
Utilities Global Business Oracle Dataraker Service Descriptions and Metrics

March 16, 2017

***Note: The Service Descriptions for non-Dataraker Oracle Utilities Cloud Services can be found in a separate document at www.oracle.com/contracts.**

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Metric Definitions

500 Gigabytes (GB) is defined as additional production database storage in 500 gigabytes (GB) per month required beyond the storage capacity initially purchased as part of the Oracle Cloud Services.

Adjusted Device Data Channel is defined as a stream of periodic or time-series measurement data of any supported frequency. Each channel can only have a single unit of measurement (e.g. kWh, Volt etc.) as transmitted by a Utilities Device* and which is used for a single measurement purpose. The supported frequencies (defined in terms of interval length) are 5 minute, 15 minute, 30 minute, hourly, daily, or monthly and are weighted accordingly, where an hourly channel is considered the basis of the weighting and has a weighting factor of 1. Smaller interval length channels have a weighting factor that is higher since more storage is required to store a day of 5 minute interval data than hourly data. Monthly interval length channels are multiplied by 0.5, daily by 0.7, 30 minute by 1.5, 15 minute by 2 and 5 minute by 4. Associated data such as events, peak reads etc. are not considered separate channels and are not charged for separately.

Glossary

Customer is defined as You entity specified on Your order. The Oracle Cloud Services may not be used or accessed for the business operations of any third party, including but not limited to Your customers, partners or Your affiliates.

Daily Data is defined as data recorded in intervals of once per day.

Monthly Data is defined as data recorded in intervals of at once per month or a more frequent but regular basis during a month.

Non-Production Environment may be either a Test, Staging, or Development Environment provided to You as part of the Oracle Cloud Services. The Development Environment is specifically sized and designed for development and training purposes. The Test environment is specifically sized and designed for functional testing and validating changes in the configuration prior to promotion to the Production Environment as well as for recreating events and duplicating issues occurring in the Production Environment for the purposes of troubleshooting and facilitating incident resolution. Staging environment is where the new version is implanted once released so the data scientist can tweak existing algorithms or build new algorithms before being moved to the production environment. The Non-Production Environments may not be used for production purposes or for performance or stress testing. Any service levels, performance targets and disaster recovery described for the applicable Oracle Cloud Service are not applicable to Non-Production Environments.

Production Environment is an environment provided to You as part of the Oracle Cloud Service that is designed for daily commercial use and production operations of live data. Unless otherwise specified, a single Production Environment is provided for an Oracle Cloud Service.

***Utilities Device** is defined as a hardware or firmware element in the applicable utilities (e.g., gas, water or electric) network. Utilities devices include, but are not limited to, meters, grid devices, home area network devices, and demand response devices. Oracle Cloud Services may (a) communicate with Utilities Devices or enable communications with Utilities Devices and (b) process event and usage data from Utilities Devices. For the purposes of the Oracle Utilities Meter Data Management Services (including the Oracle Utilities Smart Grid Gateway), a Utilities Device is a meter which processes meter event and usage data within such Oracle Cloud Services.

Oracle DataRaker Cloud Service - Service Descriptions

Oracle DataRaker Cloud Service Additional Data Storage – Per 500 Gigabytes

Part #: B86388

Oracle DataRaker Additional Data Storage enables You to purchase 500 Gigabytes of database storage for Your Production or Staging Environment beyond what is provided with the Oracle DataRaker Cloud Service.

You may make multiple purchases of Oracle DataRaker Additional Data Storage. If You make more than two purchases in a calendar year, additional fees related to the setup of such additional storage will apply. You are responsible for planning and ensuring that You have sufficient database storage to meet Your operational requirements.

Your purchase of Oracle DataRaker Additional Data Storage applies for the duration of the Service Period of the Oracle DataRaker Cloud Service under Your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle DataRaker Meter to Bill Cloud Service– Per Adjusted Device Data Channel

Part # B86811

Users of the Oracle DataRaker Meter to Bill Cloud Service are authorized to access the following:

Business Area	Application Name
Billing	High Bill Prioritization Low Bill Prioritization Stopped Meter Slow Consumption Diagnostic Prioritization
Meter Operations	Defective Meter ID Defective Socket ID New Meter Health Contract Validation Data Quality Assurance Geospatial Outlier Monitoring Net Meter Geospatial Reporting Meter Inventory Tracking
Safety	Gas Leaks Water Leaks
AMI Deployment	AMI New Meter Health Deployment Tracking Network Tracking

Customer Refusal Tracking Deployment Data Quality AMI Geospatial Reporting
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This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Meter to Bill Cloud Service is subject to usage limits based on:

- A maximum number of Utilities Adjusted Device Data Channels per Month as defined in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: one Production Environment, and one Non-Production Environments (Staging).
- Production to Non-Production refreshes will not be provided.
- These environments may also be used to host other services purchased by You from the Oracle DataRaker Cloud Services portfolio of services.
- Additional data storage for Production and Non-production Environments may be purchased subject to additional fees.

The following storage limits apply for the Oracle DataRaker Meter to Bill Cloud Service per the applicable Environment:

Size Data	Utilities Adjusted Device Data Channels	Environment Type	Database Storage	File Storage Limit
XS	300,001 to 500,000	Production	2.5 TB	0.5 TB
		Staging	1.25 TB	0.25 TB
S	500,001 to 1,000,000	Production	5.0 TB	1 TB
		Staging	2.5TB	0.25 TB
M	1,000,001 to 2,000,000	Production	10.00 TB	2.0 TB
		Staging	5.00 TB	0.25 TB
L	2,000,001 to 4,000,000	Production	20.00 TB	4.0 TB
		Staging	10.00 TB	0.25 TB
XL	4,000,001 to 8,000,000	Production	40.00 TB	8.0 TB
		Staging	20.00TB	0.25 TB

Data files that are older than three years are subject to automatic deletion by this Oracle DataRaker Cloud Service. To maintain access to such data, or to store additional data exceeding the sizing defined in you contract, You must purchase from Oracle additional storage services or separately store such data outside of this Oracle Cloud Service.

- Additional data storage for Production and Non-production Environments may be purchased subject to additional fees.
- You are responsible for purchasing any additional storage required for Your use of the Oracle DataRaker Cloud Services. Oracle will not automatically allocate additional storage.

Service Level Targets: This Oracle Cloud Service has the following service level targets

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle DataRaker Meter to Bill Cloud Service	90 days	30 days	98.5%

The Target System Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Meter to Bill Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Meter to Bill Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any changes called out in this services description.

Oracle DataRaker Revenue Protection Cloud Service – Per Adjusted Device Data Channel

Part # B86812

Users of the Oracle DataRaker Revenue Protection Cloud Service are authorized to access the following:

Business Area	Application Name
Revenue Protection	Identifying Bypass Diversion Identifying meter swaps Identifying meter tampering Post-deployment theft

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Revenue Protection Cloud Service is subject to usage limits based on:

- A maximum number of Utilities Adjusted Device Data Channels per Month as defined in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: one Production Environment, and one Non-Production Environment (Staging).
- Production to Non-Production refreshes will not be provided.
- These environments may also be used to host other services purchased by You from the Oracle DataRaker Cloud Services portfolio of services.
- Additional data storage for Production and Non-production Environments may be purchased subject to additional fees.

The following storage limits apply for the Oracle DataRaker Revenue Protection Cloud Service per the applicable Environment:

Size Data	Utilities Adjusted Device Data Channels	Environment Type	Database Storage	File Storage Limit
XS	300,001 to 500,000	Production	2.5 TB	0.5 TB
		Staging	1.25 TB	0.25 TB
S	500,001 to 1,000,000	Production	5.0 TB	1 TB
		Staging	2.5TB	0.25 TB
M	1,000,001 to 2,000,000	Production	10.00 TB	2.0 TB
		Staging	5.00 TB	0.25 TB
L	2,000,001 to 4,000,000	Production	20.00 TB	4.0 TB
		Staging	10.00 TB	0.25 TB
XL	4,000,001 to	Production	40.00 TB	8.0 TB

	8,000,000	Staging	20.00TB	0.25 TB
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Data files that are older than three years are subject to automatic deletion by this Oracle DataRaker Cloud Service. To maintain access to such data, or to store additional data exceeding the sizing defined in you contract, You must purchase from Oracle additional storage services or separately store such data outside of this Oracle Cloud Service.

- Additional data storage for Production and Non-production Environments may be purchased subject to additional fees.
- You are responsible for purchasing any additional storage required for Your use of the Oracle DataRaker Cloud Services. Oracle will not automatically allocate additional storage.

Service Level Targets: This Oracle Cloud Service has the following service level targets

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle DataRaker Revenue Protection Cloud Service	90 days	30 days	98.5%

The Target System Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Revenue Protection Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Revenue Protection Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any changes called out in this services description.

Oracle DataRaker Distribution Planning and Operations Cloud Service – Per Adjusted Device Data Channel

Part # B86813

Users of the Oracle DataRaker Distribution Planning and Operations Cloud Service are authorized to access the following:

Business Area	Application Name
Distribution Planning and Operations	Overload Prevention Outage Management Transformer Load Management Conservation Voltage Reduction Non-technical Losses Localization Connectivity Verification

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Distribution Planning and Operations Cloud Service is subject to usage limits based on:

- A maximum number of Utilities Adjusted Device Data Channels per Month as defined in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: one Production Environment, and one Non-Production Environments (Staging).
- Production to Non-Production refreshes will not be provided.
- These environments may also be used to host other services purchased by You from the Oracle DataRaker Cloud Services portfolio of services.
- Additional data storage for Production and Non-production Environments may be purchased subject to additional fees.

The following storage limits apply for the Oracle Distribution Planning and Operations Cloud Service per the applicable Environment:

Size Data	Utilities Adjusted Device Data Channels	Environment Type	Database Storage	File Storage Limit
XS	300,001 to 500,000	Production	2.5 TB	0.5 TB
		Staging	1.25 TB	0.25 TB
S	500,001 to 1,000,000	Production	5.0 TB	1 TB
		Staging	2.5TB	0.25 TB
M	1,000,001 to 2,000,000	Production	10.00 TB	2.0 TB
		Staging	5.00 TB	0.25 TB

L	2,000,001 to 4,000,000	Production	20.00 TB	4.0 TB
		Staging	10.00 TB	0.25 TB
XL	4,000,001 to 8,000,000	Production	40.00 TB	8.0 TB
		Staging	20.00TB	0.25 TB

Data files that are older than three years are subject to automatic deletion by this Oracle DataRaker Cloud Service. To maintain access to such data, or to store additional data exceeding the sizing defined in you contract, You must purchase from Oracle additional storage services or separately store such data outside of this Oracle Cloud Service.

- Additional data storage for Production and Non-production Environments may be purchased subject to additional fees.
- You are responsible for purchasing any additional storage required for Your use of the Oracle DataRaker Cloud Services. Oracle will not automatically allocate additional storage.

Service Level Targets: This Oracle Cloud Service has the following service level targets.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle DataRaker Distribution Planning and Operations Cloud Service	90 days	30 days	98.5%

The Target System Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Distribution Planning and Operations Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Distribution Planning and Operations Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any changes called out in this services description.

Oracle DataRaker Demand Response and Energy Efficiency Cloud Service – Per Adjusted Device Data Channel

Part # B86814

Users of the Oracle DataRaker Demand Response and Energy Efficiency Cloud Service are authorized to access the following:

Business Area	Application Name
Demand Response and Energy Efficiency	Program Customer Targeting Load Disaggregation Customer Usage Reporting Program Efficiency

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Demand Response and Energy Efficiency Cloud Service is subject to usage limits based on:

- A maximum number of Utilities Adjusted Device Data Channels per Month as defined in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: one Production Environment, and one Non-Production Environments (Staging).
- Production to Non-Production refreshes will not be provided.
- These environments may also be used to host other services purchased by You from the Oracle DataRaker Cloud Services portfolio of services.
- Additional data storage for Production and Non-production Environments may be purchased subject to additional fees.

The following storage limits apply for the Oracle Demand Response and Energy Efficiency Cloud Service per the applicable Environment:

Size Data	Utilities Adjusted Device Data Channels	Environment Type	Database Storage	File Storage Limit
XS	300,001 to 500,000	Production	2.5 TB	0.5 TB
		Staging	1.25 TB	0.25 TB
S	500,001 to 1,000,000	Production	5.0 TB	1 TB
		Staging	2.5TB	0.25 TB
M	1,000,001 to 2,000,000	Production	10.00 TB	2.0 TB
		Staging	5.00 TB	0.25 TB
L	2,000,001 to	Production	20.00 TB	4.0 TB

	4,000,000	Staging	10.00 TB	0.25 TB
XL	4,000,001 to 8,000,000	Production	40.00 TB	8.0 TB
		Staging	20.00TB	0.25 TB

Data files that are older than three years are subject to automatic deletion by this Oracle DataRaker Cloud Service. To maintain access to such data, or to store additional data exceeding the sizing defined in you contract, You must purchase from Oracle additional storage services or separately store such data outside of this Oracle Cloud Service.

- Additional data storage for Production and Non-production Environments may be purchased subject to additional fees.
- You are responsible for purchasing any additional storage required for Your use of the Oracle DataRaker Cloud Services. Oracle will not automatically allocate additional storage.

Service Level Targets: This Oracle Cloud Service has the following service level targets.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle DataRaker Demand Respons and Energy Efficiency Cloud Service	90 days	30 days	98.5%

The Target System Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Demand Response and Energy Efficiency Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Demand Response and Energy Efficiency Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any changes called out in this services description.

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Retired Skus

Oracle DataRaker Standard Edition Cloud Service – Per 100 Utilities Devices

Part # B85313

Users of the Oracle DataRaker Standard Edition Cloud Service are authorized to use the following pre-defined analytics:

Algorithm Areas	Algorithms
Meter to Bill	Meter shows high consumption in comparison to prior readings. Meter shows low consumption in comparison to itself. Meter show no consumption in comparison to itself. Meter which show a spike in consumption for specific days. Meter that show reverse rotation
Revenue Protection	Inactive meters that show consumption Active without consumption Year over year consumption is decreasing Meter shows no consumption but a different meter which provides commodity to the same household shows consumption Meter shows long time intervals of no consumption
Seasonal Usage	Seasonal Usage Calculation uses consumption patterns and weather data to define the start of a season (e.g. 5 days of increased consumption) for purposes of calculating seasonal usage

As part of this Oracle Cloud Service, You may access up to four (4) hours per month of Oracle Analytic Services professional services for assistance with certain minimum configuration activities (such setting boundary conditions or thresholds, or adjustment to an algorithm). You must separately purchase, subject to additional fees, any additional scope or quantity of professional services.

Usage Limits: The Oracle DataRaker Standard Edition Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Utilities Devices) as defined in Your order.
- A maximum of four (4) hours per month of Oracle Analytic Services professional services for assistance with certain minimum configuration activities (such setting boundary conditions or thresholds, or adjustment to an algorithm).
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use. This environment may also be used to host other DataRaker Cloud Services purchased by You.
- Oracle will also have a staging environment which is for the sole and exclusive access of Oracle data scientist for the development and enhancement of algorithms.

Service Level Targets: This Oracle Cloud Service has the following service level targets. The maintenance periods will be conducted between 0000 ET to 0400 ET, 7 days a week.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability

Oracle DataRaker Standard Edition Cloud Service	30 days	7 days	98.5%
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The Target System Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

Third Party Content:

Some Third Party Content made available by, through or as part of the Oracle DataRaker Standard Edition Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Standard Edition Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any variations identified in this services description.

Oracle DataRaker Base Platform Cloud Service – Per Customer

Part # B72674

Users of the Oracle DataRaker Base Platform Cloud Service are authorized to access the following:

- Oracle DataRaker Base Platform Cloud Service

Usage Limits: The Oracle DataRaker Base Platform Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per Customer) as defined in your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.
- This environment may also be used to host others services purchased by You from the Oracle DataRaker Cloud Service portfolio of services.
- Up to three years of the most recent transactional data will be retained in the service environment, subject to system-based automatic deletion; for the purpose of these Service Descriptions, “transactional data” means day to day activity data such as temperature or meter reads recorded against a utility customer’s account.
- Up to five years of the most recent original source files will be retained in the service environment, subject to system-based automatic deletion.

Customer Obligations:

You are responsible for the ongoing transfer of data to the Oracle DataRaker Base Platform Cloud Service. Files must be delivered in a timely manner, in the agreed upon format, and readable (not corrupt and virus-free) for the timely delivery of the Service.

Third Party Content:

Some Third Party Content made available by, through or as part of the Oracle DataRaker Base Platform Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Base Platform Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any variations identified in this services description.

The following apply to the Oracle DataRaker Base Platform Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)
90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target System Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target System Availability
98.5%

Oracle DataRaker Data Viewer for Interval Meters Cloud Service – Per 100 Pooled Utilities Devices

Part # B72675

Users of the Oracle DataRaker Data Viewer for Interval Meters Cloud Service are authorized to access the following:

Business Area	Application Name
Billing	Consumption reporting Settlements Reporting
Call Center	High Bill Customer Benchmarking High Bill Account Reporting

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Data Viewer for Interval Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Pooled Utilities Devices) as defined in your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.
- This environment may also be used to host others services purchased by You from the Oracle DataRaker Cloud Service portfolio of services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Data Viewer for Interval Meters Cloud Service, is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Data Viewer for Interval Meters Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any variations identified in this services description.

The following apply to the Oracle DataRaker Data Viewer for Interval Meters Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)

90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target System Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target System Availability
98.5%

Oracle DataRaker Customer Service for Interval Meters Cloud Service – Per 100 Pooled Utilities Devices

Part # B72812

Users of the Oracle DataRaker Customer Service for Interval Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Billing	High Bill Prioritization
	Low Bill Prioritization Stopped Meter Slow Consumption Diagnostic Prioritization
Meter Operations	Defective Meter ID Defective Socket ID New Meter Health Contract Validation Data Quality Assurance Geospatial Outlier Monitoring Net Meter Geospatial Reporting Meter Inventory Tracking
Safety	Gas Leaks Water Leaks
AMI Deployment	AMI New Meter Health Deployment Tracking Network Tracking Customer Refusal Tracking Deployment Data Quality Geospatial Reporting
Revenue Protection	Identifying Bypass Diversion Identifying meter swaps

	Identifying meter tampering Post-deployment theft
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Applications require set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Customer Service for Interval Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (per 100 Pooled Utilities Devices) as defined in your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.
- This environment may also be used to host other services purchased by You from the Oracle DataRaker Cloud Services portfolio of services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Customer Service for Interval Meters Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Customer Service for Interval Meters Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any changes called out in this services description.

The following apply to the Oracle DataRaker Customer Service for Interval Meters Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)
90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target System Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target System Availability
98.5%

Oracle DataRaker Distribution Planning and Operations for Interval Meters Cloud Service – Per 100 Pooled Utilities Devices

Part # B72813

Users of the Oracle DataRaker Distribution Planning and Operations for Interval Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Distribution Planning and Operations	Overload Prevention Outage Management Transformer Load Management Conservation Voltage Reduction Non-technical Losses Localization

Applications require set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Distribution Planning and Operations for Interval Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Pooled Utilities Devices) as defined in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.
- This environment may also be used to host others services purchased by You from the Oracle DataRaker Cloud Service portfolio of services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Distribution Planning and Operations for Interval Meters Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Distribution Planning and Operations for Interval Meters Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any variations identified in this services description.

The following apply to the Oracle DataRaker Distribution Planning and Operations for Interval Meters Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)
90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target System Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target System Availability
98.5%

Oracle DataRaker Demand Response and Energy Efficiency for Interval Meters Cloud Service – Per 100 Pooled Utilities Devices

Part # B72814

Users of the Oracle DataRaker Demand Response and Energy Efficiency for Interval Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Demand Response and Energy Efficiency	Program Customer Targeting Load Disaggregation Customer Usage Reporting Program Efficiency

Applications require set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Demand Response and Energy Efficiency for Interval Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Pooled Utilities Devices) as defined in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.

- This environment may also be used to host others services purchased by You from the Oracle DataRaker Cloud Service portfolio of services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Demand Response and Energy Efficiency for Interval Meters Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Demand Response and Energy Efficiency for Interval Meters Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any variations identified in this services description.

The following apply to the Oracle DataRaker Demand Response and Energy Efficiency for Interval Meters Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)
90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target System Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target System Availability
98.5%

Oracle DataRaker Meter to Bill for Sub-daily Meters Cloud Service – Per 100 Utilities Devices

Part # B82301

Users of the Oracle DataRaker Meter to Bill for Sub-daily Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Billing	High Bill Prioritization Low Bill Prioritization Stopped Meter Slow Consumption Diagnostic Prioritization
Meter Operations	Defective Meter ID Defective Socket ID New Meter Health Contract Validation Data Quality Assurance Geospatial Outlier Monitoring Net Meter Geospatial Reporting Meter Inventory Tracking
Safety	Gas Leaks Water Leaks
AMI Deployment	AMI New Meter Health Deployment Tracking Network Tracking Customer Refusal Tracking Deployment Data Quality Geospatial Reporting

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Meter to Bill for Sub-daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Utilities Device Data Channels per Month as defined in Your order.
- Oracle will provision three Environments for this Oracle Cloud Service: one Production Environment, and two Non-Production Environments (Test/QA and Backup).
- This environment may also be used to host other services purchased by You from the Oracle DataRaker Cloud Services portfolio of services.
- Additional data storage for Production and Non-production Environments may be purchased subject to additional fees.
- For storage limits, please refer to the Program Documentation.

Data files that are older than three years are subject to automatic deletion by this Oracle DataRaker Cloud Service. To maintain access to such data, or to store additional data exceeding the sizing defined in you contract, You must purchase from Oracle additional storage services or separately store such data outside of this Oracle Cloud Service.

Service Level Targets: This Oracle Cloud Service has the following service level targets. The standard maintenance period for this Oracle Cloud Service is 0000 a.m. ET to 0400 a.m. ET, 7 days a week.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle DataRaker Meter to Bill for Sub-daily - Sub-daily Meters Cloud Service	90 days	30 days	98.5%

The Target System Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Meter to Bill for Sub-daily Meters Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Meter to Bill for Sub-daily Meters Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any changes called out in this services description.

Oracle DataRaker Data Viewer for Daily Meters Cloud Service – Per 100 Pooled Utilities Devices

Part # B72815

Users of the Oracle DataRaker Data Viewer for Daily Meters Cloud Service are authorized to access the following:

Business Area	Application Name
Billing	Consumption reporting
	Settlements Reporting
Call Center	High Bill Customer Benchmarking
	High Bill Account Reporting

Application requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Data Viewer for Daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Pooled Utilities Devices) as defined in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.

- This environment may also be used to host others services purchased by You from the Oracle DataRaker Cloud Service portfolio of services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Data Viewer for Daily Meters Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Data Viewer for Daily Meters Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any variations identified in this services description.

The following apply to the Oracle DataRaker Data Viewer for Daily Meters Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)
90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target System Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target System Availability
98.5%

Oracle DataRaker Customer Service for Daily Meters Cloud Service – Per 100 Pooled Utilities Devices

Part # B72816

Users of the Oracle DataRaker Customer Service for Daily Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Billing	High Bill Prioritization Low Bill Prioritization Stopped Meter Slow Consumption Diagnostic Prioritization
Meter Operations	Defective Meter ID Defective Socket ID New Meter Health Contract Validation Data Quality Assurance Geospatial Outlier Monitoring Net Meter
	Geospatial Reporting Meter Inventory Tracking
Safety	Gas Leaks Water Leaks
Revenue Protection	Identifying Bypass Diversion Identifying meter swaps Identifying meter tampering Post-deployment theft

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Customer Service for Daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Pooled Utilities Devices) as defined in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.
- This environment may also be used to host others services purchased by You from the Oracle DataRaker Cloud Service portfolio of services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Customer Service for Daily Meters Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Customer Service for Daily Meters Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any variations identified in this services description.

The following apply to the Oracle DataRaker Customer Service for Daily Meters Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)
90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target System Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target System Availability
98.5%

Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service – Per 100 Pooled Utilities Devices

Part # B72817

Users of the Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service are authorized to access the following:

Business Area	Application Name
Distribution Planning and Operations	Overload Prevention Outage Management Transformer Load Management

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Pooled Utilities Devices) as defined in Your order.

- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.
- This environment may also be used to host others services purchased by You from the Oracle DataRaker Cloud Service portfolio of services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any variations identified in this services description.

The following apply to the Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)
90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target System Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target System Availability
98.5%

Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service – Per 100 Pooled Utilities Devices

Part # B72818

Users of the Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Demand Response and Energy Efficiency	Program Customer Targeting Load Disaggregation Customer Usage Reporting Program Efficiency

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Pooled Utilities Devices) as defined in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.
- This environment may also be used to host others services purchased by You from the DataRaker Cloud Service portfolio of services.

Third Party Content:

Some Third Party Content made available by, through or as part of the Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any variations identified in this services description.

The following apply to the Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)
90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target System Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target System Availability
98.5%

Oracle DataRaker for Monthly Meters Cloud Service – Per 100 Pooled Utilities Devices

Part # B72819

Users of the Oracle DataRaker for Monthly Meters Cloud Service are authorized to access the following:

- Oracle DataRaker for Monthly Meters Cloud Service

Usage Limits: The Oracle DataRaker for Monthly Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Pooled Utilities Devices) as defined in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use.
- This environment may also be used to host others services purchased by You from the Oracle DataRaker Cloud Service portfolio of services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker for Monthly Meters Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker for Monthly Meters Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any variations identified in this services description.

The following apply to the Oracle DataRaker for Monthly Meters Cloud Service:

Section 3.3.1 Recovery Time Objective (RTO)

Recovery Time Objective (RTO)
90 days

Section 3.3.2 Recovery Point Objective (RPO)

Recovery Point Objective (RPO)
30 days

Section 4.2 Target System Availability Level

The Measurement Period will be defined as 0400 ET to 0000 ET, 7 days a week.

Target System Availability
98.5%

Oracle DataRaker Demand Response and Energy Efficiency for Sub-daily Meters Cloud Service – Per 100 Utilities Devices

Part # B82304

Users of the Oracle DataRaker Demand Response and Energy Efficiency for Sub-daily Meters Cloud Service module are authorized to access the following:

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Demand Response and Energy Efficiency for Sub-daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Utilities Devices) as defined in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use. Oracle will also have a staging environment which is for the sole and exclusive access of Oracle data scientist for the development and enhancement of algorithms.

This environment may also be used to host others services purchased by You from the Oracle DataRaker Cloud Service portfolio of services.

Service Level Targets: This Oracle Cloud Service has the following service level targets. The standard maintenance period for this Oracle Cloud Service is s will be conducted between 0000 a.m. ET to 0400 a.m. ET The standard maintenance period for this Oracle Cloud Service is 0000 a.m. ET to 0400 a.m. ET, 7 days a week.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle DataRaker Demand Response and Energy Efficiency for Sub-daily Meters Cloud Service	90 days	30 days	98.5%

The Target System Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Demand Response and Energy Efficiency for Sub-daily Meters Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Demand Response and Energy Efficiency for Sub-daily Meters Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any variations identified in this services description.

Oracle DataRaker Meter to Bill for Daily Meters Cloud Service – Per 100 Utilities Devices

Part # B82300

Users of the Oracle DataRaker Meter to Bill for Daily Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Billing	High Bill Prioritization Low Bill Prioritization Stopped Meter Slow Consumption Diagnostic Prioritization
Meter Operations	Defective Meter ID Defective Socket ID New Meter Health Contract Validation Data Quality Assurance Geospatial Outlier Monitoring Net Meter Geospatial Reporting Meter Inventory Tracking
Safety	Gas Leaks Water Leaks

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Meter to Bill for Daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Utilities Devices) as defined in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use. Oracle will also have a staging environment which is for the sole and exclusive access of Oracle data scientist for the development and enhancement of algorithms.

This environment may also be used to host others services purchased by You from the Oracle DataRaker Cloud Service portfolio of services.

Service Level Targets: This Oracle Cloud Service has the following service level targets. The standard maintenance period for this Oracle Cloud Service will be conducted between 0000 a.m. ET to 0400 a.m. ET. The standard maintenance period for this Oracle Cloud Service is 0000 a.m. ET to 0400 a.m. ET, 7 days a week.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
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Oracle DataRaker Meter to Bill for Daily Meters Cloud Service	90 days	30 days	98.5%
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The Target System Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Meter to Bill for Daily Meters Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Meter to Bill for Daily Meters Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any variations identified in this services description.

Oracle DataRaker Revenue Protection for Daily Meters Cloud Service – Per 100 Utilities Devices

Part # B82298

Users of the Oracle DataRaker Revenue Protection for Daily Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Revenue Protection	Identifying Bypass Diversion Identifying meter swaps Identifying meter tampering Post-deployment theft

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Revenue Protection for Daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Utilities Devices) as defined in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use. Oracle will also have a staging environment which is for the sole and exclusive access of Oracle data scientist for the development and enhancement of algorithms.

This environment may also be used to host others services purchased by You from the Oracle DataRaker Cloud Service portfolio of services.

Service Level Targets: This Oracle Cloud Service has the following service level targets. The standard maintenance period for this Oracle Cloud Service is s will be conducted between 0000 a.m. ET to 0400 a.m. ET The standard maintenance period for this Oracle Cloud Service is 0000 a.m. ET to 0400 a.m. ET, 7 days a week.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle DataRaker Revenue Protection for Daily Meters Cloud Service	90 days	30 days	98.5%

The Target System Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Revenue Protection for Daily Meters Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Revenue Protection for Daily Meters Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any variations identified in this services description.

Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service – Per 100 Utilities Devices

Part # B82303

Users of the Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service are authorized to access the following:

Business Area	Application Name
Distribution Planning and Operations	Overload Prevention Outage Management Transformer Load Management

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Utilities Devices) as defined in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use. Oracle will also have a staging environment which is for the sole and exclusive access of Oracle data scientist for the development and enhancement of algorithms.

This environment may also be used to host others services purchased by You from the Oracle DataRaker Cloud Service portfolio of services.

Service Level Targets: This Oracle Cloud Service has the following service level targets. The standard maintenance period for this Oracle Cloud Service is between 0000 a.m. ET to 0400 a.m. ET, 7 days a week.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service	90 days	30 days	98.5%

The Target System Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Distribution Planning and Operations for Daily Meters Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any variations identified in this services description.

Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service – Per 100 Utilities Devices

Part # B82305

Users of the Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Demand Response and Energy Efficiency	Program Customer Targeting Load Disaggregation Customer Usage Reporting Program Efficiency

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Utilities Devices) as defined in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use. Oracle will also have a staging environment which is for the sole and exclusive access of Oracle data scientist for the development and enhancement of algorithms.

This environment may also be used to host others services purchased by You from the DataRaker Cloud Service portfolio of services.

Service Level Targets: This Oracle Cloud Service has the following service level targets. The standard maintenance period for this Oracle Cloud Service is s will be conducted between 0000 a.m. ET to 0400 a.m. ET, 7 days a week.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service	90 days	30 days	98.5%

The Target System Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

Third Party Content:

Some Third Party Content made available by, through or as part of the Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Demand Response and Energy Efficiency for Daily Meters Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any variations identified in this services description.

Oracle DataRaker for Monthly Meters Cloud Service – Per 100 Utilities Devices

Part # B82306

Users of the Oracle DataRaker for Monthly Meters Cloud Service are authorized to access the following:

- Oracle DataRaker for Monthly Meters Cloud Service

Usage Limits: The Oracle DataRaker for Monthly Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Users (Per 100 Utilities Devices) as defined in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use. Oracle will also have a staging environment which is for the sole and exclusive access of Oracle data scientist for the development and enhancement of algorithms.

This environment may also be used to host others services purchased by You from the Oracle DataRaker Cloud Service portfolio of services.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker for Monthly Meters Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker for Monthly Meters Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any variations identified in this services description.

Oracle DataRaker Revenue Protection for Sub-daily Meters Cloud Service – Per 100 Utilities Devices

Part # B82299

Users of the Oracle DataRaker Revenue Protection for Sub-daily Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
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Revenue Protection	Identifying Bypass Diversion Identifying meter swaps Identifying meter tampering Post-deployment theft
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This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Revenue Protection for Sub-daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (per 100 Utilities Devices) as defined in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use. Oracle will also have a staging environment which is for the sole and exclusive access of Oracle data scientist for the development and enhancement of algorithms.

This environment may also be used to host other services purchased by You from the Oracle DataRaker Cloud Services portfolio of services.

Service Level Targets: This Oracle Cloud Service has the following service level targets. The standard maintenance period for this Oracle Cloud Service is s will be conducted between 0000 a.m. ET to 0400 a.m. ET The standard maintenance period for this Oracle Cloud Service is 0000 a.m. ET to 0400 a.m. ET, 7 days a week.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle DataRaker Meter to Bill for Sub-daily Meters Cloud Service	90 days	30 days	98.5%

The Target System Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Revenue Protection for Sub-daily Meters Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Revenue Protection for Sub-daily Meters Cloud Service (“real property content”), (i) neither Oracle nor its third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any changes called out in this services description.

Oracle DataRaker Distribution Planning and Operations for Sub-daily Meters Cloud Service – Per 100 Utilities Devices

Part # B82302

Users of the Oracle DataRaker Distribution Planning and Operations for Sub-daily Meters Cloud Service module are authorized to access the following:

Business Area	Application Name
Distribution Planning and Operations	Overload Prevention Outage Management Transformer Load Management Conservation Voltage Reduction Non-technical Losses Localization Connectivity Verification

This Oracle Cloud Service requires set up and configuration by Oracle Analytic Services professional services, which must be purchased separately subject to additional fees.

Usage Limits: The Oracle DataRaker Distribution Planning and Operations for Sub-daily Meters Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 100 Utilities Devices) as defined in Your order.
- For production purposes, Oracle will provision a single environment for this Oracle Cloud Service. This environment is dedicated for production use. Oracle will also have a staging environment which is for the sole and exclusive access of Oracle data scientist for the development and enhancement of algorithms.

This environment may also be used to host others services purchased by You from the Oracle DataRaker Cloud Service portfolio of services.

Service Level Targets: This Oracle Cloud Service has the following service level targets. The standard maintenance period for this Oracle Cloud Service is s will be conducted between 0000 a.m. ET to 0400 a.m. ET The standard maintenance period for this Oracle Cloud Service is 0000 a.m. ET to 0400 a.m. ET, 7 days a week.

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle DataRaker Distribution Planning and Operations for Sub-daily Meters Cloud Service	90 days	30 days	98.5%

The Target System Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

Third Party Content

Some Third Party Content made available by, through or as part of the Oracle DataRaker Distribution Planning and Operations for Sub-daily Meters Cloud Service is supplied by third parties and is sourced from public documents and statistical calculations. Neither Oracle nor its third party suppliers control or are responsible for such Third Party Content, and You bear all risks associated with access to and use of this content. In particular, with respect to real property ownership information provided by, through or as part of the Oracle DataRaker Distribution Planning and Operations for Sub-daily Meters Cloud Service (“real property content”), (i) neither Oracle nor its

third party supplier is responsible for and under any obligation to control, monitor or correct such real property content, (ii) any use of such real property content is at Your own risk, and (iii) You agree to defend and indemnify Oracle and its third party suppliers against any claim arising out of Your use of such real property content.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, and any variations identified in this services description.