

RESIDENTIAL CUSTOMER FAQ

1. Will there be interruptions to my service as a result of the filing?

We have secured commitments for new capital in the form of debtor-in-possession (“DIP”) financing. Subject to Court approval, these financial resources will be made available to us to support our continuing business operations, minimize disruption to our worldwide projects and partnerships, and make necessary operational changes.

2. Will you be able to continue to honor existing contracts and warranties?

We have secured new capital in the form of DIP financing in order to support our ability to meet our obligations.

3. Will there be any changes to my current plan as a result of the chapter 11 filing?

The Company will continue to provide services and will notify customers of any changes in the ordinary course.

4. Will I be able to make changes to my plan (adding or moving service, e.g.) as usual during the restructuring?

Yes, everything will continue to be handled as before. You will be able to make any changes permitted under your current plan during the reorganization, just as you usually would.

5. Will the Company charge higher rates as a result of the chapter 11 filing?

The chapter 11 filing itself will have no bearing on our pricing.

6. I am currently speaking with one of your representatives about a potential new contract. What do I need to know?

At this time, nothing about the process is changing for prospective residential customers.

7. Why did the Company file for bankruptcy reorganization? Why now?

The renewable energy industry has faced challenges in light of disruptions in the capital markets. SunEdison’s decision to initiate a court-supervised restructuring was a difficult but important step to address immediate liquidity issues which challenged our ability to finance and execute on our pipeline of projects.

We are fortunate in that we have an attractive business, and we are doing what we need to do to best position the Company in the changing landscape and for the future.

8. Is SunEdison going out of business?

Our goal is to put in place a capital structure that will position the Company to be competitive and to thrive in the expanding solar energy market. SunEdison has strong and viable operations that we believe will be the underpinning of a competitive future. During the restructuring, we will continue to serve the needs of our customers, pay our employees, and pay for goods and services purchased in the ordinary course of business.

9. How does a U.S. chapter 11 reorganization work? How does it differ from chapter 7?

Chapter 11 of the U.S. Bankruptcy Code allows companies to restructure under court supervision while continuing to operate. Companies that file under chapter 11 utilize the flexibility provided by the chapter 11 process and the protections afforded by court protection, in order to implement financial and operational restructurings, emerging with right-sized balance sheets and/or refocused operations. In contrast, companies that file under chapter 7 of the U.S. Bankruptcy Code cease to operate and intend to liquidate their business for the benefit of their creditors.

SunEdison has filed its restructuring under chapter 11 of the U.S. Bankruptcy Code, with the goal of emerging as a leaner, more focused Company with a right-sized capital structure, in order to maximize value for all stakeholders.

10. What happens next?

While operating the business during the restructuring, SunEdison will work with its key stakeholders to effect the changes to our capital structure as well as the operational changes needed to emerge as a profitable and sustainable enterprise.

11. How long is the process likely to take?

Restructurings vary in time, as debtors engage in active negotiations with their creditor constituents. The average time to emerge through the process can be 12 to 18 months.

12. Do you have enough money to continue operating during the restructuring process?

At the time of filing, we secured commitments for new capital in the form of DIP financing. Subject to Court approval, these financial resources will be made available to us to support our continuing business operations, minimize disruption to our worldwide

13. Where can customers go for more information?

Additional information on the restructuring for customers can be found at www.restructuringupdates.com or by calling the Company's toll-free restructuring information line at (855) 388-4575 (or, if you are calling from outside the U.S. or Canada, at +1 (646) 795-6966).

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