

October 2022

Mr. Nelson Wong
Hawaiian Electric
PO Box 2750
Honolulu, HI 96840

RE: **New Support Ticketing Site**

Dear Mr. Wong:

GPA has implemented a new support ticketing system for our Maintenance Agreement customers to submit new support tickets and view open and completed tickets. This site will allow us to better serve you by collecting support tickets in a central location for tracking by both GPA and your organization. Your organization's tickets will stay private between GPA and your authorized employees. We will use this platform to keep your issues and enhancements a top priority and provide transparency in the update process.

Additionally, we have implemented the ability to export reports of your organization's tickets to a .csv file for internal uses.

Current methods to get support are:

- New ticketing site: <https://support.gridprotectionalliance.org/>
- Email: support@gridprotectionalliance.org
- Phone: +1 (423) 206-9982

Below you will find your new logins for the site and current maintenance agreement. Please be sure to change your password on initial login.

Username: nelson.wong
Password: JrrhMCjB

Documentation with GPA's definition of a ticket, instructions on how to use the support site, and how to track the progress of your ticket can be found at

<https://gridprotectionalliance.org/TrainingDocs/Ticketing%20Site%20Walkthrough.pdf>

Please take a moment to review this document and [tell us what you think](#).

Grid Protection Alliance, Inc. Annual Product Maintenance



Hawaiian Electric Current Products Supported by an Annual Maintenance Agreement

	Product		Active Agreement	24x7 Support	Agreement Expiration
PQ Tools	Analysis	openXDA EE	X*		
		System Center			
		miMD			
	Data Collection	openMIC EE			
	Visualization	PQ Dashboard	X*		
		openSEE	X*		
		SE Browser	X*		
	Interval Data	SPC Tools			
		TrenDAP			
	PQ Digest				
Synchrophasor Tools	openPDC				
	SIEGate				
	openHistorian		X*		

*This is covered by an active EPRI agreement, which is subject to the corresponding expiration date not listed in this document.

Grid Protection Alliance, Inc. Annual Product Maintenance



Annual Grid Protection Alliance, Inc., (GPA) Product Maintenance

With an annual product maintenance agreement, GPA agrees to:

- Provide support for all instances of the products specified in the associated quote including test, acceptance, and production.
- Provide notice of significant bug fixes and new product releases.
- Provide support for the application of patches or the migration to new versions of the product.
- Make GPA staff available for consultation and problem resolution.
- Provide access to a private, problem-reporting web site (separate from GPA's public, open-source problem reporting) to open maintenance tasks and allow tracking of these tasks to completion.
- Establish a process to escalate problem resolution, should it be necessary.
- Grant the maintenance contract owner a priority voice in establishing a ranking list for new features to be included in subsequent product releases.
- Provide the maintenance contract owner with two free registrations to the annual GPA User's Forum, during the term of the maintenance agreement.

Business Day Support (10 hours x 5 days)

- GPA personnel will be available for e-mail and telephone support during normal GPA business hours which are Monday through Friday, 8:00 a.m. until 6:00 p.m., eastern time, with the exclusion of six holidays -- New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas.
- During GPA business hours, GPA on-call staff will respond immediately, whenever possible; but, in any event, GPA staff will reply within 30 minutes by telephone call or e-mail to acknowledge receipt of a support request and initiation of work on the issue.
- A 24-hours x 7-days support telephone number will be provided for hours outside of those covered by the 10-hours x 5-days maintenance services. GPA will endeavor to provide this after-business-hours support (subject to the availability of GPA personnel) at 150 percent of GPA's standard consulting rates with a 4-hour minimum charge.

Round-the-Clock Support (24 hours x 7 days)

- Includes all GPA Business Day Support services.
- Additionally, GPA personnel will be available 24 hours x 7 days x 365 days via a direct mobile number and will respond within 15 minutes. Problem investigation will begin immediately.