

HydroHome App Trial CUSTOMER AGREEMENT (HydroHome B)

1. HydroHome App Trial General Information

BC Hydro has launched the HydroHome App Trial which is anticipated to run for up to 21 months (the “Trial”) with an expected start date of July 2019 and an end date of March 2021. The objective of the Trial is to investigate how smart home technology can help BC Hydro customers manage their energy use efficiently.

To achieve the Trial’s objective, BC Hydro will provide qualified BC Hydro customers (each a “Participant”), with the HydroHome App that will allow Participants to monitor their energy usage using a mobile internet connected device and over time control certain smart home devices in the home (the “HydroHome Service”). The eligibility requirements for the Trial are set out below:

1. Eligibility criteria

- The Participant must be the named owner of the BC Hydro account;
- There must be no rental suites/tenant suites occupied by non-family members in the Home;
- The Participant must have an Android or iOS mobile device capable of downloading the HydroHome app;
 - iOS 11+ (iphone 6 and above)
 - Android Version 7+
- All terms and conditions and eligibility criteria must be met before the applicant is fully accepted as a Participant.

If you are eligible and wish to participate in the Trial, additional necessary information related to the Trial is set out below:

2. BC Hydro Partnership with Plasmatic Technologies

BC Hydro has an agreement with Plasmatic which allows BC Hydro and Participants to access and use the HydroHome Service which is provided by Plasmatic. Plasmatic has agreed to safeguard BC Hydro customer information in accord with BC Hydro’s statutory requirements under the Freedom of Information and Protection of Privacy Act.

3. Plasmatic Partnership with Rainforest Automation

Plasmatic has an agreement with Rainforest Automation to allow smart meter data collected by a Rainforest Eagle device to be sent to Plasmatic upon a Participant’s request. The participant is in control of the connection of their Rainforest account with their HydroHome account. BC Hydro has no visibility of the data exchanged.

4. App and Equipment

BC Hydro will provide the Participant with access to the HydroHome App to be used for purposes of the Trial. The App will provide hourly historical energy data to the Participant.

If the Participant currently owns a Rainforest smart home hub (the “Hub”) this can be used to provide a live energy data feed for display on the HydroHome app. The Participant can connect their Rainforest account with their HydroHome account.

If the Participant wishes to purchase a new Rainforest hub, they may do this through the BC Hydro MyHydro website, subject to the usual restrictions.

If the Participant wishes to use the HydroHome Service to control approved smart home devices, the Participant must authorize the connection of their HydroHome Account with their approved smart home device account. BC Hydro has no control or visibility of any smart home device that is connected to your HydroHome App. This smart home control feature is not available at the start of the trial, but is anticipated to be developed during the trial.

The user interface for the HydroHome Service is provided through HydroHome mobile app.

5. How the HydroHome Service works, and what happens to data collected during the Trial

The HydroHome Service is managed by Plasmatic on behalf of BC Hydro. The HydroHome Service collects operating information relating to your use of the HydroHome Service and household energy usage. This data is stored on cloud servers within Canada and used by Plasmatic during the trial to allow the HydroHome Service to respond to your commands and to enable you to see the status of all the Equipment you have connected to the HydroHome Service. To keep the HydroHome Service operating normally Plasmatic will be able to remotely monitor the performance of the Equipment (if applicable) on your HydroHome Service. Information collected by the HydroHome Service is stored and presented back only to you through the HydroHome Service. BC Hydro does not have live access to your HydroHome Service, and cannot view your operating statistics in real time.

At the conclusion of the Trial (if the HydroHome Service is not continued) any Rainforest Eagle device purchased will continue to function through the Rainforest Automation App. BC Hydro takes no responsibility for any Equipment purchased by the Participant for purposes of the Trial.

6. HydroHome Trial Terms and Conditions:

The Participant wishes to participate in the Trial and agrees to the following;

- (a) the electricity usage data for the App will be taken from the Participant's BC Hydro account home address (the "Home");
- (b) the installation of a Hub will be at the Participant's Home;
- (c) only the Participant and other persons living in the Home (collectively the "Authorized Users") shall use the HydroHome Service;
- (d) the Authorized Users will keep a secure password, and not circumvent or disclose any usernames, passwords or other access credentials or authentication details to others, or interfere with or disrupt any other security control of the HydroHome Service;
- (e) the Authorized Users will notify BC Hydro immediately if he/she becomes aware of any breach or threatened breach of the terms of this Agreement, or of any breach or threatened breach of security including any attempt by a third party to gain unauthorized access to the HydroHome Service;
- (f) the Authorized Users will not copy, translate, make derivative works, disassemble, decompile, reverse engineer or otherwise attempt to discover the source code or underlying ideas or algorithms embodied in the software applications or other systems used for the HydroHome Service, or remove any titles or trademarks, copyrights or restricted rights notices in the systems, software and other materials used in the HydroHome Service;
- (g) the Authorized Users will not access or use the HydroHome service for the purpose of building competitive products or services by copying its features or user interface or by allowing any unauthorized 3rd party access or use of the HydroHome Service.
- (h) The Participant acknowledges and agrees that he/she is responsible for obtaining and maintaining all hardware and network connections necessary to provide internet and wifi access for the HydroHome Service, and make all reasonable attempts to keep the system operational;
- (i) The Participant will allow BC Hydro access to the Home's electrical consumption meter data (i) for the 24 month period prior to the Trial, (ii) for the duration of the Trial, and (iii) for 1 year after the Trial for the purpose of administration and evaluation of the Trial.
- (j) The Participant agrees to participate in user customer experience surveys in relation to the Trial and to receive information via email or through the HydroHome Service about energy saving tips, peak time energy conservation events, reward programs, conservation programs and general BC Hydro information during the Trial;
- (k) The Participant agrees to allow BC Hydro, and their authorized agents to contact him/her by; phone, email, the HydroHome Service, mail or similar method for the purposes of administering and evaluating the Trial;
- (l) The Participant agrees to notify BC Hydro if the HydroHome Service fails to operate.

7. Personal Information and Participant and Authorized User Consent

- (a) Participant confirms that the consent of all his/her Authorized Users has been obtained for the collection and use of the Authorized Users' personal information for purposes of the Trial, and that all consents provided below are provided by both the Participant and his/her Authorized Users (collectively "the Participant") for purposes of Section 7 of this Agreement.
- (b) Participant consents to the disclosure of their personal information to BC Hydro and Plasmatic for the purposes of administering the Trial, and undertaking analysis for the purposes of delivering energy usage information and insights back to the Participant through the HydroHome Service. The personal information BC Hydro may access consists of: Participant's contact information, energy usage information, BC Hydro account information, HydroHome Service Equipment operating statistics, user interface details, and extent of participation in events and features related to the HydroHome Service. Participant's personal information will be stored on BC Hydro's secured network drive that only the Trial program team can

access. Paper documents will be stored in a locked filing cabinet with limited access. Participant's personal information will be destroyed 90 days after the Trial has ended. Should BC Hydro create any reports or publish any findings from the Trial, all personal identification will be removed from any reports, and the findings shall be aggregated and anonymized.

The Participant acknowledges that any personal information collected by BC Hydro, the Equipment, Plasmatic in relation to the Trial is collected in furtherance of BC Hydro's mandate under the Clean Energy Act, for the purpose(s) of administering, operating and evaluating the Trial. Personal information, including settings and usage statistics will be stored, accessed and processed on cloud servers located within Canada (as part of the Trial). If you have any questions concerning how your personal information is collected, stored and handled, please contact Tim Mosley, Project Manager, at 604-623 4580.

Indemnification and Representations

The Participant agrees to indemnify BC Hydro, including its management, employees, and contractors from any and all damages, claims and demands whatsoever, including claims for personal injury, physical damage, indirect, consequential or economic loss, (i) arising from or related to the Equipment (including installation, removal and defects), and (ii) any claims arising for any reason from or in connection with the Trial and the HydroHome Service. BC Hydro makes no representation or warranty respecting the Equipment, their condition, suitability, or fitness for a particular purpose or use. BCH reserves the right at its sole discretion to end the Trial, or to end your participation in the Trial at any time.