

Oracle Utilities Opower Professional Services Descriptions

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Oracle Utilities Opower Setup Fees

Oracle Utilities Opower Customer/Billing Integration & Platform Cloud Service Setup Fee

Part# [B87456]

[United States and Canada]

A. Description of Services

Oracle will provide You with up to seven hundred twelve (712) hours of project initiation, data integration and platform set-up services (“Services”) related to Your Oracle Utilities Opower products. Such Services include Oracle’s provision of the following:

1. Project Initiation Services
 - a. Conduct a remote project kick-off meeting via web conference.
 - b. Provide an estimated deployment timeline in a mutually agreed Microsoft file format.
 - c. Deliver to You a copy of the *Oracle Utilities Opower Core Data Transfer Standards* document.
2. Data Integration and Platform Set-up Services
 - a. Guide You through the process and timeline for You to generate all files.
 - b. Assist You with completion of the template that maps Your data fields to data fields Oracle collects as specified in the *Oracle Utilities Opower Core Data Transfer Standards*.
 - c. Analyze and validate that the sample historical data file(s) provided by You contain the same columns, follow the same formatting and naming standards and otherwise conform to the *Oracle Utilities Opower Core Data Transfer Standards*, and provide You with a list of any issues.
 - d. Analyze and validate that the full historical data file(s) provided by You contain the same columns, follow the same formatting and naming standards and otherwise conform to the *Oracle Utilities Opower Core Data Transfer Standards*.
 - e. Analyze and validate that the iterative, incremental data files provided by You contain the same columns and follow the same formatting and naming standards and otherwise conform to the *Oracle Utilities Opower Core Data Transfer Standards*.
 - f. Acquire demographic household characteristics (“demographic data”), weather data and parcel data for Your customer service territory, where available from licensed third party providers.
 - g. Load demographic data, weather data and parcel data obtained from licensed third party providers, where available, to the Oracle Utilities Opower platform.
 - h. Load Your customer and billing data file(s) to the Oracle Utilities Opower platform.
 - i. Set-up the secure file transfer protocol (SFTP) to enable the regular transfer of data file(s) between You and Oracle.
 - j. Schedule and execute Oracle Utilities Opower batch processes to calculate Oracle Utilities Opower data insights for use in the Oracle Utilities Opower products.

B. Your Cooperation and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Cooperation
 - a. Participate in the project kick-off meeting.

- b. Confirm Your agreement with the deployment timeline and allocate appropriate resources to provide the assistance described below.
- c. Acknowledge that You have received the *Oracle Utilities Opower Core Data Transfer Standards*, can meet such requirements, and have the information technology resources and the consents required to securely send data to Oracle.
- d. Work with Oracle to complete a template that maps Your data fields to data fields Oracle collects as specified in the *Oracle Utilities Opower Core Data Transfer Standards*.
- e. Provide production quality billed usage data for a random sample of 10,000-20,000 customers (both active and inactive), and all billed usage reads recorded dating back to January of the previous calendar year for such customers within the timeline mutually agreed upon between You and the Oracle project manager.
- f. Participate in analyzing and validating the sample historical data file(s).
- g. Provide the iterative, incremental data file(s) within the timeline mutually agreed upon between You and the Oracle project manager, delivered either daily or weekly as mutually agreed by the parties.
- h. Participate in analyzing and validating the iterative, incremental data file(s).
- i. Provide the full historical data file(s) in accordance with the *Oracle Utilities Opower Core Data Transfer Standards* within the timeline mutually agreed upon between You and the Oracle project manager.
- j. Participate in analyzing and validating the full historical data file(s).
- k. Address data issues with the sample historical data file(s), full historical data file(s) and iterative, incremental data file(s) within one business day of Oracle notifying You of same.
- l. Generate an automated incremental data file that includes any new customer information and billed usage data recorded since the most recent record in the full historical file, including customer move-in and move-out data and any corrections.
- m. Coordinate with Oracle to set-up the SFTP to enable the regular transfer of data file(s) between You and Oracle.
- n. Send iterative, incremental data files to Oracle on a weekly or daily basis, as mutually agreed by the parties.

2. Project Assumptions

- a. The Services shall be performed remotely unless otherwise noted in Section A. At Your request, Oracle may agree to conduct onsite visits at Your location during the Professional Services Period defined below.
- b. Any timelines or expected completion dates discussed with You are estimated dates and are intended for planning purposes only.

C. Expenses

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. All expenses invoiced monthly hereunder are due and payable in accordance with the payment terms of Your order.

D. Unused Services

The Services must be used within the Services Period for the underlying cloud service, unless otherwise stated in Your order (the "Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused

portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

E. Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle Utilities Opower AMI Integration and Platform Cloud Service Setup Fee

Part #B87457

[United States and Canada]

A. Description of Services

Oracle will provide You with up to two hundred fifty-six (256) hours of project initiation, data integration and platform set-up services ("Services") related to Your Oracle Utilities Opower products. Such Services include Oracle's provision of the following:

1. Project Initiation Services
 - a. Conduct a remote project kick-off meeting via web conference.
 - b. Provide an estimated deployment timeline in a mutually agreed Microsoft fileformat.
 - c. Deliver to You a copy of the *Oracle Utilities Opower Interval Data Transfer Standards* document.

2. Data Integration and Platform Set-up Services
 - a. Guide You through the process and timeline for You to generate all advanced metering infrastructure (AMI) data file(s) that You will provide to Oracle for use in the Oracle Utilities Opower platform.
 - b. Assist You with completion of the template that maps Your data fields to data fields to Oracle collects as specified in the *Oracle Utilities Opower Interval Data Transfer Standards*.
 - c. Analyze and validate that the sample historical data file(s) provided by You contain the same columns, follow the same formatting and naming standards and otherwise conform to the *Oracle Utilities Opower Interval Data Transfer Standards*, and provide You with a list of any issues.
 - d. Analyze and validate that the full historical data file(s) provided by You contain the same columns, follow the same formatting and naming standards and otherwise conform to the *Oracle Utilities Opower Interval Data Transfer Standards*.
 - e. Analyze and validate that the iterative, incremental data file(s) provided by You contain the same columns, follow the same formatting and naming standards and otherwise conform to the *Oracle Utilities Opower Interval Data Transfer Standards*.
 - f. Load Your data file(s) to the Oracle Utilities Opower platform.
 - g. Update the secure file transfer protocol (SFTP) to enable the regular transfer of AMI data file(s) between You and Oracle.
 - h. Schedule and execute Oracle Utilities Opower batch processes to calculate Oracle Utilities Opower data analytics for use in the Oracle Utilities Opower products.

B. Your Cooperation and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Cooperation

- a. Participate in the project kick-off meeting.
- b. Confirm Your agreement with the deployment timeline and allocate appropriate resources to provide the assistance described below.
- c. Acknowledge that You have received the *Oracle Utilities Opower Interval Data Transfer Standards* provided to You by Your Oracle project manager in electronic format, that You can meet such requirements, and that You have the information technology resources and the consents required to securely send data to Oracle.
- d. Work with Oracle to complete a template that maps Your data fields to data fields Oracle collects as specified in the *Oracle Utilities Opower Interval Data Transfer Standards*.
- e. Provide production quality billed usage data for a random sample of 10,000-20,000 customers (both active and inactive), and all billed usage reads recorded dating back to January of the previous calendar year for such customers within the timeline mutually agreed upon between You and the Oracle project manager.
- f. Participate in analyzing and validating such sample historical data file(s).
- g. Provide the iterative, incremental data file(s) within the timeline mutually agreed upon between You and the Oracle project manager.
- h. Participate in analyzing and validating the iterative, incremental data file(s).
- i. Provide the full historical data file(s) in accordance with the *Oracle Utilities Opower Interval Data Transfer Standards* within the timeline mutually agreed upon between You and the Oracle project manager.
- j. Participate in analyzing and validating the full historical data file(s).
- k. Address data issues with the sample historical data file(s), full historical data file(s) and iterative, incremental data file(s) within one business day of Oracle notifying You of same.
- l. Generate an automated incremental data file that includes any new customer information and billed usage data recorded since the most recent record in the full historical file, including customer move-in and move-out data and corrections.
- m. Coordinate with Oracle to update the SFTP to enable the regular transfer of data file(s) between You and Oracle.
- n. Send iterative, incremental data files to Oracle on a weekly or daily basis, as mutually agreed by the parties.

2. Project Assumptions

- a. The Services shall be performed remotely unless otherwise noted in Section A. At Your request, Oracle may agree to conduct onsite visits at Your location during the Professional Services Period defined below.
- b. Any timelines or expected completion dates discussed with You are estimated dates and are intended for planning purposes only.

C. Expenses

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. All expenses invoiced monthly hereunder are due and payable in accordance with the payment terms of Your order.

D. Unused Services

The Services must be used within the Services Period for the underlying cloud service unless otherwise stated in Your order (the “Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

E. Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Oracle Utilities Opower Single Sign-On Setup Fee

Part #B89686

[United States and Canada]

A. Description of Services

Oracle will provide You with up to eighty (80) hours of project initiation, product setup services and product launch services (“Services”) related to the following Oracle Utilities Opower products:

- Oracle Utilities Opower Single Sign-On (SSO)

Such Services shall include Oracle’s provision of the following:

1. Project Initiation Services
 - a. Conduct a remote project kick-off meeting via web conference.
 - b. Provide an estimated deployment timeline in a mutually agreed Microsoft file format.
 - c. Provide a copy of the *Oracle Utilities Opower Single Sign-On (SSO) Configuration Guide*.
2. Product Setup Services
 - a. Implement the SSO feature of the Oracle Utilities Opower Energy Efficiency Web Portal as per the *Oracle Utilities Opower Single Sign-On (SSO) Configuration Guide* document; and
 - b. Troubleshoot Oracle SSO test logs during SSO testing and provide logs output to Your technical team.
3. Product Launch Services
 - a. Provide to You one (1) test environment for Your review of SSO prior to product launch;
 - b. Deploy SSO to production; and
 - c. Notify Oracle platform operations team to conduct product launch.

B. Your Cooperation and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Cooperation
 - a. Participate in the project kick-off meeting.

- b. Implement security assertion markup language (SAML) 2.0 (a requirement for SSO implementation) within eight (8) weeks of project kick-off and prior to implementation of SSO;
- c. Work with Oracle to implement SSO of the Energy Efficiency Web Portal within Your website as per the *Oracle Utilities Opower Single Sign-On (SSO) Configuration Guide* document; and
- d. Make Your IT resources available to assist with the Services as stated herein and as part of the project implementation timeline.

2. Project Assumptions

- a. The Services shall be performed remotely unless otherwise noted in Section A. At Your request, Oracle may agree to conduct onsite visits at Your location during the Professional Services Period defined below.
- b. Any timelines or expected completion dates discussed with You are estimated dates and are intended for planning purposes only.

C. Expenses

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. All expenses invoiced monthly hereunder are due and payable in accordance with the payment terms of Your order.

D. Unused Services

The Services must be used within the Services Period for the underlying cloud service, unless otherwise stated in Your order (the “Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

E. Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Oracle Utilities Opower Custom Outbound Email Setup Fee

Part # B93541

[United States and Canada]

A. Description of Services

Oracle will provide You with up to one hundred four (104) hours of project initiation, design, implementation, and launch services (“Services”), for an Opower outbound email campaign provided that such person days of Services may only be used for Oracle’s performance of any of the following:

1. Project Initiation Services

Oracle will:

- a. Conduct a remote project kick-off meeting via web conference.

- b. Provide an estimated deployment timeline in a mutually agreed Microsoft file format.
 - c. Provide an outbound email configuration guide document to You, in a mutually agreed Microsoft file format, for the purposes of documenting Your configuration inputs.
2. Design, configuration, and email generation Services
- Oracle will:
- a. Assist You in defining the content and approach for the outbound email communication, such as the frequency of communications, content of communications and customer groups to be targeted with such communications. Oracle will demonstrate the library of modules that may be displayed on Opower outbound email during the design Services.
 - b. Provide You with a list of standard branding inputs required by Oracle to design the email.
 - c. Participate in the review and finalization of the outbound email template.
 - d. Configure the outbound email template based on the mutually-agreed inputs in the design.
 - e. Finalize the customer segmentation and select a group of target customers to receive the Opower outbound email.
 - f. Perform final quality assurance checks for content and collateral designed, created and configured in this section after deploying these elements to a testing environment.
 - g. Generate a test batch of up to ten (10) Opower outbound emails to conduct quality assurance checks over content and collateral, after deploying the outbound email configuration to a test environment.
3. Product Launch Services
- a. Generate an initial one (1)-time batch of personalized outbound emails for Your customers.
 - b. Dispatch the initial one (1)-time batch of personalized outbound emails to Your customers.
 - c. After generating and dispatching the initial one (1)-time batch, generate and dispatch up to two (2) re-sends of the initial batch to Your customers who did not open the email from the initial batch.
 - d. Provide You with one (1) customer engagement reports. This report will be sent once within one (1) business day after each email dispatch and then once again within six (6) business days after each email dispatch. The reports will include metrics such as, but not necessarily limited to, number of emails sent, opened and clicks.

B. Your Cooperation and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Cooperation

- a. Participate in the project kick-off meeting.
- b. Confirm Your agreement with the deployment timeline and allocate appropriate resources to provide the assistance described below.
- c. Provide final inputs for product configurations within the timeline as mutually agreed upon between You and the Oracle Project Manager.
- d. Review and finalize the marketing materials created in the project design and configuration phase within the timeline as mutually agreed upon between You and the Oracle Project Manager.
- e. Review and finalize the outbound email template within two (2) review iterations.
- f. Define branding requirements.
- g. Define targeted customer segments for the project.
- h. Participate in final review of outbound email contents.
- i. Participate in customer service representatives training.
- j. Provide any notices, and obtain any consents, required for Oracle to perform Services.

2. Project Assumptions

- a. The Services shall be performed remotely unless otherwise noted in Section A. At Your request, Oracle may agree to conduct onsite visits at Your location during the Professional Services Period defined below.
- b. Any timelines or expected completion dates discussed with You are estimated dates and are intended for planning purposes only.
- c. Customer service representatives will not be able to access the Opower outbound emails via the Oracle Utilities Opower Customer Service Interface Cloud Service.
- d. The Services include designing and configuring one (1) new email template. Designing and configuring more than one (1) email template will require contracting additional services.
- e. The final email template may include personalized customer data which is currently available in the Opower database. No new insights will be calculated.
- f. Emails will be sent from an “@opower.com” domain email address.

C. Expenses

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. All expenses invoiced monthly hereunder are due and payable in accordance with the payment terms of Your order.

D. Unused Services

The Services must be used within the Services Period for the underlying cloud service, unless otherwise stated in Your order (the “Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

E. Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Oracle Utilities Opower Platform Insight Setup Fee

Part # B94957

[United States and Canada]

A. Description of Services

Oracle will provide You with up to sixty four (64) hours of project initiation, design, implementation, and launch services (“Services”), for setup of one (1) Oracle Utilities Opower platform insight provided that such hours of Services may only be used for Oracle’s performance of any of the following:

1. **Project Initiation Services**
 - a. Conduct a remote project kick-off meeting via web conference.
 - b. Provide an estimated deployment timeline in a mutually agreed Microsoft file format.
 - c. Provide a list of available platform insights that can be generated through this service.

2. **Configuration and insight generation Services**
 - a. Assist You in defining the Oracle Utilities Opower platform insight to support Your program goals.
 - b. Participate in the review and finalization of the Oracle Utilities Opower platform insight calculation logic.
 - c. Finalize the customer segmentation and select a group of target customers to be included in the Oracle Utilities Opower platform insight extract.
 - d. Perform final quality assurance checks for Oracle Utilities Opower platform insight within content and collateral designed, created and configured in this section after deploying these elements to a testing environment.
 - e. Generate a test batch of up to ten (10) data records of the Oracle Utilities Opower platform insights to conduct quality assurance checks.

3. **Product Launch Services**
 - a. Generate a one (1)-time batch file of the Oracle Utilities Opower platform insight for Your selected customers.

B. Your Cooperation and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Cooperation
 - a. Participate in the project kick-off meeting.
 - b. Confirm Your agreement with the deployment timeline and allocate appropriate resources to provide the assistance described below.
 - c. Review and finalize the Oracle Utilities Opower platform insight within the timeline as mutually agreed upon between You and the Oracle Project Manager.
 - d. Define targeted customer segments for the project.

- e. Provide any notices, and obtain any consents, required for Oracle to perform Services.

2. Project Assumptions

- a. The Services shall be performed remotely unless otherwise noted in Section A. At Your request, Oracle may agree to conduct onsite visits at Your location during the Professional Services Period defined below.
- b. The Services include designing and providing one (1) Oracle Utilities Opower platform insight. Creating more than one (1) Oracle Utilities Opower platform insight will require contracting additional services.
- c. The personalized customer data is currently available from the Oracle Utilities Opower platform.
- d. This Service can only be used to generate insights from the list of available platform insights which Oracle will provide to You.
- e. Any timelines or expected completion dates discussed with You are estimated dates and are intended for planning purposes only.

C. Expenses

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. All expenses invoiced monthly hereunder are due and payable in accordance with the payment terms of Your order.

D. Unused Services

The Services must be used within the Services Period for the underlying cloud service, unless otherwise stated in Your order (the “Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

E. Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Oracle Utilities Opower Professional Services Other Fees

Oracle Utilities Opower CIS Upgrade Fee

Part #B87476

[United States and Canada]

A. Description of Services

Oracle will provide You with up to four hundred (400) hours of project initiation and platform setup services (“Services”) related to Your Customer Information System (“CIS”) upgrade. Such Services include Oracle’s provision of the following:

1. Project Initiation Services
 - a. Conduct a remote project kick-off meeting via web conference.
 - b. Provide an estimated deployment timeline in a mutually agreed Microsoft file format.

c. Deliver to You the *Oracle Utilities Opower Core Data Transfer Standards* document.

2. Platform Setup Services

- a. Define a data mapping approach with Your technical team, utilizing the standards defined in the *Oracle Utilities Opower Core Data Transfer Standards* document.
- b. Provide a process to discontinue data file transfer from Your existing CIS application.
- c. Update the Oracle Utilities Opower platform to accept data file transfers from Your new CIS application.
- d. Replace the entity identifiers in the Oracle Utilities Opower platform with the new entity identifiers that You provide from Your new CIS application.
- e. Update the Home Energy Report (“HER”) and Customer Service Interface (“CSI”) to display the new entity identifier that You provide from Your new CIS application.
- f. Update the Oracle Utilities Opower Energy Management Web Portal (“Web Portal”) signup functionality to use the new account number that You provide from Your new CIS application.
- g. Perform testing and quality assurance (“QA”) on the new iterative, incremental data file(s) provided by You to verify that Your new identifiers match the new entity identifiers in the Oracle Utilities Opower platform. During the test, Oracle will provide an analysis of Your data and generate a test Home Energy Report batch and identify any data issues for You to correct in Your iterative, incremental data file(s). This test will be carried out twice, allowing You to make necessary adjustments over a period of no more than two (2) weeks.

B. Your Cooperation and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Cooperation

- a. Participate in the project kick-off meeting.
- b. After migrating to Your new CIS application, confirm to Oracle that there will be no more changes to such CIS application before starting testing and QA.
- c. Discontinue data transfer from the existing CIS application and to establish additional data transfer from Your new CIS application.
- d. Provide separate mapping files for all Oracle data elements for all of Your customers that have changed from the existing CIS application to the new CIS application.
- e. Provide new iterative, incremental data file(s) of customer billing data as specified in the *Oracle Utilities Opower Core Data Transfer Standards* document.
- f. Provide the customer billing data file(s) on an on-going weekly incremental basis.
- g. Correct any issues in Your iterative, incremental data file(s) as identified by Oracle during the implementation and provide updated files to Oracle.

2. Project Assumptions

- a. The Services shall be performed remotely unless otherwise noted in Section A. At Your request, Oracle may agree to conduct onsite visits at Your location during the Professional Services Period defined below.
- b. Any timelines or expected completion dates discussed with You are estimated dates and are intended for planning purposes only.

- c. You will complete migration to Your new CIS application in the timeframe mutually-agreed with Oracle.
- d. Prior to the start of testing and QA and finalization of new data feeds, the legacy data feeds that have been mutually-agreed and configured during implementation will not be changed during the Services Period for the underlying cloud service, except as otherwise agreed by Oracle.
- e. During testing and QA, the Web Portal and customer service tools may be unavailable for a limited period of time, temporarily preventing the use of printed and email reports. Oracle will notify You of any circumstances that may result in platform unavailability and will use reasonable efforts to minimize any such down time.

C. Expenses

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out-of-pocket expenses related to providing any onsite Services. All expenses invoiced monthly hereunder are due and payable in accordance with the payment terms of Your order.

D. Unused Services

The Services must be used within the Services Period for the underlying cloud service, unless otherwise stated in Your order the (the "Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

E. Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle Utilities Opower Customer Classification File Data Integration Fee

Part #B87477

[United States and Canada]

A. Description of Services

Oracle will provide You with up to sixty (60) hours of project initiation and data integration services ("Services") related to Your Oracle Utilities Opower products. Such Services include Oracle's provision of the following:

1. Project Initiation Services
 - a. Conduct a remote project kick-off meeting via web conference.
 - b. Provide You with an estimated deployment timeline in a mutually agreed Microsoft file format.
 - c. Provide You a copy of the *Oracle Utilities Opower Customer Classification Data Transfer Standards* document.
2. Data Integration Services

- a. Review the Oracle Customer Classification Specification (“CCF”) with You and answer Your questions about the specification.
- b. Confirm with You the customer attributes that You will provide in the CCF file.
- c. Confirm that Your CCF is in a format that can be loaded into the Oracle Utilities Opower platform.
- d. Load Your CCF to the Oracle Utilities Opower platform.
- e. Configure the Oracle Utilities Opower platform to load Your regular transfer of CCF data file(s) to Oracle.
- f. Coordinate two (2) one (1) hour remote telephone conference calls to validate the customer classification data within the applicable Oracle Utilities Opower application.

B. Your Cooperation and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Cooperation

- a. Participate in the project kick-off meeting.
- b. Confirm Your agreement with the deployment timeline and allocate appropriate resources to perform the required assistance described herein.
- c. Acknowledge that You have received the *Oracle Utilities Opower Customer Classification Data Transfer Standards*, that You can meet such requirements, and that You have the information technology resources and the consents required to securely send data to Oracle.
- d. Provide input for the identification of relevant customer attributes or segments that will be used to assemble the CCF.
- e. Transfer the CCF to Oracle via secure file transfer protocol (“SFTP”) pursuant to a schedule that is mutually acceptable to both parties and as specified in the *Oracle Utilities Opower Customer Classification Data Transfer Standards*.
- f. Automate the CCF file transfer to Oracle as specified in *Oracle Utilities Opower Customer Classification Data Transfer Standards*.
- g. Participate in the confirmation and approval of the CCF to verify that it can be incorporated into the Oracle Utilities Opower platform.

2. Project Assumptions

- a. The Services shall be performed remotely unless otherwise noted in Section A. At Your request, Oracle may agree to conduct onsite visits at Your location during the Professional Services Period defined below.
- b. Any timelines or expected completion dates discussed with You are estimated dates and are intended for planning purposes only.

C. Expenses

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out-of-pocket expenses related to providing any onsite Services. All expenses invoiced monthly hereunder are due and payable in accordance with the payment terms of Your order.

D. Unused Services

The Services must be used within the Services Period for the underlying cloud service, unless otherwise stated in Your order (the “Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

E. Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Oracle Utilities Opower Third-Party Randomization Fee

Part #B87479

[United States and Canada]

A. Description of Services

Oracle will provide You with up to one hundred four (104) hours of project initiation, data integration and platform setup services (“Services”) related to Your Oracle Utilities Opower products. Such Services include Oracle’s provision of the following:

1. Project Initiation Services
 - a. Conduct a remote project kick-off meeting via conference call via web conference.
 - b. Provide You with an estimated deployment timeline in a mutually agreed Microsoft file format.

2. Data Integration and Platform Setup Services
 - a. Participate in calls to coordinate third-party randomization with Your project team and Your designated third-party evaluator.
 - b. Provide You with a comma separated value (“CSV”) file containing account numbers for eligible customers targeted for the Oracle Utilities Opower program along with desired sizes for treatment and control groups.
 - c. Receive and review an updated CSV file from Your third-party evaluator with treatment and control group designations.
 - d. Load the updated CSV file with customer treatment or control group designation into the Oracle Utilities Opower platform.
 - e. Perform Oracle standard quality assurance checks to verify treatment and control group randomization.

B. Your Cooperation and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Cooperation
 - a. Participate in the project kick-off meeting.

- b. Confirm Your agreement with the deployment timeline and allocate appropriate resources to perform the assistance described below.
- c. Retain the services of a third-party evaluator to perform randomization for Your program.
- d. Coordinate communications between Oracle and Your designated third-party evaluator.
- e. Confirm that the third-party evaluator randomly assigns the account numbers in the CSV file to a treatment or control group for statistical equivalence of both groups based on annual energy consumption.
- f. Confirm that the third-party evaluator returns the CSV file to Oracle, updated with a new column identifying customer treatment or control group status.

2. Project Assumptions

- a. The Services shall be performed remotely unless noted otherwise in Section A. At Your request, Oracle may agree to conduct onsite visits at Your location during the Professional Services Period defined below.
- b. The project implementation timeline is dependent upon the third-party consultant's timely completion of randomization work.
- c. Any timelines or expected completion dates discussed with You are estimated dates and are intended for planning purposes only.

C. Expenses

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. All expenses invoiced monthly hereunder are due and payable in accordance with the payment terms of Your order.

D. Unused Services

The Services must be used within the Services Period for the applicable underlying cloud service(s), unless otherwise stated in Your order ("Services Period"). Any Services not used within the Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

E. Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle Utilities Opower Hourly Program Services – Fixed Price - Hour

Part #B90604

[United States and Canada]

A. Description of Services

At Your direction, Oracle will provide You the quantity of professional services hours identified in Your order of Professional Services ("Professional Services") related to Your Oracle Utilities Opower Cloud Services ("Cloud Services"). Such Professional Services may include assistance with any of the following:

1. Project Consulting Services

- a. Assistance to You with the configuration of Your:
 - i. Cloud Services content
 - ii. Cloud Services content targeting
 - iii. Cloud Services customer segmentation
 - iv. Cloud Services web portal
 - v. Cloud Services platform
 - vi. Cloud Services rates data presentment
- b. Assistance to You with minor technical updates of Your:
 - i. Cloud Services single sign-on integration
 - ii. Cloud Services application programming interface (“API”) integration
 - iii. Cloud Services data integration
 - iv. Cloud Services data extracts
 - v. Cloud Services rates modelling
- c. Recommendations on how to use Cloud Services and the features licensed for Your projects.
- d. Coordination of Your projects’ progress, including change requests.
- e. Assistance in coordinating the scoping of new projects.
- f. Planning and budgeting of Oracle resources for Your projects.

B. Your Cooperation and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Professional Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Cooperation

- a. Contact Oracle’s project manager to request and schedule the performance of Professional Services within the Professional Services Period, which Professional Services will be scheduled at a date and time mutually agreed to by the project managers.
- b. Confirm Your agreement with any timelines.
- c. Allocate appropriate resources to perform any necessary assistance.
- d. If applicable, provide access to Your content and branding lead who will work with Oracle on consumer content, presentation, branding, segmentation, and collateral approvals.
- e. Provide any notices, and obtain any consents, required for Oracle to perform Professional Services.
- f. Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform Professional Services.
- g. Participate in Oracle Utilities Opower product demonstrations.
- h. Ensure Your tasks are completed in the agreed on timeframe.

2. Project Assumptions

- a. The Professional Services shall be performed remotely. At Your request, Oracle may agree to conduct onsite visits at Your location during the Professional Services Period defined below.
- b. The Professional Services will be performed from Monday to Friday during business hours unless otherwise agreed by You and Oracle.
- c. You understand and acknowledge that Oracle shall only provide the Professional Services for up to the quantity of hours identified in Your order and that Oracle is not obligated to continue providing the Professional Services beyond that quantity of hours.

- d. Any timelines or expected completion dates discussed with You are estimated dates and are intended for planning purposes only.

C. Fees and Expenses

As the Professional Services are provided on an hourly basis, You shall pay the fees set forth in the order regardless of whether any output has been delivered or Your projects have been completed. In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Professional Services. All expenses invoiced monthly hereunder are due and payable in accordance with the payment terms of Your order. The fees for the Professional Services and any applicable taxes may be invoiced upon Your execution of and Oracle's acceptance of this order in advance of service performance.

D. Unused Professional Services

The Professional Services must be used within the Services Period for the underlying cloud service, unless otherwise stated in Your order (the "Professional Services Period"). Any Professional Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Professional Services. You may not use the fees for any services other than the Professional Services stated herein.

E. Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Professional Services.

Oracle Utilities Opower Rates Integration and Modeling Fee

Part Number B92660

[United States and Canada]

A. Description of Services

Oracle will provide You with up to three hundred fifteen (315) hours of project initiation, rate data integration, rate modeling, and platform set-up services ("Services") related to Your Oracle Utilities Opower products. Such Services include Oracle's provision of the following:

1. Project Initiation Services:
 - a. Conduct a remote project kick-off meeting via web conference.
 - b. Provide an estimated deployment timeline in a mutually agreed Microsoft file format.
 - c. Provide You access to the Oracle Utilities Opower Rates Data Transfer Standards ("RDTS").
2. Rate Integration and Modelling:
 - a. Review, with You, up to five (5) low-to-moderate complexity residential energy rates.
 - b. Analyze and model the rate plan, structure, pricing, and schedule, based on the published rate tariff documentation provided by You.
 - c. Assist You with completion of the templates that map the applicable parameters, resulting from the analysis above, as inputs to one or more of the following rates data file specifications ("RDFS") as part of the RDTS.
 - i. Rate Attributes File(s)

- ii. Baselines File(s)
 - iii. Rate Price File(s)
 - iv. Rate Plan Configuration File(s)
 - v. Peak Pricing Event File(s)
 - vi. Peak Time Rebates File(s)
- d. Analyze and validate that the sample historical data file(s) provided by You contain the same columns, follow the same formatting and naming standards and otherwise conform to the RDTS, and provide You with a list of any issues.
 - e. Analyze and validate that the full historical data file(s) provided by You contain the same columns, follow the same formatting and naming standards and otherwise conform to the RDTS.
 - f. Analyze and validate that the iterative, incremental data file(s) provided by You contain the same columns, follow the same formatting and naming standards and otherwise conform to the RDTS.
 - g. Load validated data files to the Oracle Utilities Opower platform.
 - h. Update the secure file transfer protocol (SFTP) as needed to enable the regular transfer of data files between You and Oracle.
 - i. Deploy the modelled rates to production.

B. Your Cooperation and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Cooperation

- a. Participate in the kick-off meeting.
- b. Confirm Your agreement with the deployment timeline and allocate appropriate resources to provide the required assistance described herein.
- c. Make Your information technology (IT) resources, billing department, and rate tariff/regulatory resources available to assist with the Services as stated herein and as part of the implementation timeline.
- d. Provide Oracle with rate plan, structure, pricing, and schedules for the energy rates noted above within two (2) weeks of project kick-off.
- e. Provide rider and appender values, in the Rate Prices File, calculated by You.
- f. Acknowledge that You: (i) have received the RDTS and RDFS provided to You by Your Oracle project manager in electronic format, (ii) can meet such requirements, and (iii) have the information technology resources and the consents required to securely send data to Oracle.
- g. Participate in the review of the five (5) low-to-moderate complexity energy rates for up to three (3) one-day iterations.
- h. Work with Oracle, for up to two (2) one-week iterations, to complete a template that maps Your data fields to data fields Oracle collects as specified in the RDFS.
- i. Provide production quality rate data for a random sample of 10,000-20,000 customers (both active and inactive) dating back to January of the previous calendar year for such customers within the timeline mutually agreed by the parties.
- j. Provide up to five (5) sample customer bills, per rate modelled by Oracle.
- k. Participate in analyzing and validating such sample historical data file(s).

- l. Provide the full historical data file(s) in accordance with the RDTS and RDFS within the timeline mutually agreed by the parties.
- m. Participate in analyzing and validating the full historical data file(s).
- n. Provide the iterative, incremental data file(s) within the timeline mutually agreed by the parties.
- o. Participate in analyzing and validating the iterative, incremental data file(s).
- p. Address data issues with the sample historical data file(s), full historical data file(s) and iterative, incremental data file(s) within one (1) business day of Oracle notifying You of same.
- q. Generate automated iterative, incremental file(s) that include any new rate data recorded since the most recent record in the full historical file, including rate plan changes and corrections.
- r. Coordinate with Oracle to update as needed the SFTP to enable the regular transfer of data files between You and Oracle.
- s. Send iterative, incremental file(s) to Oracle on a weekly or daily basis, as mutually agreed by the parties.

2. Project Assumptions

- a. The Services shall be performed remotely.
- b. Any timelines or expected completion dates discussed with You are estimated dates and are intended for planning purposes only.
- c. An advanced metering infrastructure energy usage data integration is already in place between You and Oracle to provide energy usage and/or energy demand interval readings of fifteen (15) minutes, thirty (30) minutes, sixty (60) minutes, or one thousand four hundred forty (1440) minutes.
- d. Low complexity energy rates consist of either flat rates or tiered rates, are billed against kilowatt hour (kWh) usage, and may vary by time of year but not time of day. Low complexity rates may alternatively consist of a demand charge for a peak demand value, expressed in kilowatts (kW).
- e. Moderate complexity energy rates may consist of time-of-use (TOU) rates and are defined as rate structures with price per kWh that vary at prescribed energy use thresholds based on time of day in which energy use occurs. Moderate complexity rates may alternatively consist of combinations of flat, tiered, and demand rates, or rates or TOU and demand rates.
- f. Consumer energy costs are estimated values only and are not intended to provide revenue-grade rate analysis or match actual consumer bills.
- g. TOU rate structure may include up to three (3) time periods: off-peak, on-peak, and super-peak (or similar designation).
- h. Seasonality within any rate structure may include up to two (2) different seasonal periods.
- i. Rate structure components based on energy demand are limited to fixed/flat fees or peak kW within a single billing period and calculated based on average interval demand.
- j. No recursive rate modelling algorithms are in scope.
- k. Rate riders and appenders are defined as additional data, provided by You in the rates data transfer files, that is associated with a single rate and imposes special conditions on the way the rate is calculated.
- l. Up to two (2) rate riders/appenders per rate are included in the Services.
- m. Any additional rate riders/appenders beyond those noted above require separate and additional scoping and estimation.
- n. No new rate calculators or variations of current rate calculators will be developed in the course of the Services.

- o. Any future structural changes to rates and riders or rate riders/appenders will require separate and additional scoping and estimation.
- p. Sample historical data file(s) are defined as one-time files that contain all required data fields from the RDFS but that only contain a limited number of customers over a limited timeframe.
- q. Full historical data file(s) are defined as one-time files that contain all required data fields from the RDFS. They contain all rates data for Your utility customers over a typical period of one (1) to two (2) years.
- r. Iterative, incremental data file(s) are defined as files that are provided by You to Oracle on a recurring basis and contain (i) required data fields exactly the same as those provided in sample historical data file(s) and full historical data file(s) and (ii) only data records that are incremental to those historical files and/or replace and/or iterate on older data records in any previously received files. These files are typically provided by You to Oracle on a daily, weekly, or monthly basis.
- s. Only electricity and gas rates are in scope.

C. Expenses

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services requested by You. All expenses invoiced monthly hereunder are due and payable in accordance with the payment terms of Your order.

D. Unused Services

The Services must be used within twelve (12) months, unless otherwise stated in Your order (the "Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

E. Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.