City Of Needles - OTA-ATR

Date: 5/02/2024

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L+G & Customer attendee list

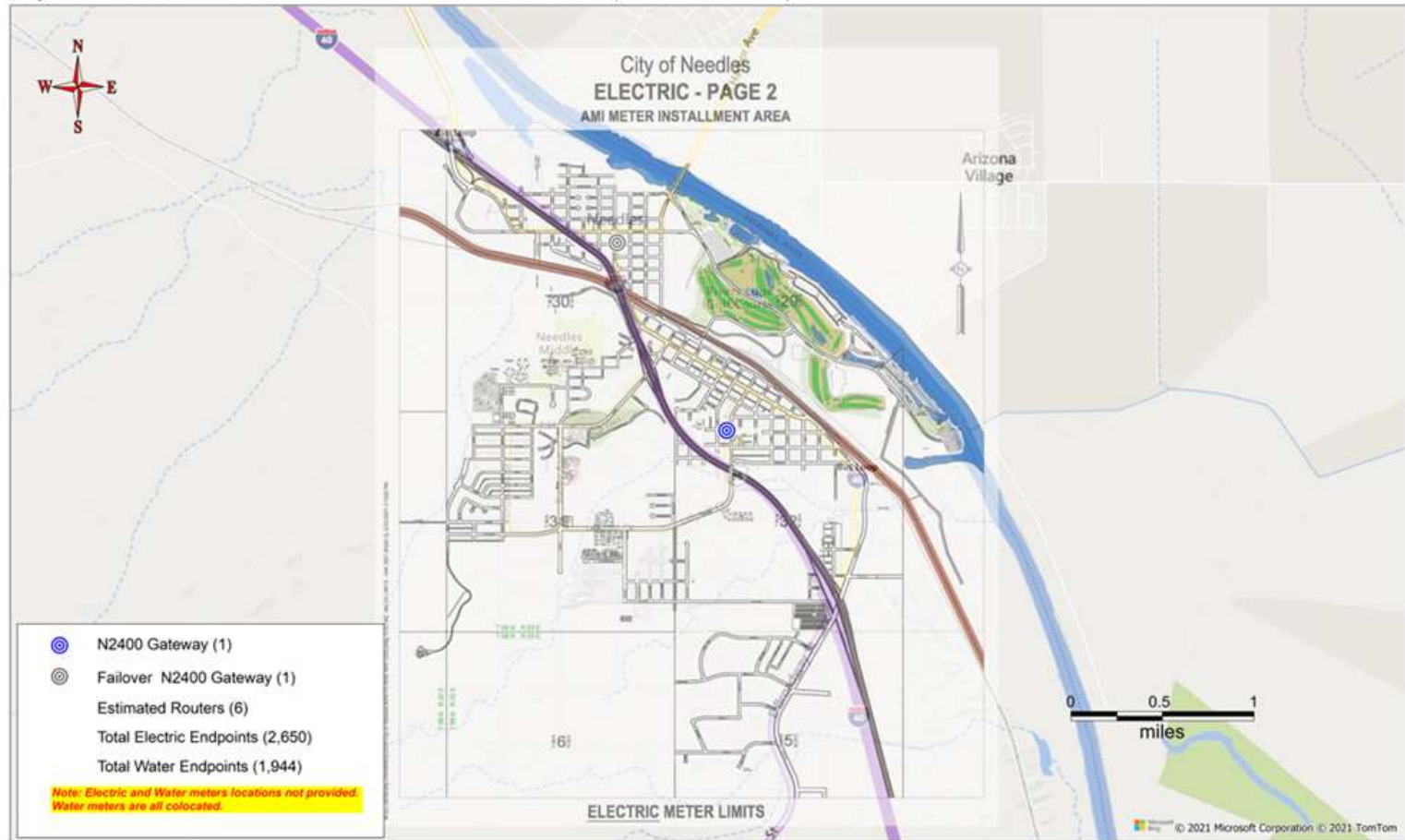| Landis + Gyr	
PM	Tyler Hurd
Premium Support	Sheila Jones
Technical Implementation Manager	Brian Strand
Business Integration	Brice Campbell
I form Integration	Jon Walter
Operations Director	Dave Lekatz
Sales Account Representative	Chris Clark

Needles	
AMI	Rainie Torrance

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Solution and project summary

Item		
Contracts	EXAMPLE: MSA, SaaS, Software Support and Maintenance, etc. Work with CAR to ensure the appropriate contracts are listed in the account information in CRM	
Solution	EXAMPLE: RF Mesh + Water	
Hardware Quantities	EXAMPLE: Number of installed Gateways/Collectors - 5_____ Number of installed Routers – _12_____ Number of installed Meters - _3060_____ Number of installed modules (G and/or W) – _1833_____	EXAMPLE: Number of contracted Gateways/Collectors - _6_____ Number of contracted Routers – __12____ Number of contracted Meters - _2,650_____ Number of contracted modules (G and/or W) – 1,944_____
Software installed	EXAMPLE: CC version 8.3 installed MDMS version XX and modules installed DAGW version XX installed AGA version XX and modules installed	EXAMPLE (indicate if SaaS or On Prem): CC version 8.3 contracted MDMS version XX and modules contracted DAGW version XX contracted AGA version XX and modules contracted
Services Included (Match up with contract pricing table Service line items)	EXAMPLE: Project delivery services 20 months Network deployment classroom training completed Command Center classroom training completed Number of online training credits completed: XX	EXAMPLE: Project delivery services 12 months contracted Network deployment classroom training contracted Command Center classroom training contracted Number of online training credits contracted 40
Future Sales Opportunities	DA	

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Network Design Map

City of Needles - Needles, CA - Network Estimates Area 1 (Electric & Water)

City of Needles
ELECTRIC - PAGE 2
AMI METER INSTALLMENT AREA

Arizona Village

◎ N2400 Gateway (1)
◎ Failover N2400 Gateway (1)
Estimated Routers (6)
Total Electric Endpoints (2,650)
Total Water Endpoints (1,944)
Note: Electric and Water meters locations not provided. Water meters are all colocated.

ELECTRIC METER LIMITS

0   0.5   1
miles

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Proprietary & Confidential

May 24, 2021

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SLA/LD and Warranty Summary (If applicable)

Questions	Answers (PM Guidance Notes in Yellow)
Note any SLAs or LDs that apply to the customer (to be used by the Service Desk).	• n/a
Note if non-standard warranty terms exist for Software, Hardware, or Services, or paste into blank slide for review. Write N/a if not applicable.	• Software warranty in the SaaS or Software Agreement – standard is 90 days • Hardware warranty in the MSA – standard is 18 months • Services warranty in the MSA – standard is 30 days • CAR enters hardware warranty terms into Magellan for Reynosa
Note the terms of any excessive-failure clause if one exists for the contract or paste into a blank slide for review. Write N/a if not applicable.	• From MSA
Who owns the warranty process, L+G, or the Distributor? If it is the Distributor confirm that you have validated this with them.	• Discuss with Distributor and Sales to understand role of each party in managing warranty process. Yes/Zia Electric
Note any non-standard RMA terms or paste into a blank slide. Write NA if not applicable.	• Standard – Notification within 90d, repair/return within 90d
Note if RMAs will take place directly with L+G or with the Distributor. If with the Distributor confirm that you have validated this with them.	• Discuss with Distributor and Sales to understand role of each party in managing warranty process. Yes/Zia Electric
Confirm that you have discussed the RMA process with the customer	• Yes/Zia Electric
Indicate ordering path and Insite access required.	• Through a distributor Zia Electric
Confirm customer has been trained on order entry process in Insite.	• Yes/Via Zia Electric
Note any data privacy requirements, L+G system access that needs to be removed, customer data files that need to be destroyed.	• n/a

ServiceNow, Insite, Tools Portal, & Vodafone Portal Access

User Accounts Requested for Service Now?	Name/Email
Yes	Rainie Torrance <rtorrance@cityofneedles.com>

User Accounts Requested for Tools Portal?	Name/Email
Yes	Rainie Torrance <rtorrance@cityofneedles.com>

User Accounts Requested for Insite?	Name/Email
Yes	Rainie Torrance <rtorrance@cityofneedles.com>

User Accounts Requested for Vodafone Portal? (If applicable)	Name/Email
No	

User Accounts Requested for CIL/CSA?	Name/Email
Yes	Rainie Torrance <rtorrance@cityofneedles.com>

Call Validation Number
#######

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Outstanding ServiceNow cases overview

ServiceNow ID	Case Summary	Severity	Current Owner	Case Age

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Customer contacts / Customer satisfaction survey notification

Name	Title	Email	Training Completed	Send Customer Satisfaction Survey?	Notification of NOC Outages
Rainie Torrance	AMI Admin	Rainie Torrance <rtorrance@cityofneedles.com>	CC and network deployment	Yes	Yes
N/A	Command Center Admin	N/A	CC	Yes	Yes
Utility		Utility Group Email (Preferred)		Yes/No	Yes/No
CSA Contact		Email (if applicable)		Yes/No	Yes/No
Product Delivery Survey Contact		Email (if applicable)		Yes/No	Yes/No
		Email (if applicable)		Yes/No	Yes/No
		Email (if applicable)		Yes/No	Yes/No

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Completed Sales Order Delivery Report Snapshot

Material Number	Material Description	Order Qt	Ship Qty	Remaining Qt	Required Dat	Customer Dat	Scheduled Ship Date	Ship Da
XC000HEQ0100-0FD3	RXRS4x 9S/8S W/R GDSM RF	30	30	0	12/22/23	12/22/23	12/22/23	12/19/23
M1167-042223-15216	1" Multi-Jet Meter w/Bronze Bottom	6	6	0	11/30/23	11/30/23	1/9/24	01/04/24
M1673-112223-15216	1 1/2 Multi-Jet Meter w/Bronze Bottom	6	6	0	12/06/23	12/6/23	12/11/23	12/06/23
NM0000-01-0000	GMR NAM S5 RF MESH	1	1	0	08/31/23	8/31/23	10/24/23	10/24/23
SERV-00120	CC SaaS Monthly Flat Fee	1	1	0	01/18/24		1/18/24	
SERV-00120	CC SaaS Monthly Flat Fee	1	1	0	02/18/24		2/18/24	
SERV-00120	CC SaaS Monthly Flat Fee	1	1	0	03/18/24		3/18/24	
M1163-002223-15216	5/8x3/4" MJ Meter w/BB w/Interp-Mesh	150	150	0	08/14/23	8/14/23	8/15/23	08/10/23
M1163-002223-15216	5/8x3/4" MJ Meter w/BB w/Interp-Mesh	50	50	0	07/20/23	7/20/23	7/21/23	07/19/23
HBB10YC1-0FD3-4000	FOCUS AXRe-SD AXEI 2S 240V CL200 WPL	100	100	0	09/22/23	6/1/23	9/22/23	09/22/23
M2660-112223-15216	1.5" Threaded Multi-Jet Meter w/L&G Int	29	29	0	07/13/23	7/13/23	8/7/23	08/03/23
M2672-122223-15216	2" Threaded Multi-Jet Meter w/L&G Interp	40	40	0	07/13/23	7/13/23	8/7/23	08/03/23
M1590	2" x 10" Octave Register/Meter 25' Nicor	10	10	0	07/06/23	7/6/23	9/13/23	09/11/23
W2526-15216	Series 5 Wall Module 2' Nicor (RF Mesh)	10	10	0	07/06/23	7/6/23	9/13/23	09/11/23
M1673-112223-15216	1 1/2 Multi-Jet Meter w/Bronze Bottom	6	6	0	07/13/23	7/13/23	8/7/23	08/03/23
HGA90YA5-0FD3-4000	FOCUS AXRe-SD GDSM G5 2SE 240V CL320 WPL	40	40	0	10/13/23	5/1/23	10/24/23	10/24/23

Open Orders Report Snapshot

Material Number	Material Description	Order Qty	Shipped Qt	Remaining Qt	Required Dat	Cust Req Dat	Scheduled Ship Date
SERV-TRAIN	Training Services	1	0	1	05/01/24		5/1/24
SERV-DEP-AMIPROJD	AMI Project Delivery Services	1	0	1	04/26/24		4/26/24
TS-SWMAINT-0001	Tech Studio Annual Maintenance	1	0	1	12/14/24		12/14/24
SERV-CC-SAAS	CC SaaS Monthly EP Fee up to 6,333 EP's	1	0	1	05/18/24		5/18/24
SERV-CC-SAAS	CC SaaS Monthly EP Fee up to 6,333 EP's	1	0	1	06/18/24		6/18/24
SERV-CC-SAAS	CC SaaS Monthly EP Fee up to 6,333 EP's	1	0	1	07/18/24		7/18/24
SERV-CC-SAAS	CC SaaS Monthly EP Fee up to 6,333 EP's	1	0	1	08/18/24		8/18/24
SERV-CC-SAAS	CC SaaS Monthly EP Fee up to 6,333 EP's	1	0	1	09/18/24		9/18/24
SERV-CC-SAAS	CC SaaS Monthly EP Fee up to 6,333 EP's	1	0	1	10/18/24		10/18/24
SERV-CC-SAAS	CC SaaS Monthly EP Fee up to 6,333 EP's	1	0	1	11/18/24		11/18/24
SERV-CC-SAAS	CC SaaS Monthly EP Fee up to 6,333 EP's	1	0	1	12/18/24		12/18/24
HBA00XC1-0FD3-4000	FOCUS AXRe-SD AXEI 1S 120V CL100	10	0	10	06/28/24	6/7/24	
XC080HET0100-0FD3	RXRS4x 2SE W/R GDSM RF	10	0	10	06/28/24	6/7/24	
JG160XAS-0FD3-4000	FOCUS AXRe GDSM G5 2K 240V CL480 WPL	3	0	3	06/28/24	6/7/24	
XC010HET0100-0FD3	RXRS4x 45S(5S) W/R GDSM RF	8	0	8	06/28/24	6/7/24	
XC000HET0100-0FD3	RXRS4x 45S(5S) W/R GDSM RF	50	0	50	06/28/24	6/7/24	
XC9A0HET0100-0FD3	RXRS4x 12S W/R GDSM RF	18	0	18	06/28/24	6/7/24	
XC0B0HET0100-0FD3	RXRS4x 16S W/R GDSM RF	40	0	40	06/28/24	6/7/24	

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CRM forecast review

Project highlights, lowlights and lessons learned

HIGHLIGHTS:
GOOD CUSTOMER TECH KNOWLEDGE AND WILLINGNESS TO TROUBLESHOOT

LOWLIGHTS (I.E., MAJOR PAIN POINTS RELATING TO HARDWARE, SOFTWARE, ETC.):

PRODUCT DELAYS
INSTALLATION SERVICES

LESSONS LEARNED:

INSTALLATION SERVICES
PM TRANSITION PLAN

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Deliverable List Confirmation

Table 1. Core Deliverables

Deliverables	Lead	Support
Project Management and Technical Delivery Services as noted in Section 3	Landis+Gyr	Customer
AMI training as noted in Section 3	Landis+Gyr	Customer
Hosted or Self-Hosted Command Center Instance for production environment	Landis+Gyr	Customer
Delivery of 6 Gateways, 12 Routers, 2650 electric meters, and 1944 water endpoints	Landis+Gyr	Customer
System Acceptance Testing (SAT) execution	Customer	Landis+Gyr
Command Center Integrations:		
Command Center to Customer CIS via flat file transfer	Landis+Gyr	Customer

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Premium Support

What is it?

- Premium Support provides matrixed support for one part of or your end-to-end system that can be customized to meet your needs.

  - A designated Landis+Gyr expert will be assigned who becomes deeply familiar with your specific systems and operational processes.

  - They are your first point of contact for managing and resolving issues, conducting system performance queries, and providing after-hours maintenance support.

  - Our Premium Support technicians will also help you navigate ongoing developments in the Landis+Gyr solution lifecycle that will impact your utility's future planning.

Benefits

- Landis+Gyr is your trusted partner, committed to helping you maximize the value of your smart-grid investment. Our support services have been designed specifically to enhance and increase the efficiency of your operations and ensure your long-term success.

- We employ a collaborative approach that combines our technical solutions expertise and utility experience, while drawing on best practices gleaned from our many other deployments.

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Customer Experience Leadership

CRAIG MARKHAM
MANAGER, PREMIUM SUPPORT

CRAIG MARKHAM MANAGES THE PREMIUM SUPPORT SERVICE FOR LANDIS+GYR AND IS BASED IN ALPHARETTA, GA. HE LEADS A TALENTED TEAM OF TECHNICAL MANAGERS AND ENGINEERS WHO SERVE AS THE DESIGNATED FIRST POINTS OF CONTACT FOR TROUBLESHOOTING AND FINE-TUNING AMI AND MDMS SYSTEM DEPLOYMENTS FOR MANY OF L+G'S UTILITY CUSTOMERS.

CRAIG JOINED LANDIS+GYR IN 2023 AND HAS OVER 30 YEARS OF EXPERIENCE IN THE ENERGY SERVICES FIELD WITH VARIOUS REGULATED UTILITIES, UTILITY CONSULTANTS, COMPETITIVE ENERGY RETAILERS AND DEMAND RESPONSE AGGREGATORS. HE HAS SERVED IN A VARIETY OF CUSTOMER SERVICE, OPERATIONS AND OTHER BUSINESS- AND

Customer Experience Leadership

CHAD KEHN

DIRECTOR, CUSTOMER EXPERIENCE

CHAD KEHN PROVIDES LEADERSHIP AND DIRECTION TO THE CORE, EXPERT AND PREMIUM SUPPORT TEAMS. WITH A STRONG DEDICATION TO HELPING CUSTOMERS, RESOLVE ISSUES AND FINDING WAYS TO IMPROVE THE CUSTOMER EXPERIENCE.

CHAD HAS OVER 13 YEARS OF EXPERIENCE WORKING FOR LANDIS+GYR IN VARIOUS ROLES INCLUDING MANAGER MDMS EXPERT SUPPORT, R+D MANAGER MDMS AND HEAD OF ADVANCED ANALYTICS. CHAD WAS INVOLVED WITH THE MDMS PRODUCT LINE PRIOR TO IT BEING BROUGHT INTO THE L+G PORTFOLIO.

PREMIUM SUPPORT

CORE SUPPORT

(L1 SUPPORT)

- TROUBLESHOOTING
- INFORMATION GATHERING
- PROVIDE RESOLUTION TO COMMON PROBLEMS
- UTILIZE DOCUMENTED PROCEDURES
- PRODUCT QUESTIONS
- REQUEST FULFILLMENT, EVENT & INCIDENT MANAGEMENT

EXPERT SUPPORT

(L2 SUPPORT)

- CROSS FUNCTIONAL GROUP OF PRODUCT SUPPORT SPECIALISTS AND LEADERS
- DEEPER LEVEL OF TROUBLESHOOTING
- LEVERAGES EXPERIENCE AND LESSONS LEARNED FROM OTHER SITES AND PROJECTS
- PROBLEM MANAGEMENT

SUSTAINING ENGINEERING

(L3 SUPPORT)

- ENGINEERING TRIAGE AND ENGINEERING SUSTAINING TEAM
- PRODUCT DEFECT RESOLUTION AND PATCHING
- EVALUATE ENHANCEMENTS
- INITIAL TRIAGE OF CASES – CONSULTING OTHERS IN ENGINEERING AS NEEDED

Premium Support Includes:

Support Services	Standard Support	Premium AMI	Premium MDMS
Answer product questions, troubleshoot issues, address product defects, and advocate for enhancement requests	✓	✓	✓
Knowledge Base Access	✓	✓	✓
Internal collaborative support model with engineering	✓	✓	✓
24x7 for critical issues	✓	✓	✓
Designated Technical Resource(s) - remote/on-site* (on-site pricing provided at increased cost)		✓	✓
Perform initial troubleshooting with in-depth knowledge of the specific system, customizations, and integrations		✓	✓
Ongoing risk assessment of the solution when an issue(s) is identified with adjacent systems		✓	✓
Provide tracking of and routine updates on product issues that may be relevant based on versions in use		✓	✓
Proactively assist with configuration management and necessary adjustments for refined business processes, new product releases, etc.		✓	✓
Enhanced Coordination and management of escalated issues with internal Landis+Gyr teams		✓	✓

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Premium Support Includes:

Support Services	Standard Support	Premium AMI	Premium MDMS
Record and track the current status of pending support/Change Requests		✓	✓
Conduct routine operational review meetings with customer (product roadmap discussions, release notes review, case review meetings.)		✓	✓
Receive discount on all purchased Smart Grid Services		✓	✓
Support future planning of System enhancements, network/headend upgrades, HES Upgrades		✓	✓
Provide best practices (queries, processes, procedures) designed for your specific utility		✓	✓
Leverage lessons learned from other deployments to secure smooth operations for your utility.		✓	✓
Monthly delivery of all updated/released L+G documentation		✓	✓
Firmware Upgrades leadership (one per year/CC Upgrade)		✓	
Conducts MDM System Health Check with a report of findings and recommended actions	Optional	N/A	✓
Conducts Network Optimization Assessment with a report of findings and recommended actions	Optional	Optional	N/A

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Questions?

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