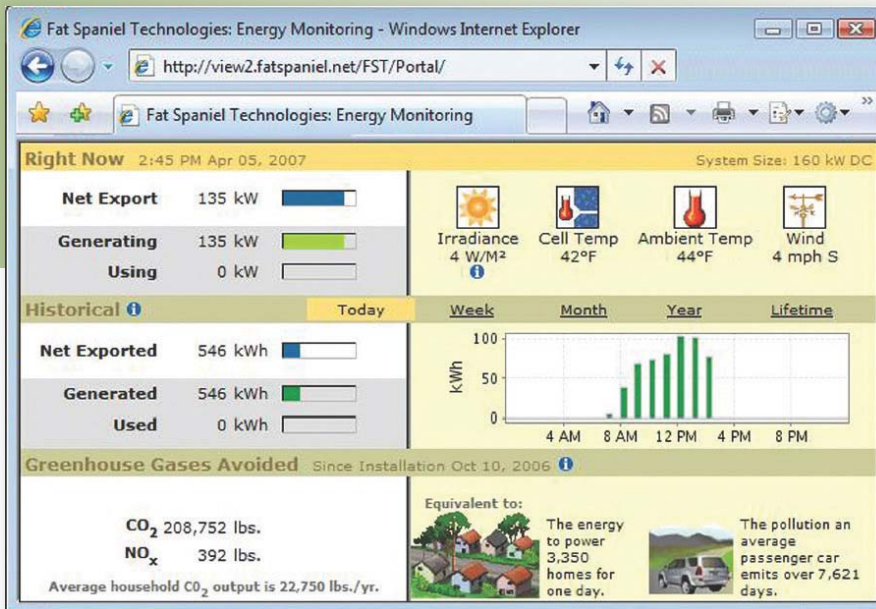




# SOLAR ELECTRIC MONITORING SERVICES FOR RESIDENTIAL SYSTEM INSTALLERS: MORE SATISFIED CUSTOMERS, LOWER SUPPORT



Share your customer's residential energy production and environmental benefits data with others from the Fat Spaniel Technologies global portal page at <http://monitor.fatspaniel.com>.

## 24x7 Monitoring Service for Solar Electric Systems

When you sell a residential solar electric system to a homeowner, you're not just completing a transaction -- you're entering into a customer relationship that will last for many years. Your customer will expect that you will ensure that the system continues functioning throughout the entire warranty period, which may be 5-10 years. How will you support that system without making costly "truck rolls"? How will you know if that system is working or not? How can you be sure your customer will realize the hoped-for solar electric performance levels? How can you demonstrate that you've produced results? How can you show off a successful installation to new prospects? Fat Spaniel Technologies can help with all of these questions, and more.

Fat Spaniel is a service provider, delivering monitoring and reporting services for all kinds of renewable energy systems, including solar electric. Our onsite monitoring systems will collect the relevant performance, usage and fault data about your customers' energy systems. The data is automatically communicated over the Internet. It is then stored at the Fat Spaniel data center, where it is both secured and made available online to you and your customers. The data is made Internet-accessible through Web views, reports, downloadable data and fault alerts. Not only will your customers' systems be monitored 24x7, you'll have online access to the information you need, anytime, anywhere.

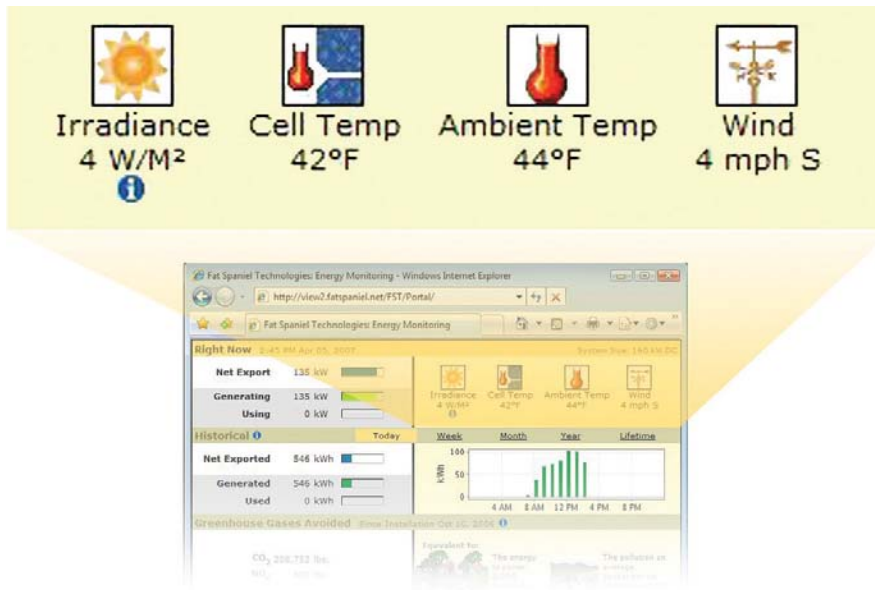
Critical Information Services for Renewable Energy

## Benefits

- 24x7 monitoring of your customers' solar electric systems
- Compelling, graphical Web-based views available make it easy to see results, anytime, anywhere, live on the Web
- Tracking of power production and usage, with both real-time and historical data
- Enable performance-based PBI and upfront EPBB financial incentives under California Solar Initiative (or other state's similar programs) with independent 3rd party monitoring and reporting
- Show value to your customers, providing increased confidence that they are getting their money's worth
- Increase customer satisfaction with better service and maintenance capabilities e.g. automatic email alerts of system faults
- Happier customers will generate more revenue through upgrades and referrals of new business

For more information, please contact your installer or visit [www.fatspaniel.com](http://www.fatspaniel.com)

Our sales and technical specialists will also be glad to help you at [sales@fatspaniel.com](mailto:sales@fatspaniel.com) or call 1.408.279.5262



Our Full Weather Station enables you to see irradiance, cell temperature, air temperature, wind speed and wind direction on your personalized view.

### **The Other Kind of Green: Increasing Customers' Return on Investment with Monitoring**

Your customers want to put their commitment to clean technology into action by implementing a solar electric system. But, they also want a financial return on their investment. Fat Spaniel can help in many ways. For example, California homeowners are eligible for a variety of incentives through the California Solar Initiative (CSI). Under CSI, smaller installations under 10 kW will typically receive an upfront payment amounting to several thousand dollars under the Expected Performance Based Buydown (EPBB) program. Others will opt for payment for every solar electric kWh produced for the first five years, using Performance Based Incentives (PBI), which requires revenue grade metering and an independent, third monitoring service. Fat Spaniel provides these services under both these programs and also automatically handles the reporting to the utilities acting as program administrators and to state agencies such as CPUC so your customers get paid promptly.

Other states also have renewable energy incentive programs for which Fat Spaniel meets the requirements for metering, monitoring and reporting. The combined financial benefits of both slashing utility electricity bills AND receiving payment from state incentive programs helps ensure much faster payback on your customers' renewable energy investment.

### **Supporting Your Service and Maintenance Business**

The service contracts that you may sell to your customers can either be a source of ongoing revenue OR an ongoing headache – if you don't have good systems in place for making good on your commitments. What's your exposure if your customer's 10 kW system is down for an entire month

until an unexpected high utility bill arrives? When your irate customer calls, you may dispatch a service crew that arrives without the correct inverter replacement parts they need because they couldn't perform remote diagnostics beforehand.

With Fat Spaniel's remote monitoring services and with alerts enabled, the system failure would have been detected and you would have been alerted within minutes via an email or text message to your support team. The team could have remotely performed basic diagnostics, figured out that a specific inverter had failed, and been onsite promptly – with the right replacement equipment, before your customer was even aware there was a technical problem.

Fat Spaniel can also create a Web-based support portal for you. You'll be able to see all your customer sites at a glance, access Web views for each one, and see aggregated production and aggregated greenhouse gas emissions avoided.

### Happy Customers Refer More Prospective Customers to You

Fat Spaniel's boost to your support and maintenance services can significantly boost customer satisfaction. Fat Spaniel's Web views can further increase customer satisfaction. Web views not only increase your customers' self-service access to information, they also provide your customers with a greater assurance that their systems are performing as advertised and that they are getting the solar electric production benefits they expected. Add all these benefits together, and you have a happier customer. Happy customers are dramatically more likely to say good things about your company and generate more business for you through both upgrades and referrals.

### Customer Energy Savings through Better Feedback

Feedback that increases users' awareness of electricity consumption has been shown to encourage more energy-efficient behavior, cutting usage by as much as 5-10%. Fat Spaniel's Web views can provide a side-by-side comparison of a home's energy consumption and solar electric energy production, showing net export to the grid. Fat Spaniel views also show both real-time and historical data, to enable seeing how production and usage change over time under different environmental conditions and at different times of day, days of the week or seasons.

Your customer can choose to maximize their savings in a variety of ways. This can include increasing their build-out of their solar electric system, using more energy conservation measures, or scheduling their heaviest use of electricity when energy is cheapest while exporting energy to the grid during peak pricing times.

Contact Fat Spaniel Technologies today, so we can help you start increasing your sales, deliver a higher return on your investment and build customer loyalty!

### Basic Residential Solar Electric Monitoring System Includes:

- 24x7 monitoring service
- Web-based views showing how customer's solar electric system is working
- Automatic calculation of reduction in greenhouse gas emissions
- Communications to Internet via customer's broadband link
- Online storage of customer data and system information, hosted at Fat Spaniel's data center
- Meet requirements of California EPBB program under California Solar Initiative, with automatic reporting to program administrators

### Optional Features:

- Automatic email alerts to system installer or maintenance service provider
- Basic Weather Station for measuring sunlight, air temperature and solar cell temperature
- Full Weather Station includes the above plus wind speed and direction
- Electrical demand measurement
- Monitoring of battery charge controllers such as Outback and Morningstar
- Cell modem-based Internet communications
- Revenue-grade metering and reporting for Performance-Based Incentives (such as California Solar Initiative program) with automatic reporting to program administrators
- System installer support portal, with access to all of your customers' sites and data, plus ability to aggregate data



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