



ETB Monitor SERVICE PLAN

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1. PURPOSE

- 1.1. ETB Monitor consists of a robust monitoring software suite that provides 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- Terms and Conditions).



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 project 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. 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.



3. ETB MONITOR SERVICE COMMITMENT

3.1. Equipment Monitoring.

3.1.1. If the metering equipment onsite experience failures, the Customer Group will be automatically notified via the platform.

3.1.2. 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.

3.2. Alerting & Notifications.

3.2.1. 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. Notifications can be configured to send to specific stakeholders upon the instance of a particular alert.

3.3. Event Triage & Troubleshooting.

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

3.3.2 Should 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's warranty, it is the responsibility of the Customer Group to coordinate warranty claims as defined in Section 4 of this document.



3.4. Summary of Contact Details.

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



4. ETB WARRANTY COVERAGE

4.1. 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. 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.

4.1.1. 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.

4.2. Following the appropriate event triage and equipment troubleshooting efforts, if any related hardware covered under Section 4.1 is found to be defective, ETB will provide Customer Group with replacement hardware. ETB is not liable for delays resulting from equipment supply shortages. All labor for hardware troubleshooting and replacement is the responsibility of the Customer Group and must be performed by qualified personnel.



5. OWNER & DEVELOPER RESPONSIBILITIES

5.1. Internet Uptime. For ETB Monitor to ingest relevant data and to provide accurate calculations, an internet connection must be maintained. It is the responsibility of the Customer Group to maintain the required internet uptime. ETB Monitor will continue to function during brief outages, but extended loss of internet can lead to a loss of data being pushed to ETB Monitor, resulting in inaccurate asset performance metrics and savings calculations.

5.2. Utility Bills. To most accurately determine economic savings, having the correct billing rate and billing cycle is critical. It is the responsibility of the Customer Group to provide the correct billing rate and cycle at the time of initial commissioning and to give ETB at least two weeks prior notice before changing to a new rate schedule.

5.3. 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. 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

Exhibit B ETB Monitor Subscription Tiers