



2019 Annual User's Group:
Software Support/Services

Software Support/Services

Three types of Software Support/Services:

Annual Software Support

EDR Assistance

EDR Services

Annual Software Support

- Telephone and/or remote (VPN or other) assistance to support your CiSCO CEMS software
- Data Acquisition Handling Systems (DAHS) technical questions
- Software upgrades made to enhance CeDAR functionality and performance
- CeDAR software updates such as limit changes, report modifications and additions

Annual Software Support

- Telephone or on-line support with installation of any CeDAR upgrades or updates
- Telephone or on-line support with CeDAR Software issues or questions
- Minor feature additions or changes to reporting parameters
- Any necessary breez75x updates at no charge

Annual Software Support

- Does not include Part 60 reporting
- Part 60 reporting is available at an additional charge price on a site-by site basis

Annual Software Support

Good for :

- New CeDAR sites
- Sites that do not report under Part 75
- Sites that don't have resources, knowledge of, or comfort level with editing data in CeDAR

EDR Assistance

Provides limited on-line and/or phone support answering EDR related questions and assisting plant personnel in the creation of the quarterly EDR.

Plant is responsible for actual EDR generation.

Customer is responsible for payment whether assistance service is used or not during a quarter.

EDR Assistance

Includes any necessary CeDAR or breez75x update,

Good for plants or plant personnel new to Part 75 reporting

Sites that have medium level of knowledge and experience with Part 75 reporting.

or just want extra insurance.

Can be quarterly or annual.

EDR Services

- Retrieval of quarterly data from Customer's site(s) or done online on the site DAHS
- Process the emissions data in CiSCO's 40CFR75 application: breeze75x.
- Check status for all QA tests: including linearity checks, RATA, fuel flowmeter calibrations, etc.
- Create XML files for all necessary QA tests either in breez75X or ECMPS

EDR Services

- Review XML and QA files in the ECMPS Client Tool for accuracy.
- Return XML files without Serious Errors to Customer for formal submittal(s).

EDR Services

Assist with or complete any necessary monitoring plan changes.

Perform annual span/range & megawatt load evaluations.

Includes any necessary breez75X updates at no charge.

EDR Services

Good for plants that do not have time, resources, or knowledge of Part 75 reporting.

Also for special scenarios: analyzer replacement, temporary LK analyzer usage, etc.

Can be quarterly or annual.

Software Support and EDR Assistance/Services

- Do I need both?
- Contact Walt for pricing