

SL-serco: Supporting Utilities Since 1963

The team at SL-serco operates under a unified goal: to provide flexible, quality support that allows you and your staff to deliver results successfully and in a timely manner.

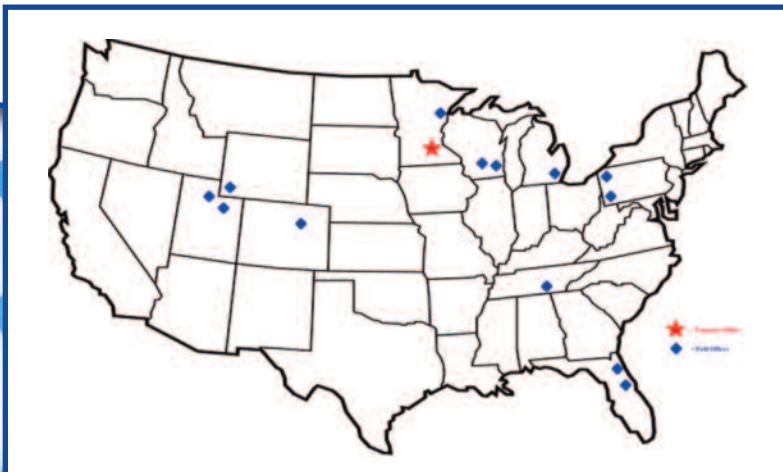
Our company is made up of over 40 highly experienced water/electric/gas utility professionals who are dedicated to industry training, field troubleshooting, data analysis, and project management.



We are:

- ◆ Positive team players
- ◆ Active in over 100 projects during just the past twelve months
- ◆ Responsive and accessible
- ◆ Fully committed to utility support

We provide service that is efficient, flexible and dedicated.



Project Management

Training Services

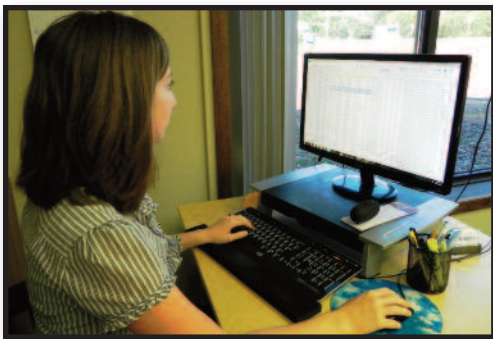
Field Services



Technical Support

Data Mining

RF & Networking Services



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root@up ~# df -h
Filesystem      Size  Used Avail Use% Mounted on
tmpfs           1.5G  1.5M  1.5G   0% /tmp
/dev/sda1       15G   1.2G  13.8G   8% /
/dev/sda2       15G   1.2G  13.8G   8% /var
/dev/sda3       15G   1.2G  13.8G   8% /var/log
/dev/sda4       15G   1.2G  13.8G   8% /var/lib
/dev/sda5       15G   1.2G  13.8G   8% /var/lib/mysql
/dev/sda6       15G   1.2G  13.8G   8% /var/lib/mysql
/dev/sda7       15G   1.2G  13.8G   8% /var/lib/mysql
/dev/sda8       15G   1.2G  13.8G   8% /var/lib/mysql
/dev/sda9       15G   1.2G  13.8G   8% /var/lib/mysql
/dev/sda10      15G   1.2G  13.8G   8% /var/lib/mysql
/dev/sda11      15G   1.2G  13.8G   8% /var/lib/mysql
/dev/sda12      15G   1.2G  13.8G   8% /var/lib/mysql
/dev/sda13      15G   1.2G  13.8G   8% /var/lib/mysql
/dev/sda14      15G   1.2G  13.8G   8% /var/lib/mysql
/dev/sda15      15G   1.2G  13.8G   8% /var/lib/mysql
/dev/sda16      15G   1.2G  13.8G   8% /var/lib/mysql
/dev/sda17      15G   1.2G  13.8G   8% /var/lib/mysql
/dev/sda18      15G   1.2G  13.8G   8% /var/lib/mysql
/dev/sda19      15G   1.2G  13.8G   8% /var/lib/mysql
/dev/sda20      15G   1.2G  13.8G   8% /var/lib/mysql

```

In addition, we will happily provide customized service unique to your needs. Other offerings include:

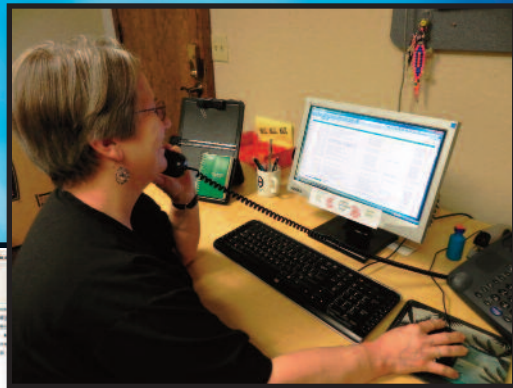
- ♦ **Training** – Personal instruction available on a variety of topics, tailored to fit your schedule and requirements.
- ♦ **Data Mining** – Extended data querying and analysis to aid system maintenance.
- ♦ **Field Services** – Read collection, auditing, repair, and reprogramming.
- ♦ **RF and Networking Support** – Signal analysis, hardware installation and maintenance, and onsite testing to ensure peak performance.
- ♦ **Project Management** – Comprehensive, responsive, driven oversight from start to finish by professionals who are well-versed in AMI and have strong industry contacts.

Support for your system is as essential as the oil in your car; neglect it, and you'll be stopped in your tracks no matter how great the quality of your equipment.

AMI systems require a substantial amount of maintenance. Due to the critical nature of utility operations, you need rapid response to any issues that arise. In addition to problem solving, regular procedures such as data archival, hardware inspection and replacement, and operational guidance are essential to the ongoing health and efficiency of your investment.

SL-serco provides you with a quick response from highly experienced technicians. We offer intelligent and efficient resolutions, including:

- ♦ **Software** – Flexware/MDM/FlexPro error troubleshooting and repair, data backups, system log analysis, and configuration modifications.
- ♦ **Hardware** – RNI and Base station upgrade assistance, fault identification, and environmental system support.
- ♦ **Networking** – Backhaul assistance, configurations, and accessibility.
- ♦ **Unread Meter Diagnosis / SDR Interpretation** – Incorrect meter IDs, mismatched SmartPoint IDs, stale/unheard SmartPoint investigation and recommendations.
- ♦ **2-way Reprogramming / Firmware Upgrades** – Remotely correct SmartPoint settings and ensure optimal transmission modes. Oversee WBDB and 1-way to 2-way migrations.
- ♦ **Billing System Integration** – For MDM, CMEP, or custom solutions.



MDM Meter ID	Meter Manufacturer	Meter Type	RNI Endpoint ID	MDM Endpoint ID	Firmware	Transmit Mode	TGB ID	Latitude
705811779	ProRead	W	15321952	15321952	3	Tri Mode (1:1:3)	1536	35.78852
7059110817	ProRead	W	15320850	15320850	3	Tri Mode (1:1:3)	1486	35.7631
7058111823	ProRead	W	15321054	15321054	3	Normal Mode	1527	35.75155
7013110668	ProRead	W	15321032	15321032	3	Tri Mode (1:1:3)	1534	35.7956
7057110241	ProRead	W	15320588	15320588	3	Normal Mode	1497	35.76305
7058111720	ProRead	W	15320830	15320830	3	Normal Mode	1536	35.82408
07002402	ECR	W	15653072	15653072	3	Tri Mode (1:1:3)	1536	35.80997
7057115248	ProRead	W	15321372	15321372	3	Tri Mode (1:1:3)	1536	35.85494
69437930	ECR	W	15644548	15644548	3	Tri Mode (1:1:3)	1536	35.83975
72478982	ECR	W	16674660	16674660	17	Normal Mode	1536	35.81189
72743685	ECR	W	16675446	16675446	17	Tri Mode (1:1:3)	1536	35.80391
72744802	ECR	W	15136368	15136368	2	Normal Mode	1534	35.77299
72745087	ECR	W	15232764	15232764	2	Normal Mode	1536	35.76825