Commercial 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
- Automatic email alerts to system installer or maintenance service provider
- Communications to the Internet via customer's broadband link or cellular modem option
- Online storage of customer data and system information, hosted at Fat Spaniel's data center
- Revenue-grade metering and reporting for Performance-Based Incentives (such as California Solar Initiative program)or Renewable Energy Credits (REC)

Optional Features:

- Multi-site management portal enables system installers to track all their customer sites, manage faults, receive alerts, access views for each customer site, and aggregate energy sproduction and greenhouse gas data
- Basic Weather Station for measuring sunlight strength, air temperature and solar module temperature
- Full Weather Station including 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
- Lobby kiosk display with Web-based views implemented in Flash
- System installer support portal, with access to all of your customers' sites and data, plus ability to aggregate data

More Effective Marketing: Making it Visible

Your customers want to know what's going on with their solar electric system, for multiple reasons: knowing they're getting their money's worth, being able to demonstrate return on investment, and being able to show via Web views accessible to their customers that they are indeed living up to their corporate commitment to reduce greenhouse gas emissions.

These Web views are hosted by Fat Spaniel and can be incorporated into your customer's corporate Web site, your own web site, or even deployed as a lobby display kiosk. A kiosk is a free-standing display with a monitor showing a Flash-based view of live system data and graphical, animated illustrations of the workings of a solar electric system.

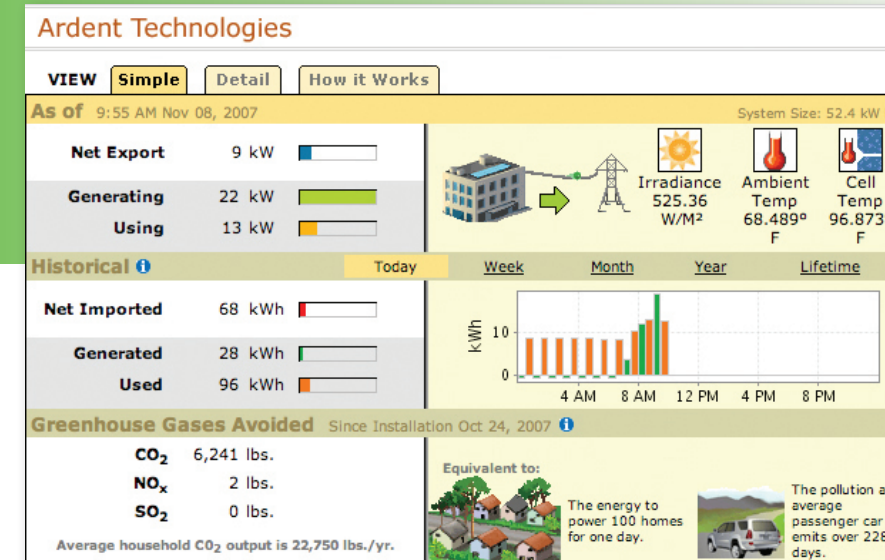## Happy Customers Refer More Prospective Customers to You

As you've already seen, 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. Roll these customer 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 building'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, increasing 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!

Fat Spaniel™
TECHNOLOGIES

SOLAR ELECTRIC MONITORING SERVICES FOR COMMERCIAL-SCALE SYSTEM INSTALLERS: MAXIMIZE YOUR RETURN

Your customer's commercial view is accessible from the Fat Spaniel Technologies global portal page at http://monitor.fatspaniel.com.

Critical Monitoring and Reporting Services for Renewable Energy Systems

Benefits

- **24x7 monitoring of your customers'solar electric systems**
- **Access system data anytime, anywhere, live on the Web**
- **Tracking of production, usage, environmental data, with both real-time and historical data**
- **Enable performance-based incentives (PBI) under California Solar Initiative (or other government programs) with independent 3rd party monitoring and reporting to public utility commissions**
- **Compelling, graphical, Web-based views can be integrated into a customer Web site, installer Web site, or lobby display kiosk**
- **Greater ability to demonstrate value to customers, providing increased confidence that their investment in renewable energy is paying off**
- **Increased customer satisfaction with improved service and maintenance capabilities such as automatic email alerts of system faults**
- **Happier customers will generate more revenue through upgrades and referring new business to you**

24x7 Monitoring Service for Solar Electric Systems

When you sell a commercial-scale solar electric system to one of your customers, you're not just completing a transaction -- you're entering into a customer relationship that will last for many years. Your customer may enter into a support and maintenance contract with you that represents both a revenue stream and a risk. How will you support that system and meet your performance obligations? How will you know if that system is working or not? How can you be sure your customer will realize their expected solar electric performance levels, uptime and return on investment? How can you prove that you've delivered results? Fat Spaniel Technologies can help with all of these questions, and more.

Fat Spaniel is a service provider, delivering monitoring and reporting services for renewable energy systems -- for solar electric, solar hot water, and wind systems. 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
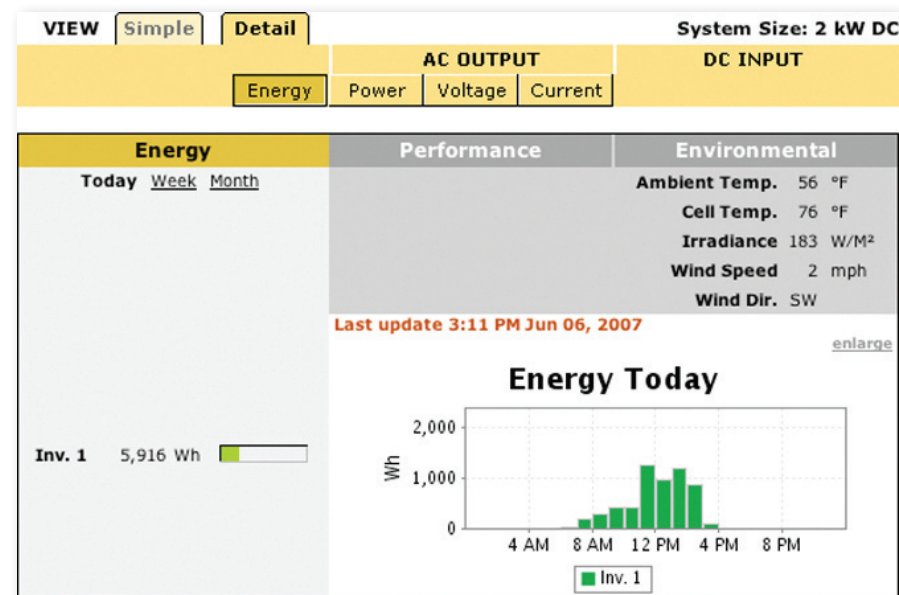
For more information, please contact your installer or visit www.fatspaniel.com

Our sales and technical specialists will also be glad to help you at sales@fatspaniel.com or call 1.408.279.5262
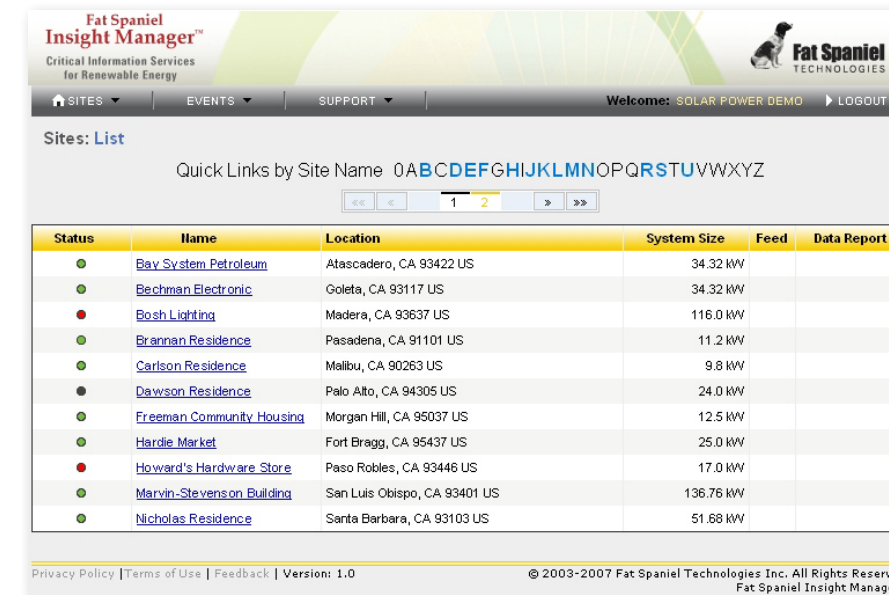
Commercial detail view displaying energy, power, voltage, and current.

Get an overview of your system's health by checking on their status. A "Green" status means that your system's operation is normal. "Gray" means no event has been triggered and the status is unknown, and "Red" means there is a system performance issue.

through Web views, reports, downloadable data and fault alerts. So, not only will your customers' systems be monitored 24x7, you'll have online access to the information you need, anytime, anywhere.

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 customers are eligible for Performance Based Incentives (PBI) through the California Solar Initiative, which requires revenue grade metering and an independent, third monitoring service known as a PMRS. Fat Spaniel provides these services and also automatically handles the reporting to the program administrators and the 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.

These returns can be further boosted with Renewable Energy Credits (REC), which are actively traded in several states, with many more states considering implementing such a system. Fat Spaniel can validate these RECs, thus potentially increasing their value, and can also provide a means of aggregating multiple customers' REC-eligible solar production into quantities large enough to be efficiently traded. If RECs are part of your business model, Fat Spaniel's independent monitoring role plus data collection and reporting capabilities may provide exactly the foundation you need.

Managing Multiple Systems for Improved Efficiency

If you have multiple sites that need to be monitored, then consider Fat Spaniel Insight Manager™. This multi-site management portal enables you to see all of your managed sites at-a-glance, determine their current state of health, see aggregated production and greenhouse gas avoidance data, look at event logs and fault details, plus drill down for more detailed views of each site.

Supporting Your Service and Maintenance Business

The service contracts that you sell to your customers can either be a tremendous source of ongoing revenue OR an ongoing headache if you don't have reliable systems in place for making good on your commitments. What's your exposure if your customer's 250 kW system is down for three days before anyone notices? When your irate customer calls, will you dispatch a service crew that arrives without the correct inverter replacement parts they need because they couldn't perform remote diagnostics beforehand? Clearly, the ability to be on the way towards fixing the problem before your customer notices it is a huge advantage.

With Fat Spaniel's remote monitoring services, 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.