# PowerSentry Customer Service Offerings

## PowerSentry Background

PowerSentry is a watch dog service that remotely monitors your power supply and quickly identifies anomalies that can impact your operation and your bottom line. By flagging potential issues before an interruption occurs or major costs are incurred, it can protect valuable assets, improve safety and reliability— and deliver peace of mind. PowerSentry eliminates the need to maintain specialized software applications internally, allowing you to focus resources on other priorities.

Leveraging existing communication infrastructure, PowerSentry imports, manages, and securely stores power monitoring data from your meters and devices. Using the analytical engines of power monitoring software, it identifies anomalies that may require immediate action to prevent imminent equipment failure or power outage. The service provides email alerts and next day event analysis for any captured events. PQ experts will analyze your data and provide up to eight follow up event reports, as well as quarterly summary reports.

## Services Offered

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| Service | Description |
| **One-time Setup per Device** | 1. Includes:
	1. Establish communications with new devices
	2. Create new device on database and setup device access and permissions
	3. Configure device with proper voltage and current inputs
	4. Verify database is polling and downloading data
2. Setup event and report notifications. Email notifications are tested to ensure messages getting to proper users in a timely manner
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| **Administration** | 1. Maintain communication and download data from end-user device(s)
2. The type of data being downloaded will be limited to the capabilities and data channels available from the end user device. A list of channels available can be determined when information about the devices to be connected is available.
3. Send email alerts when required for events outside set thresholds
4. Maintain up to two years of data available on production database. Data beyond two years will be archived and can be made available for special reporting or investigations if required

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| **Annual Ongoing Analysis** | 1. Monitor all events and trend data searching for anomalies that may impact end-user’s operation
2. Identify trend data anomalies that may require further action.
3. Advise customer via email when a significant anomaly is found and not previously reported
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| **Event Incident Reports** | 1. Prepare Incident reports on the next business day for events outside normal defined threshold that are requested by the end-user. Up to eight (8) Incident reports will be provided at the customer’s request, typically when a known event has had an impact on the end-user’s operation.
2. These reports will be created and emailed typically the same business day but no later than 2 business days
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| **Quarterly Summary Reports** | 1. Prepare quarterly summary reports summarizing event and trend data and show performance against normal industry or user defined standards.
2. Reports will be emailed to end-users within 10 business days after the quarter ending
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| **Optional PowerSentry Services** |
| **Monthly Summary Reports** | 1. Prepare monthly summary reports summarizing event and trend data and show performance against normal industry or user defined standards.
2. End-users can opt for monthly reports rather than quarterly reports. Monthly summary reports will be provided within 10 business days after month end.
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| **Annual Year-End Summary Report** | 1. Prepare annual summary reports summarizing event and trend data and show performance against normal industry or user defined standards.
2. End-users can opt for an annual summary report. Annual summary reports will be provided within 20 business days after year end.
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|  **Additional Support Hours** | 1. End-users may opt to purchase additional support hours in blocks of 8 or 40 hours for additional support including but not limited to:
	1. Additional reporting and investigation
	2. Provide mitigation options
	3. Follow-up with critical equipment vendors
	4. Customized meter configuration
	5. Provide additional Incident Reports
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