

1.0: EPCC

| Flow Chart | Description | Resp. |
|--|---|--------------|
| <pre> graph TD A([Client Enquiry]) --> B[Contact client to understand Client's requirement] B --> C[Prepare a preliminary design based on Client requirement] C --> D[Prepare a business proposal for Client] D --> E[Submission of business proposal to Client] E --> F{Proposal Acceptance} F -- Yes --> G[Client to sign proposal or to issue Letter of Award] G --> H[1st Invoice Issuance & Payment] H --> I[Conduct site study] I --> J[NEM application submission to SEDA] F -- No --> C </pre> | <p>Client Enquiry: When receiving an enquiry from a potential client, the Business Development (BD) team will contact the client to find out more about the client's requirement.</p> <p>Preparation of Proposal: - After understanding the client requirement, the Engineering team will prepare a preliminary design and the BD team will prepare the business proposal for the client.</p> <p>The proposal will then be submitted and presented to client for client's review and consideration.</p> <p>If the client does not accept the proposal, the proposal will be reviewed and revised to meet client's requirement.</p> <p>Proposal Acceptance: - When the proposal is accepted by the client, the client will sign the proposal as an acceptance of the proposal, or alternatively the client can issue a Letter of Award.</p> <p>Upon the acceptance of the proposal by the client, the 1st invoice will be issued to the client.</p> <p>Site Study: - The Engineering team will conduct a site study to collect more information for the engineering design and authority submission.</p> <p>The site study is carried out to determine the site feasibility for the installation of solar system. Information collected on site will be communicated to the client.</p> <p>Authority Application: - The Authority team will prepare the documents for the NEM quota application submission to SEDA and other necessary authority application.</p> <p>While waiting for the NEM Quota approval, the Project team will plan for the project execution and the Engineering team will complete the detailed engineering design for the system installation.</p> <p>Upon receiving the NEM Quota approval, the 2nd invoice will be issued to the client and ST License application will start.</p> | BDT |
| | | ET / BDT |
| | | BDT |
| | | BDT/ET |
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| | | AT |
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| <pre> graph TD A[Project Planning for execution] --> B[NEM Approval by SEDA & ST License Application] B --> C[2nd Invoice Issuance & Payment] C --> D[Material Procurement & Subcon Appointment] D --> E[Material Delivery & Site Mobilization] E --> F[ST License Approval] F --> G[System Testing & Commissioning (T&C)] G --> H[NEM Meter Change & Last Invoice Issuance & Payment] H --> I[System Energize] I --> J[Obtain NEMCD from SEDA] J --> K[System Training & Project Handover to Client] K --> L([Project Closure & Handover to O&M personnel]) </pre> | <p>Proposal Execution: -</p> <p>Upon receiving payment from the client, the material for the project will be procured and the subcon for the installation works will be appointed.</p> <p>When the material arrived, the site installation works will begin.</p> <p>Upon receiving the ST License approval and the completion of the installation of the system, a testing and commission will be conducted on site.</p> <p>The Authority team will trigger the NEM meter change process with TNB and arrange for the meter change on site.</p> <p>After the completion of the meter change on site, the last invoice will be issued to client and the Project team will energize the system.</p> <p>Proposal Completion & Handover: -</p> <p>Once the system is energized, a system training will be conducted to the client.</p> <p>The project will then be handed over to the client as project closure.</p> <p>The project will be handed over to the Operation & Maintenance (O&M) personnel for the start of the O&M services.</p> | SC/ PT/ET SC/PT PT AT PT/Finan ce PT PT PT/O&M |
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2.0: Operation & Maintenance

| Flow Chart | Description | Resp. |
|--|---|--------|
| <pre> graph TD PH([Project Handover]) --> C[Conduct site study] C --> POSP[Prepare O&M schedule and plan] POSP --> RSM[Regular System Monitoring] RSM --> SH{System Healthy} SH -- No --> STR[System Troubleshoot & Repair] STR --> RSM SH -- Yes --> PMS[Preventive Maintenance & System Cleaning] PMS --> SROC[Submission of report to client] SROC --> OMS{O&M Services} OMS -- Continues --> RSM OMS -- Ends --> PC([Project Closure]) </pre> | <p>Project Handover: When the system is energized, the project will be handed over to the O&M personnel.</p> | PT/O&M |
| | <p>The O&M personnel will conduct a site study with the Project team to understand the system installed.</p> | PT/O&M |
| | <p>After the site study, the O&M personnel will prepare a schedule and plan for the system maintenance.</p> | O&M |
| | <p>System Monitoring: -</p> | O&M |
| | <p>The system will be monitored daily for its performance.</p> | O&M |
| | <p>If the system is not performing as per the intended result, the O&M personnel will troubleshoot the problem and repair the system as necessary.</p> | O&M |
| | <p>If the system is performing as per the intended result, the preventive maintenance and system cleaning will be performed as per scheduled.</p> | O&M |
| | <p>Preventive maintenance: -</p> | O&M |
| | <p>After every preventive maintenance and system cleaning activities, the O&M personnel will prepare a report to list the activities done to submit to the client and obtain the client's acknowledgement of the work done.</p> | O&M |
| | <p>Continuous O&M Services: -</p> | O&M |
| | <p>The O&M personnel will check the validity of the O&M services provided to the client.</p> | O&M |
| | <p>If the O&M services is coming to an end, the O&M personnel will inform the client on the end date and offer the client the option of extension of the services provided.</p> | O&M |
| | <p>If the client accepts, the regular monitoring of the system and services shall continue.</p> | O&M |
| | <p>If the client does not accept the extension, the O&M services will cease after the end date of O&M agreed period.</p> | O&M |

3.0 Glossary of abbreviation & definition of terms used:

| Abbreviation/ Term | Description |
|--------------------|--|
| BDT | Business Development Team |
| ET | Engineering Team |
| NEM | Net Energy Metering |
| O&M | Operation & Maintenance |
| PT | Project Team |
| SEDA | Sustainable Energy Development Authority |
| ST | Suruhanjaya Tenaga |