Exhibit A

SCADA Support Service Agreement

1. Services Performed Annually
   - ☐ Perform updates for BIOS, Drivers, Firmware
   - ☐ Review Server Hardware Operations
   - ☐ Check SCADA Communication
   - ☐ Verify and Update Network Diagram

2. Services Performed Bi-Annually
   - ☐ Apply Security Related Updates and Patches to SCADA Software

3. Services Performed Monthly
   - ☐ Upgrade Firmware
   - ☐ Review Security Logs and Backup configuration
   - ☐ Review Windows System Logs
   - ☐ Review System Services
   - ☐ Apply Windows Updates
   - ☐ Check Drive Free Space
   - ☐ Verify and Update Anti-Virus Software
   - ☐ Verify Backups Functioning Properly
   - ☐ Back Up SCADA Applications
   - ☐ Check UPS Operation
   - ☐ Apply Windows Updates
   - ☐ Update Anti-Virus Software