

# EDAPT Security and Privacy

Version: 1.0

## Background

EDAPT was originally developed by NREL for internal use by Xcel Energy. As EDAPT gained publicity, many additional utilities expressed interest in using the system. EDAPT contains utility-specific summary views which are private to each utility. It also contains a high-level summary view for DOE, which shows the energy savings of all utility programs using EDAPT, and which can be broken down by building type, state, and climate zone. DOE has no access to the specifics of individual project details.

## Security

### Hosting Environment

EDAPT is hosted in an environment approved by the Department of Energy (DOE). The host provides 24/7 website monitoring and support, and manages the servers themselves. Operating system or software component security updates and patches are applied according to severity level: critical updates are deployed within 1 day while high priority updates within 7 days. NREL has non-privileged access to the servers only.

### Security Measures

NREL manages the EDAPT site and is responsible for performing security updates on the site. The EDAPT database is backed up automatically each day; additional backups can also be done manually. The website code is version controlled. Several security measures are detailed below.

- **SSL/HTTPS.** All EDAPT traffic and interactions use the HTTPS protocol (and valid SSL certificates) to protect user data.
- **Logins and Passwords.** EDAPT stores encrypted user passwords. Additionally, EDAPT enforces NREL cyber security team's password recommendations. Anonymous users cannot register to use the site; instead, accounts must be created by EDAPT site administrators or other key users.
- **AntiVirus.** AntiVirus software is installed and enabled on EDAPT's servers. This allows user-uploaded files to be scanned before being stored in EDAPT.
- **Security Updates.** NREL cyber security team monitors and informs EDAPT developers of any critical security updates.

# Privacy

## Content

EDAPT stores information about each project separately, and access to this information is controlled project-by-project and user-by-user, such that only the users associated with a particular project can access it. The information stored on EDAPT includes:

- Information provided in the application:
  - Project name and location
  - Customer name, address, and contact information
  - Name and contact information for the energy consultant and other key design team members
  - Project dates
  - Project details: construction type, building type, square footage, design process, heating and cooling types
  - Signed terms & conditions agreement
- Other project information:
  - Utility program track
  - Estimated savings for electric demand, electric consumption, and gas consumption
  - Uploaded files associated with the project (if applicable)
- Private project information (viewable by the utility only; for tracking purposes):
  - Utility project number
  - Salesforce id
  - Utility account manager name
  - Pay for performance (P4P) paid dates
- Comments saved to the project:
  - “public” comments accessible by all users associated with the project
  - “private” comments accessible by utility staff only
- Reports (written and uploaded by energy consultants):
  - Intro meeting report
  - Preliminary Energy Analysis report
  - Final Energy Analysis report
  - Construction Documents report
  - M&V report
- Energy model results (containing estimated energy savings and incentive amounts)
  - Preliminary Energy Analysis results
  - Final Energy Analysis results
  - Construction Documents results
  - M&V results

EDAPT does not store any actual energy usage or demand information.

## Roles and Accounts

Account creation is restricted on EDAPT. Only administrators can create accounts for utility members and consultants. Accounts are created automatically for customers and design team members when an application is submitted. These accounts provide read-only access to the project where the users are listed as customer and design team.

Utilities will approve consultant companies that can use the EDAPT website to submit projects to their program. When a consultant company is approved, the utility will contact the EDAPT admin and request that the company be added to EDAPT. Once the company is added to EDAPT, energy consultant users can be added to EDAPT and associated with the consultant company.

When an energy consultant user account needs to be removed, the utility will contact the EDAPT admin and request that the account be removed from EDAPT. An account can be temporarily deactivated, user privileges can be reduced, or the user account can be permanently deleted. In the case of a permanent removal, project data added by the user being deleted will be retained and available to the consultant company (data will not be lost when user accounts are deleted).

Data Access is restricted via roles: utility users will have access to the projects submitted to their utility program, while energy consultants' access will be limited to the projects associated with their consulting company.

## High-Level Summary

There is a high-level summary page available on EDAPT. This view can be accessed by DOE, NREL, and all users with an EDAPT account. This summary breaks down project statistics by state, climate zone, utility, and building type. Statistics are aggregated to protect the privacy of individual projects; for example, if a building type has less than 5 projects, these projects will be rolled up into an 'aggregated for privacy' category and the building type will not be listed. Project names and details are never listed. The summary by utility shows only total statistics across all projects (total projects, total square footage, total predicted energy savings, etc.). This summary view was created to give the utilities who use EDAPT insight into similar programs nationwide, and to give DOE a high-level view of the impact that their investment in EDAPT is having on a national scale.

## NREL Access

NREL personnel do not access detailed utility project information on EDAPT. Administrator users can temporarily gain access to utility projects, but only for debugging and maintenance purposes. Utility project information is never shared with other parties. NREL and DOE have access to a high-level, aggregated view of the overall data, as described in the 'High-Level Summary' section above. NREL may give presentations on EDAPT to DOE or third parties. In these cases, an example utility is used to demonstrate the functionality of EDAPT without compromising the privacy of the utilities using EDAPT.

## Data Ownership

NREL does not own any of the data entered in EDAPT. Utilities retain ownership of their data. If a utility no longer wishes to use EDAPT, a backup of their data can be provided. The utility data will then be deleted from EDAPT.