

Questions Submitted Regarding RFP - Residential SL-2 Leasing Provider

1. Regarding VI RFP submission milestones and timing, it looks like there is a typo on page 2 regarding the submission date since it says May 24th and the timeline in the graph below says July 15th. Assuming it is July 15th as this RFP was released on July 8th. I am including both emails here for the questions as a result.
My apologies for the typo – You are correct on the July 15th date for questions.
2. Can you please provide a sample lease agreement?
Yes, we can provide a copy of a redacted lease agreement upon request.
3. Regarding Late Collections on page 2, “Have a team dedicated to late collection efforts for customers over 90 days delinquent. “ Can you please describe in detail what is needed for this item?
 - a. **Accounts that are over 90 days delinquent, we want to see a process for how our billing provider would handle these accounts – such as higher-level collection efforts that are different than the typical collection efforts of lower delinquent accounts.**
4. Regarding Customer Support on page 2, “Ability to work with Green Bank in updating account information in the event of a property sale.” Would this be for assumptions? And would you want us to complete the assumptions?
 - b. **Yes, correct that would be for assumptions – ie: A customer selling their home and needs the account to be updated to the buyer of the property, a homeowner passed away and the house is going into executor’s name, or property in foreclosure where the buyer of the property is assuming. The Green Bank would gather the needed solar lease transfer/assumption information from buyers that we would provide to the billing partner to update the customer account information.**