



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.

**Social Distancing:** We have enacted social distancing practices in our offices and at job sites 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.

**Installation in Accordance with VT State Guidelines:** As of April 24<sup>th</sup>, we are excited to get back to work installing solar panels following safety protocols set by the Vermont Occupational Safety and Health Agency. We are considered a low risk occupation because the work is conducted outdoors and much of it can be done with a distance of 6 feet between our workers. Other measures we are taking include taking the temperature of workers at the beginning of each day, sanitizing surfaces at the beginning, middle, and end of the day, limiting the number of people per vehicle to two and requiring masks while sharing a vehicle, and providing handwashing stations and hand sanitizer.

For everyone's safety, we ask our customers to minimize interaction with the crew. If you need to interact with a crew member, we ask that you wear a mask and keep a minimum of six feet away.

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. Find more details on their options at [vsecu.com/COVID-19](https://vsecu.com/COVID-19)

The entire Green Mountain Solar team thanks everyone for their dedication during this crisis. We will continue to provide you with updates. 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