



**ORACLE UTILITIES OPOWER
PROFESSIONAL SERVICES DESCRIPTIONS**

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Oracle Utilities Opower Service Bundle Fees

Oracle Utilities Opower Basic Service Bundle Fee

Part # B87563, B87701

[United States and Canada]

A. Description of Services

Oracle will provide You with up to twenty-eight hours (28) hours of managed services (“Services”) per month related to Your Oracle Utilities Opower products. Such Services include the following:

1. Up to once per each consecutive three (3) month period of service, deliver an update presentation on Your Oracle Utilities Opower product(s) with the following information: website usage statistics, subscription metrics, email metrics, and energy savings.
2. Assign a Client Success Manager to respond to program management questions via phone and / or email.
3. Assign a Client Success Manager to conduct up to one (1) onsite visit per each consecutive six (6) month period of service.
4. Provide a one-time virtual Customer Service Representative (CSR) training prior to the use of the products in the production environment for call center representatives on the topic of customer assistance pertaining to the Oracle Utilities Opower products and services.
5. Provide up to one standard promotional module during each consecutive four (4) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.
6. Provide up to one (1) report during each consecutive three (3) month period of service, for the purpose of measuring and verifying Your savings in Oracle’s standard format for measurement and verification extracts.
7. Provide up to one (1) standard report, as requested by You, each consecutive three (3) month period of service and as defined in the Standard Data Extracts document.
8. Provide up to two (2) hours of custom reporting work during each consecutive three (3) month period of service.
9. Maintain your home energy report population on a schedule mutually agreed to by You and the Client Success Manager which will be provided up to once per 12 month period of service.
10. Delete Your data from the Oracle Utilities Opower platform upon completion of Professional Services Period, defined in Section D below, and provide You the standard data deletion and sanitization verification log.

B. Your Obligations 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 Obligations



- a. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
 - b. Provide, in a timely manner, complete and accurate information reasonably required by Oracle to perform the Services.
 - c. Perform, in a timely manner, tasks identified by the Client Success Manager as reasonably required for performance of the 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 Term defined below.

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 during a Services Period for Oracle Utilities Opower cloud service(s), 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 Standard Service Bundle Fee

Part # B87564, B87702

[United States and Canada]

A. Description of Services

Oracle will provide You with up to forty five hours (45) hours of managed services ("Services") per month related to Your Oracle Utilities Opower products. Such Services include the following:

1. Up to once per each consecutive three (3) month period of service, deliver an update presentation on Your Oracle Utilities Opower product(s) with the following information - website usage statistics, subscription metrics, email metrics, and energy savings.
2. Assign a Client Success Manager to respond to program management questions via phone and/or email.
3. Assign a Client Success Manager to conduct up to one (1) onsite visit per consecutive three (3) month period of service

4. Provide a one-time virtual Customer Service Representative (CSR) training prior to the use of the products in the production environment for call center representatives on the topic of customer assistance pertaining to questions regarding the Oracle Utilities Opower products and services.
5. Provide up to one standard promotional module for each consecutive three (3) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.
6. Provide up to one (1) report per month of service for the purpose of measuring and verifying Your savings in Oracle's standard format for measurement and verification extracts.
7. Provide up to one (1) standard report, as requested by You, each consecutive two (2) month period of service and as defined in the Standard Data Extracts document.
8. Provide up to four (4) hours of custom reporting work during each consecutive three (3) month period of service.
9. Maintain your home energy report population on a schedule mutually agreed to by You and the Client Success Manager which will be provided up to once per 12 month period of service.
10. Delete Your data from the Oracle Utilities Opower platform upon completion of Professional Services Period, defined in Section D below, and provide You the standard data deletion and sanitization verification log.

B. Your Obligations 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 Obligations

- a. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
- b. Provide, in a timely manner, complete and accurate information reasonably required by Oracle to perform the Services.
- c. Perform, in a timely manner, tasks identified by the Client Success Manager as reasonably required for performance of the Services.

2. Project Assumptions

- a. Oracle's 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.

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 during a Services Period for Oracle Utilities Opower cloud service(s), 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 Premium Service Bundle Fee

Part # B87565, B87703

[United States and Canada]

A. Description of Services

Oracle will provide You with up to ninety three hours (93) hours of managed services (“Services”) per month related to Your Oracle Utilities Opower products. Such Services include the following:

1. Up to once per each consecutive three (3) month period of service, deliver an update presentation on Your Oracle Utilities Opower product(s) with the following information - website usage statistics, subscription metrics, email metrics, and energy savings.
2. Assign a Client Success Manager to respond to program management questions via phone and / or email.
3. Assign a Client Success Manager to conduct up to one (1) onsite visit per each consecutive two (2) month period of service.
4. Provide a one-time virtual Customer Service Representative (CSR) training prior to the use of the products in the production environment for call center representatives on the topic of customer assistance pertaining to the Oracle Utilities Opower products and services.
5. Provide up to five (5) standard promotional modules for each consecutive six (6) month period of service. A single standard promotional module is one module selected from the Oracle Utilities Opower standard module library targeted to one set of customers via a single Oracle Utilities Opower communication sent through a single channel.
6. Provide up to four (4) reports during each consecutive three (3) month period of service, for the purpose of measuring and verifying Your savings in Oracle’s standard format for measurement and verification extracts.
7. Provide up to five (5) standard reports, as requested by You, each consecutive six (6) month period of service, as defined in the Standard Data Extracts document.
8. Provide up to eight (8) hours of custom reporting work during each consecutive four (4) month period of service.
9. Maintain your home energy report population on a schedule mutually agreed to by You and the Client Success Manager which will be provided up to once per 12 month period of service.
10. Delete Your data from the Oracle Utilities Opower platform upon completion of Professional Services Period, defined in Section D below, and provide You the standard data deletion and sanitization verification log.

B. Your Obligations 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 Obligations

- a. If while performing Services Oracle requires access to other vendor’s products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
- b. Provide, in a timely manner, complete and accurate information reasonably required by Oracle to perform the Services.
- c. Perform, in a timely manner, tasks identified by the Client Success Manager as reasonably required for performance of the Services.



2. Project Assumptions

- a. Oracle's 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.

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 during a Services Period for Oracle Utilities Opower cloud service(s), 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 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 eight hundred (800) hours of project initiation, data integration and platform set-up services ("Services") related to Your Oracle Utilities Opower products. Such Services include the following:

1. Project Initiation Services

Oracle will:

- a. Conduct an on-site project kick-off meeting.
- b. Provide an estimated deployment timeline in a Microsoft format.
- c. Deliver to You a copy of the *Oracle Utilities Opower Platform Billing Data Transfer Standards* document via e-mail.

2. Data Integration and Platform Set-up Services

Oracle will:

- 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 Platform Billing Data Transfer Standards*.
- c. Analyze and validate that the sample historical data file provided by You contains the same columns, follows the same formatting and naming standards and otherwise conforms to the *Oracle Utilities Opower Platform Billing Data Transfer Standards*, and provide You with a list of any issues.
- d. Analyze and validate that the full historical data file provided by You contains the same columns, follows the same formatting and naming standards and otherwise conforms to the *Oracle Utilities Opower Platform Billing Data Transfer Standards*.
- e. Analyze and validate that the iterative data files provided by You contains the same columns and follows the same formatting and naming standards and otherwise conforms to the *Oracle Utilities Opower Platform Billing 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 files to the Oracle Utilities Opower platform;
- i. Set-up the secure file transfer protocol (SFTP) to enable the regular transfer of data files 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 Obligations 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 Obligations
 - a. Confirm Your agreement with the deployment timeline and allocate appropriate resources to provide the assistance described below.
 - b. Acknowledge that You have received the *Oracle Utilities Opower Platform Billing Data Transfer Standards*, can meet such requirements, and have the information technology resources and the consents required to securely send data to Oracle.
 - c. Work with Oracle to complete a template that maps Your data fields to data fields Oracle collects as specified in the *Oracle Utilities Opower Platform Billing Data Transfer Standards*.
 - d. 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 two (2) weeks of Your order’s signature date.
 - e. Participate in analyzing and validating the sample historical data file.
 - f. Provide the iterative data files within eight (8) weeks of Your order’s signature date, delivered either daily or weekly as mutually agreed by the parties.
 - g. Participate in analyzing and validating the iterative data file.



- h. Provide the full historical data file in accordance with the *Oracle Utilities Opower Platform Billing Data Transfer Standards* within eight (8) weeks of Your order's signature date.
- i. Participate in analyzing and validating the full historical data file.
- j. Address data issues with the sample historical data file, full historical data file and iterative data files within one business day of Oracle notifying You of same.
- k. Generate an automated incremental 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.
- l. Coordinate with Oracle to set-up the SFTP to enable the regular transfer of data files between You and Oracle.
- m. Send incremental 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.

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 twelve (12) months from Your order's signature date, 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 four hundred (400) hours of project initiation, data integration and platform set-up services ("Services") related to Your Oracle Utilities Opower products. Such Services include the following:



1. Project Initiation Services

Oracle will:

- a. Conduct an on-site project kick-off meeting.
- b. Provide an estimated deployment timeline in Microsoft Excel format.
- c. Deliver to You a copy of the *Oracle Utilities Opower Interval Data Transfer Standards* document via e-mail.

2. Data Integration and Platform Set-up Services

Oracle will:

- a. Guide You through the process and timeline for You to generate all advanced metering infrastructure (AMI) data files 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 provided by You contains the same columns, follows the same formatting and naming standards and otherwise conforms 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 provided by You contains the same columns, follows the same formatting and naming standards and otherwise conforms to the *Oracle Utilities Opower Interval Data Transfer Standards*.
- e. Analyze and validate that the iterative data files provided by You contain the same columns, follows the same formatting and naming standards and otherwise conforms to the *Oracle Utilities Opower Interval Data Transfer Standards*.
- f. Load Your data files to the Oracle Utilities Opower platform.
- g. Set-up the secure file transfer protocol (SFTP) to enable the regular transfer of data files 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 Obligations 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 Obligations

- a. Confirm Your agreement with the deployment timeline and allocate appropriate resources to provide the assistance described below.
- b. Acknowledge that you have received the *Oracle Utilities Opower Interval Data Transfer Standards*, provided to You by Your Oracle project manager in electronic format, can meet such requirements, and have the information technology resources and the consents required to securely send data to Oracle.
- c. 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*.
- d. 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 two (2) weeks of the Your order's signature date.

- e. Participate in analyzing and validating such sample historical data file.
- f. Provide the iterative data files within eight (8) weeks of Your order's signature date, delivered either daily or weekly as mutually agreed by the parties.
- g. Participate in analyzing and validating the iterative data file.
- h. Provide the full historical data file in accordance with the *Oracle Utilities Opower Interval Data Transfer Standards* within eight (8) weeks of Your order's signature date.
- i. Participate in analyzing and validating the full historical data file.
- j. Address data issues with the sample historical data file, full historical data file and iterative data files within one business day of Oracle notifying You of same.
- k. Generate an automated incremental 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.
- l. Coordinate with Oracle to set-up the SFTP to enable the regular transfer of data files between You and Oracle.
- m. Send incremental 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. Project duration is estimated at nine (9) consecutive weeks.

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 Energy Efficiency Product Setup Fee

Part # B87458

[United States and Canada]

A. Description of Services

Oracle will provide You with up to two hundred (200) hours of project initiation, product setup services and product launch services (“Services”) related to the following Oracle Utilities Opower products:

- Oracle Utilities Opower Print Home Energy Reports (HER)
- Oracle Utilities Opower Email Home Energy Reports (eHER)

Such Services shall include the following:

1. Project Initiation Services

Oracle will:

- a. Conduct an onsite project kick-off meeting.
- b. Provide an estimated deployment timeline in a Microsoft format.
- c. Provide a copy of the Product Configuration Guide (as defined below) via email.

2. Product Setup Services

Oracle will:

- a. Define the content and approach for each channel, 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 Oracle Utilities Opower products during the project implementation phase.
- b. Provide You with a list of standard branding inputs required by Oracle to complete the configurations.
- c. Configure the HER product with Your logo image file and Your branding colors in the product configuration areas.
- d. Participate in the review and finalization of the printed HER template.
- e. Configure the eHER product with Your logo image file and Your branding colors in the product configuration areas.
- f. Participate in the review and finalization of the eHER template.
- g. Create an Oracle standard list of frequently asked questions (FAQs) related to Your project in Microsoft Word format for your review.
- h. Participate in the review and selection of the FAQs.
- i. Provide access to Oracle’s standard “Tip Library” content through Oracle’s Tip Manager application.
- j. Conduct one (1) sixty (60)-minute training session to provide instructions for editing the Oracle standard Tip Library content.
- k. Deploy the finalized Tip Library content (as edited by You) for use in Oracle Utilities Opower products.
- l. Provide a Product Configuration Guide to You for purposes of documenting Your product configuration inputs.

- m. Configure the HER product to match the mutually-agreed inputs in the Product Configuration Guide.
 - n. Calculate energy efficiency “Tip” savings based on typical energy use patterns in Your service territory, as defined by Oracle.
 - o. Participate in the review and finalization of Tip savings.
 - p. Apply the finalized energy efficiency Tip savings calculations to Your Tip Library.
 - q. Assist You in the identification of Your customer segments to target to receive Oracle Utilities Opower energy efficiency products.
 - r. Finalize the customer segmentation and select a group of target customers to receive the Oracle Utilities Opower products.
 - s. Perform final quality assurance checks for content and collateral designed, created and configured in this section after deploying these elements to a testing environment.
 - t. Provide access to one (1) test environment for purposes of the activities described above.
 - u. Provide access to the Customer Service Interface - Program Management module within Your Oracle Utilities Opower products to Your users for the purpose of answering customer inquiries.
3. Product Launch Services
- a. Conduct up to one (1) sixty (60) minute remote demonstration of the Oracle Utilities Opower products to Your project team prior to launch.
 - b. Provide a test environment during the product launch phase for customer review of products prior to launch.
 - c. Conduct up to one (1) sixty (60) minute remote training session for customer service representatives on the subject of navigating the Oracle Utilities Opower user interface.
 - d. Notify Oracle platform operations team to conduct product launch.

B. Your Obligations 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 Obligations
- a. Confirm Your agreement with the deployment timeline and allocate appropriate resources to provide the assistance described below.
 - b. Provide an updated Product Configuration Guide with Your input to Oracle.
 - c. Review and finalize the marketing materials created in the project design and configuration phase within eight (8) weeks following Your order’s signature date.
 - d. Review the Oracle Product Configuration Guide and provide final inputs for product configurations in the Product Configuration Guide within two (2) weeks following Your order’s signature date.
 - e. Review and finalize the HER template.
 - f. Review and finalize the eHER template.
 - g. Review and finalize the FAQs.
 - h. Review the Tip Library content and remove any irrelevant Tips during the implementation phase.
 - i. Verify that tips and savings estimates comply with applicable consumer protection laws, including inclusion of any information that may be required to comply with such laws.

- j. Define branding requirements.
- k. Review and finalize Tip savings.
- l. Define targeted customer segments for the project.
- m. Participate in demonstrations of product functionality.
- n. Participate in customer service representatives training.

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. Project duration is estimated at sixteen (16) consecutive weeks.
- c. “Product Configuration Guide” is defined as a document that Oracle will share with You during the project initiation phase to describe the configuration options for the product and document Your input on the configuration options You select to implement.

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 SSO and Seamless Setup Cloud Service Setup Fee

Part # B87459

[United States and Canada]

A. Description of Services

Oracle will provide You with up to four hundred (400) hours of project initiation, product setup, and product launch services (“Services”) related to the following Oracle Utilities Opower product:

- Oracle Utilities Opower Energy Management Web Portal (Web Portal)

Such Services include the following:

1. Project Initiation Services

Oracle will:

- a. Conduct an onsite project kick-off meeting.
- b. Provide an estimated deployment timeline in Microsoft format.
- c. Deliver to You the *Oracle Utilities Opower Portal Single Sign-On Requirements and Capabilities Technical Brief* document in pdf format via email.
- d. Deliver to You the *Opower Web Portal/NextWeb Technical Brief* document in PDF format via email.
- e. Deliver to You the *Oracle Utilities Opower NextWeb Platform Technical Brief* document in PDF format via email.

2. Product Setup Services

Oracle will:

- a. Provide to You an overview of configuration options for the Oracle Utilities Opower Energy Management Web Portal (the “Web Portal”).
- b. Demonstrate to You the seamless integration (i.e. tab-integration of Web Portal features into Your existing Web Portal) options.
- c. Implement the single sign-on (“SSO”) feature of the Web Portal as per the *Oracle Utilities Opower Portal Single Sign-On Requirements and Capabilities Technical Brief* document.
- d. Implement seamless integration of the Web Portal, subject to the limitations outlined in the *Oracle Utilities Opower Web Portal/NextWeb Technical Brief* document.
- e. Configure Web Portal features listed in the *Oracle Utilities Opower NextWeb Platform Technical Brief* document as “widgets” in a modular widget-based application as full pages hosted by Oracle, configured with Your branding elements, and accessible via SSO authentication upon product launch.
- f. Configure the Web Portal based on the inputs mutually agreed by the parties.
- g. Participate in the review and finalization of the Web Portal configuration.
- h. Troubleshoot Oracle SSO test logs during SSO testing and provide logs output to Your technical team.
- i. Perform final quality assurance checks over content and collateral designed, created and configured in this section after deploying these elements to a single test environment.

3. Product Launch Services

Oracle will:

- a. Conduct up to one (1) sixty (60) minute remote demonstration of the Web Portal prior to the launch.
- b. Provide to You one (1) test environment during the product launch phase for Your review of Web Portal prior to launch.
- c. Conduct up to one (1) sixty (60) minute remote training session for customer service representatives on the subject of navigating the Oracle Utilities Opower user interface.
- d. Deploy Web Portal to production.
- e. Notify Oracle platform operations team to conduct Product launch.

B. Your Obligations 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 Obligations

- a. Review and provide final inputs on product configurations within two (2) weeks of Your order's signature date.
- b. Review and finalize the marketing materials created in the product setup services phase within eight (8) weeks of Your order's signature date.
- c. Work with Oracle to implement the Web Portal SSO within Your website as per the *Oracle Utilities Opower Portal Single Sign-On Requirements and Capabilities Technical Brief*.
- d. Make Your IT resources available to assist with the Services as stated herein and as part of the program implementation timeline.
- e. Review and finalize Web Portal branding.
- f. Participate in program demonstrations.
- g. Participate in customer service representative training.

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. You have implemented 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. Project duration is estimated at twenty-two (22) consecutive weeks.

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 SSO and Seamless with Embeddable Cloud Service Setup Fee

Part # B87460

[United States and Canada]

A. Description of Services

Oracle will provide You with up to four hundred (400) hours of project initiation, product setup, and product launch Services ("Services") related to the following Oracle Utilities Opower product:

- Oracle Utilities Opower Energy Management Web Portal ("Web Portal")

Such Services include the following:

1. Project Initiation Services

Oracle will:

- a. Conduct a remote project kick-off meeting.
- b. Provide an estimated deployment timeline in Microsoft format.
- c. Deliver the *Oracle Utilities Opower Portal Single Sign-On Requirements and Capabilities Technical Brief* document in PDF format via email.
- d. Deliver the *Oracle Utilities Opower NextWeb Platform Technical Brief* document in PDF format via email.

2. Product Setup Services

Oracle will:

- a. Provide an overview of configuration options for the Web Portal.
- b. Implement single sign-on ("SSO") of the Web Portal within Your website in accordance with the *Oracle Utilities Opower Portal Single Sign-On Requirements and Capabilities Technical Brief*.
- c. Provide certain Web Portal features listed in the *Oracle Utilities Opower NextWeb Platform Technical Brief* as "widgets", in a modular widget-based platform as full pages hosted by Oracle, configured with Your branding elements, and accessible via SSO authentication upon project launch.
- d. Configure the widgets based on the inputs mutually agreed by the parties.
- e. Participate in the review and finalization of the Widget configuration.
- f. Perform final quality assurance checks for content and collateral designed, created and configured in this section after deploying these elements to a single test environment.

3. Product Launch Services

Oracle will:

- a. Conduct one (1) sixty (60) minute remote demonstration of the Web Portal prior to the launch.
- b. Provide to You one (1) test environment during the product launch phase for Your review of Web Portal prior to launch.
- c. Conduct up to one (1) sixty (60) minute remote training session for Your customer service representatives on the subject of navigating the Oracle Utilities Opower user interface.
- d. Deploy Web Portal to production.
- e. Notify Oracle Utilities Opower platform operations team to conduct Product launch.

B. Your Obligations 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 Obligations

- a. Review and provide final inputs on product configurations within two (2) weeks of the contract signature date.
- b. Work with Oracle to implement the Web Portal SSO within Your website as per the *Oracle Utilities Opower Portal Single Sign-On Requirements and Capabilities Technical Brief*.
- c. Work with Oracle to deploy new embeddable widgets pursuant to a mutually acceptable implementation schedule and as described in the *Oracle Utilities Opower NextWeb Embeddable Widgets Client Integration Guide*.
- d. Make IT resources available to assist with the Services as stated herein and as part of the Project implementation timeline.
- e. Participate in product demonstrations.
- f. Participate in customer service training.

2. Project Assumptions

- a. Project duration is estimated to be twenty-two (22) consecutive weeks.

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 Targeted Web Marketing Setup Fee

Part #B87461

[United States and Canada]

A. Description of Services

Oracle will provide You with up to eighty-four (84) hours of project initiation, product set-up, and product launch services ("Services") related to Your Oracle Utilities Opower products. Such Services include the following:

1. **Project Initiation Services**

Oracle will:

- a. Conduct a project kick-off meeting by conference call.
- b. Provide an estimated deployment timeline in a Microsoft format.

2. **Product Set-up Services**

Oracle will:

- a. Configure up to three (3) different marketing experiments on the Oracle Utilities Opower Energy Management Web Portal (the "Web Portal").
- b. Configure dynamic web banners that include short marketing messages appearing on one or multiple Web Portal pages ("Targeted Web Marketing").
- c. Enable targeting of the web banners to various customer segments to encourage Your customers to take an action.
- d. Configure the web banners with colors and branding based on Your configuration inputs.
- e. Perform final quality assurance checks for content designed, created and configured in this section after deploying these elements to a test environment.

3. **Product Launch Services**

Oracle will:

- a. Conduct one (1) sixty (60) minute remote demo of Web Portal prior to the launch.
- b. Provide a test environment for Your review of Web Portal prior to launch.
- c. Deploy Targeted Web Marketing to production.

B. Your Obligations 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 Obligations**

- a. Confirm Your agreement with the deployment timeline and allocate appropriate resources to provide the assistance described below.
- b. Provide access to a content and branding lead who will work with Oracle on consumer content, presentation, branding, segmentation, and collateral approvals.
- c. Review and provide final inputs on product configurations within two (2) weeks of Your order's signature date.
- d. Review and finalize the marketing materials created in the product design and configuration phase within six (6) weeks following the start of the phase. Product design is estimated to start in the third week after Your order's signature date.
- e. Choose up to two (2) different web banner design variations for each marketing experiment on the Web Portal.
- f. Make information technology resources available to assist with the Services as part of the timeline.
- g. Review and finalize the Targeted Web Marketing branding.
- h. Provide input on targeted customer segments for the project.
- i. Participate in demos and communicate feedback during testing.

2. Project Assumptions

- d. 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.
- e. Project duration is estimated at twelve (12) consecutive weeks.
- f. Seamless single sign-on ("SSO") integration of the Web Portal is required.

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 API Cloud Service Setup Fee

Part #B87462

[United States and Canada]

A. Description of Services

Oracle will provide You with up to sixty-eight (68) hours of project initiation and product setup services (“Services”) related to the following Oracle Utilities Opower product:

- Oracle Utilities Opower Application Programming Interfaces (“APIs”)

Such Services include the following:

1. Project Initiation Services

Oracle will:

- a. Conduct a project kick-off meeting by conference call.
- b. Provide You with an estimated deployment timeline in a Microsoft format.
- c. Provide You with access to the *Oracle Utilities Opower API Specification* document.

2. Product Setup Services

Oracle will:

- a. Provide You with access to the API end-points in the standard API library described in the *Oracle Utilities Opower API Specification* document.
- b. Review and discuss the *Oracle Utilities Opower API Specification* document with You.
- c. Facilitate the ability to make a API request and the associated response from the API suite.
- d. Provide up to twenty (20) hours of assistance during the implementation phase (typically provided in the form of Oracle-hosted assistance meetings with Your technical team so that Oracle can answer questions and assist with testing API integration).
- e. Provide You with an illustrative API implementation timeline, contingent upon Your resource availability and Your implementation goals.

B. Your Obligations 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 Obligations

- a. Confirm Your agreement with the deployment timeline and allocate appropriate resources to provide the assistance described below.
- b. Implement APIs subject to the *Oracle Utilities Opower API Terms of Use* set forth in the *Oracle Utilities Opower API Specification* document.
- c. Design and develop user interface and functions using APIs.
- d. Develop or otherwise have in place code for the following purposes:
 - To authenticate with APIs using Oracle-provided keys.
 - To receive the desired API data via the API.
 - To display the retrieved data in a customer-friendly format.
 - To build customer-friendly messaging for cases in which the API calls fail.



2. Project Assumptions

- b. The Services shall be performed remotely 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.
- c. Each API has its own data requirements and is subject to limitations as outlined in the *Oracle Utilities Opower API Specification* document.
- d. Project duration is estimated to be four (4) consecutive weeks.

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 Peak Management Cloud Service Setup Fee

Part # B87463

[United States and Canada]

A. Description of Services

Oracle will provide You with up to three hundred forty-four (344) hours of project initiation, product set-up, and product launch services (“Services”) related to the following Oracle Utilities Opower Product:

- Oracle Utilities Opower Peak Management: Behavioral Demand Response Cloud Service (“BDR”)

Such Services include the following:

1. Project Initiation Services
Oracle will:
 - a. Conduct a project kick-off meeting via conference call.
 - b. Provide an estimated deployment timeline in Microsoft format.
2. Product Setup Services
Oracle will:

- a. Demonstrate the library of modules that can be displayed on BDR communications (these include pre-season education letter, pre-event BDR communication, and post-event BDR communication).
 - b. Provide the Product Configuration Guide to You for purposes of documenting Your product configuration inputs.
 - c. Configure the BDR communications to match the Product Configuration Guide inputs mutually agreed by the parties.
 - d. Calculate energy efficiency tip savings (“Tip Savings”) based on typical energy use patterns in Your service territory, as defined by Oracle.
 - e. Participate in the review and finalization of Tip Savings calculations.
 - f. Apply the finalized energy efficiency Tip Savings calculations to Your BDR communications.
 - g. Assist in the identification of Your customer segments that would be targeted to receive Oracle Utilities Opower energy efficiency products.
 - h. Finalize customer segmentation and select a group of target customers to receive the BDR communications (“BDR Recipients”).
 - i. Select customers who will not receive communications, but will be monitored for evaluation and measurement purposes (“BDR Control Group Customers”).
 - j. Perform final quality assurance checks over content and collateral designed, created and configured pursuant to this section after deploying these elements to a test environment.
 - k. Provide access to the Customer Service Interface - Program Management module within Your Oracle Utilities Opower products to Your users for the purpose of answering customer inquiries.
3. Product Launch Services
- Oracle will:
- a. Conduct one (1) sixty (60) minute remote demonstration of the BDR product prior to launch.
 - b. Provide a test environment during the product launch phase for Your review of the BDR product prior to launch.
 - c. Conduct one (1) sixty (60) minute remote training session for Your customer service representatives.
 - d. Notify Oracle platform operations team to conduct the BDR product launch.

B. Your Obligations 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 Obligations
 - a. Confirm Your agreement with the deployment timeline and allocate appropriate resources to provide the assistance described below.
 - b. Provide access to Your content and branding lead who will work with Oracle on consumer content, presentation, branding, segmentation, and collateral approvals.
 - c. Provide to Oracle the required elements described in the Product Configuration Guide.
 - d. Review and finalize the marketing materials created in the product setup phase within six (6) weeks following the start of the initiation phase; Review the Product Configuration Guide and provide final inputs on BDR configurations in the Product Configuration Guide within two (2) weeks following Your order’s signature date.



- e. Ensure that Tips Savings comply with applicable consumer protection law, including inclusion of any information that may be required to comply with such laws.
- f. Review and finalize Tip Savings and content.
- g. Provide input for targeted customer segments.
- h. Participate in product demonstrations.
- i. Participate in Your customer service training.

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. “Product Configuration Guide” is a document that Oracle will share with You during the product setup phase to describe the product configuration options and document Your configuration input.
- c. Project duration is estimated to be twelve (12) consecutive weeks. It is anticipated that design would commence in the third week following Your order’s signature date.
- d. No new data acquisition is included in the project 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. 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 Customer Service Interface Cloud Service Setup Fee

Part # B87464

[United States and Canada]

A. Description of Services

Oracle will provide You with up to two hundred (200) hours of project initiation, product setup, and product launch services (“Services”) related to the following Oracle Utilities Opower product:



- Oracle Utilities Opower Customer Service Interface Cloud Service (“CSI”)

Such Services include the following:

1. Project Initiation Services

Oracle will:

- a. Conduct a project kick-off meeting via conference call.
- b. Provide an estimated deployment timeline in Microsoft format.
- c. Email the *Oracle Utilities Opower Call Center Data Transfer Standard* Document to You in PDF format.

2. Product Setup Services

Oracle will:

- a. Review CSI configuration options with You.
- b. Configure the CSI product to match the inputs as mutually agreed by the parties.
- c. Perform final quality assurance checks for such configured CSI product after deploying these elements to one (1) test environment.

3. Product Launch Services

Oracle will:

- a. Provide Oracle’s standard call center training materials for Your use in training Your customer service representatives.
- b. Conduct one (1) sixty (60) minute remote demonstration of the CSI product prior to launch.
- c. Provide a test environment during the product launch phase for Your review of the CSI product prior to launch.
- d. Conduct one (1) sixty (60) minute remote training session for Your customer service representatives.
- e. Notify Oracle Utilities Opower platform operations team to conduct the CSI launch.

B. Your Obligations 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 Obligations

- a. Review and provide final inputs on product configurations within two (2) weeks of Your order’s signature date.
- b. Provide inbound call data to Oracle, as refreshed on a quarterly basis and in accordance with the *Oracle Utilities Opower Call Center Data Transfer Standard*.
- c. Make Your information technology (“IT”) resources available to assist with the Services as described herein and as part of the project implementation timeline.
- d. Participate in product demonstrations.
- e. Participate in customer service training.

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. Project duration is estimated to be twelve (12) consecutive weeks.

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 Proactive Alerts Setup Fee (AMI HBAs and WAMIs)

Part #B87465

[United States and Canada]

A. Description of Services

Oracle will provide You with up to four hundred (400) hours of project initiation, product set-up and product launch services (“Services”) related to the following Oracle Utilities Opower Products:

- Oracle Utilities Opower Proactive Alerts Cloud Service (“Proactive Alerts”) comprised of the following products:
 - a. Advanced Metering Infrastructure (“AMI”) High Bill Alerts (“HBAs”)
 - b. Weekly AMI Emails (“WAMIs”)

1. Project Initiation Services

Oracle will:

- a. Conduct an on-site project kick-off meeting.
- b. Provide an estimated deployment timeline in a Microsoft format.
- c. Deliver a copy of the *Oracle Utilities Opower Product Configuration and Tip Library* guides to You via e-mail.

2. Product Set-up Services

Oracle will:

- a. Provide configuration documents (one each for WAMIs and AMI HBAs) to document Your product configuration inputs.
- b. Configure Proactive Alerts to match the inputs mutually agreed by the parties and set forth in the configuration documents.
- c. For WAMIs only: Provide access to Oracle Utilities Opower's standard Tip Library content via Oracle Utilities Opower's Tip Manager application.
- d. For WAMIs only: Conduct one (1) remote 60-minute training session to provide instruction for editing the Oracle Utilities Opower standard Tip Library content.
- e. Calculate energy efficiency Tip savings based on typical energy use patterns in Your service territory. ("Tips" are defined in the *Oracle Utilities Opower Product Configuration and Tip Library* guides).
- f. Participate in the review and finalization of Tip saving calculations.
- g. Apply the finalized energy efficiency Tip savings calculations to Your Tip Library (for WAMIs) or Your AMI HBAs.
- h. Deploy the finalized Tip content (as edited by You) to the production environment for use in Proactive Alerts.
- i. Assist in the identification of Your customer segments that would be targeted to receive Proactive Alerts.
- j. Finalize the customer segmentation and select a group of target customers to receive the Proactive Alerts.
- k. Perform final quality assurance checks over content and collateral designed, created and configured in this section after deploying these elements to one (1) test environment. These checks measure data integrity and quality of designed elements against the configurations specified in the *Oracle Utilities Opower Product Configuration and Tip Library* guides.
- l. Provide access to up to one (1) test environment during the product set-up phase.

3. Product Launch Services

Oracle will:

- a. Conduct one (1) 60 minute remote demonstration of Proactive Alerts prior to the launch.
- b. Provide a test environment during the product launch phase for Your review of Proactive Alerts prior to launch.
- c. Conduct one (1) 60 minute remote training session for Your customer service representatives.
- d. Notify Oracle Utilities Opower platform operations team to conduct Proactive Alerts product launch.

B. Your Obligations 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 Obligations

- a. Confirm Your agreement with the deployment timeline and allocate appropriate resources to perform the assistance described below.
- b. Provide access to Your content and branding lead who will work with Oracle on consumer content, presentation, branding, segmentation, and collateral approvals.
- c. Provide to Oracle the elements included within the *Oracle Utilities Opower Product Configuration and Tip Library* guides.



- d. For AMI HBAs only: review and finalize the marketing materials created within eight (8) weeks following Your order's signature date. Review the configuration documents and provide final inputs on product configurations within two (2) weeks following Your order's signature date.
- e. Set up recurring iterative billing and interval data feeds for all customers;
- f. Review the Tip Library content and remove any non-relevant Tips during the implementation phase.
- g. Review and finalize Tip saving calculations.
- h. Ensure that Tip and savings estimates comply with applicable consumer protection laws, including the inclusion of any information that may be required to comply with such laws.
- i. Provide input on targeted customer segments.
- j. Participate in Oracle Utilities Opower product demonstrations.
- k. Participate in one (1) sixty (60) minute remote customer service training session.

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. Project duration is estimated to be sixteen (16) consecutive weeks.

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 Additional Data Feed Setup Fee

Part #B87466

[United States and Canada]

A. Description of Services

Oracle will provide You with up to two hundred (200) hours of project initiation and data integration services (“Services”) related to Your Oracle Utilities Opower products. Such Services will include the following:

1. Project Initiation Services

Oracle will:

- a. Conduct a project kick-off meeting by conference call.
- b. Provide an estimated deployment timeline in Microsoft format.
- c. Deliver to You a copy of the *Oracle Utilities Opower Interval Data Transfer Standards* document via e-mail.

2. Data Integration Services

Oracle will:

- a. Define additional data objects that You will send to Oracle for use in the Oracle Utilities Opower platform.
- b. Agree with You on a format for You to provide the data defined in Section 2.a above to Oracle.
- c. Participate in the review of Your sample files.
- d. Confirm that such sample data files are in a format that can be loaded by Oracle.
- e. Load final data files provided by You to the Oracle Utilities Opower platform.
- f. Update the Oracle Utilities Opower platform to enable the regular load of additional data files provided by Your team.

B. Your Obligations 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 Obligations

- a. Confirm Your agreement with the deployment timeline and allocate appropriate resources to provide the assistance described below.
- b. Acknowledge that You have received the *Oracle Utilities Opower Interval Data Transfer Standards*, provided to You by Your Oracle project manager in electronic format, can meet such requirements, and have the information technology resources and the consents required to securely send data to Oracle.
- c. Agree to the file format to provide additional data to Oracle.
- d. Provide sample data files to Oracle for review.
- e. Provide final data files in the format agreed to by You and Oracle.
- f. Coordinate with Oracle to set-up the secure file transfer protocol (“SFTP”) to enable the regular transfer of data files between You and 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. Project duration is estimated to be four (4) consecutive weeks.

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 Points And Rewards Cloud Service Setup Fee

Part #87467

[United States and Canada]

A. Description of Services

Oracle will provide You with up to three hundred (300) hours of project initiation, product setup, and product launch services (“Services”) related to the following Oracle Utilities Opower product:

- Oracle Utilities Opower Points and Rewards Cloud Service (“Points and Rewards”)

Such Services shall include the following:

1. Project Initiation Services

Oracle will:

- a. Conduct a project kick-off meeting by conference call.
- b. Provide an estimated deployment timeline in Microsoft format.
- c. Provide a copy of the *Oracle Utilities Opower Points and Rewards Product Configuration Guide* via email.
- d. Provide a copy of the *Oracle Utilities Opower Points and Rewards Frequently Asked Questions* (“FAQs”) in Microsoft Word format via email.
- e. Provide a copy of the *Oracle Utilities Opower Customer Classification Specification* document via email.

2. Product Setup Services

Oracle will:

- a. Configure the Points and Rewards product to match the mutually-agreed inputs to the Product Configuration Guide.
- b. Participate in the review and finalization of the Points and Rewards product email templates.

- c. Review the Participation File supplied by You to verify that it may be incorporated into the Oracle Utilities Opower platform.
 - d. Participate in the review and selection of the FAQs.
 - e. Load final Participation File supplied by You to the Oracle Utilities Opower platform;
 - f. Participate in a one (1) hour telephone conference call to assist You in the identification of Your customer segments to target to receive the Points and Rewards service.
 - g. Finalize the customer segmentation and select a group of target customers to receive the Oracle Utilities Opower products.
 - h. Perform final quality assurance checks for content and collateral designed, created and configured pursuant to this section after deploying these elements to one (1) test environment.
3. Product Launch Services
- Oracle will:
- a. Conduct one (1) sixty (60) minute remote demonstration of Points and Rewards to Your project team prior to launch.
 - b. Provide one (1) test environment during the product launch phase for Your review of Points and Rewards prior to launch.
 - c. Conduct one (1) sixty (60) minute remote training session for Your customer service representatives on the subject of the Points and Rewards service.
 - d. Deploy Points and Rewards to production.
 - e. Notify Oracle Utilities Opower platform operations team to conduct Points and Rewards launch.

B. Your Obligations 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 Obligations

- a. Review and finalize the Points and Rewards marketing materials , including the frequently asked questions and promotional materials.
- b. If You elect to reward points to customers who have participated in one of Your energy efficiency promotions, You will implement and automate sending to Oracle a "Participation File". This will be a flat file sent as described in the *Oracle Utilities Opower Customer Classification Specification*.
- c. Make information technology resources available to assist with the Services as required herein in a timely fashion.
- d. Review the *Oracle Utilities Opower Points and Rewards Product Configuration Guide* and provide final inputs for product configurations within two (2) weeks following Your order's signature date.
- e. Participate in demonstrations of product functionality.
- f. Participate in Your customer service representatives training.

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. Project duration is estimated to be sixteen (16) consecutive weeks.
- c. "*Oracle Utilities Opower Customer Classification Specification*" is a document that details the data specifications required for You to send the Participation File to Oracle.



- d. “Oracle Utilities Opower Points and Rewards” is a document that describes the configuration options for the Points and Rewards product and documents Your input on the configuration options You select to implement.

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 Bill Ready Notification Setup Fee

Part #B87468

[United States and Canada]

A. Description of Services

Oracle will provide You with up to two hundred (200) hours of project initiation, product setup, and product launch services (“Services”) related to the following Oracle Utilities Opower product:

- Oracle Utilities Opower Bill Ready Notification Cloud Service (“Bill Ready Notification”)

Such Services will include the following:

1. Project Initiation Services

Oracle will:

- a. Conduct a project kick-off meeting by conference call.
- b. Provide You with an estimated deployment timeline in Microsoft format.

2. Product Setup Services

Oracle will:

- a. Create a configuration document with inputs provided by You regarding product configuration.
- b. Configure Bill Ready Notification to match the inputs mutually agreed by the parties in the configuration document.
- c. Participate in the review and finalization of the Bill Ready Notification email template.

- d. Assist in the identification of Your target customer segments to receive Bill Ready Notifications.
 - e. Finalize the customer segmentation and select a group of target customers to receive the Bill Ready Notifications.
 - f. Perform final quality assurance checks for content and collateral designed, created and configured in this section after deploying these elements to one (1) testing environment.
3. Product Launch
- Oracle will:
- a. Conduct one (1) sixty (60) minute remote demonstration of Bill Ready Notification prior to the launch.
 - b. Provide a test environment during the product launch phase for Your review of Bill Ready Notification prior to launch.
 - c. Conduct one (1) sixty (60) minute remote training session for customer service representatives.
 - d. Deploy Bill Ready Notification to production.
 - e. Notify Oracle Utilities Opower platform operations team to conduct Bill Ready Notification launch.

B. Your Obligations 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 Obligations
 - a. Confirm Your agreement with the deployment timeline and allocate appropriate resources to provide the assistance described below.
 - b. Review the configuration document and provide final inputs for product configurations in the configuration document within two (2) weeks following Your Order's signature date.
 - c. Provide the required elements within the configuration document.
 - d. Provide input on targeted customer segments for the project implementation.
 - e. Participate in project implementation demonstrations.
 - f. Participate in Your customer service representatives training.
2. Project Assumptions
 - a. The Services shall be performed remotely 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. Project duration is estimated to be twenty-four (24) consecutive weeks.

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 Non-AMI High Bill Alerts Cloud Service Setup Fee

Part #B87469

[United States and Canada]

A. Description of Services

Oracle will provide You with up to two hundred (200) hours of project initiation, product set-up, and product launch services ("Services") related to the following Oracle Utilities Opower product:

- Oracle Utilities Opower Non-Advanced Metering Infrastructure High Bill Alerts Cloud Service ("Non-AMI HBAs")

Such Services include the following:

1. Project Initiation Services

Oracle will:

- a. Conduct a project kick-off meeting by conference call.
- b. Provide an estimated deployment timeline in a Microsoft format.
- c. Deliver a copy of the Oracle Utilities Opower Configuration Document to You via e-mail.

2. Product Set-up Services

Oracle will:

- a. Provide the applicable Non-AMI HBAs configuration document to document Your product configuration inputs.
- b. Configure Non-AMI HBAs to match the inputs mutually agreed by the parties in the configuration document.
- c. Participate in the review and finalization of the Non-AMI HBA email template;
- d. Assist in the identification of Your customer segments that would be targeted to receive Non-AMI HBAs.
- e. Finalize the customer segmentation and select a group of target customers to receive Non-AMI HBAs.
- f. Perform final quality assurance checks over content and collateral designed, created and configured in this section after deploying these elements to one (1) test environment. These checks measure data integrity and quality of designed elements against the configurations specified in the configuration document.

3. Product Launch

Oracle will:

- a. Conduct one (1) 60 minute remote demonstration of Non-AMI HBAs prior to launch.
- b. Provide one (1) test environment during the product launch phase for Your review of Non-AMI HBAs prior to launch.
- c. Conduct one (1) 60 minute remote training session for Your customer service representatives.
- d. Deploy Non-AMI HBAs to production.
- e. Notify Oracle Utilities Opower platform operations team to conduct Non-AMI HBAs launch.

B. Your Obligations 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:

3. Your Obligations

- a. Confirm Your agreement with the deployment timeline and allocate appropriate resources to perform the assistance described below.
- b. Review the Non-AMI HBAs configuration document and provide final inputs on product configurations in the configuration guide document within two (2) weeks following Your order's signature date.
- c. Provide the required elements within the configuration document to Oracle Within eight (8) weeks following Your order's signature date.
- d. Review and finalize the created marketing materials within eight (8) weeks following Your order's signature date.
- e. Set up recurring iterative billing data feed for all of Your customers at a frequency defined by Your system data capabilities.
- f. Provide requested input regarding targeted customer segments.

4. Project Assumptions

- c. 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.
- d. Project duration is estimated to be twelve (12) consecutive weeks.

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 Standard Welcome Letter Setup Fee

Part #B87473

[United States and Canada]

A. Description of Services

Oracle will provide You with up to seventy (70) hours of project initiation and product set-up services ("Services") related to the following Oracle Utilities Opower product:

- Oracle Utilities Opower Welcome Letter ("Welcome Letter")

Such Services will include the following:

1. Project Initiation Services

Oracle will:

- a. Provide an estimated deployment timeline in Microsoft format.
- b. Provide an electronic copy of the *Standard Branding Inputs and Configuration Guide* that includes a list of standard branding inputs required by Oracle to complete the Welcome Letter configuration.

2. Product Setup Services

Oracle will:

- a. Configure the Welcome Letter with Your supplied logo image file and Your branding colors in the product configuration areas.
- b. Update the standard utility contact information sections of the Welcome Letter to include contact information for Your product set-up.
- c. Participate in the review and finalization of the printed Welcome Letter template.
- d. Participate in a one (1) hour web conference meeting to assist You in the identification of Your customer segments to target to receive the Welcome Letter.
- e. Finalize the customer segmentation and establish a mutually-agreed group of target customers to receive the Welcome Letter.
- f. Prepare print ready files and conduct proofing of print ready files.
- g. Perform one (1) final quality assurance check after deploying these elements to one (1) testing environment. The quality assurance checks will cover content and collateral designed, created and configured in this section using the formats and configurations found in Your completed copy of the *Standard Branding Inputs and Configuration Guide*.

B. Your Obligations 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 Obligations



- a. Confirm Your agreement to the deployment timeline and allocate appropriate resources to provide the assistance described below.
- b. Provide access to a content and branding lead to work with Oracle on consumer content, presentation, branding, segmentation, and collateral approvals.
- c. Provide Your branding inputs in the format(s) required to configure the Welcome Letter, as specified in the *Standard Branding Inputs and Configuration Guide*.
- d. Review and finalize the Welcome Letter template.
- e. Provide input on targeted customer segments for Your Welcome Letter product.

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. Project duration is estimated to be ten (10) consecutive weeks.

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 Door Hanger Setup Fee

Part #B87474

[United States and Canada]

A. Description of Services

Oracle will provide You with up to thirty-two (32) hours of project initiation and product set-up services (“Services”) related to the following Oracle Utilities Opower product:

- Oracle Utilities Opower Door Hanger (“Door Hanger”)

Such Services will include the following:

1. Project Initiation Services
Oracle will:

- a. Deliver an estimated deployment timeline to You in Microsoft format.
 - b. Deliver a copy of the *Oracle Utilities Opower Door Hanger Configuration Guide* to You via email.
2. Product Set-up Services
- Oracle will:
- a. Provide You with a list of standard branding inputs required by Oracle to complete the Door Hanger configuration, as contained in the *Oracle Utilities Opower Door Hanger Configuration Guide*.
 - b. Configure the Door Hanger based on the final inputs mutually-agreed by the parties.
 - c. Participate in the review and finalization of the printed Door Hanger template.
 - d. Participate in one (1) telephone conference call to assist You in the identification of Your customer segments that will be targeted to receive the Door Hanger.
 - e. Finalize the customer segmentation and select a group of target customers to receive the Door Hanger.
 - f. Prepare print ready files and undertake proofing of print ready files.
 - g. Perform final quality assurance checks for content and collateral designed, created and configured in this section after deploying these elements to one (1) testing environment. The quality assurance checks will use the configurations specified by You with Your inputs in the *Oracle Utilities Opower Door Hanger Configuration Guide*.

B. Your Obligations 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 Obligations
 - a. Confirm Your agreement with the deployment timeline and allocate appropriate resources to provide the assistance described below.
 - b. Provide access to Your content and branding lead to work with Oracle regarding consumer content, presentation, branding, segmentation, and collateral approvals.
 - c. Provide Your branding inputs, as specified in the *Oracle Utilities Opower Door Hanger Configuration Guide*.
 - d. Review and finalize the Door Hanger template.
 - e. Provide input on targeted customer segments.
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. Program deployment is estimated to be five (5) consecutive weeks.

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 Postcard Setup Fee

Part #87475

[United States and Canada]

A. Description of Services

Oracle will provide You with up to eighty-five (85) hours of project initiation and product set-up services (“Services”) related to the following Oracle Utilities Opower product:

- Oracle Utilities Opower Postcard (“Postcard”)

Such Services will include the following:

1. Project Initiation Services

Oracle will:

- a. Provide an estimated deployment timeline in Microsoft format.
- b. Provide an electronic copy of the *Oracle Utilities Opower Postcard Branding Configuration Guide*.

2. Product Set-up Services

Oracle will:

- a. Provide you a list of standard branding inputs required by Oracle to complete the Postcard configuration in the *Oracle Utilities Opower Postcard Branding Configuration Guide*.
- b. Configure the Postcard based on the final inputs mutually-agreed by You and Oracle.
- c. Participate in the review and finalization of the printed Postcard template.
- d. Participate in one (1) telephone conference call to assist You in the identification of Your customer segments to target to receive the Postcard.

- e. Finalize the customer segmentation and establish a group of target customers to receive the Postcard mutually-agreed by You and Oracle.
- f. Perform one (1) final quality assurance check after deploying these elements to one (1) testing environment. The quality assurance checks will consider content and collateral designed, created and configured in this section using the formats and configurations found in Your completed copy of the *Oracle Utilities Opower Postcard Branding Configuration Guide*.

B. Your Obligations 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 Obligations

- a. Confirm Your agreement to the deployment timeline and allocate appropriate resources to provide the assistance described below.
- b. Provide access to a content and branding lead to work with Oracle on consumer content, presentation, branding, segmentation, and collateral approvals.
- c. Provide Your branding inputs in the format specified in the *Oracle Utilities Opower Postcard Branding Configuration Guide*.
- d. Review and finalize the Postcard template.
- e. Provide input on targeted customer segments for the program.

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. Program deployment is assumed to be ten (10) consecutive weeks.

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 the following:

1. Project Initiation Services

Oracle will:

- a. Conduct a project kick-off meeting via conference call.
- b. Provide an estimated deployment timeline in a mutually agreed Microsoft file format.
- c. Deliver to You the *Oracle Utilities Opower Platform Billing Data Transfer Standards* document in PDF format via e-mail.

2. Platform Setup Services

Oracle will:

- a. Define a data mapping approach with Your technical team, utilizing the standards defined in the *Oracle Utilities Opower Platform Billing Data Transfer Standards* document.
- b. Provide a process to discontinue data file transfer from Your existing CIS.
- c. Update the Oracle Utilities Opower platform to accept data file transfers from Your new CIS.
- 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 file 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 data file. 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 Obligations 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 Obligations**

- a. After migrating to Your new CIS, confirm to Oracle that there will be no more changes to such CIS before starting the testing and QA.
- b. Discontinue data transfer from the existing CIS and to establish data transfer from Your new CIS.
- c. 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.
- d. Provide a new, iterative file of customer billing data as specified in the *Oracle Utilities Opower Platform Billing Data Transfer Standards* document.
- e. Provide the customer billing data file on an on-going weekly incremental basis.
- f. Correct any issues in Your iterative data file 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. You will complete migration to Your new CIS in the timeframe mutually-agreed with Oracle.
- c. 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.
- d. 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.
- e. Project duration is estimated to be ten (10) consecutive weeks.

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-four (64) hours of project initiation and data integration services (“Services”) related to Your Oracle Utilities Opower products as follows.

1. Project Initiation Services

Oracle will:

- a. Conduct a project kick-off meeting by conference call.
- b. Provide You with an estimated deployment timeline in Microsoft format.
- c. Deliver to You a copy of the Oracle *Data Standard* document via email.
- d. Deliver to You a copy of the *Oracle Customer Classification Specification* document via email.

2. Data Integration Services

Oracle will:

- 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 files 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 Obligations 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 Obligations

- a. Acknowledge that You have received the *Oracle Utilities Opower Platform Customer Classification Specification* and *Data Standards*, can meet such requirements, and have the information technology resources and the consents required to securely send data to Oracle.
- b. Confirm Your agreement with the deployment timeline and allocate appropriate resources to perform the required assistance described herein;
- c. Provide input for the identification of relevant customer attributes or segments that will be used to assemble the CCF.
- d. 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 Customer Classification Specification*.



- e. Automate the CCF file transfer to Oracle as specified in the *Oracle Customer Classification Specification*.
- f. 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. Project duration is estimated to be four (4) consecutive weeks.

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 #87479

[United States and Canada]

A. Description of Services

Oracle will provide You with up to one hundred (100) hours of project initiation, data integration and platform setup services (“Services”) related to Your Oracle Utilities Opower products. Such Services will include the following:

1. Project Initiation Services
Oracle will:
 - a. Conduct a project kick-off meeting via conference call.
 - b. Provide You with an estimated deployment timeline in Microsoft format.
2. Data Integration and Platform Setup Services
Oracle will:

- 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 Obligations 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 Obligations

- a. Confirm Your agreement with the deployment timeline and allocate appropriate resources to perform the assistance described below.
- b. Retain the services of a third-party evaluator to perform randomization for Your program.
- c. Coordinate communications between Oracle and Your designated third-party evaluator.
- d. 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.
- e. 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

- c. 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.
- d. The project implementation timeline is dependent upon the third-party consultant’s timely completion of randomization work.
- e. The project deployment is estimated to be four (4) consecutive weeks.

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 Custom Promotional Module Fee

Part # B87480

[United States and Canada]

A. Description of Services

Oracle will provide You with up to thirty-four (34) hours of project initiation, design and configuration services ("Services") related to Your Oracle Utilities Opower Custom Promotional Module. Such Services will include the following:

1. **Project Initiation Services**

Oracle will:

- a. Conduct a project kick-off meeting via conference call.
- b. Provide an estimated deployment timeline in Microsoft format.

2. **Design and Configuration Services**

Oracle will:

- a. Create one (1) custom promotional module with Your specific details in the configurable spaces for use in one (1) Oracle Utilities Opower product.
- b. Participate in the review and finalization of the Oracle Utilities Opower Custom Promotional Module.
- c. Configure the Oracle Utilities Opower Custom Promotional Module content in the Oracle Utilities Opower platform.
- d. Define a target segment of Your customers to receive Oracle Utilities Opower Custom Promotional Module content.
- e. Perform final quality assurance checks for the content designed, created and configured in this section after deploying the module to a testing environment.

B. Your Obligations 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 Obligations**

- a. Confirm Your agreement with the deployment timeline and allocate appropriate resources to provide the assistance described below.
- b. Provide access to Your content and branding lead who will provide input to Oracle regarding the presentation, branding, and segmentation of the Oracle Utilities Opower Custom Promotional Module.

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 Oracle Utilities Opower Custom Promotional Module is created using custom copywriting and illustration by Oracle’s design team and based on Your design input.
- c. The Oracle Utilities Opower Custom Promotional Module may only be used in one (1) Oracle Utilities Opower product.
- d. Each instance of an Oracle Utilities Opower Custom Promotional Module design run on a communication channel is considered to be the use of one module. Using a module in multiple Oracle Utilities Opower products requires the purchase of multiple modules.
- e. Each Oracle Utilities Opower Custom Promotional Module must be used during the 12-month period following delivery and may not be used during any subsequent period.
- f. The Services duration is estimated at seven (7) consecutive weeks.

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 Standard Promotional Module Fee (HER, eHER, WEB)

Part #B87481

[United States and Canada]

A. Description of Services

Oracle will provide You with up to eighteen (18) hours of project initiation, design and configuration services (“Services”) related to Your Oracle Utilities Opower Standard Promotional Module. Such Services will include the following:

1. Project Initiation Services

Oracle will:

- a. Conduct a project kick-off meeting via conference call.
- b. Provide an estimated deployment timeline in Microsoft format.

2. Design and Configuration Services

Oracle will:

- a. Demonstrate the library of standard module that can be displayed on Oracle Utilities Opower communications.
- b. Create or adapt one (1) Optimized Module or Flex Module with Your specific details in the configurable spaces.
- c. Participate in the review and finalization of the Oracle Utilities Opower Standard Promotional Module.
- d. Configure the Oracle Utilities Opower Standard Promotional Module content in the Oracle Utilities Opower platform.
- e. Define a target segment of Your customers to receive the Oracle Utilities Opower Standard Promotional Module content.
- f. Perform final quality assurance checks over content and collateral designed, created and configured in this section after deploying the module to one (1) testing environment.

B. Your Obligations 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 Obligations

- a. Confirm Your agreement with the deployment timeline and allocate appropriate resources to provide the assistance described below.
- b. Provide access to Your content and branding lead who will provide input to Oracle regarding the presentation, branding, and segmentation of the Oracle Utilities Opower Standard Promotional Module.

2. Project Assumptions

Oracle's 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.

- a. The Oracle Utilities Opower Standard Promotional Module may only be used in one (1) Oracle Utilities Opower product.
- b. Each instance of a promotional module design run on a communication channel is considered to be the use of one module. Using a module in multiple Oracle Utilities Opower products requires the purchase of multiple modules.
- c. Each Oracle Utilities Opower Standard Promotional Module must be used during the 12-month period following delivery and may not be used during any subsequent period.
- d. The Services duration is estimated to be three (3) weeks.
- e. An "Optimized Module" is a module selected from the Oracle Utilities Opower module library and that has been designed and tested based on Oracle's behavioral science, design, and content strategy experience. Optimized Modules may result in accelerated production timelines.
- f. A "Flex Module" is a module offering increased configuration with an efficient production schedule when use of an Optimized Module does not fit a customer's promotional needs. You may make adjustments to copy, select print and web-ready images from the Oracle Utilities Opower illustration library.



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 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 Segmentation Extract Fee

Part #B87482

[United States and Canada]

A. Description of Services

Oracle will provide You with up to fifty (50) hours of project initiation and customer segmentation services (“Services”) related to Your Oracle Utilities Opower products. Such Services will include the following:

1. Project Initiation Services

Oracle will:

- a. Conduct a project kick-off meeting by conference call.
- b. Provide an estimated deployment timeline in Microsoft format.

2. Customer Segmentation Services

Oracle will:

- a. Define up to ten (10) customer segments in the internal Oracle Utilities Opower segmentation tool.
- b. Extract a one-time list of customer account identifiers for customers in each of the ten (10) customer segments in a comma separated value (“CSV”) or tab separated value (“TSV”) format (the “Customer Segmentation Extract”).
- c. Deliver the Customer Segmentation Extract to You.

B. Your Obligations 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 Obligations
 - a. Confirm Your agreement to deployment timeline and assign appropriate resources to provide assistance and information as reasonably requested by 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.

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 Customer Load Profile Archetype Extract

Part #B87483

[United States and Canada]

A. Description of Services

Oracle will provide You with up to sixty-five (65) hours of project initiation and data extract services ("Services") related to Your Oracle Utilities Opower Customer Load Profile Archetype Extract. Such Services will include the following:

1. Project Initiation Services
Oracle will:
 - a. Conduct a project kick-off meeting by conference call.
 - b. Provide You with an estimated deployment timeline in Microsoft format.
2. Data Extract Services
Oracle will:

- a. Define and mutually agree with You on a list of Your customers to include in the load profile archetype analysis.
- b. Run the standard Oracle Utilities Opower load profile archetype algorithm on Your customer data previously loaded in the Oracle Utilities Opower platform.
- c. Assign archetypes to Your customers in Oracle Utilities Opower's database based on the output of the archetype analysis.
- d. Deliver a one (1)-time load archetypes extract listing the archetypes assigned to Your customers by the Oracle Utilities Opower algorithm.

B. Your Obligations 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 Obligations

- a. Confirm Your agreement with the deployment timeline and allocate appropriate resources to provide the assistance described below.
- b. Notify Oracle at least four (4) weeks in advance of Your desired delivery date for a load archetype extract.

2. Project Assumptions

- a. The Services shall be performed remotely 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. Oracle will use all historical usage data previously provided by You for each customer to determine the individual customer load archetype.
- c. The analysis will be undertaken for non-solar energy customers with active accounts. You acknowledge that certain customers may not be assigned load archetype identifiers during the analysis, due to gaps in data, quality or quantity of historical interval data, account closures and other reasons. Typically, ten to twenty (10 to 20) percent of customers may be designated "unassigned" after such an analysis. Should the proportion of unassigned customers exceed twenty (20) percent, You and Oracle will cooperate for purposes of diagnosing and addressing data issues.
- d. Each Load Archetype Extract will contain the following attributes: Customer's account number, premise ID, address, average usage, rate code and zip code as well as overall, weekday, and weekend load archetype identifiers.
- e. Project duration is estimated to be four (4) consecutive weeks.

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.