

Customer Web Enrollment Guide



GEORGIA RESIDENTIAL ENERGY

Get a firsthand look at the residential enrollment experience for customers in Georgia. 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

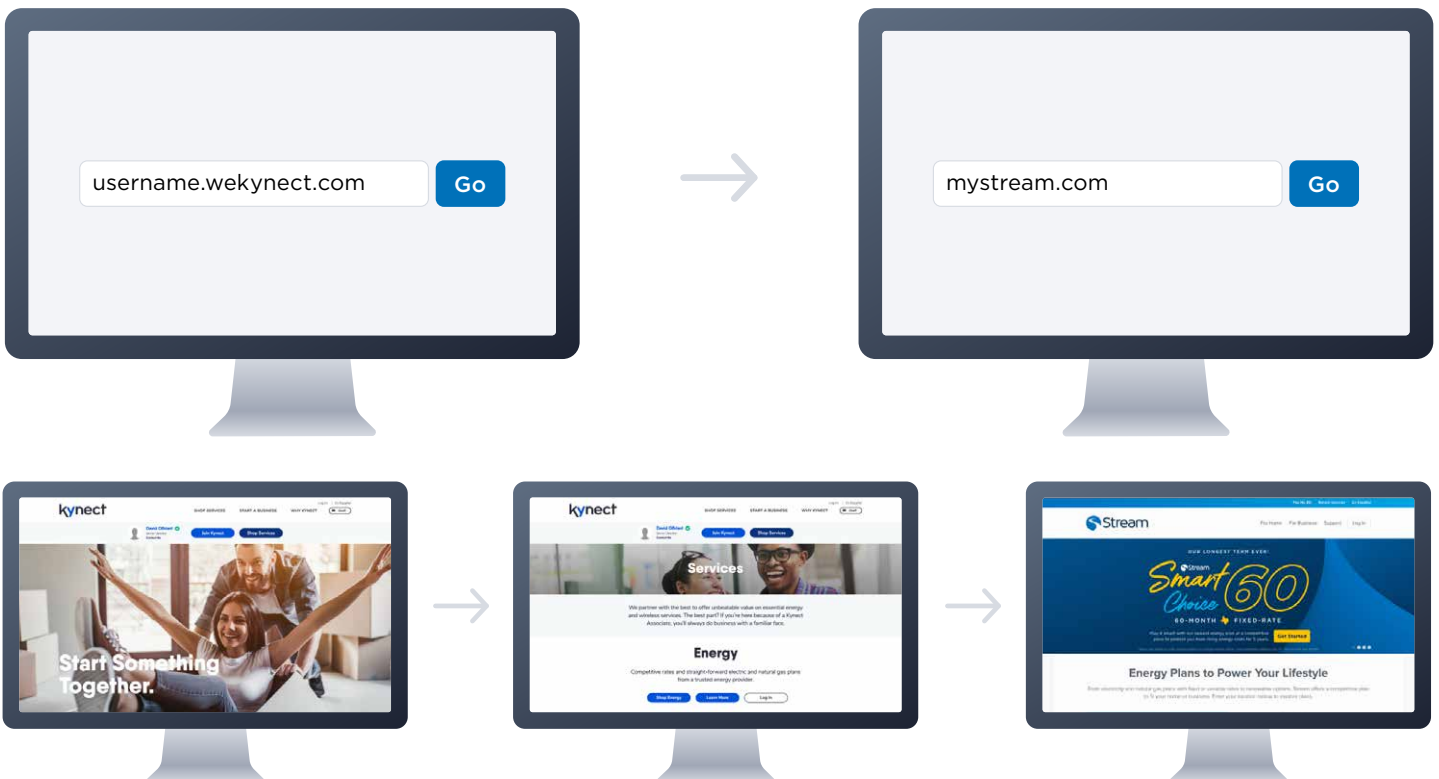
When your customer is ready to sign up for a Stream energy plan, you may want to encourage them to gather the information in this checklist to ensure they have a streamlined experience.

Checklist

- Service Address
- Service Start Date (Move-In Only)
- AGL Customer Number
- Social Security Number
- Referring Kynect Associate's ID Number (A-Number)
- Debit or Credit Card
- Email Address

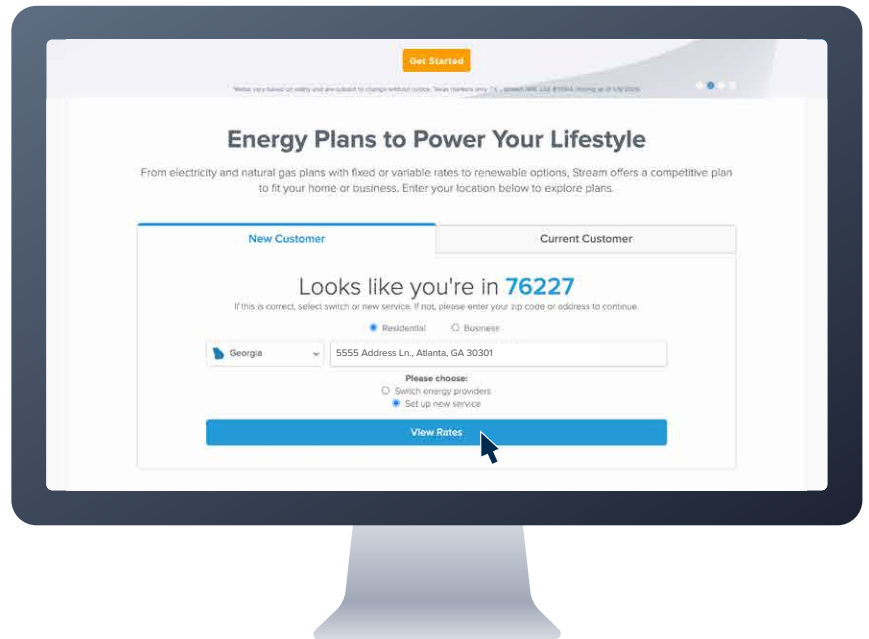
How to Enroll Online from mystream.com

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:

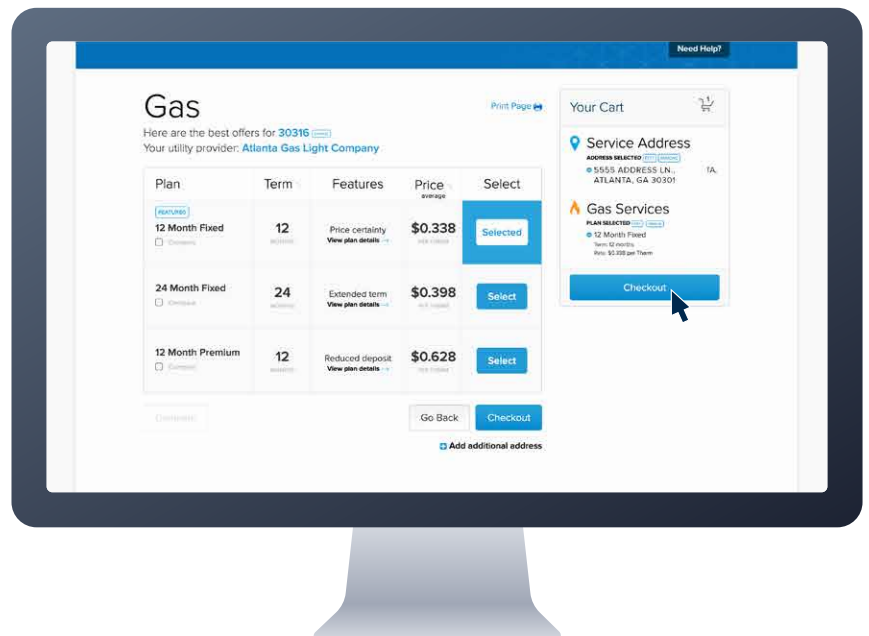
- ✓ Select **Residential** service
- ✓ Click the drop-down list to **select Georgia**
- ✓ Enter the **Service Address**
- ✓ Choose **Switch Energy Providers** or **Set Up New Service**
- ✓ Click the **View Rates** button



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 and important documents.

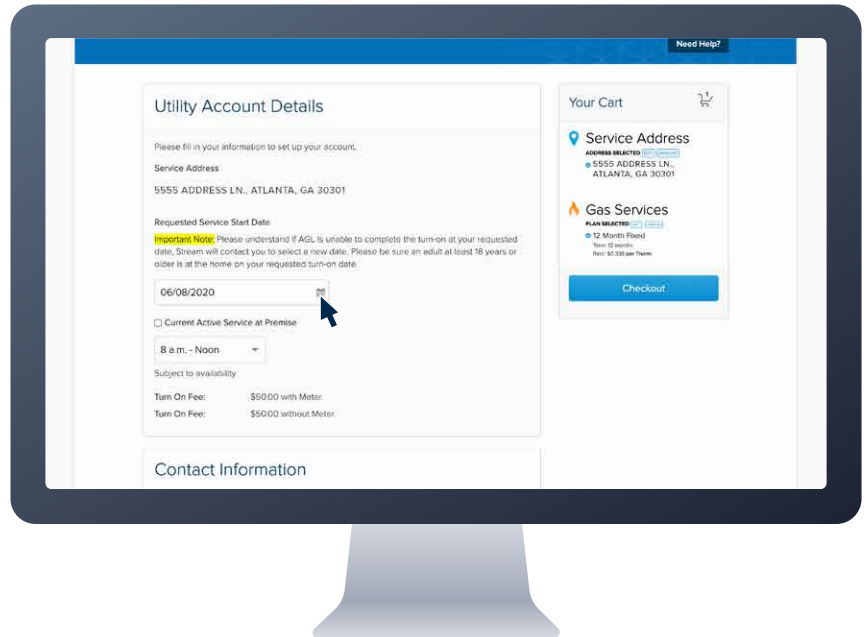
Your customer can click the **Select** button to choose their new plan. Then, click the **Checkout** button to continue enrollment.



- 4 Next, your customer should review their Utility Account Details, double check the Service Address for accuracy and add their AGL Customer Number, if they're switching providers.

Note: The AGL Customer Number can be found on your customer's current gas service bill. Your customer should make sure the information provided matches what is registered with AGL.

For a new move-in, your customer can click the **calendar icon** to select their Service Start Date.

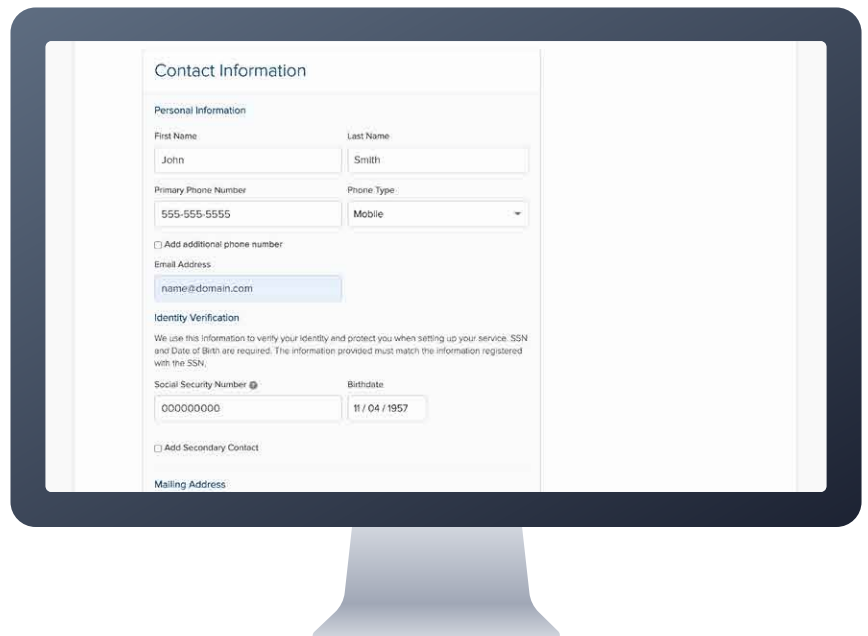


The screenshot shows a web form titled "Utility Account Details". It includes a "Service Address" field with the value "5555 ADDRESS LN., ATLANTA, GA 30301". Below this is a "Requested Service Start Date" field with the value "06/08/2020" and a calendar icon. There is a note about an "Important Note" regarding the turn-on date. A "Current Active Service at Premise" checkbox is present, along with a time selection dropdown set to "8 a.m. - Noon". There are also "Turn On Fee" fields for "with Meter" and "without Meter". To the right, a "Your Cart" sidebar shows "Service Address" and "Gas Services" with a "Checkout" button.

- 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**, if they are switching.

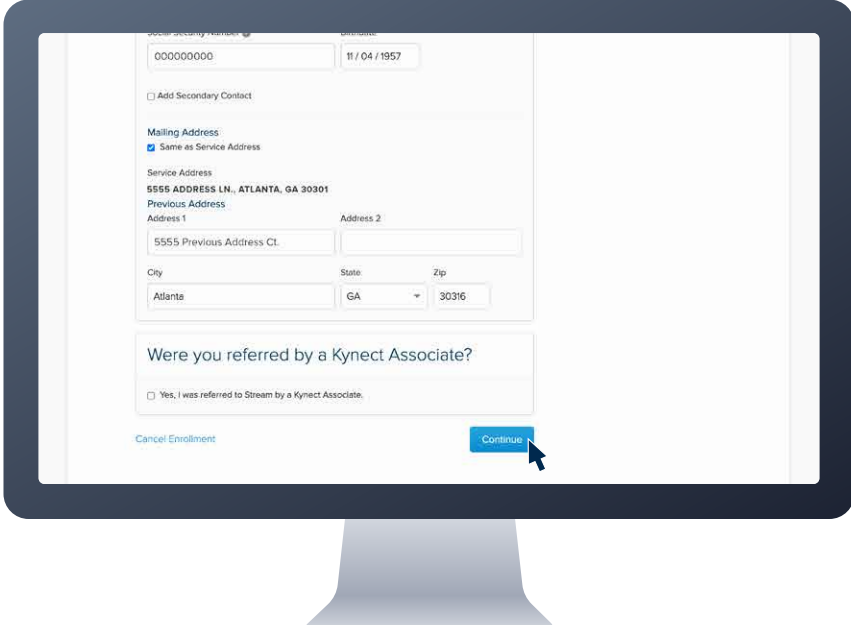


The screenshot shows a web form titled "Contact Information". It includes fields for "First Name" (John) and "Last Name" (Smith). There are fields for "Primary Phone Number" (555-555-5555) and "Phone Type" (Mobile). An "Add additional phone number" checkbox is present. Below this is an "Email Address" field with the value "name@domain.com". There is an "Identity Verification" section with a note about SSN and Date of Birth. Fields for "Social Security Number" (00000000) and "Birthdate" (11 / 04 / 1957) are shown. At the bottom, there is an "Add Secondary Contact" checkbox and a "Mailing Address" field.

- 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.

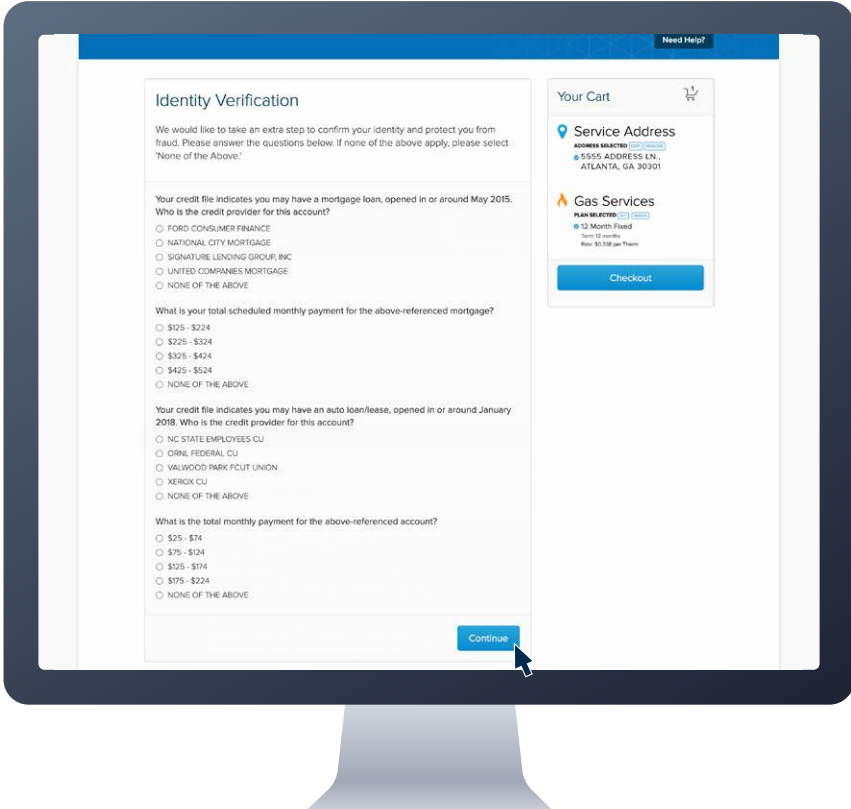
Then, your customer will click **Continue** at the bottom right.



The screenshot shows a web form for enrollment. At the top, there are fields for Social Security Number (00000000) and Date of Birth (11 / 04 / 1957). Below these is a checkbox for "Add Secondary Contact". The "Mailing Address" section has a checked option "Same as Service Address". The "Service Address" is pre-filled with "5555 ADDRESS LN., ATLANTA, GA 30301". There are also fields for "Previous Address" with "Address 1" (5555 Previous Address Ct.) and "Address 2". Below the address fields are fields for "City" (Atlanta), "State" (GA), and "Zip" (30316). A question asks "Were you referred by a Kynect Associate?" with a checkbox for "Yes, I was referred to Stream by a Kynect Associate." At the bottom left is a "Cancel Enrollment" link, and at the bottom right is a blue "Continue" button with a mouse cursor pointing to it.

- 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.

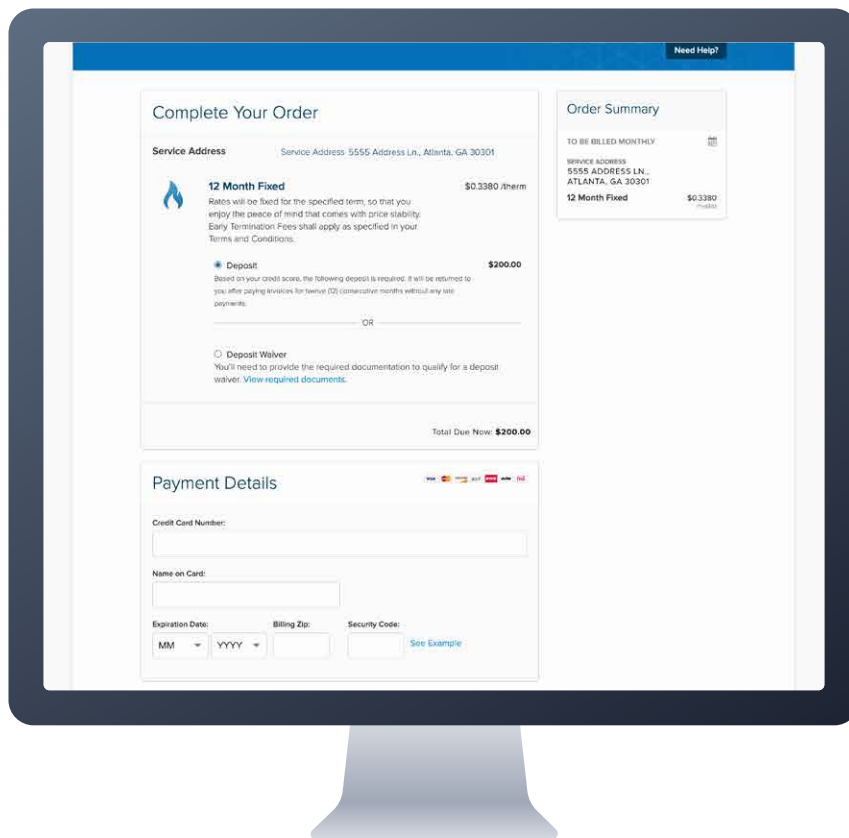


The screenshot shows the "Identity Verification" section of the web form. It includes a "Need Help?" link in the top right. The main content area has a heading "Identity Verification" and a sub-heading "We would like to take an extra step to confirm your identity and protect you from fraud. Please answer the questions below. If none of the above apply, please select 'None of the Above!'". There are three sets of questions, each with radio button options: 1. "Your credit file indicates you may have a mortgage loan, opened in or around May 2015. Who is the credit provider for this account?" with options: FORD CONSUMER FINANCE, NATIONAL CITY MORTGAGE, SIGNATURE LENDING GROUP, INC, UNITED COMPANIES MORTGAGE, NONE OF THE ABOVE. 2. "What is your total scheduled monthly payment for the above-referenced mortgage?" with options: \$125 - \$224, \$225 - \$324, \$325 - \$424, \$425 - \$524, NONE OF THE ABOVE. 3. "Your credit file indicates you may have an auto loan/lease, opened in or around January 2018. Who is the credit provider for this account?" with options: NC STATE EMPLOYEES CU, ORNL FEDERAL CU, VALWOOD PARK FCUT UNION, XEROX CU, NONE OF THE ABOVE. Below the third set of questions is another question: "What is the total monthly payment for the above-referenced account?" with options: \$25 - \$74, \$75 - \$124, \$125 - \$174, \$175 - \$224, NONE OF THE ABOVE. At the bottom right is a blue "Continue" button with a mouse cursor pointing to it. On the right side of the screen, there is a "Your Cart" section with a shopping cart icon, showing "Service Address" (5555 ADDRESS LN., ATLANTA, GA 30301) and "Gas Services" (PLAN SELECTED, 12 Month Fixed, Total: 12 months, Rate: \$5.58 per Therm). Below the cart is a blue "Checkout" button.

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

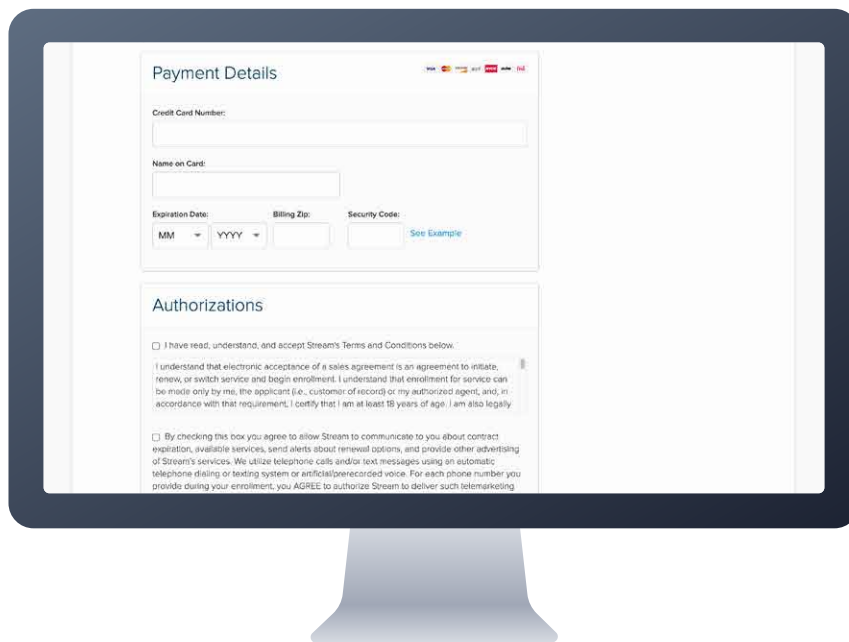
9 If a deposit is required, based on a soft credit check, your customer can select a **deposit option**.

See the full list of deposit options at mystream.com/deposits-ga.



10 If your customer chooses to pay their deposit requirement at enrollment, they will need to enter their valid credit or debit card **Payment Details**.

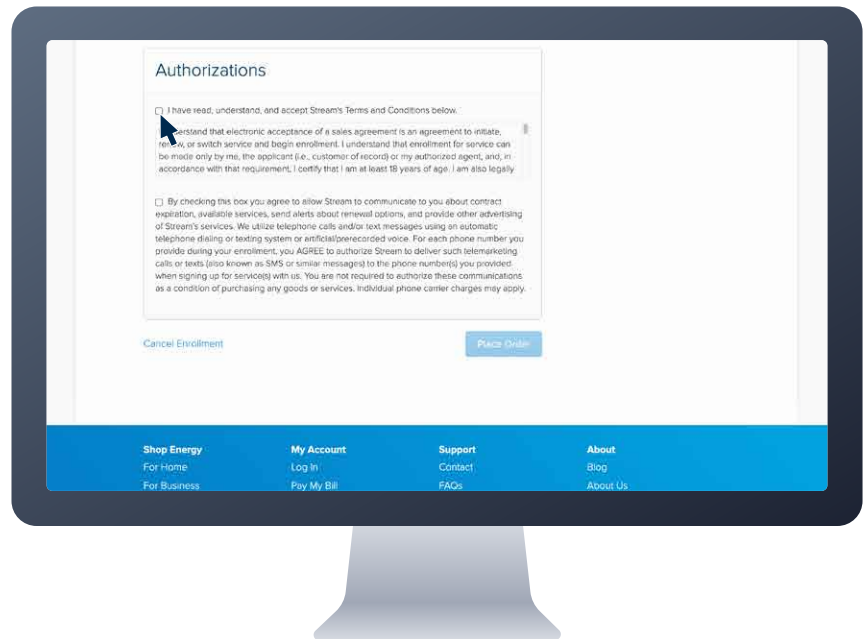
Note: If any issues come up with the payment, your customer will be asked to call Customer Support to complete their enrollment.



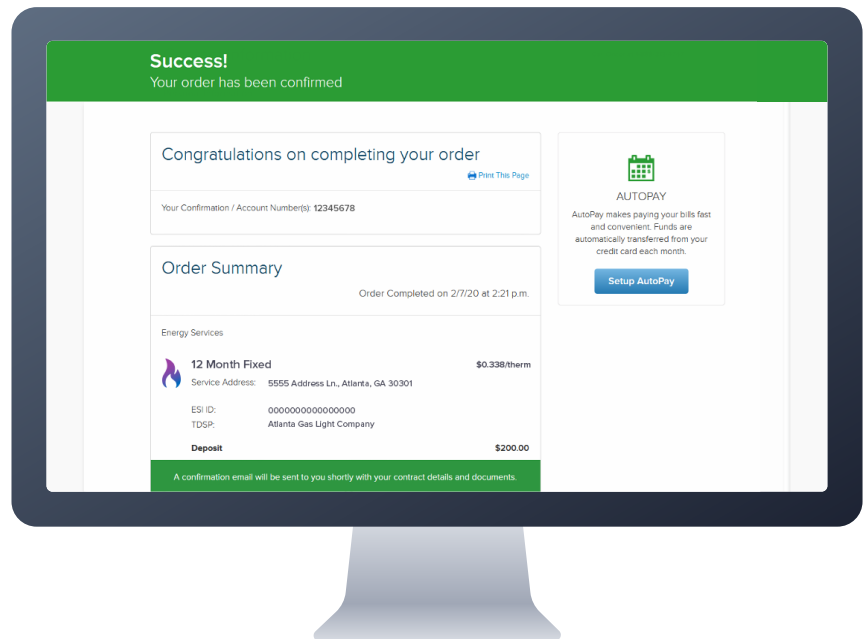
11 Your customer must read and click the **check box** to authorize that they understand and accept **Stream's Terms and Conditions**.

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

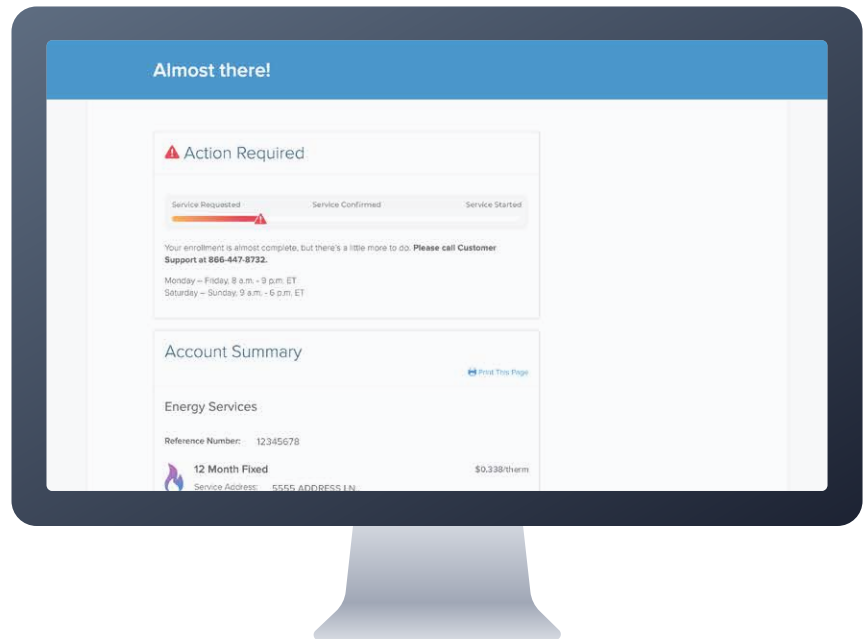
Finally, to submit their enrollment, your customer will click **Place Order** on the bottom right.



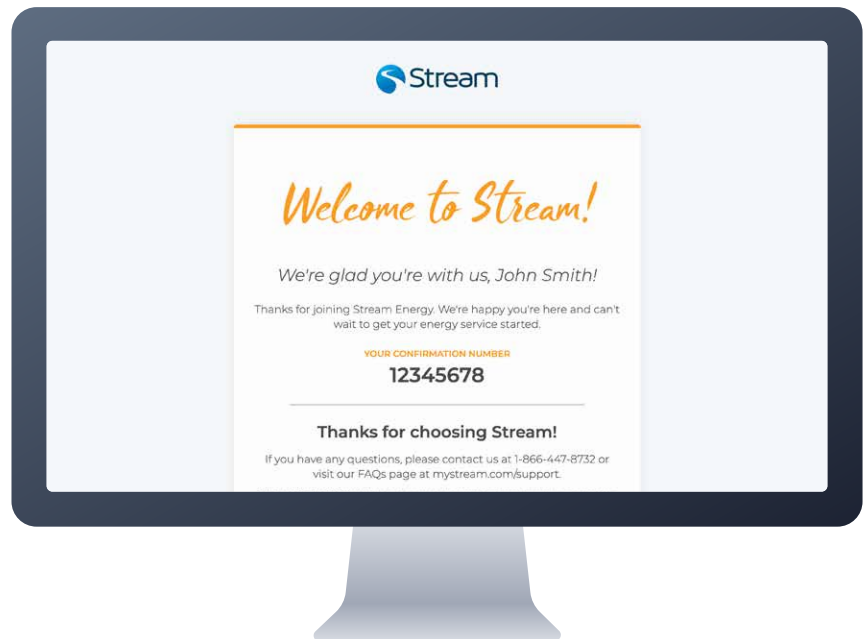
12 If enrollment is successful, your customer will receive a confirmation screen showing a **Success!** message with their account number and order summary.



- 12** 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 to complete the enrollment.



- 13** 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. Encourage your customer to create their My Stream Account online and download the My Stream Connect App to manage their account at the tap of a button. We can't wait to power your customer's lifestyle.