

## Trimark Operations Center

### TOC Services

Trimark Operations Center (TOC) offers a number of services to help our clients operate and manage their energy resources.

- Equipment maintenance and support
- Performance management and analytics
- Site monitoring and reporting
- SCADA, monitoring, and data hosting
- Site Operations and Maintenance (O&M)
- Data management services
- Network and security management
- Disaster recovery and business continuity
- Operations support
- ISO integration support
- Warranty support
- Extended hours emergency support



*The TOC is here for you, ensuring seamless, continuous operations.*

Keeping your systems up-to-date with the latest software is critical. The Trimark Operations Center (TOC) updates your systems with the latest software to avoid downtime and lost revenue.

### Maintenance and Support for Technology-Based Equipment

Trimark can perform routine and preventative maintenance on a wide variety of technology-based equipment including power meters, RTUs, RIGs, SCADA servers, data loggers, MET stations, and sensors. Trimark is fully-qualified to inspect, calibrate, program, troubleshoot, and certify these types of equipment.

### Performance Management and Analytics

Maximizing your revenue with performance analysis is the fundamental reason for investing in SCADA. TOC can collect, validate, analyze, and report on-site data. Providing customized analytics and industry-leading data management practices can help your performance management team maximize the performance of your operating assets.

### Site Monitoring and Reporting

Trimark Operations Center is not just here to answer your calls. We monitor our clients' assets and send alerts at the first sign of trouble, often before our clients know there is a problem. Trimark uses proprietary software to keep our TOC informed of device issues in real time.

### SCADA, Monitoring, and Data Hosting

Redundant datacenters ensure Trimark's hosted Vantage system stays online and available. Our industry-leading Vantage system is unsurpassed in functionality. Trimark's Vantage offers the following:

- Custom Reporting
- Settlement Data Reporting
- Efficiency Reporting
- Custom Alarms
- Multi-Factor Authentication

### Trimark's Certifications

- California Licensed C-10 Electrical Contractor #816159
- Certified Meter Data Management Agent (MDMA)
- Certified Qualified Reporting Entity (QRE) Services Provider
- California Independent System Operator (CAISO) RIG Third Party Engineering Firm
- CAISO Approved Meter Inspection Company

---

## Operations & Maintenance Services

Trimark offers a range of PV site O&M services, continuously monitoring plant equipment with Trimark's Vantage System.

- **Maintenance services** – Monitor ongoing energy production, visual inspections of general site conditions and equipment, clean PV modules, report power production performance
- **Electrical maintenance** – Visual inspections, clean, test site equipment
- **Mechanical maintenance** – Visual inspections, clean, recalibrate, test site equipment
- **MET station and sensor maintenance** – Visual inspections, clean, assess sensors for proper calibration
- **Efficiency reporting and analysis** – Generate monthly reports to help manage assets and validate revenue

## Data Management Services

Data Management Services help ensure the reliability and availability of data collected from production resources. Data Management Services can review the collected information, validate its quality, identify and resolve data gaps, and prepare and deliver data collections to clients and business partners supporting the site resource.

- **Meter reading and validation** – Trimark can read meter data for use in settlements and submittals. Trimark applies industry-accepted Validation, Estimation, and Editing (VEE) protocols to ensure data integrity for billing and generation settlements.
- **Data submittals** – Once validated, data can be organized and delivered to clients and third parties for performance management, financial settlement, compliance validation, etc.
- **Energy incentive program services** – For State and Federal Incentive Programs, Administrators require a third-party data provider, known as a Qualified Reporting Entity (QRE), to submit the data. Trimark is a QRE for a number of Incentive Programs.
- **SCADA data management** – SCADA systems collect both real-time and historical data. SCADA Data Management Services include support for assessing and maintaining data quality, conducting analysis, and reporting SCADA data. Industry-accepted standard VEE protocols are applied to ensure data integrity and completeness.
- **Custom reporting** – Trimark can design and deliver reports to meet any standard or non-standard management need.

## Networking and Security Management Services

Trimark offers a number of networking services, ranging from site design consulting to full on-site implementations:

- Advanced networking support
- Firewall configurations
- NERC CIP compliance
- Network design
- SIEM deployments

## Disaster Recovery and Business Continuity Services

Trimark can design and execute disaster recovery plans based on your RTO/RPO criteria. Adding redundant systems, offsite storage, disaster recovery, or business continuity to your systems ensures that, in the event of system failures, your assets stay protected from revenue or data loss.

## Operations Support Services

Trimark can support your operational structure in many ways, from issue detection and notifications to plant operations.

Support services include:

- Service dispatch
- Forecasting
- Trending
- Outage support
- Preventive failure detection

## ISO Integration Support

TOC can keep non-compliance issues from escalating into decertification. TOC can troubleshoot your problems to keep your site online and compliant. Should unavoidable site conditions lead to compliance issues, TOC can help resolve said issues and avoid decertification, regardless of the type of device or method of communication.

## Warranty Support

Warranties can be costly to identify and execute. Trimark can manage warranty claims by working with manufacturers to identify and quickly resolve any warranty issues, including replacement coordination and navigating the RMA process.

## Extended Hours Emergency Support

TOC offers several service levels, including 24/7 support packages. Whether you need alerts, remote support, or on-site service, Trimark will be there.

- Automated alerts
- 24/7 Call Center
- Cloud-based customer ticketing system
- After hours on-site services

