



Subject: Support Needed to Restore Monitoring of Your Solar PV System

Dear Mr. Terrado,

I hope this message finds you well.

We'd like to share that we are currently unable to monitor the Solar PV System at Terrado Residence because of internet/network connection issues. Since our monitoring relies on a stable connection, this limits our ability to track the system's performance and provide you with timely updates and support.

To ensure that you continue receiving the best after-sales service, we would greatly appreciate your active assistance in restoring the internet/network connection at your site. Once the connection is re-established, we'll immediately resume full monitoring and will be able to:

- Track your system's generation and performance in real time
- Detect and alert you quickly to any potential issues or faults
- Provide you with accurate performance reports

We are committed to helping you maximize the benefits of your Solar PV System, and your support in resolving this will allow us to serve you better. Please let us know if there's anything we can do on our end to assist with the reconnection process.

Thank you for your cooperation, and as always, we remain at your service.

Warm regards,



JHUNRUDY LLONA
PSEC AFTER-SALES ENGINEER

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