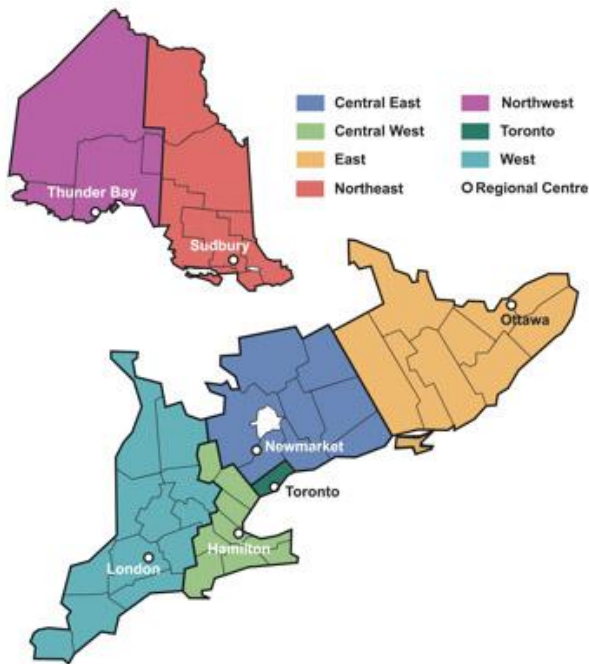


## Emergency Service Policy

### Solar Photovoltaic Systems

Evergreen Power provides top quality emergency services to owners and operators of PV systems. This Emergency Service Rate schedule applies to un-planned work performed on PV systems that is not covered by Evergreen Power's Warranty Policy. The rate schedule is as follows:

Emergency Service Rates	Flat Rate Call-Out Charge, 1 <sup>st</sup> Hour On-site	Subsequent Hourly Rate	Misc Material Costs, Consumables
Fully Equipped Journeyman Electrician, PV Specialist	\$ 120.00	\$ 65.00	Cost + 15% handling charge
Apprentice Electrician (if required)	Included in Flat Rate	\$ 35.00	



Region	Travel Cost, Flat Rate
Central East	No Charge
Central West	\$50.00
Toronto	\$50.00
West	\$100.00
Northeast	\$100.00
East	\$75.00

If a PV system requires scheduled maintenance or a major repair that cannot be completed during the initial service call, the work will be quoted in advance at a flat rate. Service rates are subject to annual review and will be periodically adjusted for inflation and fuel costs.

**Emergency Service Contact, Business Hours: 866-846-9254**

**After Hours: 705-879-9575**