Don’t Let the Value of District Energy Stay Buried with your Pipes - Expose the Value!

Jim Lodge, Vice President, Thermal Clearway Energy, Inc.

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Safe Harbor

This presentation contains forward-looking statements within the meaning of Section 27A of the Securities Act of 1933 and Section 21E of the Securities Exchange Act of 1934. Forward-looking statements are subject to certain risks, uncertainties and assumptions and typically can be identified by the use of words such as “expect,” “estimate,” “should,” “anticipate,” “forecast,” “plan,” “guidance,” “outlook,” “believe” and similar terms. Such forward-looking statements include, but are not limited to, statements regarding the benefits of the new relationship with Global Infrastructure Partners (GIP) and GIP’s expertise, the Company’s future relationship and arrangements with GIP and Clearway Energy Group, as well as the Company’s future revenues, income, indebtedness, capital structure, strategy, plans, expectations, objectives, projected financial performance and/or business results and other future events, and views of economic and market conditions.

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The Company undertakes no obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise, except as required by law. The adjusted EBITDA and cash available for distribution guidance are estimates as of September 11, 2018. These estimates are based on assumptions believed to be reasonable as of that date. The Company disclaims any current intention to update such guidance, except as required by law. Adjusted EBITDA and cash available for distribution are non-GAAP financial measures and are explained in greater detail in the Appendix. The foregoing review of factors that could cause the Company’s actual results to differ materially from those contemplated in the forward-looking statements included in this presentation should be considered in connection with information regarding risks and uncertainties that may affect the Company’s future results included in the Company’s filings with the Securities and Exchange Commission at www.sec.gov.
## Agenda

- Reminding customers the value of District Energy
- Customer retention is at risk
- Sales/customer lifecycle
- Sales and relationship management
- Revenue growth, stability and predictability
Sales/Customer Lifecycle

Customer Review (renewal)

Sales Prospect (district energy benefits)

Maturing Customer (relationship management)

New Customer (on-boarding)

Expand relationship to develop customer advocates for your company
Sales Prospect

Selling the District Energy (DE) Benefits

- Short and long term budget predictability
- Capital avoidance – reduced infrastructure
- Cost competitive
- Risk mitigation
- Increased reliability and performance
- Sustainability – efficiency
- Simplicity
- New building design - clean roofs, additional space

The largest value of DE during the sales process will likely change after you connect the building.
The building engineer may not be informed of the DE deal or how DE works
Maturing Customer

Relationship Management

- Long-term relationships
- Out of sight, out of mind
- Regular account reviews
- Identify retention threats or other customer concerns
- CRM system
- Celebrate anniversaries
- Added value services (building management, mechanical services, energy efficiency measures)
- Technical/engineering assistance
- Supplemental labor (extended staff)

Maintain visibility and regular communication to strengthen relationships and develop advocates for your company to assist future sales.
Customer Review

Renewal

- Risk assessment
- When to begin discussions?
- Extension terms in current agreement
- Amendments for renewals
- Customer changes providing opportunities to extend agreement
- Review DE benefits
- Blend/extend agreement in advance of expiration
- Price and capacity negotiations

Renewal strategies will be different for each customer
Revenue Growth, Stability and Predictability

Protecting Your Return on Investment through the Customer Life-cycle and beyond

• Short and long term budget predictability
• Prevent the beginning of the “death spiral”
• Improve capital planning - certainty of system demand
• Reduced retention threat of self-cooling risk
• Reduced risk of contract disputes
• Increased new sales with customer advocates
• Increased customer satisfaction
• New product offerings identified

Business sustainability and predictability through proactive managing the customer for life