

Peak Saver Facebook Group Research Study

1. General Information

- a) The British Columbia Hydro and Power Authority (“BC Hydro”) has partnered with BeThink Solutions Inc. (“BeThink”) for the purpose and objective of conducting a research study exploring how a closed (invite-only) community-focused Facebook group (“Facebook Group”) can help increase participant engagement, activation, and performance in BC Hydro’s Peak Saver program (the “Research Study”).
- b) Eligible Peak Saver participants will be invited to participate in the research (each a “Participant”) via email.
- c) The Research Study period is anticipated to run for 2 weeks with an expected start date of January 13, 2025 and an end date of January 27, 2025, in any case the end date of the Research Study will be no later than February 15, 2025 (the “Research Period”).
- d) During the Research Period, Be Think will regularly post information about the Peak Saver program, tips on how to participate in Peak Saver Demand Response events, and specifically during the events that may take place during the Research Period.
- e) To be eligible to participate in the Research Study, each Participant must:
 - (i) be a BC Hydro Account owner;
 - (ii) be a BC Hydro Peak Saver Participant; and
 - (iii) accept and comply with these Peak Saver Facebook Group Research Study terms and conditions.
- f) BC Hydro reserves the right at its sole discretion to reject or accept any application for participation in this Research Study.
- g) If you meet the eligibility requirements and wish to voluntarily participate in the Research Study, you must acknowledge and agree to the terms and conditions, including Section 3 below, by clicking on the tick box on the registration page to be accepted as a Participant in the Research Study (the “Agreement”).

2. BC Hydro Partnership with BeThink

- a) BC Hydro has partnered with BeThink under which BeThink will post and moderate the Peak Saver Facebook Group.
- b) BeThink has agreed to safeguard each Participant’s personal information in accordance with BC Hydro’s statutory requirements.
- c) BeThink shall only use the Participant’s personal information in furtherance of the Research Study’s objectives and shall delete all personal information of each Participant from its servers after completion of the Research Study.

3. Terms and Conditions

- a) The Participant acknowledges and agrees to the following by clicking on the tick box on the registration page and joining BC Hydro Peak Saver Facebook Group:
 - (i) The Participant agrees and hereby provides express consent to allow BC Hydro to give BeThink access to moderate the BC Hydro Peak Saver Facebook Group.

- (ii) The Participant agrees and hereby provides express consent to allow BC Hydro to contact the Participant by phone, mail or email, during the Research Period for the purposes of administering the Research Study.
 - (iii) After the Research Period, the Participant agrees and hereby provides express consent to BC Hydro to contact the Participant for the purposes of surveys or evaluations that BC Hydro may undertake to assess the Research Study results.
- b) Personal Information and Authorized User Consent: Participant hereby confirms and consents to the following by clicking on the tick box on the registration page and joining BC Hydro Peak Saver Facebook Group:
- (i) Participant consents to the disclosure of their personal information included on their Facebook profile to BC Hydro and BeThink for the purposes of the Research Study. Participant Facebook Profile may be visible by other participants in this project. The personal information BC Hydro may access consists of the Participant's contact information and energy usage and consumption data. Should BC Hydro create any reports or publish any findings from the Research Study, the Participant's personal identification will be removed from any reports, and the findings shall be aggregated and anonymized.
 - (ii) Participant consents to the disclosure of their information, including personal information, to BeThink for the purposes of the Research Study only.
 - (iii) Participant acknowledges that any personal information collected by BC Hydro and BeThink in relation to the Research Study is collected in furtherance of BC Hydro's mandate under the Clean Energy Act, for the purpose(s) of administering, operating and evaluating the Research Study.
 - (iv) Each Participant can end their participation in this Research Study at any time by leaving the Facebook Group or sending an email at peaksaver@bchydro.com and requesting to be removed. If you have any questions concerning how your personal information is collected, stored and handled, please contact peaksaver@bchydro.com.
 - (v) The Facebook Group will be deleted at the end of Research Period.
- c) Indemnification and Representations: By clicking the tick box on the registration page and joining BC Hydro Peak Saver Facebook Group, the Participant acknowledges and agrees that:
- (i) BC Hydro does not guarantee any energy cost savings or other benefits arising from your participation in the Research Study.
 - (ii) BC Hydro and its partners, its respective successors, representatives, assignors, affiliates, employees, agents, officers, directors, service providers, contractors and their respective affiliates, officers, directors or employees and any of their heirs, successors or assigns (collectively, the "Research Operators") are not and will not be liable for any and all loss, damage or injury (including death) to persons or property, including without limitation any direct, indirect, special or consequential damages (including but not limited to loss of profit, loss of revenues or other economic loss), and any costs or losses, expenses, fees, liabilities, causes of action, suits, proceedings, debts, penalties and demands connected with or in any way arising from the Research Study and you hereby release the Research Operators of, from and against any and all of the foregoing.
 - (iii) You agree to indemnify the Research Operators if you or any member of your family, occupant, tenants, or guest seeks damages against any of them for any

reason that is connected with your participation in the Research Study and this Agreement.

- (iv) BC Hydro reserves the right, in its sole discretion, to reject or accept or revise any Application made to it under the Research Study
- (v) BC Hydro may terminate the Research Study and this Agreement at any time and at its sole discretion and without any liability whatsoever.