

Customer Web Enrollment Guide



NORTHEAST & MIDWEST RESIDENTIAL ENERGY

Get a firsthand look at the residential enrollment experience for customers in Northeast and Midwest markets. Keep in mind, as a Kynect Independent Associate, you can guide a prospective customer through the online enrollment process, but you can't do it for them due to regulatory laws.

Gather Information Before Starting Enrollment

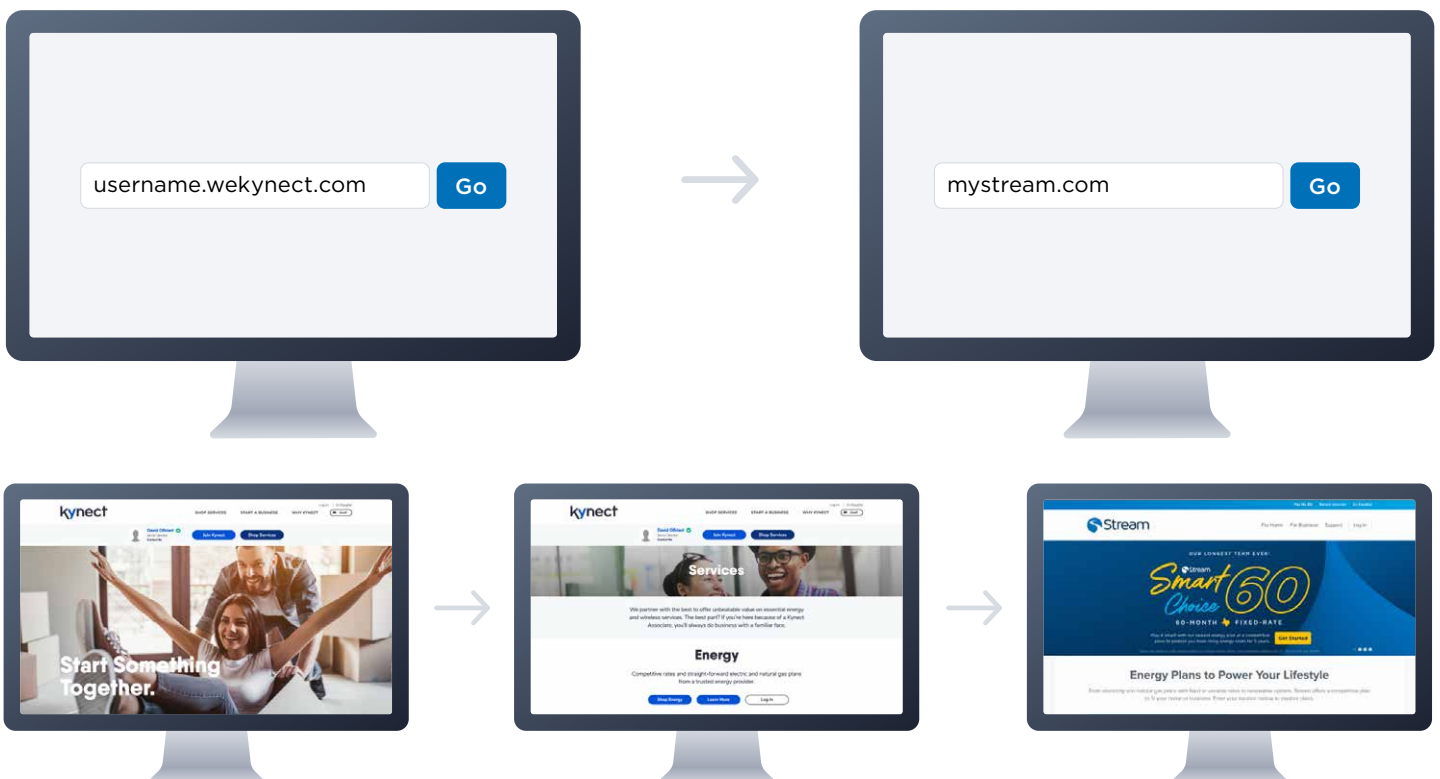
When your customer is ready to sign up for a Stream energy plan, you may want to encourage them to gather the information in this checklist to ensure they have a streamlined experience.

Checklist

- ☒ Service Address
- ☒ Utility Account Number
- ☒ Social Security Number
- ☒ Referring Kynect Associate's ID Number (A-Number)
FOR CUSTOMERS WHO START ON MYSTREAM.COM OR PHONE ENROLLMENT
- ☒ Email Address

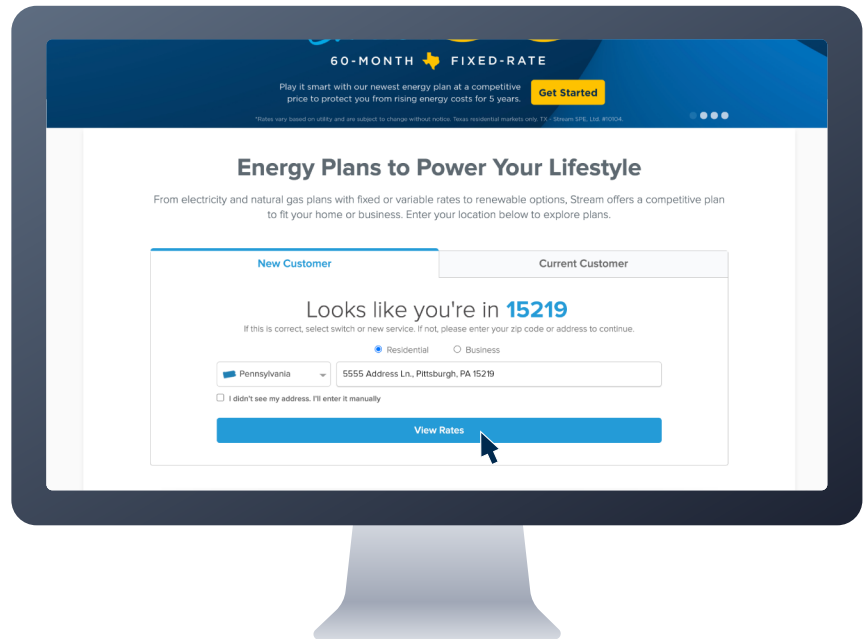
How to Enroll Online from mystream.com

- 1 To start, your customer will go to mystream.com through your Homesite or web browser.



2 Once your customer scrolls down, they'll find the rates exploration module, which is preset to their current location. Then, under the New Customer tab, your customer will:

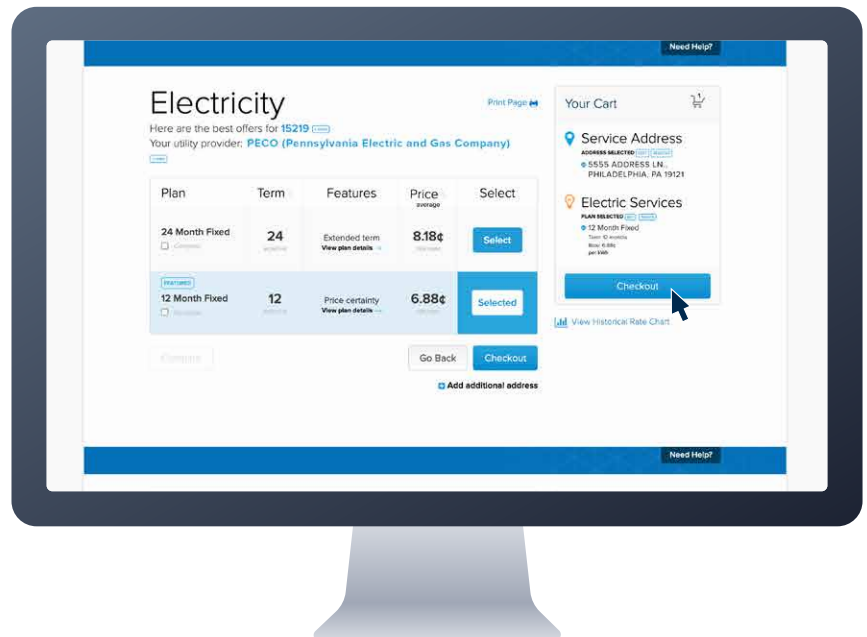
- ✓ Select **Residential** service
- ✓ Click the drop-down list to **select their State**
- ✓ Enter the **Service Address**
- ✓ Click the **View Rates** button



3 Here, your customer can browse all the plans available at the service address.

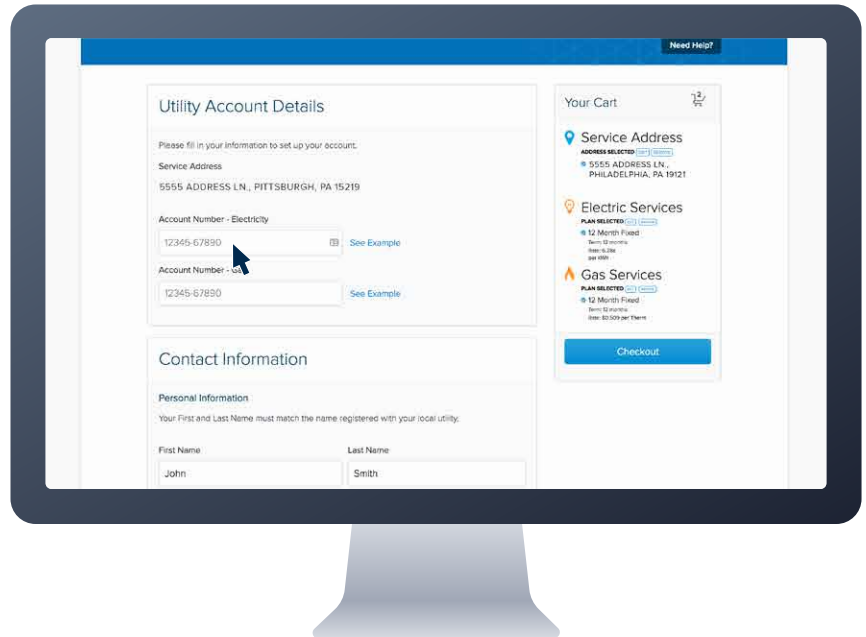
- ✓ Compare two plans by clicking the **check boxes** under the plan names.
- ✓ Click **View Plan Details** to see plan features, the rate breakdown, important documents.

Your customer can click the **Select** button to choose their new plan. Then, click the **Checkout** button to continue enrollment.



- 4** Next, your customer should review their Utility Account Details and add their Utility Account Number.

The Utility Account Number can be found on the customer's current energy bill. Your customer should make sure the information provided matches what is registered with their local utility.

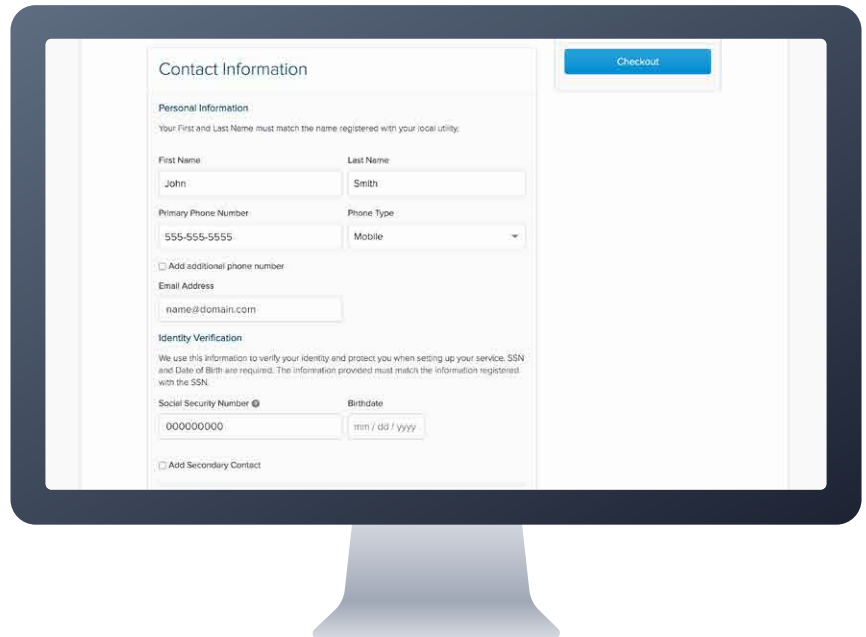


A screenshot of a web form titled "Utility Account Details". The form is divided into two main sections. The left section, "Utility Account Details", contains a "Service Address" field with the value "5555 ADDRESS LN., PITTSBURGH, PA 15219". Below this is an "Account Number - Electricity" field with the value "12345-67890" and a "See Example" link. The right section, "Your Cart", shows a "Service Address" field with the value "5555 ADDRESS LN., PHILADELPHIA, PA 19121". Below this are "Electric Services" and "Gas Services" sections, each with a "PLAN SELECTED" dropdown menu. A "Checkout" button is located at the bottom right of the "Your Cart" section.

- 5** Then, on the same page, your customer will fill out their Contact Information, including:

- ✓ Name
- ✓ Phone Number
- ✓ Email Address
- ✓ Preferred Language
- ✓ Social Security Number
- ✓ Birthdate
- ✓ Mailing Address, if it's different from the Service Address

Your customer will click the drop-down list to choose their **Previous Provider**.

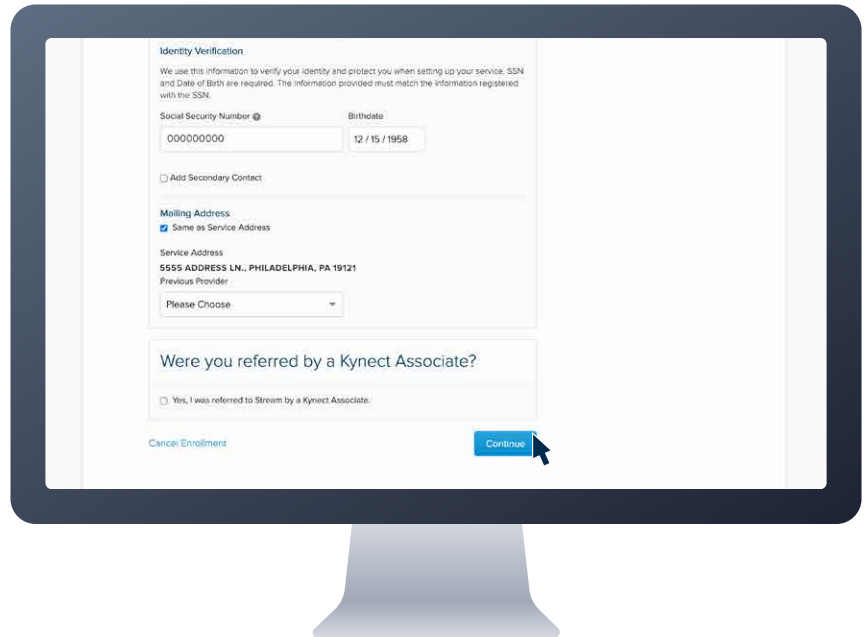


A screenshot of a web form titled "Contact Information". The form is divided into two main sections. The left section, "Contact Information", contains a "Personal Information" section with fields for "First Name" (John) and "Last Name" (Smith). Below this is a "Primary Phone Number" field with the value "555-555-5555" and a "Phone Type" dropdown menu set to "Mobile". There is also an "Email Address" field with the value "name@domain.com". The right section, "Identity Verification", contains a "Social Security Number" field with the value "000000000" and a "Birthdate" field with the value "mm / dd / yyyy". A "Checkout" button is located at the top right of the "Contact Information" section.

- 6 If your customer did not come from your Homesite, they will need to enter the referring **Kynect Associate's ID Number**, also known as the A-Number.

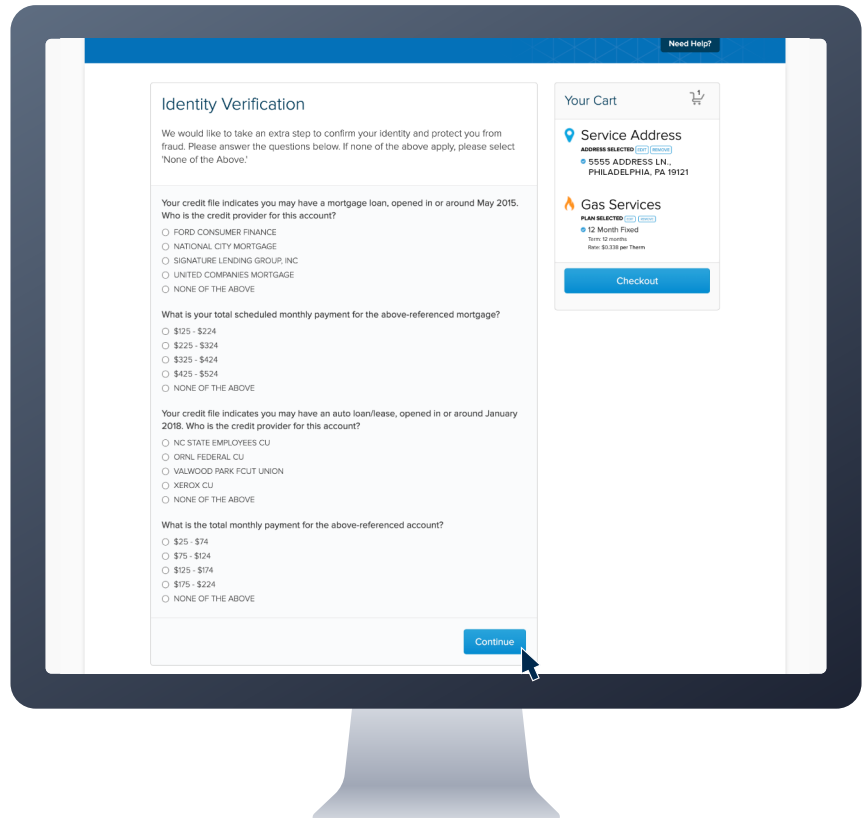
This will auto-populate if the customer started at the Associate's Homesite.

Then, your customer will click **Continue** at the bottom right.

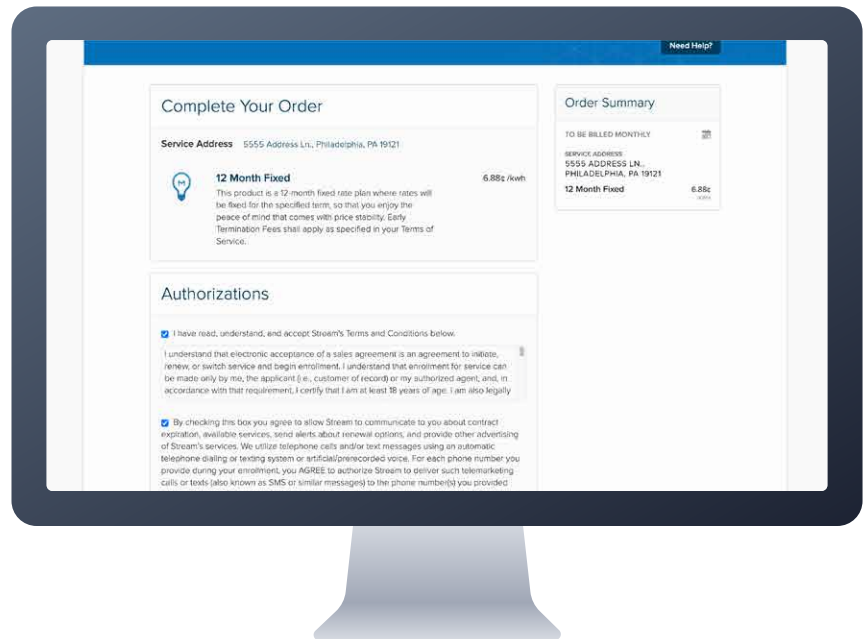


- 7 Next, your customer will answer Identity Verification questions, if applicable, by clicking the **correct answers**.

Once the questions are complete, your customer will click **Continue** at the bottom right.



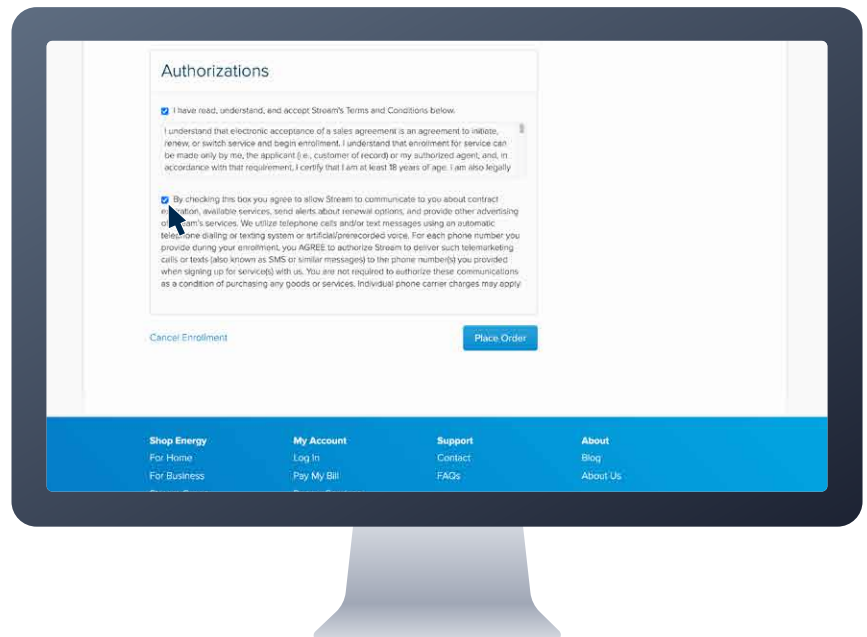
- 8 Your customer should review their order to ensure all information and plan details are accurate.



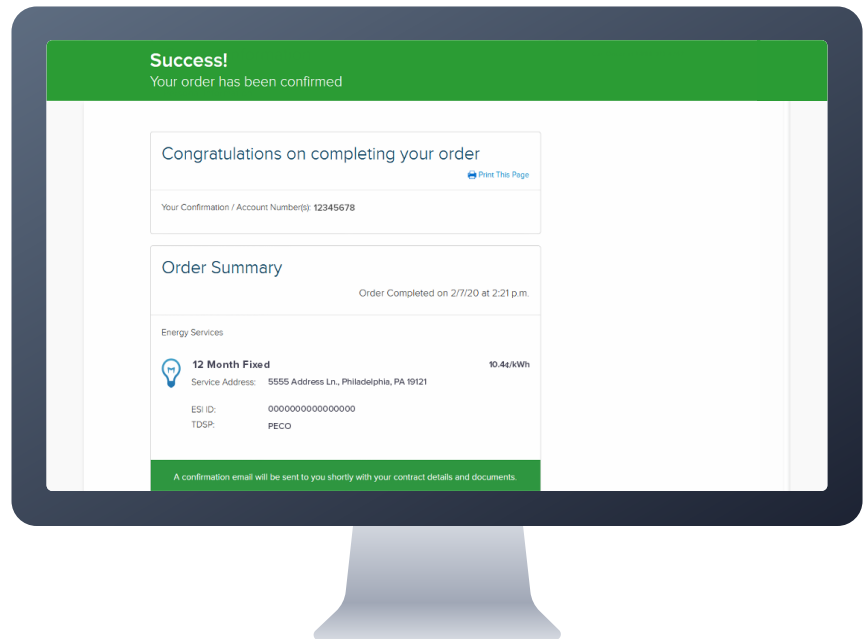
- 9 Your customer must read and click the **check box** to authorize that they understand and accept **Stream's Terms and Conditions**.

To receive communications from Stream about account information and promotions, your customer will need to click the second **check box**.

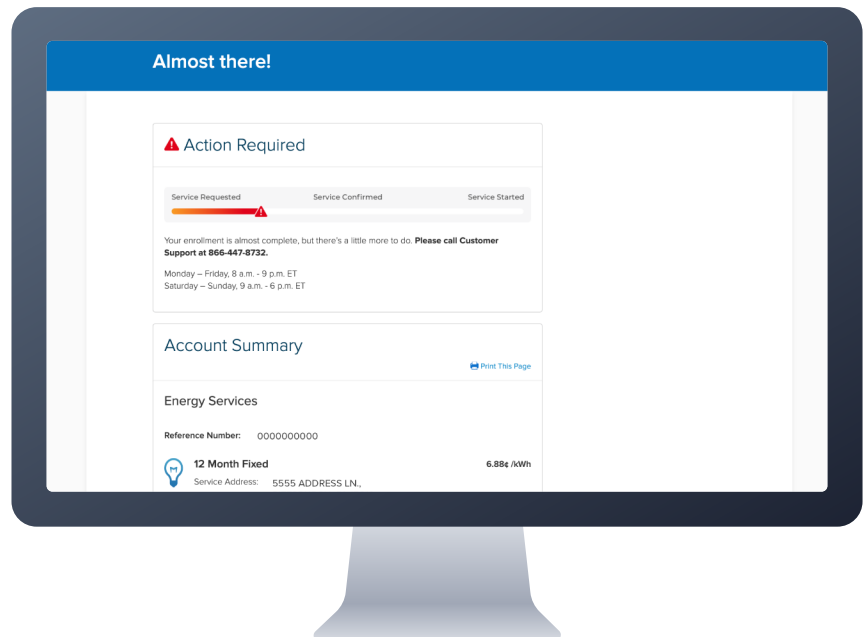
Finally, to submit their enrollment, your customer will click **Place Order** on the bottom right.



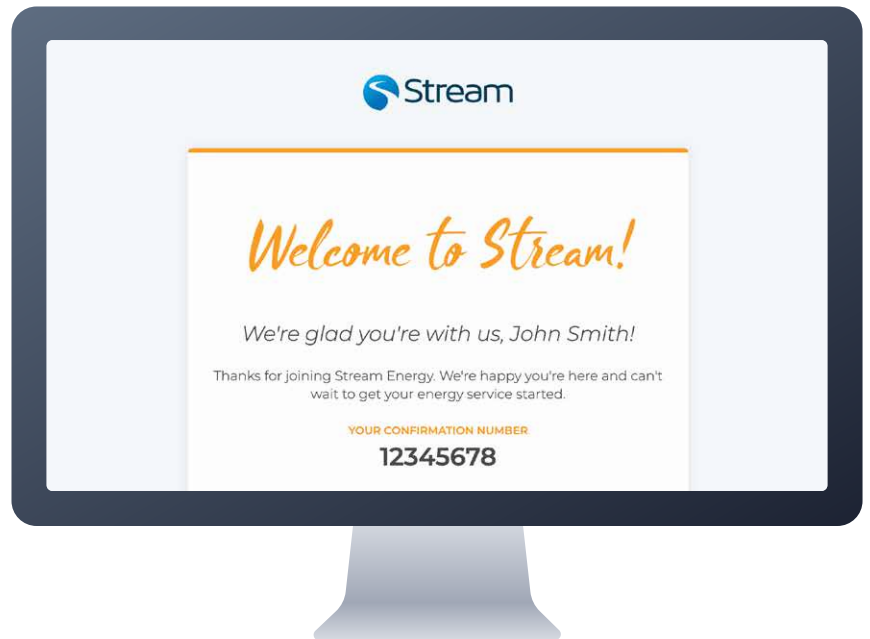
- 10** If enrollment is successful, your customer will receive a confirmation screen showing a **Success!** message with their account number and order summary.



- 10** If your customer's enrollment requires additional steps to be completed, they will receive an **Action Required** screen. Your customer will be instructed to call Stream Customer Support to discuss next steps.



- 11 If enrollment was successful or once any holds are resolved, your customer will receive a **Welcome!** email, confirming their start date and plan details.



✓ Congrats!

Your customer has officially enrolled in Stream's energy service. We can't wait to power your customer's lifestyle.