



# Putting the Customer First

and Supporting  
Local Government



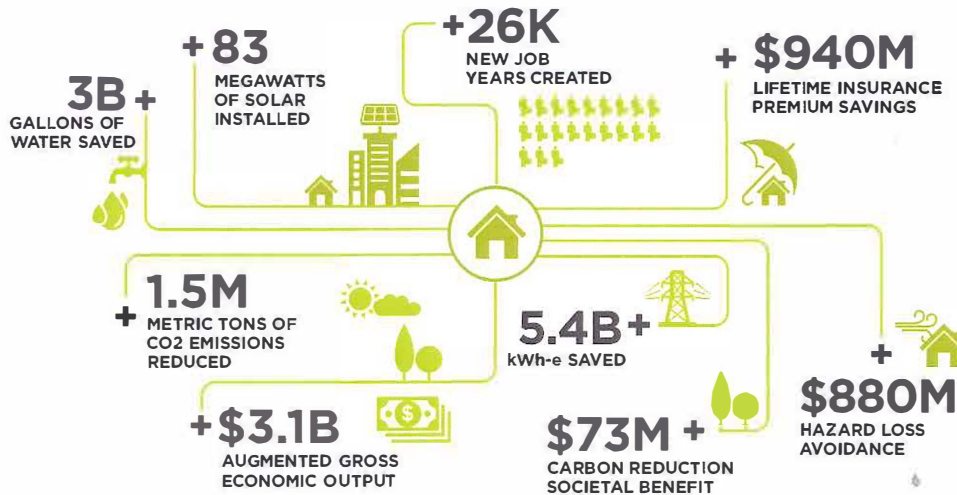
Ygrene.com | 866.634.1358

# Value and Benefit to Homeowners/Communities



## Wide Range of PACE Benefits

Estimated impact<sup>1</sup> of \$1.5B<sup>2</sup> in over 63,000 funded disaster resiliency, energy efficiency, renewable energy, and water conservation improvement projects across the U.S.



## Benefits to Homeowners

- Utility Savings
- Increased Comfort
- Reduction in Insurance Costs
- Safety and Security
- Increased Value
- Equitable and Affordable Options



## What They are Saying

### Former Governor Jerry Brown, California

"PACE enables homeowners to buy solar panels, install low-flow toilets and make other smart investments that save energy and water without breaking the bank. As California confronts a severe drought and a rapidly changing climate, this program gives homeowners another opportunity to do their part."

"Ygrene Applauds California Governor Jerry Brown for Signing PACE Consumer Protection Package into Law."  
(October 04, 2017) [www.prnewswire.com](http://www.prnewswire.com)

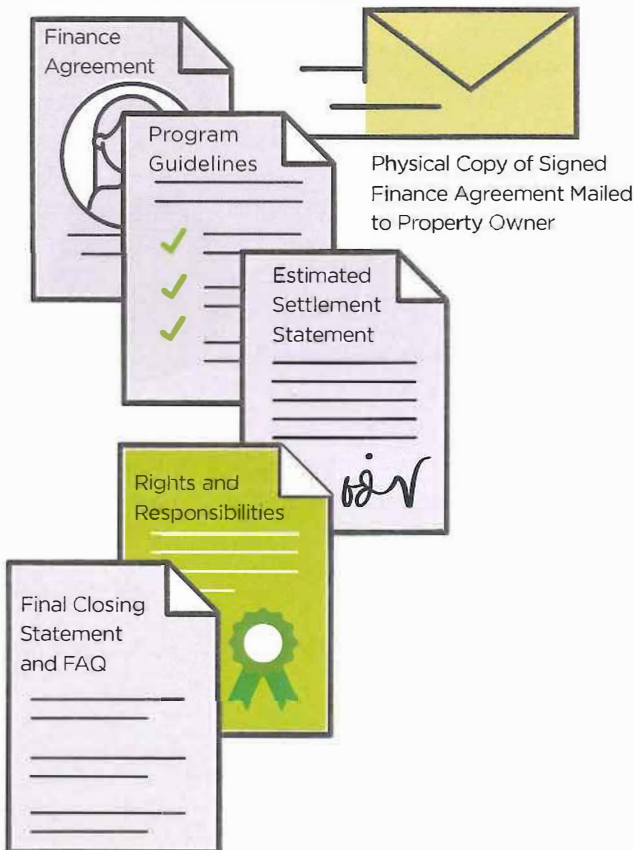


# Comprehensive Consumer Protection Policies

## PACE Provides More Protections Than Other Home Improvement Financing Solutions

	PACE	HEL/HELOC	Unsecured Debt	Solar Lease/PPA
Minimum level of equity in property	✓	✓	✗	✗
Not delinquent on property related debt	✓	✓	✗	✗
Not in bankruptcy	✓	✗	✗	✗
Loan to value limit	✓	✓	✗	✗
Term tied to useful life of improvement	✓	✗	✗	✓
Pre/post-funding customer support	✓	✗	✓	✓
Fixed rate and fully amortized	✓	✗	✗	✗
Improvement pricing review	✓	✗	✗	✗
Certificate of completion	✓	✗	✗	✓
Rigorous contractor training and oversight	✓	✗	✗	✗

## PACE Provides Consumer Protections for all Homeowners



### Consumer Protections:

- ✓ FHFA/FHA Mortgage Disclosures
- ✓ Eligible Improvements
- ✓ Pricing Review
- ✓ Financing is for term equal to or less than the useful life of the improvement
- ✓ Property owner sign-off required before final contractor payment
- ✓ Dedicated staff trained to receive, manage, track, report and resolve matters quickly

### Additional consumer protections offered by Ygrene:

- ✓ Confirmed Terms Call
- ✓ 'Know Before You Owe' Disclosures
- ✓ Three-day Right to Cancel
- ✓ Live translation services offered
- ✓ Sample documents available in Spanish on request

Ygrene's program complies with all applicable state and local laws/ordinances.

# Rigorous Contractor Training and Oversight



## Screening and Vetting

- ✓ Current and historical information about company thoroughly reviewed
- ✓ Status with licensing board reviewed
- ✓ Licensure verified
- ✓ Current general liability coverage required
- ✓ Workers' compensation insurance coverage required
- ✓ All personnel listed with license board are cross referenced against previously terminated Ygrene Authorized Contractors
- ✓ Consumer complaints evaluated (BBB/social media/licensing board and others)

## Good Standing

Dun & Bradstreet  
BBB rating  
Yelp  
Angie's List  
Home Advisor  
Facebook  
Google

## Credit and Criminal Background Evaluation

Bankruptcy  
Collections and Liens  
SSN Match  
Address Match  
Open Judgments  
Other Legal Events

## Completed Training

- ✓ Registered Contractor Code of Conduct
- ✓ Consumer Protection Policies
- ✓ Must accurately represent the Program
- ✓ Contractor Participation Agreement signed at completion of training

## Advertising Guidelines

- ✓ Guidelines for clear and truthful advertising
- ✓ Sensitive customer data is not shared for use in telemarketing or direct sales
- ✓ Contractors are never paid for referrals

## Regular Reviews Conducted

- ✓ Review of operations and business practices
- ✓ Review of good standing with licensing board
- ✓ Workers' compensation and liability policies must remain in force
- ✓ Suspension or dismissal for failure to comply with Program rules
- ✓ Customer satisfaction surveys performed on completed projects



# Dedicated Customer Resolutions Team

## Resolving Issues When They Occur

- ✓ Acknowledgement same business day as notification
- ✓ Single point of contact within Ygrene assigned
- ✓ Thorough investigation of issue and evaluation of all documentation
- ✓ Aid in resolving disputes or challenges with contractor
- ✓ Access all resources within Ygrene to aid in resolution
- ✓ On site property inspection, if required

## Highly Trained Consumer Escalation Team

- 1** Reconfirm that all steps from application to funding are completed
- 2** Clarify program details to all parties
- 3** Facilitation of additional contractor work, if required

**If you learn of a property owner needing support, please contact us at:**

 **Ygrene**  
 (866) 634-1358  
 Customer.Care@Ygrene.com



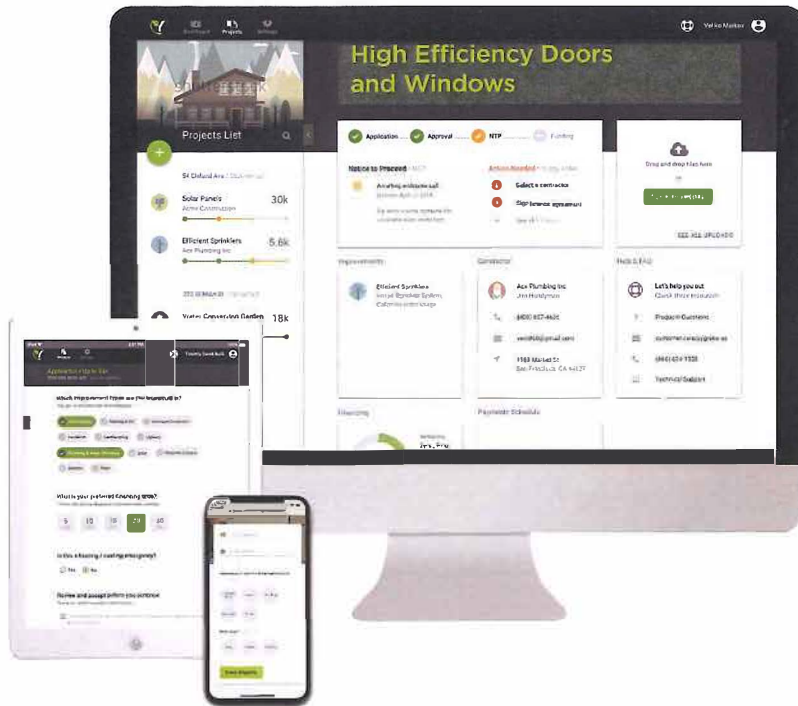
# Contractor Watch List

## Watch List Stages and Definitions

Monitoring	Suspension	Termination
<ul style="list-style-type: none"> <li>• Monitor Projects</li> <li>• Impose risk avoidance measures</li> <li>• Provide contractor with additional training/feedback</li> </ul>	<ul style="list-style-type: none"> <li>• No submission of new projects</li> <li>• Suspends 'Notice To Proceed' (ability to start work)</li> <li>• Additional risk avoidance measures imposed</li> </ul>	<ul style="list-style-type: none"> <li>• Permanent termination of registration</li> <li>• Deactivation/deletion of account</li> <li>• Prohibits re-introduction to program</li> </ul>

Contractors are terminated from the program for violating any of the provisions in their Contractor Participation Agreement with Ygrene.

# Ygrene's Customer Portal



Gives homeowners control and 24/7 access to their account

- ✓ Secure server with encrypted connection
- ✓ Transparency into their projects with updated status and tasks
- ✓ Document center
- ✓ Eligibility and contractor search
- ✓ Direct access to help and customer support

## Eligible Improvements and Pricing



### Eligible Improvement

#### Determination

- ✓ Must provide public benefit
- ✓ Consultation with building industry leadership
- ✓ US Department of Energy
- ✓ US Environmental Protection Agency
- ✓ Energy Star® rating

### Pricing Guideline Development

- ✓ RSMeans data
- ✓ Master Format City Cost Index
- ✓ Homewyse
- ✓ Manufacturer recommended retail prices
- ✓ Energy Information Administration

- Only eligible improvements are financed
- Financing term is tied to useful life of improvement
- Periodic evaluations of market prices and eligible measures conducted



# Planning Ahead - Account Support

## Impound, Escrow Accounts, etc....

Ygrene supports customers to avoid costly 'catch-up' situations.

- ✓ Encourage saving or increasing monthly impound/escrow accounts

## Prior to Construction

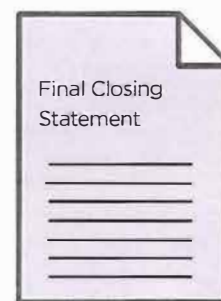


Physical Copy of Signed Finance Agreement Mailed to Property Owner



## After Funding Emails

Reminders via email



# Tax Bill Notifications

## Ygrene Property Owner Reminders

Participating property owners receive three reminders before receiving their first tax bill that includes a PACE assessment.



SPANISH

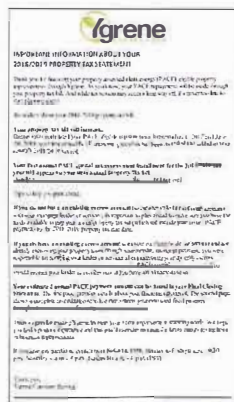


ENGLISH

Letter by Direct Mail  
**AUGUST**

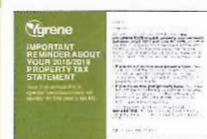


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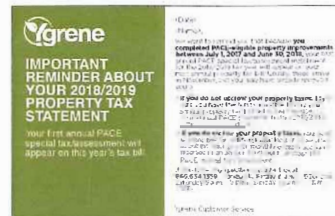


ENGLISH

Letter by Email  
**SEPTEMBER**



SPANISH



ENGLISH

Postcard by Direct Mail  
**OCTOBER**

# No Upfront Costs to Local Governments



## Ongoing Reimbursement for Services

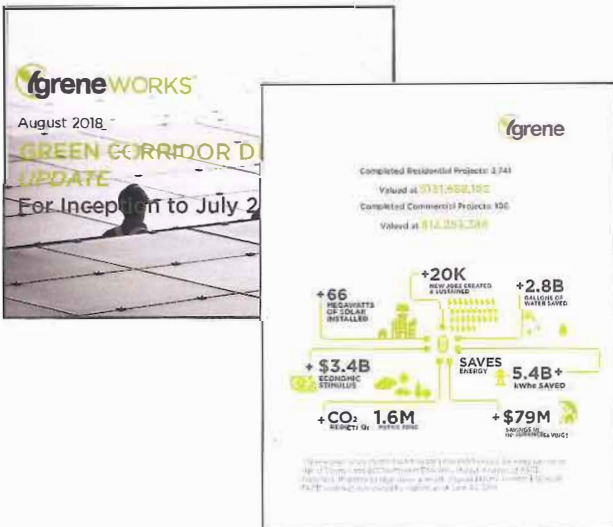
Service Fees paid to

- Auditor-Controllers
- Property Appraisers/Assessors
- Tax Collectors
- Other local agencies as directed

## No Upfront Costs

- No start-up costs
- No setup or administrative fees
- No additional staff required for program

# Reporting and Support



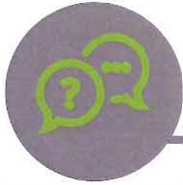
## Transparency

- ✓ Monthly, Quarterly and Annual Reports
- ✓ Compliant reports delivered to partner Joint Powers Authorities, PACE Boards, and/or special districts
- ✓ Regular newsletters and program updates
- ✓ Reports provide relevant data for Climate Action Plans and Comprehensive Economic Development Strategies
- ✓ Government Portal \*in development\*

## Support for Local Initiatives

- ✓ Climate Action Plans
- ✓ Economic Development Plans
- ✓ Seismic Mandates
- ✓ Wildland-Urban Interface Plans
- ✓ Water Conservation Mandates





## What They are Saying

### Jeff Jones, Chairman of Clean PACE Board of Directors and President-Elect, Naples Area Board of Realtors, FL

"I applaud Ygrene for driving a program that is critical to how homeowners respond to extreme weather conditions and for adopting policies that protect consumers, hold contractors accountable, and provide communities with confidence to invest in their homes."

"Ygrene Delivers for Hillsborough County." (June 29, 2018) [www.presswire.com](http://www.presswire.com)

### Mayor Libby Schaaf, Oakland, CA

"Property Assessed Clean Energy (PACE) financing has not only accelerated the adoption of clean energy and efficiency technologies, it's helped thousands of Oaklanders make home upgrades without crashing into those large financial barriers. These upgrades can save people money on their utility bill in the long run. But in the short term, they can also dramatically improve people's lives and help keep them rooted in their communities."

Opinion: "Mayor Schaaf touts Oakland's energy-finance program for homeowners." (October 25, 2017) [eastbaytimes.com](http://eastbaytimes.com)

### Adam Hasner, former Majority Leader of the Florida House of Representatives

"There will continue to be endless conversation and political debate about how to deal with hurricanes and severe storms. But one thing is certain: Florida leaders must empower our residents by providing options to affordably rebuild and strengthen their homes and businesses. Policymakers can do this by continuing to protect consumer choice and expanding access to PACE financing."

Opinion: "Support and expand PACE to protect Florida families." (November 13, 2017) [www.sun-sentinel.com](http://www.sun-sentinel.com)

<sup>1</sup>Data based on University of Southern California Schwarzenegger Institute research, "Impacts of the Property Assessed Clean Energy (PACE) Program on the Economies of California and Florida," utilizing, in part, Ygrene's proprietary model based on data sourced from: EnergyStar, International Energy Agency, Environmental Protection Agency, U.S. Department of Energy, US Energy Information Administration, Circle of Blue, U.S. Geological Survey, National Renewable Energy Laboratory, Cool Roof Rating Council, Rainmaster Control Systems, Irrigation Green Industry Magazine, River Network, Handbook of Water Use and Conservation, Home Energy Magazine, Florida Office of Insurance Regulation, among others. This represents estimated lifetime impacts of PACE projects completed by Ygrene from inception through 2/28/19. <sup>2</sup>Represents total (rounded) dollar amount of PACE contracts completed by Ygrene as of 2/28/19.

Ygrene is now licensed and actively regulated by the Department of Business Oversight with respect to our PACE business in the state of California under Program Administrator License No. 60DBO-91942.