

PRODUCT SPECIFICATIONS FOR REALPAGE UTILITY ENERGY MANAGEMENT

UPDATED: March 5, 2020

These Product Specifications describe the current functionality and certain dependencies of the above-referenced product center (the “Product Center”). Access to and use of the Product Center is governed by an underlying agreement and, as applicable, addendum (collectively, the “Agreement”) with RealPage, Inc. and, as applicable, its affiliates (collectively referred to herein as the “Provider” “we” or “us”). Capitalized terms used in these Product Specifications have the meanings provided in the Agreement unless otherwise defined herein.

Subject to the terms of the Agreement, these Product Specifications may be modified at any time. If we modify these Product Specifications, we will post the updated version at <http://www.specifications.controls.realpage.com> and update the “Updated” date above. We recommend that you review these Product Specifications periodically for any changes. Your continued access to or use of the Product Center will constitute your acceptance of the updated Product Specifications.

1. AUTHORIZED USERS AND PASSWORD

Provider will provide the licensee under the Agreement (“Licensee”) with a user name and password permitting Authorized Users to access the Product Center. Licensee is responsible for the protection and dissemination of such user name and password and for any activities or actions occurring under Licensee’s account or log-in credentials—including, without limitation, for any losses or damages resulting from the loss, theft or misuse of or failure to protect any such user name or password. Licensee will permit only Authorized Users to access the Product Center, will ensure that all Authorized Users comply with the terms and conditions set forth in the Agreement and herein, and will not permit any person that ceases to be an Authorized User to continue to use a user name or password.

2. OVERVIEW OF REALPAGE UTILITY ENERGY MANAGEMENT

REALPAGE UTILITY ENERGY MANAGEMENT provides customers with a learning platform to effectively deliver, manage, track, and report employee learning activities. EasyLMS works on all phones and tablets with its mobile-optimized interface, providing various user roles to facilitate access to training, team management, and system administration. The EasyLMS purchase includes access to mobile-friendly courseware across both the RealPage On Demand Product Training Catalog and the RealPage On Demand Multifamily Specific Soft-skills Catalog. This includes the ability to create, upload, and manage customer-created courseware and instructor-led classes. The RealPage EasyLMS offers branding capabilities to customize fonts, color schemes, images, email notifications, certificates, and frequently asked questions (FAQs). The system also offers robust custom and standard out-of-the-box reporting options. With motivational mechanics in place, you can promote organic competition and active engagement to motivate learners long-term.

Note: The REALPAGE UTILITY ENERGY MANAGEMENT Product Center was not designed to store electronic protected health information, as defined by Section 160.103 of the HIPAA Regulations, 45 CFR Parts 160, under the Health Information Portability and Accountability Act Omnibus Final Rule released on January 17, 2013. Users should not use any feature of the REALPAGE UTILITY ENERGY MANAGEMENT Product Center to upload or to store any electronic protected health information.

3. DETAILED SPECIFICATIONS FOR REALPAGE UTILITY ENERGY MANAGEMENT

This section outlines the major capabilities of REALPAGE UTILITY ENERGY MANAGEMENT:

The Product Specifications for Energy Management services covers a family of sub-products that include the following current and past names:

- Energy Procurement Services
 - Natural Gas and Electric Procurement
 - Continuous Service Agreements (CSA)
 - Resident Referral Program
 - Interruptible Natural Gas Management
- Energy and Water Conservation
 - On-Site Energy Audits
 - Conservation Projects
- Rate and Tax Assurance
 - Tax Exemptions
 - Rate and Tariff Analysis
- Benchmarking Compliance
- Energy Consulting

3.1. Energy Procurement Services

RealPage offers several energy-based procurement services to take advantage of potential cost savings and risk management opportunities in deregulated markets throughout the U.S., RealPage requires a Letter of Authorization signed by the Client.

3.2. Natural Gas and Electric Procurement

RealPage develops and executes a customer energy procurement strategy designed to reduce energy spending and manage the risks of the energy markets. We solicit multiple bids from vetted suppliers, review proposals, and negotiate terms for natural gas, electric and or heating fuel procurement contracts to fit your strategy. RealPage assists in executing new contracts as well as managing contract renewals.

Our procurement process evaluates the potential for reducing expense and managing supply price volatility by purchasing natural gas and or electricity through a deregulated energy supplier. Our process includes:

- a. Determine a procurement and risk strategy with the Client.
- b. Identify natural gas and electric accounts eligible for retail energy supply in each unregulated market.
- c. Solicit energy supply bids from multiple suppliers (when available) and negotiate energy procurement contracts in accordance with the Strategy.
- d. Present commodity supply bids and contracts with the client.
- e. Negotiate the terms and prices with the suppliers on the Client's behalf and present the final contract to the client for execution.

- f. Due to volatility of the commodity markets, execution of the final contract must be made by the end of the market close on the same day contracts are presented to the Client. Contract is executed between the Client and the Supplier.
- g. RealPage negotiates renewal contracts between the client and the supplier.

3.3. Continuous Service Agreements (CSA)

CSA reduce the vacant expense by automatically transferring electric or natural gas service into the community's name under a pre-negotiated supply rate once a resident has moved out. RealPage evaluates and negotiates CSA where available.

3.4. Resident Referral Program

Resident referral programs pay your property a fee each time a resident signs up with a preferred electric or natural gas supplier. RealPage helps you choose the optimal contract terms and secures the referral fees.

3.5. Interruptible Natural Gas Management

In some large metropolitan areas, natural gas utilities provide rate incentives to facilities with available heating oil storage if they switch from natural gas to heating oil for a short time. This allows the utility to manage natural gas usage and transportation during high demand periods. RealPage provides guidance, incentive negotiation, and fuel switch notifications to help you take advantage of available rate incentives.

3.6. Energy and Water Conservation

On-Site Energy Audits

RealPage's on-site Energy Audits assist you in understanding the energy efficiency and related expense of potential or existing assets. RealPage conducts an on-site inspection of energy-related procedures and equipment, which may include mechanical, lighting, plumbing and operational systems, along with a building envelope audit to identify potential costs savings and improved energy efficiency.

On-Site Energy Audits are designed to 1) evaluate historical water and energy costs and consumption and 2) evaluate the mechanical, lighting, and operational systems on the property. Full property access is required to perform on-site Energy Audits. A Statement of Work is used to define Audit specifics.

a. Equipment Evaluation

(i) Mechanical Systems Audit

1. Review operating schedules and procedures for all mechanical equipment.
2. Review building data including drawings, inspections, and capital project plans.
3. Conduct a meeting with the operations staff to assess current system operating practices and procedures.
4. Review building operations procedures relative to utility rate schedules to minimize operating costs.
5. Review mechanical system control sequences for major systems to identify opportunities for reducing energy consumption, including evaluation of optimal start sequences.

6. Identify opportunities for potential retrofits, upgrades or replacement of the mechanical systems to improve energy efficiency or replace outdated equipment with more efficient equipment or new technologies.
- b. Lighting Audit
 - (i) Evaluate existing lighting fixtures for possible retrofit with new energy efficient lamps and ballasts and/or replacement with new energy efficient fixtures. Investigate lamp and fixture product alternatives appropriate for the application. The evaluation will exclude specialized lighting within individual tenant spaces.
 - (ii) Review operating schedules for lighting relative to occupancy hours and identify alternatives for automatic control to include photocells and motion detectors.
- c. Building Envelope Audit
 - (i) Identify observable opportunities for improving the thermal envelope to reduce energy consumption; opportunities include but are not limited to solar film, weather stripping, caulking, and roof insulation.
 - (ii) This part of the audit is limited to a visual inspection of the buildings' exterior.

Conservation Projects

RealPage identifies electric, gas, and water savings opportunities for your properties and can provide you with an end-to-end solution to manage project completion on your behalf. A Statement of Work is used to define Project specifics. As your energy conservation partner, RealPage can:

- a. Analyze historical energy and water usage and compare against benchmarks to identify properties with the greatest opportunities.
- b. Conduct on-site audits to identify retrofit and replacement opportunities including lighting, boilers, plumbing fixtures, temperature controls, pools, and irrigation,
- c. Develop conservation project proposals including costs, savings and ROIs.
- d. Manage retrofit and replacement project implementation.
- e. Provide reports with actual usage savings and ROI post project completion. Client must be on RealPage Utility Expense Management or provide invoice data to receive reporting.

3.7. Rate and Tax Assurance

a. Tax Exemptions

In states where multifamily utility usage is exempt from state sales tax, RealPage will identify tax exemption opportunities, work with the provider to correct the billing, and follow up with providers until refunds are received. Information on available tax exemptions is presented to the client with any necessary documentation and authorization for the client to sign. Client must be on RealPage Utility Expense Management or provide invoice data.

b. Rate and Tariff Analysis

RealPage's energy experts perform an analysis of your property's rates for water, gas, and electric commodities. We evaluate the unit cost of energy and water to identify pricing anomalies and compare utility accounts against tariff sheets. If needed, RealPage contacts your utility or state agency to correct rates and billing errors. Client must be on RealPage Utility Expense Management or provide invoice data.

3.8. Benchmarking Compliance

- a. Many large cities have adopted energy benchmarking ordinances which require commercial and multifamily building owners to report whole building energy and water usage through

the Energy Star Portfolio Manager Tool. RealPage helps properties comply with mandated benchmarking requirements. We set up your properties in Portfolio Manager, as well as gather, validate and upload energy and water usage required for compliance. RealPage requires recent utility invoice(s) and a completed property characteristics survey.

3.9. Energy Consulting

- a. Any consulting provided by RealPage's Energy Management team advising Clients on any aspect of the Services described above and is captured in a Statement of Work charged at a defined hourly rate.

4. CALIFORNIA CONSUMER PRIVACY ACT OF 2018 ("CCPA") DATA PROCESSING STATEMENT

This CCPA Data Processing Statement applies to "Personal Information" of a "Consumer" as those terms are defined under the CCPA (referred to hereafter as "Personal Data") that RealPage processes in the course of providing services under the Product Center ("Services") governed by the Agreement to Customer.

RealPage understands the terms in this CCPA Data Processing Statement and agrees to comply with them. The terms of this CCPA Data Processing Statement will prevail in connection with the purpose and scope of this CCPA Data Processing Statement over any conflicting terms in the Agreement.

- 4.1. Customer's Role. The Customer is a for profit entity that determines the purpose and means of processing Personal Data. Customer will provide Personal Data to RealPage solely for the purpose of RealPage performing the Services.
- 4.2. RealPage's Role. RealPage shall provide the Services and process any Personal Data in accordance with the Agreement. RealPage may not retain, use, or disclose Personal Data for any other purpose other than for providing the Services and in performance of the Agreement.
- 4.3. Data Processing, Transfers, and Sales. RealPage will process Personal Data only as necessary to perform the Services, and will not, under any circumstances, collect, use, retain, access, share, transfer, or otherwise process Personal Data for any purpose not related to providing such Services. RealPage will refrain from taking any action that would cause any transfers of Personal Data to or from RealPage to qualify as "selling personal information" as that term is defined under the CCPA.
- 4.4. Sub-Service Providers. Notwithstanding the restrictions in Section 2.3, Customer agrees that RealPage may engage other Service Providers (as defined under the CCPA), to assist in providing the Services to Customer ("Sub-Service Providers"). RealPage carries out appropriate due diligence on each Sub-Service Provider and the arrangement between RealPage and each Sub-Service Provider is governed by a written contract which includes terms substantially equivalent to those set out in this CCPA Data Processing Statement.
- 4.5. Security. RealPage will use commercially reasonable security procedures that are reasonably designed to maintain an industry-standard level of security, prevent unauthorized access to and/or disclosure of Personal Data.
- 4.6. Retention. RealPage will retain Personal Data in accordance with Customer instructions, the terms of the Agreement, or any applicable law(s), whichever requirement is controlling under the circumstances. At the termination of this CCPA Data Processing Statement, or upon Customer's written request, RealPage will either destroy or return Personal Data to the Customer, unless legal obligations require storage of the Personal Data.
- 4.7. Assistance with Consumers' Rights Requests. If RealPage, directly or indirectly, receives a request submitted by a Consumer to exercise a right it has under the CCPA in relation to that Consumer's Personal Data, it will provide a copy of the request to the Customer. The Customer will be responsible for handling and communicating with Consumers in relation to such requests.
- 4.8. Enforceability. Any provision of this CCPA Data Processing Statement that is prohibited or unenforceable shall be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof. The parties will attempt to agree upon a valid and enforceable provision that is a reasonable substitute and shall then incorporate such substitute provision into this CCPA Data Processing Statement.