

SUNNOVA

HOME DEPOT VENDOR RETAIL MYSTERY SHOP

INSTRUCTIONS • QUESTIONNAIRE

You will visit an assigned Home Depot store and locate the Sunnova table and Sunnova associate. You will observe the table and associate, and then interact with the associate to evaluate the customer service received. You will not schedule an appointment, but will act interested in doing so up until the very end of the interaction.



Before You Begin

- Review your shop confirmation
- Know your assigned location, and plan to arrive early enough to complete shop in timeframe
- Know what to do in different situations
- Review photo requirements



Don't Forget!

- Observe table/associate before interacting
- Give associate opportunity to greet you
- Follow instructions for different situations
- Ask for the name of the associate
- Take all required photos



General Requirements

- Read all instructions and the entire questionnaire before you complete the shop.
- Answer all questions and provide detailed supporting narrative to explain your responses.
- Take a selfie photo for shop validation (this is your “receipt”).
- Do not reveal your identity as a mystery shopper to anyone at any time.
- Do not say or do anything to limit the opportunity for the associate(s) to perform the behaviors the survey is designed to evaluate.
- Submit your report to shopperhub.cxgroup.com within 12 hours of completing the shop. If your survey is not submitted by the deadline, it will be automatically cancelled.
- If a Quality Assurance Editor contacts you for additional information or clarification about your experience, respond promptly.
- Retain all documentation for six months following your shop.
- You or your immediate family members cannot currently nor have ever worked for Home Depot, Sunnova, or an authorized dealer brand as noted below.
- Children are not allowed to accompany you on this shop.
- Failure to follow the specifications for this project as outlined in this document may result in shop cancellation and non-payment.



Goal of the Shop

- You will evaluate how the Sunnova associate engages with customers to identify gaps in coaching and training.
- The first part of your shop is an observational period during which you will evaluate the table and associate.
- The second part of your shop is an interaction with the Sunnova associate during which you will go through the full sales experience to evaluate their knowledge and customer service.
- Visit the Sunnova website to learn more about their products and services: sunnova.com/homedepot.



Shop Instructions

Step #1: Observation – Locate the Sunnova table and discreetly take a photo.

- Arrive at least 30 minutes before the end of your assigned timeframe. If you arrive too late, you may not be able to complete the full shop within the timeframe.
- Walk the store upon arrival to see if you can find the Sunnova table on your own.
- If you cannot find the Sunnova table on your own after a few walks around the store, go to the Customer Service desk and ask where you can find the Sunnova table—if you must go to Customer Service, be sure to do this before the end of your assigned timeframe.
 - Do NOT approach the Pro Desk or any other associate/station—you MUST go to Customer Service.
 - Do NOT have Customer Service page the Sunnova associate for you at this time, as you will need to finish your observational period before having your associate interaction.
 - If Customer Service tells you there is no table and/or the Sunnova associate is not working today, you must STILL follow the instructions below for what to do if the Sunnova associate is nowhere to be seen.
- Exception: If you see the Sunnova associate walking the store prior to finding the Sunnova table, proceed with Step #2 first (i.e., have your associate interaction first, and then find the table and make your observations later).

Step #2: Observation – Locate the Sunnova associate.

- Note how long it takes to locate the Sunnova associate after you enter the store (was it more than 15 minutes).
- After your observational period, and depending on where you locate the Sunnova associate, put yourself in a position for the Sunnova associate to proactively approach you. Do NOT immediately greet the associate without first giving them 1-2 minutes to greet you first.
- If the Sunnova associate is stationed near the Sunnova table:
 - Stay back a distance from the table and act preoccupied with other tasks (browsing, on phone, etc.).
 - Note how many customers walk by the Sunnova associate and how many the Sunnova associate approaches.
 - Observe for 5 minutes, then walk slowly towards the table/banner area to see if the associate initiates contact.
 - If the associate is interacting with a customer, do not interrupt. Position yourself so that when they are finished, they still have the opportunity to greet you proactively.

- If the associate does not engage with you after you have given them opportunity, then approach the associate and ask what is going on with their setup, what they are doing at the store, what they are selling, etc.
- If the Sunnova associate is NOT stationed near the Sunnova table and is NOT engaged with a customer:
 - Browse near the associate but do not initiate a conversation. Put yourself in their path and line of sight (allow for eye contact) to enable the associate to initiate the conversation.
 - If approached, respond with, “Oh, I saw the Sunnova stand. I’d be interested in learning more...” etc.
 - If you are not approached within 3 minutes, then approach the associate and ask what they are doing at the store, what they are selling, etc.
- If the Sunnova associate is NOT stationed near the Sunnova table BUT IS engaged with a customer:
 - Situation 1: Browse near the associate, and if the associate is not finished with their customer after 5 minutes/does not acknowledge that you are waiting, politely tell the associate you are going to go back to the Sunnova table and wait for them there. Wait at least 10 minutes for the associate to return to the Sunnova table.
 - Situation 2: Browse near the associate, and if the associate acknowledges you are waiting (“I will be with you shortly,” etc.), then wait at least 10 minutes to be assisted.
- If the Sunnova associate is nowhere to be seen—you *must spend at least 30 minutes total in the store*:
 - Walk the store for at least 20 minutes. Make a thorough effort to locate the Sunnova associate. Check all aisles and departments. Browse in different areas of the store.
 - If you still cannot find the Sunnova associate, go to the Customer Service desk and specifically ask for them to be paged (go back to Customer Service even if you previously asked where the table is).
 - Do NOT approach the Pro Desk or any other associate/station—you MUST go to Customer Service if you need help locating the Sunnova associate.
 - If you must go to Customer Service, be sure to do this before the end of your assigned timeframe.
 - After the Sunnova associate is paged, wait at least 10 minutes for the associate to come to assist you.
 - If Customer Service tells you the Sunnova associate is not working today, include all details in your survey form (where you looked, who you spoke to, what you were told, how long you spent in the store).
- Other observations include the Sunnova table cleanliness, Sunnova banner, and Sunnova associate’s tablet condition. These observations may occur during your observational period or during your associate interaction.
- If you see the Sunnova associate at any point during your shop, you must have an interaction. If you see them in the parking lot on your way out, go back in the store to complete the shop and interaction. If you see them walking the aisles, but lose track of them, seek out the appropriate assistance to find them. Your shop timeframe aligns with when the Sunnova associate is scheduled to work.

Identifying the Sunnova Associate:

- Most associates will wear a white shirt with the Sunnova name on it.
- Some associates may wear a black Sunnova shirt.
- Review example photos below:



Old shirts
(still allowed in store)



- Associates who are part of a dealer brand (i.e., an associate affiliated with a different brand who is authorized to sell Sunnova products) may wear a different colored shirt with the dealer name on it. If there is a dealer brand associate in-store, evaluate that person and their table/setup in the same way that you would evaluate the Sunnova associate—i.e., evaluating the dealer brand associate is the same as evaluating the Sunnova associate.
- The authorized dealer brands include, but are not limited to:
 - Apollo Energy
 - Current Home
 - Equity Solar
 - Florida Eco Electric
 - Freedom Forever
 - Freedom Solar
 - Generation Renewable
 - Global Energy
 - Havasu

- Hawaii Unified
- Independent Solar
- JW Bernard Company
- Legacy
- Nationwide
- Powur
- ProSolar
- Quality Generators
- Solar Cowboys
- Solar Volt
- SunSolar
- Sunworks Solar
- Titan Solar Power
- Infinity Solar
- Toby Sunnova Sales
- Trinity
- Tron
- V3 Electric
- Venture Solar
- Windmar
- There may be other authorized brands—if you are given the name of a different solar energy vendor who is in store that day, please evaluate them for this shop and include the name of the dealer brand in your survey form.*

Step #3: Interaction – Engage with the Sunnova associate.

- Note if it takes more than 15 minutes from the time you enter the store to locate the Sunnova associate.
- Act genuinely interested in what the associate has to say (whether they initiate the conversation or you have to ask for assistance).
- The associate may ask pre-qualifying questions. Be prepared to answer in a way that will allow the associate to continue the conversation and explain their product:
 - How old is your roof? (0-10 years)
 - How much do you spend on electricity? (OK to cite average monthly bill)
 - Are you a homeowner? (Yes)
 - Will you have a problem qualifying for credit? (No)
- Be prepared with a local address for a house (NOT a duplex, condo, apartment, etc.). The address must be local to the assigned location and in the same state as the assigned location. If you are not actually a homeowner, you must be able to provide a local address for a house. The Sunnova associate will likely ask to look up your address on Google Earth to see if solar panels are a good fit.

- Ask the associate a question and evaluate how they respond.
 - The purpose of asking a question is to evaluate HOW they respond - not necessarily what information they provide. Give full credit if they respond in a positive, enthusiastic manner, even if they cannot fully answer your question.
 - The role of the Sunnova associate is to create interest and schedule an appointment. They are not expected to know pricing or specific details at this step. Keep this in mind when evaluating their response.
 - If the associate addresses your question with genuine care, in a thoughtful manner, etc., select the top response for "knowledge" in your survey form. The associate might not provide full details or a thorough response/may defer to being a “partner of Home Depot”—this is OK and the associate should get full credit.
 - If the associate is dismissive of your question, then select the middle or bottom response depending on the manner in which they respond. Explain their response in your narrative.
- If the associate takes notes during your conversation, watch if they write down any of your personal information.
 - The address you provide must be for a house (do not reference apartment/suite/building numbers).
 - Memorize and provide this specific phone number: **813-686-0623**.
- Ask if cash is accepted. Evaluate the associate's response, after asking if cash is accepted as a payment option.
- Evaluate if the associate asks for the sale—i.e., do they ask to schedule an appointment?
 - If asked, indicate YES that you would like to schedule an appointment.
- The associate should ask you to fill out a Lead Form. Fill out the Lead Form and when asked for your phone number, use the number provided above.
- Evaluate if the associate gives you the tablet or another type of mobile device to confirm your information on the Lead Form (they should NOT press the submit button for you).
 - The associate should NOT attempt to press the submit button for you. If the associate attempts to press the submit button for you or it appears like they are trying to press it or don't specifically guide you to confirm your own information, explain the details in your narrative.
- Be prepared to actually schedule an appointment up until the very end of the interaction. When the associate asks you to confirm your information for an appointment, then provide an objection (and do not actually submit the Lead Form or schedule an appointment):
 - I don't have enough money.
 - I have to speak with my spouse.
 - I don't have time.
 - I am not interested.
 - I'm afraid I won't be able to recoup my investment.
- Evaluate how the associate reacts to your objection and their closing remarks. To “address or overcome your objections” the associate must make statements or remarks that relate back to your objection, such as:
 - Speaking about your potential long-term savings.
 - Calling out specific benefits/services to think about or share with your spouse.
 - Asking to set up a follow-up time to talk that works better with your schedule.

- If the associate does press the submit button on the Lead Form for you, then entering the phone number provided above will allow the client to later remove your appointment from their real appointment queue.
- Evaluate if the associate records their personal information (phone number, email address, etc.) on a business card or any other media-like brochure/pamphlet to take with you.
 - Note that takeaway materials are NOT supposed to be provided and you should NOT ask if the associate does not offer anything. When filling out your survey, do not make references to being disappointed there were no materials, etc.
- Ask for the Sunnova associate's name if they are not wearing a readable name badge or lanyard and do not proactively provide their name at any point during the interaction (or you don't remember/didn't understand).

Step #4: Evaluate your overall impression.

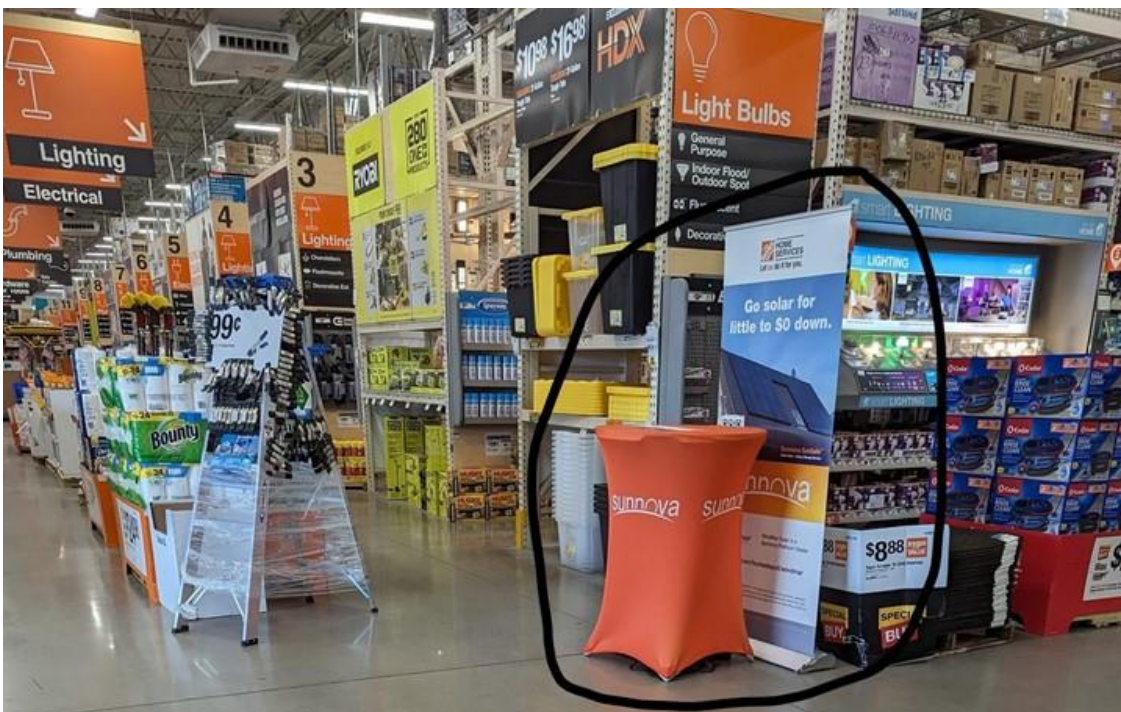
- Rate your overall experience, including your likelihood to purchase or recommend Sunnova, and anything that stood out as positive or negative.
- Ratings and commentary should be based on the customer experience ONLY and the assumption that you are in the market for solar energy services.
- Do not score down for factors outside the Sunnova associate's control.



Photo Requirements

SUNNOVA TABLE:

- Take at least one (1) photo of the Sunnova table/banner/setup.
- Be discreet! It should NOT be obvious or made known to the associate that you are taking pictures.
- Do NOT ask the associate if you can take a photo! If the associate appears to be posing in your photo, your shop will not be valid.
- The table will be a station, high-top table, banner, and/or booth set up with Sunnova signage/branding, such as:



HOME DEPOT STOREFRONT:

- Take at least one (1) photo of the Home Depot storefront/exterior.
- This should be a zoomed out photo showing the full storefront and exterior signage. If there are location identifiers present (address on front door, etc.), include in the photo.

LOCATION EXTERIOR SELFIE:

- After your visit, discreetly take one (1) selfie-style photo in front of the location exterior.
- This photo **MUST** show YOU in the picture (selfie-style).
- The location/building with identifying exterior signage must be visible in the background.
- Note that this photo is different from the regular exterior/storefront photo that you will upload in your survey.
- You should **NOT** be in the regular exterior/storefront photo that you upload in your survey, but you **MUST** be in the selfie photo that you upload in the Shop Validation section—these are two different pictures.

TAKEAWAY MATERIALS:

- If applicable, take at least one (1) photo of any takeaway materials **ONLY IF** the associate proactively provides something.
- **DO NOT** ask for takeaway materials if nothing is proactively provided—the associate is **NOT** supposed to provide any materials, but **IF** they do, then the client wants to know what was provided.
- Examples of takeaway materials: business card, appointment card, pamphlet, brochure, etc. with the associate's personal information on it.

Shops that do not include the required photos/documentation as outlined above will be rejected without payment.



QUESTIONNAIRE

Shop date:

Start time:

End time:

Initial Observation

1. Did you take a photo of the storefront?

Select Yes and then upload your storefront photo.

Yes

No

2. Were you able to locate the Sunnova station?

Yes (10 points)

No (0 points)

3. Were you able to interact with a Sunnova associate during your visit?

Yes (10 points)

No (0 points)

4. If no, thoroughly describe your efforts to locate the Sunnova associate:

Indicate how long you walked the store and where you looked, how long you waited at the table, who you asked for help, how long you waited after associate was paged, etc.

5. From the moment you entered the store, did it take more than 15 minutes to locate the Sunnova associate?

Yes (0 points)

No (10 points)

N/A - did not interact with Sunnova associate

6. Indicate what activity the associate was engaged in before you interacted with them:

Talking with another associate

Assisting other customers

On phone (e.g., conversation, texting, etc.)

Doing paperwork

Other

N/A

7. During your observation of the Sunnova associate, describe how many customers were engaged by the associate:

Describe in detail the number of customers that were engaged by the associate, e.g., out of 30 customers observed walking by the associate, 5 customers were engaged.

8. Did you take a photo of the Sunnova station?

Select Yes and then upload at least one photo of the Sunnova station/table/banner/setup. Be discreet! The associate should NOT be posed or looking at the camera (i.e., the associate must NOT be aware that you are taking photos).

Yes

No

N/A

9. Sunnova station maintenance and cleanliness

- Area is well maintained, free of dust and debris, and no food, drink, handwritten signs, or non-Sunnova branded materials present (10 points)
- Area is in need of attention (dust/debris, food/drink, or handwritten/non-Sunnova materials present) (0 points)
- N/A

10. Sunnova banner and condition

- Sunnova banner was present AND in good condition (10 points)
- Sunnova banner was present BUT in poor condition (5 points)
- Sunnova banner was not present (0 points)
- N/A

11. Initial Observation Supporting Narrative:

Explain the responses you selected for the Initial Observation questions. Be sure to explain ALL responses of less than full point value. You must enter between 75 and 2000 characters.

First Impression**12. Indicate the name of the Sunnova Associate:****13. Indicate the approximate age of the Sunnova Associate:**

- | | |
|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> 20 or less | <input type="checkbox"/> 41 - 45 |
| <input type="checkbox"/> 21 - 25 | <input type="checkbox"/> 46 - 50 |
| <input type="checkbox"/> 26 - 30 | <input type="checkbox"/> 51 - 55 |
| <input type="checkbox"/> 31 - 35 | <input type="checkbox"/> 56 or older |
| <input type="checkbox"/> 36 - 40 | <input type="checkbox"/> N/A |

14. Indicate the gender of the Sunnova Associate:

- Male
- Female
- Prefer not to answer
- N/A

15. Was the Sunnova Associate wearing glasses?

- Yes
- No
- N/A

16. Indicate the hair color of the Sunnova Associate:

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> Auburn/Red | <input type="checkbox"/> Brown |
| <input type="checkbox"/> Green/Blue/Purple | <input type="checkbox"/> Dark Brown |
| <input type="checkbox"/> Black | <input type="checkbox"/> Gray/White |
| <input type="checkbox"/> Blonde | <input type="checkbox"/> Shaved/Bald |
| <input type="checkbox"/> Light Brown | <input type="checkbox"/> N/A |

17. Indicate the hair length of the Sunnova Associate:

- | | |
|--|---|
| <input type="checkbox"/> Short | <input type="checkbox"/> Long |
| <input type="checkbox"/> Ear Length | <input type="checkbox"/> Pulled Back/Up |
| <input type="checkbox"/> Shoulder/Collar | <input type="checkbox"/> Shaved/Bald |
| <input type="checkbox"/> Mid-Back | <input type="checkbox"/> N/A |

18. Indicate the approximate height of the Sunnova Associate:

- | | |
|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> 5' or less | <input type="checkbox"/> 5'10" |
| <input type="checkbox"/> 5'1" | <input type="checkbox"/> 5'11" |
| <input type="checkbox"/> 5'2" - 5'3" | <input type="checkbox"/> 6' - 6'1" |
| <input type="checkbox"/> 5'4" - 5'5" | <input type="checkbox"/> 6'2" - 6'3" |
| <input type="checkbox"/> 5'6" - 5'7" | <input type="checkbox"/> 6'4" plus |
| <input type="checkbox"/> 5'8" - 5'9" | <input type="checkbox"/> N/A |

19. Indicate the apparent race of the Sunnova Associate:

- | | |
|---|---|
| <input type="checkbox"/> African-American | <input type="checkbox"/> Middle Eastern or Arab |
| <input type="checkbox"/> Caucasian | <input type="checkbox"/> Native-American |
| <input type="checkbox"/> East Asian | <input type="checkbox"/> Other |
| <input type="checkbox"/> South Asian | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Hispanic | <input type="checkbox"/> N/A |

20. Sunnova associate initiates friendly greeting

- Initiates conversation with a smile, eye contact, and a friendly verbal greeting (10 points)
- Responds with a friendly verbal greeting (does NOT initiate the conversation) (5 points)
- Does NOT offer a friendly verbal greeting when you approach him/her (0 points)
- N/A

21. Associate is wearing a Home Depot name badge or lanyard

- Yes (30 points)
- No (0 points)
- N/A

22. Professional appearance

- Appearance is neat and professional, wearing a Sunnova-branded or approved dealer-branded shirt (10 points)
- Appearance in need of minor attention, but still wearing a Sunnova-branded or approved dealer-branded shirt (5 points)
- Appears unprofessional, poorly groomed, or not wearing a Sunnova-branded or approved dealer-branded shirt (0 points)
- N/A

23. Smiles and makes eye contact

- Uses every opportunity to smile and make eye contact as appropriate (10 points)
- Smiles and makes eye contact but there is opportunity for more (5 points)
- Does NOT smile and/or avoids eye contact (0 points)
- N/A

24. Associate asks pre-qualifying questions

e.g., How old is your roof? How much do you spend on electricity? Are you the homeowner? Will you have a problem qualifying for credit?, etc.

- Yes (10 points)
- No (0 points)
- N/A

25. If yes, what pre-qualifying questions did the associate ask?

e.g., How old is your roof? How much do you spend on electricity? Are you the homeowner? Will you have a problem qualifying for credit?, etc.

26. First Impression Supporting Narrative:

Explain the responses you selected for the First Impression questions. Be sure to explain ALL responses of less than full point value. You must enter between 75 and 2000 characters.

Demonstration Experience

27. Demonstrates knowledge

Evaluate HOW the associate responds and not necessarily what information they provide. Select the top response if they address your question with genuine care, in a positive and thoughtful manner, or with enthusiasm, EVEN IF they cannot fully answer your question or defer to being a "partner of Home Depot." If the associate is dismissive of your question, THEN select the middle or bottom response depending on the manner in which they respond, and explain their response in your narrative.

- Thoroughly answers your question (e.g., pricing, promotions, packages, terms of the agreement, etc.) AND mentions AT LEAST ONE benefit/service of Sunnova
- Thoroughly answers your question (e.g., pricing, promotions, packages, terms of the agreement, etc.) OR mentions AT LEAST ONE benefit/service of Sunnova
- Does NOT thoroughly answer your question and does NOT mention AT LEAST ONE benefit/service of Sunnova
- N/A

28. Indicate the question you asked:

29. Indicate associate's response:

30. Focuses on you

- Listens attentively, gives undivided attention without interruption or distraction, and does NOT make you feel rushed (10 points)
- Listens but is disengaged and appears to be going through the motions (5 points)
- Does not listen, appears distracted or unfocused, or makes you feel rushed (0 points)
- N/A

31. Communicates clearly

- Speaks in a language you understand (avoids jargon, does not talk over your head or talk down to you) AND checks for understanding (10 points)
- Speaks in a language you understand (not over or under your knowledge level) but does NOT check for understanding (5 points)
- Speaks over or under your level of expertise AND does NOT check for understanding (0 points)
- N/A

32. Projects a positive attitude

- Projects a friendly, outgoing attitude and seems to sincerely enjoy assisting you (uses upbeat tone of voice that conveys enthusiasm and energy) (10 points)
- Appears to be going through the motions / seems disinterested OR is impolite (0 points)
- N/A

33. Makes you feel welcome / engages

- Associate's demeanor and comments make you feel welcome, comfortable, and at ease while leading you through the benefits/services of Sunnova and buying process (10 points)
- Associate's demeanor and comments do NOT make you feel welcome, comfortable, or at ease (0 points)
- N/A

34. Associate maintains control of the engagement, leading you through benefits/services of Sunnova and buying process

- Yes (10 points)
- No (0 points)
- N/A

35. During your interaction, associate writes your information on notepad/paper

Select Yes if the associate writes down any of your information. This could be general information during your interaction (e.g., the associate may jot down your first name and make notes about questions you ask) OR it could be your personal information (e.g., the associate writes down your contact information such as address, phone number, or email address).

Yes (0 points)

No (10 points)

N/A

36. If yes, did the associate record your personal information?

Select Yes if the associate writes down identifying or contact information (e.g., your address, phone number, or email address). Select No if the associate only wrote down non-identifying information (e.g., only your first name and notes about the questions you asked).

Yes (0 points)

No (10 points)

N/A

37. Demonstration Experience Supporting Narrative:

Explain the responses you selected for the Demonstration Experience questions. Be sure to explain ALL responses of less than full point value. You must enter between 75 and 2000 characters.

Sales Experience**38. Did the associate record his/her personal information (phone number, email address, etc.) on a business card or any other media-like brochure/pamphlet?**

Yes (0 points)

No (30 points)

N/A

39. Did you take a photo of the takeaway materials provided?

If the associate recorded his/her personal information on any takeaway materials (e.g., business card or any other media-like brochure/pamphlet), select Yes and then upload a photo of those takeaway materials showing what information the associate wrote down.

Yes

No

N/A

40. Associate seems knowledgeable when speaking about the company history and brand reputation

Yes (10 points)

No (0 points)

N/A

41. Upon asking if cash is accepted, associate mentions using cash as a payment option

Yes (0 points)

No (30 points)

N/A

42. Associate only offers services from Sunnova during the interaction

Select Yes if they only mention services from Sunnova and/or an authorized dealer brand.

Yes (10 points)

No (0 points)

N/A

43. Associate directs you to a tablet OR mobile device to confirm your information using the Home Depot Lead Form (associate does NOT press the submit button)

Select Yes if the associate directed or guided YOU to press the submit button on the lead form. Select No if the associate pressed or attempted to press the submit button for you, or if the associate doesn't direct you to do anything at all.

Yes (30 points)

No (0 points)

N/A

44. If no, describe if or how the associate attempted to collect/confirm your information:

e.g., Did the associate attempt to press the submit button for you?, Did the associate not direct you to any device at all?, etc.

45. Asks for the sale

Asks if you want to schedule an appointment in a way that is comfortable/natural and confident (e.g., Would you like to schedule an appointment today?) (10 points)

Asks if you want to schedule an appointment in a way that is awkward, out of place in the conversation, or pushy (5 points)

Does NOT ask to schedule an appointment (0 points)

N/A

46. Respectfully handles objection

Reacts with a positive attitude (maintained friendly voice, didn't criticize) AND effectively addresses and overcomes obstacles or objections you may have (10 points)

Reacts with a positive attitude, BUT does NOT effectively address or overcome obstacles or objections you may have (5 points)

Does NOT react with a positive attitude (0 points)

N/A

47. Closing remarks

Offers positive closing remark (e.g., "Thank you," "Have a nice day," etc.) AND offers further assistance (e.g., "Do you have any additional questions?") (10 points)

Offers a positive closing remark OR offers further assistance (5 points)

Does NOT offer a positive closing remark AND does NOT offer further assistance (0 points)

N/A

48. Sales Experience Supporting Narrative:

Explain the responses you selected for the Sales Experience questions. Be sure to explain ALL responses of less than full point value. You must enter between 75 and 2000 characters.

Overall Impression

49. Based on your visit today, how would you rate your overall experience?

Rate your overall experience, with 0 being an extremely negative experience and 10 being an extremely positive experience. Your rating should be based on the customer experience ONLY and the assumption that you are in the market for solar energy services.

0

6

1

7

2

8

3

9

4

10

5

N/A

50. Based on your visit today, how likely would you be to purchase Sunnova services from the associate if you were in the market?

Based on this experience and assuming you are in the market for solar energy services, rate how likely you would be to purchase Sunnova services from this associate, with 0 being not at all likely and 10 being extremely likely.

- | | |
|----------------------------|------------------------------|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 9 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 10 |
| <input type="checkbox"/> 5 | <input type="checkbox"/> N/A |

51. Based on your visit today, how likely would you be to recommend Sunnova to friends and family?

Based on this experience, rate how likely you would be to recommend Sunnova services to friends and family who are in the market for solar energy services, with 0 being not at all likely and 10 being extremely likely.

- | | |
|----------------------------|------------------------------|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 9 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 10 |
| <input type="checkbox"/> 5 | <input type="checkbox"/> N/A |

52. Indicate any area of opportunity that would allow Sunnova to better serve you:

53. Indicate anything that you experienced that made the experience abnormally unique and/or staff went above and beyond:

54. Overall Impression Supporting Narrative:

Explain the responses you selected for the Overall Impression questions. Be sure to explain ALL responses of less than full point value. Your ratings and commentary should be based on the customer experience ONLY and the assumption that you are in the market for solar energy services. Do not score down for factors outside the Sunnova associate's control. You must enter between 75 and 2000 characters.

Shop Validation

55. Did you take a location exterior selfie photo?

Select Yes then upload your location exterior selfie.

- Yes
 No

56. If you do not have a location exterior selfie photo, explain why:

Enter N/A if you uploaded your selfie.

END OF QUESTIONNAIRE