



March 15, 2020

Dear Customers and Partners,

Our February Installer [Newsletter](#), sent out two weeks ago, contained an update on the supply chain impact as a result of the Coronavirus situation. We indicated that we would provide regular updates so as to keep everyone informed during this period of global uncertainty caused due to COVID-19. This letter is intended to achieve that objective.

Our topmost priority is the health and safety of our employees, customers and partners. We have restricted travel to mission-critical situations only, preferring video and conference calls as a default means of communication. We are cancelling face to face installer trainings and replacing them with online training. We have adopted sanitation and safety practices at all sites and are discouraging any sick personnel from coming into our offices.

We are doing everything possible to ensure uninterrupted supply of our high-quality products to customers and partners. Our factories around the world are operational. Our primary microinverter factory in Fuyong China is now at 80% of our line capacity, in line with the typical staffing as workers return from the Chinese New Year shutdown. The same holds true for accessory manufacturing in China. Our factory in Mexico continues to ramp inverter shipments and has not seen any disruption to output. We are experiencing logistics and raw material constraints, which we are solving by expedites in order to maintain on-time delivery .

Our customer service team is ready to attend to your needs. Our service tools are cloud-based so even if in the future our offices are temporarily closed, our technical support will remain open as our agents will work remotely. All our resources will be available to customers– [self-help](#) tools, email, chat or phone. Enphase's commitment to providing a world-class customer experience remains in place even during this difficult period.

Our request remains for customers to provide us the greatest possible visibility. We ask that you place your Q2 and Q3 orders as soon as you possibly can. If any problems arise for your specific deliveries, we will let you know immediately. If you have any questions, please contact your Enphase sales support team. In the meantime, we will keep the updates going, both through the monthly installer newsletter and special communication such as this one.

Stay safe,

Regards,

A handwritten signature in black ink, appearing to read 'BK', with a long horizontal stroke extending to the right.

Badri Kothandaraman
CEO Enphase Energy