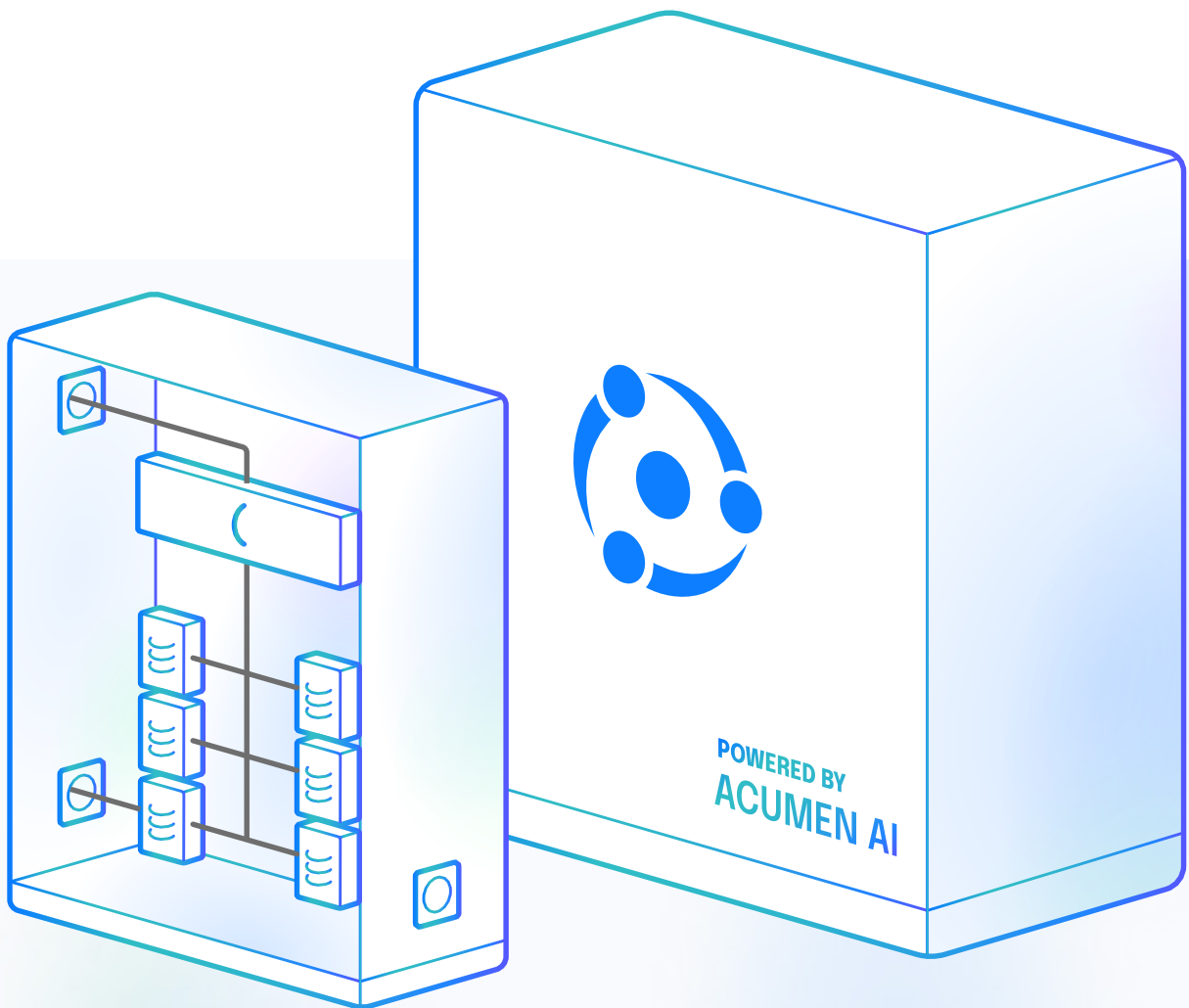


# ETB Controller Service Plan



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# 1. Purpose

## 1.1.

ETB Monitor with ETB Controller is a robust controlling and monitoring software suite that provides battery dispatch and real-time insights into the performance and savings of solar and energy storage systems.

## 1.2.

This document lays out all the important services provided by Energy Toolbase as part of an active ETB Monitor Subscription. Additional add-on services may be further defined within the Work Order. Capitalized terms within this service plan document are defined in Exhibit A (ETB Monitor with ETB Controller - Terms and Conditions).

## 1.3.

Energy Toolbase reserves the right to make updates or changes to the terms of this Service Plan at any time. The current ETB Controller Service Plan as defined by ETB applies to any and all ETB Controller with or without Acumen AI systems, regardless of date of commissioning.

# 2. Monitoring & Performance

## 2.1. Monitoring via ETB Monitor

Each Customer Group, upon successful deployment of associated Hardware and site commissioning, will have available a dedicated login to ETB Monitor, which provides historical monthly savings and system performance metrics. Each user can be assigned roles ranging from administrator to view-only. Data can be displayed in several ways to best help the user understand the system performance and bill savings.

## 2.2. Asset Performance

### 2.2.1. Performance Calculations.

The economic performance of the asset is calculated in ETB Monitor. Meter data is fed into ETB Monitor and monthly bill savings are calculated at the end of each billing period. The Customer Group can view historical bill calculations for the duration of the ETB Monitor Subscription.

### 2.2.2. Algorithm Training Period.

When using ETB Controller with Acumen AI there is a 3-month period following the installation of the System to allow the Acumen AI to perform real-time machine learning training. During this period of time, all parties

acknowledge and accept that site performance will neither (1) be representative of the results modelled through ETB Developer, nor (2) be representative of the long-term real-world performance of the site once the algorithm training period is completed. This period may be waived if the Site, inclusive of PV data (if installed), has an equivalent Energy Tool base control system that has at least 3 months of continuous high fidelity (1 minute or better) interval data.

### **2.2.3. User-Supplied Parameters.**

The economic performance calculations depend on the Customer Group providing accurate and detailed parameters, including, without limit, the Site address, the electrical tariff applied by the Site's utility, a set of historical electrical load data, and the physical configuration and performance specifications of energy generation or storage equipment.

### **2.2.4. Operating Schedules.**

When ETB Controller is purchased without Acumen AI, an Operating Schedule must be developed and selected by the Customer Group. ETB can assist the Customer Group in creating and selecting a custom Operating Schedule for an additional fee. The Operating Schedule will be comprised of one or more discrete modes supported by ETB Controller that prescribe the day-to-day system operations.

### **2.2.5. Control Algorithm Updates.**

As ETB improves algorithms, updates will be pushed automatically to the ETB Controller through the cloud. If a Customer Group Site load profile deviates significantly from the original analysis, the AI-based and any fixed controls can be impacted, potentially reducing the savings for the Offtaker. Changes in the Site load may be a deviation of the duration, peak usage, or regularity from the original load profile used to model the Site, or what the Site usage is after the Asset has been installed. Changes in the load profile may be caused by, but not limited to, the addition or removal of energy consuming equipment, the addition or removal of energy producing equipment, and the change in energy consumption by existing equipment. Such a deviation could be the cause of a change in the number, duration, and regularity of daily peaks which could render the PV and BESS incapable of having enough discharge energy to achieve material savings.

## **3. Control Modes**

### **3.1. Manually Prescribed.**

ETB Controller can be configured to operate in several control modes using predefined Operating Schedules. The ETB Controller operates the BESS taking into account fixed user defined modes and operating limits of the BESS.

### 3.2. Dynamic.

ETB Controller with Acumen AI™ can be configured to operate in several control modes using Operating Schedules or dynamically optimized control mode. Acumen AI operates the BESS taking into account certain site constraints, utility tariffs and operating limitations of the BESS. Some operational modes of the ETB Controller with Acumen AI™ use advanced machine learning and predictive algorithms to forecast solar production and building load every 15 minutes to further optimize dispatch schedules for energy storage systems.

#### 3.2.1.

ETB Controller with Acumen AI™ can be configured to operate in several control modes using Operating Schedules or dynamically optimized control mode. Acumen AI operates the BESS taking into account certain site constraints, utility tariffs and operating limitations of the BESS. Some operational modes of the ETB Controller with Acumen AI™ use advanced machine learning and predictive algorithms to forecast solar production and building load every 15 minutes to further optimize dispatch schedules for energy storage system.

## 4. ETB Controller Service Commitment

### 4.1. Equipment Monitoring.

#### 4.1.1.

The primary monitored components of the BESS are the PCS, BMS and power meters. The ETB Controller gathers real-time information from each of these devices using a configurable data sampling frequency, which is typically 1.0 Hz. Depending on the system size and complexity, hundreds to thousands of datapoints are monitored.

#### 4.1.2.

ETB's engineering and operations teams monitor each of our deployed sites for both operational state and economic results. Faults that occur on the PCS or BMS are sent to the ETB Controller and if this causes a system offline status or system disconnect status the Customer Group will be automatically notified.

#### 4.1.3.

ETB customers have access to the ETB Monitor portal to view the operational state and economic performance of the system. While ETB monitors the fleet of assets under its control, Customer Group is responsible for the ongoing monitoring of the health of the system.

## 4.2. Alerting & Notifications.

### 4.2.1.

Through the ETB Monitor portal, a Customer Group will have access to the site-specific performance data along with alerts from monitored equipment. Customer Groups will also be able to configure which notifications they will receive related to the state of the BESS and peripheral Hardware. Notifications can be configured to send to specific stakeholders upon the instance of a particular alert.

## 4.3. Event Triage & Troubleshooting

### 4.3.1.

ETB will provide remote troubleshooting services and coordination for corrective activity with all parties for issues related to the EMS, sensors, system components and/or entire BESS based on the Work Order. ETB will take commercially reasonable efforts to work with its Hardware partners to ensure equipment specific issues are addressed and resolved.

### 4.3.2.

Should ETB's Customer Group or our own monitoring activities necessitate onsite action, ETB will provide commercially reasonable remote support. Customer Group is responsible for providing any onsite labor required to troubleshoot system faults. If issues are triaged and identified to be related to Hardware and covered under a manufacturer warranty, it is the responsibility of the Customer Group to coordinate warranty claims and corrective action with the warranty provider.

### 4.3.3.

Upon notice from Customer Group or discovery by ETB of an ETB software issue, which can be reproduced by ETB or via remote access to Customer Group's facility, ETB shall use commercially reasonable efforts to correct or remedy the issue. ETB will assign all requests for support using one of three triage levels as follows:

#### 4.3.3.1. EMS Alert Triage Level 1.

The system integrity is at risk. ETB will take commercially reasonable efforts to place the system in a safe state within twenty-four (24) hours of the notification being received by ETB. If a fix or workaround cannot be provided within 24 hours, ETB will dedicate resources to the problem resolution while the system is in a safe state and will keep the Customer Group informed of the resolution status. ETB's ability to put the system into a safe state is limited to the software and Hardware functions that are enabled for the site and can be performed remotely. If the solution requires Customer Group or Hardware vendor action, ETB will take commercially reasonable efforts to support the activity.

#### 4.3.3.2. EMS Alert Triage Level 2.

Customer Group's workflow or ability to meet uptime requirements are inhibited generally revolving around a major ETB feature/function not working. ETB will endeavor to provide a fix or workaround within two (2) business

days of Customer Group's report of the problem. If the problem cannot be resolved within 2 business days, ETB will inform Customer Group weekly of the resolution status. If the solution requires Customer Group or Hardware vendor action, ETB will take commercially reasonable efforts to support the activity.

#### 4.3.3.3. EMS Alert Triage Level 3.

Customer Group has a problem which is not seriously impacting Customer Group's workflow or ability to meet uptime requirements but may impair economic savings of the system. ETB will endeavor to provide a fix or a workaround within five (5) business days of Customer Group's report of the problem. If the problem cannot be resolved within the five (5) business days, ETB will provide Customer Group with a status evaluation regarding the ultimate resolution. If the solution requires Customer Group or Hardware vendor action, ETB will take commercially reasonable efforts to support the activity.

### 4.4. Summary of Contact Details and Response Times.

Communication Medium	Working Hours	Contact
Operations Support (Email)	Mon-Fri / 8AM-6PM EST	ops@energytoolbase.com
Operations Support (Phone)	Mon-Fri / 8AM-6PM EST	(866) 415-1445
Service Type	Response Time	Definition
EMS Alert Triage (Level 1)	Within 24 hours	System integrity
EMS Alert Triage (Level 2)	2 business days	System is offline
EMS Alert Triage (Level 3)	5 business days	System partially impaired
EMS Equipment RMA	7-14 days	EMS is unrecoverable remotely

## 5. ETB Warranty Coverage

### 5.1.

In the event that ETB purchases or procures any third-party Hardware or services for Customer in connection with the provision of the Services, in addition to the foregoing representations, warranties and covenants, ETB shall pass-through or assign to Customer the rights ETB obtains from the manufacturers and/or vendors of such products and services (including warranty and indemnification rights), all to the extent that such rights are assignable. If battery energy storage system Hardware is sold by ETB to Customer, ETB will provide no additional battery energy storage system Hardware warranty coverage other than what is provided by the original

equipment manufacturer. For ETB supplied equipment limited to metering equipment (subject to the exclusion in 5.1.1), computers, and Hardware within the ETB Control Center (if applicable), ETB will, upon expiry of the original equipment manufacturer's warranty, provide extended coverage of such warranties to 5 years from the delivery of the system as defined by ETB ("Extended Warranty Period"). For clarity, warranty coverage provided by the original equipment manufacturer will apply to the equipment listed above until the expiry of such warranty. Thereafter, ETB will provide a warranty for the equipment listed above that is equivalent to that offered by the original equipment manufacturer for the Extended Warranty Period.

#### 5.1.1.

SEL metering and control equipment supplied by ETB does not include any added coverage from ETB, client will hold the manufacturer warranty passed through from the manufacturer.

### 5.2.

Following the appropriate event triage and equipment troubleshooting efforts, any ETB Controller related Hardware covered under section 5.1 is found to be defective, ETB will provide Customer Group with replacement Hardware. Customer Group must submit a Return Merchandise Authorization (RMA) request to Energy Toolbase and replacement equipment will be delivered to Customer Group based on the service level terms provided in Section 4. ETB is not liable for delays resulting from equipment supply shortages. All labor for Hardware replacements is the responsibility of the Customer Group and must be performed by qualified personnel.

## 6. Owner & Developer Responsibilities

### 6.1. Internet Uptime

For ETB Controller to dispatch and charge in the most economically advantageous way, and to receive the system status data, an internet connection must be maintained with a 99.0% uptime. ETB cannot guarantee data integrity if a continuous gap of connectivity exceeds 12 hours. It is the responsibility of the Customer Group to maintain this uptime. The ETB Controller will continue to function during brief outages but without an internet connection alarms and faults cannot be remotely identified. In certain cases, loss of internet can lead to a loss of savings. In the worst cases, a serious fault with the system is missed and the asset is damaged. When an ETB supplied LTE package is determined to have failed, ETB will, within three business days, ship a replacement wireless router. Any labor to troubleshoot the device onsite is the responsibility of the Customer Group. ETB is not liable for delays resulting from equipment supply shortages.

## 6.2. Network Speeds

Customer Group is responsible for providing an internet connection with a minimum speed of 30 Mbps upload and 15 MBps download.

## 6.3. Utility Information

The Customer Group is responsible for entering correct data into ETB Monitor for the initial site commissioning, as well as on an ongoing basis for the duration of the project. This includes, but is not limited to, site location, solar PV & BESS characteristics, utility tariffs and associated rates, utility billing periods, and all utility bill variables that affect electric bill calculations. Inaccurate data entered into ETB Monitor may result in both incorrect economic reporting and operational issues with the Asset on Site. If an entity aside from the Customer Group will be responsible for maintaining the data for a project Site, it is the Customer Group's responsibility to notify said entity of their responsibilities. ETB shall also be notified and provided contacts for this service provider.

## 6.4. Net Metering Configuration

To show accurate utility bill calculation, the net metering information must be accurate. It is the responsibility of the Customer Group to provide all net metering details specific to the site. This includes but is not limited to the value of exported energy to the grid, true-up frequency, and true-up dates.

## 6.5. Onsite Labor

When the need for onsite labor is required to restore any onsite Hardware to a functional state, it is the responsibility of the Customer Group to provide that labor at their expense. It is also the responsibility of the Customer Group to notify ETB at least two business days before the site visit to give the ETB engineering team time to schedule remote support availability.

## 6.6. Site Access

It is the responsibility of the Customer Group to get site access for BESS manufacturer personnel if factory repairs or maintenance are necessary.

## 6.7. Asset Maintenance

It is the responsibility of the Customer Group to make sure system maintenance gets done on schedule. This can be done by either purchasing a manufacturers maintenance plan, if available, or getting company personnel trained to perform the maintenance themselves. As with all equipment, adhering to the maintenance schedule is key to long asset life.

## 7. Exhibits

The following Exhibits attached to this Agreement are incorporated herein by this reference and made a part hereof for all purposes:



### **EXHIBIT A**

ETB Monitor - Terms and Conditions