

1/11/2022

**PROGRAM ADMINISTRATION**

UTAH

*COOL KEEPER*

The *Cool Keeper* program is administered by Franklin Energy (GoodCents) and Eaton. Franklin Energy is responsible for:

- Field operations including trouble calls, installation, and maintenance of the *Cool Keeper* devices,
- Customer satisfaction,
- Management of *Cool Keeper* participation data and reporting to actively manage the program,
- Quality control of the *Cool Keeper* device infrastructure to ensure a 99% availability of active devices, and
- Marketing to maintain a minimum level of participation and megawatt reductions.

Eaton is responsible for:

- Manufacture and delivery of the *Cool Keeper* devices,
- Installation, operation, and maintenance of the wireless mesh communication network,
- Quality control of the wireless mesh network,
- A hosted solutions platform to dispatch and monitor the health of the communication network, and
- Program analytics including the ability to gain insight into the system and identify *Cool Keeper* devices which are no longer communicating.