

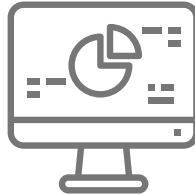
What We Do

OPERATIONS & MAINTENANCE



System Monitoring

Active monitoring and real time notifications.



Proactive Analytics

Anticipate how your system will perform over time.



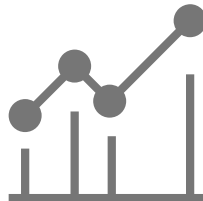
Preventative Maintenance

Preventing system issues before they arise.



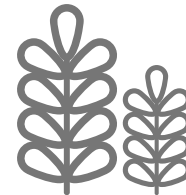
Corrective Maintenance

Quick troubleshooting and accurate solutions.



Reporting

System & financial reports customized to your needs.



Vegetation Management

Vegetation management plans for each climate and system.

ADDITIONAL SERVICES

ESS provides a variety of additional services to meet each customer's needs. Additional services include but aren't limited to the following:

- Removal of existing commercial and residential systems
- Utility compliance testing
- Onboarding between EPC and O&M teams
- Tree trimming
- Special performance reporting
- Module cleanings

Who We Serve

Energy Support Services has expertise in the following market segments:

- Community Solar Gardens
- All sizes of Commercial and Industrial (C&I)
- Municipalities
- Schools & Educational Institutions
- Waste Water Treatment Facilities
- Small-scale Utility

Scope of Services

www.energysupportteam.com

I. BASIC

OPERATIONS & MAINTENANCE

Included Services:

- Annual preventative maintenance in-field inspection and subsequent report
- Monitoring and owner alert services
- Annual performance and work order summary report
- Warranty coordination services

Additional Services:

- Corrective maintenance (including drive times and in-field troubleshooting time)
- Warranty labor repairs
- Vegetative management
- Module cleaning
- Meter calibration
- Request for information

II. PRIME

OPERATIONS & MAINTENANCE

Included Services:

- Annual preventative maintenance in-field inspection and subsequent report
- Monitoring and owner alert services
- Annual performance and work order summary report
- Warranty coordination services
- Troubleshooting/diagnostic field services

Additional Services:

- Corrective maintenance (excluding drive time and in-field troubleshooting time)
- Warranty labor repairs
- Vegetative management
- Module cleaning
- Meter calibration
- Request for information

III. COMPREHENSIVE

OPERATIONS & MAINTENANCE

Included Services:

- Annual preventative maintenance in-field inspection and subsequent report
- Monitoring and owner alert services
- Annual performance and work order summary report
- Troubleshooting/diagnostic field services
- Warranty coordination services
- Corrective maintenance (including drive time and in-field troubleshooting time)
- Vegetative management (if so desired)

Additional Services:

- Warranty labor repairs
- Module cleaning
- Meter calibration
- Request for information

ASSET MANAGEMENT OPTIONS

- Monthly PPA, CSG, ESA billing and collections services
- Customer support phone and email hotline
- Community solar subscriber replacement support
- PPA, CSG, ESA contract management
- Accounts management
- Land lease/easement management
- Interconnection agreement management
- Accounting management
- Tax preparation and filings
- Incentive and SREC tracking, verification, and disbursement



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