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

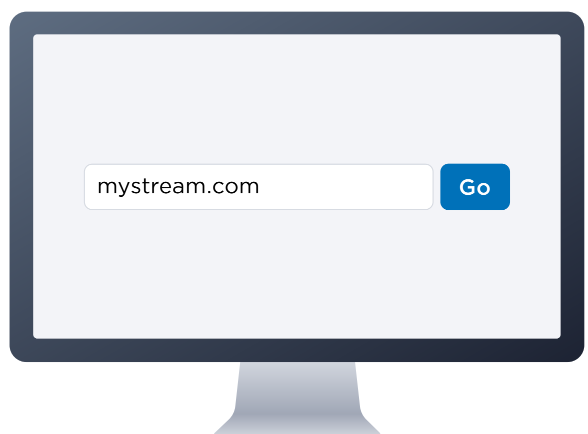
When your customer is ready to sign up for a Stream energy plan, you may want to encourage them to gather the information in this checklist to ensure they have a streamlined experience.

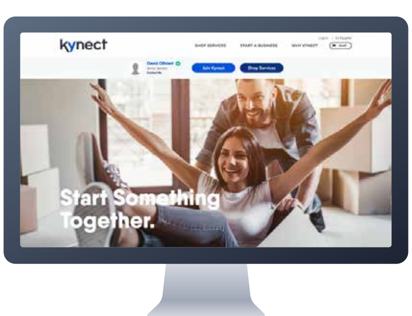
Checklist

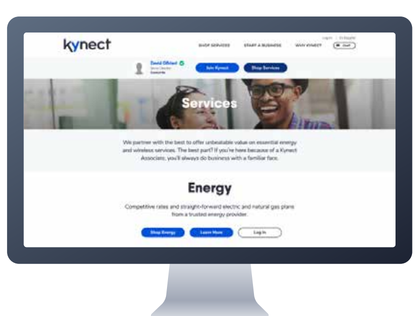
- ☑ Service Address
- ☑ Service Start Date (Move-In Only)
- ☑ AGL Customer Number
- ☑ Social Security Number
- ☑ Referring Kynect Associate's ID Number (A-Number)
- ☑ Debit or Credit Card
- ☑ Email Address

How to Enroll Online from mystream.com

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







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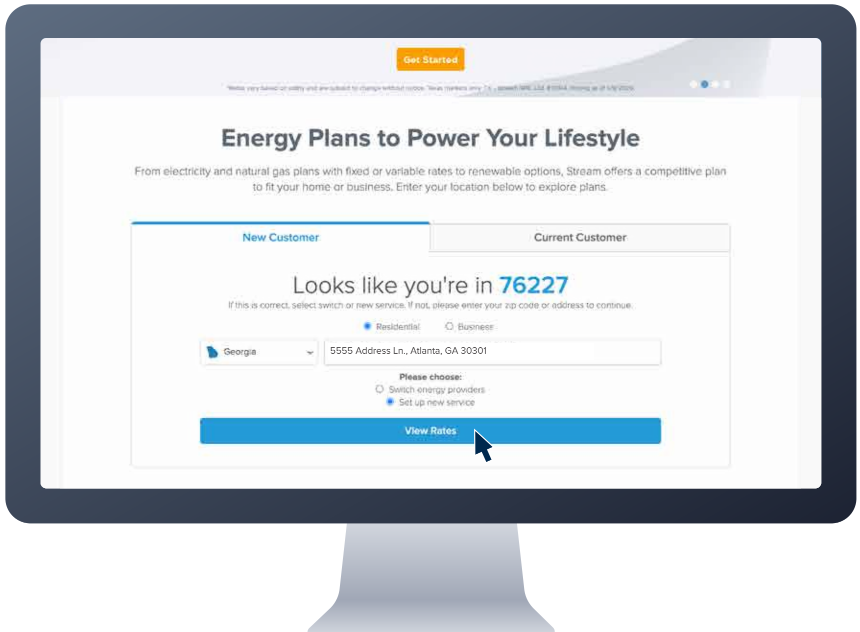
Stream

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:

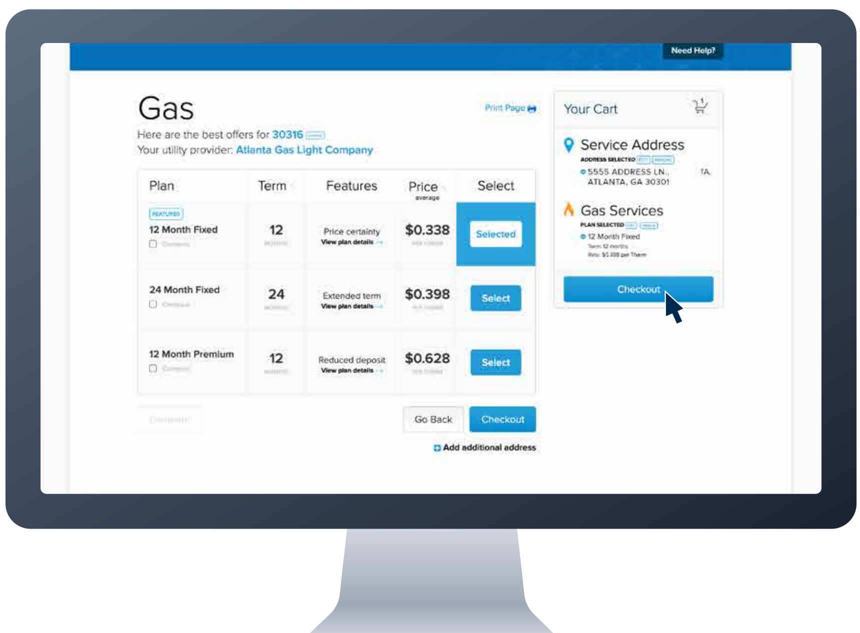
- Select **Residential** service
- Click the drop-down list to **select Georgia**
- Enter the **Service Address**
- Choose **Switch Energy Providers** or **Set Up New Service**
- Click the **View Rates** button



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.



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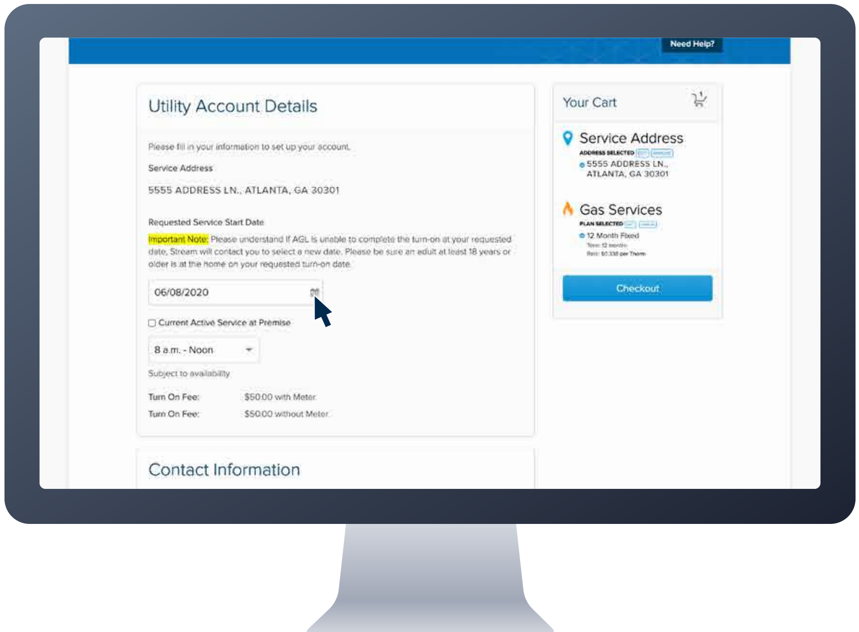
4 Next, your customer should review their Utility Account Details, double check the Service Address for accuracy and add their AGL Customer Number, if they're switching providers.

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.

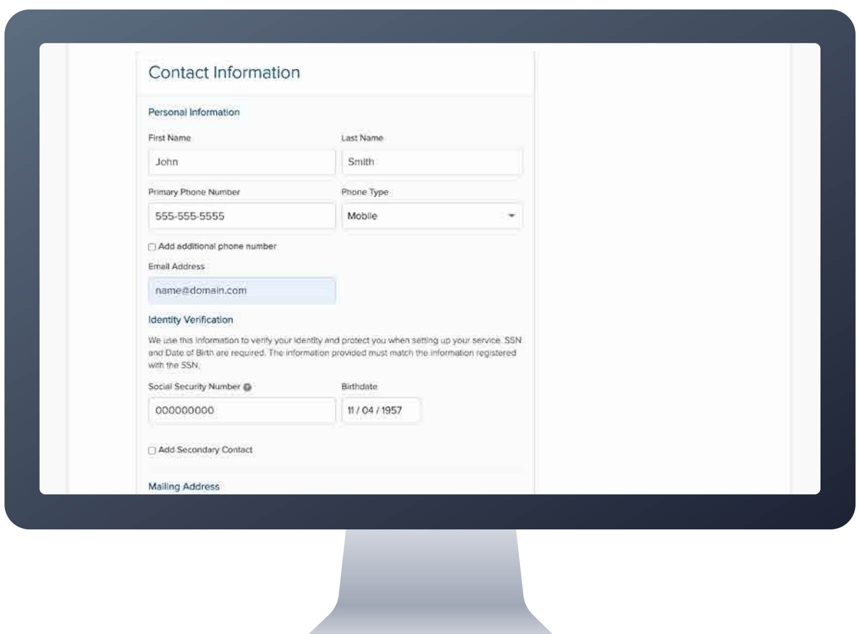
For a new move-in, your customer can click the **calendar icon** to select their Service Start Date.



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.*



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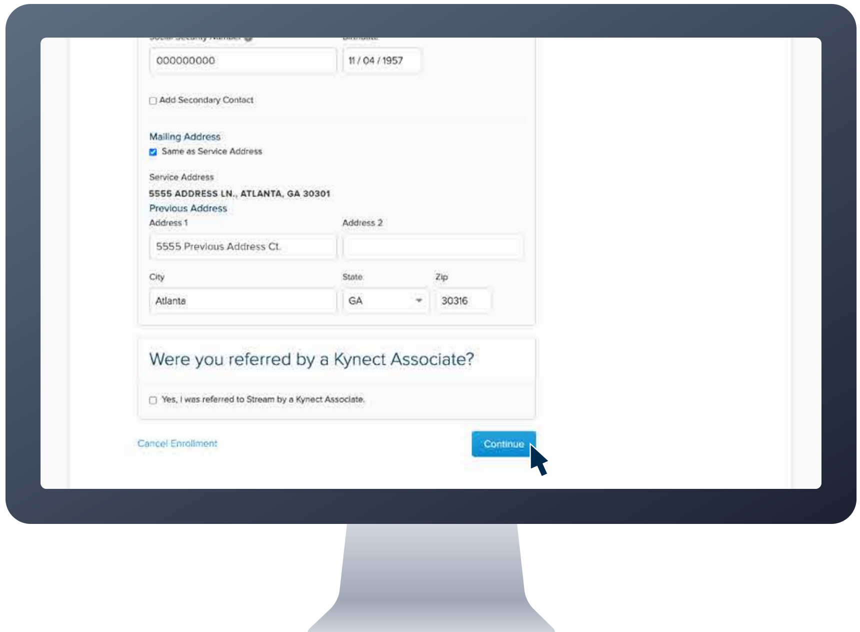
6 If your customer did not come from your Homesite, they will need to enter the referring **Kynect Associate's ID Number**, also known as the A-Number.

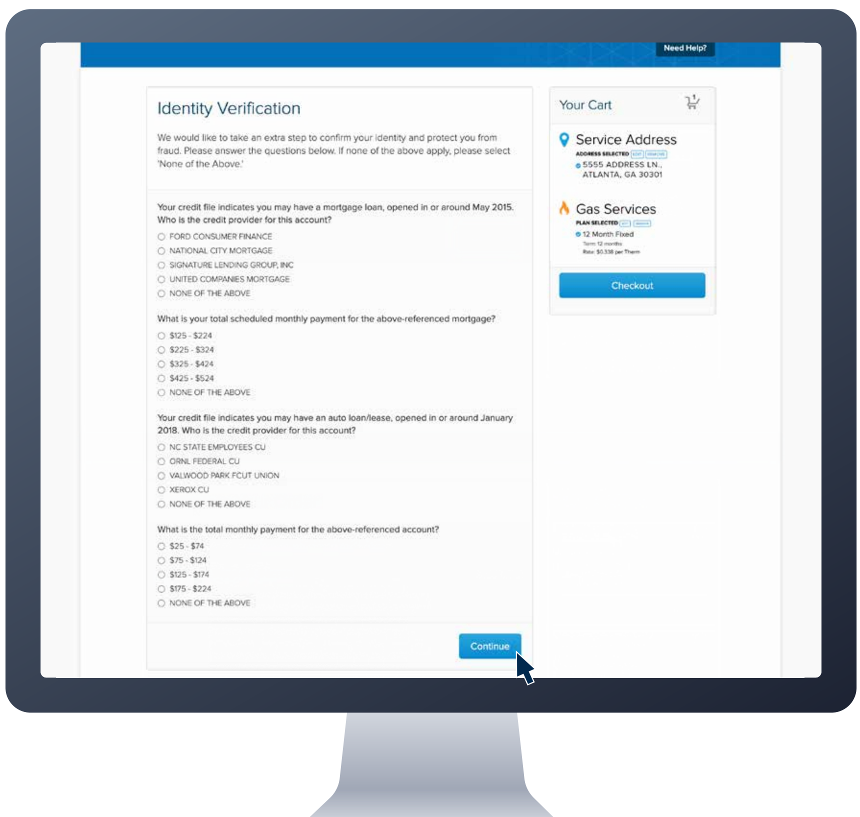
This will auto-populate if the customer started at the Associate's Homesite.

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.



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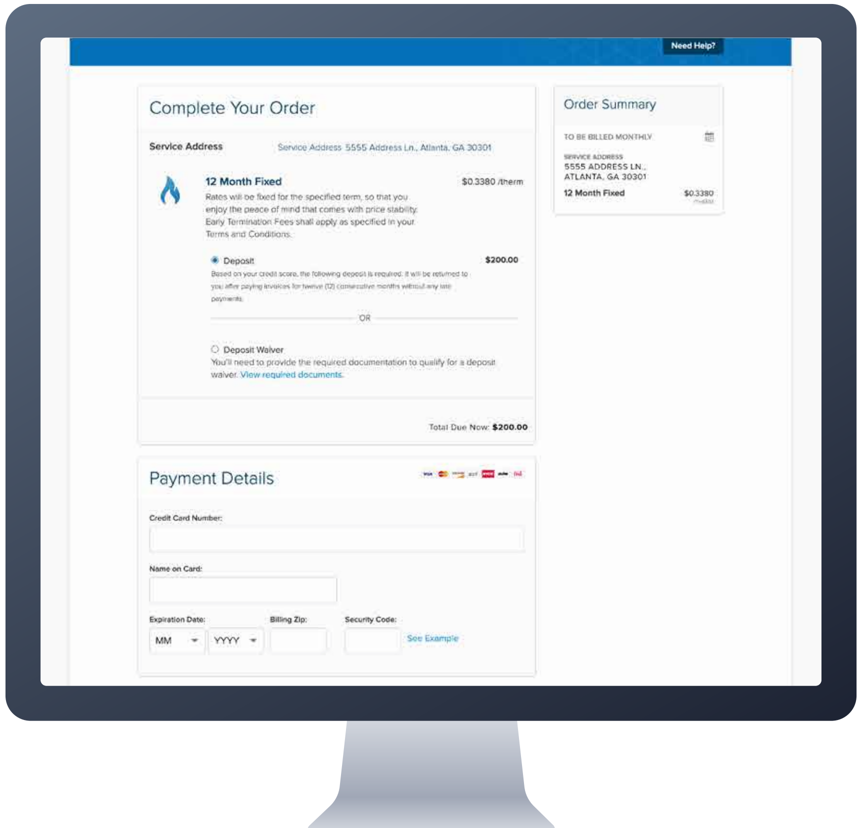
8 Your customer should review their order to ensure all information and plan details are accurate.

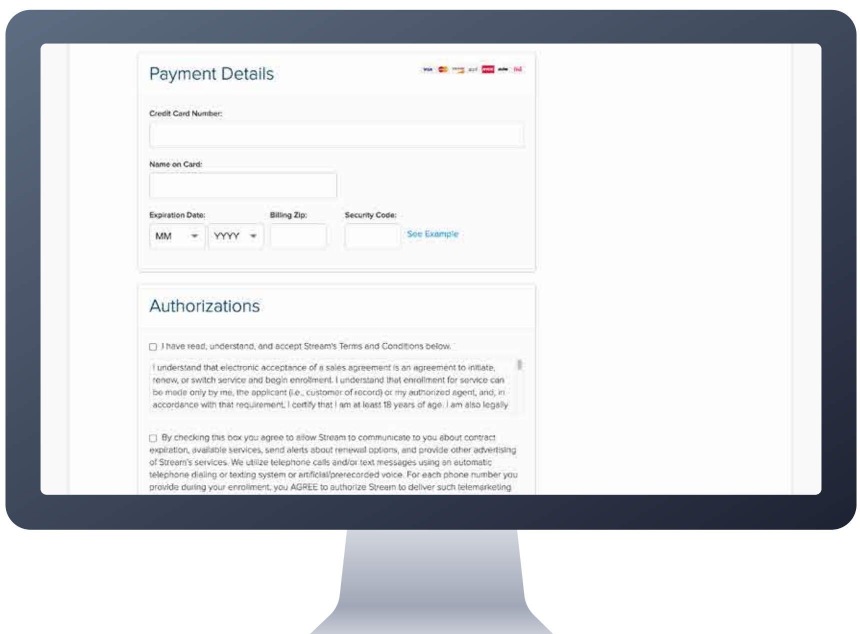
9 If a deposit is required, based on a soft credit check, your customer can select a **deposit option.**

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.



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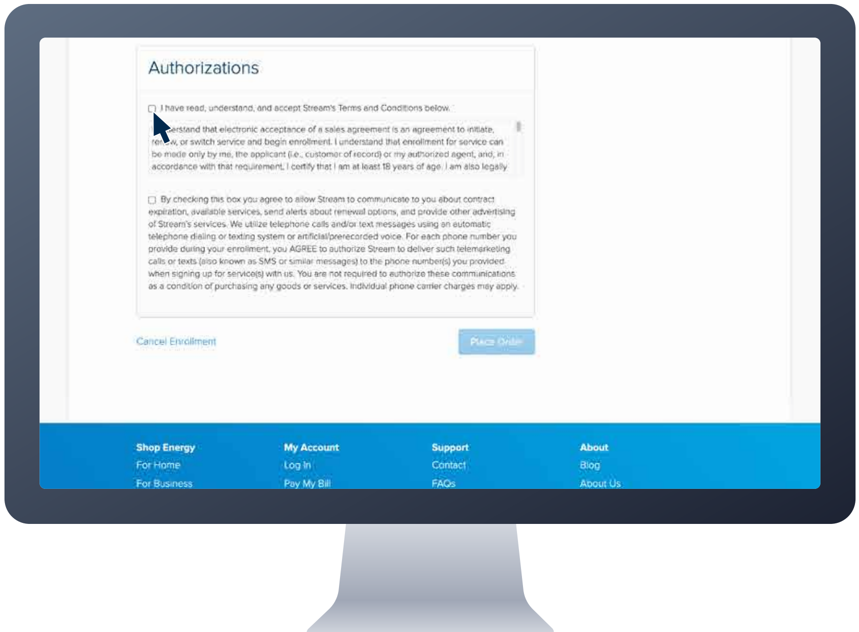
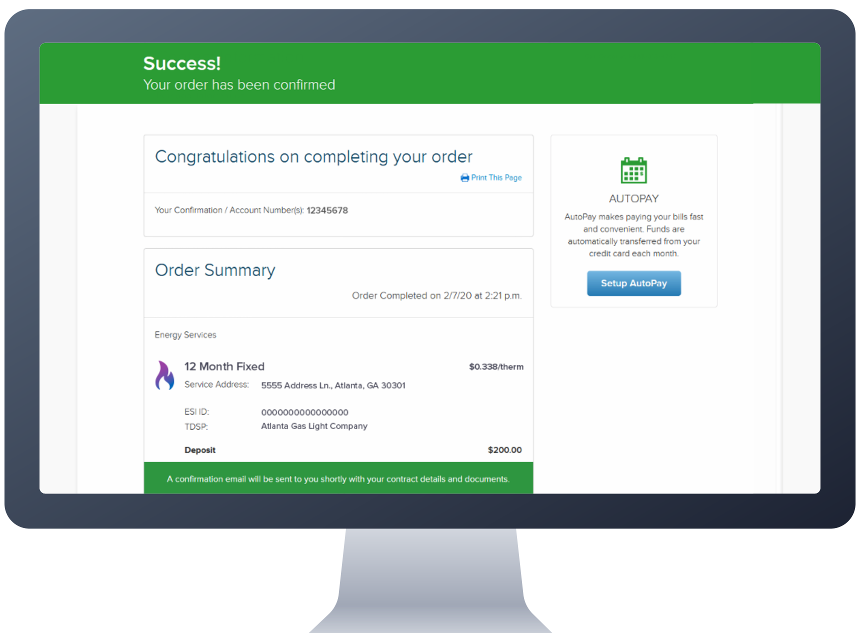
11 Your customer must read and click the **check box** to authorize that they understand and accept **Stream's Terms and Conditions**.

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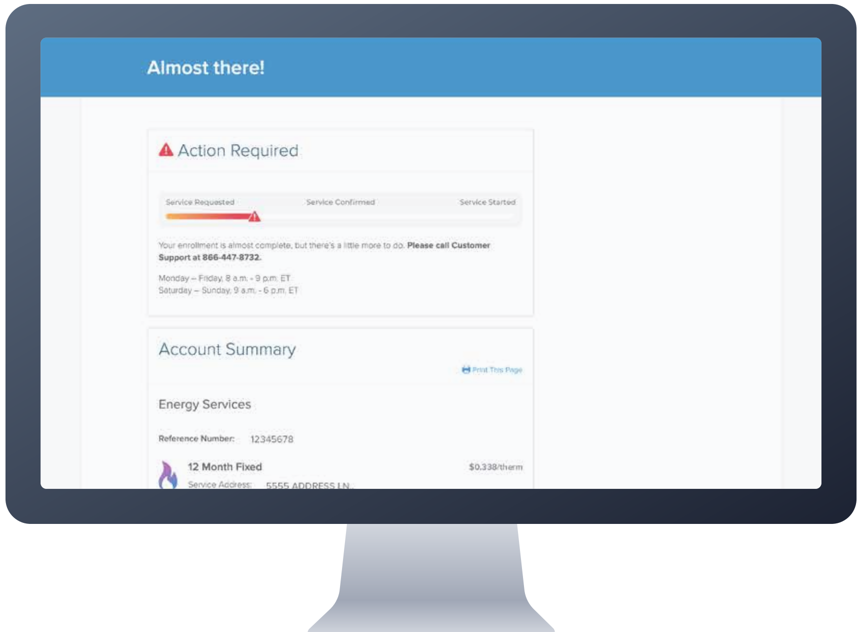
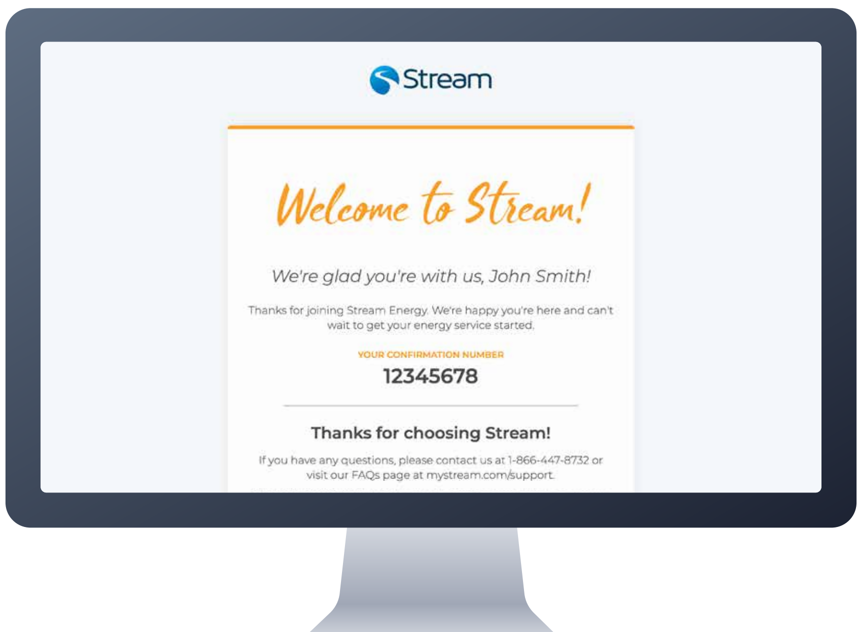
12 If your customer's enrollment requires additional steps to be completed, they will receive an **Action Required** screen. Your customer will be instructed to call Stream to complete the enrollment.



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.