Oracle Utilities Opower Business Customer Engagement Digital Self Service - Energy Management

Opower Business Customer Engagement Digital Self Service - Energy Management Configuration Guide

F80333-17
December 2025

Oracle Utilities Opower Business Customer Engagement Digital Self Service - Energy Management Opower Business Customer Engagement Digital Self Service - Energy Management Configuration Guide,

F80333-17

Contents

3 Frequently Asked Questions (FAQs)

1

Getting Started

This guide is used during the Oracle Utilities Opower launch process to provide product design information, collect utility configuration preferences for the products being launched, and track the finalization of these preferences. The preferences are then used to set up your Oracle Utilities Opower products and platform. This guide focuses on configuration options for the Oracle Utilities Opower Business Customer Engagement Digital Self Service - Energy Management cloud service. See Design and Configuration for an overview of the process as well as links to feature-specific topics.

> **Note**
>
> This HTML documentation is for reference only. Your Delivery Team will give you an editable PDF or DOCX version of the document to capture your inputs. Once submitted to Oracle Utilities, all utility inputs recorded in the configuration guides are final and cannot be modified. Ensure that all configuration inputs are accurate before submitting them.

Product Overview

The Business Customer Engagement Digital Self Service - Energy Management cloud service is a flexible web experience that provides utility business customers with personalized energy data, insights, and recommendations on how to save energy. The experience is delivered through modular, mobile-responsive widgets in a standalone web portal, or embedded in the pages of a utility's web site. For detailed descriptions of the features in the cloud service, see the product overview.

The layout and design is responsive, allowing content to display correctly on any size screen, including mobile and desktop displays. The responsive design includes all content such as images, text, and other graphical elements. This design allows for a single version of a website that automatically adjusts based on the customer's screen size and orientation. The responsive design can cause user experience variations as content can be displayed, hidden, or adjusted to account for the screen size.

Be aware that adjustments to account for smaller screen sizes can cause the appearance of widgets to be different than the images provided as configuration option examples. Additionally, the width of widgets that are embedded in containers is restricted by the container. This can cause embedded widgets to switch to smaller, responsive layouts at larger, overall screen sizes as compared to widgets that can utilize the full width of the page.

For information on the requirements and steps to embed widgets, see the Oracle Utilities Opower Digital Self Service - Energy Management Embeddable Widgets Integration Guide.

Disclaimer

Your utility might not have all of the products or features described in this document. Contact your Delivery Team if you have any questions.

2

Design and Configuration

This guide provides a summary of the available *configuration* options for the Business Customer Engagement Digital Self Service - Energy Management cloud service. A *configuration* is a simple change that can be made with no coding required.

If you need a *customization*—a change that requires more in-depth technical work, design, or coding to alter the appearance or behavior of the product, or to create something new within the product—then you may need to request this customization as an additional professional service. If an element is not listed in this guide as a configuration, you should assume that it cannot be configured and would require a customization. Contact your Delivery Team if you have questions or would like to make a customization request.

Feature or Widget Configurations

See the following pages for information about feature- or widget-specific configuration options.

- Account Center
- Bill Comparison
- Bill or Usage Forecast
- Business Profile
- Data Browser
- Demand Heatmap
- Green Button - Download My Data
- Guest User Access
- How Businesses Use Energy
- Near Real Time Usage
- Next Best Action
- Portfolio View
- Ways to Save
- Embedded Widget Configurations

Global Design and Configuration

The following global configuration details apply broadly to the Business Customer Engagement Digital Self Service - Energy Management cloud service:

- **Color Palette**: Oracle Utilities uses your organization's branding requirements to configure the colors used in the cloud service. You can specify your branding and color requirements in the Oracle Utilities Opower Platform Configuration Guide.
- **Fonts**: Oracle Utilities recommends using the default fonts provided by the Business Customer Engagement Digital Self Service - Energy Management cloud service. Non-default fonts requested must meet all applicable font licensing requirements and support

any required character sets. Licensing arrangements may require the utility to transfer font license ownership to Oracle Utilities.

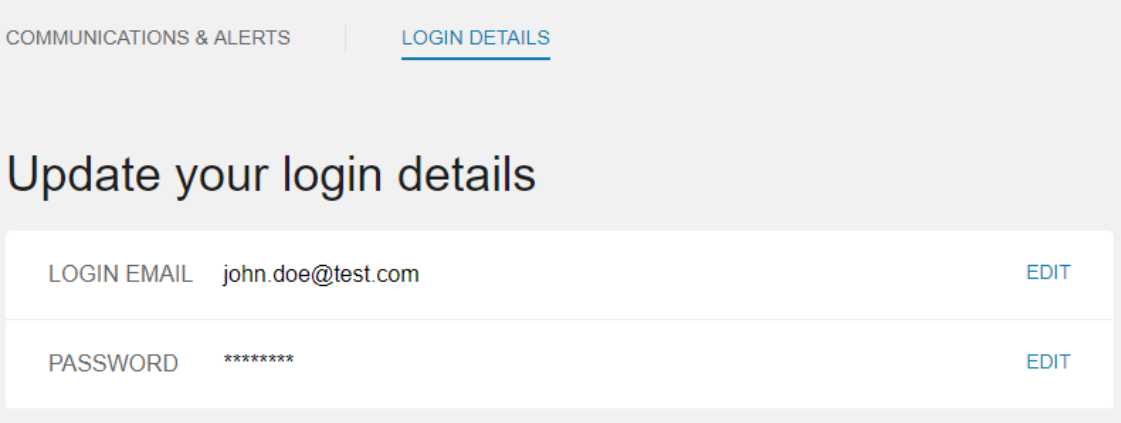
- **Additional Global Configurations:** Review all additional configuration options provided in the Oracle Utilities Opower Platform Configuration Guide.

Account Center

The Account Center allows business customers to view and change information about their login details (email and password) and any applicable communication preferences.

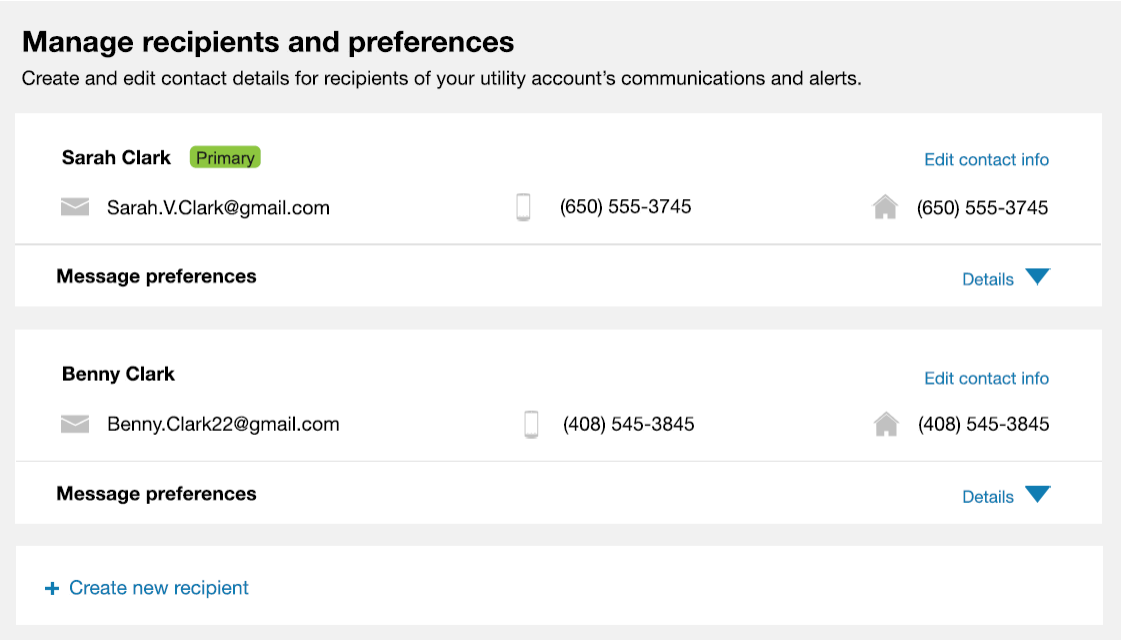
Login Details Example

The **Login Details** section is available for utilities that have the standalone version of the Digital Self Service - Energy Management web portal. This section allows business customers to update their login email address and password.



Manage Recipients and Preferences Example

The **Manage Recipients and Preferences** section is available for utilities that provide their business customers with proactive communications and alerts. This allows users to manage their communication preferences.



Configuration Options

For each element listed in the table, indicate the desired configuration in the Input Value column. If you do not provide an input for optional configurations, the default will be used.

Configuration Option	Input Value
Enable Contact Channels Use this configuration property to specify which channels are made available in the account center. **Default**: By default, this option is set to email, sms, and voice.	**Optional** Choose one of the following: Use the default. Make these channels available:
Hide Login Details The Login Details section must be shown for utilities that do not implement single sign-on authentication. **Default**: Show the Login Details section.	**Optional** Choose one of the following: Use the default. Hide the Login Details section.
Allow Add/Edit of Recipients Specify whether to hide the ability to add and edit recipients. For utility customers who manage their own customer preferences, it is recommended that you set this option to hide the add/edit functionality. **Default:** Customers are able to add and edit recipient details.	**Optional** Choose one of the following: Use the default. Hide add/edit recipient functionality.

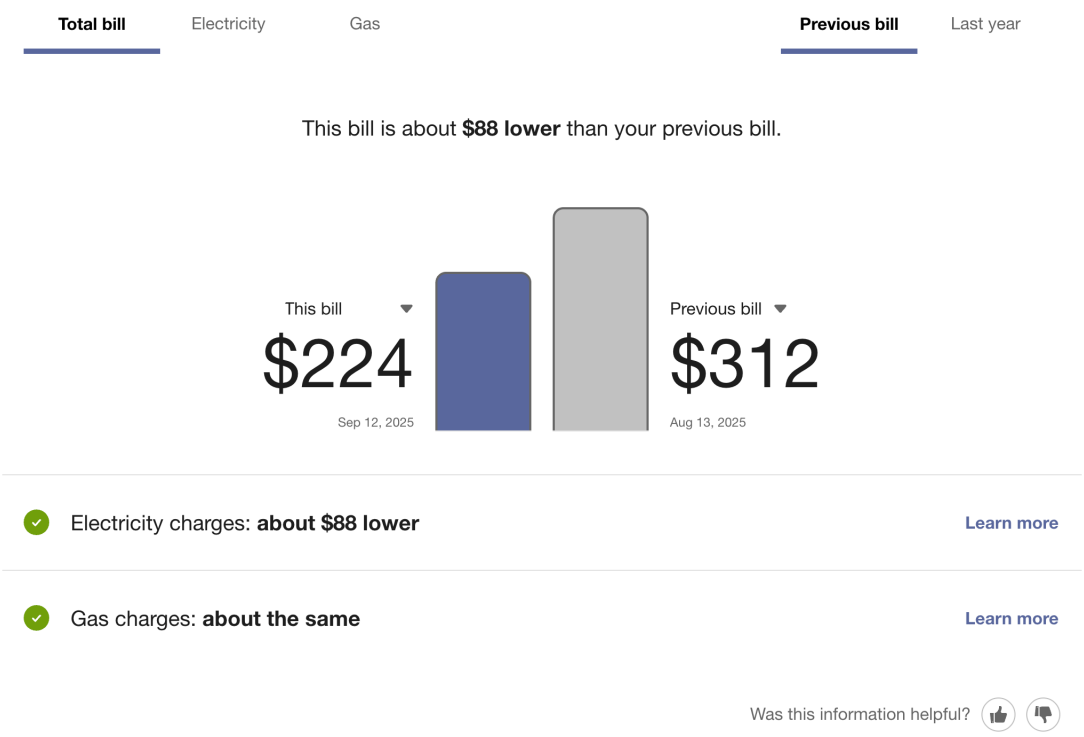
For more information about this feature, see Account Center in the *Business Customer Engagement Digital Self-Service Web Portal Overview*.

Bill Comparison

The Bill Comparison allows business customers to compare their current bill to their previous bill and to the corresponding bill from the same time period the previous year. Use the information below to review the available configuration options.

Bill Comparison Example

The following image shows a standard example of the Bill Comparison.



Configuration Options

For each element listed in the table, indicate the desired configuration in the Input Value column. If you do not provide an input for optional configurations, the default will be used.

Configuration Option	Input Value
Bill Used in Bill Comparison The widget can be configured to display the comparison between the current bill and the same bill in the previous year by default. For example, if the bill for July 2022 is the current bill, it will be compared to the bill for July 2021. **Default**: The default is to compare the current bill to the previous bill since customers are more likely to have this historical data (additionally, customers may not have a full year's worth of data to display a comparison against the same bill from last year).	**Optional** Choose one of the following: Use the default option. Compare current bill to same bill last year.
Rounding Cost Values Rounding of costs for the bill comparison values may be disabled. This does not affect the values displayed for individual charges. **Default**: Round bill comparison costs to the nearest dollar.	**Optional** Choose one of the following: Use the default option. Do not round costs.
Default Fuel Type for Dual Fuel Customers The default fuel type for dual fuel customers can be set to gas. **Default**: Use electric as the default fuel type for dual fuel customers.	**Optional** Choose one of the following: Use the default option. Use gas as the default fuel type.
Footer or Disclaimer A brief message displayed at the bottom of the Bill Comparison. **Default**: None.	**Optional** Choose one of the following: Use the default option. Display a footer or disclaimer. Provide a short message to include in the footer or disclaimer.

User Experience Variations

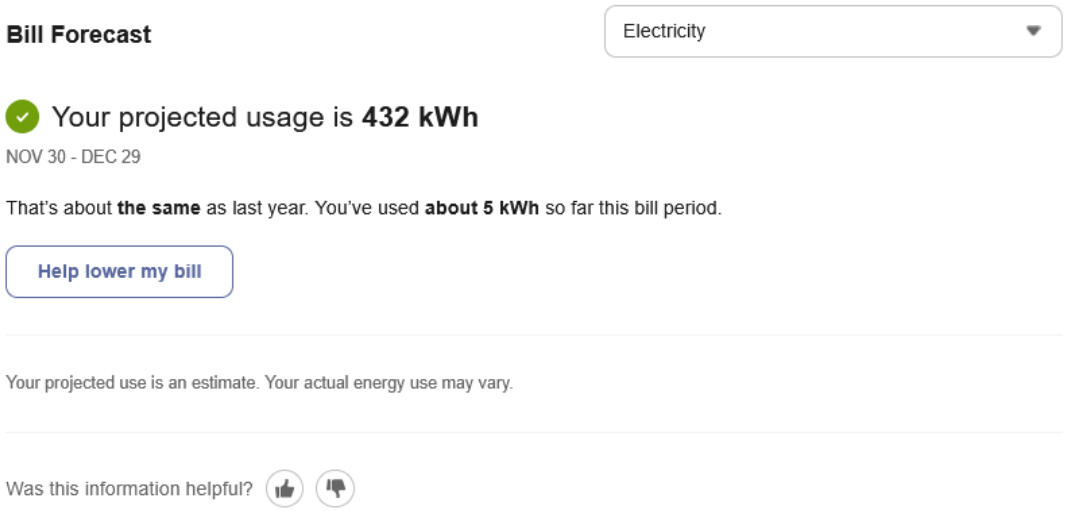
The user experience of the feature may vary for customers and utilities depending upon their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Bill Comparison - User Experience Variations in the *Business Customer Engagement Digital Self Service - Energy Management Overview Guide*.

Bill or Usage Forecast

The Bill or Usage Forecast shows business customers their energy use or cost so far in the billing period, projected total energy use or cost for the period, and typical energy use or cost for the period based on their past energy use. Use the images and tables below to review the available configuration options.

Bill or Usage Forecast Example

The following image is an example of the Bill or Usage Forecast feature.



Configuration Options

For each element listed in the table, indicate the desired configuration in the Input Value column. If you do not provide an input for optional configurations, the default will be used.

Configuration Option	Input Value
Rounding Cost Values to Multiples of Five The forecast cost value can be rounded to the nearest multiple of five. For example, a forecast of $14 would be rounded to $15. **Default**: Disable rounding of cost values.	**Optional** Choose one of the following: Use the default. Round values to multiples of five.

User Experience Variations

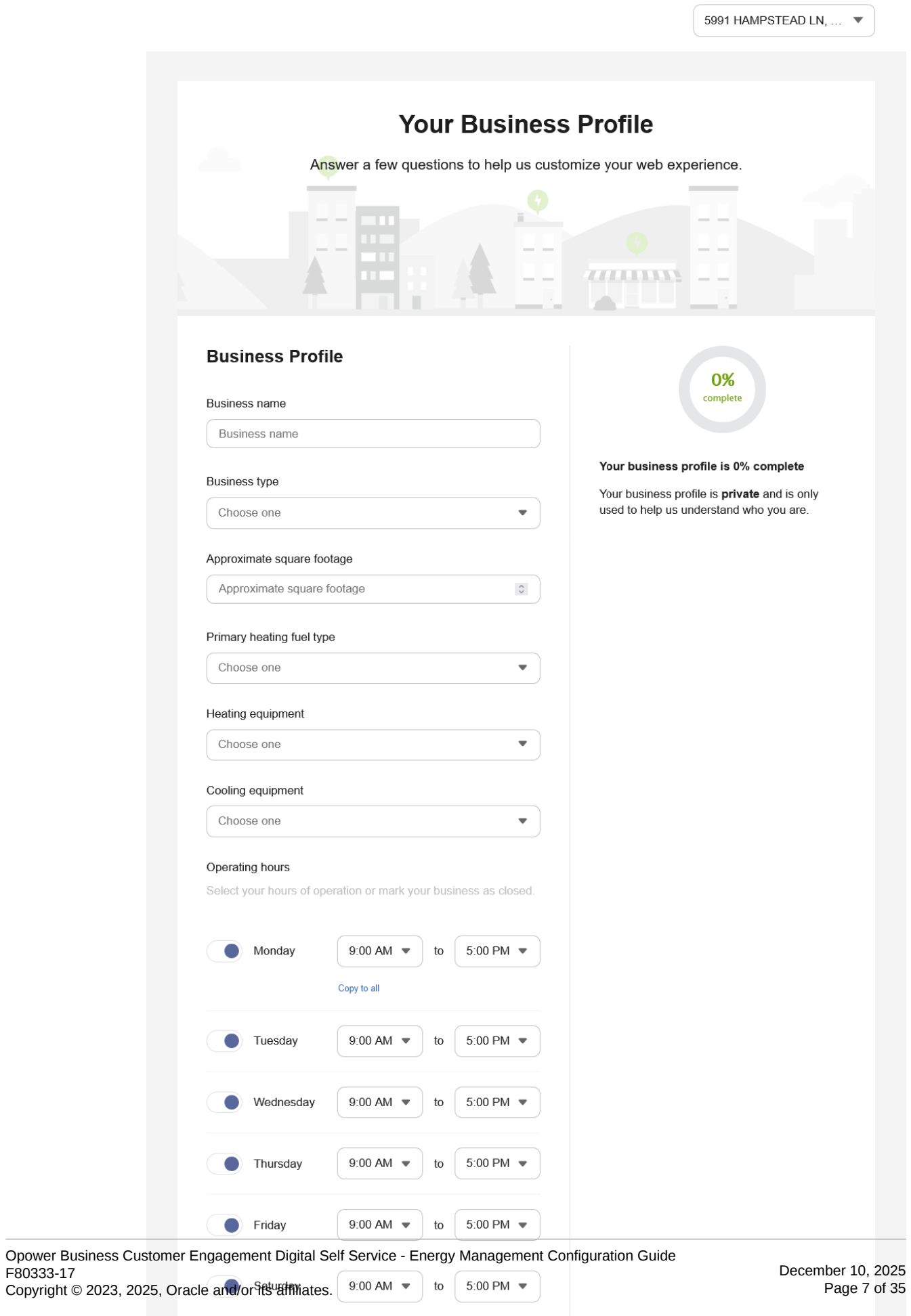
The user experience of the feature may vary for customers and utilities depending upon their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Bill Forecast - User Experience Variations in the *Business Customer Engagement Digital Self Service - Energy Management Overview*.

Business Profile

The Business Profile allows business customers to enter basic information about their businesses. Use the information below to review the available configuration options.

Business Profile Example

The image below shows an example of the Business Profile.



Configuration Options

For each element listed in the table, indicate the desired configuration in the Input Value column. If you do not provide an input for optional configurations, the default will be used.

Configuration Option	Input Value
Question and Answer Text The default question text and answer option text can be modified as long as it does not change the essence of the question or answer option. **Default**: The default profile questions are shown in the example screenshot above. You can work with your Delivery Team to review the complete list of answer options and discuss how to make minor modifications.	**Optional** Choose one of the following: Use the default options. Work with your Delivery Team to modify the defaults.

User Experience Variations

The user experience may vary for customers and utilities depending on their locale and other factors. For more information, see Business Profile - User Experience Variations in the *Business Customer Engagement Digital Self Service - Energy Management Overview Guide*.

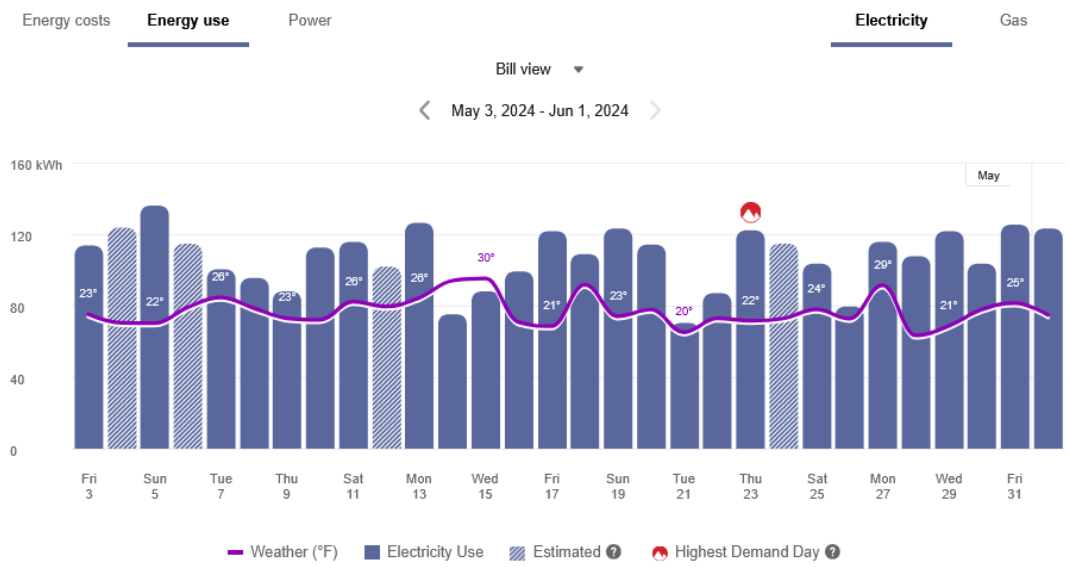
Data Browser

The Data Browser is an interactive tool that allows business customers to visualize and explore their energy use trends and costs, and make comparisons to useful benchmarks such as local weather patterns. One or more views for Energy Costs, Energy Use, and Power are available. If applicable, business customers can also use menus to switch between multiple accounts or service points.

Use the information below to review *general* configuration options for the Data Browser, such as which views to enable, the order of the views, and the default time view. For configurations that are specific to each view, see Energy Use View, Energy Costs View, or Power View.

Data Browser Example

The following image is an example of the Data Browser Energy Use view.



General Configuration Options

Use the information below to review *general* configuration options for the Data Browser. If you do not provide an input for optional configurations, the default will be used.

Configuration Option	Input Value
Graph Display and Order Utilities can choose which graphs to display and the order in which to display them. **Default**: The following graphs are displayed in the order listed as long as there is sufficient data: Energy Costs, Energy Use, and Power.	**Required** Choose one of the following: Use the default. Work with your Delivery Team to choose the graphs to display and the order of the graphs.
Tooltip Explanation Link for Estimated Reads (not depicted) Utilities can provide a URL to include as an explanation link for estimated reads. **Default**: No link provided.	**Optional** Choose one of the following: Use the default. Provide a URL.
Default Fuel or Resource Type Selected Utilities can choose which fuel or resource type to be selected by default. **Default**: Display electric data as default.	**Optional** Choose one of the following: Display electric data as the default. Display gas data as the default. Display combined fuel (electric and gas) as the default.
Combined Fuel View For dual fuel customers with electricity and gas service, a combined fuel view combines the energy use for gas and electricity into a single "units" value. When combined fuel view is enabled, applicable tooltips also display combined totals. Combined view also includes billing insights for a customer's energy costs. **Default**: Hide the combined fuel view.	**Optional** Choose one of the following: Use the default. Display combined fuel view.

Configuration Option	Input Value
Default Time View The Bill view can be displayed by default for customers with AMI data. Customers without AMI data can only use the Year view. **Default**: Display the Year view as the initial view. Customers with AMI data can then select to see the Bill view or Day view.	**Optional** Choose one of the following: Display the Year view as the default. Display the Bill view as the default for customers with AMI data.
Display of Device (Meter) ID in Drop-Down Selector The device ID (meter number) can be displayed instead of the service point ID in the drop-down selector menu of the Data Browser. Displaying the device ID can be a clearer way for customers meters to identify the energy use patterns associated with each of their meters. **Default**: Disabled.	**Optional** Choose one of the following: • Use the default. • Enable the display of the device (meter) ID.

User Experience Variations

The user experience of the feature may vary for customers and utilities depending upon their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Data Browser in the *Business Customer Engagement Digital Self Service - Energy Management Overview Guide*.

Energy Costs View

The Energy Costs view of the Data Browser displays how much a business was billed for energy use, based on historical bill amounts. Use the information below to review the available configuration options.

Energy Costs View Example

The following image shows a standard example of the Energy Costs view.

Configuration Options

For each element listed in the table, indicate the desired configuration in the Input Value column. If you do not provide an input for optional configurations, the default will be used.

Configuration Option	Input Value
Billing Details Insight (not depicted) A list of additional billing details can be displayed below the bar graph in the Year view for each of the customer's gas or electricity bills. The list is presented in a table format and includes the following columns by default: • Bill Period • <Fuel Type> Cost • <Fuel Type> Use **Default**: Disabled. **Note** Enabling this insight requires coordination with your Delivery Team and discussion of whether you want to display any additional columns.	**Optional** Choose one of the following: Use the default option. Enable the Billing Details insight.
Costs Footer or Disclaimer (not depicted) A brief message displayed below the graphs that display a customer's costs. Depending on the service types for the customer, this can include Energy Costs, Water Costs, and Wastewater Costs. **Default**: None	**Optional** Choose one of the following: Use the default option. Display a footer or disclaimer. Provide a short message to include in the footer or disclaimer.

User Experience Variations

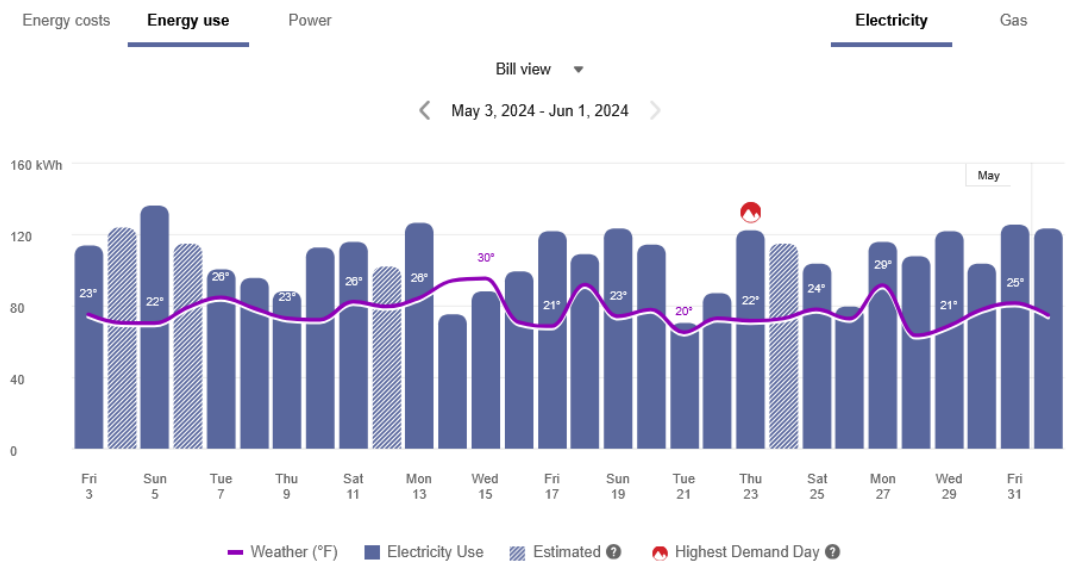
The user experience of the feature may vary for customers and utilities depending upon their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Data Browser - Energy Costs in the *Business Customer Engagement Digital Self Service - Energy Management Overview Guide*.

Energy Use View

The Energy Use view of the Data Browser displays how much energy a business customer consumed over specific periods of time. Use the information below to review the available configuration options.

Energy Use View Example

The following image shows a standard example of the Energy Use view.



Configuration Options

For each element listed in the table, indicate the desired configuration in the Input Value column. If you do not provide an input for optional configurations, the default will be used.

Configuration Option	Input Value
Tooltip Explanation Link for Estimated Reads (not depicted) Utilities can provide a URL to include as an explanation link for estimated reads. **Default**: No link provided.	**Optional** Choose one of the following: Use the default. Provide a URL.
Enable Toggle between Net Energy Display and Bidirectional Energy Display (Solar Customers) An additional **Net** and **Delivered + Sent** toggle can be enabled for electricity customers who have solar power. The toggle will appear below the time menu of the Energy Use view. Business customers can use the toggle to switch easily between a net energy display and a bidirectional energy display. **Default**: The toggle is disabled, and either a net energy display or bidirectional energy display is shown if solar data is present.	**Optional** Choose one of the following: Use the default. Work with your Delivery Team to determine whether to enable the toggle.

Configuration Option	Input Value
Enable Bidirectional Energy Display (Solar Customers) The Energy Use view can display both energy consumption and production data in the same time interval on the horizontal axis of the graph. This is available for electricity business customers who have solar power. **Default**: Bidirectional energy display is disabled. Net energy display is shown if solar data is present.	**Optional** Choose one of the following: Use the default. Work with your Delivery Team to determine whether to enable this display.
Enable Highest Demand Day Insight The Highest Demand Interval insight can be enabled. This insight is represented by an icon which indicates when the demand for energy was at its peak. **Note** When enabled, this insight is displayed in the Power view as well. When disabled, the insight is hidden from both views. **Default**: Disabled.	**Optional** Choose one of the following: Use the default option. Enable the insight.
Usage View Footer or Disclaimer (not depicted) A brief message displayed below the graphs that display a customer's use. **Default**: No footer or disclaimer is displayed.	**Optional** Choose one of the following: Use the default option (no disclaimer). Display a footer or disclaimer. Provide a short message to include in the footer or disclaimer.

User Experience Variations

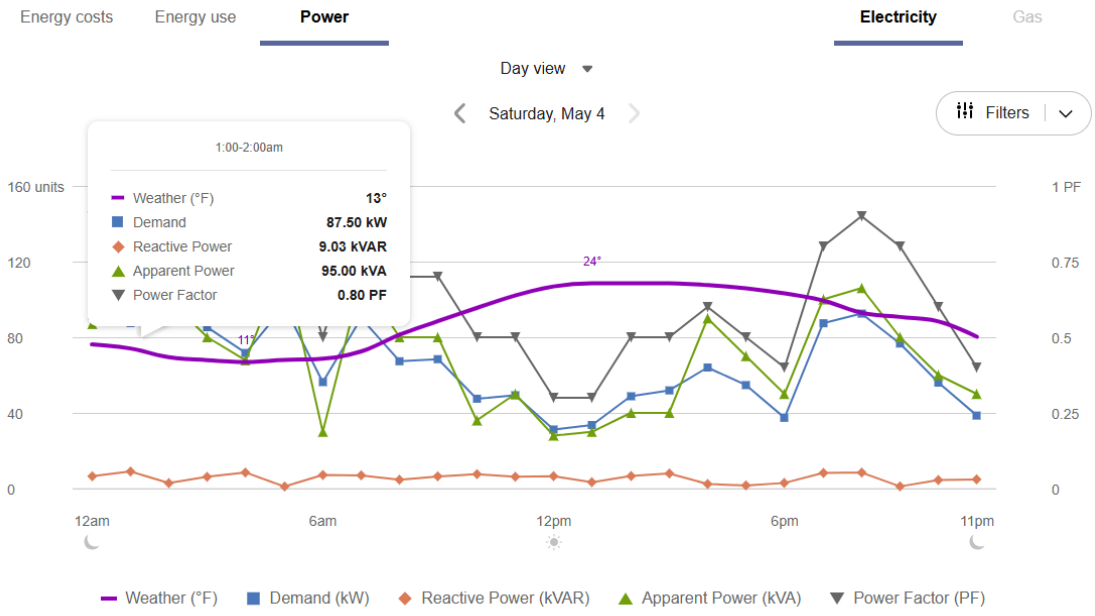
The user experience of the feature may vary for customers and utilities depending upon their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Data Browser - Energy Use View in the *Business Customer Engagement Digital Self Service - Energy Management Overview Guide*.

Power View

The Power view of the Data Browser shows business customers their energy demand trends over time. It can also show several types of data and power measurements over a 24-hour time period: demand, reactive power, apparent power, and power factor. Use the information below to review the available configuration options.

Power View Example

The image below is an example of the Power view for an individual day.



Configuration Options

For each element listed in the table, indicate the desired configuration in the Input Value column. If you do not provide an input for optional configurations, the default will be used.

Configuration Option	Input Value
Year and Bill Views for AMI Customers The Year and Bill views of the Power chart can be enabled for business customers who have interval (AMI) data. This way, energy demand data can be displayed over larger time intervals. Demand data in the Year view is based on billing data from the utility. Demand data in Bill view is calculated by Oracle Energy and Water, and is based on subdaily interval data from the utility. **Note** If Oracle's method of calculating energy demand differs significantly from your utility's billing method, then the data in the Bill view may not fully align with the data in the Year view. You should work with your Delivery Team to ensure that the demand calculation approaches are aligned before enabling the Year and Bill views. **Default**: Enable the Day view only.	**Optional** Choose one of the following: Use the default. Work with your Delivery Team to enable the Year and Bill views for AMI customers.
Year View for Non-AMI Customers The Year view of the Power chart can be enabled for business customers who do *not* have interval (AMI) data. Demand data in the Year view is based on billing data from the utility. **Default**: The Power view is disabled for non-AMI customers.	**Optional** Choose one of the following: Use the default. Work with your Delivery Team to enable the Year view for non-AMI customers.

Configuration Option	Input Value
Units of Measure Available for Display The following units of measure can be supported in the Day view: Demand (kW), Reactive Power (kVAR), Apparent Power (kVA), and Power Factor (PF). The units made available for display can be configured. **Note** The units of measure you can choose from depend on your setup and configuration. For example, if you establish data feeds for demand, reactive power, and power factor, you can choose from these three units of measure to make available for display. **Default**: The Demand (kW) unit of measure is the minimum requirement for display.	**Optional** Choose one of the following: Use the default option. Enable the following units of measure for display:
Units of Measure Selected by Default The units of measure that are selected and displayed by default in the Power view can be configured. You may want to have one or more units of measure selected by default depending on what matters the most to your business customers. **Default**: The Demand (kW) unit of measure is selected and displayed by default.	**Optional** Choose one of the following: Use the default option. Select and display the following units of measure by default:
Units of Measure Display Order The display order of the units of measure can be configured. **Default**: • Demand • Reactive Power • Apparent Power • Power Factor	**Optional** Choose one of the following: Use the default option. Use the following order:

Configuration Option	Input Value
Enable Weather Data Weather data can be enabled so it appears as a selectable option in the Power view. **Note** Weather data can still appear in the other views of the Data Browser even if it is disabled from the Power view. **Default**: Disabled.	**Optional** Choose one of the following: Use the default option. Enable weather data.
Enable Highest Demand Interval Insight The Highest Demand Interval insight can be enabled. This insight is represented by an icon which indicates when the demand for energy was at its peak. **Note** When enabled, this insight is displayed in the Energy Use view as well. When disabled, the insight is hidden from both views. **Default**: Disabled.	**Optional** Choose one of the following: Use the default option. Enable the insight.
Footer or Disclaimer (not depicted) A brief message displayed below the Power view. This message can be used to explain the Power view data or to include any relevant disclaimers. **Default**: None.	**Optional** Choose one of the following: Use the default option. Display a footer or disclaimer. Provide a short message to include.

User Experience Variations

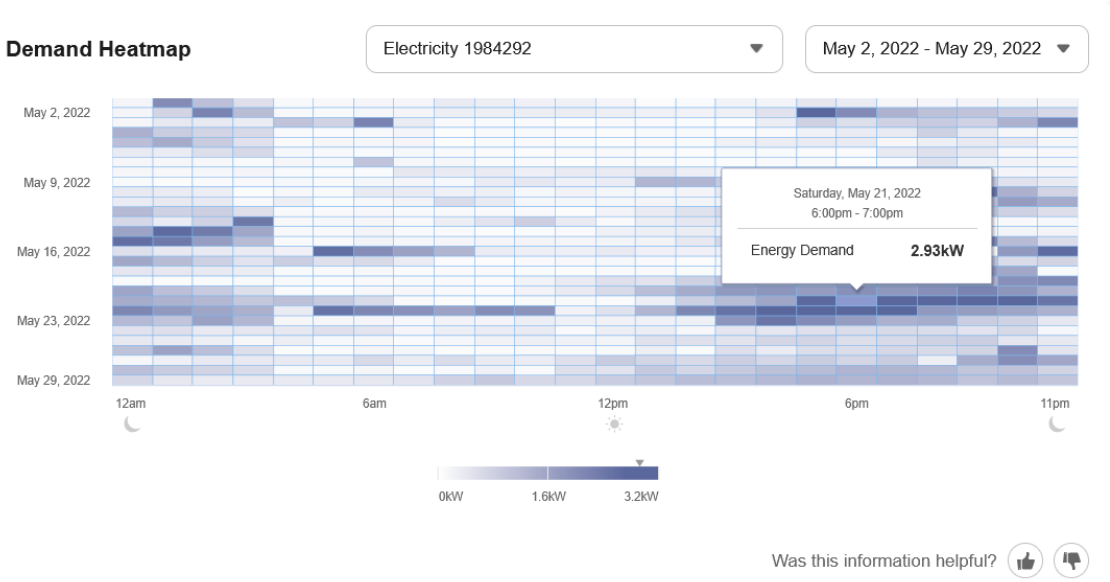
The user experience of the feature may vary for customers and utilities depending upon their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Data Browser - Power View in the *Business Customer Engagement Digital Self Service - Energy Management Overview Guide*.

Demand Heatmap

The Demand Heatmap displays a business customer's demand data in a color-coded grid, and indicates the level of energy demand during specific times, days, and weeks of the year. Use the information below to review the available configuration options.

Demand Heatmap Example

The image below is an example of the Demand Heatmap.



Configuration Options

For each element listed in the table, indicate the desired configuration in the Input Value column. If you do not provide an input for optional configurations, the default will be used.

Configuration Option	Input Value
Heatmap Color Gradient The color gradient of the heatmap can be changed. There are several options available. 1. An automatic gradient based on a single primary color that is accessible to color-blind customers. 2. An automatic gradient ranging from green colors (for low demand) to red colors (for high demand). **Note** This option is not accessible to color-blind customers. 3. A manually-defined gradient of custom color stops. Each color stop represents a percentage-based range of a customer's total demand. For example, the first color stop could be a light color representing 0-20% of total demand. The second color stop could be slightly darker and represent 21-40% of total demand. Up to nine color stops can be specified. **Default**: The default is a single primary color gradient that is accessible for color-blind customers.	**Optional** Choose one of the following: Use option 1: Default. Use option 2: A gradient ranging from green to red colors. Use option 3: Work with your Delivery Team to specify and configure up to nine color stops representing different ranges of demand.
Display of Device (Meter) ID in Drop-Down Selector The device ID (meter number) can be displayed instead of the service point ID in the drop-down selector menu of the Data Browser. Displaying the device ID can be a clearer way for customers meters to identify the energy use patterns associated with each of their meters. **Default**: Disabled.	**Optional** Choose one of the following: • Use the default. • Enable the display of the device (meter) ID.

User Experience Variations

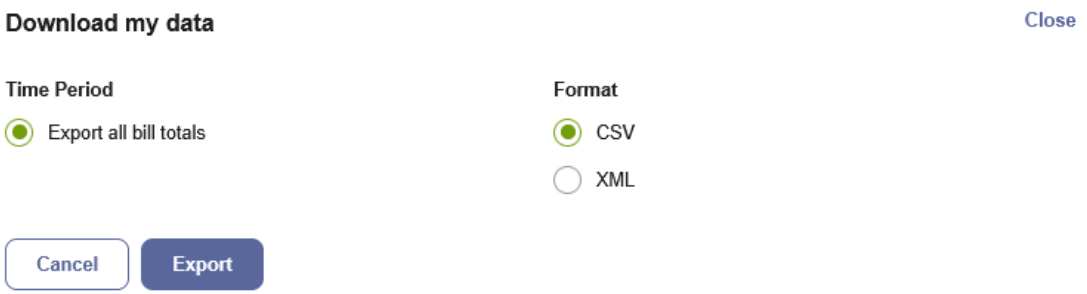
The user experience of the feature may vary for customers and utilities depending upon their service types, available data, locale, and other factors. For more information, see Demand Heatmap in the *Business Customer Engagement Digital Self Service - Energy Management Overview Guide*.

Green Button - Download My Data

The Green Button - Download My Data feature allows business customers to export their billing data to CSV or XML format. Use the information below to review the available configuration options.

Green Button Example

The following image is an example of the Green Button - Download My Data feature.



Configuration Options

For each element listed in the table, indicate the desired configuration in the Input Value column. If you do not provide an input for optional configurations, the default will be used.

Configuration Option	Input Value
Enable Additional Columns Additional columns can be enabled to display in downloaded files for the following types of power data. Such columns may be relevant if the Power view is enabled and should match whatever data is displayed in that view. The columns available are: • Reactive power (kVAR) • Apparent power (kVA) • Power Factor (PF) **Default**: Demand (kW)	**Optional** Choose one of the following: Use the default option. Enable the following columns:
Enable Service Point ID Row You can enable a service point ID row to be displayed in the header of the downloaded file. This configuration option may not be available if your organization uses the Legacy Billing Data Transfer specification. Your Delivery Team can tell you which specification you are using. **Default**: Disabled.	**Optional** Choose one of the following: Use the default option. Enable the service point ID row.
Enable Meter ID Row You can enable a meter ID row to be displayed in the header of the downloaded file. This configuration option may not be available if your organization uses the Legacy Billing Data Transfer specification. Your Delivery Team can tell you which specification you are using. **Default**: Disabled.	**Optional** Choose one of the following: Use the default option. Enable the service point ID row.

Configuration Option	Input Value
Enable Five-Minute Data Intervals You can enable rows to display five-minute usage data intervals in the downloaded energy use file. This is supported for customers with five-minute AMI data. **Default**: Disabled. (Five-minute intervals are summed up to 15-minute intervals.)	**Optional** Use the default option. Enable rows for five-minute intervals to display.

User Experience Variations

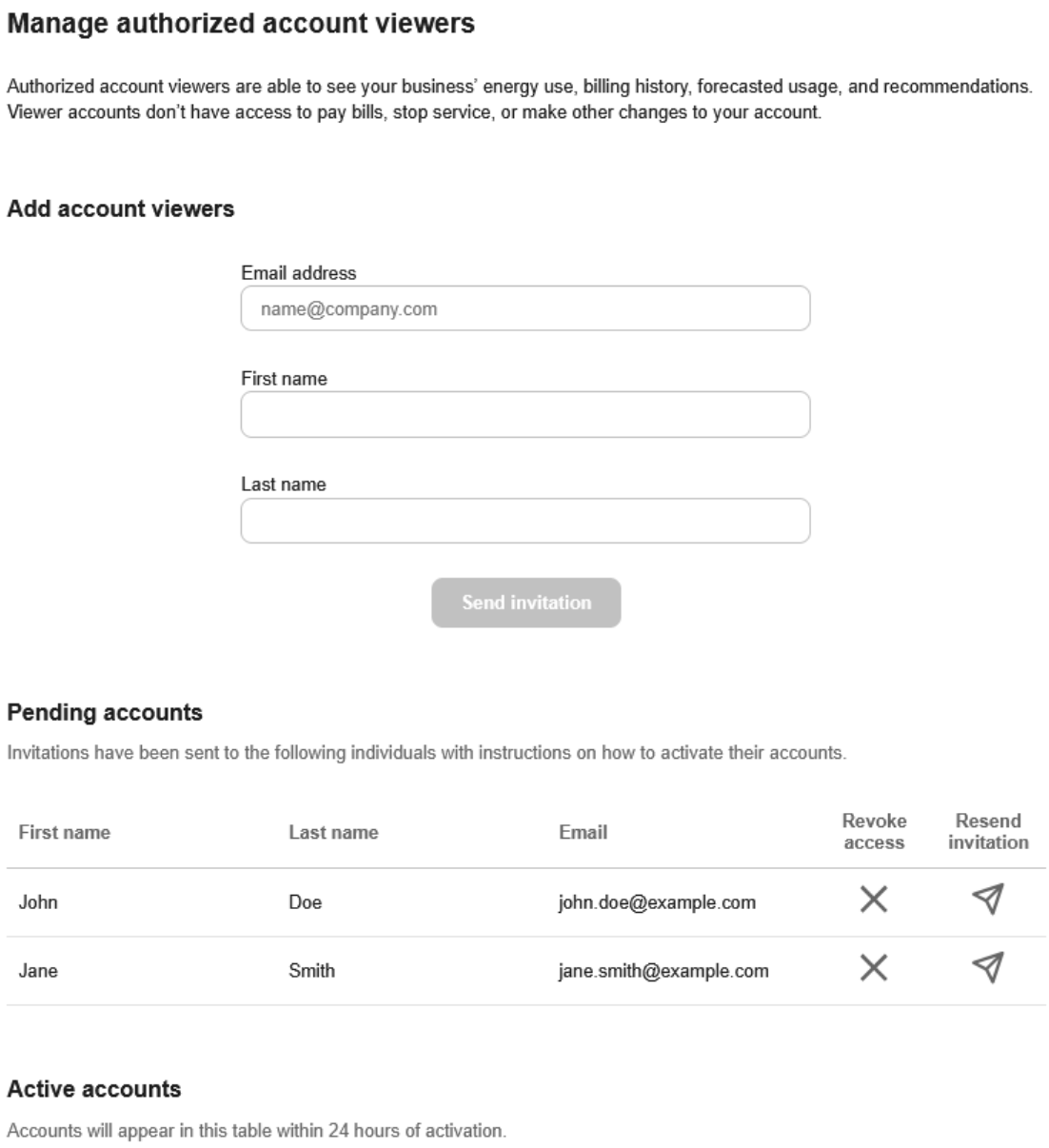
The user experience of the feature may vary for customers and utilities depending upon their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Green Button - Download My Data User Experience Variations in the *Business Customer Engagement Digital Self Service - Energy Management Overview Guide*.

Guest User Access

The Guest User Access feature allows primary utility business account holders to invite guest users to have access to energy insights from their Business Customer Engagement Digital Self Service - Energy Management billing account. This is particularly helpful for staff at large businesses who oversee multiple business locations and who want other users to have access to their energy use trends, insights, and tips on how to save energy. Use the information below to review the available configuration options.

Manage Authorized Account Viewers Widget Example

The image below shows an example of the Manage Authorized Account Viewers widget of the Guest User Access feature.



Other components of the Guest User Access feature include a login page and a Guest User Portal. The Guest User Portal is a standalone website that contains the same widgets and data displayed for the business customer who invited them.

Configuration Options

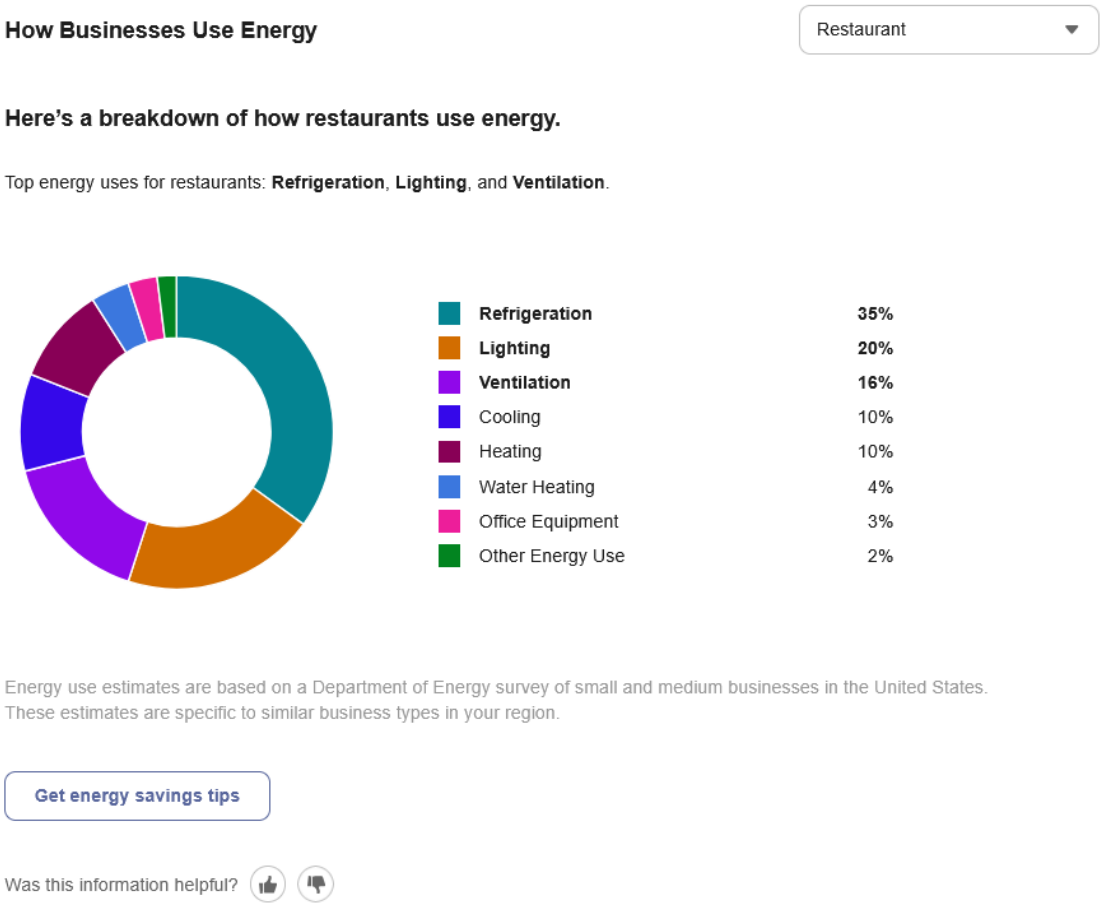
Configuration Option	Input Value
Guest User Email Templates There are default templates and messages for the different emails (for example, emails for invitations, password resets, and so on) sent to guest users as part of the Guest User Access feature. Some of the messages used in these emails can be edited to better match the goals and branding of the utility.	**Required** Work with your Oracle Utilities Delivery Team to review the email templates and make changes relevant to your program.
Guest User Portal Login Page Some branding and messaging of the Guest User Portal login page can be configured.	**Required** Work with your Oracle Utilities Delivery Team to review the login page template and make changes relevant to your program.
Guest User Portal Bottom Navigation Some links at the bottom of the Guest User Portal can be configured to redirect users to static pages within the Guest User Portal rather than redirecting to utility-hosted pages.	**Optional** Work with your Oracle Utilities Delivery Team to discuss the link options and decide which links and static pages are best for your situation.

How Businesses Use Energy

The How Businesses Use Energy feature allows business customers to see an estimated annual breakdown of energy use categories (such as heating, cooling, lighting, refrigeration, and so on) based on primary business type or activity (such as education, healthcare, retail, or restaurant). Use the information below to review the available configuration options.

How Businesses Use Energy Example

The image below is an example of the How Businesses Use Energy feature.



Configuration Options

For each element listed in the table, indicate the desired configuration in the Input Value column. If you do not provide an input for optional configurations, the default will be used.

Configuration Option	Input Value
The Customer Feedback section below the widget can be disabled. **Default**: Enabled.	**Optional** Choose one of the following: Use the default. Disable the Customer Feedback section.

User Experience Variations

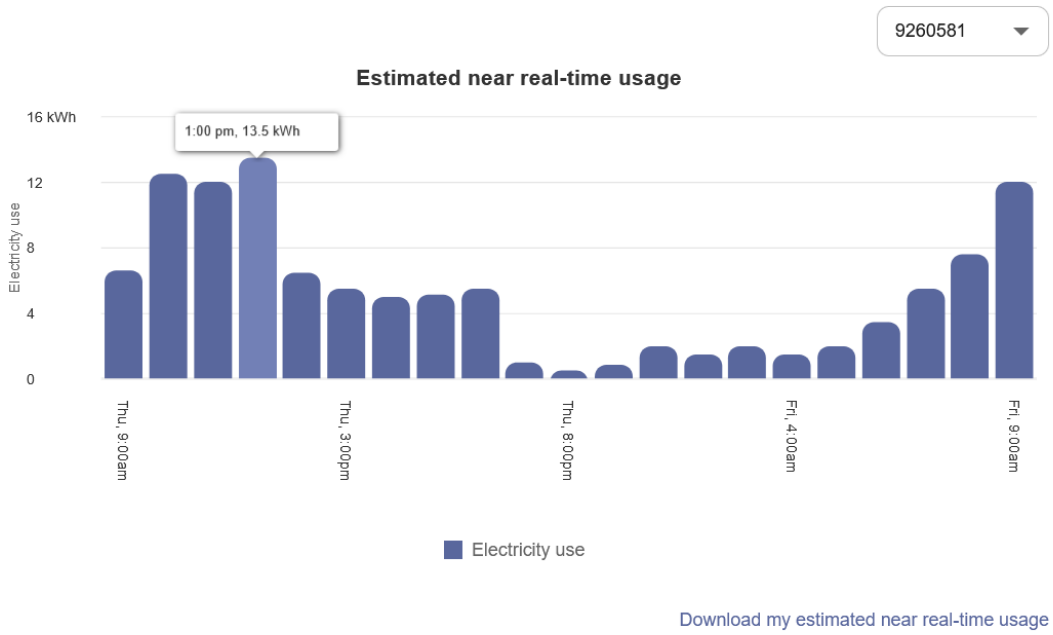
The user experience may vary for customers and utilities depending on their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see How Businesses Use Energy in the *Business Customer Engagement Digital Self Service - Energy Management Overview Guide*.

Near Real Time Usage

The Near Real-Time Usage widget displays unvalidated electric interval usage data for customers with AMI (Advanced Metering Infrastructure) meters. The data for this widget is delivered through an API built in partnership between the utility and Oracle Utilities Opower, and is intended to provide users with energy usage data and trends that are nearly current, as opposed to delayed or batch-processed data.

Near Real Time Usage Example

The image below is an example of the Near Real Time Usage widget.



Configuration Options

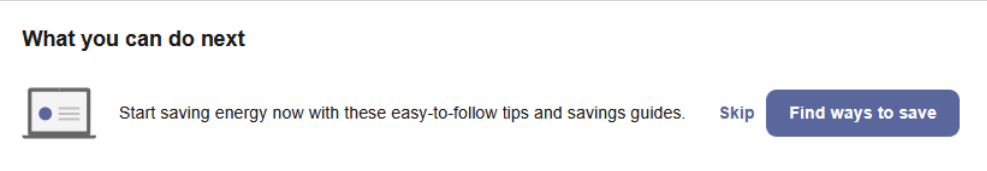
There are no applicable configuration options for this widget.

Next Best Action

The Next Best Action widget provides short, actionable tips and promotions for business customers. The tips are displayed as mobile-responsive web banners containing information about valuable solutions and helpful tools for managing energy use and costs. Use the information below to review the available configuration options.

Next Best Action Example

The following image is an example of Next Best Action.



Configuration Options

For each element listed in the table, indicate the desired configuration in the Input Value column. If you do not provide an input for optional configurations, the default will be used.

> **Note**
>
> Work with your Oracle Utilities Opower Delivery Team to review the content (such as text, images, and links) that describes the programs highlighted by your banners. This review allows your Delivery Team to configure banner content effectively for your business customers.

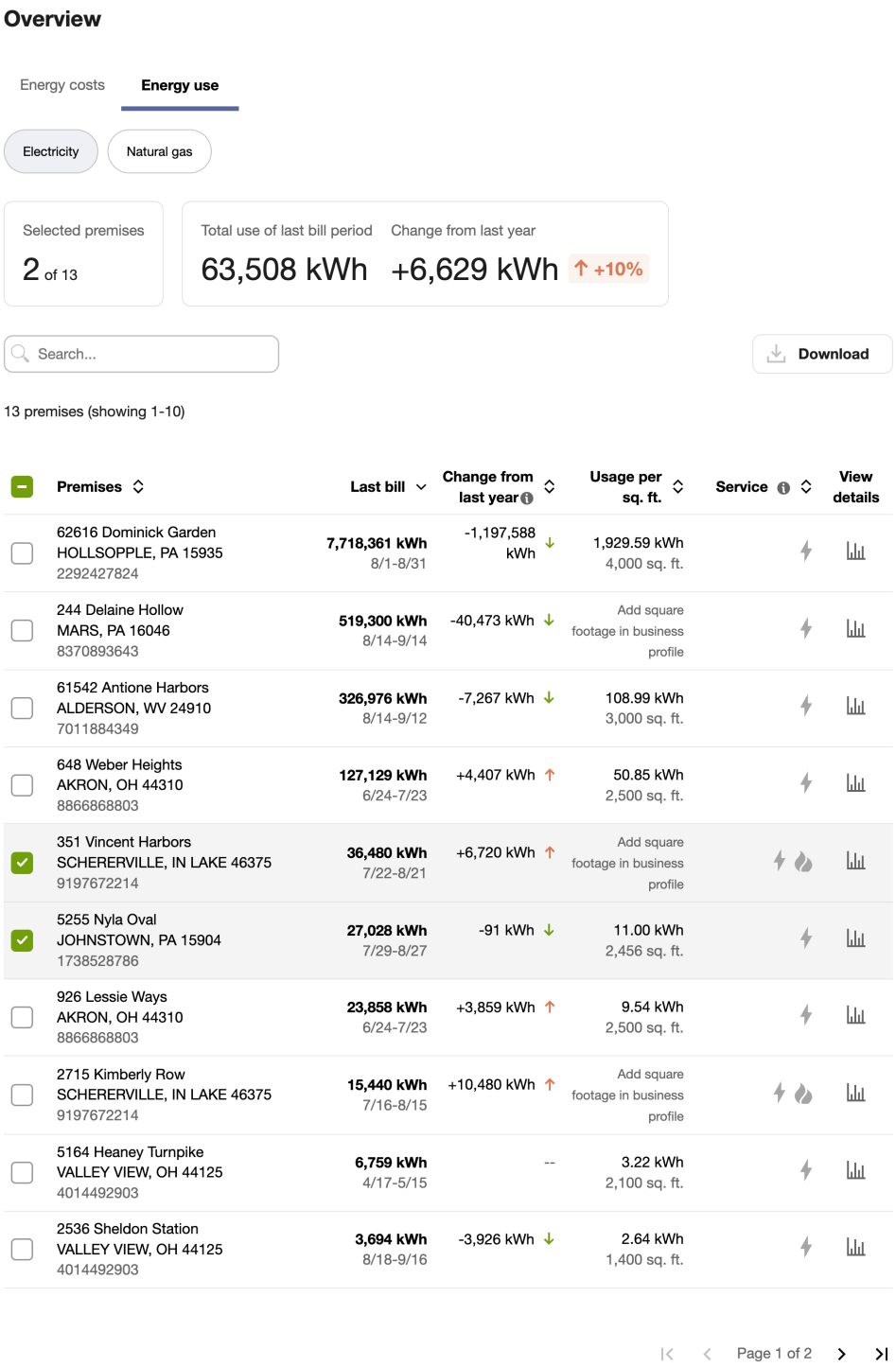
Configuration Option	Input Value
List of Banners The list of banners to include in the Next Best Action banner cycle. **Default**: None.	**Required** Work with your Delivery Team to review available banner content and provide the list of banners to include within your Next Best Action cycle.
Banner Pages The web pages on which to display the Next Best Action banner. **Default**: None.	**Required** Provide full URLs for all pages on which to display the banner for applicable business customers.
Customer Groups Customer groups can be used to determine which banners to present to business customers based on the group they are in. **Default**: None.	**Required** Work with your Delivery Team to determine the required customer groups which will control the display of the banners.
Hide Banner Banners can be enabled to allow business customers to hide the banner during their current browser session. **Default**: Disable hide banner.	**Optional** Choose one of the following: Use the default. Enable hide banner.
Date Ranges for Banners Date ranges can be used to display banners for a certain period of time during the year. **Default**: None.	**Optional** Choose one of the following: Use the default. Provide the date ranges, including the month and day for the start and end of each date range.

Portfolio View

The Portfolio View allows business customers to see aggregated energy use and cost information across multiple premises. Business customers can use this information to quickly determine if any of their premises need attention. Use the information below to review the available configuration options.

Portfolio View Example

The image below is an example of the Portfolio View.



Configuration Options

For each element listed in the table, indicate the desired configuration in the Input Value column. If you do not provide an input for optional configurations, the default will be used.

Configuration Option	Input Value
Default Column and Sort Order You can configure the default columns and sort order. **Default**: The following columns are shown and are sorted by the **Last bill** column in descending order. • Premise • Last bill • Change from last year • Cost or usage per square foot • View details	**Optional** Choose one of the following: Use the default option. Use the following columns and sort order:
Maximum Number of Premises Displayed on a Page You can configure the maximum number of premises that can be displayed per page. **Default**: A maximum of ten premises per page. **Note** The minimum number of premises that must be shown per page is 10, and the maximum that can be shown is 50.	**Optional** Choose one of the following: Use the default option. Use the following maximum (must be a number between 10-50):
Disable the 'View Details' Column You can disable the **View details** column that contains a link to the Data Browser for a corresponding premise. For example, you may want to disable this column if the Portfolio View widget as well as other Opower widgets are embedded across *multiple* pages on your website. In such cases, the billing account or premise selection from the Portfolio View does not persist when you navigate across pages. This means you may arrive at a page in the Data Browser that is showing data from a different billing account or premise from whatever was selected in the Portfolio View. However, if your widgets are all embedded on a *single* page, then it is recommended that you keep the **View details** column enabled. **Default**: Enabled.	**Optional** Choose one of the following: Use the default option. Disable the column.

Configuration Option	Input Value
Disable One or More Columns from Exported CSV File You can disable one or more of the following customer detail columns in the CSV file that is exported from Portfolio View: • Account number • Address • Service agreement • Service point This may be useful if you want the information in the file to align with how customers use their data or with the data that is presented in their bills. **Default**: Enable all columns.	**Optional** Choose one of the following: Use the default option. Disable one or more of the customer detail columns (specify which ones to your Delivery Team).

User Experience Variations

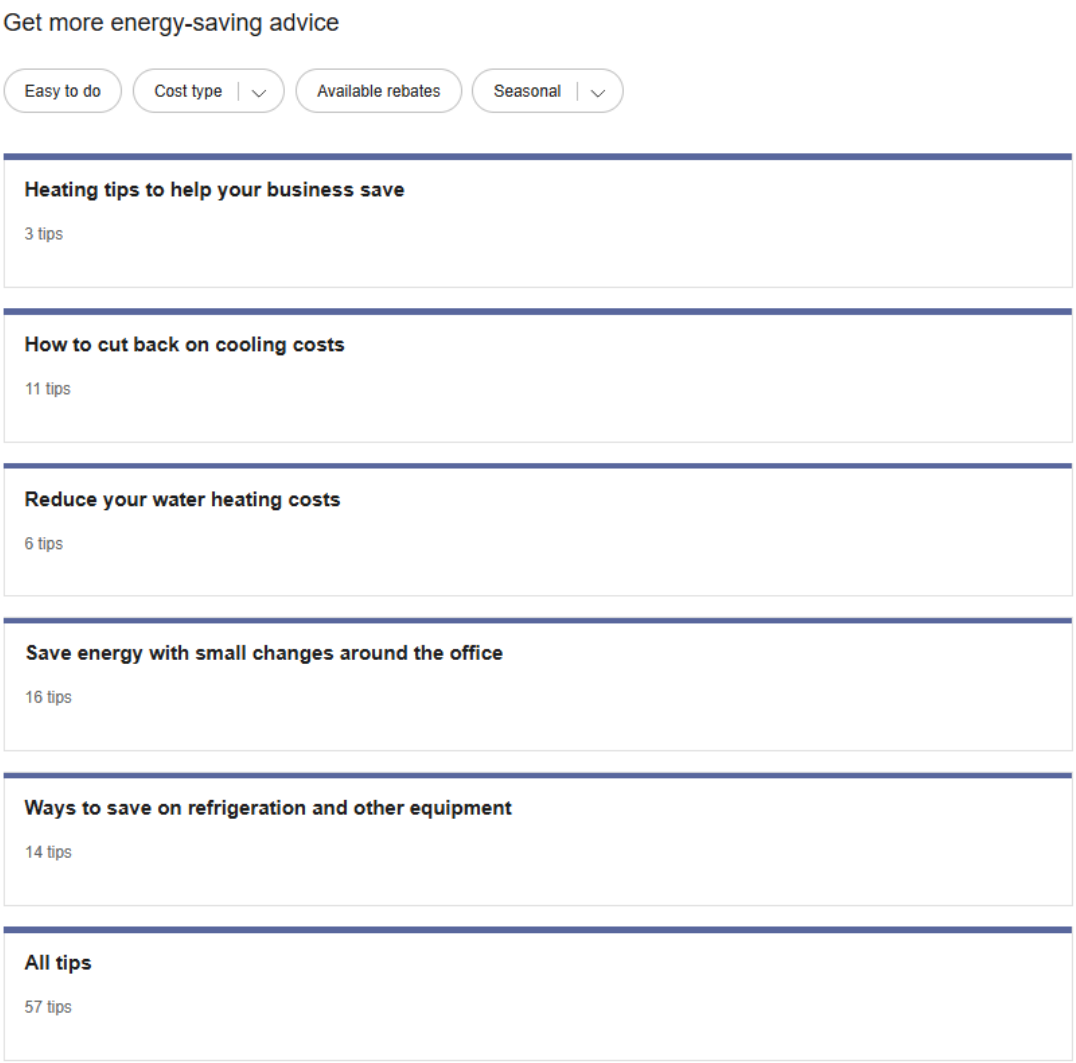
The user experience of the feature may vary for customers and utilities depending upon their available data, costs, and other factors. For more information, see Portfolio View - User Experience Variations in the *Business Customer Engagement Digital Self Service - Energy Management Overview Guide*.

Ways to Save

The Ways to Save widget presents a selection of energy saving tips for businesses. A business customer can browse through the available tips to view detailed information on how to save energy. Use the information below to review the available configuration options.

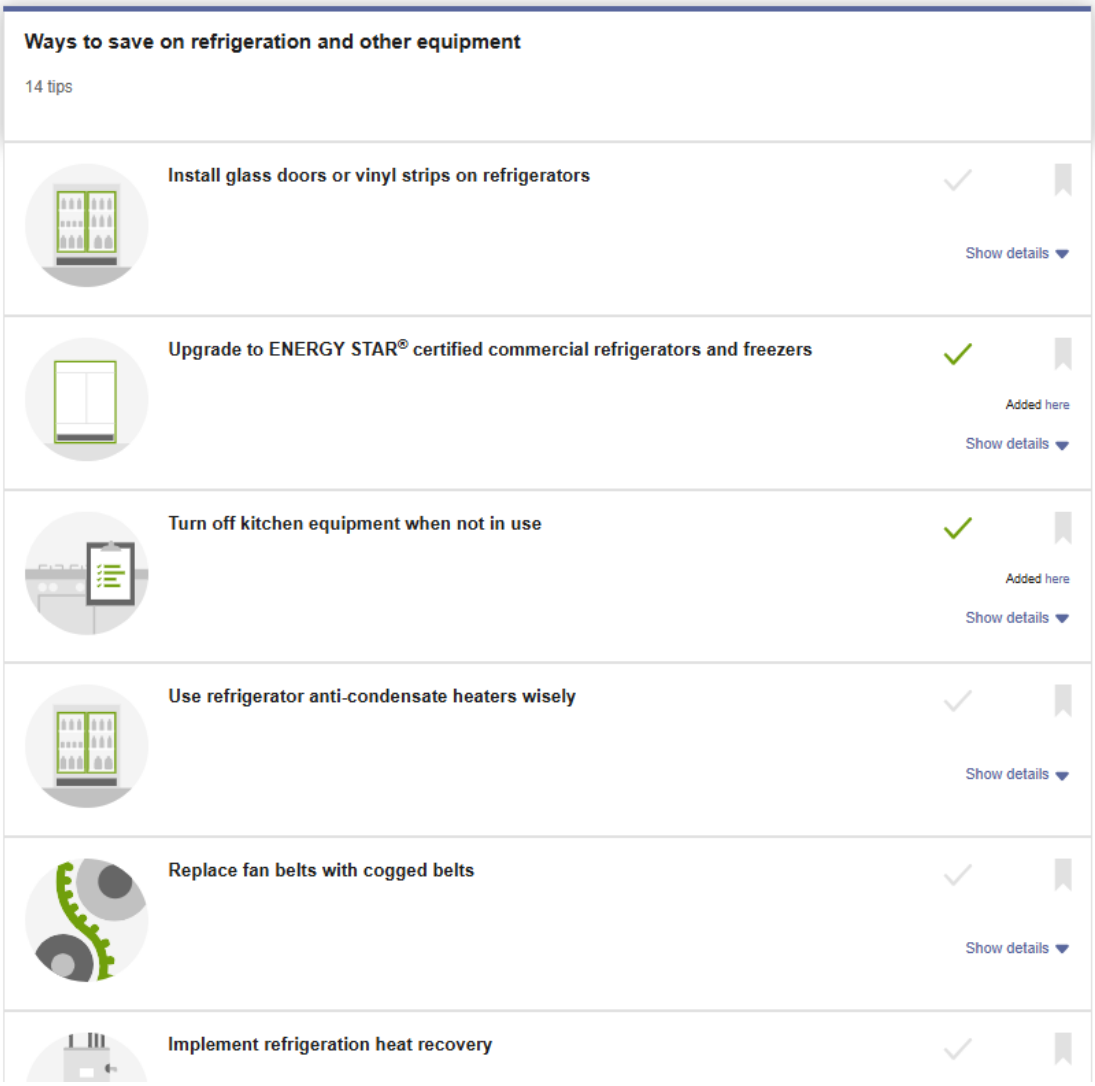
Tip Guides

The image below is an example of a list of tip guides for a business customer.



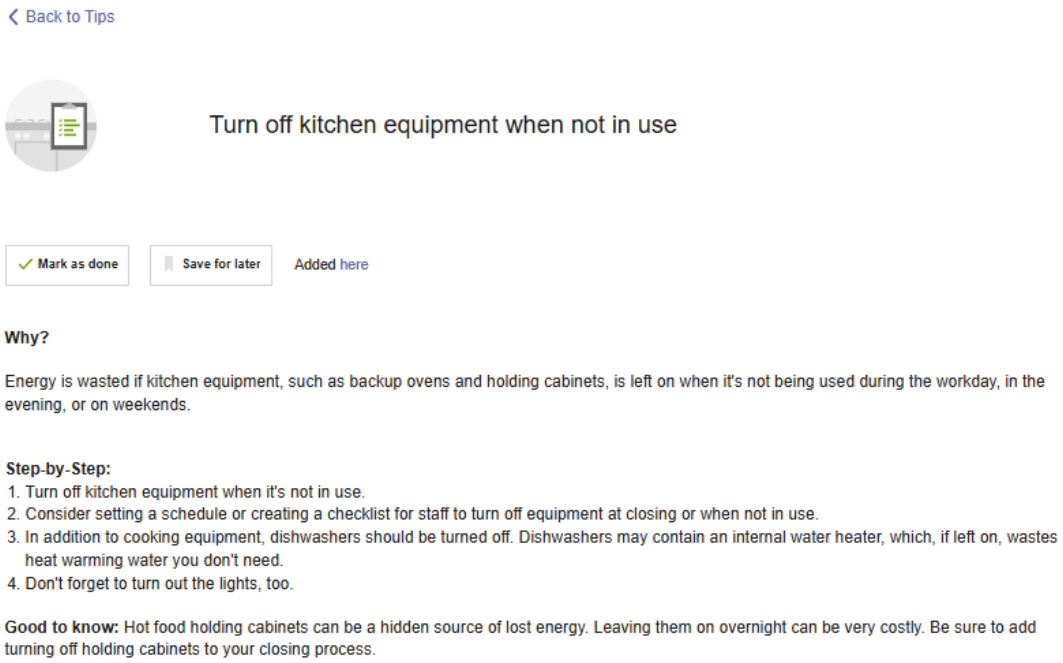
Tip Lists for a Tip Guide

The image below is an example of a list of tips within a tip guide for a business customer.



Tip Details

The image below is an example of a list of tip details for a business customer.



Configuration Options

For each element listed in the table, indicate the desired configuration in the Input Value column. If you do not provide an input for optional configurations, the default will be used.

Configuration Option	Input Value
Available Tip Guides and Their Order The tip guides that are available and their display order on the Guide List widget. **Default**: • Heating tips to help your business save • How to cut back on cooling costs • Reduce your water heating costs • Ways to save on refrigeration and other equipment • Save energy with small changes around the office • All tips • Tips not relevant to me	**Optional** Choose one of the following: Use the default. Use the specified list of tip guides in the supplied order.
Maximum Number of Tips Guides to Display by Default A subset of tip guides is displayed to customers in the list of guides relevant to you. All other tip guides are hidden until the customer selects to show all tips guides. **Default**: Six.	**Optional** Choose one of the following: Use the default. Provide a value for the number of tip guides to display.

Configuration Option	Input Value
Footer or Disclaimer A brief message displayed below the full tip details of a tip. If a message is displayed, it is displayed for all tips. **Default**: None.	**Optional** Choose one of the following: Use the default. Display a footer or disclaimer. Provide a short message to include in the footer or disclaimer.

User Experience Variations

The user experience of the feature may vary for customers and utilities depending upon their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Ways to Save - User Experience Variations in the *Business Customer Engagement Digital Self Service - Energy Management Overview Guide*.

Embedded Widget Configurations

If you are embedding widgets on your website using custom events, you must provide the full URLs of the test and production pages in which your widgets will be embedded. Your Oracle Utilities Delivery Team needs these URLs to configure the widgets and ensure that the custom events will work properly. Typically you will provide these URLs after you have worked with your Delivery Team to identify the pages where your widgets will be embedded.

For more information about embedding widgets with custom events, see Improving User Experience Scenarios with Custom Events in the Oracle Utilities Opower Digital Self Service - Energy Management Embeddable Widgets Integration Guide.

Embedded Widget URLs

Provide the URLs of the pages for all of the widgets you choose to embed on your website. If you choose to embed the widgets on separate pages, provide all applicable URLs.

Widget Name	URL of Page
Bill Comparison `widget-bill-compare-enhanced`	UAT Tier URL: Production Tier URL:
Bill or Usage Forecast `widget-bill-forecast`	UAT Tier URL: Production Tier URL:
Business Profile `widget-business-profile`	UAT Tier URL: Production Tier URL:
Data Browser `widget-data-browser`	UAT Tier URL: Production Tier URL:
Demand Heatmap `widget-demand-heatmap`	UAT Tier URL: Production Tier URL:
Green Button - Download My Data `widget-usage-export`	UAT Tier URL: Production Tier URL:
Guest User Access `widget-guest-user-access`	UAT Tier URL: Production Tier URL:

Widget Name	URL of Page
How Businesses Use Energy `widget-business-disaggregation`	UAT Tier URL: Production Tier URL:
Next Best Action `widget-next-best-action`	UAT Tier URL: Production Tier URL: **Note** This widget is often embedded on multiple pages. Ensure all applicable pages that embed the widget are listed.
Portfolio View `widget-portfolio-view`	UAT Tier URL: Production Tier URL:
Ways to Save `widget-ways-to-save`	UAT Tier URL: Production Tier URL:

3

Frequently Asked Questions (FAQs)

This section provides answers to frequently asked questions (FAQs) about configuring the Business Customer Engagement Digital Self Service - Energy Management cloud service.

On this page:

What is the process for embedding a widget in our page?

A widget is embedded using JavaScript that can be placed wherever appropriate in your web page. Your team will not need to change the script tag unless you want to change what content is displayed. The latest available version of the widget will always be displayed.

Your team must provide a mapping of embedded widgets and all page URLs in which each widget is embedded. Any updates to the locations where the widget is embedded must be communicated to your Oracle Utilities Delivery Team in advance of deploying the widget to the new location. See Embedded Widget Configurations to provide the page URLs for embedded widgets.

For the complete requirements and steps of the embedding process, see Embedding a Widget Using Web Components in the *Oracle Utilities Opower Digital Self Service - Energy Management Embeddable Widgets Integration Guide*.

Will a widget's script tag conflict with the JavaScript or CSS framework we are using?

No. The embedded content is contained within an iframe or HTML 5 custom events, which creates a barrier between your CSS and JavaScript code and the code provided by Oracle Utilities. The JavaScript code provided by Oracle Utilities is compatible with any JavaScript and CSS library, including any version of jQuery, Backbone, Angular, and Bootstrap.

Is the embedding process secure?

Yes. Embeddable widgets use the OpenID Connect secure protocol to authenticate users that interact with Oracle Utilities Opower embedded widgets. See the Oracle Utilities Opower Digital Self Service - Energy Management Embeddable Widgets Integration Guide for more information.

Are the widgets responsive?

Yes, all embeddable widgets are designed to fit in any reasonably-sized width. For example, an embedded widget can be included in a thin sidebar column, or as all of the content for a page. Oracle Utilities Opower does not recommend putting widgets in an area that is too small, such as a tooltip or menu.

What is the minimum resolution to display widgets?

A minimum resolution of 320px is required for devices to display widgets.

4 Next Steps

1. After you provide your configuration inputs for this product (see Design Configuration), complete any other product-specific configuration guides provided to you by your Service Delivery Manager. (Your Service Delivery Manager is the lead member of your Delivery Team.)
2. Submit all configuration guides and required documents to your Service Delivery Manager as an email attachment. Be sure to include the following:
   - A copy of your inputs for the Oracle Utilities Opower Platform Configuration Guide
   - Up-to-date HTML, CSS, and JavaScript files for your utility website (if applicable to your situation—your Delivery Team will help you decide)
   - Any applicable utility branding guidelines
3. Update the Version table of this guide with your name, the date, and a descriptive comment. Complete this step using the PDF version of this guide.

> **Note**
>
> This HTML documentation is for reference only. Your Delivery Team will give you an editable PDF or DOCX version of the document to capture your inputs. Once submitted to Oracle Utilities, all utility inputs recorded in the configuration guides are final and cannot be modified. Ensure that all configuration inputs are accurate before submitting them.

5

Contact Your Delivery Team

Your Oracle Delivery Team is the group responsible for setting up, configuring, launching, or expanding your Oracle Utilities Opower program. Contact your Delivery Team if you have any questions about your program products and implementation.

To contact your Delivery Team:

1. Sign in to Inside Opower (https://inside.opower.com). This is your portal for questions and information related to your program.
2. Go to the Community tab to see who is on your Delivery Team.
3. Contact any of the team members using the information provided.

If you need to report an issue or get technical support, contact My Oracle Support.