

DATA SECURITY MEMORANDUM OF UNDERSTANDING

This Data Security Memorandum of Understanding (“Agreement”) effective _____, is made and entered into this _____ day of _____, 20__ by and between _____ (“Utility”) with offices at _____ and the New York State Energy Research and Development Authority (“NYSERDA”), a New York public benefit corporation with offices at 17 Columbia Circle, Albany, New York 12203-6399. Utility and NYSERDA may be individually referred to as a “Party” or collectively referred to as “Parties.”

RECITALS

WHEREAS, in order to comply with directives in various New York State Public Service Commission-issued Orders governing the implementation, study, and evaluation of its Clean Energy Fund (and predecessor portfolios of the System Benefits Charge and Energy Efficiency Portfolio Standard), the Clean Energy Standard (and its predecessor portfolio, the Renewable Portfolio Standard), the NY Green Bank, and energy storage efforts, NYSERDA requires access to certain utility customer information, either customer-specific or aggregated customer information; and

WHEREAS, the New York State Public Service Commission’s (“Commission”) January 17, 2019 Order Regarding New York State Energy Research and Development Authority Data Access and Legacy Reporting in Case 14-M-0094 (“NYSERDA Data Order”) permits NYSERDA to request certain customer-specific data from Utility solely for the purposes of conducting NYSERDA’s own studies to assess performance and effectiveness of clean energy programs and policies, including potential, baseline, and market-characterization studies as well as other NYSERDA-funded evaluation, measurement and verification (“EM&V”) activities; and

WHEREAS, on March _____, 2015, Utility and NYSERDA entered into an Electronic Data Interchange (“EDI”) Agreement (“EDI Agreement”) that allows NYSERDA to use EDI to access Confidential Information, including utility customer usage information, once NYSERDA obtains consent from the Utility customer; and

WHEREAS, the Parties desire to have this Agreement replace and supersede the EDI Agreement and govern the obligations of the Parties with respect to: requests for Confidential Information requested by NYSERDA via EDI; as a result of NYSERDA studies or EM&V activities authorized by the NYSERDA Data Order; future Commission Orders regarding data exchanged between NYSERDA and Utility concerning the issues of cyber security, data use for clean energy programs and policies, including potential,

baseline, and market-characterization studies as well as other NYSERDA-funded EM&V activities; and Freedom of Information Law (“FOIL”) treatment of Confidential Utility Information; and

WHEREAS, NYSERDA may utilize a third party to fulfill its regulatory and statutory obligations, including but not limited to, EDI communications with Utility and conducting required studies and analyses; and

WHEREAS, NYSERDA’s utilization of a third-party provider does not relieve NYSERDA of its transactional obligation such that it must ensure that the third-party provider must comply with all NYSERDA obligations; and

WHEREAS, Utility and NYSERDA also desire to enter into this Agreement to establish, among other things, the full scope of the Parties’ obligations of security and confidentiality with respect to Confidential Information in a manner consistent with the rules and regulations of the Commission and requirements of Utility; and

NOW, THEREFORE, in consideration of the premises and of the covenants herein contained, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties, intending to be legally bound, hereby agree as follows:

1. Definitions.

- a. “Confidential NYSERDA Information” means any information provided by NYSERDA to Utility and marked confidential by NYSERDA, but excludes (i) information which is or becomes generally available to the public other than as a result of a disclosure by Receiving Party or its Representatives; (ii) information which was already known to Receiving Party on a non-confidential basis prior to being furnished to Receiving Party by Disclosing Party; (iii) information which becomes available to Receiving Party on a non-confidential basis from a source other than Disclosing Party or a representative of Disclosing Party if such source was not subject to any prohibition against transmitting the information to Receiving Party and was not bound by a confidentiality agreement with Disclosing Party; (iv) information which was independently developed by Receiving Party or its Representatives without reference to, or consideration of, the Confidential Information; or (v) information provided by the customer with customer consent where the customer expressly agrees that the information is public.
- b. “Confidential Utility Information” means: (1) any information provided to NYSERDA by Utility at NYSERDA’s request and identified as or marked confidential by Utility, but excludes (i) information which is or becomes generally available to the public other than as a result of a disclosure by Receiving Party or its Representatives; (ii) information which was already known to Receiving Party on a non-confidential basis prior to being furnished to Receiving Party by Disclosing Party; (iii) information which becomes available to Receiving Party on a non-confidential basis from a source other

- than Disclosing Party or a representative of Disclosing Party if such source was not subject to any prohibition against transmitting the information to Receiving Party and was not bound by a confidentiality agreement with Disclosing Party; (iv) information which was independently developed by Receiving Party or its Representatives without reference to, or consideration of, the Confidential Information; or (v) information provided by the customer with customer consent; (vi) customer participant data that is aggregated or anonymized by NYSERDA in accordance with Commission and NYSERDA's reporting policies and regulatory requirements;
- c. where the customer expressly agrees that the information is public.
 - d. "Confidential Information" means, collectively, Confidential Utility Information or Confidential NYSERDA Information.
 - e. "Data Protection Requirements" means, collectively, (A) all national, state, and local laws, regulations, or other government standards relating to the protection of information that identifies or can be used to identify an individual or that are necessary to protect information technology ("IT") systems that apply with respect to NYSERDA or its Representative's Processing of Confidential Utility Information including but not limited to New York State Information Technology Policies and Standards administered by the New York State Office of Information Technology Services; (B) industry best practices or frameworks to secure information, computer systems, network, and devices using a defense-in-depth approach, such as and including, but not limited to, NIST SP 800-53, ISO 27001 / 27002, COBIT, CIS Security Benchmarks, Top 20 Critical Controls as best industry practices and frameworks may evolve over time; and (C) the Commission rules, regulations, and guidelines relating to confidential data, including the NYSERDA Data Order.
 - f. "Data Security Incident" means a situation when Utility or NYSERDA reasonably believes that there has been: (A) the loss or misuse (by any means) of Confidential Information; (B) the unauthorized acquisition of computerized data that compromises the security, confidentiality, or integrity of Confidential Information, or Private Information as defined by GBL § 899-aa, computer systems, network and devices used by a business; (C) any other act or omission that compromises the security, confidentiality, or integrity of Confidential Information, or (D) any material breach of any Data Protection Requirements in relation to the Processing of Confidential Information, including by any current or former Representatives.
 - g. "Direct Customer" means a customer (eligible for electric retail access with at least one (1) megawatt of load in any hour of a scheduled ISO transaction) that purchases and schedules the delivery of electricity for its own consumption and not for resale.
 - h. "Marked" as confidential shall mean by a clear or noticeable written or stamped designation on physical or electronic documentation, regardless of form (word

processing document, spreadsheet, etc.). Data shall not be considered to be “marked” if verbally identified as confidential, absent any corresponding physical marking or accompanying written designation or accompanying written communication from the Disclosing Party that the data are considered confidential.

- i. “PSC” or “Commission” shall have the meaning attributed to it in the Recitals.
 - j. “Processing” (including its cognate, “process”) means any operation, action, error, omission, negligent act, or set of operations, actions, errors, omissions, or negligent acts that is performed using or upon Confidential Information or Utility Data, whether it be by physical, automatic or electronic means, including, without limitation, collection, recording, organization, storage, access, adaptation, alteration, retrieval, use, transfer, hosting, maintenance, handling, retrieval, consultation, use, disclosure, dissemination, exfiltration, taking, removing, copying, processing, making available, alignment, combination, blocking, deletion, erasure, or destruction.
 - k. “Third-Party Representatives” or “Representatives” means those agents acting on behalf of NYSERDA that are contractors or subcontractors and that store, transmit or process Confidential Utility Information or with which Utility electronically exchanges data other than by email and any other entities with which Utility electronically exchanges data other than by email or by a publicly available portal. For the avoidance of doubt, Third-Party Representatives does not include NYSERDA and its members, directors, officers or employees who need to know Confidential Utility Information for the purposes of providing Services.
 - l. “Utility Data” means data held by Utility, whether produced in the normal course of business or at the request of NYSERDA.
- 2. Scope of the Agreement.** This Agreement shall govern security practices of NYSERDA and its Representatives that have electronic communications, other than email, with Utility and security practices that apply to all Confidential Utility Information disclosed to NYSERDA or its Representatives or to which NYSERDA or its Representatives are given access by Utility, including all archival or back-up copies of the Confidential Utility Information held or maintained by NYSERDA (or its Representatives) and Confidential NYSERDA Information. No financial information, other than billing information, will be provided pursuant to this Agreement.¹ If any utility inadvertently sends to NYSERDA or its Representatives confidential utility information, NYSERDA will immediately notify Utility and destroy any such information in the appropriate manner.
- 3. Obligation of Utility to Provide Information.** A Utility is not required to gather, collect or provide information it does not possess. A Utility will provide information

¹ Customer non-bill financial information, such as credit card, account and routing information, will not be provided to NYSERDA as part of this Agreement absent a separate written agreement signed by the Parties, expressly authorizing the sharing of such information.

in the form in which it has and maintains the information and is not required to provide information in another form requested by NYSERDA. Nothing herein prevents NYSERDA and a Utility from making a written agreement to provide NYSERDA with new information or information in a non-standard format. If NYSERDA and Utility enter a written agreement to provide NYSERDA with new information or provide information in a non-standard format, NYSERDA is responsible to pay the Utility's costs associated with gathering, collecting or reformatting the requested information.

4. **Process for NYSERDA to Request Information Pursuant to NYSERDA Data Order.** Consistent with the NYSERDA Data Order, NYSERDA may request Utility Data, including Confidential Utility Information, for assessing performance and effectiveness of clean energy programs and policies, including potential, baseline, and market-characterization studies as well as other NYSERDA-funded EM&V activities. NYSERDA shall send all data requests to Utility and concurrently file the data request in Commission Matter No. 19-00087 - In the Matter of NYSERDA Data Requests, redacted as necessary to protect Confidential Utility and NYSERDA Information with unredacted requests filed with the Commission's Records Access Officer. The request shall detail the need for the data, including the specific data fields required, time period for the request, and whether the request is expected to be repeated and, if so, how frequently; the planned retention period and use of that data; and justification as to why no currently available data is a viable alternative.

Utility shall use commercially reasonable efforts to respond to NYSERDA within ten (10) days, measured from the day after the request is filed with the Commission, and concurrently file its response in Commission Matter No. 19-00087, redacted as necessary to protect Confidential Utility and NYSERDA Information with unredacted requests filed with the Commission's Records Access Officer. Utility's response shall either identify the anticipated date by which the requested data will be provided or, if Utility believes the request is not consistent with the NYSERDA Data Order, detail the objection and explain the reason why the request is not in compliance with the NYSERDA Data Order.

Where Utility does not object, it will provide the requested data to NYSERDA through any method mutually agreeable to NYSERDA and Utility.

If Utility objects to NYSERDA's request, and the Parties cannot reach a mutually agreeable resolution, Department of Public Service Staff ("Staff") will make a determination as to whether the request is consistent with the NYSERDA Data Order. If either Party objects to Staff's determination, either Party may seek a formal Commission order as to whether the requested data must be provided. The Parties agree that no data will be provided prior to a Commission order if there is an objection and formal request for Commission approval.

NYSERDA shall keep requests for customer data to a minimum, consistent with the NYSERDA Data Order.

- 5. Customer Consent.** Except for non-participant data requested by NYSERDA pursuant to the NYSERDA Data Order and used for assessing performance and effectiveness of clean energy programs and policies, including through potential, baseline, and market-characterization studies as well as other EM&V activities, for which no customer consent is required, the Parties agree that NYSERDA is prohibited from selling, disclosing or providing any Confidential Utility Information obtained from a distribution utility to others, including other governmental authorities, unless such sale, disclosure or provision is specifically authorized by the customer or required by legal authority. If such authorization is requested from the customer, NYSERDA shall, prior to authorization, describe to the customer the information it intends to release and the recipient of the information. Customer authorization may be obtained by telephonic recording, electronic record or written agreement. NYSERDA must maintain each authorization record for six (6) years after the disclosure of the Confidential Utility Information. NYSERDA and its Representatives agree to comply with the provisions of this Section, the Utility's tariffs and future Commission Orders and Rules regarding customer consent.
- 6. Provision of Information.** Utility agrees to provide to NYSERDA or its Representatives, certain Utility Data and Confidential Utility Information consistent with (4) and (5) above, as requested, provided that: (A) NYSERDA and its Representatives are in compliance with the terms of this Agreement in all material respects; (B) if required by Utility, NYSERDA has provided and has required its Representatives to provide, to the satisfaction of Utility any Vendor Product/Service Security Assessments or self-attestations (attached hereto as Exhibit A) or such other risk assessment forms as Utility may require from time to time ("Assessment") and NYSERDA will comply with the Utility Assessment requirements as approved by the Utility; (C) NYSERDA (and its Representatives, as applicable) shall have and maintain throughout the term, systems and processes in place and as detailed in the Assessment acceptable to Utility to protect system security and Confidential Utility Information; and; (D) NYSERDA complies and shall require its Third-Party Representatives who process Confidential Information to comply with Utility's Assessment requirements as approved by Utility. Provided the foregoing prerequisites have been satisfied, NYSERDA shall be permitted access to Confidential Utility Information and/or Utility shall provide such Confidential Utility Information to NYSERDA. Nothing in this Agreement will be interpreted or construed as granting either Party any license or other right under any patent, copyright, trademark, trade secret, or other proprietary right or any right to assert any lien over or right to withhold from the other Party any Data and/or Confidential Information of the other Party. Utility will comply with the security requirements set forth in its Assessment.
- 7. Confidentiality.** NYSERDA and its Representatives shall: (A) hold all Confidential Utility Information in strict confidence pursuant to Commission's orders; except as otherwise expressly permitted by Section 8 herein; (B) not disclose Confidential Utility Information to any Third-Party Representatives, or affiliates, except as set forth in Section 8(a) of this Agreement; (C) not Process Confidential Utility Information other than for the Services defined in the Recitals as authorized by this

Agreement; (D) limit reproduction of Confidential Utility Information; (E) store Confidential Utility Information in a commercially-acceptable secure fashion at a secure location that is not accessible to any person or entity not authorized to receive the Confidential Utility Information under the provisions hereof; (F) otherwise use at least the same degree of care to avoid publication or dissemination of the Confidential Utility Information as NYSERDA employs (or would employ) with respect to its own confidential information that it does not (or would not) desire to have published or disseminated, but in no event less than reasonable care; and (G) to the extent required by Utility, each Representative with a need to know the Confidential Utility Information shall sign the Third-Party Representative Agreement set forth as Exhibit B to this Agreement. At all times, Utility shall have the right for cause to request reasonable further assurances that the foregoing restrictions and protections concerning Confidential Utility Information are being observed and NYSERDA and its Representatives shall be obligated to promptly provide Utility with the requested assurances.

Utility shall: (A) hold all Confidential NYSERDA Information in strict confidence; except as otherwise expressly permitted by Section 8 herein; (B) not disclose Confidential NYSERDA Information to any other person or entity except as set forth in Section 8(a) of this Agreement; (C) not Process Confidential NYSERDA Information other than for the Services defined in the Recitals as authorized by this Agreement; (D) limit reproduction of Confidential NYSERDA Information; (E) store Confidential NYSERDA Information in a secure fashion at a secure location that is not accessible to any person or entity not authorized to receive the Confidential NYSERDA Information under the provisions hereof; (F) otherwise use at least the same degree of care to avoid publication or dissemination of the Confidential NYSERDA Information as Utility employs (or would employ) with respect to its own confidential information that it does not (or would not) desire to have published or disseminated, but in no event less than reasonable care; and (G) to the extent required by NYSERDA, each Representative with a need to know the Confidential NYSERDA Information shall sign the Third-Party Representative Agreement set forth as Exhibit B to this Agreement. At all times, NYSERDA shall have the right for cause to request reasonable further assurances that the foregoing restrictions and protections concerning Confidential NYSERDA Information are being observed and Utility shall be obligated to promptly provide NYSERDA with the requested assurances.

- 8. Exceptions Allowing NYSERDA to Disclose Confidential Utility Information.**
- a. **Disclosure to Representatives.** Notwithstanding the provisions of Section 7 herein, NYSERDA may disclose Confidential Information to its Third-Party Representatives who have a legitimate need to know and access such Confidential Information to fulfill NYSERDA's obligations with respect to the NYSERDA Data Order, provided that each such Third-Party Representative first: (A) is advised by the Disclosing Party of the sensitive and confidential nature of such Confidential Information; (B) agrees to comply with the provisions of this Agreement, provided that with respect to Third-Party Representatives and

this subsection (B), such Third-Party Representatives must agree in writing to be bound by and observe the provisions of this Agreement as though such Third-Party Representatives were a Party/NYSERDA; and (C) signs the Third-Party Representative Agreement. All such written Third-Party Representative Agreements with Third-Party Representatives shall include direct liability for the Third-Party Representatives towards Utility/NYSERDA for breach thereof by the Third-Party Representatives, and a copy of such Agreement and each Third-Party Representative Agreement shall be made available to Utility/NYSERDA upon request. Notwithstanding the foregoing, the Parties shall be liable for any act or omission of a Third-Party Representative, including without limitation, those acts or omissions that would constitute a breach of this Agreement.

- b. **Disclosure if Legally Compelled.** Notwithstanding anything herein, in the event that a Party or any of its Third-Party Representatives receives notice that it has, will, or may become compelled, pursuant to applicable law or regulation or legal process to disclose any Confidential Information (whether by receipt of oral questions, interrogatories, requests for information or documents in legal proceedings, subpoenas, civil investigative demands, other similar processes, or otherwise), that Party shall, except to the extent prohibited by law, within one (1) business day, notify the other Party, orally and in writing, of the pending or threatened compulsion. To the extent lawfully allowable, the Parties shall have the right to consult and the Parties will cooperate, in advance of any disclosure, to undertake any lawfully permissible steps to reduce and/or minimize the extent of Confidential Information that must be disclosed. The Parties shall also have the right to seek an appropriate protective order or other remedy reducing and/or minimizing the extent of Confidential Information that must be disclosed. In any event, the Party and its Third-Party Representatives shall disclose only such Confidential Information which they are advised by legal counsel that they are legally required to disclose in order to comply with such applicable law or regulation or legal process (as such may be affected by any protective order or other remedy obtained by the Party) and the Party and its Third-Party Representatives shall use all reasonable efforts to ensure that all Confidential Information that is so disclosed will be accorded confidential treatment.
- c. **Freedom of Information Law (“FOIL”).** Notwithstanding any other provision of this Agreement, Utility acknowledges that NYSEDA is required to comply with the New York State FOIL, Public Officers Law, Article 6. The FOIL provides exceptions to disclosure, including Section 87(2)(a)-(d) which provides for exceptions to disclosure for records or portions thereof that (a) “are specifically exempted from disclosure by state or federal statute,” (b) “if disclosed would constitute an unwarranted invasion of privacy under the provisions of subdivision two of section eighty-nine,” (c) “if disclosed would impair present or imminent contract awards or collective bargaining negotiations,” or (d) “are trade secrets or are submitted to an agency by a commercial enterprise or derived from information obtained from a commercial

enterprise and which if disclosed would cause substantial injury to the competitive position of the subject enterprise.” Among other things, subdivision two of section eighty-nine referred to by (b) above of this Section 6 provides that disclosures shall not be construed to constitute an unwarranted invasion of personal privacy “when identifying details are deleted” and “when the person whom a record pertains consents in writing to disclosure” and so the Parties acknowledge and agree that compliance with FOIL hereunder shall not necessitate any disclosures of Confidential Information without the consent of Utility customer or without such customer information first being anonymized by the deletion of identifying details. NYSEDA agrees and confirms that it considers the Confidential Utility Information to constitute protectable information under the trade secrets, confidential commercial information, personal privacy information, customer information or critical infrastructure exceptions of the Public Officers Law (FOIL) § 87(2)(d) and that the Confidential Information to be exchanged may be “inter-agency records” under Public Officers Law § 87(2)(e)(g) (See Xerox Corp. v. Town of Webster, 65 N.Y.2d 132 (1985)), and that NYSEDA will, should such Confidential Information be requested under FOIL, promptly notify Utility and deny disclosure and assert defenses to disclosure, in accordance with NYSEDA’s FOIL regulations. Nothing herein is intended to limit the exceptions to FOIL disclosure to the exceptions listed herein and the Parties recognize that federal, state and local statutes, rule and regulation, and orders made by a court or regulatory agency of competent jurisdiction prohibiting disclosure of protected material also constitute exceptions to FOIL disclosure. In addition, information submitted to NYSEDA by Utility as the disclosing party shall be identified and labeled “Confidential” or “Proprietary” on each page and accompanied by a written statement (which in all instances may be an electronic transmission) of the reasons why the information should be exempted. See Public Officers Law, Section 89(5) and the procedures set forth in 21 NYCRR Part 501.

9. **Return/Destruction of Information.** Within thirty (30) days after Utility’s written demand, NYSEDA shall (and shall cause its Third-Party Representatives to) cease to access and Process Confidential Utility Information and shall at Utility’s option: (A) return such Confidential Utility Information to Utility in such manner, format, and timeframe as reasonably requested by Utility or, if not so directed by Utility, (B) shred, permanently erase and delete, degauss or otherwise modify so as to make unreadable, unreconstructible and indecipherable (“Destroy”) all copies of all Confidential Utility Information (including any and all extracts, compilations, studies, or other documents based upon, derived from, or containing Confidential Utility Information) that has come into NYSEDA’s or its Third-Party Representatives’ possession, including Destroying Confidential Utility Information from all systems, records, archives, and backups of NYSEDA and its Third-Party Representatives, and all subsequent access, use, and Processing of the Confidential Utility Information by NYSEDA and its Third-Party Representatives shall cease provided any items required to be maintained by governmental administrative rule or law or necessary for legitimate business or legal needs will not be destroyed until permitted and will remain subject to confidentiality during the

retention period. NYSEERDA agrees that upon a customer revocation of consent, NYSEERDA and its Representatives warrant that it will no longer access Utility Confidential Utility Information and that it will Destroy any Confidential Utility Information in its or its Third-Party Representative's possession. Notwithstanding the foregoing, NYSEERDA and its Third-Party Representatives shall not be obligated to erase Confidential Utility Information contained in an archived computer system backup maintained in accordance with their respective security or disaster recovery procedures, provided that NYSEERDA and its Third-Party Representatives shall: (1) not have experienced an actual Data Security Incident; (2) maintain Data Security Protections to limit access to or recovery of Confidential Utility Information from such computer backup system and; (3) keep all such Confidential Utility Information confidential in accordance with this Agreement. NYSEERDA shall, upon request, certify to Utility that the destruction by NYSEERDA and its Third-Party Representatives required by this Section has occurred by (A) having a duly authorized officer of NYSEERDA complete, execute, and deliver to Utility a certification and (B) obtaining substantially similar certifications from its Third-Party Representatives and maintaining them on file. Compliance with this Section 8 shall not relieve NYSEERDA from compliance with the other provisions of this Agreement. The written demand to Destroy or return Confidential Utility Information pursuant to this Section may occur if the Utility has been notified of a potential or actual Data Security Incident and Utility has a reasonable belief of potential ongoing harm or the Confidential Utility Information has been held for a period in excess of its retention period. The obligations under this Section shall survive any expiration or termination of this Agreement. Subject to applicable federal, state and local laws, rules, regulations and orders, at NYSEERDA's written demand and termination of electronic exchange of data with Utility, Utility will Destroy or return, at NYSEERDA's option, Confidential NYSEERDA Information.

10. **Audit.** Upon thirty (30) days' notice to NYSEERDA, NYSEERDA shall, and shall require its Third-Party Representatives to permit Utility, its auditors, designated representatives, to audit and inspect, at Utility's sole expense (except as otherwise provided in this Agreement), and provided that the audit may occur no more often than once per twelve (12) month period (unless otherwise required by Utility's regulators). The audit may include (A) the facilities of NYSEERDA and NYSEERDA's Third-Party Representatives where Confidential Utility Information is Processed by or on behalf of NYSEERDA; (B) any computerized or paper systems used to Process Confidential Utility Information; and (C) NYSEERDA's security practices and procedures, facilities, resources, plans, procedures, and books and records relating to the privacy and security of Confidential Utility Information. Such audit rights shall be limited to verifying NYSEERDA's compliance with this Agreement, including all applicable Data Protection Requirements. If NYSEERDA provides a SOC II report or its equivalent to Utility or commits to complete an independent third-party audit of NYSEERDA's compliance with this Agreement acceptable to Utility at NYSEERDA's sole expense, within one hundred eighty (180) days, no Utility audit is necessary absent a Data Security Incident. Any audit must be subject to confidentiality and non-disclosure requirements set forth in Section 6 of this Agreement. Utility shall provide NYSEERDA with a report of its findings as a

result of any audit carried out by or on behalf of Utility. NYSEERDA shall, within thirty (30) days, or within a reasonable time period agreed upon in writing between NYSEERDA and Utility, correct any deficiencies identified by Utility, and provide the SOC II audit report or its equivalent or the report produced by the independent auditor to Utility and provide a report regarding the timing and correction of identified deficiencies to Utility.

11. Investigation. Upon notice to NYSEERDA, NYSEERDA shall assist and support Utility in the event of an investigation by any regulator, if and to the extent that such investigation relates to Confidential Utility Information Processed by NYSEERDA or its Representatives on behalf of Utility. Such assistance shall be at Utility's sole expense, except where such investigation was required due to the acts or omissions of NYSEERDA or its Representatives, in which case such assistance shall be at NYSEERDA's sole expense.

12. Data Security Incidents. NYSEERDA is responsible for any and all Data Security Incidents involving Confidential Utility Information that is Processed by, or on behalf of, NYSEERDA. NYSEERDA shall notify Utility in writing immediately (and in any event within forty-eight (48) hours) whenever NYSEERDA reasonably believes that there has been a Data Security Incident. After providing such notice, NYSEERDA will investigate the Data Security Incident, and immediately take all necessary steps to eliminate or contain any exposure of Confidential Utility Information and keep Utility advised of the status of such Data Security Incident and all matters related thereto. NYSEERDA further agrees to provide, at NYSEERDA's sole cost: (1) reasonable assistance and cooperation requested by Utility and/or Utility's designated representatives, in the furtherance of any correction, remediation, or investigation of any such Data Security Incident; (2) and/or the mitigation of any damage, including any notification required by law or that Utility may determine appropriate to send to individuals impacted or potentially impacted by the Data Security Incident; and (3) and/or the provision of any credit reporting service required by law or that Utility deems appropriate to provide to such individuals. In addition, within thirty (30) days of confirmation of a Data Security Incident, NYSEERDA shall develop and execute a plan, subject to Utility's approval, which approval will not be unreasonably withheld, that reduces the likelihood of a recurrence of such Data Security Incident. NYSEERDA agrees that Utility may at its discretion and without penalty immediately suspend performance hereunder and/or terminate the Agreement if a Data Security Incident occurs and it has a reasonable belief of potential ongoing harm or if NYSEERDA's, or its Third Party Representative's failure to act is likely to cause, or has caused, a significant risk or condition that compromises the safety, system security, or operational reliability of the Utility's system, and NYSEERDA or its Third Party Representative fail to eliminate immediately the risk or condition upon verified receipt of a non-EDI notice. Any suspension made by Utility pursuant to this paragraph 12 will be temporary, lasting until the Data Security Incident has ended, the NYSEERDA security has been restored to the reasonable satisfaction of Utility so that Utility IT systems and Confidential Utility Information are safe, and NYSEERDA is capable of maintaining adequate security once electronic communication resumes. The Parties agree that this Section 12 sets the minimum standard for suspension due to a Data Security Incident and that

the agreement will be amended, by addition or replacement as applicable, if a Commission Order or rule establishes a more stringent standard.

13. **Cybersecurity Insurance Required.** Commencing as of the date of this Agreement, NYSERDA shall carry and maintain Cybersecurity insurance in an amount of no less than \$5,000,000 per incident. Utility will maintain at least \$5,000,000 of Cybersecurity insurance.
14. **No Intellectual Property Rights Granted.** Nothing in this Agreement shall be construed as granting or conferring any rights, by license, or otherwise, expressly, implicitly, or otherwise, under any patents, copyrights, trade secrets, or other intellectual property rights of Utility, and NYSERDA shall acquire no ownership interest in the Confidential Utility Information. No rights or obligations other than those expressly stated herein shall be implied from this Agreement.
15. **Additional Obligations.**
 - a. NYSERDA and its Representatives shall not create or maintain data which are derivative of Confidential Utility Information except for the purpose of performing its obligations under this Agreement. For purposes of this Agreement, the following shall not be considered Confidential Utility Information or a derivative thereof: (i) any customer contracts, customer invoices, or any other documents created by NYSERDA or its Representatives that reference estimated or actual measured customer usage information, which NYSERDA needs to maintain for any tax, financial reporting or other legitimate business purposes; and (ii) data collected by NYSERDA or its Representatives from customers through its website or other interactions based on those customers' interest in receiving information from or otherwise engaging with NYSERDA or its partners.
 - b. NYSERDA and its Representatives shall comply with all applicable privacy and security laws to which it is subject, including without limitation all applicable Data Protection Requirements and not, by act or omission, place Utility in violation of any privacy or security law known by NYSERDA to be applicable to Utility.
 - c. NYSERDA and its Representatives shall have in place appropriate and reasonable processes and systems, including an Information Security Program, defined as having completed an accepted Attestation as reasonably determined by Utility in its discretion, to protect the security of Confidential Utility Information and prevent a Data Security Incident, including, without limitation, a breach resulting from or arising out of NYSERDA or its Representatives' internal use, Processing, or other transmission of Confidential Utility Information, whether between or among NYSERDA's Third-Party Representatives, subsidiaries and affiliates or any other person or entity acting on behalf of NYSERDA, including without limitation Third-Party Representatives.

- d. NYSERDA and its Representatives and Utility shall safely secure or encrypt during storage and encrypt during transmission all Confidential Information.
 - e. NYSERDA and its Representatives shall establish policies and procedures to provide reasonable and prompt assistance to Utility in responding to any and all requests, complaints, or other communications received from any individual who is or may be the subject of a Data Security Incident involving Confidential Utility Information Processed by NYSERDA or its Representatives to the extent such request, complaint or other communication relates to NYSERDA or its Representatives' Processing of such individual's Confidential Utility Information.
 - f. NYSERDA and its Representatives shall establish policies and procedures to provide all reasonable and prompt assistance to Utility in responding to any and all requests, complaints, or other communications received from any individual, government, government agency, regulatory authority, or other entity that is or may have an interest in the Confidential Utility Information, data theft, or other unauthorized release of Confidential Utility Information, disclosure of Confidential Utility Information, or misuse of Confidential Utility Information to the extent such request, complaint or other communication relates to NYSERDA or its Representatives' accessing or Processing of such Confidential Utility Information.
 - g. NYSERDA and its Representatives will not process Confidential Utility Information outside of the United States or Canada absent a written agreement with Utility. For the avoidance of doubt, Confidential Utility Information stored in the United States or Canada, or other countries as agreed upon in writing, will be maintained in a secure fashion at a secure location pursuant to the terms and conditions of this Agreement.
- 16. Specific Performance.** The Parties acknowledge that disclosure or misuse of Confidential Utility Information in violation of this Agreement may result in irreparable harm to Utility, the amount of which may be difficult to ascertain, and which may not be adequately compensated by monetary damages, and that therefore Utility shall be entitled to specific performance and/or injunctive relief to enforce compliance with the provisions of this Agreement. Utility's right to such relief shall be in addition to and not to the exclusion of any remedies otherwise available under this Agreement, at law or in equity, including monetary damages and the right to terminate this Agreement. NYSERDA agrees to waive any requirement for the securing or posting of any bond or other security in connection with Utility obtaining any such injunctive or other equitable relief
- 17. Indemnification.** To the fullest extent permitted by law NYSERDA shall indemnify and hold Utility, its affiliates, and their respective officers, directors, trustees, shareholders, employees, and agents, harmless from and against any and all loss, cost, damage, or expense of every kind and nature (including, without limitation, penalties imposed by the Commission or other regulatory authority or under any Data Protection Requirements, court costs, expenses, and reasonable attorneys'

fees) arising out of, relating to, or resulting from, in whole or in part, the breach or non-compliance with this Agreement by NYSERDA or any of its Third-Party Representatives except to the extent that the loss, cost, damage or expense is caused by the negligence, gross negligence or willful misconduct of Utility.

- 18. Notices.** With the exception of notices or correspondence relating to potential or pending disclosure under legal compulsion, all notices and other correspondence hereunder shall be sent by first class mail, by personal delivery, or by a nationally recognized courier service. Notices or correspondences relating to potential or pending disclosure under legal compulsion shall be sent by means of Express Mail through the U.S. Postal Service or other nationally recognized courier service which provides for scheduled delivery no later than the business day following the transmittal of the notice or correspondence and which provides for confirmation of delivery. All notices and correspondence shall be in writing and addressed as follows:

If to NYSERDA, to:

Name of Contact: Cheryl M. Glanton
Title: Director of Contract Management
Address: 17 Columbia Circle, Albany, New York 12203
Phone: (518) 862-1090, extension 3483
Email: Cheryl.Glanton@nyserda.ny.gov

If to Utility, to:

Utility Name:
Name of Contact:
Address:
Phone:
Email:

A Party may change the address or addressee for notices and other correspondence to it hereunder by notifying the other Party by written notice given pursuant hereto.

- 19. Term and Termination.** This Agreement shall be effective as of the date first set forth above and shall remain in effect for three years, until terminated by either party upon not less than 30 days prior written notice specifying the effective date of termination, or in accordance with any properly-executed changes in terms or conditions or default provided, however, that written notice any expiration or termination shall not affect the respective obligations or rights of the Parties arising under this Agreement prior to the effective date of termination. Utility may terminate this Agreement immediately upon notice to NYSERDA in the event of a material breach hereof by NYSERDA or its Third-Party Representatives. For the purpose of clarity, a breach of Sections 3-4, 6-11, 13, 15, 16, and 25 shall be a material breach hereof. Upon the expiration or termination hereof, neither NYSERDA nor

its Third-Party Representatives shall have any further right to Process Confidential Utility Information or Customer Information and shall immediately comply with its obligations under Section 9 and Utility shall not have the right to process Confidential NYSERDA Information and shall immediately comply with its obligations under Section 9.

- 20. Consent to Jurisdiction; Selection of Forum.** The Parties irrevocably submit to the jurisdiction of the Commission and courts located within the State of New York with regard to any dispute or controversy arising out of or relating to this Agreement. NYSERDA agrees that service of process on it in relation to such jurisdiction may be made by certified or registered mail addressed to NYSERDA at the address for NYSERDA pursuant to Section 18 hereof and that such service shall be deemed sufficient even under circumstances where, apart from this Section, there would be no jurisdictional basis for such service. NYSERDA agrees that service of process on it may also be made in any manner permitted by law. NYSERDA consents to the selection of the New York State within Albany County, Erie County or New York County, New York as the exclusive forums for any legal or equitable action or proceeding arising out of or relating to this Agreement. If the event involves multiple utilities, or all of the Utilities, jurisdiction will be in Albany County, New York.
- 21. Governing Law.** This Agreement shall be governed and interpreted in accordance with the laws of the State of New York, excluding any conflicts-of-law rules and principles of that jurisdiction which would result in reference to the laws or law rules of another jurisdiction.
- 22. Survival.** The obligations of NYSERDA and its Representatives under this Agreement shall continue for so long as NYSERDA and/or NYSERDA's Third-Party Representatives continue to have access to, are in possession of, or acquire Confidential Utility Information even if all agreements between NYSERDA and Utility have expired or been terminated.
- 23. Counterparts.** This Agreement may be executed in one or more counterparts, each of which shall be deemed an original, but all of which shall together constitute one and the same instrument. Copies of this Agreement and copies of signatures on this Agreement, including any such copies delivered electronically as a .pdf file, shall be treated for all purposes as originals.
- 24. Amendments; Waivers.** Except as directed by the Commission, this Agreement may not be amended or modified except if set forth in writing signed by the Party against whom enforcement is sought to be effective. No forbearance by any Party to require performance of any provisions of this Agreement shall constitute or be deemed a waiver of such provision or the right thereafter to enforce it. Any waiver shall be effective only if in writing and signed by an authorized representative of the Party making such waiver and only with respect to the particular event to which it specifically refers.

25. **Assignment.** This Agreement (and Utility's or NYSERDA's obligations hereunder) may not be assigned by Utility, NYSERDA or Third-Party Representatives without the prior written consent of the non-assigning Party, and any purported assignment without such consent shall be void. Consent will not be unreasonably withheld.
26. **Severability.** Any provision of this Agreement which is determined by any court or regulatory body having jurisdiction over this Agreement to be invalid or unenforceable will be ineffective to the extent of such determination without invalidating the remaining provisions of this Agreement or affecting the validity or enforceability of such remaining provisions.
27. **Entire Agreement.** This Agreement (including any Exhibits hereto) constitutes the entire Agreement between the Parties with respect to the subject matter hereof. This Agreement may not be amended without the written consent of the Parties.
28. **No Third-Party Beneficiaries.** This Agreement is solely for the benefit of, and shall be binding solely upon, the Parties and their respective agents, successors, and permitted assigns. This Agreement is not intended to benefit and shall not be for the benefit of any party other than the Parties and the indemnified parties named herein, and no other party shall have any right, claim, or action as a result of this Agreement.
29. **Force Majeure.** No Party shall be liable for any failure to perform its obligations in connection with this Agreement, where such failure results from any act of God or governmental action or order or other cause beyond such Party's reasonable control (including, without limitation, any mechanical, electronic, or communications failure) which prevents such Party from performing under this Agreement and which such Party is unable to prevent or overcome after the exercise of reasonable diligence. For the avoidance of doubt a Data Security Incident is not a force majeure event.
30. **Relationship of the Parties.** Utility and NYSERDA expressly agree they are acting as independent contractors and under no circumstances shall any of the employees of one Party be deemed the employees of the other for any purpose. Except as expressly authorized herein, this Agreement shall not be construed as authority for either Party to act for the other Party in any agency or other capacity, or to make commitments of any kind for the account of or on behalf of the other.
31. **Construction.** This Agreement shall be construed as to its fair meaning and not strictly for or against any party.
32. **Binding Effect.** No portion of this Agreement is binding upon a Party until it is executed on behalf of that Party in the space provided below and delivered to the other Party. Prior to such execution and delivery, neither the submission, exchange, return, discussion, nor the negotiation of this document, whether or not this document is then designated as a "draft" document, shall have any binding effect on a Party.

IN WITNESS WHEREOF, the Parties have executed and delivered this Agreement as of the date first above written.

UTILITY

NYSERDA

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

SELF-ATTESTATION OF INFORMATION SECURITY CONTROLS

Each Utility, for itself only, represents that for all information received from Third Party in response or pursuant to this Self-Attestation that is marked CONFIDENTIAL by Third Party (Confidential Self-Attestation Information) Utility shall: (A) hold such Confidential Self-Attestation Information in strict confidence; (B) not disclose such Confidential Self-Attestation Information to any other person or entity; (C) not Process such Confidential Self-Attestation Information outside of the United States or Canada; (D) not Process such Confidential Self-Attestation Information for any purpose other than to assess the adequate security of Third Party pursuant to this Self-Attestation and to work with Third Party to permit it to achieve adequate security if it has not already done so; (E) limit reproduction of such Confidential Self-Attestation Information; (F) store such Confidential Self-Attestation Information in a secure fashion at a secure location in the United States or Canada that is not accessible to any person or entity not authorized to receive such Confidential Self-Attestation Information under the provisions hereof; (G) otherwise use at least the same degree of care to avoid publication or dissemination of such Confidential Self-Attestation Information as Utility employs (or would employ) with respect to its own confidential information that it does not (or would not) desire to have published or disseminated, but in no event less than reasonable care.

The Requirements to complete the Self-Attestation are as follows (check all that apply to Third Party's computing environment, leave blank all that do not apply to Third Party's computing environment. If there are plans to address items that do not currently apply within the next 12 months, place an asterisk in the blank and the month/year the requirement is projected to apply to the Third Party's computing environment). Comments regarding plans for compliance are encouraged:

This SELF-ATTESTATION OF INFORMATION SECURITY CONTROLS (“Attestation”), is made as of this _____ day of _____, 20__ by _____, a third party (“Third Party”) to Consolidated Edison Company of New York, Inc., Orange and Rockland Utilities, Inc., Central Hudson Gas & Electric Corporation, National Fuel Gas Distribution Corporation, The Brooklyn Union Gas Company d/b/a National Grid NY, KeySpan Gas East Corporation d/b/a National Grid, and Niagara Mohawk Power Corporation d/b/a National Grid, New York State Electric & Gas Corporation and Rochester Gas and Electric Corporation (together, the “New York State Joint Utilities” or “JU”).

WHEREAS, Third Party desires to retain access to certain Confidential Utility Information² (as defined in this Data Security Agreement), Third Party must THEREFORE self-attest to Third Party's compliance with the Information Security Control Requirements ("Requirements") as listed herein. Third Party acknowledges that non-compliance with any of the Requirements may result in the termination of utility data access as per the discretion of any of the JU, individually as a Utility or collectively, in whole or part, for its or their system(s).

- _____ An Information Security Policy is implemented across the Third-Party corporation which includes officer level approval.
- _____ An Incident Response Procedure is implemented that includes notification within 48 hours of knowledge of a potential incident alerting utilities when Confidential Utility Information is potentially exposed.
- _____ Role-based access controls are used to restrict system access to authorized users and limited on a need-to-know basis.
- _____ Multi-factor authentication is used for all remote administrative access, including, but not limited to, access to production environments.
- _____ All production systems are properly maintained and updated to include security patches on a periodic basis. Where a critical alert is raised, time is of the essence, and patches will be applied as soon as practicable.
- _____ Antivirus software is installed on all servers and workstations and is maintained with up-to-date signatures.
- _____ All Confidential Utility Information is encrypted in transit utilizing industry best practice encryption methods.
- _____ All Confidential Utility Information is secured or encrypted at rest utilizing industry best practice encryption methods or is otherwise physically secured.
- _____ It is prohibited to store Confidential Utility Information on any mobile forms of storage media, including, but not limited to, laptop PCs, mobile phones, portable backup storage media, and external hard drives, unless the storage media or data is encrypted.

² Confidential Utility Information" means: any other information provided to NYSERDA by Utility at NYSERDA's request and identified in writing as confidential or marked confidential by Utility, but excludes (i) information which is or becomes generally available to the public other than as a result of a disclosure by Receiving Party or its Representatives; (ii) information which was already known to Receiving Party on a non-confidential basis prior to being furnished to Receiving Party by Disclosing Party; (iii) information which becomes available to Receiving Party on a non-confidential basis from a source other than Disclosing Party or a representative of Disclosing Party if such source was not subject to any prohibition against transmitting the information to Receiving Party and was not bound by a confidentiality agreement with Disclosing Party; (iv) information which was independently developed by the Receiving Party or its Representatives without reference to, or consideration of, the Confidential Information; or (v) information provided by customer with customer consent where the customer expressly agrees that the information is public.

- _____ All Confidential Utility Information is stored in the United States or Canada only, including, but not limited to, cloud storage environments and data management services.
- _____ Third Party monitors and alerts their network for anomalous cyber activity on a 24/7 basis.
- _____ Security awareness training is provided to all personnel with access to Confidential Utility Information.
- _____ Employee background screening occurs prior to the granting of access to Confidential Utility Information.
- _____ Replication of Confidential Utility Information to non-company assets, systems, or locations is prohibited.
- _____ Access to Confidential Utility Information is revoked when no longer required, or if employees separate from the Third Party.

Additionally, the attestation of the following item is requested, but is NOT part of the Requirements:

- _____ Third Party maintains an up-to-date SOC II Type 2 Audit Report, or other security controls audit report.

IN WITNESS WHEREOF, Third Party has delivered accurate information for this Attestation as of the date first above written.

Signature: _____

Name: _____

Title: _____

Date: _____

THIRD-PARTY REPRESENTATIVE AGREEMENT

This Third-Party Agreement to be provided to the Utility upon request.

I, _____, have read the Agreement between _____, (“Company”) and _____, (“Utility”) dated _____, 20__ (the “Agreement”) and agree to the terms and conditions contained therein. My duties and responsibilities on behalf of _____ require me to have access to the Confidential Information disclosed by Utility to NYSERDA pursuant to the Agreement.

Signature

Date