



## Frequently Asked Questions

### **1. What services does Uptime Solar provide?**

Uptime Solar is a full service O&M and Asset Management provider for solar and energy storage assets in Texas. We perform all scheduled maintenance as well as troubleshooting and corrective maintenance. We take care, custody, and control of sites, and we manage vegetation control and panel-cleaning providers on behalf of asset owners. We also support owners from pre-COD during the commissioning and the handover.

### **2. How does Uptime Solar help achieve 99.9% availability of a solar asset?**

Hitting high availability levels is the result of careful preventative maintenance and rapid response to faults and alarms. In today's challenging supply chain environment, Uptime Solar made the proactive decision to increase inventory so we never wait for parts. We also staff sites with the right number of techs to keep travel times close to zero and response times to minutes rather than hours and days.

### **3. What steps does Uptime Solar take to reduce the fire danger at a solar asset?**

Summers are increasingly hot and dry in Texas, and fire is a constant concern at solar sites. Uptime Solar manages vegetation in a manner that minimizes fire risk and maximizes production. We do this by setting a maximum height of 1 foot for all vegetation to decrease fire fuel. If and when a fire does start, having the right height of vegetation at all times ensures fire responders can easily and quickly access and suppress fires and reduces the potential damage to the solar equipment.

### **4. How does Uptime Solar mitigate rodent damage to underground cabling at a solar asset?**

Managing solar assets over the last 10 years has taught us much, one of the lessons learned was dealing with rodents damaging cables and causing ground faults. The best solution to address this type of issue is during the EPC phase when you can easily place cabling inside conduits. Doing so will make the cabling less appealing to rodents, save considerable repair time and more importantly protect our customers from extended downtime at their solar facilities.