NeuraCharge™

AI-Powered Network Operation Center

NOC Brochure

Version 1.0

2025

Network Operations Center

Reliable. Secure. Always On.

NeuraCharge™ offers expert monitoring and operational support for Distributed Energy Resources (DERs). Our Toronto-based Network Operation Center (NOC) control room provides 24/7 remote monitoring, ensuring your assets remain secure, optimized, and fully operational. Our team of seasoned professionals specializes in real-time oversight, troubleshooting, and incident response to maximize system performance and longevity.

Safeguarding Your Assets and Operations

Rapid Identification
Rapid identification and escalation of system abnormalities

Continuous Tracking
Continuous tracking of key performance indicators (KPIs)

Emergency Protocols
Immediate activation of emergency protocols when needed

Verification
Verification of automated safety interlocks and system integrity

Comprehensive Support & Services

Real-time Monitoring

- Human-led, 24/7 surveillance and asset management
- Performance tracking for the maximum and minimum State of Charge (SOC), number of charge and discharge cycles, total energy charged/discharged, maximum and minimum power out, maximum and minimum battery temperature, system uptime, number of alarms, and more
- Continuous market signal and system status assessment
- Fire alarm and suppression system monitoring
- Anomaly detection and predictive trend analysis
- Automated performance reporting tailored to your needs
- Incident root cause analysis upon request

Operational Coordination

- Works with manufacturers to diagnose and resolve technical issues
- Facilitates communication with equipment providers to minimize downtime
- Assists with warranty claims and documentation
- Conducts system capacity, efficiency, and performance testing

Automatic Market Operation

- Automatic Dispatch for Energy Arbitrage, Demand Response, and Global Adjustment
- Optimal scheduling of DERs to get the maximum savings from market participation

Notification Levels and Types

Notification Level	Description
Low	Standard system operations.
Medium	Minor abnormalities with no immediate impact.
High	Issues requiring intervention to prevent impact on system performance.
Critical	Critical system failures requiring immediate response

For **high and critical alarms**, there are 4 levels of escalations:

Escalation Level	Description
Tier 0	Involves Operator Tier 1 action for 15 minutes.
Tier 1	Wait 15 min, and if Tier 0 fails to respond, escalate to Operator Tier 2
Tier 2	Wait 15 min, and if Tier 2 fails to respond, escalate to Operator Tier 3
Tier 3	Wait 15 min, and if Tier 3 fails to respond, escalate to a call center for vendor dispatch, such as maintenance service for electrical, mechanical, or fire suppression.

With NeuraCharge's advanced NOC services, you gain a trusted partner dedicated to maximizing uptime, ensuring compliance, and optimizing asset performance. Let us handle the complexities of system monitoring so you can focus on operational success.

Let's Work Together

About Edgecom Energy

Edgecom Energy provides commercial and industrial facilities with an all-in-one energy management solution to outsmart rising energy costs. Our platform combines real-time facility and grid analytics to deliver advanced insights and enable better decision-making, reducing costs and emissions while maximizing grid incentives.

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