

OVERVIEW

# EVANTAGE PROGRAM



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Energy Options  
EV Charging, Electrical Generation,  
and Storage



# EVantage is Your Advantage in the EV Charging Space

The EVantage program is our maintenance and support program that equips partners with a competitive advantage in the EV Charging space by offering hardware, network connectivity, technical and ongoing support, as well as out-of-territory support and planning.

## **EVANTAGE PROGRAM HIGHLIGHTS:**

### **HARDWARE/LABOR WARRANTY**

- Warranty against device malfunction
- Ongoing maintenance and proactive support
- Inventory of replacement equipment, including “hot swaps”

### **NETWORK CONNECTIVITY**

- Ongoing dashboard training
- Ongoing software optimization and updates
- Smart load balancing for cars and utility rates
- Device control via user-group creation and management
- Full charging report capabilities, including usage and revenue analysis
- Network visibility on EV Charging apps

### **TECHNICAL SUPPORT**

- Initial and ongoing hardware training
- Initial and ongoing software training
- Helpdesk support
  - ENERGY OPTIONS support during business hours
  - TERRA end-user support 24x7
  - Remote dashboard assistance
  - Remote hardware diagnostics and assistance
- Ongoing device optimization for hardware and software

### **QUARTERLY REVIEW OF SOFTWARE AND HARDWARE**

- Device health check

### **OUT OF TERRITORY SUPPORT AND PLANNING**

- Multiple state scenarios - planned expansion of network

