



# MONTHLY MAINTENANCE PROGRAM

## A SOPHISTICATED APPROACH TO LIGHTING MAINTENANCE.

- Portfolio-wide lighting maintenance.
- Comprehensive site reporting.
- Enhanced visibility on each site.
- Monthly outage reports.
- Reduction of maintenance time on site.
- Automated maintenance processes.
- Detailed inventory on site-by-site basis.
- Auto-CAD drawings of every site.
- 24/7 emergency response.
- API integrations.

### OUTAGE REPORT

Receive site outage reports on a monthly basis. The outage reports detail every lighting outage on the property alongside pictures.

### “NTE” SERVICE DISPATCH

Service will be automatically dispatched for any repair(s) that falls within the predetermined ‘Not To Exceed’ amount.

### AUTOMATED INVOICING

All service invoices are automatically sent timely to customer for payment.

### REPAIRS PERFORMED

Service Manager coordinates the entire service and repair process. Customer can view the progress of all repairs portfolio-wide through customer portal.

### QUOTE APPROVAL

Property Manager will review the repair quote and approve to dispatch service.

### OVER “NTE” REPAIR QUOTE

If the repair cost exceeds the NTE limit, a formal quote will be sent to the Property Manager for review.





Dashboard

## INTERACTIVE DASHBOARDS

Customers have access to our comprehensive Power BI dashboards. These dashboards allow you to interact with and analyze site data to an incredible degree. Dashboards can be set up on a property manager by property manager basis, or for Vice Presidents of Property Management over entire portfolios. Power BI dashboards are upon request.

## ALL-INCLUSIVE CUSTOMER PORTAL

The Customer Portal gives customers full insight on work orders for every property. The portal includes work order status, service manager info, site descriptions, past and future service dates. Every customer has the ability to access site outage reports, invoices, and other property documents. Each customer receives a personal login to access their portal.

| Work Order | Site Name                  | Status           | Description                                | Service Manager  | Request Date | Start Date   | Due Date      |
|------------|----------------------------|------------------|--|------------------|--------------|--------------|---------------|
| 100571     | Chapel Hill North Center   | Scheduled        | Repair Damaged Light Poles                 | Robert Navits... | 7/25/2023... | 8/2/2023...  | 8/8/2023 1... |
| 100570     | Ashburn Farm Market Center | On Site          | Fix Lights Affected by Power Surges        | Robert Navits... | 7/21/2023... | 7/21/2023... | 8/4/2023 1... |
| 100569     | Central Station            | Shipment Pending | Troubleshoot Faulty Wallpacks              | Robert Navits... | 7/19/2023... | 7/31/2023... | 8/16/2023...  |
| 100568     | Everybody's Plaza          | Closed           | Fix Flickering Exterior Floodlights        | Robert Navits... | 7/19/2023... | 8/2/2023...  | 8/9/2023 1... |
| 100566     | Broadway Promenade         | Cost Review      | Install Weatherproof Electrical Enclosures | Chance Sanders   | 7/13/2023... |              | 7/21/2023...  |

Customer Portal

## AUTO-CAD DRAWINGS & DETAILED SITE INVENTORY

For every property in the MMP, we provide detailed AutoCAD drawings along with a comprehensive site inventory of all lighting fixtures and equipment. This detailed documentation empowers us to reduce time onsite identifying where outages are and often reduces time spent on repairs. Not only does this provide insight into all inventory, it also ensures we're taking advantage of all warranties available.



Detailed Site Plan

| ID#                | Fixture | Lamp Type | ID#                     | Lamp Type | ID#  | Lamp Type         |  |  |
|--------------------|---------|-----------|-------------------------|-----------|------|-------------------|--|--|
| <b>POLE LIGHTS</b> |         |           | <b>DECORATIVE POLES</b> |           |      | <b>WALL PACKS</b> |  |  |
| P1                 | A       | 400W MH   | D1                      | M175/U    | WP1  | M175/U            |  |  |
| P2                 | A       | 400W MH   | D2                      | M175/U    | WP2  | M175/U            |  |  |
| P3                 | A       | 400W MH   | D3                      | M175/U    | WP3  | M175/U            |  |  |
| P4                 | A       | 400W MH   | D4                      | M175/U    | WP4  | M175/U            |  |  |
| P5                 | A       | 400W MH   | D5                      | M175/U    | WP5  | M175/U            |  |  |
| P6                 | A       | 400W MH   | D6                      | M175/U    | WP6  | M175/U            |  |  |
| P7                 | A       | 400W MH   | D7                      | M175/U    | WP7  | M175/U            |  |  |
| P8                 | A       | 400W MH   | D8                      | M175/U    | WP8  | M175/U            |  |  |
| P9                 | A       | 400W MH   | D9                      | M175/U    | WP9  | M175/U            |  |  |
| P10                | A       | 1000W MH  | D10                     | M175/U    | WP10 | M175/U            |  |  |
|                    | B       | 1000W MH  | D11                     | M175/U    | WP11 | M175/U            |  |  |
| P11                | A       | 1000W MH  | D12                     | M175/U    | WP12 | M175/U            |  |  |
|                    | B       | 1000W MH  | D13                     | M175/U    | WP13 | M175/U            |  |  |
| P12                | A       | 1000W MH  | D14                     | M175/U    | WP14 | M175/U            |  |  |
|                    | B       | 1000W MH  | D15                     | M175/U    | WP15 | M175/U            |  |  |

Site Inventory List

## API INTEGRATIONS

API integrations allow for 2-way communication between any web-based platform. This communication between platforms allows the exchange of data and ability to perform actions. We are able to integrate directly with any proprietary software for enhanced efficiencies.