

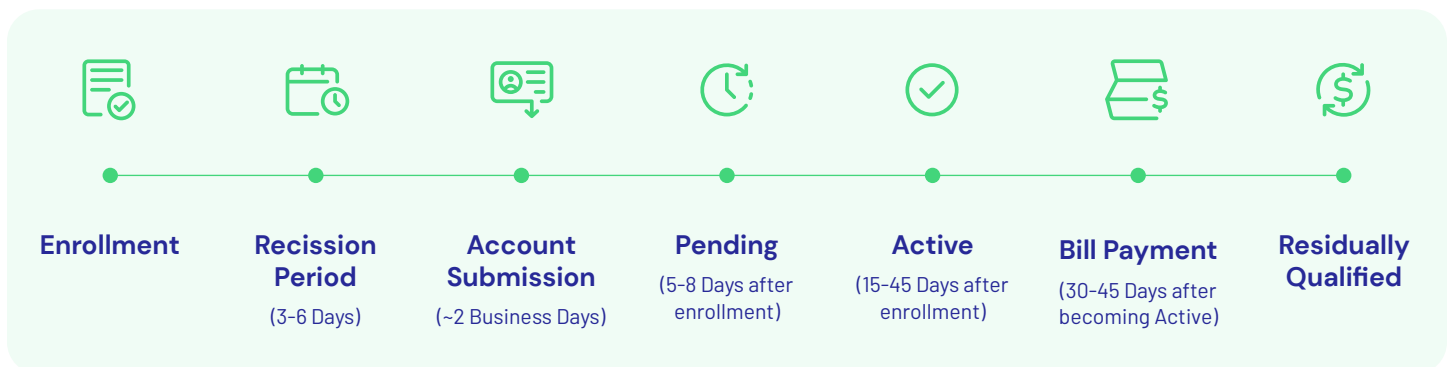


Think+ Compensation: Road to Residuals

Monthly residual commissions are the key to achieving sustainable income with Think+, because they are commissions paid to you every month for as long as your customers stay with Think Energy.

Residual commissions are generated each time a Residually Qualified Think Energy customer pays their utility bill. It can take 1-2 months after customers enroll with Think Energy for them to be active, and then 1 more month to complete their first billing cycle and pay their bills. For more information about the process of customers becoming Residually Qualified and generating residual commissions, see the Road to Residuals below.

Road to Residuals



- **Enrollment**
 - Customer enrolls with Think Energy
- **Rescission Period (3-6 days)**
 - Customer has a period of time to rescind/cancel their enrollment

- **Account Submission (Typically 2 business days)**

- Accounts are submitted to the utility and are typically accepted within 2 business days.
- Accounts in this stage will display a status of "Pre-Verify" in the Personal Customer Report
Note: If a customer has been in Pre-Verify status for longer 5-8 business days the possible errors could be:
 - Customer ID Verification error
 - Customer did not validate email address
- If accounts show the status of Fail-PreVerify, additional details are provided in the Personal Customer report to recommend what steps are required to re-submit the account

- **Pending (5-8 days after enrollment)**

- When the customer account is accepted by the utility (5-8 days after enrollment), they will remain in Pending status until the service to their location has started. Think Energy does not determine or control how long an account could stay in Pending status as it is determined by the utility.

- **Active (15-45 days after enrollment)**

- The customer account begins receiving electricity service

- **Bill Payment (30-45 days after becoming Active)**

- After the first month of electricity service with Think Energy, a fully paid customer's bill will initiate a residual commission to begin within the following Monthly Residual Commission cycle.

- **Residually Qualified**

- When a customer becomes active, pays their bill they are then considered "Residually Qualified" and will generate residual commissions in the following month's Residual Commission Payment cycle
- There is a Residually Qualified column in the Personal Customer Report that will display "Yes" for customers that will generate residuals
- Each Residual Commission Cycle, pays on the accounts that were Residually Qualified on the last day of the month before Residuals pay

Residual Qualified Customer Details:

For payment of a Residual Commission or Team Residual Commissions, the following requirements must be met for a Customer to be considered a Residually Qualified Customer:

- **For electricity Customers, the Customer must:**
 - be in Active status;
 - be in Electricity Band 1, Electricity Band 2, or Electricity Band 3;
 - have paid their most recent electricity bill in full and on-time;
 - be in good standing with Think Energy under the customer Terms & Conditions
 - is not a net metered customer.
- **For community solar Customers, Think Energy must be the Servicing Agent responsible for, among other functions, billing, collections and customer management, and the Customer must:**
 - be Active status;
 - be in good standing with Think Energy under the customer Terms & Conditions.
 - Any Customer whose service address is in Connecticut is prohibited from being a Residually Qualified Customer.
 - For the avoidance of doubt, a Customer will not be a Residually Qualified Customer until Think Energy has received payment for their first bill.