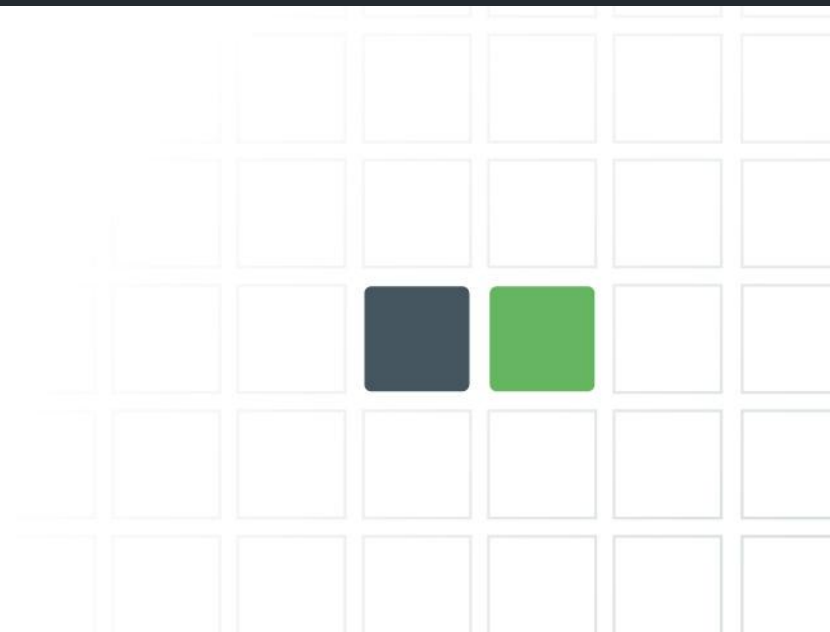


TFT000.0 CIG to Field Service Handover

Date:
April 16, 2025



Agenda

- Introductions
- Site Photos
- Site Map
- Emergency Response Summary
- Customer Care and Service Model
- Remote Monitoring
- Product Support
- Field Service
- Preventive Maintenance
- Field Service Notifications
- Accessing Bloom Connect
- Site-Specific Information
- Q&A

TFT000.0 – The Taft School (195 kW)



Site Map

Fire Department: Watertown CT Fire Department - (860)-945-5220

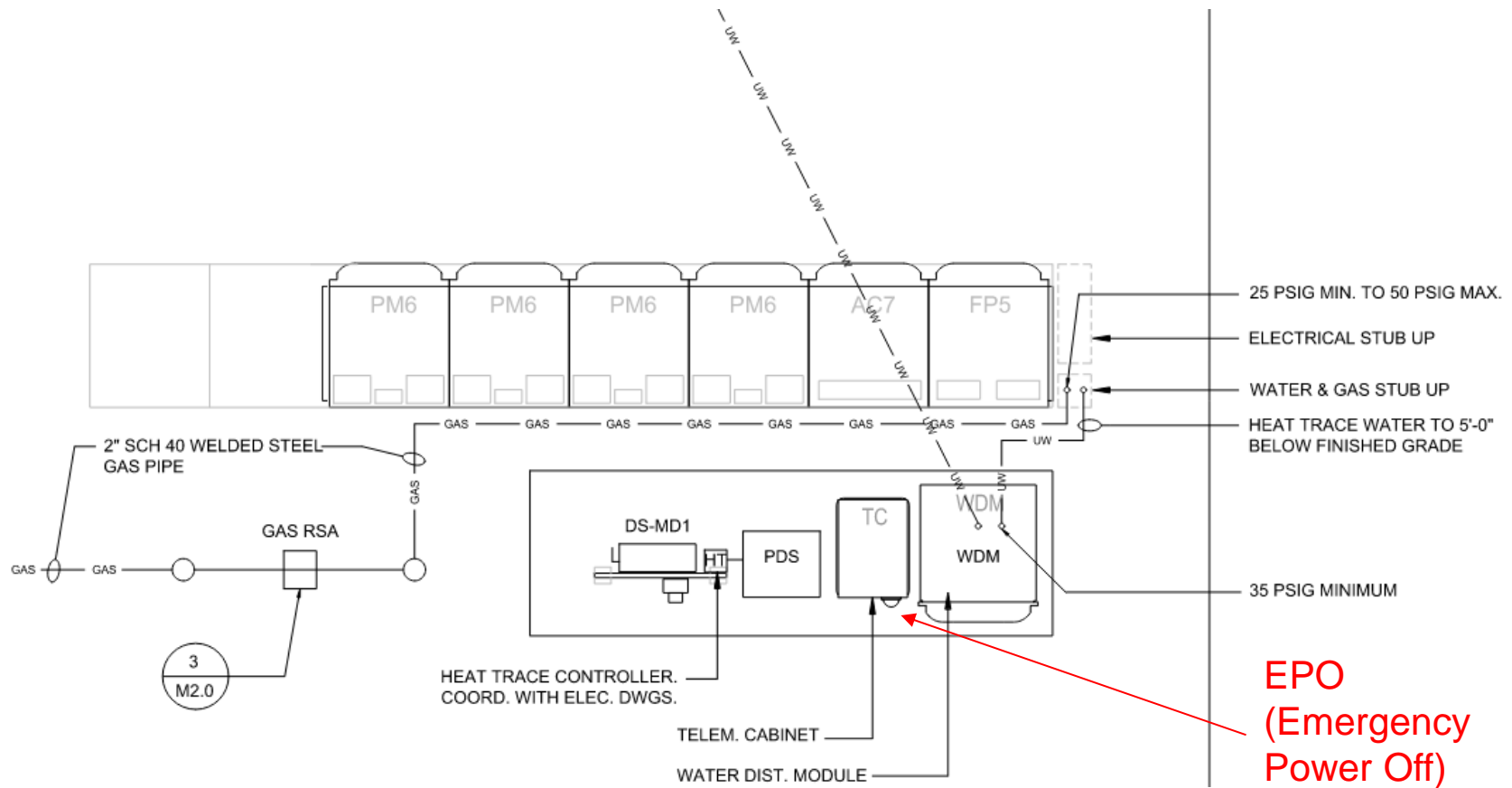
Gas Utility: Eversource (CT) - (800) 286- 2000

Electric Utility: Eversource (CT) - (860) 286- 2000

Bloom Energy Servers are operated and serviced by Qualified Bloom Energy Personnel only. For more information call (408)543-1500.



Site Plan Layout



Emergency Response Summary

Bloom Energy Remote Monitoring Control Center (RMCC) available 24 hours

Emergency Procedures		
Scenario	You	Bloom Energy
System Fire	1. Ensure personal safety 2. Call Bloom Energy RMCC at (408) 543-1678/9	1. Remote shutdown 2. Dispatch Field Service team (if safe and necessary) 3. Notify site contact
Natural Gas Leak	3. Hit Emergency Power Off (EPO) button 4. Close Private Gas Shutoff valve 5. Open Electrical Disconnect	
Fire in System Vicinity	1. Ensure personal safety 2. Call Bloom Energy RMCC at (408) 543-1678/9	
Major Seismic Event	1. Ensure personal safety 2. Call Bloom Energy RMCC at (408) 543-1678/9 3. Cut off fuel and electricity (if absolutely necessary)	
Major Water Leak	1. Close Water Shutoff valve 2. Call Bloom Energy RMCC at (408) 543-1678/9	1. Dispatch Field Service team

EPO – Emergency Power Off

The **Emergency Power Off (EPO) button** opens each Energy Server's output contactor to stop sending power to the facility. All natural gas flow is also stopped, as cutting power closes two fail-closed natural gas valves inside the system. The EPO button is located on the side of the Telemetry Cabinet. It has a protective plastic cover on it, as well as protective glass that must be broken with its attached hammer before pressing the button.

Use this if you want to stop exporting power in the case of an emergency.



Manual Natural Gas Valve

The **manual natural gas valve** shuts off all natural gas at a point upstream of the Energy Server. Removing the gas source will completely shut down the Energy Server. If the valve handle is perpendicular to the pipe, the valve is shut. If the valve handle is parallel with the pipe, the valve is open.



Gas Valve

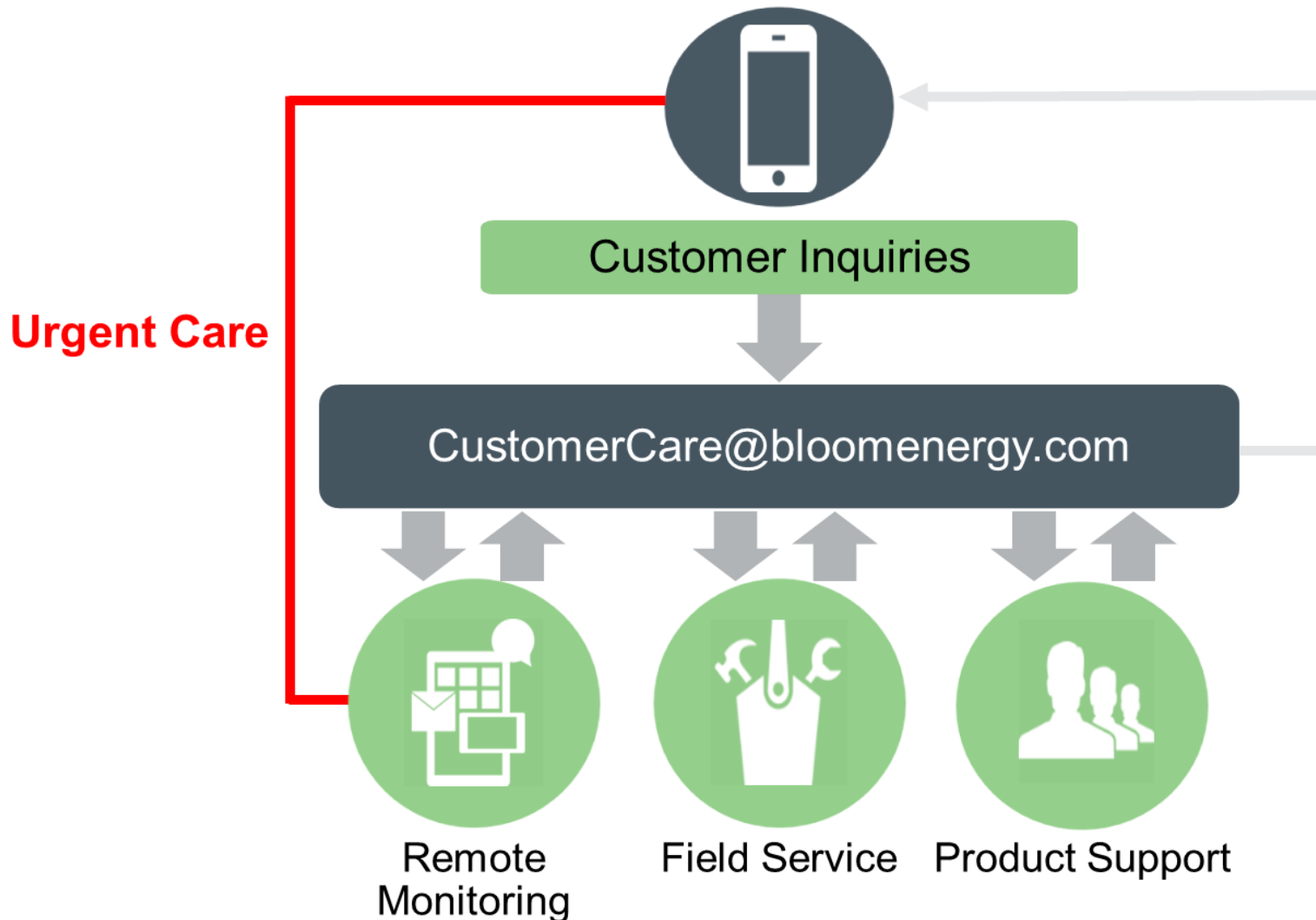


Electrical Disconnect Switch

The **electrical disconnect switch** manually disconnects power to everything downstream of it. The disconnect switch is typically located near the point where the wires from the Energy Server installation meet the facility's electrical framework. See Site Map for disconnect locations. Use this if you need to cut power in the line to the PDS, the PDS itself, and the electrical connection leading to the Energy Server. Note that opening the electrical disconnect switch places the Energy Server in a Balance of Plant (BOP) state where it does not export power but is still processing fuel. Operating the electrical disconnect should be done to electrically isolate the system, but not to shut it down completely.



Customer Care and Service Model



Emergency & Planned Facility Outages

- **Emergency outages** – Call RMCC at 408-543-1678 or 408-543-1679
- **Planned outages:** The form should be used to notify Bloom of any planned customer work that may interrupt the normal gas, water and/or electrical infrastructure to servers
 - Fill out the online outage request form at this link: <https://www.bloomenergy.com/shutdown-request-form>
 - Call RMCC at 408-543-1678 or 408-543-1679
 - RMCC will ensure the fuel cells are placed in the appropriate condition prior to the work and dispatch field service as necessary.

Please use this form to request a shutdown.

In addition to filling out this form, please contact the Remote Monitoring Control Center at (408) 543 – 1678 / 9

Fields marked with an * are required

Company Name *

Bloom Site ID or Site Address *

Point of Contact Name *

Point of Contact Phone Number *

Start Date and Time of Shutdown *

12

00

AM

End Date and Time of Shutdown *

12

00

AM

Infrastructure affected *

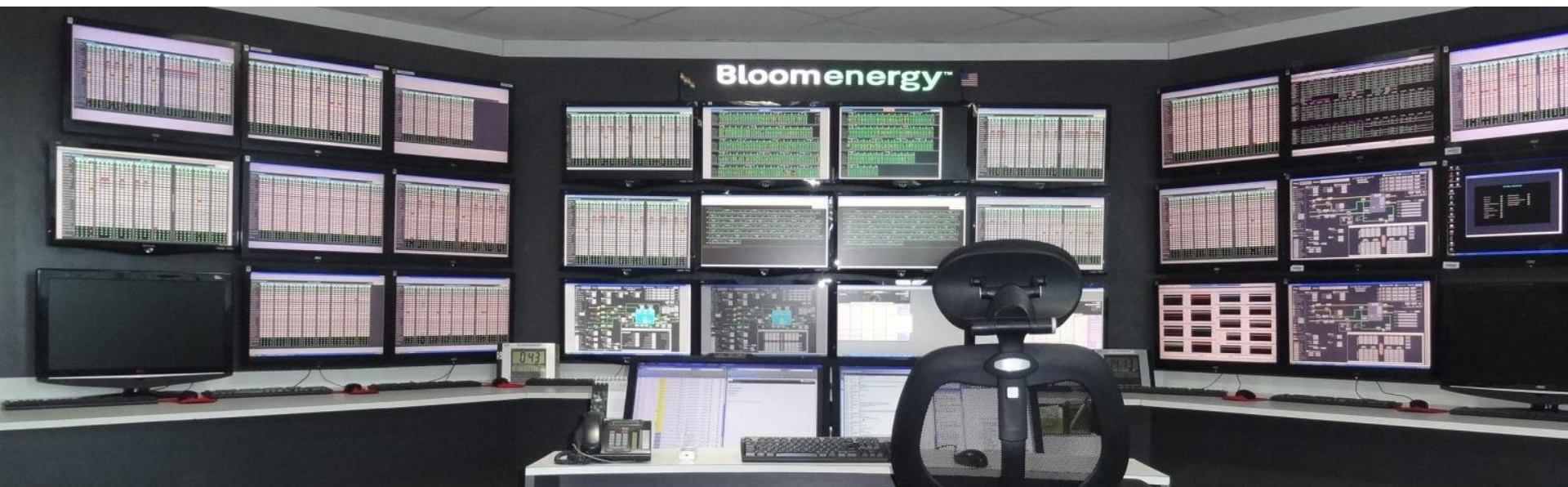
- ☐ Power
- ☐ Gas
- ☐ Water
- ☐ Unknown

Onsite Bloom Field Service Technician Requested? *

- ☐ Yes
- ☐ No

Additional Comments or Information

Remote Monitoring



- Monitors systems 24 hours/day
- Optimizes fleet performance
- Performs predictive analytics and management
- Dispatches Field Service when necessary



Product Support

- Optimizes overall energy server fleet output and efficiency
- Acts as point of escalation for complex technical issues
- Drives action plan for customer specific recovery efforts
- Provides feedback to product teams to ensure continuous product improvement



Field Service



- Completes scheduled and unscheduled maintenance
- Reports systemic issues to Product Support team
- Captures detailed maintenance records
- Performs routine inspections

Preventative Maintenance

Typical preventative maintenance periodicities are shown below. Note that these are adjusted as needed based on your specific site conditions.

Maintenance Item	Periodicities
Clean systems inside and out	~12 months
Visual inspection of entire system	~12 months
Audible inspection of blowers and fans	~12 months
Sample water tanks and replace when necessary	6-12 months
Inspect and replace door filters as necessary	~12 months
Gas plumbing leak checks	~12 months
Replace water particulate filters in water cabinet	6-12 months
Replace inline desulfurizer tank	~30 months
Inspect/replace blowers & replace filters	~12 months

Field Service Notifications

- Notifications sent based on customer preference
- Email goes to identified customer site contacts
- Sent for both scheduled and unscheduled maintenance
- Bloom provides additional information regarding the size of the service truck (if applicable)

BLOOM ENERGY SITE VISIT NOTIFICATION	
Site ID	CTS000.0
Site Address	10 Sneden Avenue, Staten Island, New York 10312 United States
Date of Maintenance	Click here to enter a date.
Approximate Arrival Time	
Approximate Duration	Choose an item.
Service Call Footprint	Choose an item.
Service Call Type	Choose an item.
Bloom Energy Personnel Dispatching to Site	
Additional Service Call Notes	

Site Access Disclaimer

In order to meet contractual performance obligations, Bloom Energy Field Service must be afforded the opportunity to access and service the site 24/7/365.

If 24/7/365 access cannot be afforded to Bloom Energy, the performance of the fuel cells (efficiency and/or output) may be negatively impacted. These negative impacts may not be covered by the otherwise applicable performance warranties and guarantees.



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4353 North First Street
San Jose, CA 95134
United States

Remote Monitoring Center Phone: 408 543 1678

Remote Monitoring Center Email: BE_RMCC_Global@bloomenergy.com

Customer Care Email: Customercare@bloomenergy.com

Fax: 408 543 1501

www.bloomenergy.com

Bloomconnect Overview

Bloom Energy Servers produce clean, reliable, on-site electricity.

Bloomconnect is an online performance dashboard for Bloom Energy Server installations that tracks energy output and sustainability benefits.



Bloomconnect enables you to have visibility into the performance of your Energy Server(s). The dashboard interface is populated with data from each Energy Server 24 hours a day, 7 days a week.

This data can be viewed on Bloomconnect from any web-enabled device, allowing for quick and easy access. The user-friendly web-based interface provides you with insightful and engaging graphs and animations that illustrated the benefits of deploying your Energy Server(s).

Bloomconnect helps to link the environmental benefits to the everyday operation of your facilities.

Accessing Your Web Page

- If you would like a login, please contact Customercare@bloomenergy.com and they will set you up
- Each user will receive an email with login information
- Access Bloom Connect monitoring web page at: <https://portal.bloomenergy.com/>

Bloomenergy®

Be the solution