate the payment amount included with your remittance.

5 Remittance Address (NEW)
Send your payment to this new address with your remittance slip for proper credit to your account.

6 Invoice Summary
Information pertaining to your account.

7 Important Messages
Watch this space for important information and updates concerning your account or service.

Q: When will I receive my invoice each month?

A: You will receive your invoice 15 days prior to the due date of your lease payment. For example, if the payment due date is the 15th, your invoice will be generated on the 1st of the month.

Q: Where do I need to send my payments?

A: Send your payments to the remittance address found on the top right-hand side of your invoice—it starts with “SunPower Capital.”

Q: Is there a grace period if I miss my payment due date? Will incur any late fees?

A: You have a 10-day grace period. If your payment is not posted within the 10-day grace period, you will incur a late fee.

Q: What if I sent my check to the old remittance address?

A: Please call our Customer Care Department at **1-800-786-7693 (8-5 PM PST, Mon-Fri)** or email us at billing@sunpower.com and we'll be happy to assist you.

Q: Why is the account under my name if I already sold my home and transferred the lease to the new home owner?

A: Please call our Customer Support Department at **1-800-786-7693 (8-5 PM PST, Mon-Fri)** or email us at HomeSale@sunpower.com. We'll get back to you within 48 business hours.

Q: Why is my account past due? I made my payments on time.

A: Please call our Consumer Collections Department at **1-800-321-1770 (8-5 PM PST, Mon-Fri)** or email us at billing@sunpower.com and we will get back to you as soon as we can.

Q: Am I going to receive a bill from SunPower and the utility company?

A: Yes, your SunPower Lease (rental) invoice is separate from your utility bill—so you will continue to receive a bill from your utility company. For more information related to your utility connection charges, please contact your utility company.

Q: What is my lease term start date?

A: 'Lease Term Start Date' is the date when the SunPower Solar System was activated at your home. It is referred to as the “Placed in Service” date.

Q: Can I make a payment without receiving my invoice?

A: Yes, you can make the payment without receiving an invoice by referencing your lease account number. You may call our Customer Care Department at **1-800-786-7693 (8-5 PM PST, Mon-Fri)** or email us at billing@sunpower.com to inquire about your balance and for payment assistance.

Q: Why does my first monthly lease payment include multiple monthly lease charges?

A: Your first invoice may include multiple monthly lease charges, due to a delay in the completion of your solar lease documents. The first monthly lease payment is determined by the “Placed in Service” date. You may call our Customer Care Department at **1-800-786-7693 (8-5 PM PST, Mon-Fri)** or email us at billing@sunpower.com to inquire about this further and discuss the available payment options.

Q: Why are you billing me for the entire month when my system was not connected for the full month?

A: The lease due date is determined by the “Placed in Service” date and the due date indicated on your lease contract. We do not bill on the usage basis and the lease amount is not prorated.

Q: My invoice is showing more than 1-month's payment due and I cannot pay the full balance.

A: We have payment options available without any additional charges. Please call our Consumer Collections Department at **1-800-321-1770 (8-5 PM PST, Mon-Fri)** to discuss the available payment options.

Q: Can I set up automatic payments?

A: Yes. Call **1-800-786-7693 (8-5 PM PST, Mon-Fri)** or send an e-mail to billing@sunpower.com and we'll send you the ACH Authorization Agreement (ACH) form. It will require your banking information—including bank name, routing # and account #. Please provide the required details, sign the form and attach a copy of a voided check, if available. Email the completed form and documents to billing@sunpower.com. Once we receive the completed form and documents, we'll process the ACH setup.

Q: Can I give you my bank details over the phone?

A: No. The ACH Authorization Agreement Form is required to set up your account for Automatic Payments. Please request the form by sending an e-mail to billing@sunpower.com or by calling **1-800-786-7693 (8-5 PM PST, Mon-Fri)**.

Q: Can I cancel my electronic payments and start sending checks?

A: Yes, you may cancel the electronic payments up to 3 business days prior to your due date. However, we advise customers to keep accounts setup with electronic payments to in order to continue receiving the monthly discount of \$7.50.

Q: Can I pay via credit card?

A: No. We currently do not have the option to accept credit card payments. If we add the option in the future, we will notify customers.

Q: Can I make a payment over the phone?

A: Yes. You may call **1-800-786-7693 (8-5 PM PST, Mon-Fri)** and our Customer Service Representative will be more than happy to assist you in processing your payment over the phone. You may also log in to our website at <https://sunpowerbillpay.osgview.com/> to pay online.

Q: Why do you send account statements when I'm setup with automatic payments?

A: The purpose of sending statements is to keep you informed of your monthly lease payments and due date.

Q: What is the turnaround time for ACH setup? How will it reflect on my next invoice?

A: Once we receive your ACH Authorization Agreement Form, please allow 7 business days to setup your account for automatic payments. Automatic payments will be effective on the following due date. On your invoice, you will find a detailed message regarding the automatic deduction, confirming the last 4 digits of your bank account number.

Q: Can I make a payment by wire transfer?

A: Yes, we accept payments by wire transfer. You may call **1-800-786-7693 (8-5 PM PST, Mon-Fri)** and speak with our Customer Service Representative for more information.

Q: Can I change my payment due date?

A: Yes. Our default due date is the 1st of the month, however, you can request to change your due date to the 15th of the month. You may call **1-800-786-7693 (8-5 PM PST, Mon-Fri)** and our Customer Service Representative will be more than happy to assist you in changing your due date.

Q: Can I update my billing address?

A: Yes, you can request to change your billing address. However, your system home address cannot be changed. You may call **1-800-786-7693 (8-5 PM PST, Mon-Fri)** and our Customer Service Representative will be more than happy to assist you in changing your billing address.

Q: Can I request to suspend the ACH transaction due to insufficient funds?

A: Yes. You may request to suspend the processing of your ACH payment no later than 3 business days before your due date. You may also contact your bank to stop the payment, however, this will result in an NSF fee of \$15 on your next invoice. You may call **1-800-786-7693 (8-5 PM PST, Mon-Fri)** to request the suspension of your ACH payment.

Q: Can I monetize any SRECs (Solar Renewable Energy Credits) from my solar system?

A: Any SRECs generated by your system are owned by the owner of the system. If you lease your system, the Lessor owns your system, and you are not able to monetize SRECs. Please contact your Dealer/installer with specific questions about SRECs in your jurisdiction.

Q: Why is the tax listed on my invoice different from what I was told?

A: The sales tax on the lease agreement is an estimate—calculated at the time your agreement was generated. The actual sales tax amount is based on the tax rates provided by your state, county and city.

Q: Can I purchase the system prior to the end of the agreement?

A: If your contract so stipulates, you may exercise your right to a one-time early buyout at year 7. SunPower will provide you with an Early Buy-Out Option (EBO) notice 120 days before the date of the EBO. It is required that you provide your intent to exercise your EBO in writing no later than 60 days prior to EBO date. The EBO date is 6 years and 6 months from the lease date; for example, if the lease date is 01/01/2012 then the EBO date is 07/01/2018.

Q: I'm selling my house. How can I transfer ownership of the lease?

A: You may have the buyer assume the lease (subject to lessor's credit approval) and transfer your obligations to the new homeowner. Please notify us at least 30 days prior to the sale of your home at HomeSale@sunpowercorp.com.

Q: Can you send me a new invoice?

A: Yes, we can send an invoice via email/postal mail. You may call **1-800-786-7693 (8-5 PM PST, Mon-Fri)** and our Customer Service Representative will be more than happy to assist you.

Q: My monitoring/solar system is not working—what should I do?

A: Please email technical.support@sunpower.com or call **1-800-786-7693 (8-5 PM PST, Mon-Fri)**.

Q: Why did I receive a voicemail/letter from you about updating the correct email/postal address?

A: We are currently in the process of updating our records and are asking that our customers provide us with a current email address and/or a home or cellular phone number. In order to serve you better, and to avoid interruption of billing and services, please take a moment to update your information.