



Statement about the Wall Street Journal article published May 22, 2017

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I am proud of Sunrun's workplace culture, our values, our unwavering commitment to customer satisfaction and the principle of integrity upon which our company was founded, and I want to address *The Wall Street Journal* article that was published earlier today.

First, our interests are aligned with our customers – we want to make sure our sales efforts encourage the highest conversion of customers who are the right fit for solar. There is some judgment in determining when an installation might not proceed – my direction to our employees is to make these calls with integrity and always focused on the customer. With respect to the specific allegation that sales employees changed cancellation dates in our system to December 31, 2009 between May and October 2015 in order to delay reporting of cancellations, we reviewed the digital audit trail in our systems. Our review to date has turned up no evidence that this occurred.

Second, we don't recoup selling costs when a potential customer doesn't actually install a solar system. We ask customers to sign a written agreement early in the process to improve communication so they know specifically what we are committing to deliver, and we know they have a legitimate interest in going solar, as we start dedicating resources to make it happen. Cancellations can occur anytime between signing of a contract and installation for many reasons – shading from trees, roof condition or material, the need to upgrade the customer's electrical panel before installing the solar facility, competitive shopping or a customer just changing her mind. We expect customers will be with us for at least 20 years, hopefully 30 or 35 years. That's why we have always oriented the business around installations – this is the milestone that matters most. Our results demonstrate our strong customer satisfaction. Our cumulative loss rate over our 10-year operating history on installed customers is less than 1%. Our most recent NPS score is 69 for the last 12 months. Our customer referrals have been increasing every quarter for the last year.

I've been operating this business for 10 years, and I do it because our planet needs it and not for short-term financial gain. I'm proud of what we have accomplished over the last decade and know that we are just getting started. We have already saved customers over \$100 million – money they would have otherwise spent on more expensive, dirtier energy from the incumbent utilities. We have deployed over 951 MWs of solar systems which have avoided 1.6 billion pounds of CO₂ from traditional sources. The opportunity in front of us remains great, the leadership role Sunrun holds in the industry is evident, and the responsibility we have to enable more customers to save money by going solar for decades to come is significant.

A handwritten signature in black ink, appearing to read "Lynn Jurich".

Lynn Jurich
Co-founder and CEO