

RGM Upgrade Provider Q&A Webinar: June 11, 2021

1. **Question:** What is the replacement equipment? That is, is it plug and play / direct replacement?
Answer: All replacement equipment must have 4G cellular capability or greater. The Provider(s) will propose which make/model of meters will be installed, as long as they are on the approved RSIP-eligible preferred data provider list. See page 5 of the RGM Upgrade RFP (Section 1.1) for the current list of approved meters. The Green Bank may consider non-RSIP eligible meters if they meet ANSI 12.20 requirements, plus additional requirements detailed in the legacy Preferred Meter Provider (PMP) RFP, located at <https://www.ctgreenbank.com/rfp-archive/>. This would require the Green Bank to reopen the PMP RFP to consider new meters.
2. **Question:** Can CTGB front the cost (and store) some meters and distribute in special circumstances?
Answer: The RFP requires that Provider(s) cover the up-front costs of meters, and all respondents will need to apply to the RFP in the same fashion. If the Provider is unable to pay the up-front cost of equipment, please indicate that in your response. CTGB will take into consideration the feasibility of Applicants' capacity to procure meters up front.
3. **Question:** How would a Provider be reimbursed for a faulty meter?
Answer: Provider(s) will need to work with each metering company to arrange any Return of Merchandise Authorizations (RMAs). When providing cost estimates in their RFP proposals, Applicants can factor in the possibility of faulty meter returns.
4. **Question:** If electrical issues are found at a site (corrosion, etc), who would be responsible for any electrical work needed? Who would decide to shut a system off (and lock off), if needed?
Answer: If a technician finds a possible electrical issue at a site, s/he can report it to an on-staff (or contracted) electrician. Each Provider will be required to keep a licensed electrician available to visit sites and replace meters questioned by a technician. A licensed electrician can also determine if a system should be shut off. Customers will need to contact their solar installers or a licensed professional to remedy critical electrical or safety issues. The purpose of this RFP is only to safely and effectively replace RGMs. Work outside the scope of this RFP will need to be referred to other parties at the customer's expense. If an installer is no longer in business, customers can use www.gosolarct.com or the Green Bank to find another qualified installer.
5. **Question:** Providers may need to temporarily shut down certain types of systems (such as line side taps) to replace meters. Will this be acceptable for a technician, or only an E-1/E-2?
Answer: Each Providers' E-1/E-2 must be available to consult with technicians to determine if a system would need to be temporarily shut off to change the meter.
6. **Question:** What will be the unit price of a meter?
Answer: Applicants will need to coordinate with metering companies to determine equipment costs and any possible bulk rates. Applicants can reference that their orders are part of this RFP when coordinating with meter providers.
7. **Question:** How will CTGB structure payments in the PSA?
Answer: Applicants can propose how they want to be paid, including preferred pricing scheme. Such payment structure will be part of the competitive RFP process and review.

8. **Question:** If a technician is not part of a larger organization, would he/she be responsible for answering customer service complaints/concerns after a meter upgrade?
Answer: All Providers are responsible for answering any customer inquiries regarding *only* the meter upgrades and related coordination. Issues outside that work can be forwarded to a customer's solar installer, www.gosolarct.com, or the Green Bank. Applicants can accommodate for customer service in their cost proposals.
9. **Question:** The RFP requires that CGB be able to verify accurate meter logging for 3mo after each 3G sunset to issue payment. Can any exceptions be made?
Answer: The Green Bank will need to verify that meters are correctly communicating with its monitoring platform at 4G or higher, preferably for a period of time after a 3G sunset. See the answer to question #26 for more detail. The CTGB will require photos from each site and a full weekly log of all meter upgrades from each provider.
10. **Question:** Does new metering have capability of being hard wired? If so, is this the preferred method of installation?
Answer: Newly installed meters need to be capable of communicating via at least a 4G cellular network. Provider(s) can propose solutions for how a meter can communicate where 4G service is unavailable.
11. **Question:** In a scenario where there is no cell service coverage (it is installed in the basement or a remote area) are we required to provide a form of cellular network access point?
Answer: See answer to question #10 (above). Also, Providers' employees will need to adhere to the latest Connecticut COVID protocols if considering entering homes:
<https://portal.ct.gov/Coronavirus/Covid-19-Knowledge-Base/Latest-COVID-19-Guidance>
12. **Question:** For equipment that is hard wired, were these included in the total count? Do these have to be changed? For example, the *LGATE 120* can be installed not to utilize the cell network and be hard wired, does this have to be upgraded regardless?
Answer: Cellular metering is a requirement of RSIP. See section 1.1 of the RFP. Any meter that is currently transmitting data over the 3G network will need to be replaced or upgraded. The Green Bank will consider accepting alternative connections where 4G service is unavailable on a case-by-case basis.
13. **Question:** What is the expected scope under the (5) year maintenance agreement on all RGM upgrades?
Answer: The Green Bank expects that a Provider be at least capable of coordinating and completing a return of merchandise authorization (RMA) and reinstallation when needed. Beyond that, the Green Bank will accept maintenance agreement proposals from all Applicants.
14. **Question:** Is there a set price for reimbursement for the procurement of the meters?
Answer: Provider(s) will need to invoice the Green Bank for all equipment and labor and include documentation of the cost of each meter. Different makes and models of meters will have different costs. See question #6 for more information.
15. **Question:** Should unit disposal be factored into the per unit replacement pricing, or will disposal be reimbursed by the Green Bank?

Answer: Applicants will need to factor in any possible disposal costs to their proposals. Applicants will be responsible for the disposal of all meters and associated equipment.

16. **Question:** Will the Green Bank supply spec sheets for RGM's to be installed prior to Proposal Deadline? If yes, what date?

Answer: Each Provider will work with the CTGB-approved metering providers to determine the specifications of the new meters for the purposes of this RFP. Section 1.1 of the RGM Upgrade Provider RFP specifies the use of RSIP-eligible meter brands. The Green Bank may consider non-RSIP eligible meters, as described in question #1.

17. **Question:** Please confirm the RGM Warranty period contemplated by the Green Bank.

Answer: RGM equipment warranties will be offered by each metering company. A typical equipment warranty is five (5) years. The RFP also requires a five (5) year workmanship warranty. Applicants can propose alternatives in their RFP responses for Green Bank's consideration, and include a scope of proposed maintenance services.

18. **Question:** Please confirm 5-year Workmanship Guarantee DOES or DOES NOT include cost of new equipment associated with a Claim.

Answer: Providers will need to coordinate with Green Bank metering providers to determine if a site issue is related to workmanship or equipment. If a Provider has ordered a meter directly from one of our preferred metering companies, then they would arrange equipment reimbursement with them.

19. **Question:** Please confirm 5-year Maintenance Agreement DOES or DOES NOT include cost of new equipment associated with a Claim.

Answer: See answers to questions #17 and #18.

20. **Question:** Please explain the specific differences between the i) 6-month "Revisit Right" vs. ii) 5-year workmanship warranty?

Answer: The "revisit right" refers to the period of time after a 3G service is sunset. The workmanship warranty refers to the period of time after the date of a physical meter upgrade. If a meter is installed before a sunset deadline, these dates could differ. If a meter is changed after a 3G sunset, then the latter date would govern. Applicants can specify in their proposals if they can meet these targets, or provide alternatives that best match their capabilities.

21. **Question:** Within the 6-Month "Revisit-Right" period, what if our provider is dispatched for RGM service and no RGM operation fault is found: 1) Who covers the cost of the provider?, and 2) If inverter or other system issues are creating the error, is Provider expected to repair? If so, will Greenbank be responsible for another party?

Answer: Providers will only be responsible for work related to meter upgrades only. The Professional Services Agreements will specify the details. The Green Bank expects that each Provider will communicate with customers to avoid unnecessary revisits as much as possible. If a customer is having issues with his/her solar installation, a technician can refer him/her to the original installer. If the original installer is no longer in business, then customers should be referred to www.gosolarct.com or the CT Green Bank.

22. **Question:** Please define Green Bank's definition of 'transmitting confirmation'? How does the Green Bank plan to give Providers confirmation that transmitted data is being received? (i.e.

Connectivity confirmation) Please define “timely manner” as to verification of connectivity? Is API to a monitoring platform available? Is there another plan?

Answer: The Green Bank requires that all meters report directly to our preferred data provider’s platform, Locus Energy (AlsoEnergy). RGM Upgrade Providers will update meters in the field and send confirmation to the Green Bank in a weekly report. Green Bank staff will then update our records in Locus. Once we verify that data is flowing into Locus over an agreed-upon interval (for example, one month), that will verify connectivity. Green Bank staff can send documentation to the Provider(s) or metering providers in bulk, if requested. Locus LGates do not require an API to transmit data to its platform. Other makes of meters report through an API using identifiers independent of the physical meters. These types of swaps (such as Enphase, SolarEdge, or SolarLog) may not require that the Green Bank update records in Locus. The Green Bank will also need to verify that all historical data from each meter is available.

23. **Question:** Please provide RGM Approved vendor list.

Answer: Please see the list on page 5 of Section 1.1 of the RFP.

24. **Question:** Confirm prevailing wages DO NOT apply.

Answer: Prevailing wage does not apply. There is no statutory or other legal requirement for prevailing wage for this scope of work.

25. **Question:** What is meant with SL-2 systems (category Locus Meter PMP; 1,076 units)

Answer: “SL-2” are “Solar Lease II” residential PV systems administered by the CT Green Bank. All of these projects have 3G Locus meters which will need to be replaced. The Green Bank prefers Locus meters at SL-2 sites, but will consider alternatives.

26. **Question:** Quote from the RFP: ‘Work with the CT Green Bank to allow for verification that all data is correctly reporting for six (6) months after each respective 3G sunset’: what is the reason for this time period of 6 months, does it mean the replacements are to be initiated in the 6 months after each respective 3G Sunset Date?

Answer: The intention with this requirement is to ensure that all meters will continue to transmit data over at least a 4G network after each 3G sunset. However, the CT Green Bank understands that we have additional requirements in place for verifying upgrades at the time of the work. Please see Question #20 for more detail.

27. **Question:** We have learnt that KORE/T-Mobile moved their 3G Sunset Date from October 2021 to April 2022; will this new date be applied with this RFP?

Answer: If the Green Bank can verify that some 3G sunset dates have been changed, we will amend the RFP to reflect those changes. When drafting service agreements, the CT Green Bank will confirm the accuracy of each 3G Sunset date.

28. **Question:** Is there already a timeline available on when to start with the replacements after July 2021?

Answer: We are planning on signing on Providers by mid to late July and expect that field work will begin in August. However, as stated in the RFP, Green Bank reserves the right to modify this timeline as needed. The RFP asks that Applicants indicate their lead times (such as bringing on staff, scheduling, and communicating with customers) prior to beginning field work. Please specify how much time you will need between the signing of an agreement and the commencement of your field work here in CT.