

Scheduling & Installation Coordination Scope of Work

Services/Scope of Services:

Seller agrees to provide the following services (as indicated by an "X") as back office administrative support:

Public Education

X Seller will provide an Internet link which will house information about the upcoming meter/MIU project.

Customer Notification & Appointment Scheduling

X Seller will conduct a mailing campaign of up to three (3) mailings per utility customer to schedule a meter/MIU change-out appointment. Seller will supply the notifications and the postage. Buyer will approve the text of the notifications, prior to mailing.

X Seller will provide a 24/7 call center where utility customers can call a toll-free number to schedule an appointment. Seller will also provide a secure website access where utility customers can logon and schedule their appointment.

X Seller will provide the Buyer with secure "read only" access to its proprietary installation database software, to review progress in scheduling appointments. All notifications to utility customers will be tracked by Seller's software.

Data Integration

X The Seller will be required to provide (1) Android Smartphone, as needed. Buyer will use the Android for project purposes only.

X The Seller will fully cooperate with the Buyer in developing a download/upload of utility customer information between the Buyer's utility billing software and the Seller's installation database software. The Buyer is ultimately responsible for any/all costs that are incurred from the utility billing software company or 3rd party consultant for creating the transfer file.

X Once the download/upload of data has been tested and verified, Seller will assist the Buyer in analyzing the population of accounts to be changed-out and developing an installation schedule.

X Seller will assist the Buyer in loading the inventory of meters/MIUs to be installed into the installation database software, by scanning each unit's unique barcode.

Installation Coordination

X Seller will train the Buyer's installers on the use of the Seller's software. The Buyer has chosen to activate the following functions of the Seller's software:

X Capture of time-stamped digital photos during installation.

X Capture of GPS coordinates at the location of the meter/MIU. (Standard=Phone Quality)

X (3) Onsite survey questions to be completed by field personnel.

X Signature capture from utility customers at the conclusion of the install.

X Assignment of an "install code" for sorting/analyzing completed installs.

X Capture of installer mileage for tracking purposes.

X Seller will monitor appointment scheduling by utility customers and assist the Buyer in managing its installers' daily scheduling.

X Seller will perform an ongoing electronic review of data that is captured in the field as part of the meter/MIU change-out. Discrepancies will be flagged. Seller will assist the Buyer in review and resolution of the situation. Once discrepancies have been resolved, the data from the completed install will be sent in a predetermined format for loading into the Buyer's utility billing software.