

Appendix 1



System Operations and Maintenance Annual Service Plan Definition for: Frederick-Douglass Center

Salt Energy is happy to propose an Annual Service Plan for the Frederick-Douglass Center. SALT Energy offers 2 levels of service for your convenience.

O&M SERVICES		Remote Technical Support	Remote Monitoring and Detection	Monthly Reports	Remote Analysis & Warranty Diagnosis	Annual Preventive Maintenance Inspection	On-Site Services	Labor Discount	Travel Time Discount (off full labor rate)	Replacement Parts Discount (MSRP)	Annual Price for PV (28,160 W)
Level	Tier 1	X	X	X	Per Use	Per Use	Per Use	5%	40%	5%	\$ 1,975.00
	Tier 2	X	X	X	X	X	Per Use	10%	50%	10%	\$ 3,950.00

DEFINITIONS:

Remote Technical Support

Includes phone and email support for answering questions, providing standard product information, and performing initial diagnosis for issues that may come up in monitoring and reporting for covered systems. A recommendation for next steps will be provided which may include additional remote technical services and (or) a site visit. Such additional services would be billed at the specified discounted rates. Support for products and services not provided by SALT (unless specifically included on the contract) is not included and will be billed at the specified discounted rates also.

Remote Monitoring & Detection

SALT will monitor* the covered system for any warnings or alarms and will perform a remote check and if a problem is indicated, SALT will perform an initial diagnosis as part of technical support and notify the customer of the matter and recommended next steps.

Monthly Reports

Each month, SALT will log into the system remotely and pull data and generate a summary report. Such reports shall include an overview of the system performance, component status and any relevant trends as provided by the installed equipment. Reports shall be emailed to the designated mailbox of the customer.

Remote Analysis & Diagnosis

Once a problem or issue is detected, SALT will perform a deeper investigation of the situation to determine the root cause of the matter. This may include additional remote access to the system for the purposes of adjustment of settings, power off/on, resetting of equipment and extraction of additional data. SALT may work with the equipment manufacturer in a remote setting to further diagnose the issue. This may result in the requirement for a technical site visit to completely diagnose the issue before the manufacturer will allow a warranty claim.

Annual Preventive Maintenance Inspection

SALT will provide an annual on-site visit by qualified technicians to inspect the PV system end to end. This includes inspection of all SALT provided equipment including Solar Modules, Inverters, PV Strings, Power Distribution Panels, Racking, Infrastructure, and electrical connections. A comprehensive written report will be provided within 2 weeks of the inspection. Such report will include all relevant findings, photos, tables and graphs where appropriate to document

the inspections performed. Recommendations for follow up work such as replacements or modifications will be included. Any additional services requested by the customer during the site visit that is not part of the inspection will be billed at the appropriate discounted labor rate. Any special equipment or services required for direct and safe access to supported systems for on-site work would be an additional cost. Additional inspections can optionally be provided within the same year if desired.

On-Site Services

Outside of the Annual Preventive Maintenance Inspection, SALT Energy can provide on site technical services for troubleshooting, warranty replacements, modifications, or additional preventive maintenance. Such services are considered ad-hoc and will be billed on a per use basis based at the discount level of the selected Tier of service. SALT requires direct and safe access to supported systems and equipment for on-site service. Any special equipment or services required for direct and safe access to supported systems for on-site work would be an additional cost, e.g. manlift, crane, material lifting equipment rentals.

Discounts

SALT provides Service Contract customers with discounted rates for labor, travel and replacement parts.

Labor Rates

Rates		Tier 1		Tier 2	
	Base Rate	Labor	Travel	Labor	Travel
Discount Amount	0%	5%	35%	10%	35%
Panel Washer / Labor	\$ 75.00	\$ 71.25	\$ 48.75	\$ 67.50	\$ 48.75
Service Technican	\$ 150.00	\$142.50	\$ 97.50	\$ 135.00	\$ 97.50
Service Engineer	\$ 200.00	\$190.00	\$ 130.00	\$ 180.00	\$ 130.00
PM/Supervisor	\$ 250.00	\$237.50	\$ 162.50	\$ 225.00	\$ 162.50

* Internet connection and remote monitoring subscription required to be provided by customer