

PRODUCT SPECIFICATIONS FOR REALPAGE UTILITY EXPENSE 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 EXPENSE MANAGEMENT

REALPAGE UTILITY EXPENSE MANAGEMENT manages a property’s utility bills from invoice receipt through submitting payment to the vendor and presenting transaction data for posting into a Site Owner’s accounts payable system. Invoices are received by RealPage, and relevant invoice data is captured and presented through a RealPage-hosted website. This includes scanned images of invoices received as a hard copy. Invoice details and consumption information is captured. Expense details are coded to Site Owner-designated cost centers and general ledger accounts. The invoice data is then made available for import to Site Owners’ accounts payable systems for payment.

Note: The REALPAGE UTILITY EXPENSE 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 EXPENSE MANAGEMENT Product Center to upload or to store any electronic protected health information.

This product specification covers a family of subproducts that include the following current and past names:

- A/P Extract
- Advanced Energy Reporting
- Automated Invoice Processing (AIP)
- Bill Pay (BP)
- CSASecure

- EIS+
- Energy Management Services
- Invoice Processing (IP)
- Invoice Processing & Payment (IPP)
- Utility Expense Management
- Utility Invoice Processing Services
- UtilityPay Manager
- UtilitySmart

3. DETAILED SPECIFICATIONS FOR REALPAGE UTILITY EXPENSE MANAGEMENT

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

3.1. Receive Utility Invoices

- a. Site Owner's ordering agent must provide RealPage Utility Management with all requested information necessary to enable RealPage Utility Management to complete the set up and implementation process. It is the responsibility of the Site Owner to ensure that addresses for all utility invoices are properly transferred to RealPage Utility Management's designated address with the utility vendors.
- b. Notifies each designated utility vendor of the change in billing address.
- c. Provides a mailing address (or P.O. Box) to receive Site Owner utility invoices at least once each business day.
- d. Provides account login credentials to RealPage Utility Management and authorizes RealPage Utility Management to obtain electronic invoices from the designated utility vendor website (where applicable).
- e. The utility vendor sends Site Owner utility invoices directly to the designated RealPage Utility Management mailing address.
- f. Collects utility invoices from the mailing address each business day, excluding holidays, and brings to its processing center.

3.2. Scan Utility Invoices

- a. Scan and save paper invoices in PDF format.
- b. Store multiple-page invoices in one file.
- c. Get scanned images online within three business days of invoice receipt.
- d. Access invoice images using a RealPage-hosted website.

3.3. Capture Data from the Utility Invoices

- a. Capture more than 20 data points from the utility invoices including dates, consumption, expense, and rate data. Examples of this information may include:
 - (i) Account number and meter number (where applicable).
 - (ii) Invoice, service to/from, and due dates.
 - (iii) Total current charges, adjustments, balance carried forward, late fee, and taxes.
 - (iv) Usage and unit of measurement and estimated/actual flag.
 - (v) Tariff rate and rate code (where available).
- b. Codes utility invoice line items to Site Owner-specified cost centers and/or general ledger accounts.
- c. Uploads utility invoice data to support Site Owner property management or accounting system general ledgers.

3.4. Invoice Payment

- a. Pay amount due to the vendor using one of the following two options:
 - (i) Bill Pay (Site Owner funds and RealPage pays utility vendor)
 - 1. After invoice is processed, RealPage Utility Management will send Site Owner a request for funds notice.
 - 2. Site Owner will remit funds as provided in the request for funds notice to the bank account designated by RealPage Utility Management.
 - 3. RealPage will not be responsible for any failure of Site Owner to timely and adequately fund payment of invoices.
 - 4. Site Owner will promptly fund any short-funding upon notice from RealPage. In the event of a banking shortfall, banking shortfall charges will apply.
 - 5. RealPage Utility Management will not pay any utility invoice until funding authorization and required funds are received from Site Owner.
 - (ii) Client Pay/AP Extract
 - 1. RealPage Utility Management provides invoice data to Site Owner after invoices are processed. RealPage Utility Management import of invoice data into Site Owner accounts payable system uses a standardized and predefined API, XML, CSV, or other formatted file or communication method.
 - 2. The Site Owner pays the utility vendor directly after the invoices are processed.

3.5. Resident Billing Service Integration

- a. If Site Owner has subscribed to RealPage Utility Management Resident Billing Service, invoices that can be allocated to residents are automatically presented to the resident billing services group.

3.6. Utility Alerts

- a. Notifies Site Owner when a significant anomaly is detected. Often, this is based on increases or decreases compared to consumption in prior periods.

3.7. Reports

- a. Reports are available at the community, regional, and portfolio levels. These include the following types of reports, among others:
 - (i) Cost and Consumption History
 - (ii) Sustainability and Benchmarking suite of reports
 - (iii) Vacant Recovery suite of reports
 - (iv) Utility Alerts
 - (v) Utility Invoice Search
- b. Reports may be changed by RealPage, from time to time, at its sole discretion.

3.8. Additional Services

- a. Additional services and related reports are available based on the specific configuration contracted of REALPAGE UTILITY EXPENSE MANAGEMENT.
 - (i) Utility Alert Management includes proactive usage alert research on behalf of the Site Owners about rate changes, consumption spikes, and similar events that may suggest action being taken by the site.
 - (ii) Rate Forecasting includes monitoring and reporting of projected rate changes that may impact the Site Owner's properties.
 - (iii) Budget Builder is a utility budgeting assistance tool that includes the following types of information where available:
 - 1. Historical data for occupancy, weather, usage, and rates.

2. Forecast data for rates to improve the accuracy of the utility budget process.
 - (iv) Variance Analyzer aggregates information from Alert Management and Budget Builder to provide the data to assist the Site Owner in determining the cause of a budget variance, such as weather, consumption, rates, or a combination thereof.
 - (v) ENERGY STAR Portfolio Manager® support includes uploading consumption information from the common area invoices via a data feed into the EPA's tool.
 - (vi) Utility Account Conversion is a service provided to Site Owners or Managers whereby RealPage will work to change the property ownership name with the UEM-serviced utility providers for recently acquired or sold properties.
 - b. RealPage does not guarantee the accuracy or completeness of any rate forecasts or budgeting data. The forecasts and budgeting information shall in no way be construed to constitute a recommendation by RealPage. The forecasts and budgeting data are based on industry trends and databases, and they involve risks, variables, and uncertainties. Consequently, no guarantee is presented, or implied, as to the accuracy of the forecasts or budgeting data.
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.