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### About off-site solar panels:

- What are “off-site solar panels”?
  - Off-site solar panels are REAL solar panels installed at a solar plant, often referred to as a solar farm.
- What are the benefits?
  - When you go solar, you benefit the environment by replacing energy generated by CO2-emitting power plants with clean energy from the sun. Because the solar panels are located off-site, your roof is taken out of the equation. Ennuity Holding’s solution also provides price certainty and savings compared to the average retail price of electricity in Texas.
- Will my house be physically connected to the solar panels?
  - No! The solar panels will be connected to the electric grid and you will receive your electricity using your existing utility wires.
- Who is eligible for an off-site solar panel subscription?
  - All households who have access to customer choice are eligible. If you choose a subscription option where you pay over time, then you may need to be approved for credit.
- Why do I need to sign a long-term contract?
  - When you make a long term commitment to Ennuity Holdings, that gives us the ability to make a long term commitment to the developer of the solar farm, so that they can raise the financing needed to construct the facility. This way, you can be assured that new solar power will be added to the grid and that we will be able to keep fighting climate change.
- How do I enroll?
  - **Sign up** to join the waitlist! We are setting up a new retail electricity provider and will be going through a licensing process with the Texas Public Utility Commission. Once we have received our license, we will contact you to confirm

your interest and then you will be formally switched over to our service. We expect this will happen by the summer of 2021.

- What happens if I move apartments or homes?
  - If you move within the same service area, we will transfer your subscription to your new home. We may need to work with you to adjust the size of the subscription if your consumption changes significantly with the move.
  - If you move outside of the service area, then you will be able to cancel the subscription. If you chose to pay upfront for the subscription, then Ennuity Holdings will refund you for the unused portion of the subscription.

## Pricing & Billing:

- What does my \$50 wait list fee entail?
  - Your wait list fee gets you first in line for the off-site solar panel subscription and locks in your pricing at \$1 per watt of capacity. Your wait list fee will be applied towards your final subscription cost once we determine how much capacity you will need.
- For how long can I request a refund?
  - You can request a refund by emailing Ennuity Holdings at any time.
  - If Ennuity Holdings does not bring a product to market within two years from paying the wait list fee, we will refund the amount to your original payment method.
- How much will my subscription cost?
  - The subscription is currently priced at \$1 per watt of capacity. Ennuity Holdings will determine how much capacity you need based on how much electricity you typically consume per year. We can look at your historical electricity bills or make an estimate based on the size of your home and other factors to estimate your consumption. We then convert that to the amount of solar needed using our expertise on how productive solar is in this region. Once we have determined how much capacity you need, we will multiple by the subscription price to determine the total cost of your subscription.
  - See our Savings Calculator to estimate the cost for your home.
- How will I be billed?
  - As your Retail Electricity Provider, we will provide you with a monthly bill for your electricity. The bill will include your subscription payment, as well as delivery charges from your local utility company and any fees and taxes that we are required to pass on.

## About the solar farm:

- Which solar farm will supply my electricity?
  - We are in discussions with several companies that are developing new solar farms in Texas. By the spring of 2021, we will have selected a final solar farm developer to work with for this subscription.
- Can I visit the solar panel farm?
  - Consumers will be invited to tour the solar farm once it starts operating. Plans for tours will be dependent on COVID recommendations by the state and local government.

## Other:

- Will you share my personal information?
  - No, contact information shared with Ennuity Holdings will not be distributed to third parties and will only be used to keep you informed of our offerings.