

ZEFNET Level 2 Commercial Equipment *ZEFNET PRO* Tier 2 Preventative Maintenance Service Level Agreement (SLA)

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1. Agreement Terms

This Service Level Agreement [Agreement] is re-entered and re-executed into as of 1/1/2025 by and between ZEF Energy [ZEF] and The City of Saint Paul the Client [Client], as evidenced by a Sales Order issued by ZEF, detailing the SLA duration, which will terminate no later than January 1, 2026.

2. Applicable Equipment

This Agreement applies to any commercial ZEF Energy Level 2 EVSE that has been installed in accordance with ZEF's installation guide, is under warranty, and is commissioned by ZEF, a ZEF authorized Service Partner, or an installation contractor hired directly by ZEF. A ZEF EVSE unit is considered to be commissioned when a written notice of commissioning completion has been received by the customer from ZEF Energy. Commissioning includes successful equipment installation, activation and configuration within the ZEFNET platform, and has no open hardware or software issues ("tickets").

3. Applicable Servicing Personnel

This Agreement will be carried out by ZEF Energy through its national Service Partner Network. These service professionals are trained by ZEF and verified as eligible for carrying out the work outlined within this Agreement.

4. Contract Pricing

Total unit count (including commissioned and non-commissioned) pro-rated for Jan 1st - Dec 31st 2025: 65 ZNP @ \$840/yr - \$54600. Additional assets can be added during the SLA period, prorated at the per unit rate of \$840/yr.

5. Included Services

Included in this Agreement are the following:

- Technician Site Support/Troubleshooting
- Scheduled Maintenance
- Service Visit Costs for Warranty-related issues (i.e. travel costs, accommodations, and per diem)

Site Support

ZEF Energy provides a tiered approach to support that provides an avenue for escalation:

- **Tier 0:** extensive support documentation providing tutorials and tips for charger configuration, use, and troubleshooting

- **Tier 1:** after-working hours support agents to provide emergency assistance and the creation of service tickets
- **Tier 2:** technical support agents will provide solutions to hardware and software issues, and facilitate the deployment of field technicians for repairs
- **Tier 3:** complicated support cases will be escalated to a core team of software and hardware engineers.

Preventative Maintenance

In accordance with the manufacturer’s guidelines, preventative maintenance visits will cover an annual on-site inspection to confirm the proper functionality of the unit’s major components. This also will cover the costs required to adhere to the manufacturer’s recommended component replacement schedule.

Regular Remote Inspections

Ongoing diagnostics will be performed to ensure that equipment is running properly so that faulty units can be identified ahead of failure and uptime is maximized.

Service Visit Costs

For any issues that may require component repair or replacement, ZEF’s Support Team will issue a Work Order for the nearest certified service partner to travel to the site to investigate and/or perform the service required. This Agreement will cover travel, accommodations, and per diem expenses for visits that occur under warranty (within the maximum value of this Agreement).

6. Scheduled Maintenance

a.) *On-site Scheduled Maintenance* inspections and replacements will be performed annually, after commissioning, starting at the beginning of the second year and each subsequent year (e.g. 4 times per the first 5 years of operation).

<i>Inspections & Replacements</i>	<i>Replacement (Y/AN)</i>	<i>Notes</i>
<i>Confirm that charge is successfully transferred to an EV</i>		<i>Identify as Pass or Fail</i>
<i>Run charger level firmware diagnostics</i>		<i>Identify as Pass or Fail & troubleshoot as needed</i>
<i>Visual inspection of cord</i>	<i>AN</i>	<i>Cuts or punctures to either cord will result in immediate replacement</i>
<i>Inspect plug and plug latching mechanism</i>	<i>Y</i>	<i>Broken latches will be replaced immediately</i>
<i>Visual inspection of HMI for cracks or condensation</i>	<i>AN</i>	<i>If fail visual inspection, will replace the entire HMI.</i>
<i>Credit card, RFID, and NFC payment methods operate properly</i>	<i>AN</i>	<i>If fail visual inspection, will replace the entire HMI.</i>
<i>Functional test of security screws</i>	<i>AN</i>	<i>Missing or broken screws will be replaced immediately</i>

<i>Visual inspection of site to ensure equipment protection (e.g. bollards)</i>		<i>Make recommendations to the owner about replacement</i>
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Notes: Replacement may or may not be performed as routine actions. For other scheduled maintenance, replacement might be performed on an “as needed” (AN) basis.

b.) Remote Inspections, consisting of a series of internal checks on the following health indicators:

- 1) If used, Cellular communications health (strength/quality)
- 2) Proper charger/card reader configuration

Internal Monitoring, consisting of automated internal tests that flag chargers experiencing hardware, software or communication issues that affect the performance/uptime of a charging station - expected Q2/Q3 of 2024.

<i>Diagnostic & Review Activities</i>	<i>Frequency (Q/M)</i>
<i>Test Human Machine Interface (HMI) Reliability</i>	<i>M</i>
<i>Communications reliability review</i>	<i>W</i>
<i>Review cabinet performance</i>	<i>M</i>
<i>Verify payment module connectivity</i>	<i>Q</i>

Notes: Q = Quarterly, M = Monthly, W = Weekly

c.) In support of the best uptime experience for drivers, on-site reactive maintenance will be performed ad hoc for equipment issues that are under warranty and have an active Agreement. A list of replacement parts are listed here along with standards for storing them locally or with ZEF (available to service partners upon request).

Replacement Parts	Stored Location	Notes
Full ZEFNET PRO replacement	ZEF Energy	This option would only apply in extreme cases and may be fulfilled with a refurbished unit.
Charger cord set (2), with plugs	Local Service Partner	
Latch(es) [1 per plug]	ZEF Energy	
HMI	Local Service Partner	
Payter Payment Module	ZEF Energy	

LED Strip	ZEF Energy	
Peripheral Controller Box	Local Service Partner	
Internal charger	Local Service Partner	Includes cord(s) and plug(s), GFI, revenue grade meter, and communications board
Front/Back metal panel	Manufacturer	

7. Performance & Uptime Summary

This Agreement supports delivering on our 95% or better uptime commitment. ZEF Energy makes available a public-facing system that provides live transparency around platform status and details ZEFNET outage and maintenance period information (<https://stats.uptimerobot.com/AKWYrSZklp>).

Support flow:

1. Support ticket is raised by either ZEF, or the customer
2. Auto diagnosis is automatically run on creation of the ticket, manual diagnosis done if inconclusive
3. Quote generated and attached to the ticket
4. Client approves ticket within the ZEFNET platform for fastest response (if not fully covered by the SLA)
5. Work order is created
6. Parts identified on the work order are shipped from ZEF warehouse to the local certified technician
7. Standard Operating Procedure (SOP) checklists are issued to the technician via ZEF's service app
8. Field remediation undertaken and SOP checklist completed and submitted through the ZEF service app
9. ZEF verifies satisfactory fix, informs the customer and closes the work order
10. ZEF will submit monthly uptime reports no later than one week after the end of each month, after the implementation (outlined below) is completed in Q2 2024

8. Customer Acceptance and Confirmation

By signing below, the undersigned acknowledges and agrees to the terms and conditions outlined in this Service Level Agreement (SLA). The undersigned further confirms their intent to proceed with the services detailed herein and authorizes ZEF Energy to commence activities associated with this Agreement.

Authorized Representative (Client):

Name: _____

Title: _____

Signature: _____

Date: _____

Authorized Representative (ZEF Energy):

Name: _____

Title: _____

Signature: _____

Date: _____

Appendix A: Non-Warranty Part Cost Schedule *

Service Part	Pricing
11.5kW 25' J1772 Plug/Cable assembly	<i>\$445</i>
Retractor Assembly	<i>\$360</i>
HMI Assembly (including CCR)	<i>\$1650</i>
Peripheral Controller	<i>\$470</i>
11.5kW EVSE Module (includes plug assembly, but users prior software licence)	<i>\$1890</i>
Vinyl Graphics (not including labor)	<i>\$129</i>
Cellular Antenna	<i>\$75</i>
M8 Cable	<i>\$20</i>

* Pricing can be subject to change due to any tariffs put in place during the length of the SLA

Appendix B: Non-Warranty Labor Cost Schedule

Service Element	Service Scope	Pricing
Non-Warranty Field Service Labor	<ul style="list-style-type: none"> • <i>All maintenance field service labor associated with non-warranty repairs activities (e.g. vandalism/damage)</i> • <i>This includes additional requests from clients to be completed during an on-site visit.</i> <p><i>*NOTE: (2) technicians can be required for some service calls, to complete needed activities safely and/or efficiently (e.g. due to component weight - e.g. charger replacement).</i></p> <p><i>** NOTE: SLA covers warranty labor</i></p>	Time, Materials & Dispatch <i>Nation-wide rates:</i> <ul style="list-style-type: none"> • <i>Weekday: \$165 per man hour</i> • <i>Nights & Weekends: \$195 per man hour</i> • <i>Holidays: (9 days per year) \$600 per man hour</i> <i>Dispatch fees:</i> <ul style="list-style-type: none"> • <i>Twin Cities: \$300</i>

Appendix C: Equipment & Start Date Schedule

List of equipment and intended start date. SLA length and start date is stated within the Sales Order issued by ZEF, in conjunction with this SLA.

Location	Serial	Start Date
Bates & 7th - Evie - Left (ZNP282)	HC1C2205136559	Determined by the signature date of the document. Applies to all rows below.
Bates & 7th - Evie - Right (ZNP282)	HC1C2202130179	
Bates & 7th - Public - Left (ZNP275)	HC1C2110119416	
Bates & 7th - Public - Right (ZNP275)	HC1C2202130204	
Carleton & University - Evie - Left (ZNP281)	HC1C2205136553	
Carleton & University - Evie - Right (ZNP281)	HC1C2205136424	
Carleton & University - Public - Left (ZNP273)	HC1C2204136225	
Carleton & University - Public - Right (ZNP273)	HC1C2202130172	
Cesar Chavez - Evie - Left (ZNP316)	HC1C2205136434	
Cesar Chavez - Evie - Right (ZNP316)	HC1C2202130169	
Cesar Chavez - Public - Left (ZNP326)	HC1C2202130164	
Cesar Chavez - Public - Right (ZNP326)	HC1C2205136563	
Como & Carter - Evie - Left (ZNP280)	HC1C2202130166	
Como & Carter - Evie - Right (ZNP280)	HC1C2110119425	
Como & Carter - Public - Left (ZNP277)	HC1C2110119427	

Como & Carter - Public - Right (ZNP277)	HC1C2202130168	
Concordia & Grotto - Evie - Left (ZNP259)	HC1C2205136501	
Concordia & Grotto - Evie - Right (ZNP259)	HC1C2205136493	
Concordia & Grotto - Public - Left (ZNP286)	HC1C2110119457	
Concordia & Grotto - Public - Right (ZNP286)	HC1C2204136255	
Conway & Bates-Evie-Left-ZNP172	HC1C2202130185	
Conway & Bates-Evie-Right-ZNP172	HC1C2110119582	
Conway & Bates-Public-Left-ZNP173	HC1C2202130191	
Conway & Bates-Public-Right-ZNP173	HC1C2202130200	
Dale & Front - Evie - Left Plug (ZNP55)	HC1C2109110787	
Dale & Front - Evie - Right Plug (ZNP55)	HC1C2109110780	
Dale & Front - Public - Left Plug (ZNP61)	HC1C2109110789	
Dale & Front - Public - Right Plug (ZNP61)	HC1C2109110763	
Dale & Sherburne - Evie - Left Plug (ZNP77)	HC1C2109117226	
Dale & Sherburne - Evie - Right Plug (ZNP77)	HC1C2109117256	
Dale & Sherburne - Public - Left Plug (ZNP65)	HC1C2109117267	
Dale & Sherburne - Public - Right Plug (ZNP65)	HC1C2109117277	
Emerald & University - Evie -	HC1C2109110777	

Left Plug (ZNP54)		
Emerald & University - Evie - Right Plug (ZNP54)	HC1C2109110772	
Emerald & University - Public - Left Plug (ZNP57)	HC1C2109110781	
Emerald & University - Public - Right Plug (ZNP57)	HC1C2109110796	
Exchange & Sherman - Evie - Left Plug (ZNP130)	HC1C2109118025	
Exchange & Sherman - Evie - Right Plug (ZNP130)	HC1C2109110790	
Exchange & Sherman - Public - Left Plug (ZNP129)	HC1C2109117279	
Exchange & Sherman - Public - Right Plug (ZNP129)	HC1C2109110794	
Fairview & University - Evie - Left Plug (ZNP245)	HC1C2110119460	
Fairview & University - Evie - Right Plug (ZNP245)	HC1C2110119464	
Fairview & University - Public - Left Plug (ZNP251)	HC1C2204136257	
Fairview & University - Public - Right Plug (ZNP251)	HC1C2204136273	
Galtier & Thomas - Evie - Left Plug (ZNP63)	HC1C2109117250	
Galtier & Thomas - Evie - Right Plug - (ZNP63)	HC1C2109117275	
Galtier & Thomas - Public - Left Plug (ZNP64)	HC1C2109117266	
Galtier & Thomas - Public - Right Plug (ZNP64)	HC1C2109117254	
Grand & Macalester - Evie - Left Plug (ZNP52)	HC1C2108115697	
Grand & Macalester - Evie - Right Plug (ZNP52)	HC1C2109110782	

Grand & Macalester - Public - Left Plug (ZNP58)	HC1C2109110792	
Grand & Macalester - Public - Right Plug (ZNP58)	HC1C2109110791	
Grand & Oxford- Evie- Left ZNP256	HC1C2204136269	
Grand & Oxford- Evie- Right ZNP256	HC1C2204136262	
Grand & Oxford- Public- Left ZNP254	HC1C2204136220	
Grand & Oxford- Public- Right ZNP254	HC1C2204136266	
Livingston & Fillmore - Evie - Left Plug (ZNP120)	HC1C2110119572	
Livingston & Fillmore - Evie - Right Plug (ZNP120)	HC1C2110119430	
Livingston & Fillmore - Public - Left Plug (ZNP118)	HC1C2110119444	
Livingston & Fillmore - Public - Right Plug (ZNP118)	HC1C2110119587	
Margaret & 7th - Evie - Left Plug (ZNP60)	HC1C2109110768	
Margaret & 7th - Evie - Right Plug (ZNP60)	HC1C2109110771	
Margaret & 7th - Public - Left Plug (ZNP59)	HC1C2109110788	
Margaret & 7th - Public - Right Plug (ZNP59)	HC1C2109110784	
Marshall & Virginia - Evie - Left (ZNP244)	HC1C2202130170	
Marshall & Virginia - Evie - Right Plug (ZNP244)	HC1C2110119468	
Marshall & Virginia - Public - Left (ZNP249)	HC1C2205136439	
Marshall & Virginia - Public -	HC1C2205136441	

Right (ZNP249)		
Minnehaha & Snelling-Evie/Green-Left-ZNP137	HC1C2110119440	
Minnehaha & Snelling-Evie/Green-Right-ZNP137	HC1C2110119571	
Minnehaha & Snelling- Public-Right (ZNP104)	HC1C2109118031	
Minnehaha & Snelling-Public/Blue-Right-ZNP104	HC1C2109117240	
Oxford & University-Public-Left-ZN184	HC1C2202130224	
Oxford & University-Evie-Left-ZNP183	HC1C2202130235	
Oxford & University-Evie-Right-ZNP183	HC1C2202130228	
Oxford & University-Public-Right-ZNP184	HC1C2202130231	
Payne & Cook - Evie - Left Plug (ZNP92)	HC1C2109110773	
Payne & Cook - Evie - Right Plug (ZNP92)	HC1C2109117276	
Payne & Cook - Public - Left Plug (ZNP97)	HC1C2109118037	
Payne & Cook - Public - Right Plug (ZNP97)	HC1C2109118035	
Preble & Payne - Evie - Left Plug (ZNP117)	HC1C2109110765	
Preble & Payne - Evie - Right Plug (ZNP117)	HC1C2109110798	
Preble & Payne - Public - Left Plug (ZNP113)	HC1C2109110770	
Preble & Payne - Public - Right Plug (ZNP113)	HC1C2109110769	
Rice Street Library - Evie - Left Plug (ZNP257)	HC1C2110119420	

Rice Street Library - Evie - Right (ZNP257)	HC1C2205136442	
Rice Street Library - Public - Left Plug (ZNP247)	HC1C2110119463	
Rice Street Library - Public - Right (ZNP247)	HC1C2110119411	
Selby & Cleveland - Evie - Left Plug (ZNP110)	HC1C2109117257	
Selby & Cleveland - Evie - Right Plug (ZNP110)	HC1C2109117236	
Selby & Cleveland - Public - Left Plug (ZNP112)	HC1C2109117246	
Selby & Cleveland - Public - Right Plug (ZNP112)	HC1C2109117274	
Snelling & Dayton- Evie-Left-ZNP121	HC1C2110119438	
Snelling & Dayton- Evie-Right-ZNP121	HC1C2110119570	
Snelling & Dayton- Public- Right	HC1C2202130227	
Snelling & Dayton-Public-Left	HC1C2202130225	
Spruce Tree & Snelling - Evie - Left (ZNP243)	HC1C2110119461	
Spruce Tree & Snelling - Evie - Right (ZNP243)	HC1C2110119465	
Spruce Tree & Snelling - Public - Left (ZNP248)	HC1C2110119458	
Spruce Tree & Snelling - Public - Right (ZNP248)	HC1C2110119451	
St. Albans & Selby-Evie-Left-ZNP169	HC1C2202130195	
St. Albans & Selby-Evie-Right-ZNP169	HC1C2202130203	
St. Albans & Selby-Public-Left-ZNP168	HC1C2202130199	

St. Albans & Selby-Public-Right-ZNP168	HC1C2202130189	
Syndicate & University - Evie - Left Plug (ZNP93)	HC1C2109118048	
Syndicate & University - Evie - Right Plug (ZNP93)	HC1C2109117281	
Syndicate & University - Public - Left Plug (ZNP101)	HC1C2109118043	
Syndicate & University - Public - Right Plug (ZNP101)	HC1C2109118045	
Temperance & 9th - Evie - Right Plug (ZNP 176)	HC1C2110119436	
Temperance & 9th - Public - Left Plug (ZNP195)	HC1C2202130193	
Temperance & 9th - Public - Right Plug (ZNP195)	HC1C2202130188	
Temperance & 9th-Evie-Left ZNP176	HC1C2202130196	
Victoria & Minnehaha-Evie-Left-ZNP167	HC1C2110119435	
Victoria & Minnehaha-Evie-Right-ZNP167	HC1C2110119446	
Victoria & Minnehaha-Public-Left-ZNP165	HC1C2110119595	
Victoria & Minnehaha-Public-Right-ZNP165	HC1C2110119437	
Wacouta & Union Depot - Evie - Left Plug (ZNP56)	HC1C2109110797	
Wacouta & Union Depot - Evie - Right Plug (ZNP56)	HC1C2109110793	
Wacouta & Union Depot - Public - Left Plug (ZNP53)	HC1C2108115694	
Wacouta & Union Depot - Public - Right Plug (ZNP53)	HC1C2108115693	

York & Arcade - Evie - Left (ZNP258)	HC1C2205136558	
York & Arcade - Evie - Right (ZNP258)	HC1C2205136435	
York & Arcade - Public - Left (ZNP285)	HC1C2205136423	
York & Arcade - Public - Right (ZNP285)	HC1C2204136270	
York & Payne - Evie - Left Plug (ZNP94)	HC1C2109117255	
York & Payne - Evie - Right Plug (ZNP94)	HC1C2109117262	
York & Payne - Public - Left Plug (ZNP100)	HC1C2109118046	
York & Payne - Public - Right Plug (ZNP100)	HC1C2109117228	

Appendix D: Pro-Rating of Additional Equipment

Saint Paul will be adding additional equipment to the SLA part-way through the year as new sites come online. ZEF will prorate the pricing on the SO for the new pieces of equipment based on the time through the year the new equipment is commissioned. This will be documented and added into this service contract within ZEF's management systems.

Appendix E: Expectations of Service Response Time

To ensure compliance with this Agreement and uninterrupted service of EV chargers to the public, the parties agree to the expectations outlined below

- a. Delay in Service
 - i. ZEF acknowledges and agrees that timely performance of the chargers related to the installation, operation and maintenance of EV chargers within the Spot Network is critical to the reliability of the equipment and overall success of the project

Service Standard	Requirement
Charger Uptime – Above 95%	If the City or HOURCAR (doing business on behalf of the City) notifies ZEF in writing that a charger is inoperable, diagnosis for repair must begin within 48 hours and repair or replacement must be completed within one week of completion of diagnosis.
Monthly Data Sharing and Reporting	Charger uptime will be shared and available in ZEFNET with the City monthly as described in this agreement. Reports will be available within one week of the end of each month. (subject to the implementation of the Uptime reporting module in 2024 Q4)

Appendix F: Uptime Definitions

Uptime or In-service Time - time that a charger is online and available for use, or in use. Calculated on a monthly rolling basis.

Outage Time - Time required to bring the charger back online. May include upstream power, internet, or cellular power failures, abuse or vandalism.

Excluded Time - Time the charger is offline due to issues outside the provider's ("ZEF") control (e.g. upstream power, cell network outages, Force Majeure) or when ZEF is waiting on action/approval from the client or third party OEM.

The Formula for calculating uptime is currently being determined as part of ZEF's NEVI (National Electric Vehicle Infrastructure) Uptime Reporting project.