



Support Portal

Simplify customer account management, communication and HAN interaction.

The Energy Internet and smart energy technology provide unprecedented opportunities for energy service providers to communicate and interact with their customers. Forward thinking providers are taking advantage of these capabilities to develop customer relationships, increase customer satisfaction, gain operational efficiencies and meet regulatory and environmental objectives. Deregulated energy service providers are leveraging the potential of the Energy Internet to differentiate themselves from competitors and improve the customer experience.

A single solution for managing the Home Area Network (HAN).

The Tendril Support Portal application simplifies account management and customer communication for Home Energy Management Systems (HEMS). With the Tendril Support Portal, energy service provider administrators or developers can:

- Manage users' accounts
- Send text messages to one or more users
- Assign devices to Utility Enrollment Groups (UEGs) by network-ID and device-ID
- View a HAN dashboard, which displays high-level statistics about registered and unregistered users on the system
- Create logical groupings of HANs to easily send messages and events to specific types of consumers

Facilitate customer account management.

Access to the Tendril Support Portal is secure, requiring a logon ID and password. With the Tendril Support Portal, energy service providers can find an existing customer's settings with one of the following identifiers:

- Customer ID - your unique utility identifier for the customer's residence, ie. Premise, service or meter number
- Email address—the email associated with the user's account when it was created
- Gateway ID—the identifier for the user's Tendril Transport

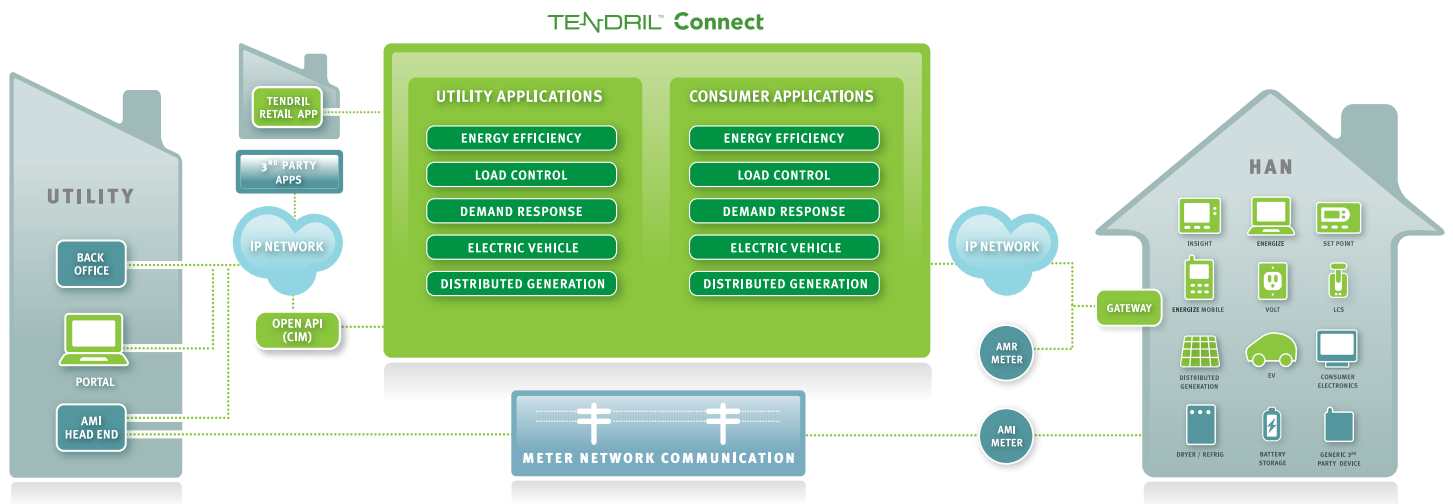
Once the user has been found, the account password can be changed, or the user can be unregistered from participating in a smart energy program.

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“THE TENDRIL SUPPORT PORTAL APPLICATION SIMPLIFIES ACCOUNT MANAGEMENT AND CUSTOMER COMMUNICATION FOR HOME ENERGY MANAGEMENT SYSTEMS (HEMS).”

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Involve customers with informative text messages.

With the Tendril Support Portal, energy service providers can send concise and informative text messages to their customers about energy costs and consumption. Messages are delivered to customers through their Tendril Energize™ application suite and viewed on the user's dashboard screen. For customers with the Tendril Insight in-home display, text messages will appear there as well.

Energy Service Providers can send messages to all customers managed by the Tendril Connect™ platform, or target text message recipients by a variety of filters, including:

- Zip code
- Dwelling type
- Dwelling size
- By Customer-ID
- Logical Group

Manage device specific parameters.

Some HAN devices, specifically a load control switch, require programming for the type of load they are controlling. A load control switch may be connected to appliances such as electric hot water heaters, pool pumps and air conditioner compressors. Each of these appliance types may require different minimum off times. A load control switch also stores a setting for the duty cycle period time when a Demand Response event is sent to the device. These device parameters stored in a load control switch or other device may be programmed through the Support Portal.

Ascertain the health of customer networks quickly and easily.

The Tendril Support Portal also provides a health chart of all the users managed by the Tendril platform. Information is easily read in pie chart format, and is organized according to the current number of:

- Registered online users
- Registered offline users
- Unregistered users

Energy service providers can select the frequency with which the Tendril Connect™ platform polls the user networks. For easy record keeping, the health summary data can be saved to a CSV file.

Tendril Connect™ is the proven energy management platform that enables unprecedented insight, choice, and control. This open standards-based, end-to-end technology enables energy service providers and their customers the ability to deploy and take advantage of tomorrow's Smart Energy solutions, today. Energy service providers and their consumers are empowered with data and analytics about energy consumption, helping to drive down costs, lower environmental impact and realize operational efficiencies.

For more information

Contact Tendril today.
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