



## Service Description

### Weather Company Energy and Power Products

This Service Description describes the Cloud Service. The applicable order documents provide pricing and additional details about Client's order.

#### 1. Cloud Service

The IBM Cloud Service for Weather Company Energy and Power Products (Cloud Service) uses the Cloud Service platform, including application programming interfaces (API's), to provide Client with access to Data as described in the following IBM Cloud Service offerings (collectively, the "Weather Company Energy and Power Products"). "Data" means weather data, both historical and forecasted, delivered via the Cloud Service (including without limitation forecasts, maps, alerts and graphs) as described in this SD.

#### 1.1 Offerings

The Client may select from the following available offerings.

##### 1.1.1 Weather Company Energy Trader

Cloud Service	Description
Weather Company Energy Trader – North America Standard – Gas	<p>Weather Decision Support Platform providing forecasts covering the time period from present out to 5 months. Forecasts for days 1-15 are provided at both daily and hourly resolution. Forecasts issued at monthly resolution for months 1 through 5. Forecasts and observations are provided for over 125 cities across North America. 1-15 day forecasts provided for both cities and the Natural Gas Regions across North America.*</p> <p>Product specifically geared towards companies that are only trading Natural Gas in North America.</p>
Weather Company Energy Trader – North America Standard – Power	<p>Weather Decision Support Platform providing forecasts covering the time period from present out to 5 months. Forecasts for days 1-15 are provided at both daily and hourly resolution. Forecasts issued at monthly resolution for months 1 through 5. Forecasts and observations are provided for over 125 cities across North America. 1-15 day forecasts provided for both cities and Power Regions across North America.*</p> <p>Product specifically geared towards companies that are only trading Electricity in North America.</p>
Weather Company Energy Trader – North America Basic	<p>Weather Decision Support Platform providing forecasts covering the time period from present out to 5 months. Forecasts for days 1-15 are provided at both daily and hourly resolution. Forecasts issued at monthly resolution for months 1 through 5. Forecasts are provided for over 50 cities across North America. 1-15 day forecasts provided for both cities and Natural Gas Regions across North America.*</p> <p>Product specifically geared towards small companies trading natural gas in North America with a limited budget.</p>

Cloud Service	Description
Weather Company Energy Trader – Europe	<p>Weather Decision Support Platform providing forecasts covering the time period from present out to 5 months. Forecasts for days 1-15 are provided at both daily and hourly resolution. Forecasts issued at monthly resolution for months 1 through 5. Forecasts are provided for over 100 cities across Europe. 1-15 day forecasts provided for the following set of countries: UK, Ireland, France, Portugal, Spain, Benelux, Austria, Switzerland, Germany, Denmark, Finland, Sweden, Norway, Greece, Italy, Poland, Turkey, Ukraine, Czech Republic, Slovakia, Baltic Region, Western Russia, SE Europe.</p> <p>Product specifically geared towards companies that are trading Power and/or Natural Gas in the European market.</p>
Weather Company Energy Trader – Mexico	<p>Weather Decision Support Platform providing forecasts covering the time period from present out to 5 months. Forecasts for days 1-15 are provided at both daily and hourly resolution. Forecasts issued at monthly resolution for months 1 through 5. Forecasts are provided for over 35 cities across Mexico. 1-15 day forecasts provided for both cities and Power Demand Regions across Mexico.*</p> <p>Product specifically geared towards companies involved in trading or has exposure to the Mexican market.</p>
Weather Company Energy Trader – Asia	<p>Weather Decision Support Platform providing forecasts covering the time period from present out to 5 months. Forecasts for days 1-15 are provided at both daily and hourly resolution. Forecasts issued at monthly resolution for months 1 through 5. Forecasts are provided for over 30 cities across Asia where weather impacts natural gas demand. 1-15 day forecasts provided for the following set of countries: China, Japan, S. Korea.</p> <p>Product specifically geared towards companies that are trading Natural Gas/LNG in Asia or who are trading the European market and want to monitor weather in Asia for potential market impact in Europe.</p>
Weather Company Energy Trader – Australia	<p>Weather Decision Support Platform providing forecasts covering the time period from present out to 5 months. Forecasts for days 1-15 are provided at both daily and hourly resolution. Forecasts issued at monthly resolution for months 1 through 5. Forecasts are provided for cities across Eastern Australia where weather impacts natural gas and power demand. An example of cities in which 1-15 day forecasts are provided for includes Sydney, Brisbane and Melbourne.</p> <p>Product specifically geared towards companies that are trading the Australian energy markets.</p>
Weather Company Energy Trader – North America Premium – National	<p>Weather Decision Support Platform providing forecasts covering the time period from present out to 5 months. Forecasts for days 1-15 are provided at both daily and hourly resolution. Forecasts issued at monthly resolution for months 1 through 5. Forecasts and observations are provided for over 180 cities across North America. 1-15 day forecasts provided for cities, power regions and natural gas regions across North America.*</p> <p>Service specifically geared towards companies that are trading power and natural gas across all of North America.</p>

Cloud Service	Description
Weather Company Energy Trader – North America Premium – East	<p>Weather Decision Support Platform providing forecasts covering the time period from present out to 5 months. Forecasts for days 1-15 are provided at both daily and hourly resolution. Forecasts issued at monthly resolution for months 1 through 5. Forecasts and observations are provided for over 100 cities across North America. 1-15 day forecasts provided for cities, power regions across the Eastern half of North America and natural gas regions.*</p> <p>Service specifically geared towards companies that are trading power in regions located in the Eastern half of North America and potentially natural gas as well.</p>
Weather Company Energy Trader – North America Premium – West	<p>Weather Decision Support Platform providing forecasts covering the time period from present out to 5 months. Forecasts for days 1-15 are provided at both daily and hourly resolution. Forecasts issued at monthly resolution for months 1 through 5. Forecasts and observations are provided for over 100 cities across North America. 1-15 day forecasts provided for cities, power regions across the Western half of North America and natural gas regions.*</p> <p>Service specifically geared towards companies that are trading power in regions located in the Western half of North America and potentially natural gas as well.</p>
Weather Company Energy Trader – North America Advanced Weather Add-on	<p>An add-on service to Energy Trader North America, the Advanced Weather Add-on provides access to an additional suite of products providing advanced meteorological insight to further help traders determine weather's impact on energy commodity prices. Package provides access to the following 5 features: 1). Proprietary and Weather Model Sub-Seasonal Forecasts. 2). Detailed Sub-Seasonal Forecast discussion. 3). 1-15 Day Weather Model forecasts for individual cities. 4). Weather Model Cluster Analysis 5). Weather Model Teleconnection Forecasts.</p>
Weather Company Energy Trader – Europe Advanced Weather Add-on	<p>An add-on service to Energy Trader Europe, the Advanced Weather Add-on provides access to an additional suite of products providing advanced meteorological insight to further help traders determine weather's impact on energy commodity prices. Package provides access to the following 5 features: 1). Proprietary and Weather Model Sub-Seasonal Forecasts. 2). Detailed Sub-Seasonal Forecast discussion 3). 1-15 Day Weather Model forecasts for individual cities. 4). Weather Model Cluster Analysis 5). Weather Model Teleconnection Forecasts.</p>
Weather Company Energy Trader – Asia Advanced Weather Add-on	<p>An add-on service to Energy Trader Asia, the Advanced Weather Add-on provides access to an additional suite of products providing advanced meteorological insight to further help traders determine weather's impact on energy commodity prices. Package provides access to the following 4 features: 1). Weather Model Sub-Seasonal Forecasts. 2). 1-15 Day Weather Model forecasts for individual cities. 3). Weather Model Cluster Analysis 4). Weather Model Teleconnection Forecasts.</p>
Weather Company Energy Trader – Australia Advanced Weather Add-on	<p>An add-on service to Energy Trader Australia, the Advanced Weather Add-on provides access to an additional suite of products providing advanced meteorological insight to further help traders determine weather's impact on energy commodity prices. Package provides access to the following 4 features: 1). Weather Model Sub-Seasonal Forecasts. 2). 1-15 Day Weather Model forecasts for individual cities. 3). Weather Model Cluster Analysis 4). Weather Model Teleconnection Forecasts.</p>

<b>Cloud Service</b>	<b>Description</b>
Weather Company Energy Trader – Global Blog	The Weather Company energy meteorologists constantly are monitoring where weather is impacting the energy commodity markets. When stories of interest are identified, meteorologists will issue a detailed blog post highlighting the key takeaway message along with a detailed analysis. Blog posts are issued on ad-hoc basis as relevant topics are identified.
Weather Company Energy Trader – Point Forecasts	Point Forecast service offers Clients the ability to receive a customized text based file containing the latest Weather Company Forecast and/or observations. Client provides the specific stations & weather parameters they wish to receive as well as details on temporal frequency of data (hourly or daily) and specific format. Data files can be hosted on a SFTP server or sent directly via email.
Weather Company Energy Trader Briefings	For the North American Energy Trader who has a minimal budget, the Briefing service provides the user access to a daily report delivered each business morning outlining the latest 1-15 day forecast and thoughts from the Weather Company energy forecast team.
Weather Company Energy Trader – Consultation Service – Standard	The Standard Consultation Service provides a Client access to speak to a Weather Company energy meteorologist for a defined 15 minute window each business day. Service can be offered sometime during the period of 7am to 5pm local time, pending meteorologist availability. IBM and Client will determine an agreeable time for consultation.
Weather Company Energy Trader – Consultation Service – Premium	The Premium Consultation Service provides a Client access to speak to a Weather Company energy meteorologist for a defined 15 minute window each business day. Service will be offered from 7-8am local time, pending meteorologist availability. IBM and Client will determine an agreeable time for consultation.
Weather Company Energy Trader – North America Probabilistic Forecast Add-on	An add-on service to Energy Trader North America, the Probabilistic Forecast Add-on Provides the user the ability to visualize and understand the amount of uncertainty in The Weather Company forecast provided on Energy Trader.
Weather Company Energy Trader – Europe Probabilistic Forecast Add-on	An add-on service to Energy Trader Europe, the Probabilistic Forecast Add-on Provides the user the ability to visualize and understand the amount of uncertainty in The Weather Company forecast provided on Energy Trader.
Weather Company Energy Trader – Asia Probabilistic Forecast Add-on	An add-on service to Energy Trader Asia, the Probabilistic Forecast Add-on Provides the user the ability to visualize and understand the amount of uncertainty in The Weather Company forecast provided on Energy Trader.
Weather Company Energy Trader – Australia Probabilistic Forecast Add-on	An add-on service to Energy Trader Australia, the Probabilistic Forecast Add-on Provides the user the ability to visualize and understand the amount of uncertainty in The Weather Company forecast provided on Energy Trader.

### 1.1.2 Weather Company Seasonal Forecasts for Energy and Utilities

<b>Cloud Service</b>	<b>Description</b>
Weather Company Seasonal Forecasts for Energy & Utilities – North America	Forecast discussion delivered in PDF format which provides temperature and precipitation forecasts for the next 5 months from the date of issue for North America. The forecast discussion is issued the Tuesday of the 2nd full week of each month and updated again during the last week of each month.

<b>Cloud Service</b>	<b>Description</b>
Weather Company Seasonal Forecasts for Energy & Utilities – Europe	Forecast discussion delivered in PDF format which provides temperature and precipitation forecasts for the next 5 months from the date of issue for Europe. The forecast discussion is issued the Tuesday of the 2nd full week of the month and updated again during the last week of the month.
Weather Company Seasonal Forecasts for Energy & Utilities – Asia	Forecast discussion delivered in PDF format which provides temperature and precipitation forecasts for the next 5 months from the date of issue for Asia. The forecast discussion is issued the last week of the month.
Weather Company Seasonal Forecasts for Energy & Utilities – South America	Forecast discussion delivered in PDF format which provides temperature and precipitation forecasts for the next 5 months from the date of issue for South America. The forecast discussion is issued the last week of the month.
Weather Company Sub-Seasonal Forecasts for Energy & Utilities – North America	Forecast discussion delivered in PDF format which provides temperature and precipitation forecasts for weeks 3, 4, & 5 from the date of issue for North America. The forecast discussion is updated every Tuesday at ~11am ET.
Weather Company Sub-Seasonal Forecasts for Energy & Utilities – Europe	Forecast discussion delivered in PDF format which provides temperature and precipitation forecasts for weeks 3, 4, & 5 from the date of issue for Europe. The forecast discussion is updated every Wednesday at ~11am ET.
Weather Company Sub-Seasonal Forecasts for Energy & Utilities – South America	Forecast discussion delivered in PDF format which provides temperature and precipitation forecasts for weeks 3, 4, & 5 from the date of issue for South America. The forecast discussion is updated every Friday by 5pm ET.

### 1.1.3 Weather Company Power Demand Forecasts

<b>Cloud Service</b>	<b>Description</b>
Weather Company Power Demand Forecasts – PJM	1-15 day forecast of the expected electricity demand in the PJM Power Region. Forecasts are updated every hour and displayed alongside the latest observations, weather model forecasts and the forecast issued by operator of the PJM Power Region.*
Weather Company Power Demand Forecasts – ERCOT	1-15 day forecast of the expected electricity demand in the ERCOT Power Region. Forecasts are updated every hour and displayed alongside the latest observations, weather model forecasts and the forecast issued by operator of the ERCOT Power Region.*
Weather Company Power Demand Forecasts – MISO	1-15 day forecast of the expected electricity demand in the MISO Power Region. Forecasts are updated every hour and displayed alongside the latest observations, weather model forecasts and the forecast issued by operator of the MISO Power Region.*
Weather Company Power Demand Forecasts – CAISO	1-15 day forecast of the expected electricity demand in the CAISO Power Region. Forecasts are updated every hour and displayed alongside the latest observations, weather model forecasts and the forecast issued by operator of the CAISO Power Region.*
Weather Company Power Demand Forecasts – NYISO	1-15 day forecast of the expected electricity demand in the NYISO Power Region. Forecasts are updated every hour and displayed alongside the latest observations, weather model forecasts and the forecast issued by operator of the NYISO Power Region.*

Cloud Service	Description
Weather Company Power Demand Forecasts – ISO-NE	1-15 day forecast of the expected electricity demand in the ISONE Power Region. Forecasts are updated every hour and displayed alongside the latest observations, weather model forecasts and the forecast issued by operator of the ISO-NE Power Region.*

\* Regions are as defined or understood by the Federal Energy Regulatory Commission, U.S. Energy Information Administration or CENACE (The National Energy Control Center of Mexico).

#### 1.1.4 Weather Company Power Generation Forecasts

Cloud Service	Description
Weather Company Wind Power Generation Forecasts – Trained	1-7 day forecasts of expected wind power generation for the given wind farm. The model generating the forecast is trained using historical wind speed observations from the wind farm which are provided by the Client. Forecasts are updated every hour and delivered via the SaaS based platform as well as in CSV files hosted on a SFTP server.
Weather Company Solar Power Generation Forecasts – Trained	1-7 day forecasts of expected solar power generation for the given solar farm. The model generating the forecast is trained using historical solar power observations from the solar farm which are provided by the Client. Forecasts are updated every hour and delivered via the SaaS based platform as well as in CSV files hosted on a SFTP server.
Weather Company WindCast IQ – (ERCOT, MISO, CAISO, BPA, SPP, PJM, NY ISO/ISO-NE)	1-7 day hourly forecasts of expected wind power generation for the specific power region purchased. Forecasts are provided for both the key wind farms and the aggregate region and sub-regions. Service is provided in partnership with Genscape who provides daily reports and access to analysts/meteorologist to discuss the forecast. Power regions services are provided for: ERCOT, MISO, CAISO, BPA, SPP, PJM, NYISO/ISO-NE

Weather Company Power Generation Forecasts are, in part, based on data provided by the European Centre for Medium Range Weather Forecasting (ECMWF).

#### 1.1.5 Weather Company Energy Trader – Model Data

Cloud Service	Description
Weather Company Energy Trader – Model Data – Global	Weather Company Model Data provides access to a suite of graphics which visualizes Data from the 3 most common weather models, GFS, ECMWF & GEM and Deep Thunder. Graphics are delivered via the Cloud Service for view covering all major continents of the globe.
Weather Company Energy Trader – Model Data – Africa	Weather Company Model Data provides access to a suite of graphics which visualizes Data from the 3 most common weather models, GFS, ECMWF & GEM and Deep Thunder. Graphics are delivered via the Cloud Service for views covering the African continent.
Weather Company Energy Trader – Model Data – Asia	Weather Company Model Data provides access to a suite of graphics which visualizes Data from the 3 most common weather models, GFS, ECMWF & GEM and Deep Thunder. Graphics are delivered via the Cloud Service for views covering the Asian continent.
Weather Company Energy Trader – Model Data – Australia	Weather Company Model Data provides access to a suite of graphics which visualizes Data from the 3 most common weather models, GFS, ECMWF & GEM and Deep Thunder. Graphics are delivered via the Cloud Service for views covering the Australian continent.
Weather Company Energy Trader – Model Data – Europe	Weather Company Model Data provides access to a suite of graphics which visualizes Data from the 3 most common weather models, GFS, ECMWF & GEM and Deep Thunder. Graphics are delivered via the Cloud Service for views covering the European continent.

Cloud Service	Description
Weather Company Energy Trader – Model Data – North America	Weather Company Model Data provides access to a suite of graphics which visualizes Data from the 3 most common weather models, GFS, ECMWF & GEM and Deep Thunder. Graphics are delivered via the Cloud Service for views covering the North American continent.
Weather Company Energy Trader – Model Data – South America	Weather Company Model Data provides access to a suite of graphics which visualizes Data from the 3 most common weather models, GFS, ECMWF & GEM and Deep Thunder. Graphics are delivered via the Cloud Service for views covering the South American continent.

## 2. Data Processing and Protection Data Sheets

IBM's Data Processing Addendum at <http://ibm.com/dpa> (DPA) and the Data Processing and Protection Data Sheet(s) (referred to as data sheet(s) or DPA Exhibit(s)) in the links below provide additional data protection information for the Cloud Services and its options regarding the types of Content that may be processed, the processing activities involved, the data protection features, and specifics on retention and return of Content. The DPA applies to personal data contained in Content, if and to the extent i) the European General Data Protection Regulation (EU/2016/679) (GDPR); or ii) other data protection laws identified at <http://ibm.com/dpa/dpl> apply.

### Weather Company Energy Trader

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=5598BCA0A14411E68727D8D169A06956>

### Weather Company Seasonal Forecasts for Energy and Utilities

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=D24A6330A14311E68727D8D169A06956>

### Weather Company Power Demand Forecasts

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=6D98DEA0A14111E6A2C29C705C2E8E10>

### Weather Company Power Generation Forecasts

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=610A6040B02411E6BE74C84817AAB206>

### Weather Company Energy Trader Model Data

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=360EA720F6F111E6982D0C38141F4056>

## 3. Service Levels and Technical Support

### 3.1 Service Level Agreement

IBM provides Client with the following availability service level agreement (SLA). IBM will apply the highest applicable compensation based on the cumulative availability of the Cloud Service as shown in the table below. The availability percentage is calculated as the total number of minutes in a contracted month, minus the total number of minutes of Service Down in the contracted month, divided by the total number of minutes in the contracted month. The Service Down definition, the claim process and how to contact IBM regarding service availability issues are in IBM's Cloud Service support handbook at [https://www.ibm.com/software/support/saas\\_support\\_overview.html](https://www.ibm.com/software/support/saas_support_overview.html).

Availability	Credit (% of monthly subscription fee*)
Less than 99.9%	2%
Less than 99.0%	5%
Less than 95.0%	10%

\* The subscription fee is the contracted price for the month which is subject to the claim.

## 3.2 Technical Support

Technical support for the Cloud Service, including support contact details, severity levels, support hours of availability, response times, and other support information and processes, is found by selecting the Cloud Service in the IBM support guide available at <https://www.ibm.com/support/home/pages/support-guide/>.

## 4. Charges

### 4.1 Charge Metrics

The charge metric(s) for the Cloud Service are specified in the Transaction Document.

The following charge metrics apply to this Cloud Service:

- Authorized User is a unique user authorized to access the Cloud Services in any manner directly or indirectly (for example, through a multiplexing program, device or application server) through any means.
- Active User is a unique person who accesses the Cloud Services in any manner directly or indirectly (for example, through a multiplexing program, device or application server) through any means.
- Entity ID is a unique identifier for any entity identified within the Cloud Services.
- Access is the right to access functionality of the Cloud Services.
- Item is an occurrence of a specific item that is managed by, processed by, or related to the use of the Cloud Service. For the purpose of this Cloud Service, Item is defined as the number of cities.

## 5. Additional Terms

For Cloud Service Agreements (or equivalent base cloud agreements) executed prior to January 1, 2019, the terms available at <https://www.ibm.com/acs> apply.

### 5.1 Enabling Software

Enabling software is provided to Client under the following terms:

Enabling Software	Applicable License Terms (if any)
"WSI Trader" Android OS app	<a href="http://www-03.ibm.com/software/sla/sladb.nsf/lilookup/8FB063A8AC111EDD8525813E006B0581?OpenDocument">http://www-03.ibm.com/software/sla/sladb.nsf/lilookup/8FB063A8AC111EDD8525813E006B0581?OpenDocument</a>

### 5.2 Termination of Service

Upon expiration or termination of Client's subscription, Client's credentials for accessing the Cloud Service will be deleted.

### 5.3 Restrictions on Usage

- Client shall not use the Cloud Service or Data to target or trigger advertising, serve advertising based on the Data being associated with the location of any user of a consumer facing technology (e.g., weather-triggered advertising).
- Client shall not use the Data as part of any offering of any type emanating from a television or radio broadcast (e.g., over-the-air, cable, satellite) or subscription streaming service (e.g., Sling Television, Netflix, Hulu, Amazon Prime Video, HBO GO, or radio equivalent) delivered on, through or by any means or medium.
- Client's use of the Cloud Service and Data is restricted solely to its own internal use. Client may not engage in any form of electronic reproduction, redistribution or retransmission or resell, sublicense, externally display or exhibit either the Cloud Service or Data, or any parts thereof.
- Client shall i) use commercially reasonable efforts to prevent any portion of the Data from being collected or extracted from Client's computer systems, products or control ("Client's Custody") and ii) promptly notify IBM in writing of any known or reasonably suspected collection or extraction of Data from Client's Custody, and in such case, the parties shall discuss in good faith a commercially reasonable plan for Client to mitigate any such activity and prevent any reoccurrence. In the event



the parties are unable to agree upon such a plan, IBM shall have the right to suspend delivery of the Data until such time as necessary steps are taken to protect the Data residing in Client's Custody.

- e. Client agrees that the APIs and related specifications and documentation are IBM confidential information and cannot be used or disclosed outside the terms of this SD.
- f. Client acknowledges IBM may change the style, form or content of, and eliminate or discontinue segments of, the Data from time to time and at any time in its sole discretion; provided, IBM will include Client in its communications to similarly situated customers regarding material changes in the Data.
- g. Client is responsible for, and IBM's obligations under this SD shall be conditioned on Client determining whether its use of the Data is permissible and, to the extent necessary, obtaining, all necessary licenses, permits, approvals or authorizations from any governmental entity or agency in the country in which it operates or uses the Data.