

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

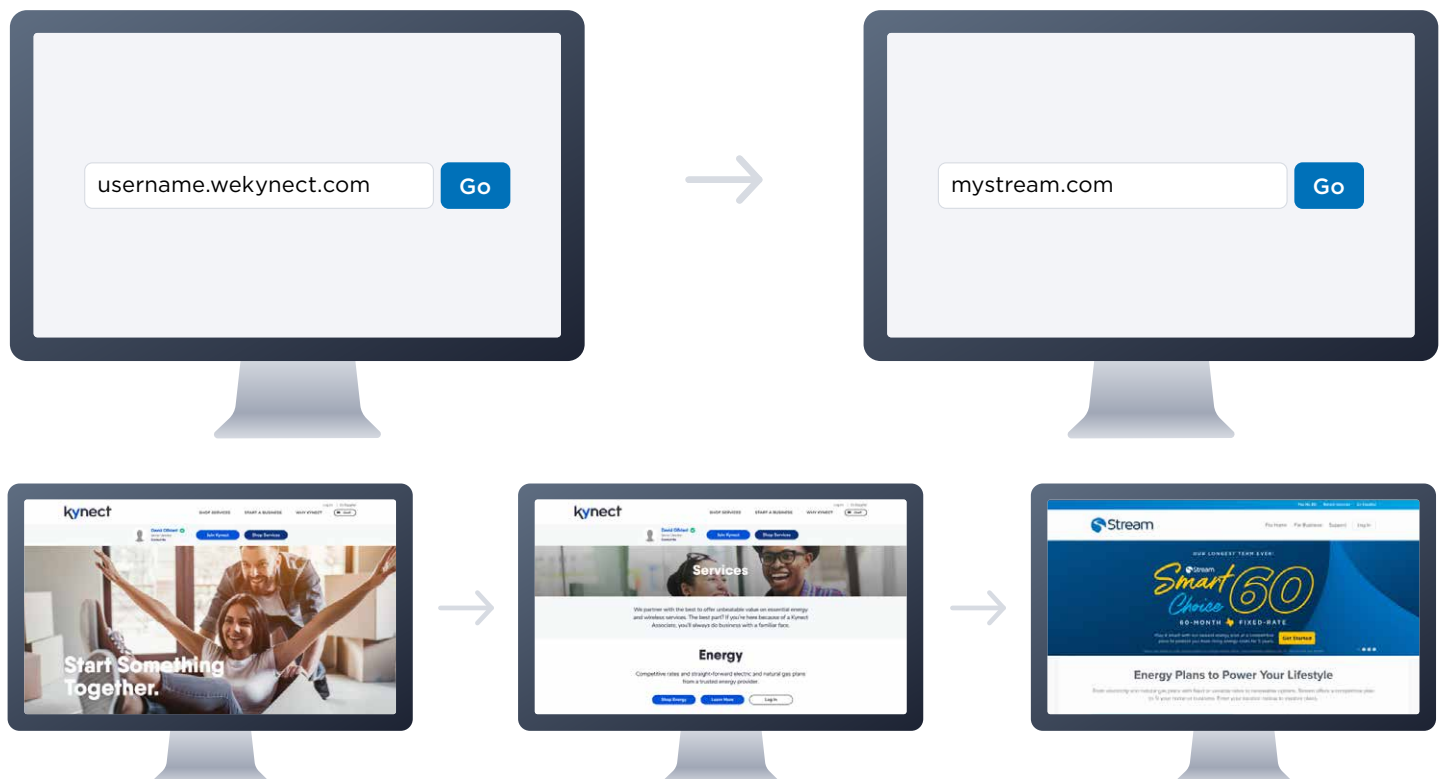
When your customer is ready to sign up for a Stream energy plan, you may want to encourage them to gather the information in this checklist to ensure they have a streamlined experience.

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

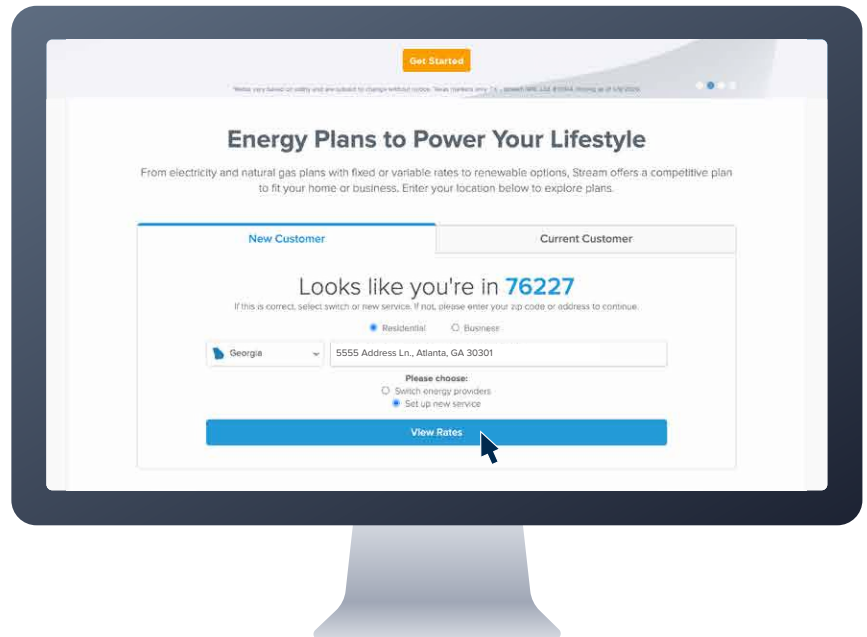
How to Enroll Online from mystream.com

- 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:

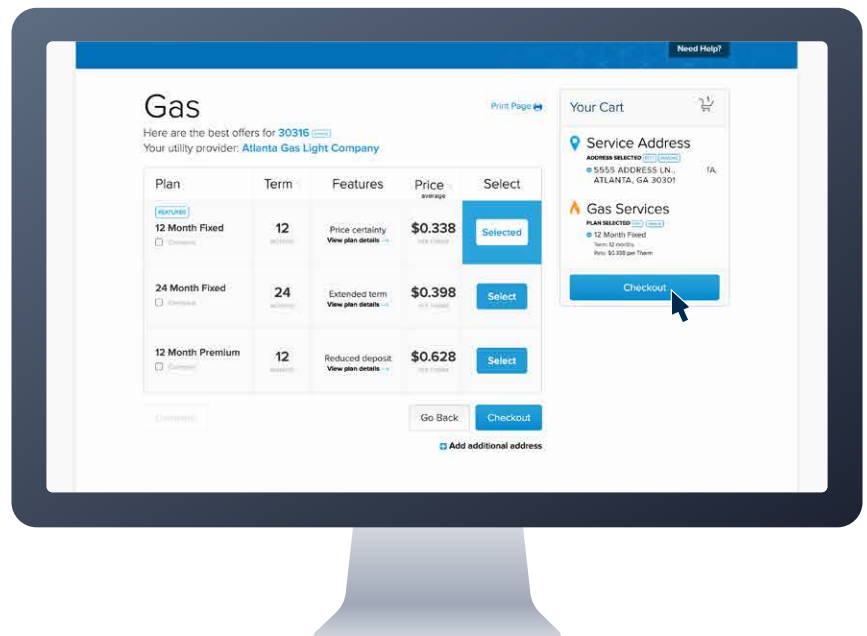
- ✓ Select **Residential** service
- ✓ Click the drop-down list to **select Georgia**
- ✓ Enter the **Service Address**
- ✓ Choose **Switch Energy Providers** or **Set Up New Service**
- ✓ Click the **View Rates** button



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.

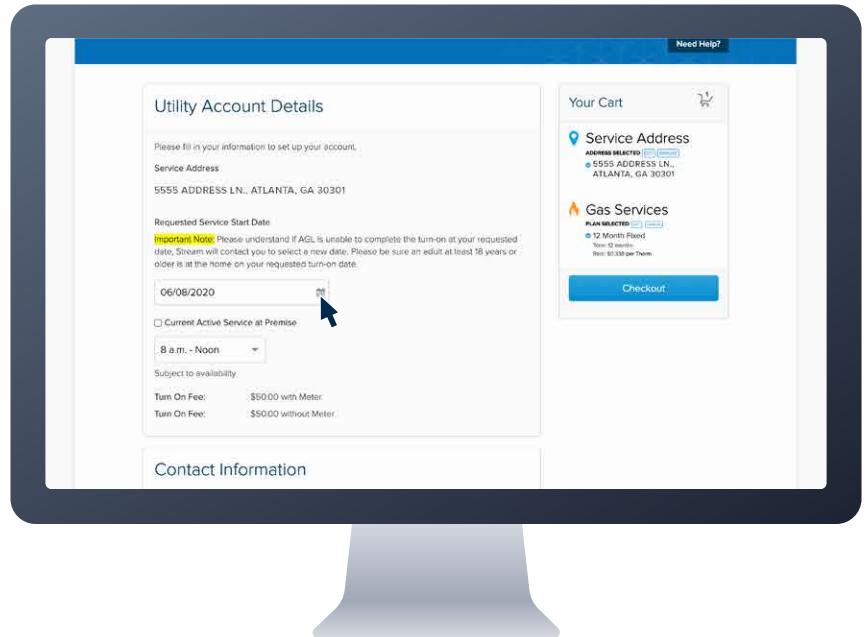
Your customer can click the **Select** button to choose their new plan. Then, click the **Checkout** button to continue enrollment.



- 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.

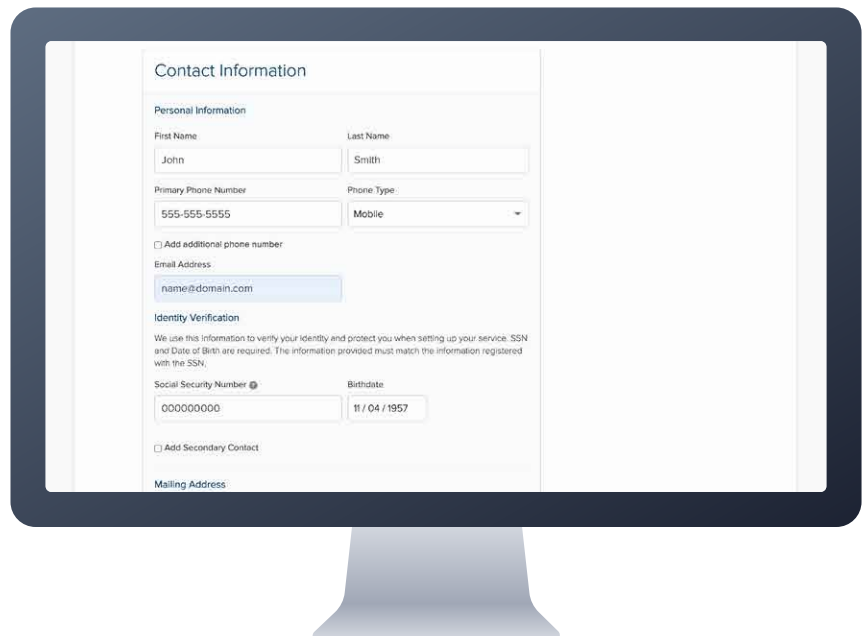
For a new move-in, your customer can click the **calendar icon** to select their Service Start Date.



- 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

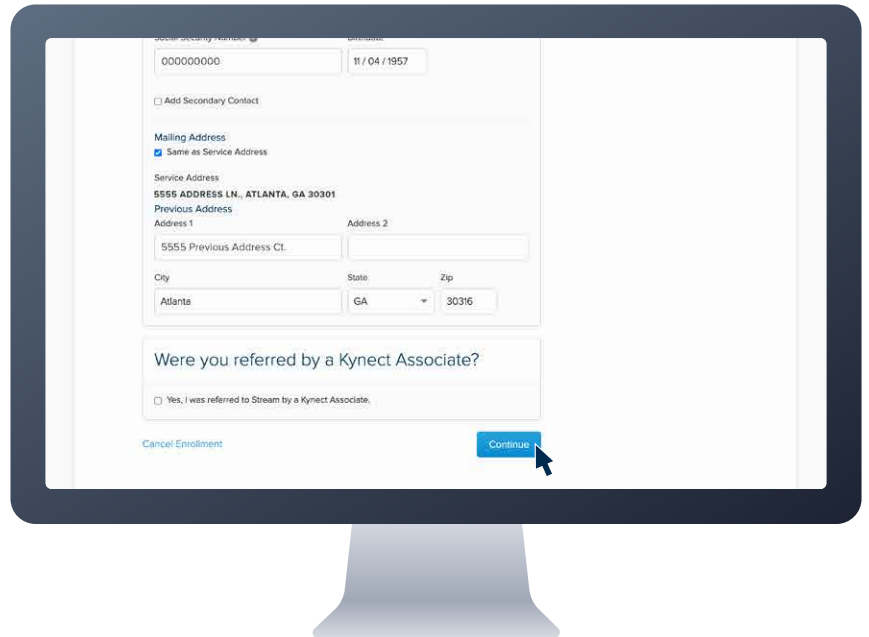
Your customer will click the drop-down list to choose their **Previous Provider**, if they are switching.



- 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.

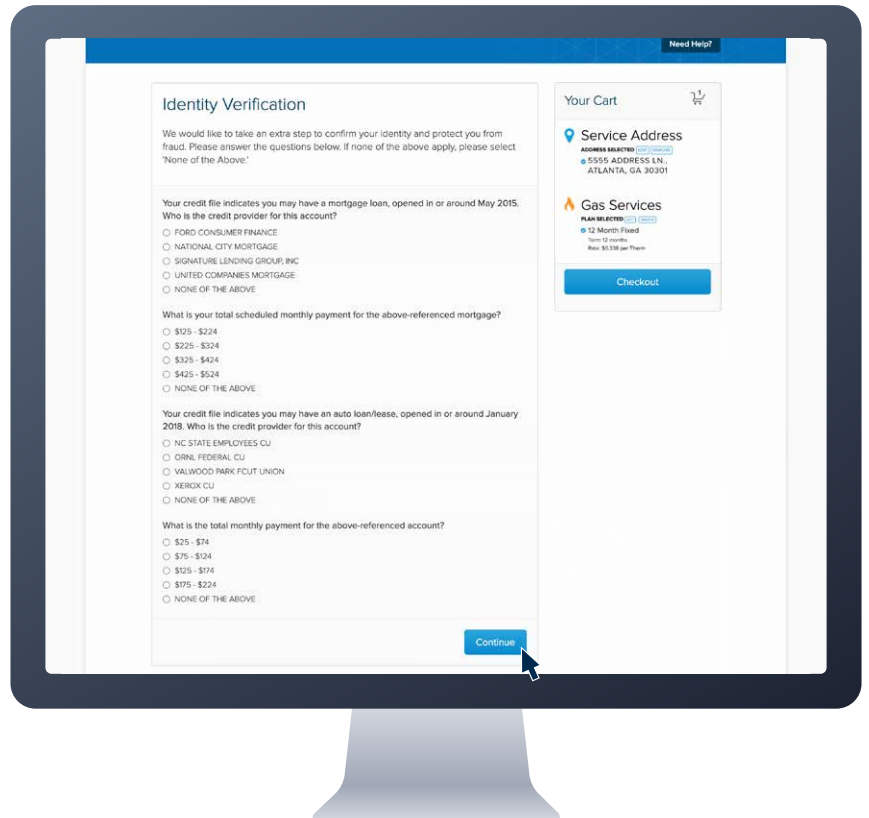
Then, your customer will click **Continue** at the bottom right.



The screenshot shows a web form for Stream enrollment. At the top, there's a field for 'Social Security Number' (000000000) and a date field (11 / 04 / 1957). Below that is a checkbox for 'Add Secondary Contact'. The 'Mailing Address' section has a checkbox 'Same as Service Address' which is checked. The 'Service Address' is populated with '5555 ADDRESS LN., ATLANTA, GA 30301'. Below this is a 'Previous Address' section with 'Address 1' (5555 Previous Address Ct.) and 'Address 2'. The 'City' is Atlanta, 'State' is GA, and 'Zip' is 30316. A question asks 'Were you referred by a Kynect Associate?' with a checkbox 'Yes, I was referred to Stream by a Kynect Associate.' At the bottom, there are 'Cancel Enrollment' and 'Continue' buttons. A mouse cursor is pointing at the 'Continue' button.

- 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.

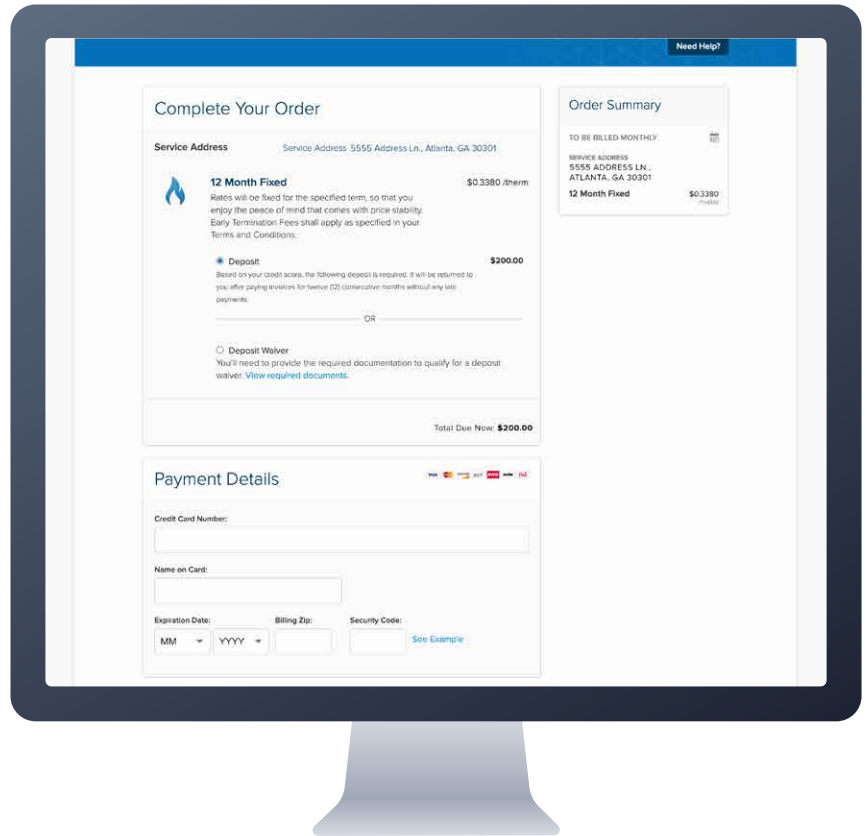


The screenshot shows the 'Identity Verification' section of the Stream web enrollment form. It starts with a warning: 'We would like to take an extra step to confirm your identity and protect you from fraud. Please answer the questions below. If none of the above apply, please select "None of the Above:"'. The first question is '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 radio button options: FORD CONSUMER FINANCE, NATIONAL CITY MORTGAGE, SIGNATURE LENDING GROUP, INC, UNITED COMPANIES MORTGAGE, and NONE OF THE ABOVE. The second question is 'What is your total scheduled monthly payment for the above-referenced mortgage?' with radio button options: \$125 - \$224, \$225 - \$324, \$325 - \$424, \$425 - \$524, and NONE OF THE ABOVE. The third question is '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 radio button options: NC STATE EMPLOYEES CU, ORNL FEDERAL CU, VALWOOD PARK FCUT UNION, XEROX CU, and NONE OF THE ABOVE. The fourth question is 'What is the total monthly payment for the above-referenced account?' with radio button options: \$25 - \$74, \$75 - \$124, \$125 - \$174, \$175 - \$224, and NONE OF THE ABOVE. At the bottom right, there is a 'Continue' button with a mouse cursor pointing at it. On the right side of the screen, there is a 'Your Cart' section showing 'Service Address' (5555 ADDRESS LN., ATLANTA, GA 30301) and 'Gas Services' (PLAN SELECTED, 12 Month Fixed, Total: \$2.00, Rate: \$5.50 per Therm) with a '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**.

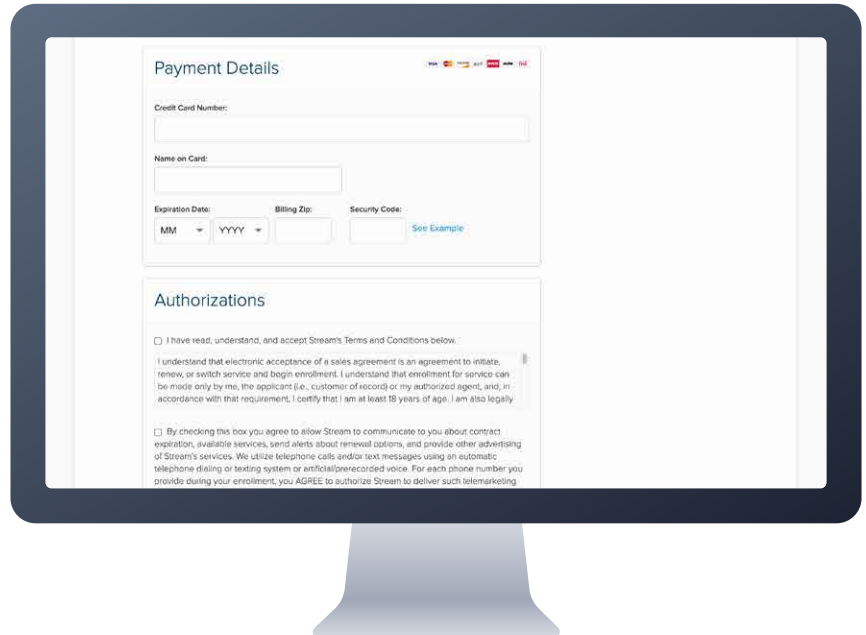
See the full list of deposit options at mystream.com/deposits-ga.



The screenshot shows a web form titled "Complete Your Order". On the right is an "Order Summary" box showing "TO BE BILLED MONTHLY", "SERVICE ADDRESS: 5555 ADDRESS LN., ATLANTA, GA 30301", and "12 Month Fixed \$0.3380 /therm". The main form area has a "Service Address" field with the same address. Below it is a "12 Month Fixed" plan section with a flame icon, stating "Rates will be fixed for the specified term, so that you enjoy the peace of mind that comes with price stability. Early Termination Fees shall apply as specified in your Terms and Conditions." It shows a rate of "\$0.3380 /therm". A "Deposit" section is active, showing a required deposit of "\$200.00" based on a credit score. It offers two options: "Deposit" (selected) and "Deposit Waiver" (which requires documentation). A "Total Due Now: \$200.00" is displayed at the bottom of this section. Below is a "Payment Details" section with fields for "Credit Card Number", "Name on Card", "Expiration Date" (MM/YY), "Billing Zip", and "Security Code". A "See Example" link is provided for the security code.

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.

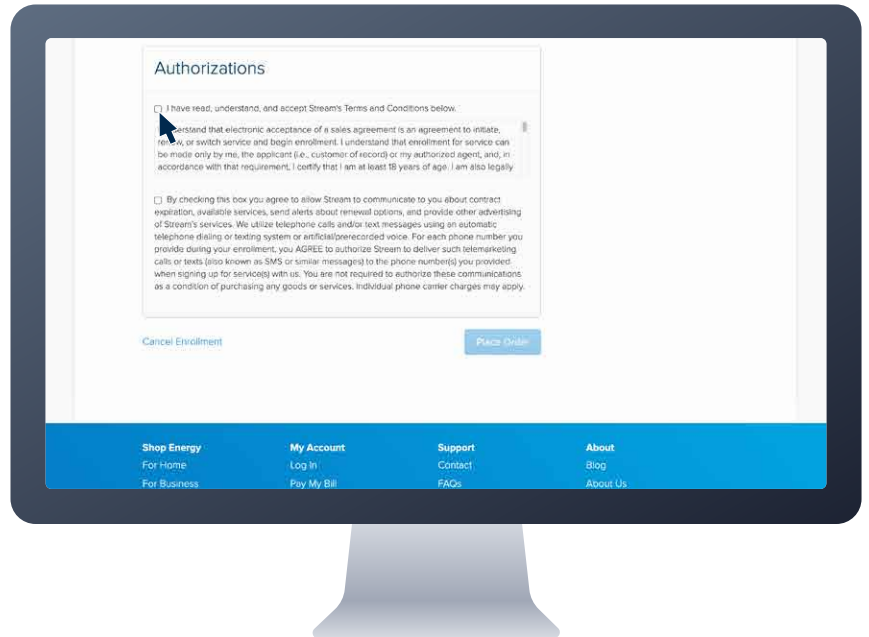


The screenshot shows the "Payment Details" section from the previous form, which is identical. Below it is an "Authorizations" section. It contains two checkboxes. The first checkbox is "I have read, understand, and accept Stream's Terms and Conditions below." followed by a paragraph of legal text: "I understand that electronic acceptance of a sales agreement is an agreement to initiate, renew, or switch service and begin enrollment. I understand that enrollment for service can be made only by me, the applicant (i.e., customer of record) or my authorized agent, and, in accordance with that requirement, I certify that I am at least 18 years of age. I am also legally". The second checkbox is "By checking this box you agree to allow Stream to communicate to you about contract expiration, available services, send alerts about renewal options, and provide other advertising of Stream's services. We utilize telephone calls and/or text messages using an automatic telephone dialing or texting system or artificial/pre-recorded voice. For each phone number you provide during your enrollment, you AGREE to authorize Stream to deliver such telemarketing".

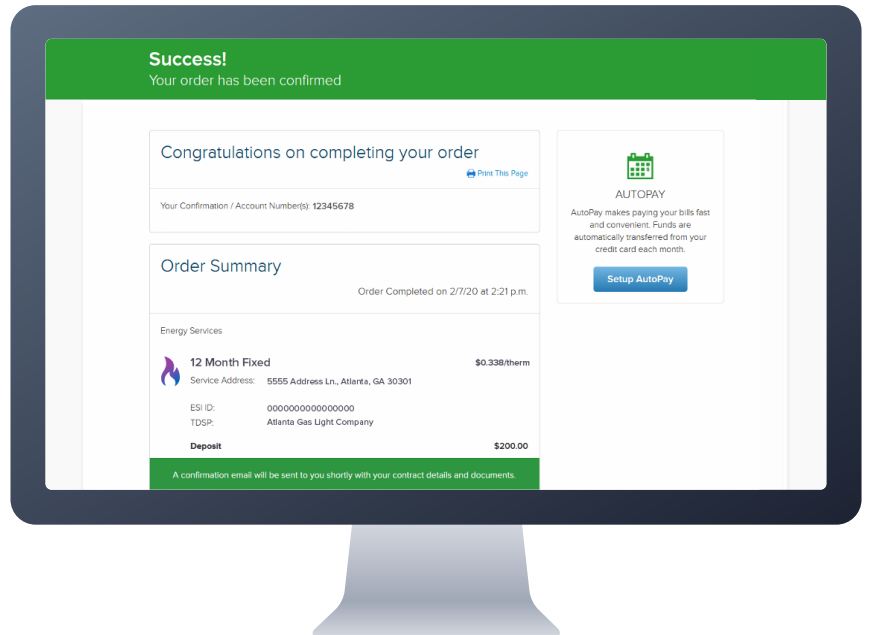
- 11** Your customer must read and click the **check box** to authorize that they understand and accept **Stream's Terms and Conditions**.

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.

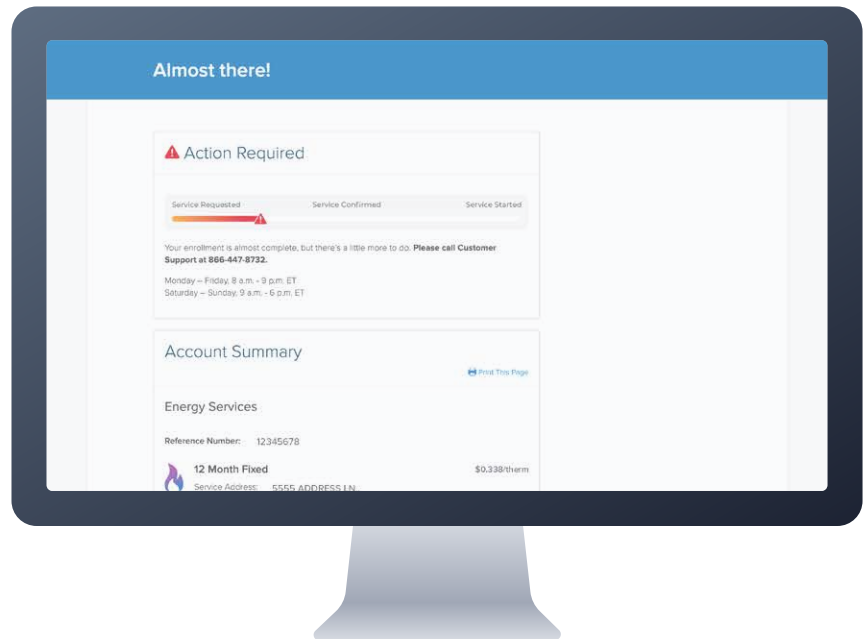


- 12** If enrollment is successful, your customer will receive a confirmation screen showing a **Success!** message with their account number and order summary.



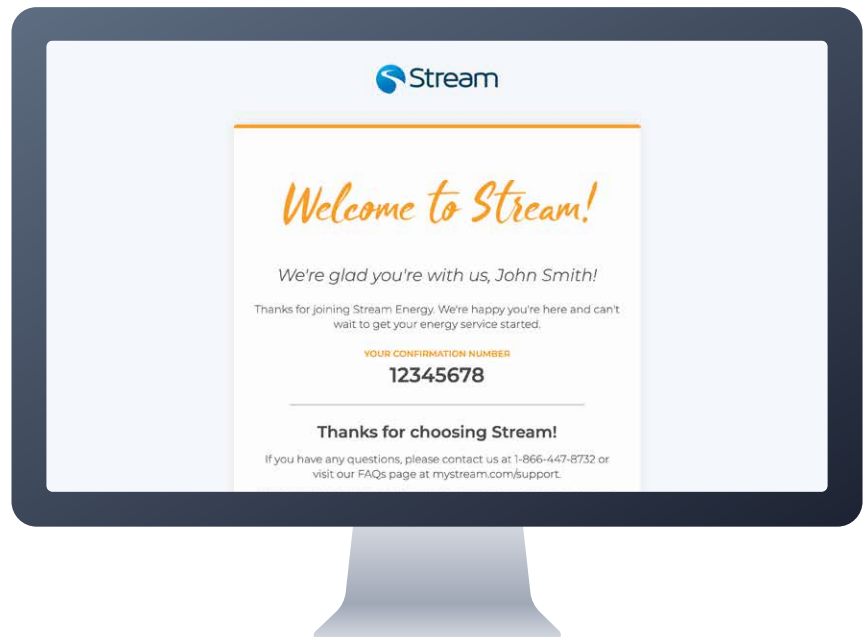
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If your customer's enrollment requires additional steps to be completed, they will receive an **Action Required** screen. Your customer will be instructed to call Stream to complete the enrollment.



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.