

Gridscale X™ Meter Data Management

Documentation

General

Value Proposition

Gridscale X™ Meter Data Management (MDM) is a high-performance data integration platform for electric, gas, and water utilities to collect and process consumption data from AMI systems. The MDM platform delivers value to the utility as part of the business critical Meter to Cash functionality and other advanced features such as remote device controls, data aggregation, event analysis, revenue protection, leak detection, workflow automation, analytics, device management, and firmware upgrades to solve business problems and enhance transparency into meter operations.

Delivery

Siemens makes Software available to Customer via electronic download from the [MDM Download Site](#). Access credentials are provided by e-mail to the appointed contact details provided by Customer.

Description & functionalities

Functionalities

The following is an overview of functionalities available in the Gridscale X Meter Data Management and Optional Applications. Specific functionality contracted is listed in the Order Form.

Meter to Cash and Meter Operations

- Asset Data Synchronization
- Validation, Estimation and Editing (VEE)
- Framing and Billing Determinants
- Provisioning and Commissioning
- Data Delivery Services
- Remote Device Controls
- Work Orders (Field Service Integration)
- Event and Data Action Management
- Business Monitoring Reports and Dashboard

MDM Platform

- Application Management
- Business Configuration Management
- Security

AMI Adapters – Two-way interfaces for AMI Headend Systems.

Data Adapters – One-way interfaces for importing data from non-AMI collection systems.

Optional Applications

- **Front End Processor (FEP)** – Facilitates the ingestion of high-speed real time meter data.
- **Analytics Foundation** - Transforms the raw data into a valuable source of information through the high performance data aggregation engine and provides the infrastructure that makes this information available.
- **Revenue Protection** - Detect energy loss, abnormal usage patterns, meter hardware and configuration anomalies, and water leaks.
- **SAP Adapter** - Integration package that implements the standardized interfaces between MDM and SAP.
- **Outage Event Management (OEM)** – Process power outage and power restoration events sent from the meter to reduce unnecessary utility truck rolls, accurately resolve service incidents, and identify distribution issues before they impact service.
- **Advanced Device Management (ADM)** - Designed to efficiently manage large fleets of smart meters. It enables utilities to remotely monitor, configure, update, and optimize devices at scale, ensuring reliability, security, and compliance.

Restrictions

License Grant. Subject to the terms and conditions identified in the Order Form, Siemens allows Authorized Users to access and use the executable form of the Software, to the extent to which the same has been enabled by Siemens through use of license key or other mechanism for use by Customer, in the Territory as defined in the Order Form. The license granted to Customer shall be of the License Type and be subject to the License Entitlements set forth herein or in the Order Form. No title to or ownership in the Software is transferred to Customer. Title to the Software, and all applicable rights in patents, copyrights, trade secrets and other intellectual property rights inherent in the Software, will remain with Siemens or, for third party elements used, with third parties from whom Siemens has obtained the right to license those software elements. Siemens reserves all rights in the Software not explicitly granted herein.

The Software is licensed for the term stated in the Order Form with the configuration of the goods and operating system for which the Software is ordered and for the end-use purpose stated in the related Siemens operating documentation. Except as expressly provided herein, use of the Software in a time sharing, application service, or other computer service basis to a third party shall be prohibited. Modification or creation of derivative works of the Software or Third Party Software shall be strictly prohibited.

Cybersecurity and maintenance

Certificates

Cybersecurity certificates like ISO 9001, as well as other documents like STAR Registry Listings, can be found on Siemens' website (www.siemens.com/system-certificates) or external websites like <https://cloudsecurityalliance.org/star/registry/siemens-ag>. Cybersecurity certificates can also be obtained upon request.

Security Advisories

Siemens investigates reports of security issues relating to Siemens products solutions or services and publishes Security Advisories for validated security vulnerabilities that directly involve Siemens products and require applying an update, performing an upgrade, or other customer action. As part of the ongoing effort to help manage security risks and help keep systems protected, Siemens discloses the required information necessary to assess the impact of a security vulnerability at www.siemens.com/cert.

- Major Release means such functional modifications, improvements and enhancements to (a) the Software that Siemens in its discretion incorporates into the Software and licenses to its then-current customers and that are delivered to Customer by Siemens and (b) the Third-Party Software that the Third-Party Software manufacturer incorporates into its products and Siemens delivers to Customer. Major Releases are identified by the first digit of a two digit code following the name of the Software. Siemens may, in its discretion, identify Major Releases by increasing the number on the left side of the decimal point in a Software version numbering (e.g., "Version X.Y" is the Major Release X).
- Minor Release means modifications to the Software delivered to Customer by Siemens in accordance with Siemens's maintenance and support policy set forth herein. Minor Releases are designated by the second digit of a two digit code following the name of the Software (e.g., "Version X.Y" is a Minor Release Y of Major Release X.)
- Service Pack means a maintenance release, on a Major/Minor version. Service Packs may include defect fixes for reported issues and minor enhancements. Software Service Packs are designated by an "SP" following the two-digit code following the name of the Software (e.g., "Version X.Y SP Z" is Service Pack Z of Minor Release Y of Major Release X.).
 - Service Packs are the standard mechanism for delivering qualified software problem resolution for a software release version.
 - Service Packs are cumulative for the Minor Release for which they are associated.
 - Service Packs include the full product.
- Hot Fix is a fix for a specific Customer issue, which is generated separate from a Service Pack release. Providing a Hot Fix for any reason is at the sole discretion of the Licensor and will require additional fees. In exceptional cases, a Hot Fix is provided without charge but is limited to Severity 1 or Severity 2 problems.

As part of the product lifecycle, each Major or Minor release will be considered under Standard Support for a period of forty eight (48) months from the date of General Availability. During this time, all support will be provided as listed in the Siemens Support Policy.

After forty eight (48) months, the software moves into the next phase of the product lifecycle, which is Extended Support, meaning (i) the Service Level obligations are limited to Severity 1 and Severity 2 issues and (ii) feature requests will not be considered.

After twenty four (24) months in Extended Support, the release version will be considered unsupported except by special arrangement.

Unless Siemens is providing a hosted solution, it is the responsibility of Customer to maintain the Customer's implementation of the software on a release version of the software under Standard Support.

If the Customer fails to upgrade and maintain the Customer's implementation on a software release under Standard Support, there will be an Extended Support Fee. The Extended Support Fee shall be 10% of the Maintenance Fee or 5% of

the Annual Fee for the first year the software installed in the Customer's implementation is outside of Standard Support. If the Customer's implementation continues using software in Extended Support, the Extended Support Fee will increase an additional 2 percentage points for each of the subsequent years until the Customer has upgraded to a release version eligible for Standard Support.

Software Maintenance Services

Maintenance Services Payment. Commencing on the Delivery Date set forth in the Order Form, Siemens will provide Maintenance Services to Customer subject to the annual payment of the Maintenance Fees (Perpetual License) or Annual Fees (Term/Subscription) set forth in the Order Form. Maintenance Services for each 12 month period (Maintenance Period) shall be charged at a fee inclusive of a percentage increase associated with Escalation (as defined in Order Form) as from the beginning of the previous Maintenance Period. Customer shall pay Siemens's invoice for such Maintenance Fee or Annual Fee in accordance with the payment terms of the Agreement.

Should Perpetual Customer discontinue paying Maintenance Fees and later decide to reinstate Software Maintenance Services, Customer agrees to pay for Maintenance Fees at the current rate, including Escalation, from the date of discontinuation through the current Additional Maintenance Period.

Effect of Contract Termination. Should Customer decide to terminate Maintenance Services for either Term/Subscription or Perpetual software license, the Customer agrees to a) provide notice of such termination to Siemens in writing at least 60 days in advance of the termination; b) release Siemens of any obligations related to the software, including maintenance services and software escrow (if applicable); and c) remove and delete software licensed as part of this Agreement from all environments. As a result of termination, Siemens will discontinue all services related to the software including, but not limited to maintenance services, customer communications, access to software and services packs, and access to Gridscale X Meter Data Management Documentation. A terminated contract is not eligible for reinstatement.

Scope of Maintenance Services. Subject to the timely payment of all Maintenance or Annual Fees, Siemens will provide Maintenance Services for each installed version of the software in accordance with the Siemens support policy found at [https://docs.Siemens.com/display/REL/Gridscale XTM Meter Data Management+Support+Policy](https://docs.Siemens.com/display/REL/Gridscale+XTM+Meter+Data+Management+Support+Policy).

Maintenance Services include, subject to Siemens's then-current standard terms: (a) the right to receive Minor Releases and Service Packs of the current Major Release at the time of contracting at no additional cost for licensed components listed in the Order Form; (b) a direct response (by email, telephone or otherwise, in Siemens's discretion) to Customer with respect to inquiries concerning the performance, functionality, operation of or deficiencies in the Software; and (c) commercially reasonable efforts to resolve problems or performance deficiencies of the Software according to the Maintenance Service Levels for Product Support. Service Levels and terms for hosted, managed services environments will be listed in the Order Form, if applicable.

If the software is not hosted and managed by Siemens, then support for the environment and Tier 1 level product support will be provided by the Customer or Customer's appointed Authorized Agent as listed in the Order Form. Tier 1 Support means, with respect to the Software, conducting problem definition and diagnosis, including (a) checking log files for errors; (b) reviewing case collateral; (c) searching systems of record for similar cases; (d) searching for known defects; and (e) searching for fixes available and recording and maintaining accurate records of the issue and resolution process in a web-based help desk

system, including (i) creating cases; (ii) reproducing errors and creating test cases; and (iii) maintaining ownership of an issue until such issue is closed, even if escalated.

Product Implementation (Non-Siemens Hosted). For implementation, the most current published Releases and Service Packs shall be made available to Customer for all licensed components listed in the Order Form. Customer is strongly encouraged to apply and use the most recently released Service Pack for the Production system, or the system that is close to reaching Production status. All Gridscale X Meter Data Management software packages should be deployed per the secure deployment guidelines provided.

Customer shall be responsible for independently obtaining and maintaining all IT security programs and processes. Unless otherwise agreed in writing by the parties, Maintenance Services shall not be provided for non-embedded Third Party Software or customized software, inclusive of integration, implementation, daily monitoring, operational tasks, patch management or administration thereto.

Siemens Support Policy Changes. Siemens may introduce revised terms for annual Additional Maintenance Services and Pricing to apply after the Initial Maintenance Period by publishing the revised terms on the Gridscale X Meter Data Management Support portal and Gridscale X Meter Data Management Documentation site at least 90 days prior to the renewal of the annual Maintenance Service. Unless Customer gives notice in the (60) days period mentioned above that he does not want the Maintenance Period to renew, these revised service and commercial terms shall apply.

Maintenance Service Levels. The Maintenance Service Levels shown below define the responsiveness Siemens provides for product level support (Service Levels for hosted, managed services environments will be listed in the Order Form). Maintenance Service Levels shall be subject to change from time to time with reasonable advance notice to Customer. Siemens's obligation to provide Maintenance Services is subject to Customer's providing indirect system access for Gridscale X Meter Data Management support staff to Customer's systems through the use of standard business meeting software and screen sharing, when necessary.

MAINTENANCE SERVICE LEVELS

To provide timely response to support issues as well as a constructive resolution, Siemens has established the following support guidelines. These goals are not to be interpreted as a guarantee for response and/or resolution but should serve as a guideline for Siemens's working relationship.

Severity	Issue Impact/Description	Environment	Initial Contact	Target Response	Customer Response
1	Catastrophic Failure – System has halted or a work stoppage is imminent. The application system is unavailable or unusable.	Production	1 Hour	4 Hours	2 Hours
2	Application Inoperable/Data Corrupted – an application in the Siemens system is not working or has limited capability and the problem significantly impacts the customer. Or, production data is being corrupted and work must be stopped to avoid further corruption/loss of data.	Production	1 Hour	8 Hours	4 Hours
3	Feature not working as documented – application has issues that can impact customer but that do not stop customer from performing daily business. Or, issues for which there is a reasonable workaround.	Production	8 Hours	1 week	2 Business Days
		Non Production	1 Business Day	1 week	2 Business Days
4	Informational Question/Cosmetic Issue – problem/question with day-to-day operational issues, cosmetic problem with user interface, error in documentation.	Production & Non-Production	3 Business Days	10 Business Days	4 Days
5	Enhancement Request – request from customer for new features or changes in the functionality of existing features.	Enhancement Requests can be made at any time and will be considered for future product releases by the Siemens Product Management Team			

The table above details issue classification and associated response times, defined for:

- **Initial Contact** – means the time in which Siemens will acknowledge to Customer's initial Support request, either personally or via our automated ticketing system response.
- **Target Response** – includes but is not limited to a request for additional information or action by Customer, analysis of potential issues

and impact, or a proposed workaround and finally agreement to provide a software fix. The actual software release version and date will be provided later.

- **Customer Response** – includes but is not limited to a response by Customer to Siemens providing requested information or results of requested further action and/or confirmation of successful workaround implementation, if provided by Support.

Siemens tracks issues from the time reported to the time the issue is resolved with priority response given to the highest severity issues. Authorized Agents on behalf of the Customer may also request high priority attention to an issue if it seriously impacts Customer's business or if Siemens's response time is not satisfactory.

All issues are resolved when a resolution or fix is available to Siemens's customers. If Customer is not satisfied with the resolution, Customer may request that the issue be re-opened.

Entitlement Metrics and Limitations

License Type

Gridscale X Meter Data Management is licensed on a per meter / service delivery point (SDP) basis. The license allows for one Production instance of the software. The meter / SDP count (Meter Count) and components licensed will be stated in the Order Form.

License Term

Gridscale X Meter Data Management software is available through two distinct licensing models, with the specific arrangement being individually defined in the Customer's **Order Form**:

- 1) Perpetual License
 - One-time purchase model
 - Annual Maintenance and Support payments
 - Permanent right to use the software
- 2) Term/Subscription License
 - Time-limited usage rights
 - Annual Fee
 - Renewable licensing model

The selection between these licensing options and their specific terms are explicitly detailed in each Customer's individual **Order Form** documentation.

Meter Count

Per the General Software and Cloud Supplemental Terms section 25.2, Audits of Customer's use of installed Software may be conducted as self-audits by Customer using the standard inventory tools provided by Siemens. These audits will be requested on an annual basis within 60 days of the anniversary date of this Agreement.

The audit counts all Service Delivery Points (SDP) where there is an active SDP to meter relationship.

Customer shall provide the License Metric of meter/device count to Licensor and remit applicable license fees if meter count is higher than licensed meter count.

Software Type

By default, Gridscale X Meter Data Management falls under:

Other Software Types Engineering Software

Important Note: The software is generally classified as "Other Software Types" unless explicitly specified otherwise in the **Order**. Any deviation from this default classification (i.e., designation as Engineering Software) must be clearly stated in the **Order**.

Third-Party Terms

Third Party and Open Source Software. The Software may contain or require the use of third party technology that is provided with the Software, including Open Source Software (OSS). Customer acknowledges that the Software incorporates Third Party Software. Customer's use of the Third Party Software is limited to its internal purposes as integrated with the Software. Customer has no license or any other rights to the Third Party Software and may under no circumstances use the Third Party Software independently or separated from the Software. Third Party Licensors shall be considered a third party beneficiary of this Agreement, solely insofar as rights to their product are concerned.

Third Party License Rights. Customer's rights to use Third Party Software are subject to such separate license terms and are not restricted in any way by this Agreement. The license terms for any Third Party Software (if any) that apply to the licensed Software are specified in the "read me" file or document for the licensed Software. To the extent that a term of this Agreement is in conflict with any applicable mandatory right granted by a third-party license, such term shall not apply. If applicable, Siemens will furnish version information of the OSS source code contained in the Third Party Software. Third party technology that is not Third Party Software shall be deemed part of the Software and is licensed to Customer under the terms of this Agreement. The terms of such third-party licenses are herein incorporated by reference to this Agreement.

Other Third Party Software Not Provided. Other Third Party Software means software that is necessary to run, install, interface with, and/or use Gridscale X Meter Data Management software, but is not bundled with MDM software for distribution. Except where the parties agree in writing to the contrary, Customer is solely responsible for ensuring that Customer and/or Customer's system fulfill the requirements of all required licenses for Other Third Party Software and Customer shall have responsibility for all other administration and maintenance of Other Third Party Software, including without limitation, integration, implementation, daily monitoring, operational tasks, patch management or administration thereto.

Other Metrics

License Specifications: The following elements are explicitly detailed in the Order Form:

- Software license version(s)
- Quantity of meters / service delivery points.
- Included software components and any Optional Applications
- Included number of environment(s) to host the software
- Type of license
- List of Authorized Users

Geographic/Site Limitations: Software is only licensed for use in the territory defined in the Order Form.

Authorized Users

Authorized Users means (i) Customer's employees (ii) contractors / sub-contractors using Customer's email address and (iii) Authorized Agents, provided the Authorized Agents comply with the terms of this Agreement.

Authorized Agents means Siemens-authorized or Customer's consultants, agents and contractors who are working on Customer's premises or environment and who require access to the Software and/or Documentation solely for their support of Customer's internal business. These will be specified in the Order Form.

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