



The safety and well-being of our communities during COVID-19 is our top priority. As this situation rapidly evolves, we want you to know that we are taking steps to help protect our employees and customers during this time. We understand that COVID-19 has created new and unprecedented challenges for us all, and we wanted to share our safeguarding efforts.

Green Mountain Solar has taken the following steps:

Social Distancing: We have enacted social distancing practices in our offices. We are avoiding travel and in-person meetings to the greatest extent possible.

Virtual Site Visits: We know that, even if you are limited to your home the next few weeks, life doesn't stop. To keep people safe while helping customers move forward, we are offering free virtual site visits. We will discuss your solar project and energy goals on the phone or via web conference to collect the information about your home. We will then use our suite of online design tools to send a complete proposal specific for your home to include sizing, offsets, costs, and incentives.

Pausing Installation: For the time being, we must hold off on installing new solar panels, per the Governor's stay at home orders. We will keep current customers up to date on the status of their projects as the situation continues to unfold, and look forward to resuming installation when it becomes safe to do so.

We also wish to highlight some financial assistance options available through VSECU. VSECU is offering a new Member Emergency Loan of \$2,000 with a term of 24 months and as low as 0% APR. Another option to consider is VSECU's Skip-A-Pay, which allows individuals with a closed-end loan (like a Green Mountain Solar loan, car loans, or personal loans) to skip one payment on qualifying loans. VSECU is currently waiving the \$25 program fee. You can get more details on their options at vsecu.com/COVID-19

The entire Green Mountain Solar team would like to thank everyone for their dedication to helping during this crisis. We will continue to provide you with updates as this situation unfolds. If you have any questions about your system, install, or anything about solar in general, please don't hesitate to reach out. We're here to help.

Sincerely,
Green Mountain Solar Team