



August 7, 2020

Dear Enphase Installers,

Last November, Enphase opened pre-orders for our Encharge Storage System. We appreciate the trust and confidence you placed in us by securing many pre-orders throughout the country. You then stood by us while we were unable to deliver as committed, due in part to Covid-19 impacting our engineering, compliance and UL certification schedules and worked with your customers to reschedule installs. We understand this was not easy and want to personally thank you for your support.

We shipped our beta storage units in June and recently announced full production shipments. We sent you a video of several of our Beta installers providing their comments and endorsements following installation and commissioning of those early systems [\[play video\]](#). This video has inspired many more to place orders which we appreciate and will fully support. Additionally, with the concerns over rolling blackouts in northern California and the hurricane season on the east coast, new orders have ticked up substantially. We have ramped additional capacity to meet this demand and are currently booked out into early November.

Within a few weeks, we expect us to be fully booked for the calendar year. Hence, if your customers want storage systems in Q4 or early Q1, we'd request that you consider placing orders with our distribution partners as quickly as possible. As a reminder, a cellular backup connection and consumption monitoring are both necessary to enable all features. These components are part of our commissioning process and when purchasing the Encharge batteries and Enpower switch, please ensure you also purchase this communication kit for a complete solution.

On the innovation front, I have two pieces of good news for you. First, we have done significant testing and can now report we will offer Encharge compatibility with M215 and M250 based systems in December. This unlocks hundreds of thousands of potential upgrade customers for us both. We will help secure these M2X upgrade leads and share them through our recently announced Enphase Installer Network (EIN). Secondly, we are in the process of testing Ensemble with several industry-standard generators. You can anticipate proven generator compatibility in early Q1 2021. As always, we place quality at a premium and will not release a solution until 100% proven.

Please reach out to your sales representative for any questions or issues you may have. We look forward to working with you to deliver the best homeowner experience in solar, storage and home energy management. Please let us know how you are doing and as always, let us know how we can be most helpful.

Sincerely,

A handwritten signature in black ink that reads 'David H. Ranhoff'.

David Ranhoff
Chief Commercial Officer
Enphase Energy