

# Performance Data Provider: Application to Provide Services

## Self-Generation Incentive Program

2012

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This application is to be used by Applicants for approval as a Performance Data Provider (PDP). Please refer to the checklist and questionnaire to ensure your application includes all applicable documentation.

Company Name: \_\_\_\_\_

Primary Contact: \_\_\_\_\_

Address: \_\_\_\_\_ Address 2: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Fax: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email: \_\_\_\_\_

### Technical Support Contact

Contact Name: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Email: \_\_\_\_\_

### Customer Support Contact

Contact Name: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Email: \_\_\_\_\_

### Type of Data Services Provided (please mark all that apply)

- Electrical Generation Metering
- Thermal Output Metering
- Fuel Consumption Metering

By signing this document, the Applicant agrees to comply with all program requirements including those described in the SGIP Handbook (signature must be someone with legal authority at the PDP). Additionally, Applicant agrees to keep confidential all data received from the PA for testing. Information in this document will remain confidential.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_

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### Questionnaire

#### Background

Please describe:

- General company background.
- The number of years you have been providing technical services to your clients.
- The type of services you have provided.
- The number of years you have been providing services in California.
- The size of your team.

#### Meter Data

- Please describe the type of advanced technologies your organization utilizes to read and maintain meters in the State of California.
- Is this system automated and does it use available telephone and wireless communication technology?
- Can you perform remote diagnostics?
- If remote diagnostics are not capable of remedying the situation is a site visit conducted?
- What contingency plans do you have in place in the event the meter is functioning and a problem with the communications infrastructure exists?
- Meter Service Providers are required to provide certification of electrical work and electrical safety training and qualifications.
- Manual meter readers require specific meter reading and safety training to ensure that they comply to the applicable safety requirements of CAL OSHA.

#### Procedures

##### Meter Reading

It is understood that during normal operation metering reading will not be done manually and that meter reading will be done utilizing hardwire and wireless methods.

- Does your data acquisition system provide both communications and meter reporting?
- Does your internal reporting alert your organization to the root causes of meter reading problems? Namely communication problems versus meter failures?

##### Data Communications

- Will your data acquisition system execute regular daily or hourly TCP/IP communications with each meter as your client specifies?
- What type of communication nodes are used to process the meter data and are these nodes scalable to accommodate increased activity?
- What type of turn-around times do you expect for trouble shooting a problem in reading a metering point?

##### Retrieving Missed Reads

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- Will there be multiple attempts made to read each meter in the event of a communication failure?
- What happens when communication succeeds but a gap in interval data remains?
- Do resolution activities involve rereading the meter for missing interval data?
- What happens if missing data cannot be retrieved?

### Data Validation

- Do your data validation checks include Validation of Meter ID, Meter Serial Number, Power up, Power Down, Clock Reset, Time Shift, Pulse Overflow, Test Mode Check, Sum Check, Spike Check, KVARh check and Meter Advance?
- Please give examples of how each of these is done

### Technical Support

- Please provide a list of the activities your service desk will perform.
- Please provide your response time to calls and emails.
- Please provide your service desk business hours (Pacific Time) and the number of members in your support team

### Customer Support

- Please provide a list of activities your customer support team will perform.
- Please provide your customer support team business hours (Pacific Time) and the number of members in your support team.

## **IT Systems and Processes**

### Data Processing and Posting

- Please describe the types of data output formats your organization supports.
- Please describe the available methods of data delivery.
- Please describe how your organization restricts access to the data and how it is protected and secured

### Data Retention Plan

- Please describe how the validated data will be stored, the level of security and redundancy.
- Please specify the length of time the data will be stored

### Backup and Recovery Plan

- Please describe your backup strategy for your data acquisition system and its supporting systems.
- Please specify the length of time backups will be stored.
- Please describe your data recovery plan for different types of disasters from Database or Server Corruption to catastrophic disasters.
- Please specify the maximum downtime before communication is restored.

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### Hardware and Software Scalability Plan

- Please describe the level of scalability of the data acquisition system and its supporting hardware taking into consideration your existing load of meters, modems and network bandwidth

### Data Confidentiality and Security Procedures

- Please explain whether the server used by the data acquisition system is located in a controlled area and the level of employee access.
- Please describe the level of firewall protection provided for the DAS server on your network.
- Please describe how data will be accessed. Will there be secured encrypted communication with the server? For example using Secured Sockets Layer (SSL).
- Will files be stored in independent directories for each account?
- Will each user's security privileges be maintained in the organization's database with all access to data controlled by information in the database?