Notify of Customer Site Validation Request ASSIGNED UNIT

CUSTOMER

REQUESTS SITE

VALIDATION

Power Watch Team

OBJECTIVE

NOTIFICATION CHANNEL Power Watch Support Portal

NOTIFICATION RECIPIENT(S) Power Watch Team

> **RESPONSE TIME** 1 Business Day

OBJECTIVE

Complete Site Validation, Provide Validation Report & Invoice

> **ASSIGNED UNIT** Power Watch Team

NOTIFICATION CHANNEL contact@powerwatchedge.com

NOTIFICATION RECIPIENT(S) Power Watch Team

> **RESPONSE TIME** 2 Business Days

OBJECTIVE Review Site Validation Report/ Invoice & Submit Payment

> **ASSIGNED UNIT** Customer

NOTIFICATION CHANNEL

Customer Email ld me powerwatch validation

NOTIFICATION RECIPIENT(S)

Customer
Paul J. Beaulieu – DL Owner
mv90@cmpco.com - Member
Id_me_powerwatch_ecs -Member
Id_me_powerwatch_telco -Member Id me powerwatch infra -Member

> **RESPONSE TIME** 20 Business Day

OBJECTIVE

Notify of Customer Payment Submission & Request DMVPN Turnup

> **ASSIGNED UNIT** Power Watch Team

NOTIFICATION CHANNEL Power Watch Support Portal

NOTIFICATION RECIPIENT(S) Power Watch Team

> **RESPONSE TIME** 1 Business Day

OBJECTIVE Turnup DMVPN

ASSIGNED UNIT Avangrid Infrastructure

NOTIFICATION CHANNEL Id_me_powerwatch_infra

NOTIFICATION RECIPIENT(S)

Scott Heckman - DL Owner Kevin Levesque -Member Mary Klee-Member

> **RESPONSE TIME** 3 Business Days

OBJECTIVE Provision Equipment

ASSIGNED UNIT Power Watch Team

NOTIFICATION CHANNEL contact@powerwatchedge.com

NOTIFICATION RECIPIENT(S)

Power Watch Team

RESPONSE TIME 1 Business Day

OBJECTIVE Turndown DMVPN

ASSIGNED UNIT Avangrid Infrastructure

NOTIFICATION CHANNEL Id me powerwatch infra

NOTIFICATION RECIPIENT(S)

Scott Heckman – DL Owner Kevin Levesaue -Member Mary Klee-Member

> **RESPONSE TIME** 3 Business Days

OBJECTIVE

Ship Equipment & Send Shipment Notification

> **ASSIGNED UNIT** Power Watch Team

NOTIFICATION CHANNEL contact@powerwatchedge.com

NOTIFICATION RECIPIENT(S) Power Watch Team

> **RESPONSE TIME** 10 Business Days

OBJECTIVE Send Equipment Installation Notification

> **ASSIGNED UNIT** Customer

NOTIFICATION CHANNEL Customer Email

NOTIFICATION RECIPIENT(S) Customer

> **RESPONSE TIME** 1 Business Day

OBJECTIVE

Forward Customer Equipment Installation Notification

ASSIGNED UNIT Power Watch Team

NOTIFICATION CHANNEL Power Watch Support Portal

NOTIFICATION RECIPIENT(S) Power Watch Team

> **RESPONSE TIME** 1 Business Day

OBJECTIVE Turnup DMVPN

ASSIGNED UNIT Avangrid Infrastructure

NOTIFICATION CHANNEL Id me powerwatch infra

NOTIFICATION RECIPIENT(S)

Scott Heckman – DL Owner Kevin Levesque -Member Mary Klee-Member

> **RESPONSE TIME** 3 Business Days

OBJECTIVE Update Firewall

ASSIGNED UNIT Avangrid **Telecommunications**

NOTIFICATION CHANNEL _ld_me_powerwatch_telco

NOTIFICATION RECIPIENT(S)

Paul J. Beaulieu – DL Owner Bradley Jordan -Member Jason Stewart - Member

> **RESPONSE TIME** 2 Business Days

OBJECTIVE

Verify SCADA Communication

ASSIGNED UNIT Avangrid ECS

NOTIFICATION CHANNEL Id me powerwatch ecs

NOTIFICATION RECIPIENT(S) Kenneth S Schessler - DL Öwner Loren E. Anuszewski - Member Christopher Hansen - Member

> **RESPONSE TIME** 2 Business Days

OBJECTIVE

Verify Meter Communication

ASSIGNED UNIT Avangrid MV-90

NOTIFICATION CHANNEL mv90@cmpco.com

NOTIFICATION RECIPIENT(S) loseph Thurman – DL Owner Ellen Verge – Member Cindy Aldrich – Member

> **RESPONSE TIME** 2 Business Days

OBJECTIVE

Send Site Online Notification

ASSIGNED UNIT Avangrid DG Team

NOTIFICATION CHANNEL _ld__me__powerwatch__dg

NOTIFICATION RECIPIENT(S)

David Mchugh - DL Owner

RESPONSE TIME 1 Business Day

OBJECTIVE Verify Meter Recording Usage for Billing and Settlement Purpose

> **ASSIGNED UNIT** Avangrid MV-90

NOTIFICATION CHANNEL mv90@cmpco.com

NOTIFICATION RECIPIENT(S) Joseph Thurman – DL Owner Ellen Verge – Member Cindy Aldrich – Member

> **RESPONSE TIME** 2 Business Days

OBJECTIVE
Begin Monitoring Per SLA & Send Reports Monthly

> **ASSIGNED UNIT** Power Watch Team

NOTIFICATION CHANNEL contact@powerwatchedge.com

NOTIFICATION RECIPIENT(S) Power Watch Team

> **RESPONSE TIME** 20 Business Day

OBJECTIVE

Review Monthly SLA Reports & Provide Feedback if Required

ASSIGNED UNIT

Assigned Avangrid Resources

NOTIFICATION CHANNEL

_ld_me_powerwatch_reports

NOTIFICATION RECIPIENT(S)

Paul J. Beaulieu - DL Owner Jacquelyn Bean - Member