



Messaging Terms & Conditions

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Service Provider Informational Messages

Ivy Energy may be engaged as a service provider to the owner of a solar, EV charging, or other distributed energy resource system located in the residential or commercial property where you are a tenant, as more fully described in the [Tenant Subscriber Terms of Service](#) (the “Subscriber TOS”). If Ivy receives your contact information in connection with the Services, for example because you have signed a Tenant Agreement enrolling you in the Program, Ivy may use that contact information to contact you with informational and transactional communications related to the Services, including by SMS, telephone, and email.

Marketing Messages

By opting into messages, you also agree to receive marketing text messages from Ivy Energy.

Your consent to receive marketing messages is not a condition of purchase or participation in the Program.

General

Automated messages may be sent using an automatic telephone dialing system to the mobile telephone number you provided when signing up or any other number that you designate.

Message frequency varies, and additional mobile messages may be sent periodically based on your interaction with Resident Communications. Ivy Energy reserves the right to alter the frequency of messages sent at any time to increase or decrease the total number of sent messages. Ivy Energy also reserves the right to change the short code or phone number where messages are sent.

Message and data rates may apply. If you have any questions about your text plan or data plan, it is best to contact your wireless provider. Your wireless provider is not liable for delayed or undelivered messages. Carriers are not liable for delayed or undelivered messages.

Cancellation

If at any time you wish to stop receiving marketing SMS from us, you can opt out by texting "STOP". After you send the SMS message "STOP", we will send you a message to confirm that you have been unsubscribed and we will not send any more SMS messages, nor will we sell or transfer your phone number to another party.

Please note that the opt-out process may take up to 10 business days to become effective. During this period, you may still receive some messages from us.

Info

For support regarding our services, email us at support@ivy-energy.com.

Transfer of Number

You agree that before changing your mobile number or transferring your mobile number to another individual, you will either reply "STOP" from the original number or notify us of your old number at support@ivy-energy.com. The duty to inform us based on the above events is a condition of using this service to receive messages.

Privacy

This T&C is subject to Ivy's [Privacy Policy](#).

Messaging Terms Changes

We reserve the right to change or terminate our messaging program at any time. We also reserve the right to update these Messaging Terms at any time. We may periodically update this policy. We will notify you about significant changes in the way we treat your information by placing a prominent notice on our site. Such changes will be effective immediately upon posting. Your continued enrollment following such changes shall constitute your acceptance of such changes

We thank you for your understanding and cooperation. If you have any questions or concerns about this policy, please feel free to contact us at support@ivy-energy.com. .