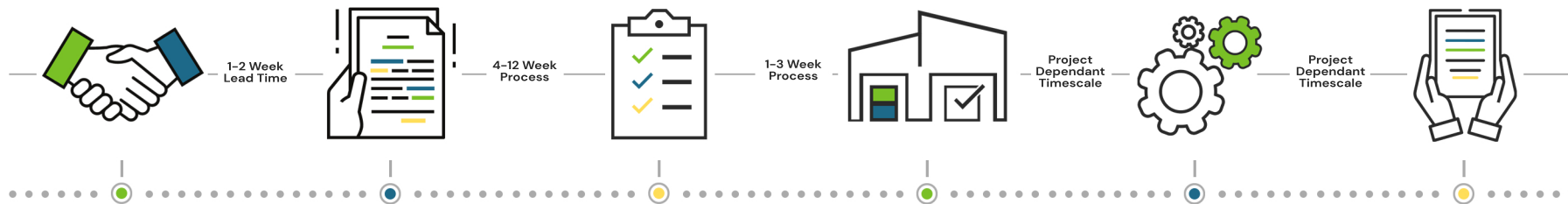


6 Step – Customer Journey Process



1

Feasibility Study Agreed

What you do:

- Issue purchase order to us for feasibility study
- Confirm your MPAN supply number
- Complete a letter of authority to allow us to deal with your DNO (Distribution Network Operator)

What we do:

- Raise the feasibility study invoice
- Prepare documentation for the G99/G100

2

Feasibility Preparation Stage

What you do:

- Pay the feasibility invoice

What we do:

- Apply for the DNO to connect to the grid (G99/G100 Connection Agreement)
- Allocate project manager and book a site survey

3

Feasibility Survey Stage

What we do:

- Complete the site survey
- Complete the structural survey
- Confirm the method of installation, logistics and any health and safety requirements
- Await a response from the DNO (within 45-60 working days)
- Review survey notes and photos with design team and electrical engineers
- Re-design system if necessary following survey and communicate any changes to you

4

Feasibility Complete

What you do:

- Send purchase order
- Sign and return contract of sale

What we do:

- Issue structural engineers report to you
- Issue DNO offer letter to you
- On agreement of sale request purchase order
- Issue contract of sale
- Raise 40% deposit invoice

5

Installation

What you do:

- Pay 40% deposit invoice
- Pay 40% second stage invoice when 50% of kit value is on site

What we do:

- Order and arrange delivery of kit
- Arrange for scaffolding and site set up in accordance with H&S regulations
- Coordinate installation team
- Project manage installation and liaise with you throughout
- Quality check and test the system is generating
- Ensure all site-set up is removed once completed

6

Handover

What you do:

- Pay final 20% invoice

What we do:

- After sales account manager advises you of your online monitoring portal and how to use the system
- Advise you of your operation and maintenance package
- Collate and issue certificates and handover pack