

Oracle Utilities Opower Home Energy Report v3

Configuration Guide

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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 preferences for the Oracle Utilities Opower Home Energy Report v3 program.

Note: 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

Home Energy Reports are user-friendly print communications that provide personalized information to customers about their energy use. Home Energy Reports v3 provide a new, modernized experience with bold colors, a varied layout, and data-driven insights targeted to specific customer attributes. It includes new and enhanced features such as the Efficiency Zone normative comparison, the Energy Use Benchmark performance summary, and energy disaggregation-based insights and tips about the customer's major energy end-use categories, such as heating, cooling, and appliances. The goals of the product are to give customers actionable insights about their energy and motivate them to lower their usage.

Disclaimers

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

Report Types

Home Energy Reports v3 implement several report types with different layouts and modules that vary throughout the year to provide customers with a dynamic experience. The report types are designed to construct a story for the customer to follow as they learn about their energy use. Some report modules are common to all report types, while others only appear in a specific report type. The available report types include:

- [Electric Vehicle Report](#)
- [Limited Income Report](#)

- [Peak Focused Report](#)
- [Progress Report](#)
- [Promotion Report](#)
- [Seasonal Report](#)
- [Solar Report](#)
- [Time of Use Report](#)
- [Welcome and Announcement Report](#)

Electric Vehicle Report

The Electric Vehicle Home Energy Report v3 provides electric vehicle customers with a Home Energy Reports v3 experience that takes into account the unique priorities of electric vehicle customers, and the impact that electric vehicle charging has on their energy use. The report includes insights and explanations that are specific to the electric vehicle customer experience, and encourages customers to further enhance their report by completing the Home Energy Survey.

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Requirements

Utility Requirements

Category	Description
Required Cloud Service	Energy Efficiency Cloud Service
Scale	No limitations.

Customer Requirements

Category	Description
Billing Frequency	Monthly, bi-monthly, or quarterly.
Data Delivery Frequency	Daily, monthly, bi-monthly, or quarterly. See module-specific requirements.
Data Requirements	<ul style="list-style-type: none"> ▪ Hourly AMI data and insights.

Category	Description
	<ul style="list-style-type: none"> ▪ Electric vehicle confirmation. <p>Contact your Delivery Team for more information.</p>
Data History	See module-specific requirements.
Data Coverage	See module-specific requirements.
Supported Fuels	Electric-only and dual fuel.

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Limitations

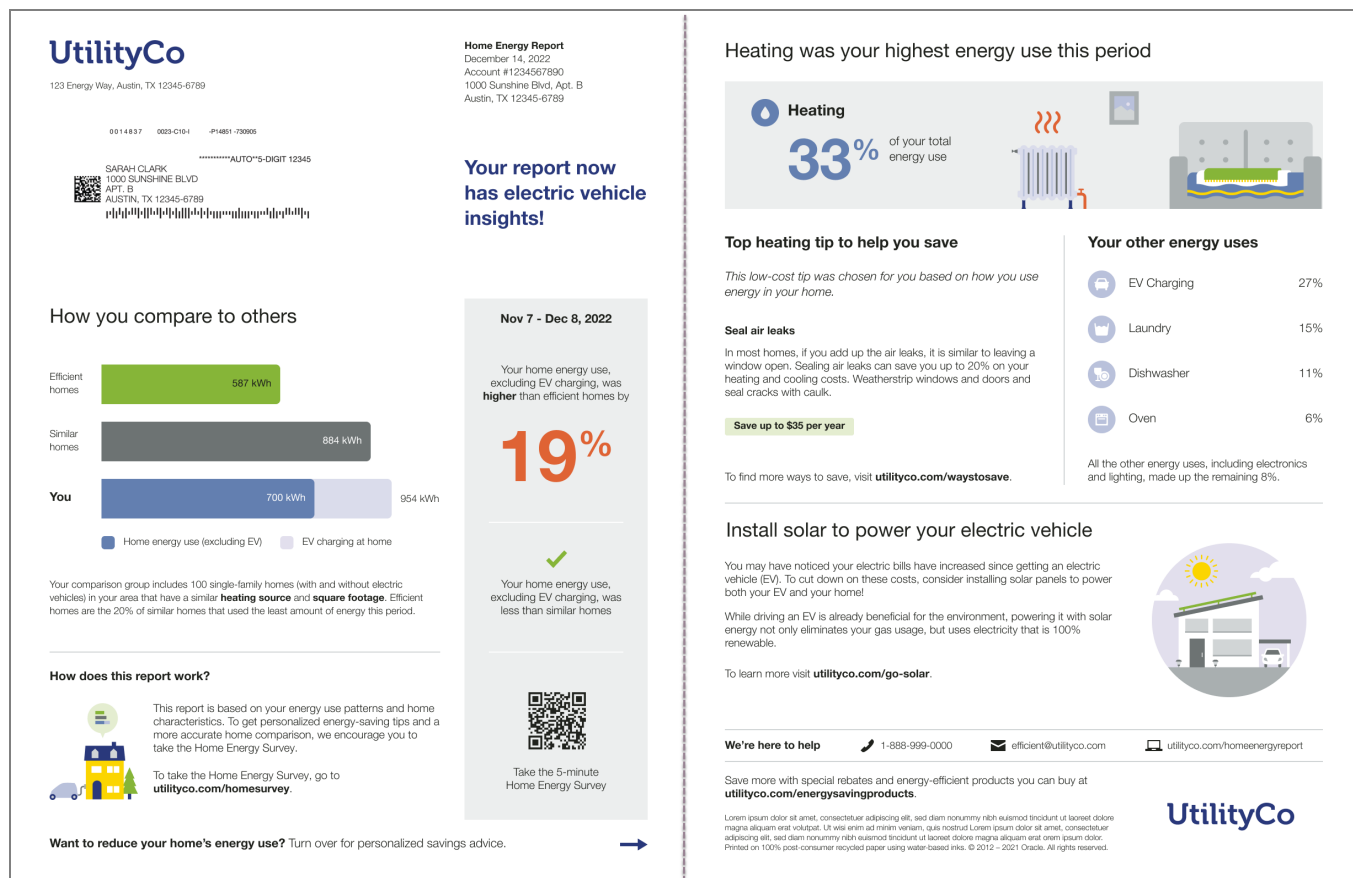
- **Electric Vehicle Disaggregation Data:** There are additional data requirements to show advanced insights such as Electric Vehicle disaggregation. Contact your Delivery Team for more information.
- **Normative Comparison:** The [Efficiency Zone](#) module is not available for this report type. A [Three-bar Neighbor Comparison](#) must be used for the normative comparison.

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User Experience

This section describes the Electric Vehicle Report. The report is built with a predefined mix of dynamic and static modules carefully crafted to tell customers a personalized story about their energy use. It provides new experiences and insights that vary over time, depending on specific customer attributes and utility goals.

This image is an example of the Electric Vehicle Report user experience for an electric-only fuel customer. Go to the individual module page for more details about the user experience.



The following modules are on the front of the report:

- [Header](#)
- [Introduction](#)
- [Three-bar Neighbor Comparison](#)
- [Explainer](#)
- [Page Turn](#)

The following modules are on the back of the report:

- [What Uses Most](#)
- [Marketing Module](#)
- [Utility Info](#)

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Limited Income Report

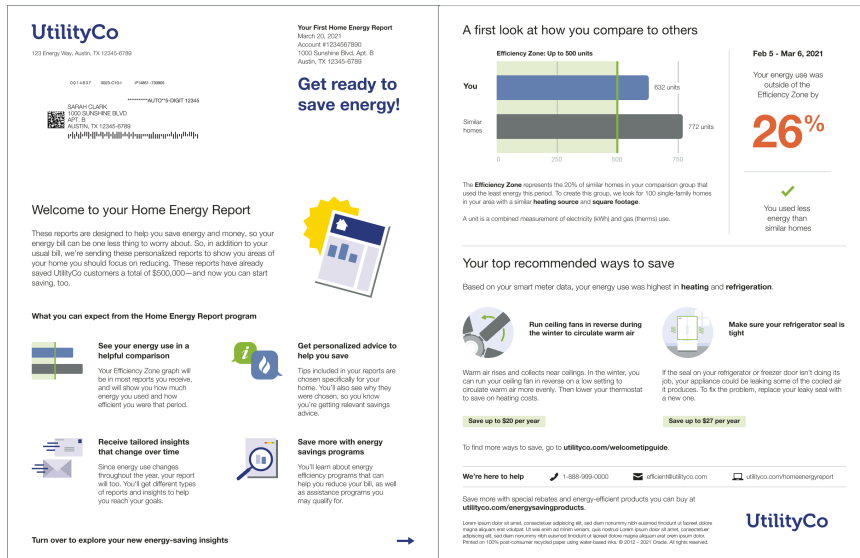
The Limited Income Report educates limited income customers about ways to be more energy efficient and presents opportunities for them to reduce their immediate and future bills. While the overall goal is to encourage energy efficiency, the report includes features

that acknowledge the unique circumstances and needs of limited income customers. There are two types of reports:

- Limited Income Welcome Report
- Limited Income Progress Report

Limited Income Welcome Report

The Limited Income Welcome Report is the first report a new or legacy limited income customer receives as part of their Home Energy Report v3 program experience.



Legacy customers: Customers that have received Home Energy Reports in the past are considered legacy customers. The Welcome Report acknowledges how the report experience has changed.

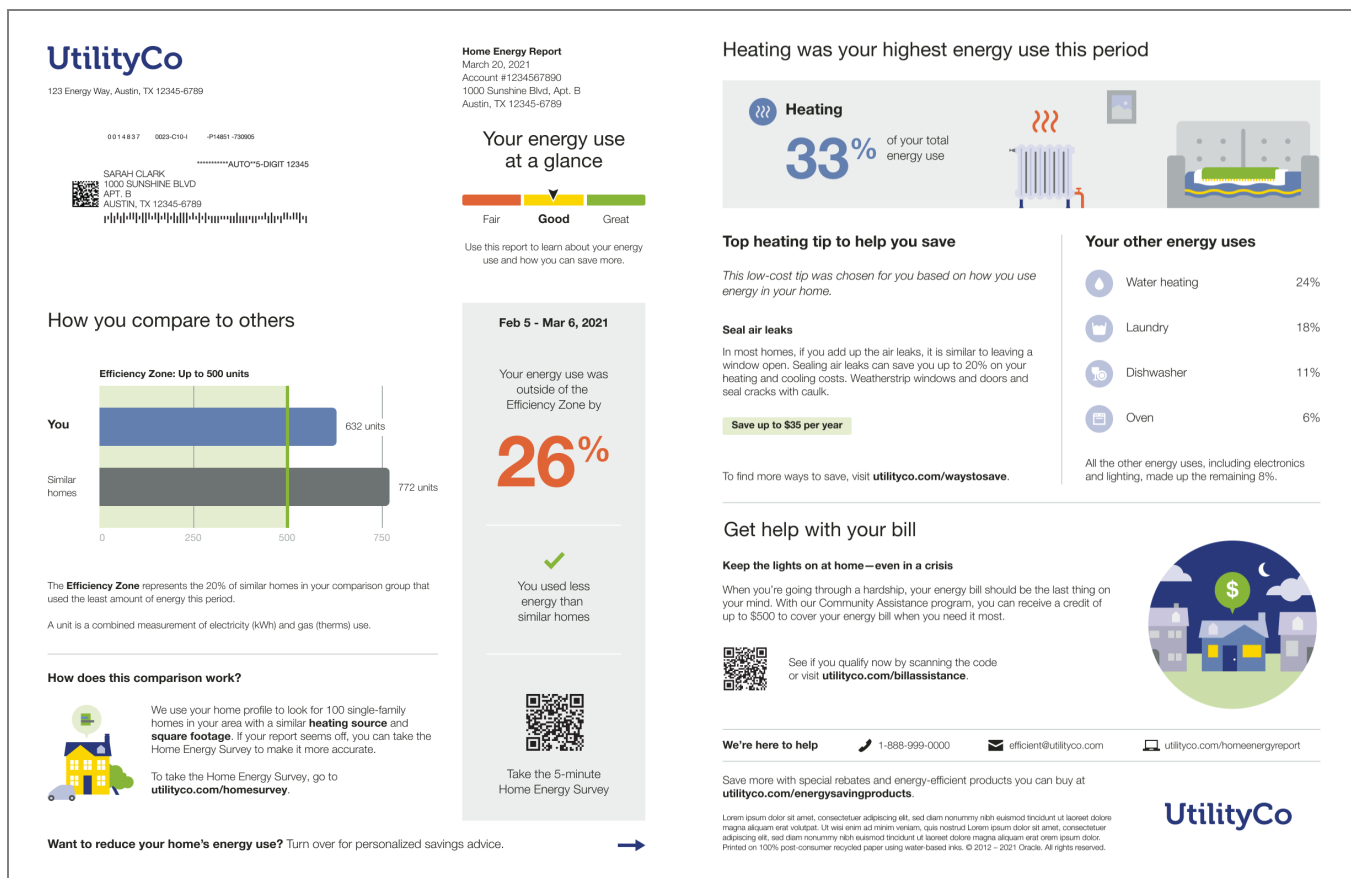
New customers: Customers that have never received a Home Energy Report are considered new customers. The Welcome Report introduces new customers to their report insights.

Note: Customers who move from one audience segment to another are not considered new customers.

See the [individual report modules](#) for more information about how the experience varies by module.

Limited Income Progress Report

The Limited Income Progress Report is focused on general energy efficiency and money saving goals for limited income customers.



See the [individual report modules](#) for more information about how the experience varies by module.

Limited Income Report Modules

The Limited Income Report type is built with a predefined mix of dynamic and static modules that have been carefully crafted to tell customers a personalized story about their energy use. It provides new experiences and insights that vary over time, depending on specific customer attributes and utility goals. Go to the individual module page for more details about the user experience.

Limited Income Welcome Report Module

The following modules are included on the front of the report:

- [Header](#)
- [Introduction](#)
- [Announcement](#)
- [Quadrant](#)
- [Page Turn](#)

The following modules are included on the back of the report:

- [Efficiency Zone](#) or [Neighbor Comparison](#)
- [Limited Income Tips](#)
- [Utility Info](#)

Limited Income Progress Report Modules

The following modules are included on the front of the report:

- [Header](#)
- [Energy Use Benchmark](#)
- [Efficiency Zone](#) or [Neighbor Comparison](#)
- [Explainer Module](#)
- [Page Turn](#)

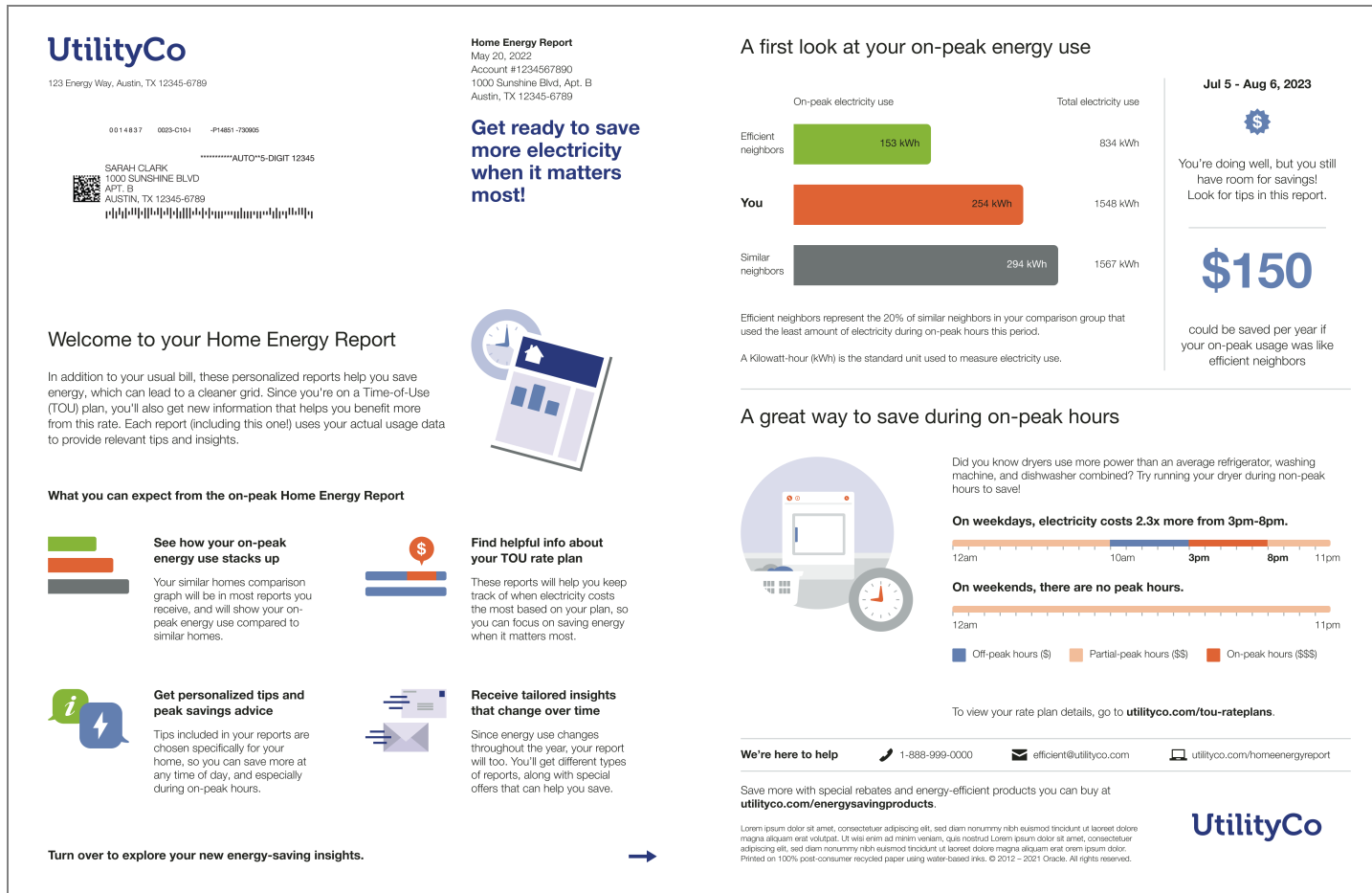
The following modules are included on the back of the report:

- [What Uses Most](#)
- [Marketing Module](#)
- [Utility Info](#)

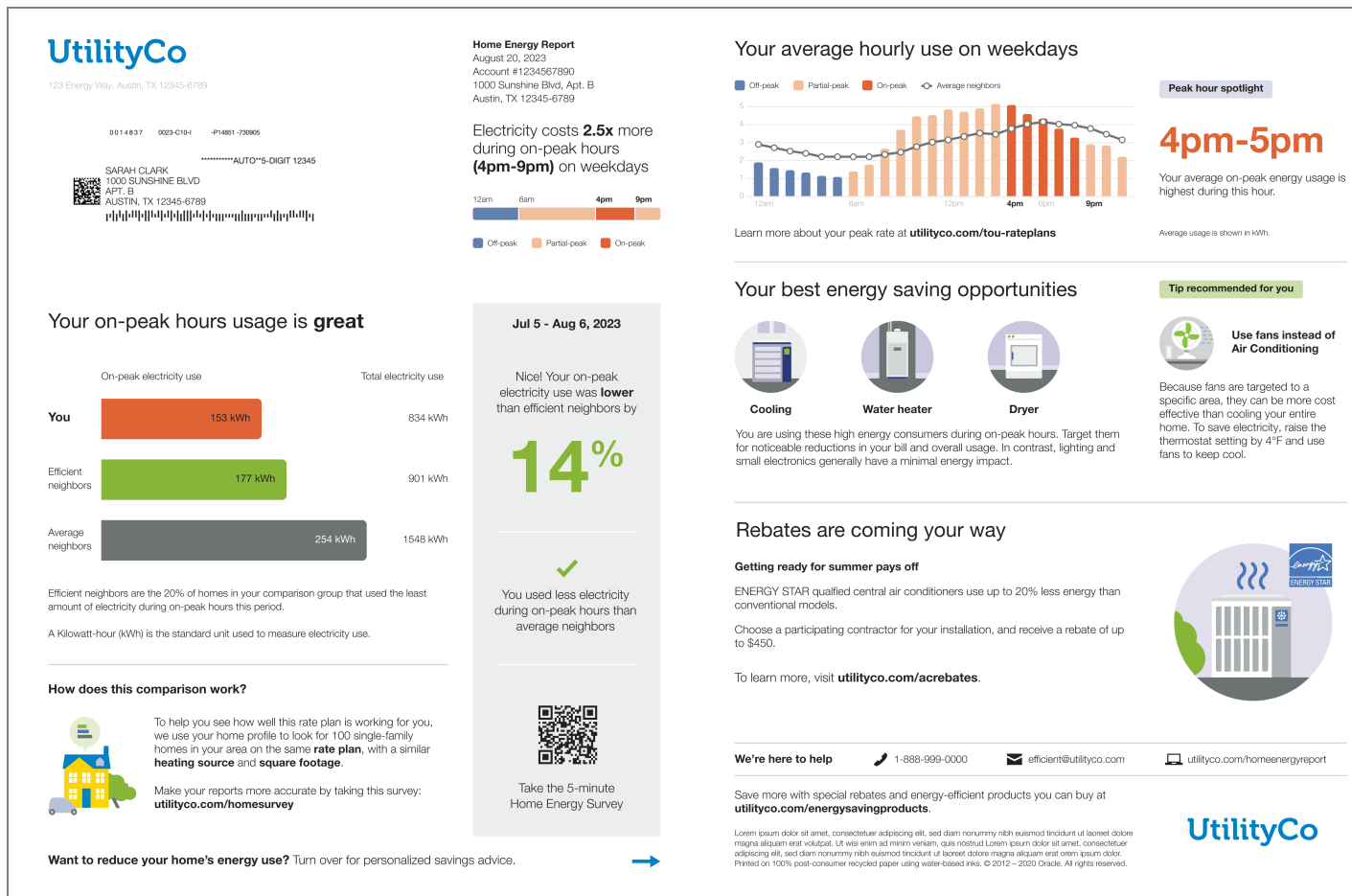
Peak Focused Report

The Peak Focused Report informs customers about their electricity usage, with a focus on peak periods under their Time of Use rate plan. The report includes modules designed to encourage customers to be aware of electricity costs, and guide customers towards making energy use conscious behaviors during peak cost periods. There are two types of Peak Focused Home Energy reports:

Peak Focused Welcome Report: The welcome version of the report is designed to introduce new customers and legacy customers who are new to the Home Energy Report experience with a focus on peak energy use. It is the first report sent to new customers, and is structured to facilitate change management, equip customers with actionable tools and information, enhance overall customer satisfaction, and promote energy savings.



Peak Focused Progress Report: The progress version of the report includes insights designed to inform customers about their electricity usage, with a focus on peak periods under their Time of Use rate plan. It encourages more energy-efficient behaviors and heightened awareness of electricity costs.



Report Modules

Home Energy Report v3 is built with predefined mix of dynamic and static modules carefully crafted to tell customers a personalized story about their energy use. It provides new experiences and insights that vary over time, depending on specific customer attributes and utility goals. Go to the individual module page for more details on the user experience.

Peak Focused Welcome Report

The Peak Focused Welcome Report includes the following modules:

[Header](#)

[Introduction](#)

[Announcement](#)

[Welcome Quadrant](#)

[Page Turn](#)

[Peak Focused Normative Comparison](#)

[Time of Use 101](#)

[Utility Info](#)

Peak Focused Progress Report

The Peak Focused Progress Report includes the following modules:

[Header](#)

[Mini Time of Use Reminder](#)

[Peak Focused Normative Comparison](#)

[Explainer](#)

[Page Turn](#)

[Time of Day Hourly Insights](#)

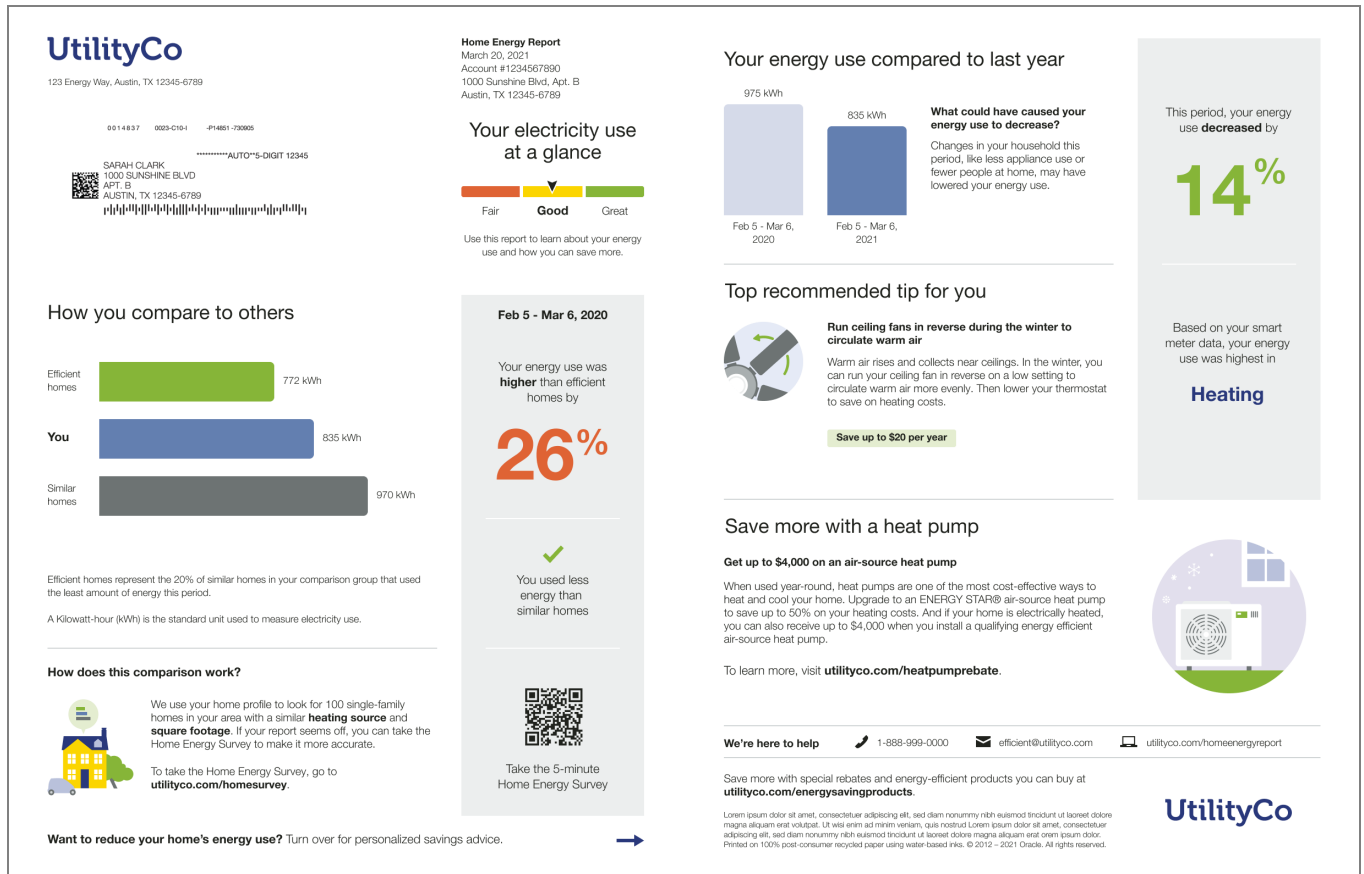
[Energy Literacy and Tip](#)

[Marketing Messages](#)

[Utility Info](#)

Progress Report

The Progress Report uses insights and various energy saving tips to motivate customers to maintain or improve their energy efficiency. The design of the report leverages behavioral science techniques such as normative comparison, curiosity, and anchoring to help customers stay engaged with their report experience over time. The Energy Use Benchmark, neighbor comparison, context-aware tips, and marketing module promotion features are designed to help the customer save energy.



See the [individual report modules](#) for more information about how the experience varies by module.

Progress Report Modules

The Progress Report type is built with a predefined mix of dynamic and static modules carefully crafted to tell customers a personalized story about their energy use. It provides new experiences and insights that vary over time, depending on specific customer attributes and utility goals. Go to the individual module page for more details about the user experience.

The following modules are included on the front of the report:

- [Header](#)
- [Energy Use Benchmark](#)
- [Neighbor Comparison](#) or [Efficiency Zone](#)
- [Explainer](#)
- [Page Turn](#)

The following modules are included on the back of the report:

- [Self-Comparison](#)
- [Progress Report Tips](#)
- [Marketing Module](#)
- [Utility Info](#)

Promotion Report

The Promotion Report offers customers personalized insights about specific end-uses in their home in order to motivate them to take advantage of a utility-offered promotion. This report type leverages Oracle Utilities Opower disaggregation capabilities to facilitate customer adoption of more efficient devices, appliances, and deep home retrofits.

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Requirements

Utility Requirements

Category	Description
Required Cloud Service	Energy Efficiency Cloud Service
Scale	<p>No limitations. Customers will receive the Promotion Report Type if they meet the following requirements:</p> <ul style="list-style-type: none"> ▪ Appliance detection and disaggregation, heating & cooling disaggregation or simple disaggregation with Home Energy Analysis completion for that end use. ▪ Confirmed presence of the end use through presence discovery or Home Energy Analysis completion. ▪ Use more than the regional average for the utility selected end use.

Customer Requirements

Category	Description
Billing Frequency	Monthly, bi-monthly, or quarterly.
Data Delivery Frequency	Daily, monthly, bi-monthly, or quarterly. See module-specific requirements.
Data Requirements	<ul style="list-style-type: none">▪ Hourly AMI data and insights.▪ Electric vehicle confirmation. Contact your Delivery Team for more information.
Data History	See module-specific requirements.
Data Coverage	See module-specific requirements.
Supported Fuels	Electric-only and dual fuel



The Promotion Report experience is determined by the report state and promotion type selected by the utility. Oracle Utilities Opower works with the utility to select the promotion they wish to run based on available disaggregation insights. Possible report states include:

Customer's Top End Use Category: The utility selects the end use category to focus on for the main insight and promotion for the front of the report. In this case, the selected end use is the customer's largest end use. The end use categories on the back are the customer's second and third largest end uses.

Utility-Preferred End Use Category: The utility selects the end use category to focus on for the main insight and promotion for the front of the report. This is not the customer's largest end use. Instead, the categories on the back are the customer's top end uses excluding the promotion end use.

Heating and Cooling Combined - Top Use Category: Heating and cooling categories are combined and are the focus of the main insight and promotion on the front of the report. These end uses are the customer's largest end uses for last year. Heating and cooling are again shown individually on the back of the report.

Heating and Cooling Combined - Utility Preferred: Heating and cooling categories are combined and are the focus of the main insight and promotion on the front of the report. These end uses are not the customer's largest end uses for the last year. Heating and cooling are again shown individually on the back of the report.

The front of the report includes the following modules: Header, Promotion Introduction, Disaggregation Main Insight, Promotion, and Page Turn. The back of the report includes tips, a marketing module, and Utility Info.

Promotion Report Modules

The Promotion Report type is built with a predefined mix of dynamic and static modules carefully crafted to tell customers a personalized story about their energy use, and to promote specific offerings and tips for them to act upon. Go to the individual module page for more details about the user experience.

The following modules are included on the front of the report:

- [Header](#)
- [Promotion Introduction](#)
- [Disaggregation Main Insight](#)
- [Promotion Module](#)
- [Page Turn](#)

The following modules are included on the back of the report:

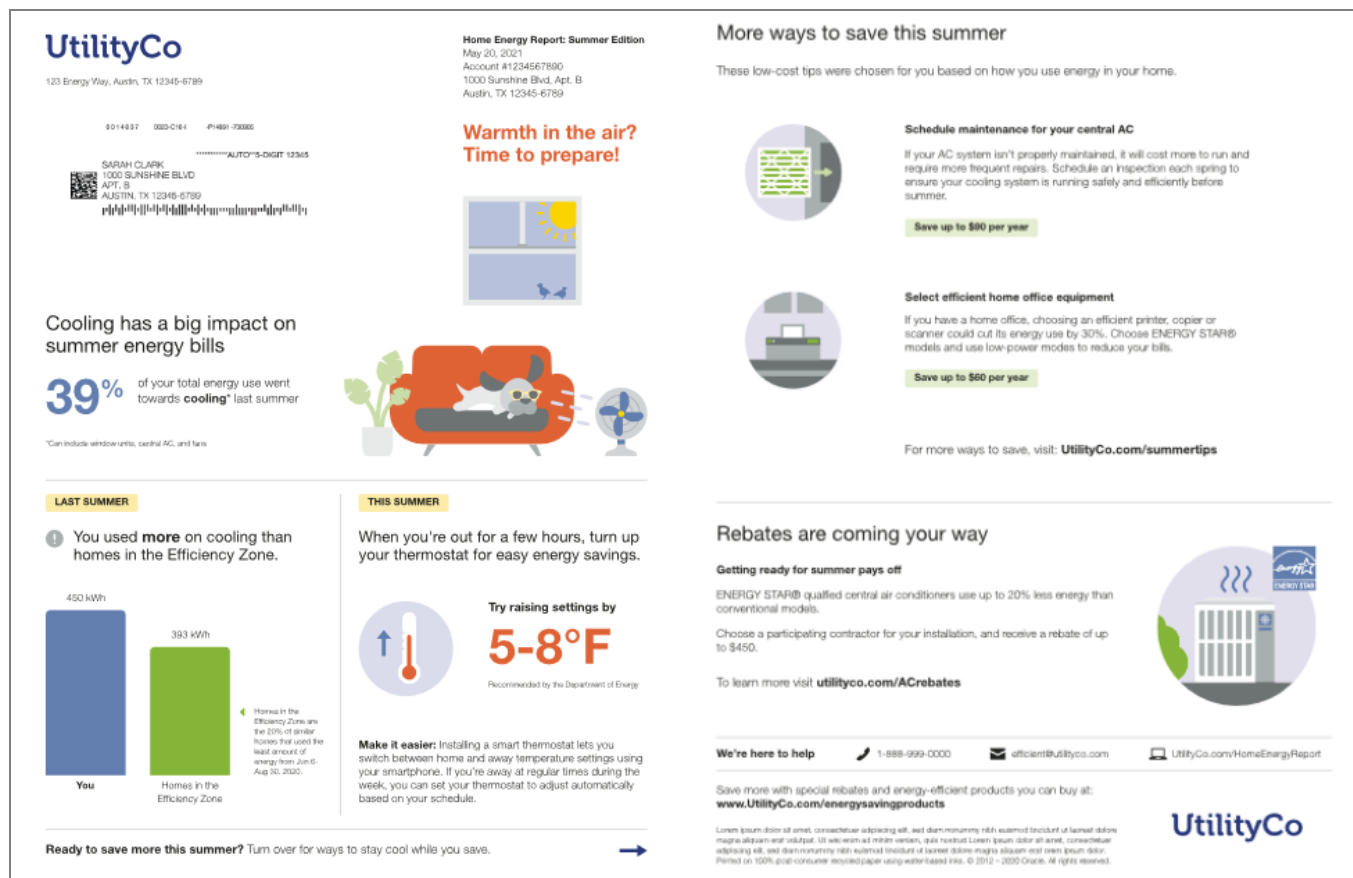
- [Promotion Report Tips](#)
- [Marketing Module](#)
- [Utility Info](#)

Seasonal Report

The Seasonal Report motivates customers to reduce their energy use in the lead up to the extreme weather seasons of summer and winter. The report focuses on either heating or cooling instead of general energy use because heating and cooling tend to have the largest impact on a customer's bill during the extreme weather seasons. The reports are sent before the start of the season to help the customer prepare and plan for the season ahead. The report includes specific tips and actions customers can take to lower their heating or cooling use, and a recommended thermostat adjustment that is unique to the seasonal report.

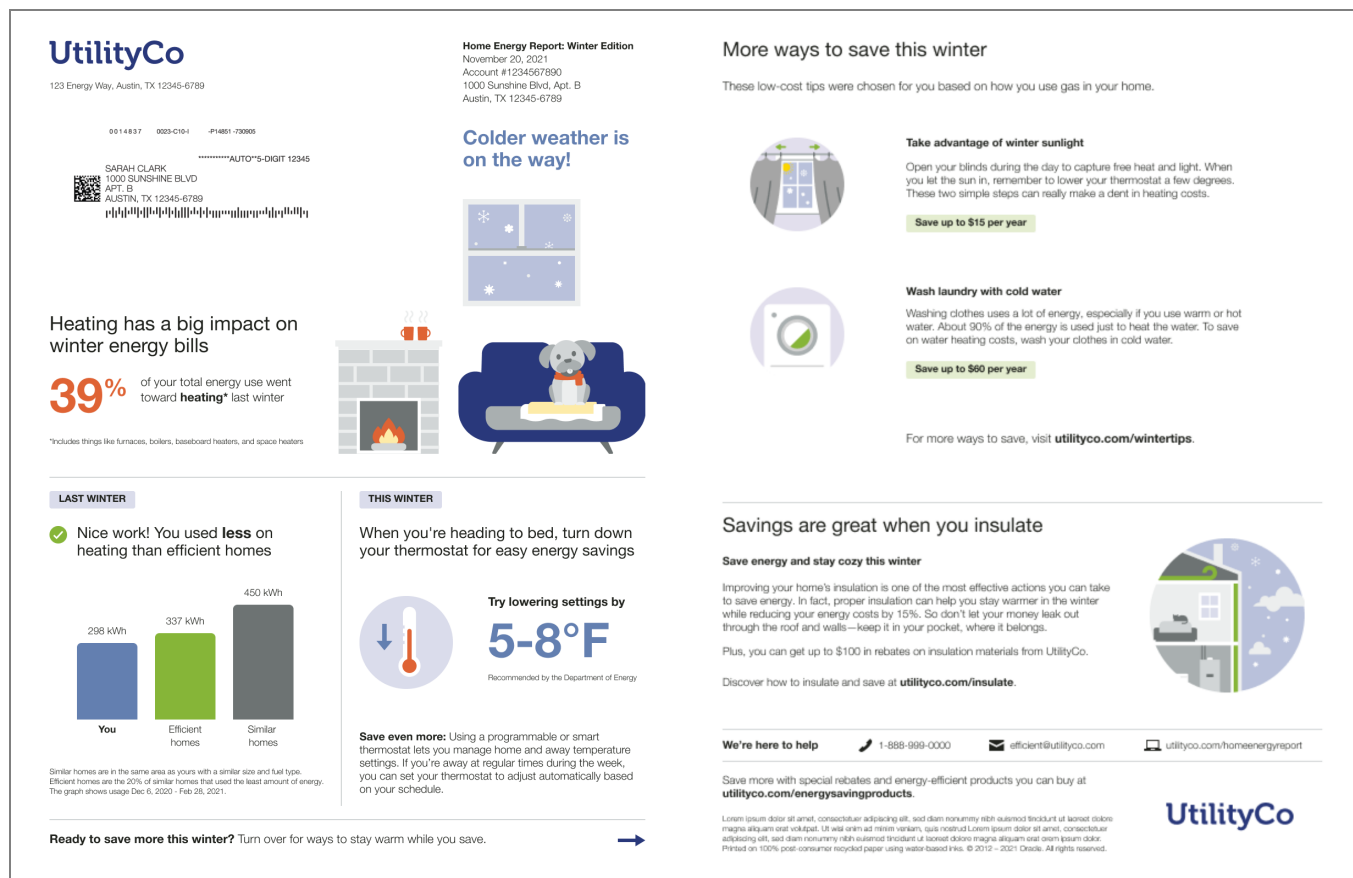
Summer Seasonal Report

The summer version of the Seasonal Report focuses on the impact cooling has on summer utility bills.



Winter Seasonal Report

The winter version of the Seasonal Report focuses on the impact heating has on winter utility bills.



See the [individual report modules](#) for more information about how the experience varies by module.

Seasonal Report Modules

The Seasonal Report type is built with a predefined mix of dynamic and static modules that have been carefully crafted to tell customers a personalized story about their energy use. It provides new experiences and insights that vary over time, depending on specific customer attributes and utility goals. The winter and summer versions of the reports include the same seasonally-focused features. Go to the individual module page for more details about the user experience.

The following modules are included on the front of the report:

- [Header](#)
- [Introduction](#)
- [Seasonal Breakout](#)
- [Seasonal Normative Comparison](#)
- [Thermostat Adjustment](#)
- [Page Turn](#)

The following modules are included on the back of the report:

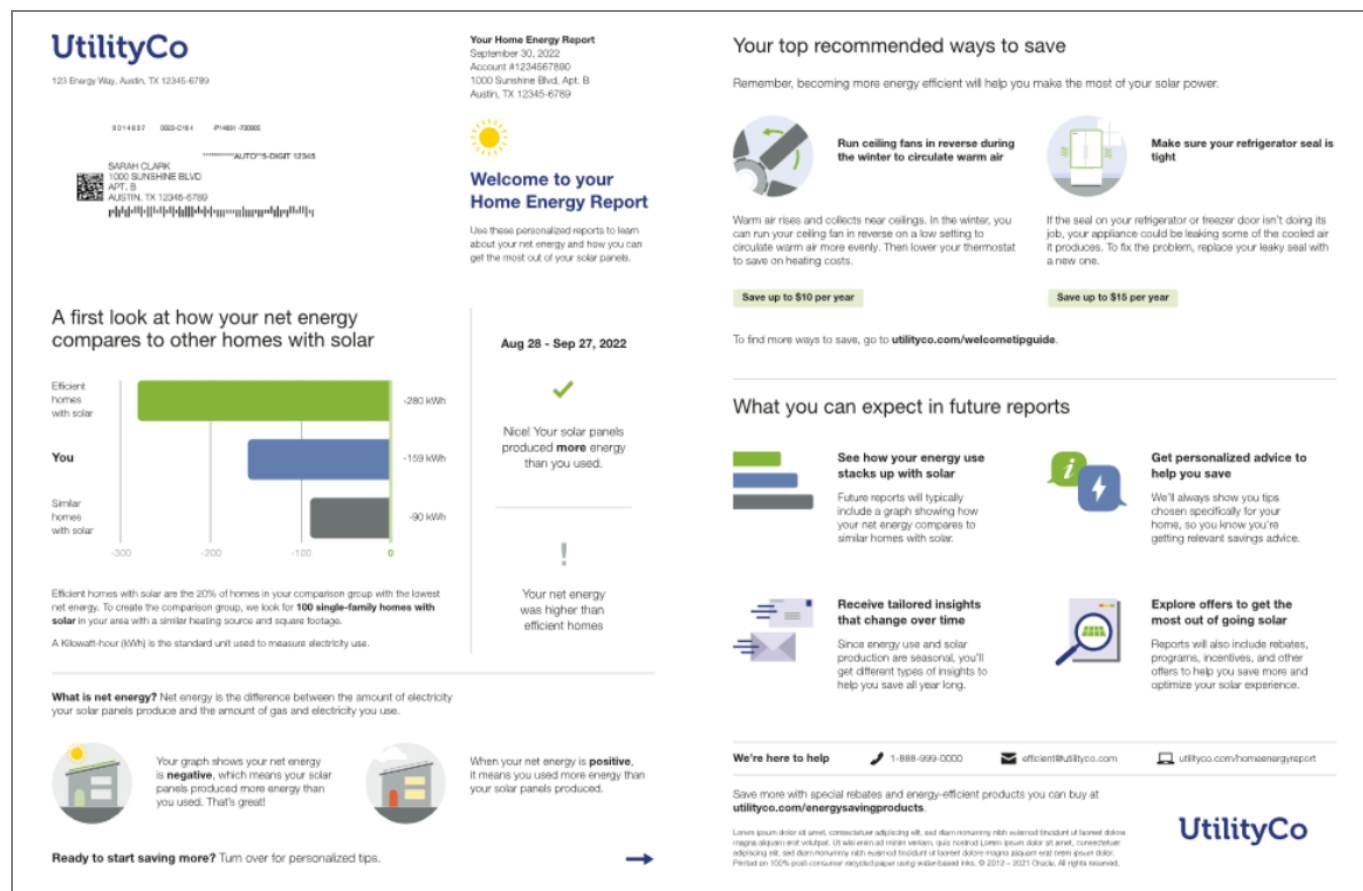
- [Seasonal Report Tips](#)
- [Marketing Message](#)
- [Utility Info](#)

Solar Report

The Solar Report provides solar customers with a personalized report experience that is focused on improving energy savings behaviors and customer satisfaction. The report takes into account the impact of solar on the customer's energy use. There are two types of reports: Solar Welcome Report and Solar Progress Report.

Solar Welcome Report

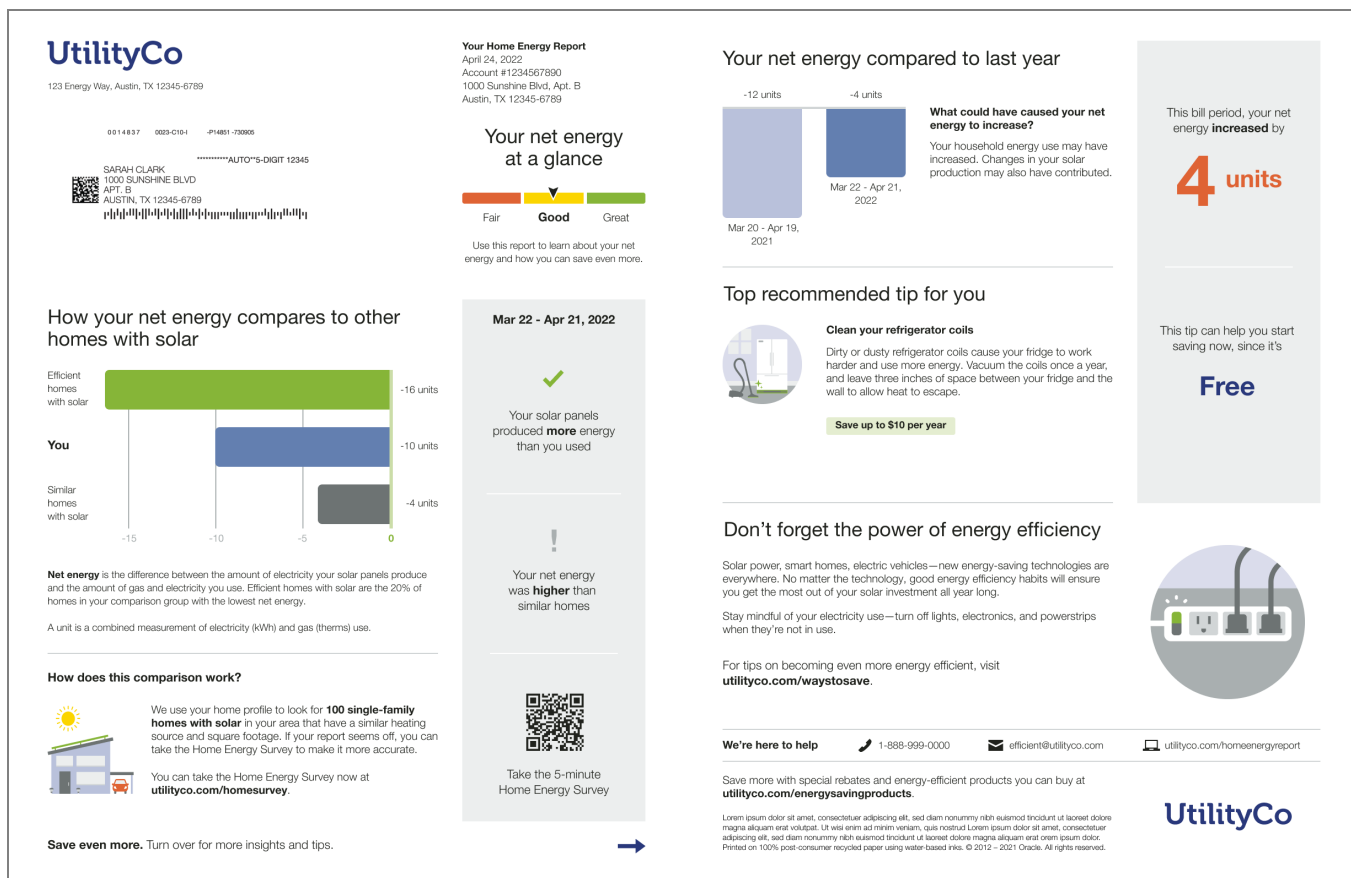
The Solar Welcome Report is the first report a customer on a solar plan receives. It introduces the solar-only neighbor comparison and tells them what they can expect from subsequent reports.



See the [individual report modules](#) for more information about how the experience varies by module.

Solar Progress Report

The Solar Progress Report is focused on general energy efficiency and money saving goals for solar customers.



See the [individual report modules](#) for more information about how the experience varies by module.

Solar Report Modules

The Solar Report type is built with a predefined mix of dynamic and static modules carefully crafted to tell customers a personalized story about their energy use. It provides new experiences and insights that vary over time, depending on specific customer attributes and utility goals. Go to the individual module page for more details about the user experience.

Solar Welcome Report Modules

The following modules are included on the front of the report:

- [Header](#)
- [Introduction](#)
- [Three-Bar Neighbor Comparison](#)
- [Page Turn](#)

The following modules are included on the back of the report:

- [Solar Report Tips](#)
- [Welcome Quadrant](#)
- [Utility Info](#)

Solar Progress Report Modules

The following modules are included on the front of the report:

- [Header](#)
- [Energy Use Benchmark](#)
- [Three-Bar Neighbor Comparison](#)
- [Explainer](#)
- [Page Turn](#)

The following modules are included on the back of the report:

- [Self-Comparison](#)
- [Solar Report Tips](#)
- [Utility Info](#)

Time of Use Report

The Time of Use Report is a dual-purpose report type that provides customers on a time of use energy plan with a report experience that is focused on overall energy savings and rate education. There are two types of Time of Use Reports: Welcome Report and Progress Report.

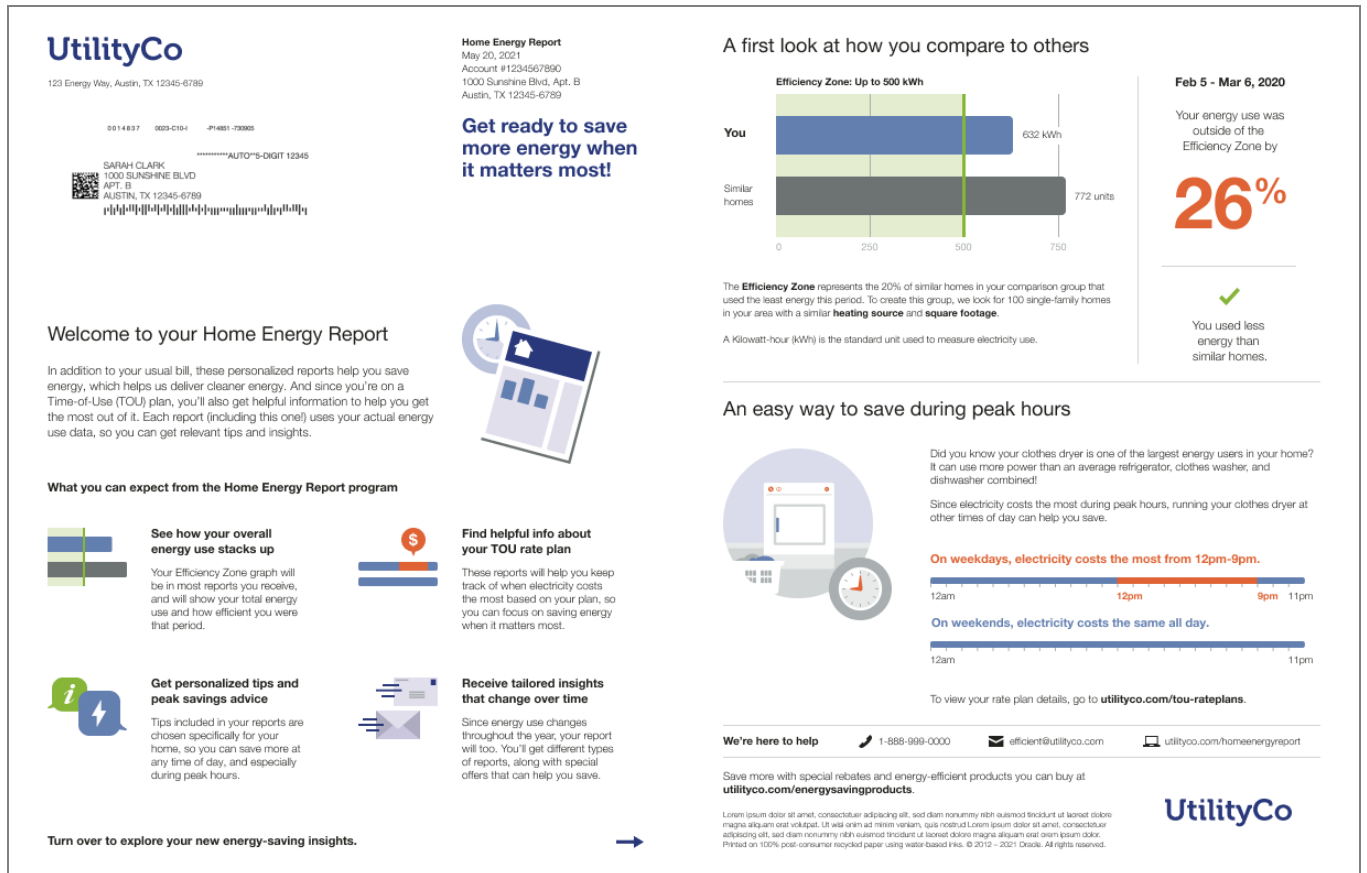
Time of Use Welcome Report

The Time of Use Welcome Report is the first report a new or legacy customer on a time of use plan receives as part of their Home Energy Report v3 program experience.

Legacy customers: Customers that have received Home Energy Reports in the past are considered legacy customers. The Welcome Report acknowledges how the report experience has changed.

New customers: Customers that have never received a Home Energy Report are considered new customers. The Welcome Report introduces new customers to their report insights.

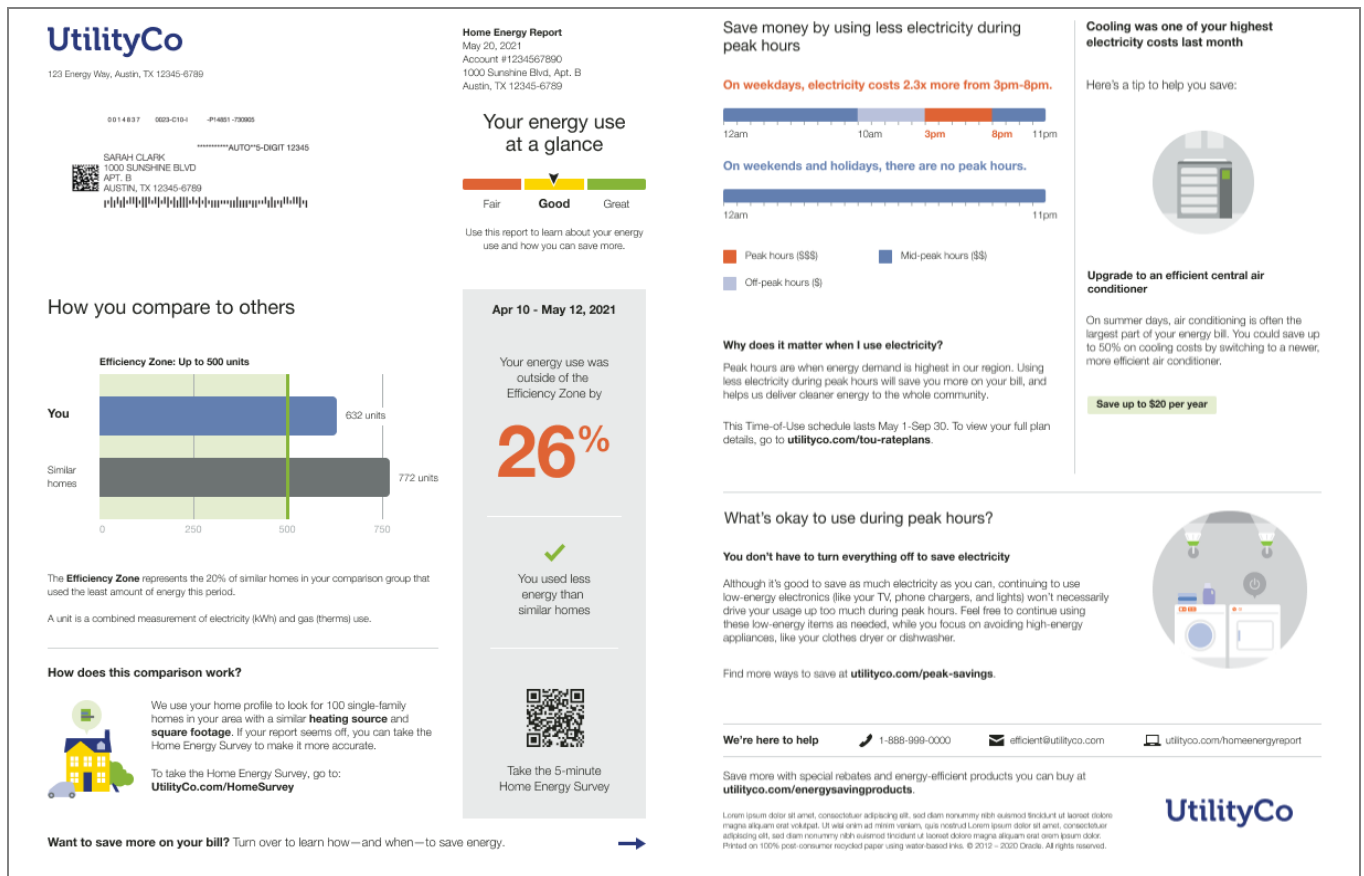
Note: A customer who has moved from one segment to another is not considered a new customer. For example, a customer that moves from a standard rate plan to a time of use plan is not considered a new customer.



See the [individual report modules](#) for more information about how the experience varies by module.

Time of Use Progress Report

The Time of Use Progress Report is focused on general energy efficiency and money saving goals for customers on time of use plans.



See the [individual report modules](#) for more information about how the experience varies by module.

Time of Use Report Modules

The Time of Use Report type is built with a predefined mix of dynamic and static modules carefully crafted to tell customers a personalized story about their energy use. It provides new experiences and insights that vary over time, depending on specific customer attributes and utility goals. Go to the individual module page for more details about the user experience.

Time of Use Welcome Report Modules

The following modules are included on the front of the report:

- [Header](#)
- [Introduction](#)
- [Announcement](#)
- [Quadrant](#)
- [Page Turn](#)

The following modules are included on the back of the report:

- [Efficiency Zone](#) or [Neighbor Comparison](#)
- [Time of Use 101](#)
- [Utility Info](#)

Time of Use Progress Report Modules

The following modules are included on the front of the report:

- [Header](#)
- [Benchmark Module](#)
- [Efficiency Zone](#) or [Neighbor Comparison](#)
- [Explainer](#)
- [Page Turn](#)

The following modules are included on the back of the report:

- [Time of Use 101](#)
- [Time of Use Tip Modules](#)
- [Marketing Module](#)
- [Utility Info](#)

Welcome and Announcement Report

The Welcome and Announcement Report is a dual-purpose report type that can introduce Home Energy Report recipients to their new report experience or can be customized to share an important announcement or update with existing customers.

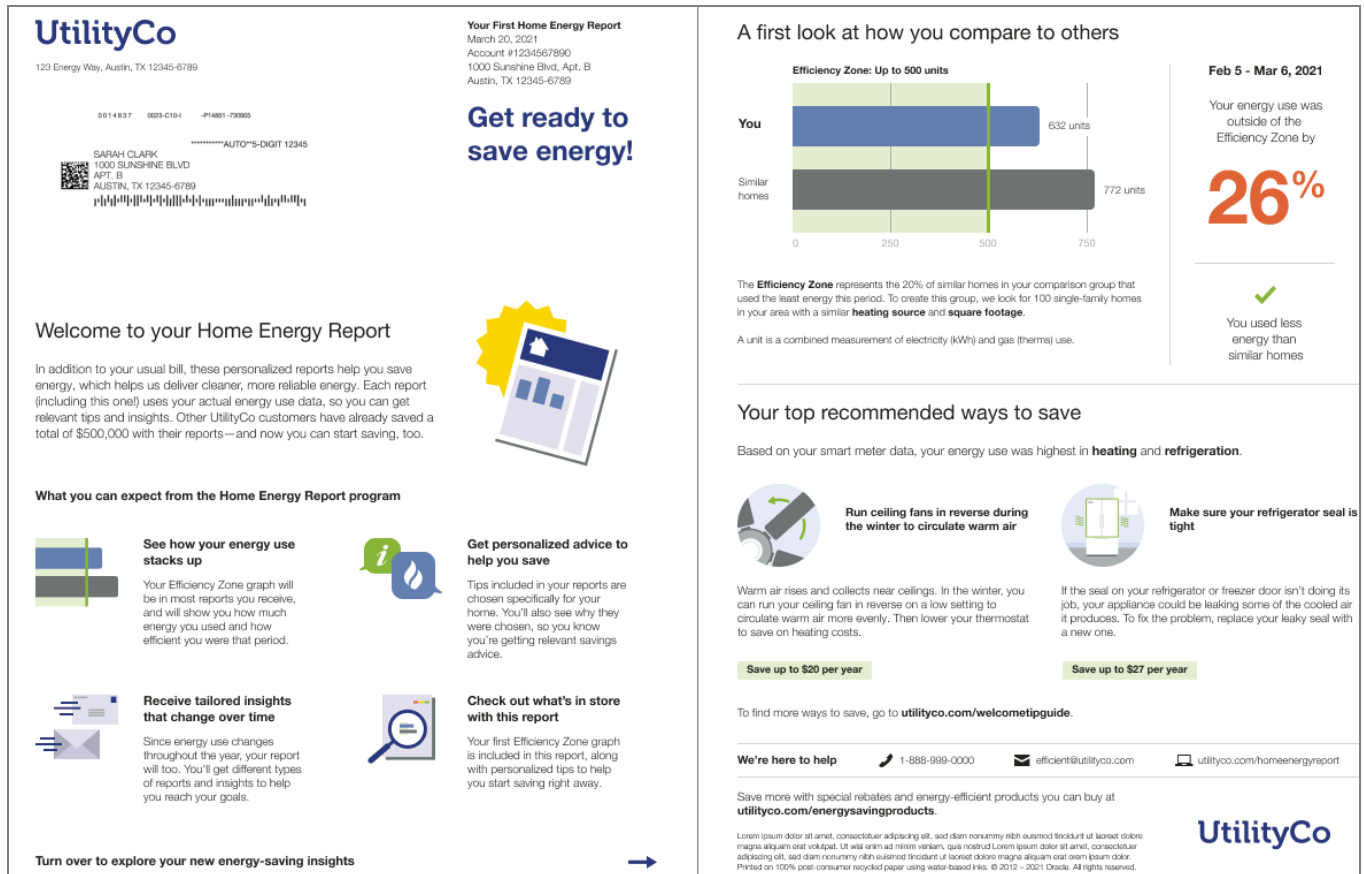
Welcome Report

The Welcome Report is the first report a new or legacy customer receives as part of their Home Energy Report v3 program experience.

Legacy customers: Customers that have received Home Energy Reports in the past are considered legacy customers. The Welcome Report acknowledges how the report experience has changed.

New customers: Customers that have never received a Home Energy Report are considered new customers. The Welcome Report introduces new customers to their report insights.

Note: New customers does not include customers who move from one audience segment to another. For example, customers that move from a standard rate plan to a time of use plan.



See the [individual report modules](#) for more information about how the experience varies by module.

Announcement Report

The Announcement Report makes a custom statement or announcement that has an impact on the customer's energy use and relates to the insights presented in the rest of the report. For example, it could be used to make limited-moderate income customers aware of bill assistance programs or to prepare customers for fire season. The report front is fully customizable and requires utilities to include customized context alongside the existing insights and predefined content in order to frame the report in the context to what the customer is experiencing.

UtilityCo

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0014837 0000-C10-1 #14801-73000

SARAH CLARK
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APT. B
AUSTIN, TX 12345-6789

Home Energy Report: Announcement
March 20, 2020
Account #1234567890
1000 Sunshine Blvd, Apt. B
Austin, TX 12345-6789

Let us help make things a little easier

Find a program that's right for you

We offer several programs and resources that can help you manage your utility bills. They're anonymous and easy to sign up for, and these programs could save you money while making your home safer and more comfortable for you and your family. Just scan the QR code or visit www.utilityco.com/programs.

Scan the QR code to easily explore your options today

Here are some programs that are here to help you:

Budget Billing Programs

Budget Billing is a free service that averages your yearly bill amount into equal monthly payments—so you know exactly what to expect each month.

Help paying your energy bills

When you're going through a hardship, your energy bill should be the last thing on your mind. Receive a credit of up to \$400 to cover your energy bill when you need it most.

Free Home Energy Audit

Your home could be full of hidden savings—a Home Energy Audit will find them for you. One of our energy experts will lay out a personalized saving plan for your home, plus install free efficient products on the spot.

Home Energy Reports

Track your energy use over time and compared to similar homes to understand if your use is normal, notice trends in how you use energy and make empowered decisions to save!

Turn over to explore your Home Energy Report insights and ways to save

How your energy use compares

Efficiency Zone: Up to 500 kWh

You 632 kWh

Similar homes 772 kWh

To make this comparison, we look for other single-family homes near you that have a similar heat type and square footage. The light green **Efficiency Zone** represents the 20% of similar homes that used the least amount of energy this period.

A Kilowatt-hour (kWh) is the standard unit used to measure electricity use.

Feb 5 - Mar 6, 2020

Your energy use was outside of the Efficiency Zone by:

26%

You used less energy than similar homes.

Your top recommended ways to save

Based on your smart meter data, your energy use was highest in **heating** and **refrigeration**.

Run ceiling fans in reverse during the winter to circulate warm air

Warm air rises and collects near ceilings. In the winter, you can run your ceiling fan in reverse on a low setting to circulate warm air more evenly. Then lower your thermostat to save on heating costs.

Save up to \$20 per year

Make sure your refrigerator seal is tight

If the seal on your refrigerator or freezer door isn't doing its job, your appliance could be leaking some of the cooled air it produces. To fix the problem, replace your leaky seal with a new one.

Save up to \$27 per year

To find more ways to save, go to: www.UtilityCo.com/yourtipguide

We're here to help 1-888-999-0000 efficient@utilityco.com UtilityCo.com/homeEnergyReport

Save more with special rebates and energy-efficient products you can buy at: www.UtilityCo.com/energysavingproducts

UtilityCo

See the [individual report modules](#) for more information about how the experience varies by module.

Welcome and Announcement Report Modules

The Welcome and Announcement Report type is built with a predefined mix of dynamic and static modules carefully crafted to tell customers a personalized story about their energy use. It provides new experiences and insights that vary over time, depending on specific customer attributes and utility goals. Go to the individual module page for more details about the user experience.

The following modules are included on the front of the report:

- [Header](#)
- [Introduction](#)
- [Announcement](#)
- [Quadrant](#)
- [Page Turn](#)

The following modules are included on the back of the report:

- [Efficiency Zone](#) or [Neighbor Comparison](#)
- [Welcome and Announcement Tips](#)
- [Utility Info](#)

Design and Configuration

The Oracle Utilities Opower platform allows for product configurations and customizations to meet the needs of each utility. A *configuration* is a simple change that can be made with no coding required. There are required configurations and optional configurations. A *customization* is 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.

This guide only provides a summary of configuration options. Customization options may be available for your program at cost as an Oracle Utilities Opower professional service offering. Ask your Delivery Team how customization options could enhance your program.

If an element is not listed as a configuration, you should assume that it cannot be configured and would require a customization. Contact your Delivery Team if you have questions about this process or would like to make a customization request.

Announcement

The Announcement module states the intent of the report. It includes text and an image that either welcomes customers to their new report experience or acknowledges a change to the customer's program.

Appears in: [Welcome and Announcement Report](#), [Limited Income Report](#), [Time of Use Report](#), and [Peak Focused Report](#)

Requirements

Utility Requirements

Category	Description
Required Cloud Service	Energy Efficiency Cloud Service
Scale	Not applicable.

Customer Requirements

Category	Description
Billing Frequency	Not applicable.
Data Delivery Frequency	Not applicable.
Data Requirements	Not applicable.
Data History	Not applicable.
Data Coverage	Not applicable.
Supported Fuels	Electric-only, gas-only, dual fuel

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Limitations

- **Report type:** This module is only offered as part of a welcome experience or as part of the [Welcome and Announcement Report](#).

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User Experience

This section describes the user experience for each report type.

Welcome and Announcement Report

Welcome Report

The [Welcome Report](#) version of the module introduces the customer to their new report experience and clearly indicates that subsequent reports are not bills. This image is an example of the Announcement module for a new customer that receives a [Welcome Report](#).

Welcome to your Home Energy Report

In addition to your usual bill, these personalized reports help you save energy, which helps us deliver cleaner, more reliable energy. Each report (including this one!) uses your actual energy use data, so you can get relevant tips and insights. Other UtilityCo customers have already saved a total of \$500,000 with their reports—and now you can start saving, too.



Announcement Report

The [Announcement Report](#) version of the module is customized to support the announcement type selected by the utility. This image shows an example of the module customized for an [Announcement Report](#).

Find a program that's right for you

We offer several programs and resources that can help you manage your utility bills. They're anonymous and easy to sign up for, and these programs could save you money while making your home safer and more comfortable for you and your family. Just scan the QR code or visit www.utilityco.com/programs.



Scan the QR code to easily explore your options today

Time of Use Report and Peak Focused Report

[Time of Use Report](#) and [Peak Focused Report](#) version of the module emphasizes the report message of the importance of saving energy at all times, while also educating customers about the additional benefits of saving during peak hours. The module varies slightly for new and legacy customers.

Time of Use Welcome Report, Peak Focused Welcome Report - New Customer

Welcome to your Home Energy Report

In addition to your usual bill, these personalized reports help you save energy, which helps us deliver cleaner energy. And since you're on a Time-of-Use (TOU) plan, you'll also get helpful information to help you get the most out of it. Each report (including this one!) uses your actual energy use data, so you can get relevant tips and insights.



Time of Use Welcome Report, Peak Focused Welcome Report- Legacy Customer

Here's your improved Home Energy Report

To help you save even more energy, we've made some updates to these reports. Since you're on a Time-of-Use (TOU) plan, your reports will now include useful information to help you shift your energy use and save more during peak hours. You'll still get your usual energy tips and insights, so you can keep on saving no matter what time of day it is.



Limited Income Report

The [Limited Income Report](#) version of the module emphasizes the report message of how saving energy can help the customer save money. The module varies slightly for new and legacy customers.

Limited Income Welcome Report - New Customer

Welcome to your Home Energy Report

These reports are designed to help you save energy and money, so your energy bill can be one less thing to worry about. So, in addition to your usual bill, we're sending these personalized reports to show you areas of your home you should focus on reducing. These reports have already saved UtilityCo customers a total of \$500,000—and now you can start saving, too.



Limited Income Welcome Report- Legacy Customer

What's new in your Home Energy Report

Our goal with these reports has always been to help you save energy and money, so your energy bill can be one less thing to worry about. In fact, you and other UtilityCo customers have already saved a combined total of \$500,000 with these reports—and now we're ready to help you save even more.



User Experience Variations

The user experience of the feature 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 the Announcement description in the [Oracle Utilities Opower Energy Efficiency Cloud Service Product Overview](#) and go to the User Experience Variations section.

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
Heading - Welcome Report, Limited Income Report, Time of Use Welcome Report, Peak Focused Report	Optional

Configuration Option	Input Value
Default: <ul style="list-style-type: none"> ▪ New customer: "Welcome to your Home Energy Report" ▪ Legacy customer: "Here's your improved Home Energy Report" 	Choose one of the following: <ul style="list-style-type: none"> ▪ Use the default. ▪ Provide alternate text.
Heading - Time of Use Report, Peak Focused Report Default: <ul style="list-style-type: none"> ▪ New customer: "Welcome to your Home Energy Report" ▪ Legacy customer: "What's new in your Home Energy Report" 	Optional Choose one of the following: <ul style="list-style-type: none"> ▪ Use the default. ▪ Provide alternate text.
Heading - Announcement Report <p>The Announcement Report heading is customized to support the announcement type selected by the utility.</p> <p>Default: Not applicable.</p>	Required Contact your Delivery Team about customizing the Announcement module.
Announcement text - Welcome Report Default: <p>"In addition to your bill, these personalized reports help you save energy, which helps us deliver, more reliable energy. Each report (including this one!) uses your actual energy use data, so you can get relevant tips and insights. Other Utility Co customers have already saved a total of \$XX.XX with their reports - and now you can start saving, too."</p>	Optional Choose one of the following: <ul style="list-style-type: none"> ▪ Use the default. ▪ Provide alternate text.
Announcement text - Time of Use Welcome Report, Peak	Optional

Configuration Option	Input Value
<p>Focused Report</p> <p>New Customer Default:</p> <p>"In addition to your bill, these personalized reports help you save energy, which helps us deliver clean energy. And since you're on a Time-of-Use (TOU) plan, you'll also get helpful information to get you the most out of it. Each report (including this one) uses your actual energy use data, so you can get relevant tips and insights."</p> <p>Legacy Default:</p> <p>"To help you save even more energy, we've made some updates to these reports. Since You're on a Time-of-Use plan, your reports will now include useful information to help you shift your energy use and save more during peak hours. You'll still get your usual energy tips and insights, so you can keep on saving no matter what time of day it is."</p>	<p>Choose one of the following:</p> <ul style="list-style-type: none"> ■ Use the default. ■ Provide alternate text.
<p>Announcement text - Announcement Report</p> <p>Default: Not applicable.</p>	<p>Required</p> <p>Contact your Delivery Team about configuring the Announcement module copy.</p>
<p>Announcement text - Limited Income Report</p> <p>New Customer Default:</p> <p>"These reports are designed to help you save energy and money, so your energy bill can be one less thing to worry about. So, in addition to your usual bill, we're sending these personalized reports to show you areas of your home you should focus on reducing. These reports have already saved UtilityCo customers a total of \$XX.XX—and now you can start saving, too."</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ■ Use the default. ■ Provide alternate text.

Configuration Option	Input Value
Legacy Default: "Our goal with these reports has always been to help you save energy and money, so your energy bill can be one less thing to worry about. In fact, you and other UtilityCo customers have already saved a combined total of \$500,000 with these reports—and now we're ready to help you save even more."	
Image The module image must support the welcome or utility announcement message.	Optional <ul style="list-style-type: none"> ■ Use the default. ■ Contact your Delivery Team about selecting an alternate image.

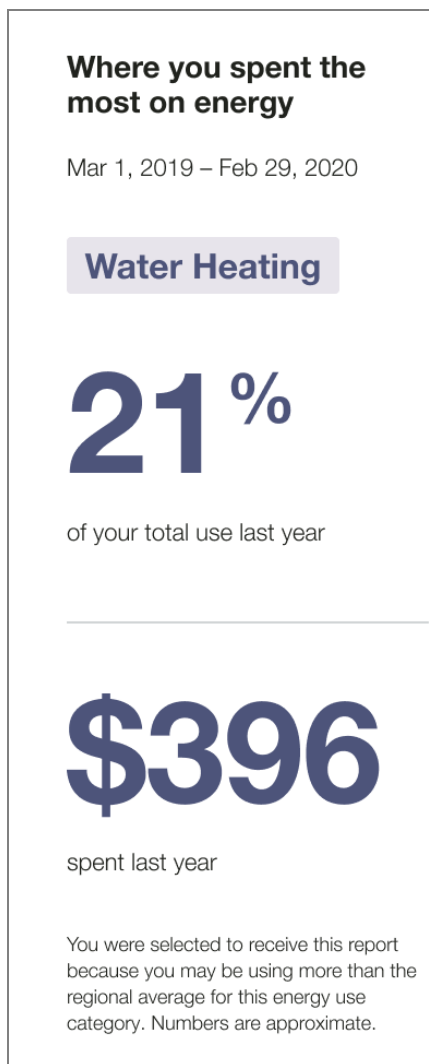
Disaggregation Main Insight

The Disaggregation Main Insight module uses personalized information about an end use in the customer's home to motivated them to take advantage of a utility promotion. The goal of this module is to help customers understand their use in a specific end-use category where they are using more than the regional average so that they may feel motivated to uptake the promotion and subsequently reduce their energy use in that end-use category. The module can be used to promote the customer's largest end use category, or the utility may select a preferred end use category to reinforce the report promotion. Oracle Utilities Opower works closely with the utility to create marketing modules that enhance the report experience.

Appears in: [Promotion Report](#)

Design

This image shows an example of the Disaggregation Main Insight module's design.



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
<p>Disclaimer</p> <p>The disclaimer explains to the customer why the customer is receiving the report.</p> <p>Default:</p> <p>"You were selected to receive this report because you may be</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ■ Use the default. ■ Contact your

Configuration Option	Input Value
using more than the regional average for this energy use category. Numbers are approximate."	Delivery Team about configuring the copy.

User Experience Variations

The user experience varies for customers depending on their energy use, service types, available data, costs, locale, and if the utility elects to promote an end use that is not the customer's largest end use category.

Utility Preferred End Use

If the utility decides to promote an end use that is not the customers largest end use category, the header introduces the category more generically as a place to save without saying where it ranks in their overall use.

Energy Use Benchmark

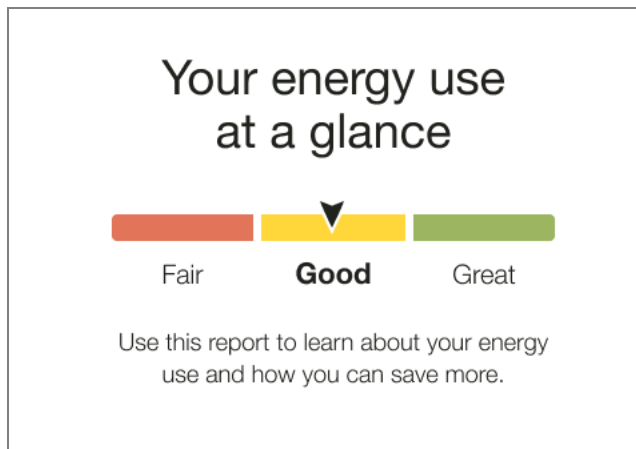
The Energy Use Benchmark module provides a dynamic and personalized, at-a-glance interpretation of the customer's energy use. Energy use is categorized into one of the three sections or statuses: Fair, Good, and Great. The customer's status is determined by their performance relative to their [Efficiency Zone](#) or [Neighbor Comparison](#) modules.

Appears in: [Progress Report](#) , [Limited Income Report](#), [Time of Use Report](#), [Solar Report](#)

Design

Energy Use Benchmark

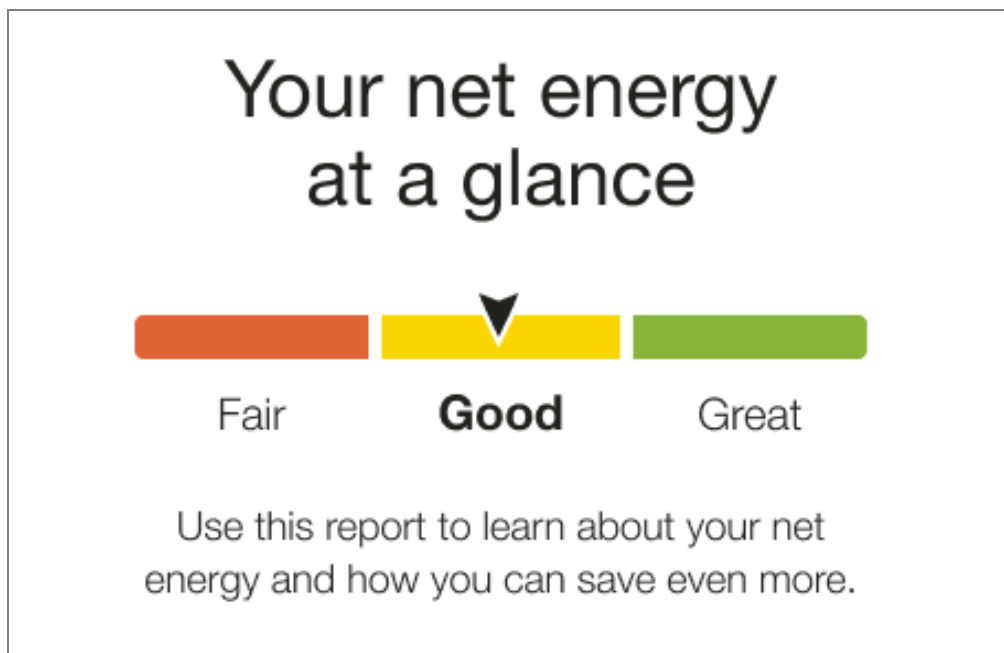
This image shows an example of the Energy Use Benchmark module's design for the [Progress Report](#) , [Limited Income Report](#), and [Time of Use Report](#).



Solar Energy Use Benchmark

The Solar Energy Use Benchmark accommodates negative energy states experienced by solar customers.

This image shows an example of the Solar Energy Use Benchmark.



Heading: The heading notifies the customer that the energy use benchmark gives them an at-a-glance view of their net energy use.

Energy Use Benchmark: The benchmark gauge is broken into three sections: Fair, Good, and Great. A customer's status on that gauge is determined by their performance relative to both comparison points in the [three-bar neighbor comparison](#). A customer's performance is indicated with an arrow that sits in the middle of a given segment of the gauge. Each state has a corresponding color:

- **Orange: Fair.** The customer's net energy was positive and more than similar homes.
- **Yellow: Good.** The customer's energy use falls into one of the following categories:
 - Net energy was positive and less than similar homes
 - Net energy was negative and more than similar homes
 - Net energy was negative and more than efficient homes, but less than similar homes
- **Green: Great.** The customer's net energy was positive or negative and an efficient home.
- **Yellow: State Change (High to Low).** The customer's benchmark state has changed from Fair to Good or Good to Great since the last report.

Benchmark Copy: The copy below the gauge tells the customer how they can leverage the report or recognizes the customer's lower net energy use.

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
<p>Benchmark Header</p> <p>The heading notifies the customer that the benchmark gives them an at-a-glance view of their energy use. It also includes the customer's fuel type.</p> <ul style="list-style-type: none"> ▪ Progress Report, Limited Income Report, and Time of Use Report Default: "Your <fuel type variation> use at a glance." ▪ Solar Report Default: "Your net energy at a glance" 	<p>Optional</p> <p>Contact your Delivery Team about configuring the benchmark header.</p>
<p>Color Labels</p> <p>The benchmark has three potential states, and each corresponds to a color. The labels (Fair, Good, and Great) are configurable. However, the default labels and colors have been rigorously tested to maximize user comprehension and are strongly recommended.</p> <p>Progress Report, Limited Income Report, and Time of Use</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ▪ Use the default labels. ▪ Contact your Delivery Team

Configuration Option	Input Value
<p>Report Default:</p> <ul style="list-style-type: none"> ▪ Orange: Fair. Customer is using more than Similar Homes. ▪ Yellow: Good. Customer is using more than Efficiency Zone /Efficient Neighbors threshold, but less than Similar Homes. ▪ Green: Great. Customer is using less than the Efficiency Zone/Efficient Neighbors threshold. <p>Solar Report Default:</p> <ul style="list-style-type: none"> ▪ Orange: Fair. The customer's net energy was positive and more than similar homes. ▪ Yellow: Good.One of the following: <ul style="list-style-type: none"> ▪ Net energy was positive and less than similar homes ▪ Net energy was negative and more than similar homes ▪ Net energy was negative and more than efficient homes, but less than similar homes ▪ Yellow: Good (High to Low State Change). Lowered net energy use. ▪ Green: Great. The customer's net energy was positive or negative, and an efficient home. 	<p>about configuring the color labels.</p>
<p>Benchmark Copy</p> <p>The copy below the gauge tells the customer how they can leverage the report or recognizes a change in state.</p> <p>Default:</p> <ul style="list-style-type: none"> ▪ Progress Report, Limited Income Report, and Time of Use Report Default: The default copy varies by fuel type and changes depending on the customer's energy use. ▪ Solar Report Default: "Use this report to lower your net energy and get the most out of your solar panels." 	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ▪ Use the default labels. ▪ Contact your Delivery Team about configuring the benchmark copy.

User Experience Variations

The user experience varies for customers depending upon their service types, available data, costs, and locale. Note that the following list indicates the primary user experience variations, not all possible variations.

Solar Report

- **Net energy:** The term 'energy use' is replaced with 'net energy.'

Progress Report, Limited Income Report, Time of Use Report

- **Benchmark State:** The copy below the gauge changes depending on the customer's current state and any differences since their last report. Possible states include:
 - **Fair state:** Explains how to use the report.
 - **Good state:** Explains how to use the report.
 - **Great state:** Congratulates the customer for being efficient.
 - **High to lower use state:** Congratulates the customer for lowering their use compared to neighbors.
 - **Low to higher use state:** Helps the customer consider what may have changed.
- **Fuel Type:** The customer's fuel type is displayed in the header and benchmark copy, "Your <fuel variation> use at a glance."
 - **Gas-only:** The benchmark header and copy use the term 'gas.'
 - **Electric-only:** The benchmark header uses the term 'electricity' and the benchmark copy uses the term 'energy.'
 - **Dual fuel:** The benchmark header and copy use the term 'energy.'

Explainer

The Explainer module tells the customer what data is used to calculate the [Normative Comparison](#) module and provides ways to improve or correct the data used in the module by completing or updating the [Digital Self Service - Energy Management Home Energy Analysis](#). The module includes a brief explanation of how the comparison is calculated, as well as URL and QR code options to go from their paper report to the Home Energy Analysis. The goal of this module is to reduce negative customer sentiment by providing transparency around the similar home comparison and offering a simple and quick way for customers to update their information if it is not accurate.

Appears in: [Progress Report](#), [Limited Income Report](#), [Time of Use Report](#), [Solar Report](#), [Electric Vehicle Report](#), [Peak Focused Report](#)

Requirements

Utility Requirements

Category	Description
Required Cloud Service	Oracle Utilities Opower Energy Efficiency Cloud Service
Scale	Not applicable.

Customer Requirements

Category	Description
Billing Frequency	Monthly, bi-monthly, or quarterly
Data Delivery Frequency	Daily, monthly, bi-monthly, or quarterly.
Data Requirements	A minimum of one historical bill.
Data History	A minimum of one historical bill.
Data Coverage	All billing and data delivery frequencies are supported.
Supported Fuels	▪ Peak Focused Report: Electric-only.

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Limitations

- **Module replacement:** To ensure clear messaging, an additional promotion module should not be run in place of this module.


User Experience

This section describes the user experience for each report type.

Progress Report, Limited Income Report, Time of Use Report, and Peak Focused Report


This image is an example of the Explainer module's design for the [Progress Report](#), [Limited Income Report](#), [Time of Use Report](#), and [Peak Focused Report](#).

How does this comparison work?



We use your home profile to look for 100 single-family homes in your area with a similar **heating source** and **square footage**. If your report seems off, you can take the Home Energy Survey to make it more accurate.

To take the Home Energy Survey, go to:
UtilityCo.com/HomeSurvey



Take the 5-minute
Home Energy Survey

Solar Report


Solar Welcome Report

The Solar Welcome Report includes a net explainer version of the Explainer module. The goal of the module is to educate customers about net energy, while reinforcing the insights shown in the neighbor comparison graph.


This image is an example of the Net Explainer module for a [Solar Report](#) of a customer with dual fuel and a positive comparison state.

What is net energy?

Net energy is the difference between the amount of electricity your solar panels produce and the amount of gas and electricity you use.



Your graph shows your net energy is **negative**, which means your solar panels produced more energy than you used. That's great!



When your net energy is **positive**, it means you used more energy than your solar panels produced.

Solar Progress Report

This image is an example of the Explainer module for the [Solar Progress Report](#) of a customer with an incomplete Home Energy Analysis.

How does this comparison work?



We use your home profile to look for **100 single-family homes with solar** in your area that have a similar heating source and square footage. If your report seems off, you can take the Home Energy Survey to make it more accurate.

You can take the Home Energy Survey now at **utilityco.com/homesurvey**.



Take the 5-minute
Home Energy Survey

Electric Vehicle Report

This image is an example the module in the [Electric Vehicle](#) report of a customer who has not yet completed their Home Energy Analysis.

How does this report work?



This report is based on your energy use patterns and home characteristics. To get personalized energy-saving tips and a more accurate home comparison, we encourage you to take the Home Energy Survey.

To take the Home Energy Survey, go to **utilityco.com/homesurvey**.



Take the 5-minute
Home Energy Survey

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
URL A link located below the body text that redirects the user to the Oracle Utilities Opower web portal, where they can sign in and complete the Home Energy Analysis. Default: UtilityCo.com/HomeSurvey	Optional Choose one of the following: <ul style="list-style-type: none">■ Use the default URL format.■ Provide an alternate

Configuration Option	Input Value
	URL format.

User Experience Variations

The user experience varies for customers depending upon their service types, available data, costs, and locale. Note that the following list indicates the primary user experience variations, not all possible variations.

Progress Report, Limited Income Progress Report, Time of Use Progress Report, Solar Progress Report, Electric Vehicle Report - Home Energy Analysis Completion

The Explainer module and QR code text vary depending on the customer's Home Energy Analysis completion.

- **If the customer recently completed the Home Energy Analysis:** The body text confirms what is known about their home that goes into the calculation, and then prompts them to go online in order to see their energy use breakdown.
- **If the customer has not completed the Home Energy Analysis:** The body text tells the customer that the report and insights are based on their energy use patterns and home characteristics, and encourages them to take the Home Energy Survey to get personalized energy-saving tips and a more accurate home comparison.
- **If the customer already received the "Home Energy Analysis Recently Completed" copy state:** Each subsequent report confirms what is known about their home that goes into the calculation, and then prompts them to go online in order to see their energy use breakdown.

Header

The report header appears at the top of each report communication vary by report type. The report header is composed of a report image (logo), customer address block, and Johnson Box. The Johnson Box includes the program name or report type label, report date, account number, service address, and a benchmark insight or introduction module. The title of the report and whether a benchmark insight or introduction module is included in the report varies by [report type](#).

Appears in: All [report types](#).

Requirements

Utility Requirements

Category	Description
Required Cloud Service	Oracle Utilities Opower Energy Efficiency Cloud Service
Scale	Less than 100,000 per week

Customer Requirements

Category	Description
Billing Frequency	Not applicable.
Data Delivery Frequency	Not applicable.
Data Requirements	Not applicable.
Data History	Not applicable.
Data Coverage	Not applicable.
Supported Fuels	Not applicable.


Limitations

- **Report Image (Logo):** The report image must be provided by the utility. The maximum allowable size is 132 x 72 pixels (1.83 x 1 inches).

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User Experience

The following image is an example of the header module for the [Progress Report](#).




123 Energy Way, Austin, TX 12345-6789


Home Energy Report
 March 20, 2020
 Account #1234567890
 1000 Sunshine Blvd, Apt. B
 Austin, TX 12345-6789

0014837 0023-C10-I -P14851-730905

*****AUTO**5-DIGIT 12345



SARAH CLARK
 1000 SUNSHINE BLVD
 APT. B
 AUSTIN, TX 12345-6789



Your energy use at a glance

▼

Fair **Good** Great

Use this report to learn about your energy use and how you can save more.


Note: Some report type headers includes an [Introduction Module](#) instead of a Benchmark module. See the [User Experience Variations](#).

User Experience Variations

The user experience of the feature 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 the Header description in the Home Energy Reports v3 section of the [Oracle Utilities Opower Energy Efficiency Cloud Service Overview](#) and go to the User Experience Variations section.

Promotion Report

This image is an example of the Header module design for the [Promotion Report](#).




123 Energy Way, Austin, TX 12345-6789


Home Energy Report: Usage Spotlight
 March 20, 2020
 Account #1234567890
 1000 Sunshine Blvd, Apt. B
 Austin, TX 12345-6789




0014837 0023-C10-I -P14851-730905

*****AUTO**5-DIGIT 12345



SARAH CLARK
 1000 SUNSHINE BLVD
 APT. B
 AUSTIN, TX 12345-6789



Last year, your top 3 energy costs came from water heating, cooling and lighting.

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Welcome and Announcement Report

The Welcome and Announcement Report header varies depending on whether the customer receives a welcome or announcement version of the [Welcome and Announcement Report](#).

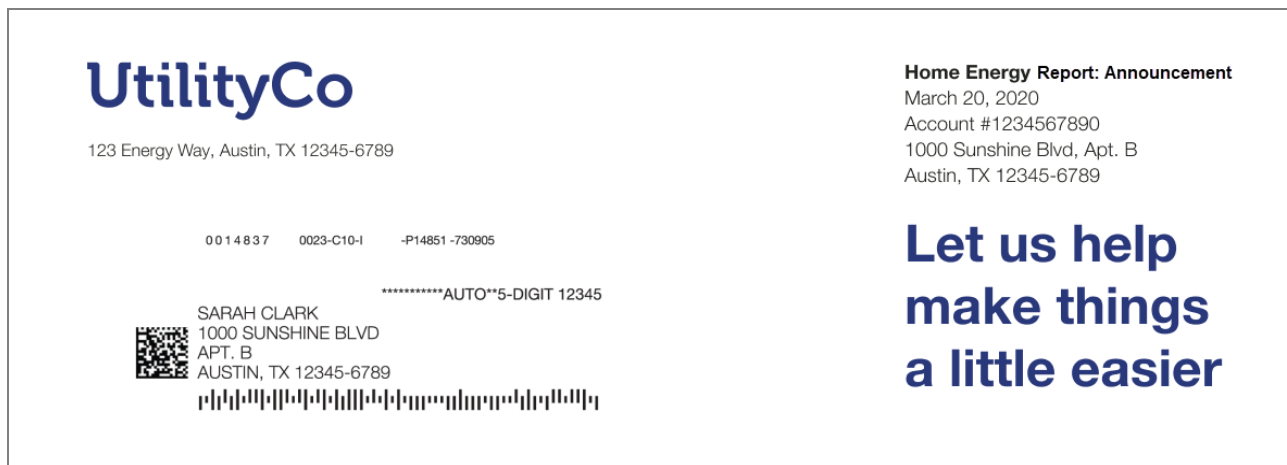
Welcome and Announcement Report - Welcome Version

This image is an example of the Header module design for the welcome version of the [Welcome and Announcement Report](#).



Welcome and Announcement Report -Announcement Version

This image is an example of the Header module design for the announcement version of the [Welcome and Announcement Report](#).



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Seasonal Report

This image is an example of the Header module design for the [Seasonal Report](#) with a winter season focus.



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Limited Income Report

The header varies depending on whether the customer receives a welcome or progress version of the [Limited Income Progress Report](#).

Limited Income Welcome Report

This image is an example of the Header module design for the [Limited Income Welcome Report](#).



Limited Income Progress Report

This image is an example of the Header module design for the [Limited Income Progress Report](#).

UtilityCo
123 Energy Way, Austin, TX 12345-6789

0014837 0023-C10-I -P14851-730905

SARAH CLARK
1000 SUNSHINE BLVD
APT. B
AUSTIN, TX 12345-6789

*****AUTO**5-DIGIT 12345

Home Energy Report
March 20, 2021
Account #1234567890
1000 Sunshine Blvd, Apt. B
Austin, TX 12345-6789

Your energy use at a glance

Fair **Good** Great

Use this report to learn about your energy use and how you can save more.

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Time of Use Report

The header varies depending on whether the customer receives a welcome or progress version of the [Time of Use Report](#).

Time of Use Welcome Report

This image is an example of the Header module design for the [Time of Use Welcome Report](#)

UtilityCo
123 Energy Way, Austin, TX 12345-6789

0014837 0023-C10-I -P14851-730905

SARAH CLARK
1000 SUNSHINE BLVD
APT. B
AUSTIN, TX 12345-6789

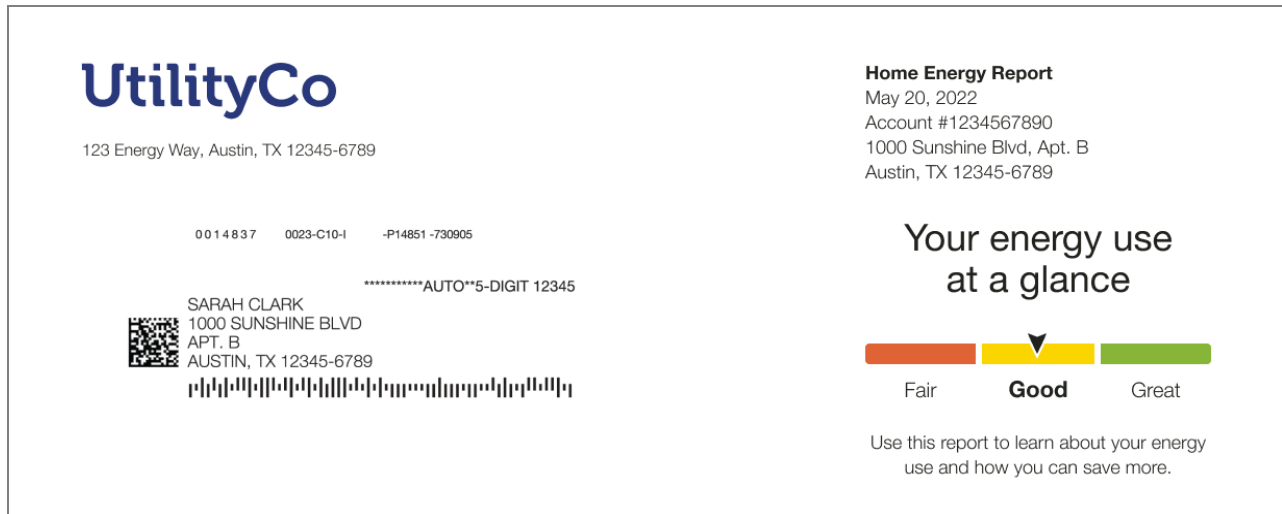
*****AUTO**5-DIGIT 12345

Home Energy Report
May 20, 2021
Account #1234567890
1000 Sunshine Blvd, Apt. B
Austin, TX 12345-6789

Get ready to save more energy when it matters most!

Time of Use Progress Report

This image is an example of the Header module design for the [Time of Use Progress Report](#).



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Solar Report

The Solar Report header design varies slightly depending on whether the customer receives a welcome or progress version of the [Solar Welcome Report](#).

Solar Welcome Report

This image is an example of the Header module design for the [Solar Welcome Report](#).

UtilityCo

123 Energy Way, Austin, TX 12345-6789

0014837 0023-C10-I -P14851-730905

*****AUTO**5-DIGIT 12345



SARAH CLARK
1000 SUNSHINE BLVD
APT. B
AUSTIN, TX 12345-6789



Your Home Energy Report

February 22, 2021
Account #1234567890
1000 Sunshine Blvd, Apt. B
Austin, TX 12345-6789



Welcome to your Home Energy Report

Use these personalized reports
about your net energy and how
to get the most out of your solar p

Solar Progress Report

This image is an example of the Header module design for the [Solar Progress Report](#).

UtilityCo

123 Energy Way, Austin, TX 12345-6789

0014837 0023-C10-I -P14851-730905

*****AUTO**5-DIGIT 12345



SARAH CLARK
1000 SUNSHINE BLVD
APT. B
AUSTIN, TX 12345-6789



Your Home Energy Report

April 24, 2022
Account #1234567890
1000 Sunshine Blvd, Apt. B
Austin, TX 12345-6789

Your net energy at a glance

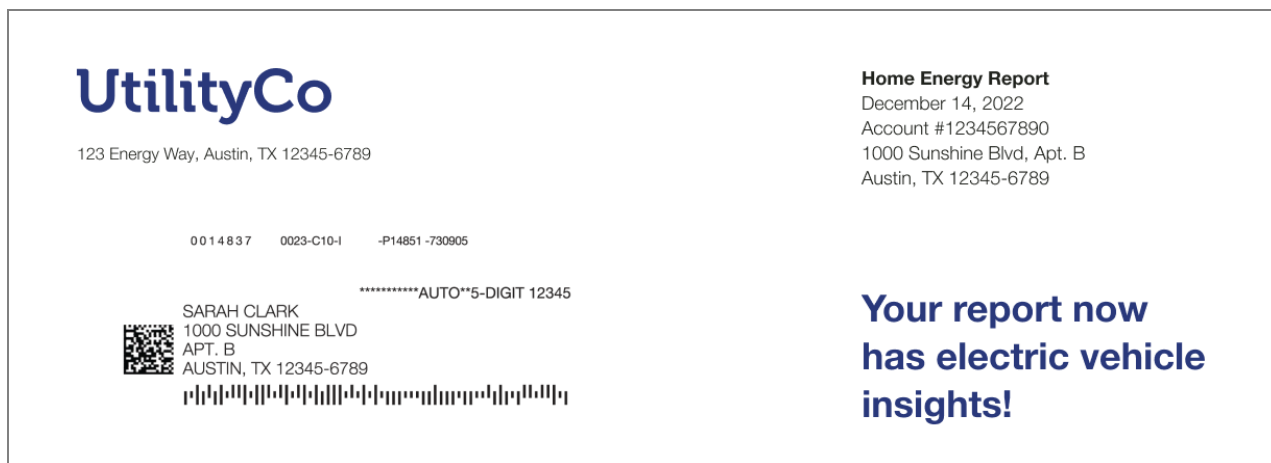


Use this report to learn about your net
energy and how you can save even more.

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Electric Vehicle Report

This image is an example of the Header module design for the [Electric Vehicle Report](#).

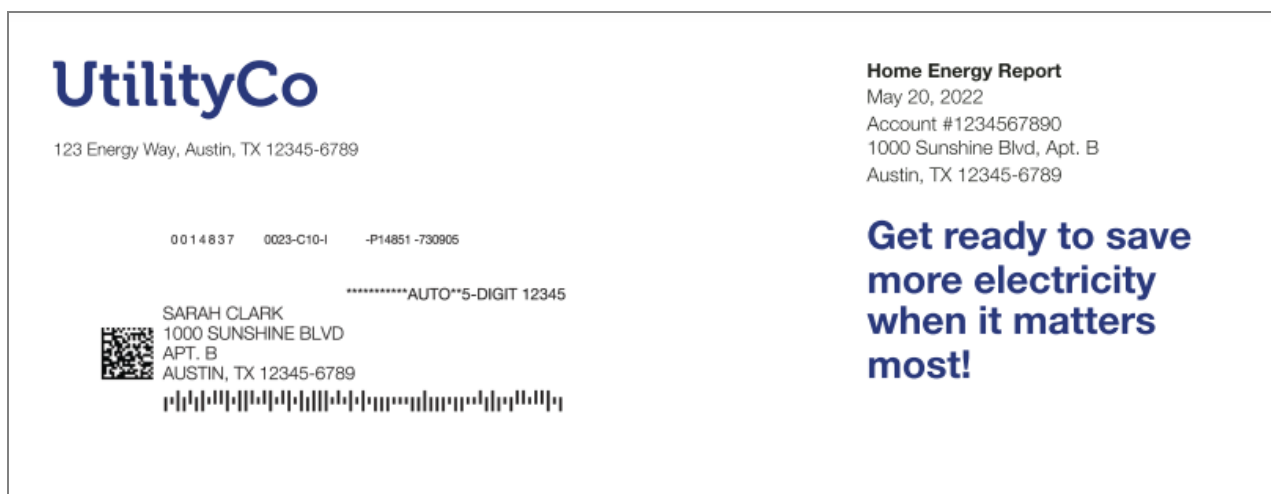


Peak Focused Report

The Peak Focused Report header design varies slightly depending on whether the customer receives a welcome or progress version of the Peak Focused Report.

Peak Focused Welcome Report

This image is an example of the Header module design for the Peak Focused Welcome Report.



Peak Focused Progress Report

This image is an example of the Header module design for the Peak Focused Progress Report.



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
<p>Utility Logo</p> <p>The CMYK version of the utility logo as an .ai file. Oracle Utilities Opower will configure the logos appropriately for the communication.</p> <p>Note: Separate logos may be used on the front and back of the Home Energy Reports v3.</p>	<p>Required</p> <p>Provide the utility logo in the Oracle Utilities Opower Platform Configuration Guide.</p> <p>Optional</p> <p>Discuss using separate logos on the front and back of the report with your Service Delivery Manager.</p>
<p>Program Name and Report Title</p> <p>The Program Name appears on print Oracle Utilities Opower Home Energy Reports and on the Oracle Utilities Opower Web Portal. The Report Title appears along with the program name at the top of all Home Energy Reports v3.</p>	<p>Required</p> <p>Provide the desired program name in the Oracle Utilities Opower Platform Configuration Guide.</p>

Configuration Option	Input Value
<p>Default:</p> <p>Progress Report, Limited Income Report, Time of Use Report, Peak Focused, and Electric Vehicle Report: By default, only the program name Home Energy Report appears at the top of the report.</p> <p>Promotion Report: By default, the program name and report title "Home Energy Report: Usage Spotlight" appear at the top of the report.</p> <p>Welcome and Announcement Report: By default, the program name and report title "Your First Home Energy Report" appear at the top of the report.</p> <p>Seasonal Report: By default, the program name and report title, "Home Energy Report: [Summer/Winter] Edition"</p> <p>Solar Report: By default, the report title "Your Home Energy Report" appears at the top of the report.</p>	
<p>Premise Address</p> <p>The premise address can be enabled to appear after the account number for customers with one or more premise.</p> <p>Default: By default, the premise address value does not appear if it matches the customer's mailing address.</p>	<p>Optional</p> <p>Contact your Delivery Team about configuring the premise address.</p>

Home Profile

The Home Profile highlights the customer's progress and reminds them of the impact of completing the survey on their report insights. The module includes a list of known and unknown home attributes, a percent complete wheel which displays how much of the customer's [Home Energy Analysis](#) that is complete, and a QR code that links to the Home Energy Analysis. The module is available as a replacement for the [Explainer module](#) in any non-first send report experience.

Appears in: Optional replacement for the [Explainer module](#) in any non-welcome version of the [report experience](#).

Requirements

Utility Requirements

Category	Description
Required Cloud Service	Oracle Utilities Opower Energy Efficiency Cloud Service
Scale	Not applicable.

Customer Requirements

Category	Description
Billing Frequency	Monthly, bi-monthly, or quarterly.
Data Delivery Frequency	Daily, monthly, bi-monthly, or quarterly.
Data Requirements	Not applicable.
Data History	A minimum of one historical bill.
Data Coverage	All billing and data delivery frequencies are supported.
Supported Fuels	Promotion, Announcement and Welcome, Limited Income, and Time of Use Reports: Electric-only, gas-only, dual fuel. Solar Report: Electric-only, dual fuel.

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Limitations

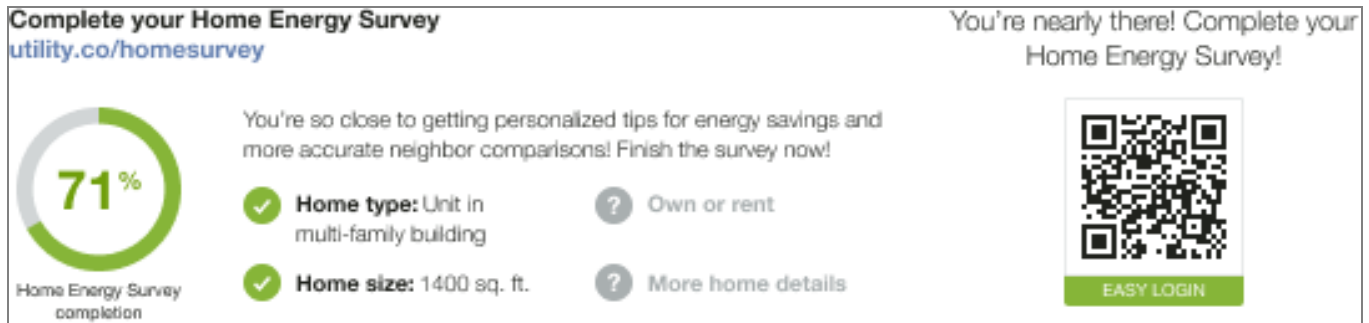
- The module is designed to replace the [Explainer](#) module or the [Marketing Message](#) in the [Progress Report](#).

- The module can be used in any non-welcome version of a report type as a replacement for the [Explainer](#) module.

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User Experience

This section describes the user experience of a customer who has not yet completed their [Home Energy Analysis](#), followed by how the user experience may vary.



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User Experience Variations

The user experience of the feature 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 Introduction Modules description in the [Oracle Utilities Opower Energy Efficiency Cloud Service Overview](#) and go to the User Experience Variations section.

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
Online Energy Assessment Name The utility may select an alternative name for the Home Energy Analysis. Default: By default, Home Energy Survey is used.	Optional <ul style="list-style-type: none"> ■ Use the default. ■ Contact your Delivery Team about selecting a different name.

Configuration Option	Input Value
<p>Header</p> <p>The header varies by state. The utility may select alternative headers for each state.</p> <p>Default:</p> <ul style="list-style-type: none"> ▪ Not started: Start your Home Energy Survey ▪ Recently completed: Congrats to completing your Home Energy Analysis survey ▪ Completed: Start your Home Energy Survey 	<p>Required</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about selecting different headers.
<p>Complete Your Home Survey URL</p> <p>The URL may be configured by state.</p> <p>Default: utility.co/homesurvey</p>	<p>Required</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about selecting unique URLs for each state.
<p>Explainer text</p> <p>The explainer text may be configured for each state.</p> <p>Default: "</p> <ul style="list-style-type: none"> ▪ Not attempted: "For personalized tips on energy savings and more accurate neighbor comparisons, complete this quick survey." ▪ Incomplete: You're so close to getting personalize tips / savings and more accurate neighbor comparisons! Finish the survey now! 	<p>Required</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about configuring the explainer text for each state.

Configuration Option	Input Value
<ul style="list-style-type: none"> ▪ Recently completed: Personalized tips and accurate neighbor comparisons are now at your fingertips. ▪ Completed: Update your Home Energy Survey to get personalized tips or energy savings and more accurate neighbor comparisons. 	
<p>QR Code Call to Action</p> <p>The QR codes call to action may be configured by state.</p> <p>Default:</p> <ul style="list-style-type: none"> ▪ Not attempted: Start your Home Energy Survey ▪ Incomplete: Complete your Home Energy Survey ▪ Recently completed: View your Home Energy Survey ▪ Completed: View and update your Home Energy Survey 	<p>Required</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about configuring the QR code call to action.
<p>QR code URL</p> <p>The utility may configure the QR code URL by state</p> <p>Default: utility.co/homesurvey</p>	<p>Required</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about configuring the QR code by state.

Introduction Modules

Introduction modules identify that the reports are part of the customer's Home Energy Report experience and prepare the customer for what they will see in the report. The design of the modules varies by report type.

Appears in: [Progress Report](#), [Welcome and Announcement Report](#), [Time of Use Report](#), [Seasonal Report](#), [Solar Report](#) , and [Peak Focused Report](#)

Requirements

Utility Requirements

Category	Description
Required Cloud Service	Oracle Utilities Opower Energy Efficiency Cloud Service
Scale	Not applicable.

Customer Requirements

Category	Description
Billing Frequency	Monthly, bi-monthly, or quarterly
Data Delivery Frequency	Daily, monthly, bi-monthly, or quarterly.
Data Requirements	Not applicable
Data History	<p>Announcement, Promotional, Welcome, and Time of Use Introduction modules:</p> <ul style="list-style-type: none">▪ A minimum of six bills is required for Non-AMI customers.▪ A minimum of 60 days of AMI reads for AMI customers. <p>Seasonal Introduction:</p> <ul style="list-style-type: none">▪ 13 months of billed usage data.▪ A minimum of six bills is required for Non-AMI customers.▪ A minimum of 60 days of AMI reads for AMI customers. <p>Solar Introduction: Not applicable.</p>

Category	Description
Data Coverage	All billing and data delivery frequencies are supported.
Supported Fuels	Promotion, Announcement and Welcome Report, Limited Income Report, Time of Use Report: Electric-only, gas-only, dual fuel Solar Report: Electric-only, dual fuel

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Limitations

- **Promotion Report:** Customers must meet the following criteria to receive the promotion report and this module:
 - The customer is using more than the regional average for the utility selected end use.
 - Oracle Utilities Opower have confirmed presence of the end use either through presence discovery or Home Energy Analysis.
 - The customer has appliance detection and disaggregation, heating and cooling disaggregation, or simple disaggregation with Home Energy Analysis.

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User Experience

This section describes the user experience for each report type.

Promotion Introduction

Appears in: [Promotion Report](#)

The Promotion Introduction module appears at the top of the [Promotion Report](#) within the report [Header](#). It provides the customer with a preview of three energy use categories where they could save money. The categories can be drawn from the customer's top three energy use categories or selected by the utility to support the report promotion. The goal of this module is to identify the promotion report type as part of the customer's Home Energy Report experience and provide them with a preview similar to the [Benchmark module](#) seen in the [Progress Report](#).

This image is an example of the Promotion Introduction module.

Home Energy Report: Usage Spotlight

March 20, 2021

Account #1234567890

1000 Sunshine Blvd, Apt. B

Austin, TX 12345-6789



**You could be saving
more on heating, cooling
and lighting**

Announcement Introduction

Appears in: [Announcement Report](#)

The Announcement Introduction module appears at the top of the [Announcement Report](#) within the [Header](#) module. The goal of this module is to identify the report type as part of the customer's Home Energy Report experience and prepare the customer for what they will see in the report. The module text is customized to emphasize the selected report theme.

This image is an example of a custom module design for an Announcement Report.

Home Energy Report: Announcement

March 1, 2020

Account #0123456789

Clark Lohr Rd 5000862182 Swanton MD
21561 US

**Let us help
make things a
little easier**

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Welcome Introduction

Appears in: [Welcome and Announcement Report](#), [Limited Income Welcome Report](#)

The Welcome Introduction module appears within the header of the welcome version of the Welcome and Announcement Report, and the [Limited Income Welcome Report](#). The goal of the module is to introduce Home Energy Report recipients to their new report experience.

This image is an example of the Welcome Introduction module for the [Welcome and Announcement Report](#) and [Limited Income Welcome Report](#).

Your First Home Energy Report

August 12, 2021

Account #1234567890

1000 Sunshine Blvd, Apt. B

Austin, TX 12345-6789

Get ready to save energy!

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Seasonal Report Introduction

Appears in: [Seasonal Report](#)

The Seasonal Introduction provides customers with a preview of their seasonal report focus. The goal of this module is to identify the Seasonal Report as part of the customer's Home Energy Report experience and provide them with a preview similar to the [Benchmark module](#) seen in the [Progress Report](#).

This image is an example of the Summer Seasonal Introduction module.

Home Energy Report: Summer Edition

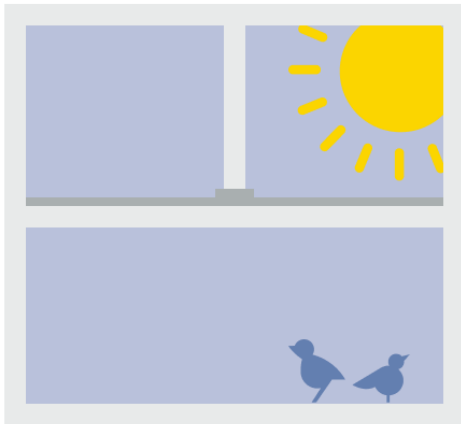
May 20, 2021

Account #1234567890

1000 Sunshine Blvd, Apt. B

Austin, TX 12345-6789

**Warmth in the air?
Time to prepare!**



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Time of Use Introduction

Appears in: [Time of Use Welcome Report](#)

The Time of Use Introduction module appears within the header at the top of the [Time of Use Welcome Report](#). The goal of this module is to identify the report type as part of the customer's Home Energy Report experience and prepare the customer for what they will see in the report.

This image is an example of the Time of Use Introduction module in a [Time of Use Welcome Report](#).

Home Energy Report

May 20, 2022

Account #1234567890

1000 Sunshine Blvd, Apt. B

Austin, TX 12345-6789

**Get ready to save
more energy when
it matters most!**

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Solar Introduction

Appears in: [Solar Welcome Report](#).

The Solar Introduction module appears in the [header](#) of the [Solar Welcome Report](#). The goal of this module is to identify the report type as part of the customer's Home Energy Report experience and prepare the customer for what they will see in the report.

This image is an example of the module's design for a [Solar Welcome Report](#).

Your Home Energy Report

February 22, 2022

Account #1234567890

1000 Sunshine Blvd, Apt. B

Austin, TX 12345-6789



Welcome to your Home Energy Report

Use these personalized reports to learn about your net energy and how you can get the most out of your solar panels.

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Electric Vehicle Introduction

Appears in: [Electric Vehicle Progress Report](#)

The Electric Vehicle Introduction module appears in the header of the [Electric Vehicle Progress Report](#). The goal of this module is to identify the report type as part of the customer's Home Energy Report experience and prepare the customer for what they will see in the report.

This image is an example of the module in an Electric Vehicle Progress Report for a legacy customer.

Home Energy Report

December 14, 2022

Account #1234567890

1000 Sunshine Blvd, Apt. B

Austin, TX 12345-6789

**Your report now
has electric vehicle
insights!**

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Peak Focused Introduction

Appears in: [Peak Focused Report](#)

The Peak Focused Introduction module appears in the header of the [Peak Focused Welcome Report](#). The goal of this module is to encourage the customer to initiate energy reduction during peak usage hours.

This image is an example of the module in a Peak Focused Welcome Report for a legacy customer.

Home Energy Report

May 20, 2022

Account #1234567890

1000 Sunshine Blvd, Apt. B

Austin, TX 12345-6789

**Get ready to save
more electricity
when it matters
most!**

User Experience Variations

The user experience of the feature 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 Introduction Modules description in the [Oracle Utilities Opower Energy Efficiency Cloud Service Overview](#) and go to the User Experience Variations section.

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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
Promotion Introduction - Utility Selected End Use	Optional <ul style="list-style-type: none">■ Use the customer's top three

Configuration Option	Input Value
<p>The utility may select end uses that support the report promotion.</p> <p>Default: By default, the categories are drawn from the customer's top three energy use categories.</p>	<p>energy use categories.</p> <ul style="list-style-type: none"> ▪ Contact your Delivery Team about selecting end uses to support the report promotion.
<p>Announcement Introduction - Report Type Label</p> <p>Default: Customized text is required for each utility. There is no default version.</p>	<p>Required</p> <p>Contact your Delivery Team about creating the announcement introduction.</p>
<p>Announcement Introduction - Introduction Text</p> <p>Default: Customized text is required for each utility. There is no default version.</p>	<p>Required</p> <p>Contact your Delivery Team about creating the announcement introduction.</p>
<p>Welcome Introduction - Report Type Label</p> <p>The utility may select a report label that supports the report theme.</p> <p>Default: "Your First Home Energy Report"</p>	<p>Required</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about configuring the text.
<p>Welcome Introduction - Introduction Text</p> <p>The utility may select introduction text that supports the report theme.</p> <p>Default:</p> <ul style="list-style-type: none"> ▪ New Customer: "Get ready to save energy!" ▪ Legacy Customer: "Get ready to save more!" 	<p>Required</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about configuring the text.
<p>Time of Use Introduction - Report Type Label</p> <p>The utility may select a report label that supports</p>	<p>Required</p> <ul style="list-style-type: none"> ▪ Use the default.

Configuration Option	Input Value
<p>the report theme.</p> <p>Default: "Home Energy Report"</p>	<ul style="list-style-type: none"> ▪ Contact your Delivery Team about configuring the text.
<p>Time of Use Introduction - Introduction Text</p> <p>The utility may select introduction text that supports the report theme.</p> <p>Default: "Get ready to save more energy when it matters the most!"</p>	<p>Required</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about configuring the text.
<p>Solar Introduction - Report Type Label</p> <p>The utility may choose an alternative report type label.</p> <p>Default: "Your Home Energy Report"</p>	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about configuring the text.
<p>Solar Introduction - Introduction Text</p> <p>The utility may select alternative introduction text.</p> <p>Default: "Welcome to your Home Energy Report"</p>	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about configuring the text.
<p>Solar Introduction - Welcome Message</p> <p>The utility may select an alternative welcome message.</p> <p>Default: "Use these personalized reports to learn about your net energy and how you can get the most out of your solar panels."</p>	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about configuring the text.
<p>Electric Vehicle Introduction - Report Type Label</p> <p>The utility may choose an alternative report type label.</p> <p>Default: "Your Home Energy Report"</p>	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about configuring the text.

Configuration Option	Input Value
Electric Vehicle Introduction - Introduction Text The utility may select alternative introduction text. Default: "Welcome to your Home Energy Report"	Optional <ul style="list-style-type: none"> ■ Use the default. ■ Contact your Delivery Team about configuring the text.
Electric Vehicle Introduction - Welcome Message The utility may select an alternative welcome message. Default: "Use these personalized reports to learn about your net energy and how you can get the most out of your solar panels."	Optional <ul style="list-style-type: none"> ■ Use the default. ■ Contact your Delivery Team about configuring the text.
Peak Focused Introduction - Introduction Text Default: "Get ready to save more energy when it matters most!"	Optional <ul style="list-style-type: none"> ■ Use the default. ■ Contact your Delivery Team about configuring the text.

Mini Time of Use Reminder

Positioned in the top right of the progress version of the [Peak Focused Report](#), the Mini Time of Use Reminder module is a customer's first point of reference for understanding peak electricity cost periods based on their Time of Use plan. The module clearly displays the multiplier for high-cost periods and their specific timings., provides a color-coded timeline that highlights peak times in for easy identification, and adapts to different utility peak times and billing structures, such as demand charges.

Requirements

Utility Requirements

Category	Description
Required Cloud Service	Energy Efficiency Cloud Service
Scale	Less than 100,000 per week.

Customer Requirements

Category	Description
Billing Frequency	Monthly or bi-monthly.
Data Delivery Frequency	Monthly, bi-monthly, or quarterly.
Data Requirements	<ul style="list-style-type: none">▪ AMI data.▪ Rate meta data.
Data History	A minimum of one historical bill.
Data Coverage	Not applicable.
Supported Fuels	Electric-only.

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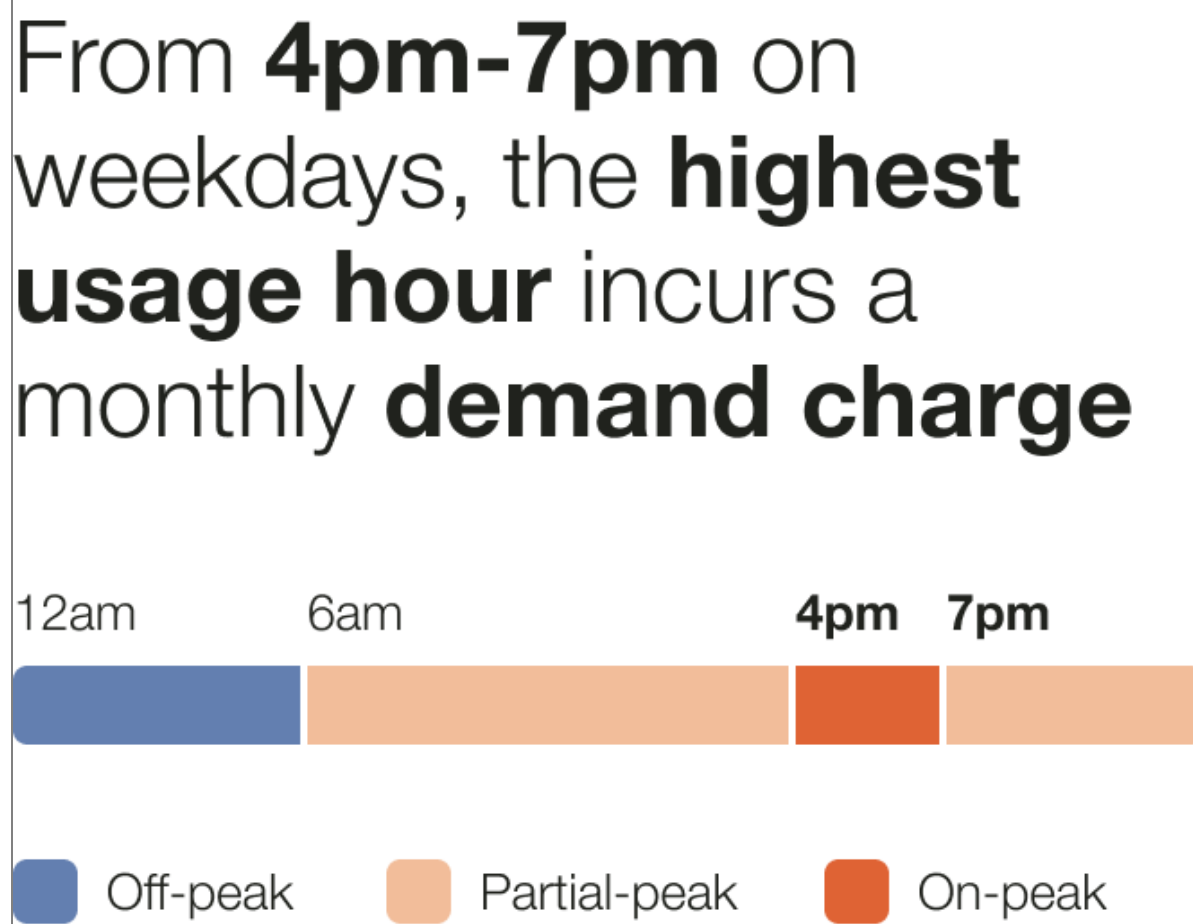
Limitations

- **Peak Focused Report Only:** This module is only available as part of the Peak Focused Report.
- **Time of Use:** Customers must be on a Time of Use Rate plan.

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User Experience

This section describes the user experience for a customer with three peak times.



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User Experience Variations

The user experience of the feature 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 the Mini Time of Use 101 Reminder description for Home Energy Reports v3 in the [Oracle Utilities Opower Energy Efficiency Cloud Service Overview](#) and go to the User Experience Variations section.

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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
<p>Header</p> <p>The header informs the customers what the multiplier in cost will be during the peak period and what times the period will occur.</p> <p>Default:</p> <ul style="list-style-type: none"> ▪ Two or Three peak periods: Electricity costs X more during on-peak hours ([X - X]) on weekdays. ▪ Demand charge: From [X-X] on weekdays, the highest usage hour incurs a monthly demand charge 	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Provide alternate configuration.
<p>Color Settings</p> <p>Color settings determine the colors assigned to elements within the module.</p> <p>Default: The default module colors are determined by the utility color pallet provided by the utility during Opower Platform configuration.</p>	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about configuring the module colors.
<p>Footnote</p> <p>An optional footnote may be included under the cost period legend.</p> <p>Default: The footnote is disabled.</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Enable the footnote.

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Marketing Modules

Marketing modules encourage customers to take advantage of utility-specific or Oracle Utilities-specific products or programs. The modules are selected from a library of content that has been tested to optimize conversions and satisfaction. Small edits can be made to the text and visuals. For example, the modules can be customized to promote utility-

specific programs (such as a home audit), products or features, processes, rebates, calls to action (URL, phone number, or both), and more.

Appears in: All [report types](#).

Requirements

Utility Requirements

Category	Description
Required Cloud Service	Energy Efficiency Cloud Service
Scale	Less than 100,000 per week

Customer Requirements

Category	Description
Billing Frequency	Not applicable.
Data Delivery Frequency	Not applicable.
Data Requirements	Not applicable.
Data History	Not applicable.
Data Coverage	Not applicable.
Supported Fuels	Not applicable.

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Limitations

- **Module Size:** Marketing module dimensions must be sized exactly to these specs.
- **Module Options:** Utilities must coordinate with their Delivery Team to select specific marketing modules for upcoming reports.

- **Not Personalized:** Marketing modules are static. They do not use dynamic data or personalized information for individual customers but can be targeted using segmentation and targeting.
- **Customization Flexibility:** The amount of customization available for marketing modules depends on the utility's service level purchase.
- **Customization Flexibility:** The amount of customization available for these marketing modules is limited by the utility contract. Contact your Delivery Team to discuss specific customization options.

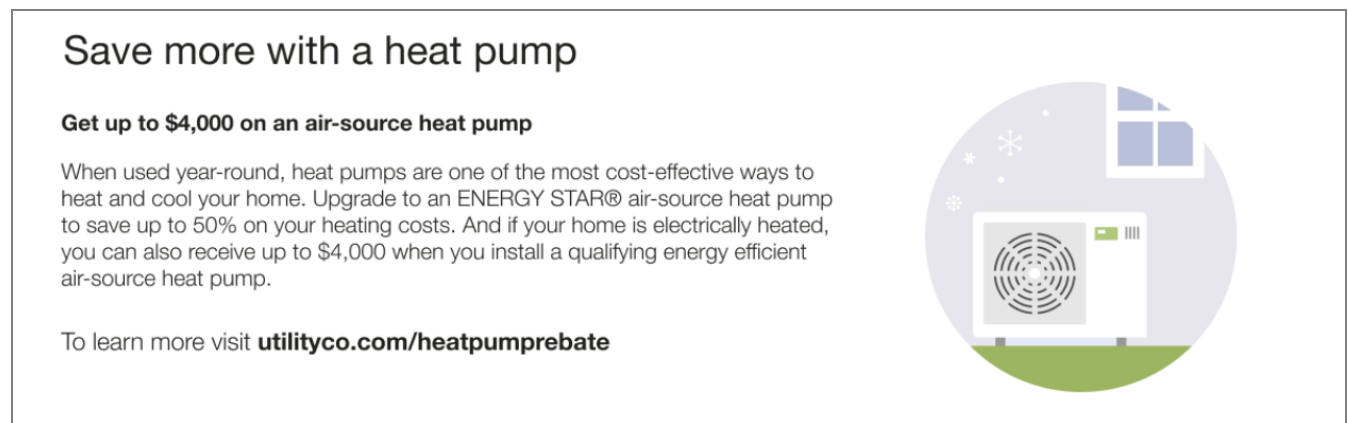
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User Experience

This section describes the user experience for each report type.

Progress Report Marketing Modules: The [Progress Report](#) has a dedicated space on the back of the report for a print marketing module. A marketing module should be included in every send.

This image is an example of a [Progress Report](#) marketing module.



Promotion Report Marketing Modules: The [Promotion Report](#) includes a Disaggregation Breakdown marketing module which explains how usage is calculated for each category of energy use in a customer's home. However, utilities have the option of replacing the Disaggregation Breakdown with an alternative module related to the promotion.

This image is an example of the [Promotion Report](#) marketing module.

How do we know your usage in each category?



Thanks to the data from your smart meter, we're able to read certain energy signatures to get an idea of how energy's being used in your home. Combined with your past energy use and home profile, we're able to show you estimates of your usage in each category so you know what to focus on.

For your complete energy breakdown, go to UtilityCo.com/breakdown.

Seasonal Report Marketing Module: Marketing modules included in the [Seasonal Report](#) educate customers about seasonal costs and changes, and advertise relevant programs and rebates.

This image is an example of the winter seasonal marketing module included in the [Seasonal Report](#).

Savings are great when you insulate

Save energy and stay cozy this winter

Improving your home's insulation is one of the most effective actions you can take to save energy. In fact, proper insulation can help you stay warmer in the winter while reducing your energy costs by 15%. So don't let your money leak out through the roof and walls—keep it in your pocket, where it belongs.

Plus, you can get up to \$100 in rebates on insulation materials from UtilityCo.

Discover how to insulate and save at utilityco.com/insulate.



Limited Income Report Marketing Module: The marketing module included in the [Limited Income Report](#) educates customers about additional programs or promotions that can help them save money.

This image is an example of a limited income marketing module included in the [Limited Income Report](#).

Get help with your bill

Keep the lights on at home—even in a crisis

When you're going through a hardship, your energy bill should be the last thing on your mind. With our Community Assistance program, you can receive a credit of up to \$500 to cover your energy bill when you need it most.



See if you qualify now by scanning the code
or visit utilityco.com/billassistance.



Time of Use Report Marketing Module: The marketing module included in the [Time of Use Report](#) is designed to educate customers about peak usage, highlight community impact, alert customers of season changes, and advertise relevant rates, programs and rebates.

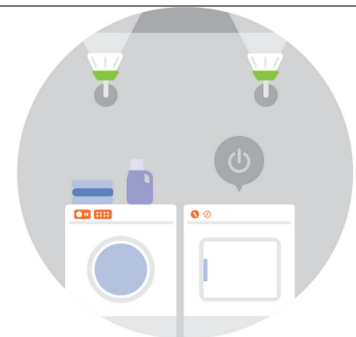
This image is an example of a time of use marketing module included in the [Time of Use Report](#).

What's okay to use during peak hours?

You don't have to turn everything off to save electricity

Although it's good to save as much electricity as you can, continuing to use low-energy electronics (like your TV, phone chargers, and lights) won't necessarily drive your usage up too much during peak hours. Feel free to continue using these low-energy items as needed, while you focus on avoiding high-energy appliances, like your clothes dryer or dishwasher.

Find more ways to save at utilityco.com/peak-savings.



Electric Vehicle Report Marketing Module: The marketing module included in the [Electric Vehicle Report](#) educates customers about additional programs or promotions that can help them save money.

This image is an example of a marketing module designed to promote the benefit of solar panels in the [Electric Vehicle Report](#).

Install solar to power your electric vehicle

You may have noticed your electric bills have increased since getting an electric vehicle (EV). To cut down on these costs, consider installing solar panels to power both your EV and your home!

While driving an EV is already beneficial for the environment, powering it with solar energy not only eliminates your gas usage, but uses electricity that is 100% renewable.

To learn more visit utilityco.com/go-solar.



Configuration Options

The content within marketing messages is customizable in coordination with Oracle Utilities Opower. Depending on the purpose of the module, you may be required to provide additional inputs. Talk to your Service Delivery Manager about selecting marketing modules that support the report experience.

Normative Comparisons

Normative comparison modules compare a customer against themselves (for example, their past energy usage) or their neighbors. These modules are designed to motivate customers to understand the underlying causes of the differences in each comparison and subsequently reduce energy.

Note: For most report types, utilities have the option of including either the Efficiency Zone or the Three-bar Normative Comparison module some report experiences. It is recommended that utilities with a savings-focus use the Three-bar Normative Comparison.

The design of the modules varies by report type and program design. Go to the individual module page to learn about the details of each module experience.

Efficiency Zone

The Efficiency Zone module is designed to motivate customers to save energy based on how they see themselves in relation to similar homes. It reframes the Efficient Homes concept from the Neighbor Comparison to improve customer satisfaction without heavily compromising energy efficiency. The module is comprised of a bar graph that compares

customer and similar homes usage against an Efficiency Zone, and insights that place the customer's usage in context. Usage below or up to the threshold is considered in the "efficiency zone." The Efficiency Zone threshold is the average use of the most efficient 20% of similar homes during that bill period and might change with each report.

The normative comparison in Digital Self Service - Energy Management mirrors the customer's report experience. For example, a customer that receives the Efficiency Zone in their report will also see an Efficiency Zone in Digital Self Service - Energy Management. For more information about the web version of the Efficiency Zone, see [Digital Self Service Energy Management Efficiency Zone](#).

Appears in: [Progress Report](#), [Welcome and Announcement Report](#), [Limited Income Report](#), [Time of Use Report](#)

Note: Utilities have the option of including either the Efficiency Zone or [Three-Bar Neighbor Comparison](#) module in most report types.

Requirements

Utility Requirements

Category	Description
Required Cloud Service	Energy Efficiency Cloud Service
Scale	Less than 100,000 per week

Customer Requirements

Category	Description
Billing Frequency	Monthly, bi-monthly, or quarterly
Data Delivery Frequency	Monthly, bi-monthly, or quarterly
Data Requirements	Billing data and third-party data (GSI and parcel data)

Category	Description
Data History	A minimum of one historical bill
Data Coverage	Not applicable. See Data Requirements.
Supported Fuels	Monthly, bi-monthly, or quarterly

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Limitations

- **Home Energy Reports vs. Web:** HER v3 customers receive an Efficiency Zone user variation in the web product which differs slightly from the Efficiency Zone in the reports. See the Neighbor Comparison section of the [Oracle Utilities Opower Digital Self Service - Energy Management Cloud Service Product Overview](#) for more information.
- **Third-Party Data:** Third-party data (GIS and parcel data) is needed to identify neighbors for the neighbor selection process.
- **Neighbor Selection:** A minimum number of neighbors (the default target is 100) must be selected for the customer. See Neighbor Selection - Detailed for more information.
- **Solar Report:** The Efficiency Zone cannot be included in the [Solar Report](#). Solar customers receive a solar variation of the three-bar neighbor comparison. See [Three-bar Neighbor Comparison](#) for more information.

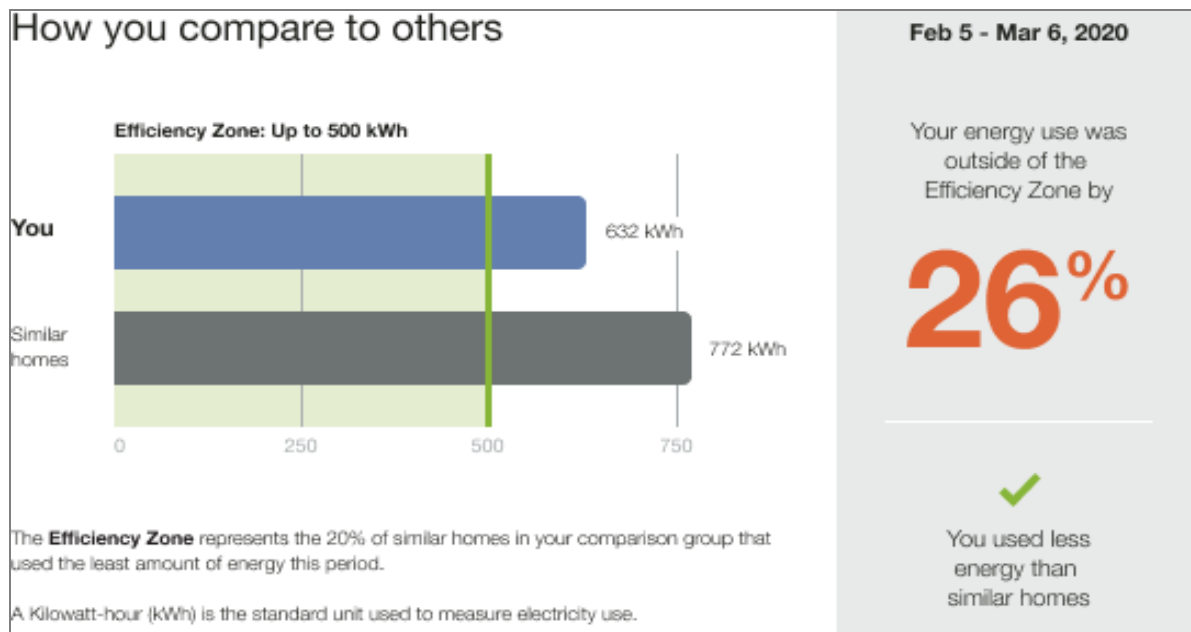
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User Experience

Efficiency Zone

Appears in: [Progress Report](#), [Welcome and Announcement Report](#), [Limited Income Report](#), [Time of Use Report](#),

This image is an example of the Efficiency Zone.



User Experience Variations

The user experience of the feature 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 the [Oracle Utilities Opower Energy Efficiency Cloud Service Overview](#) and go to the User Experience Variations section.

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
Efficiency Zone Color A green tinted rectangle and darker vertical line indicate the range and upper boundary of the Efficiency Zone, enabling customers to quickly see whether they are in or out of the zone. Default: A green tinted area. The default color is strongly recommended.	Optional Choose one of the following: <ul style="list-style-type: none"> ■ Use the default color. ■ Change the Efficiency Zone color to light gray.

Configuration Option	Input Value
<p>You Bar Label</p> <p>The bar graph label can be changed.</p> <p>Default: You</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ▪ Use the default label. ▪ Provide alternate label.
<p>Similar Homes Label</p> <p>The bar graph label can be changed.</p> <p>Default: Similar Homes</p> <p>The default label is strongly recommended.</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ▪ Use the default label. ▪ Contact your Delivery Team about configuring this label.
<p>Similar Homes Bar Color</p> <p>Colors in the graph can match the utility's color palette. This change requires a branding check by the Oracle Utilities Opower Client Design Team.</p> <p>Default: The colors in the example represent the default colors.</p>	<p>Choose one of the following:</p> <ul style="list-style-type: none"> ▪ Use the default color. ▪ Contact your Delivery Team about configuring the color.
<p>Explainer Text</p> <p>The explainer text defines the Efficiency Zone for the customer.</p>	<p>Optional</p> <p>Choose one of the</p>

Configuration Option	Input Value
<p>Default:</p> <p>"The Efficiency Zone represents the 20% of similar homes in your comparison group that used the least amount of energy this period."</p>	<p>following:</p> <ul style="list-style-type: none"> ■ Use the default text ■ Contact your Delivery Team about configuring the copy.
<p>Fuel Explainer</p> <p>The fuel explainer provides a definition of the fuel measurement.</p> <p>Default: The default varies by fuel type.</p> <p>Electric Only: A Kilowatt-hour (kWh) is the standard unit used to measure electricity use.</p> <p>Gas Only: A therm is a standard unit of measurement used to calculate gas use.</p> <p>Dual Fuel: A unit is a combined measurement of electricity (kWh) and gas (therm) use.</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ■ Use the default text ■ Contact your Delivery Team about configuring the copy.

Three-Bar Neighbor Comparison

The Three-bar Neighbor Comparison is designed to motivate customers to save energy based on how they see themselves in relation to their neighbors. It compares the customer ("You") to two groups: Efficient Homes" and "Similar Homes." The results are displayed in a horizontal bar graph. An insight statement on the right indicates whether the customer falls in one of three states:

- Great
- Good
- Fair

A brief message indicates how the customer compares to efficient homes in the area. An informational section below the bar graph explains that "Efficient Homes" represent the 20% of similar homes in the customer's comparison group that used the least amount of energy in the billing period and provides information about how the graph works.

The neighbor comparison in Digital Self Service - Energy Management mirrors the customer's report experience. For example, a customer that receives the Efficiency Zone in their report will also see an Efficiency Zone in Digital Self Service - Energy Management. For more information about the web version of the neighbor comparison, see [Digital Self Service Energy Management Neighbor Comparison](#).

Appears in: [Progress Report](#), [Welcome and Announcement Report](#), [Limited Income Report](#), [Time of Use Report](#), [Solar Report](#), [Electric Vehicle Report](#)

Note: For most report types, utilities have the option of including either the Three-Bar Neighbor Comparison module or [Efficiency Zone](#) in their report.

Requirements

Utility Requirements

Category	Description
Required Cloud Service	Energy Efficiency Cloud Service
Scale	Less than 100,000 per week

Customer Requirements

Category	Description
Billing Frequency	Monthly, bi-monthly, or quarterly.
Data Delivery Frequency	Monthly, bi-monthly, or quarterly
Data Requirements	Billing data and third-party data (GIS and parcel data).
Data History	A minimum of one historical bill.

Category	Description
Data Coverage	Not applicable. Billing level data is used.
Supported Fuels	<ul style="list-style-type: none"> ▪ Solar Report, Electric Vehicle Report: Electric-only, dual fuel ▪ Progress Report, Welcome and Announcement Report, Limited Income Report, Time of Use Report: Electric-only, gas-only, and dual fuel.

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Limitations

- **Neighbor Selection:** A minimum number of neighbors (the default target is 100) must be selected for the customer. See Neighbor Selection - Detailed for more information.
- **Home Energy Reports vs. Web:** HER v3 customers receive an Efficiency Zone user variation in the web product which differs slightly from the Efficiency Zone in the reports. See the Neighbor Comparison section of the [Oracle Utilities Opower Digital Self Service - Energy Management Cloud Service Product Overview](#) for more information.
- **Third-Party Data:** Third-party data (GIS and parcel data) is needed to identify neighbors for the neighbor selection process.

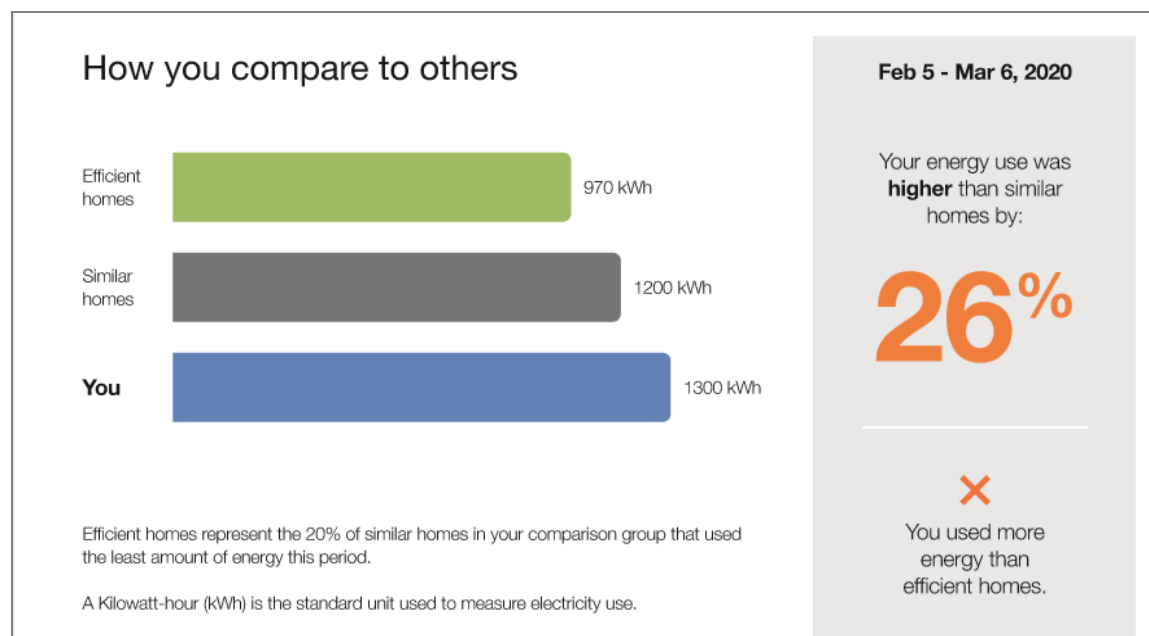
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User Experience

This section describes the user experience for each report type.

Three-Bar Neighbor Comparison

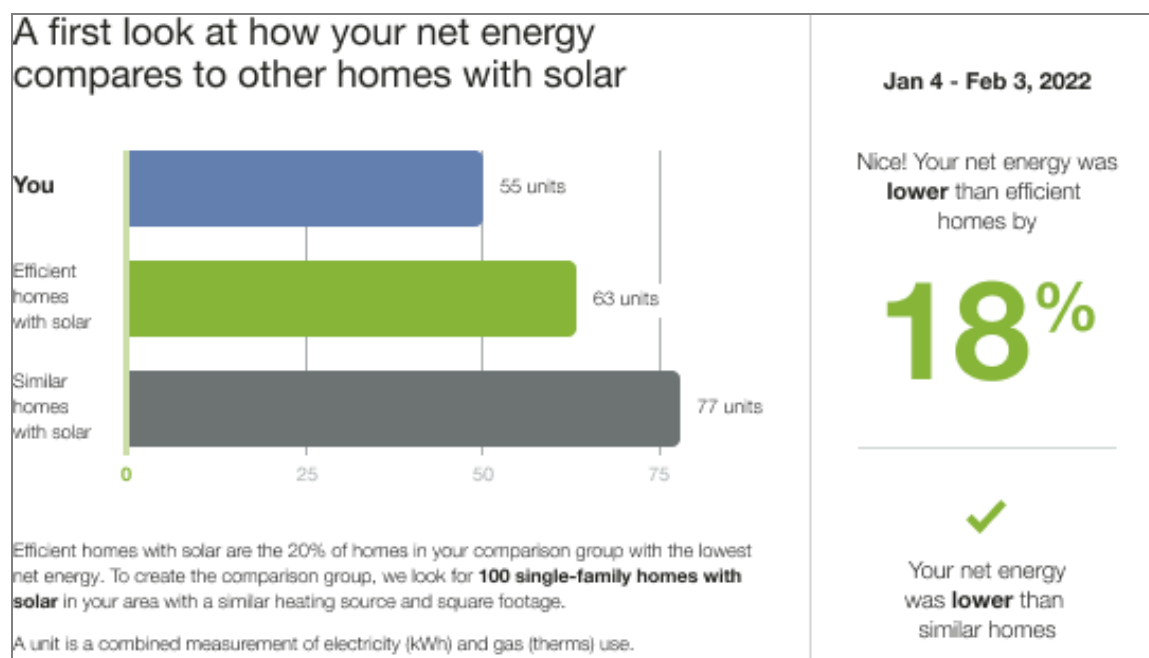
This image is an example of the most common version of the Three-Bar Neighbor Comparison as it appears in the [Progress Report](#), [Welcome and Announcement Report](#), [Limited Income Report](#), and [Time of Use Report](#).



Solar Three-Bar Neighbor Comparison

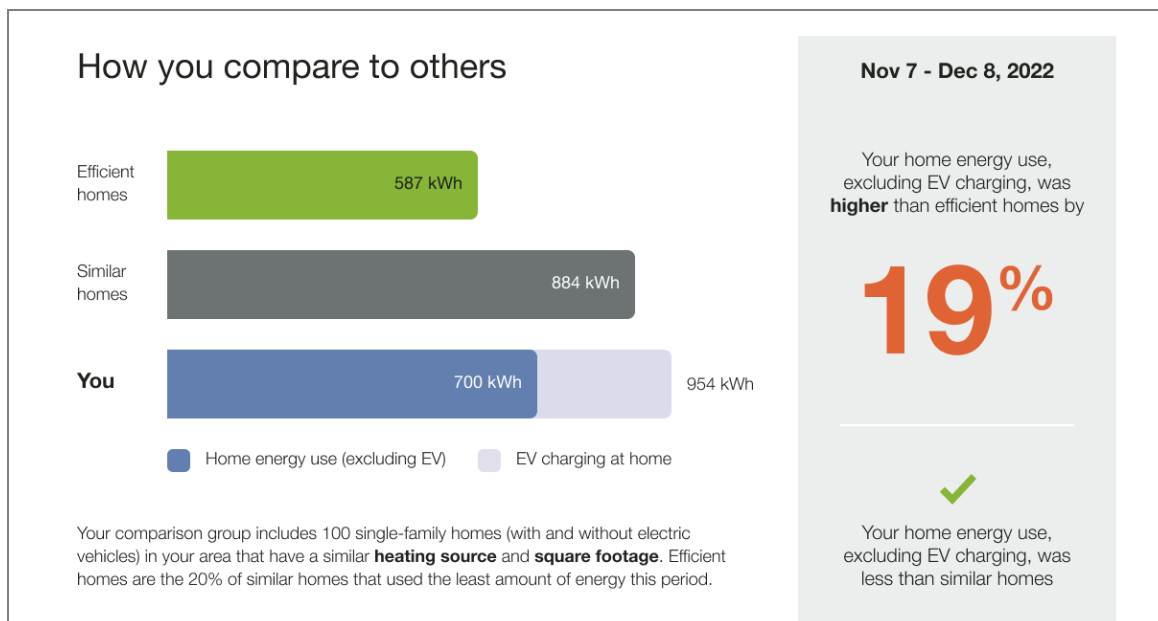
Note: In the Solar Report, 'energy use' is replaced with 'net energy' to capture both use and production.

This image is an example of the Solar Three-Bar Neighbor Comparison that appears in the [Solar Report](#).



Electric Vehicle Three-Bar Neighbor Comparison

This image is an example of the Electric Vehicle Three-Bar Neighbor Comparison that appears in the [Electric Vehicle Report](#) for an electric vehicle customer with a good comparison state and similar homes language.



User Experience Variations

The user experience of the feature 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 the Three-bar Neighbor Comparison description in the [Energy Efficiency Cloud Services Overview Guide](#) and go to the User Experience Variations section.

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
Primary and Secondary Colors Default: Based on utility branding guidelines	Optional Choose one of the following:

Configuration Option	Input Value
	<ul style="list-style-type: none"> ■ Use the default. ■ Contact your Delivery Team about configuring the copy.
<p>Insight Threshold</p> <p>The insight threshold is used to ensure that the insights have a material impact on the user.</p> <p>Default: The percentage insight threshold for the top insight is >100%. After the percentage threshold is reached, the alternative insight version of the insights is used.</p>	<p>Optional</p> <p>Select one of the following:</p> <ul style="list-style-type: none"> ■ Use the default. ■ Contact your Delivery Team about altering the threshold.

Seasonal Normative Comparison

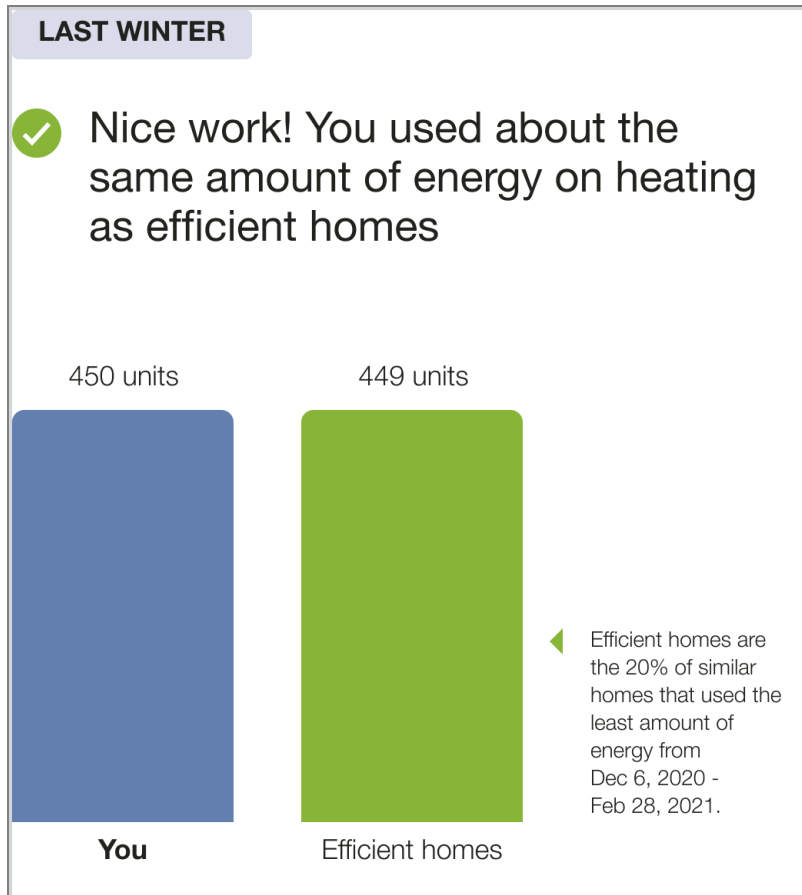
The Seasonal Normative Comparison module is a vertical bar graph that displays the customer's aggregate total energy use from the previous season compared to other homes. The comparison motivates them to reduce their heating or cooling energy use during the upcoming extreme weather season. The user experience varies depending on available customer data and whether the customer's program includes a [Neighbor Comparison](#) or [Efficiency Zone](#).

The neighbor comparison in Digital Self Service - Energy Management mirrors the customer's report experience. For example, a customer that receives the Efficiency Zone in their report will also see an Efficiency Zone in Digital Self Service - Energy Management. For more information about the web version of the neighbor comparison, see [Digital Self Service Energy Management Neighbor Comparison](#).

Appears in: [Seasonal Report](#)

Design

This image is an example of the Seasonal Normative Comparison module for a dual fuel customer in the Winter Seasonal Report.



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
Primary and Secondary Colors Default: Based on utility branding guidelines	Optional Choose one of the following: <ul style="list-style-type: none">■ Use the default.■ Contact your Delivery Team about configuring the colors.

User Experience Variations

The user experience varies for customers depending upon their service types, available data, costs, and locale. Note that the following list indicates the primary user experience

variations, not all possible variations.

Summer Seasonal Normative Comparison

The summer version of the Seasonal Normative Comparison module compares the customers cooling energy use from the previous summer to other homes to motivate them to reduce heating energy use during the upcoming winter.

Seasonal Neighbor Comparison

Customers who receive a two-bar Neighbor Comparison as part of their Progress Report receive a two-bar Seasonal Neighbor Comparison. Customers who receive a three-bar Neighbor Comparison as part of their Progress Report receive a three-bar Seasonal Neighbor Comparison. "Efficient homes" is used for Neighbor Comparison recipients in the insight, graph label and explainer areas for each data state.

Peak Focused Normative Comparison

The Peak Focused Normative Comparison module educates customers about their energy use relative to other homes during on-peak periods. The module compares the customer ("You") to their neighbors, "Efficient Neighbors" and "Average Neighbors," and provides them with a comparison state (such as fair, good, or great) to help them measure how their electricity use is compared their neighbors. The results are displayed in a horizontal bar graph. Total electricity usage values are also displayed so the customer can have a better understanding of what their on-peak use compared to their total use during the bill period. An informational text below the bar graph explains that "Efficient Homes" represent the 20% of similar homes in the customer's comparison group that used the last amount of energy in the billing period, and provides information about how the graph works. Depending on the customer's comparison state, the insight statement below the graph either gently informs the customer that savings are still within reach or informs them that they are leading their neighbors in savings.

Requirements

Utility Requirements

Category	Description
Required Cloud Service	Energy Efficiency Cloud Service
Scale	Not applicable.

Customer Requirements

Category	Description
Billing Frequency	Monthly, bi-monthly, or quarterly.
Data Delivery Frequency	Monthly, bi-monthly, or quarterly.
Data Requirements	<ul style="list-style-type: none">▪ Billing data and third-party data (for example, GIS and parcel data).▪ AMI data
Data History	A minimum of one historical bill.
Data Coverage	AMI data for on-peak periods must have 100% of available reads for the customer.
Supported Fuels	Electric-only.

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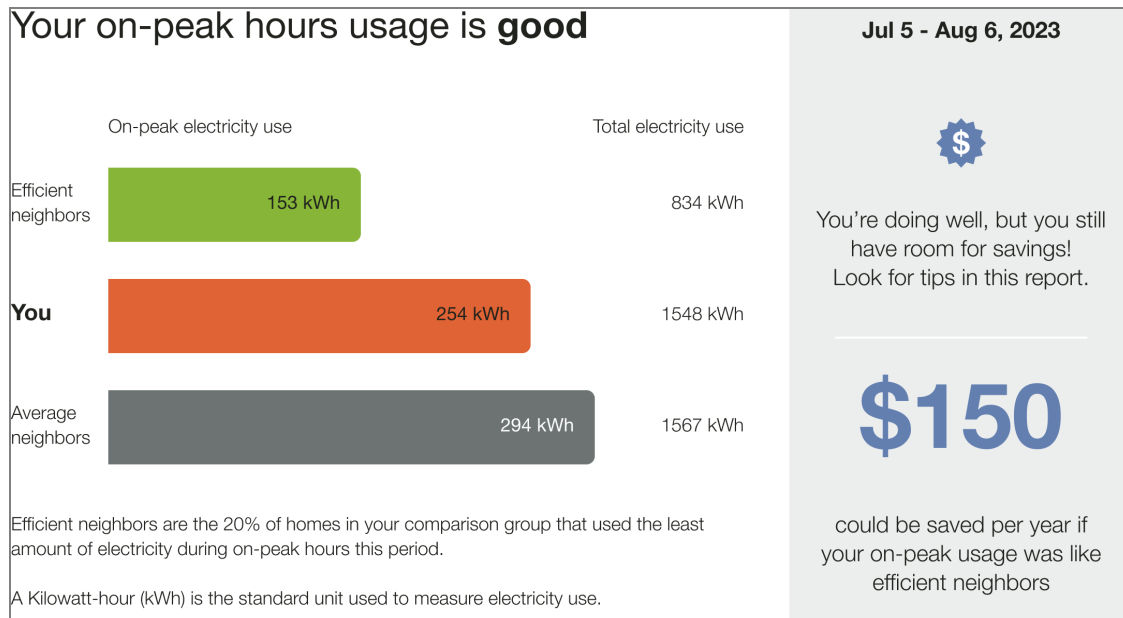
Limitations

- **Peak Focused Report:** This module is only available as part of the [Peak Focused Report](#).
- **Time of Use Rate Plan:** This module is only available to customers with a Time of Use rate plans.

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User Experience

This section describes the user experience for a customer with a good data state.



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User Experience Variations

The user experience of the feature 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 the Peak Focused Normative Comparison description for Home Energy Reports v3 in the [Oracle Utilities Opower Energy Efficiency Cloud Service Overview](#) and go to the User Experience Variations section.

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Configuration Options

Configuration Option	Input Value
Efficient Homes Color This bar displays a usage value for the most efficient 20% of the customer's neighbors. Default: Green	Optional <ul style="list-style-type: none"> ■ Use the default color. ■ Provide alternate configuration.
Similar Homes Color This bar indicates how all the customer's neighbors are doing.	Optional <ul style="list-style-type: none"> ■ Use the default label. ■ Provide alternate

Configuration Option	Input Value
Default: Grey	configuration.
Efficient Homes Label This bar displays a usage value for the most efficient 20% of the customer's neighbors. Default: Efficient Neighbors	Optional <ul style="list-style-type: none"> ■ Use the default label. ■ Provide alternate configuration.
Similar Homes Label This bar indicates how all the customer's neighbors are doing. Default: Average Neighbors	Optional <ul style="list-style-type: none"> ■ Use the default label. ■ Provide alternate configuration.
You Label This bar indicates how the customer is doing. Default: You	Optional <ul style="list-style-type: none"> ■ Use the default label. ■ Provide alternate configuration.
Short Explainer The explainer text appears below the bar chart and includes an efficient homes description that defines efficient neighbors that the customer is being compared to. Default: Efficient neighbors are the 20% of homes in your comparison group that used the least amount of electricity during on-peak hours this period.	Optional <ul style="list-style-type: none"> ■ Use the default text. ■ Provide alternate configuration.
Fuel Explainer The fuel units used in the comparison are defined below the efficient neighbors description. Default: A Kilowatt-hour (kWh) is the standard unit used to measure electricity use.	Optional <ul style="list-style-type: none"> ■ Use the default text. ■ Provide alternate configuration.

Configuration Option	Input Value
<p>Smiley Icons</p> <p>If smileys icons are configured, the icon set appears beside the main insight heading. Icon set options include:</p> <ul style="list-style-type: none"> ▪ No icons (Off) ▪ Smiley icons: <ul style="list-style-type: none"> ▪ Neutral smiley icons ▪ Thinking smiley icons ▪ Leaf icons ▪ Medal icons <p>Default: No icons (Off)</p>	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default setting. ▪ Provide alternate configuration.
<p>Threshold</p> <p>When the cost/savings are not greater than the threshold, the fallback is used.</p> <p>Default: \$100</p>	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default setting. ▪ Provide alternate configuration.
<p>Bottom Insight</p> <p>The utility may opt for a financial or percentage version of the bottom insight.</p> <ul style="list-style-type: none"> ▪ The financial version uses the customer's Time of Use rate to calculate an approximate annualized cost of the energy use gap between the recipient and their most relevant comparison group. ▪ The percentage version of the insight indicates how much more or less energy the customer has used compared to their neighbors. <p>Default: Financial</p>	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default setting. ▪ Provide alternate configuration.

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Page Turn

The Page Turn module is included at the bottom of the front page of the report and contains a message and an arrow icon, prompting users to turn over the report for more information. The messaging of the module varies by [report type](#) and promotion type.

The Page Turn module is different than the [Utility Info](#) module, which appears in the footer on the back of the report.

Appears in: All [report types](#).

Requirements

Utility Requirements

Category	Description
Required Cloud Service	Energy Efficiency Cloud Service
Scale	Less than 100,000 per week

Customer Requirements

Category	Description
Billing Frequency	Not applicable.
Data Delivery Frequency	Not applicable.
Data Requirements	Not applicable.
Data History	Not applicable.
Data Coverage	Not applicable.
Supported Fuels	Not applicable.

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Limitations

There are no applicable module limitations.

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User Experience

This section describes the user experience for the [Progress Report](#).

Want to reduce your home's energy use? Turn over for personalized savings advice.

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User Experience Variations

The user experience of the feature 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 the Page Turn description for Home Energy Reports v3 in the [Oracle Utilities Opower Energy Efficiency Cloud Service Product Overview](#) and go to the User Experience Variations section.

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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
<p>Prompt The prompt encourages the customer to turn over the report and learn more.</p> <p>Progress Report, Limited Income Report, Electric Vehicle Report Default: "Turn over for personalized savings advice."</p> <p>Promotion Report Default: "Turn over for more ways to save."</p> <p>Welcome and Announcement Report Default: "Turn over to explore your new energy-saving insights"</p>	<p>Optional Choose one of the following:</p> <ul style="list-style-type: none">■ Use the default.■ Provide alternate prompt text.

<p>Seasonal Report Default:</p> <ul style="list-style-type: none"> ▪ Summer Seasonal: "Turn over for ways to stay cool while you save" ▪ Winter Seasonal: "Turn over for ways to stay warm while you save" <p>Time of Use Welcome and Progress Report Default: "Turn over to explore your new energy-saving insights."</p> <p>Solar Welcome Report Default: "Turn over for personalized insights."</p> <p>Solar Progress Report Default: "Turn over for insights and tips."</p> <p>Peak Focused Progress Report Default: "Turn over for personalized savings advice."</p>	
<p>Message</p> <p>The message is designed to motivate the customer to turn over the page and view content on the back.</p> <p>Progress Report, Limited Income Report, Electric Vehicle Default: "Want to reduce your home's energy use?"</p> <p>Promotion Report Default: "Curious about [End Use 1] and [End Use 2]?"</p> <p>Welcome and Announcement Report Default: "Turn over to explore your new energy-saving insights"</p> <p>Time of Use Report Default (Progress only): "Want to save more on your bill?"</p> <p>Seasonal Report Default: "Ready to save more this [season]?"</p> <p>Solar Welcome Report Default: "Ready to start saving more?"</p> <p>Solar Progress Report Default: "Save even more."</p> <p>Peak Focused Welcome Report Default: "Turn over to explore your new energy-saving insights"</p> <p>Peak Focused Progress Report Default: "Want to reduce your home's energy use?"</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Provide alternate prompt text.

Personal Tracker

The Personal Tracker provides customers with up to one year's comparison of their current year's usage to the previous year. It offers a range of data scenarios, displaying usage information across as few as three bills or as many as two full years of bills. The module includes an evaluative statement that assesses the customer's performance, a bar chart for visualization, seasonal helpers, and insights into why their energy use may have increased, decreased, or remained the same. This module may be used as a replacement for the [Self-Comparison](#) module located on the back of the [Progress Report](#).

Appears in: [Progress Report](#).

Requirements

Utility Requirements

Category	Description
Required Cloud Service	Oracle Utilities Opower Energy Efficiency Cloud Service
Scale	Not applicable.

Customer Requirements

Category	Description
Billing Frequency	Monthly, bi-monthly, or quarterly.
Data Delivery Frequency	Monthly, bi-monthly, or quarterly.
Data Requirements	Not applicable.
Data History	A minimum of one historical bill.
Data Coverage	Not applicable.
Supported Fuels	Progress Reports: Electric-only, gas-only, dual fuel.

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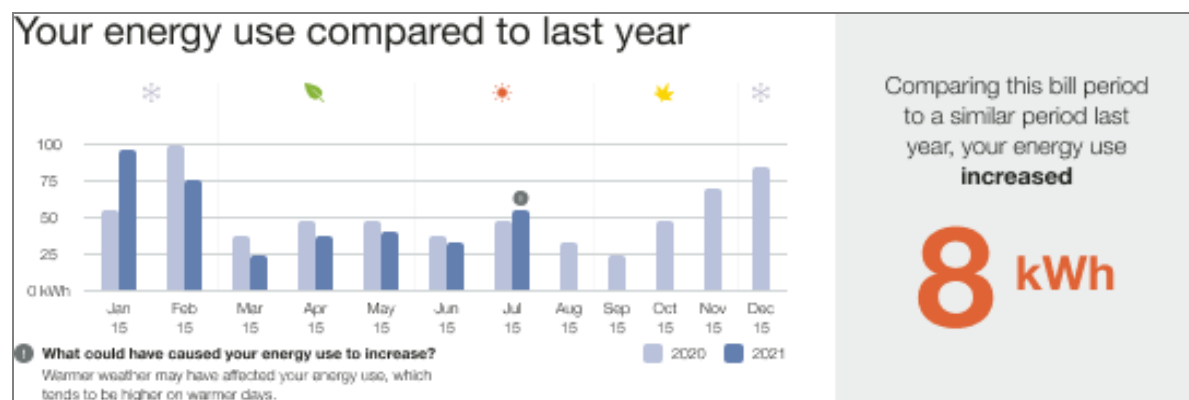
Limitations

- The module can be used as a replacement for the [Self-Comparison](#) module in the [Progress Report](#).

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User Experience

This section describes the user experience of an electric-only customer, followed by how the user experience may vary.



Header: The header informs the customer that the module is a comparison of their current energy use to the previous year.

Chart: The bar chart displays the customer's bills over time and provides a comparison to previous energy use if enough data is available. By default, it will compare the customer's energy usage month over month going as far back as the beginning of the previous year. It also supports customers with bimonthly or quarterly bill periods.

- **Unit of measurement:** The unit of measurement varies by fuel type: kWh, therms, and units.
- **Insight icon:** An insight icon positioned above the current month correlates to the secondary insight located below the chart.

Insight: The insight located next to the chart informs the customer if their energy use has increased or decreased since the previous bill period.

Secondary insight: The secondary insight provides explanations for why their energy use may have increased or decreased compared to the previous billing period, particularly in relation to changes in temperature. The module uses weather insight calculations to determine whether the average temperature was higher or lower between the current and

comparison billing periods. Based on this calculation, the Personal Tracker provides suggestions as to why the customer's energy use increased or decreased.

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User Experience Variations

The user experience of the feature 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.

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
Header The header varies by fuel type and available data. The utility may select alternative headers. Default: Your energy use compared to last year	Required <ul style="list-style-type: none">■ Use the default.■ Contact your Delivery Team about selecting different headers.
Bar Chart Colors The bar chart colors maybe changed. Default: By default, the chart colors match the utility branding.	Required <ul style="list-style-type: none">■ Use the default.■ Contact your Delivery Team about changing the chart colors.
Primary Insight The primary insight varies by fuel and report type.	Required <ul style="list-style-type: none">■ Use the default.■ Contact your Delivery Team about configuring the primary insight.
Secondary Insight The primary insight varies by weather data and report type.	Required <ul style="list-style-type: none">■ Use the default.■ Contact your Delivery Team about

Configuration Option	Input Value
	configuring the secondary insight.

Program Promotion Module

The Promotion module enables the utility to promote a program of their choice that is related to the available disaggregation categories: heating, cooling, water heating, appliances, lighting, and fridge. The module is designed to help the customer evaluate whether the effort of taking action is worth the potential savings. Oracle Utilities Opower works directly with the utility to design the promotion module on the front of the report to be specific to the report promotion.

Appears in: [Promotion Report](#)

Design

This image shows an example of the Promotion module design for a hot water heater.

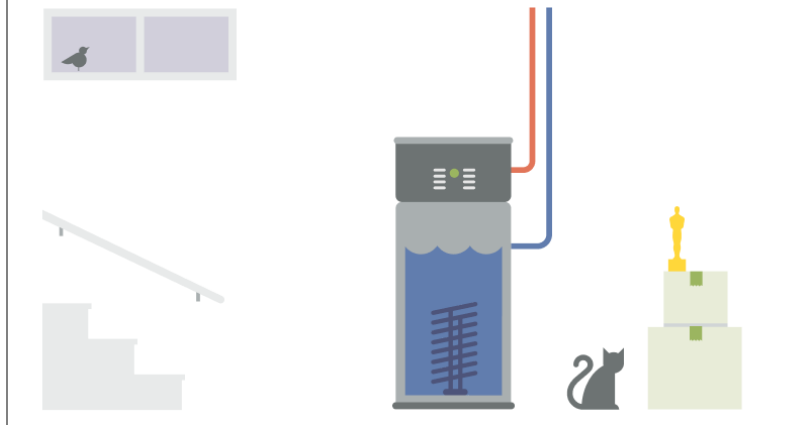
A new water heater could help you save

 **Save \$400 with a limited-time UtilityCo rebate.**

If your water heater is over 10 years old, now's a good time to upgrade to an ENERGY STAR® heat pump water heater. Though they're a little pricey, you can make up the extra cost in as little as 3 years.

According to the U.S. Department of Energy, you can save over 50% on water heating costs. For a family of 3, that adds up to \$2,610 in savings over its lifetime!

To learn more, visit utilityco.com/wh-rebate.



Configuration Options

Oracle Utilities Opower works directly with the utility to design the promotion module on the front of the report to be specific to the utility's promotional goals. The module elements are configurable. [Contact your Delivery Team](#) about customizing the copy.

User Experience Variations

The user experience varies for customers depending on their energy use, service types, available data, costs, locale, and if the utility elects to promote an energy use category that is not the customer's largest category. Note that the list below does not include all possible variations.

Heating and Cooling Combined Smart Thermostat

The heating and cooling combined smart thermostat promotion includes feel-good or community type messaging focused on the personal benefits of acting. For example, the promotion may talk about how installing a smart thermostat is a great way to manage heating and cooling use without giving up comfort, and how to set thermostat schedules

from a smart phone. It may also include messaging about the dollar savings a customer can realize, and how their thermostat energy savings can equate to an impact on greenhouse emissions.

Heating-only Smart Thermostat

The heating-only smart thermostat promotion module includes feel-good or community type messaging. Its content is similar to the combined thermostat promotion describe above, but with a focus on the winter season.

Quadrant Modules

The Quadrant modules echo the theme of the [Announcement](#) module, and provide the customer with context and rationale for the personalized insights included in the [Welcome and Announcement Report](#), [Time of Use Report](#), [Limited Income Report](#), and [Solar Report](#).

Announcement Quadrant

The Quadrant module in the Announcement Report includes four customized sections that echo the theme of the [Announcement](#) module, and provides the customer with context and rationale for the personalized insights included in the report.

Appears in: [Welcome and Announcement Report](#)

Design

This image is an example of a Quadrant module customized for the Announcement Report.

Here are some programs that are here to help you:



Budget Billing Programs

Budget Billing is a free service that averages your yearly bill amount into equal monthly payments—so you know exactly what to expect each month.



Help paying your energy bills

When you're going through a hardship, your energy bill should be the last thing on your mind. Receive a credit of up to \$400 to cover your energy bill when you need it most.



Free Home Energy Audit

Your home could be full of hidden savings—a Home Energy Audit will find them for you. One of our energy experts will lay out a personalized saving plan for your home, plus install free efficient products on the spot.



Home Energy Reports

Track your energy use over time and compared to similar homes to understand if your use is normal, notice trends in how you use energy and make empowered decisions to save!

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
Feature Heading The feature heading must support the announcement theme. Default: Not applicable.	Required Contact your Delivery Team about creating custom content for the Quadrant module.
Quadrant Headings and Text The quadrant headings and text must support the announcement theme. Default: Not applicable.	Required Contact your Delivery Team about creating custom content for the Quadrant module.

Configuration Option	Input Value
Images The module images must support the announcement theme and quadrant text. Default: Not applicable.	Required Contact your Delivery Team about selecting alternate images.
Module Placement Default: The Quadrant module appears on the front of the report by default. It can be swapped with the Efficiency Zone or Neighbor Comparison to appear on the back of the report.	Optional Choose one of the following: <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about module placement.
Blank Slot Utilities have the option of replacing the Quadrant module with a custom module created by the Client Design team. The custom module must fit the primary feature specifications. See the Client Design Menu of Services for more information.	Optional Contact your Delivery Team about replacing the module.

Welcome Quadrant

The Quadrant module in the Welcome Report and Limited Income Report can be included on the front or back of the report, and includes standardized copy designed to educate new and legacy customers on the key features and benefits of the report. The focus of the quadrant varies by report type.

Appears in: [Welcome and Announcement Report](#), [Limited Income Report](#), [Time of Use Report](#), [Solar Report](#), and [Peak Focused Report](#)

Requirements

Utility Requirements

Category	Description
Required Cloud Service	Energy Efficiency Cloud Service
Scale	Not applicable.

Customer Requirements

Category	Description
Billing Frequency	Monthly, bi-monthly, or quarterly.
Data Delivery Frequency	Monthly, bi-monthly, or quarterly.
Data Requirements	Not applicable.
Data History	A minimum of one historical bill.
Data Coverage	Not applicable.
Supported Fuels	<ul style="list-style-type: none">▪ Welcome and Announcement Report, Limited Income Report, Time of Use Report: Electric-only, gas-only, and dual fuel.▪ Solar Report: Electric-only, dual fuel.▪ Peak Focused Report: Electric-only.

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Limitations

- **Peak Focused Report:** The Peak Focused Report is only available for the electric fuel type.

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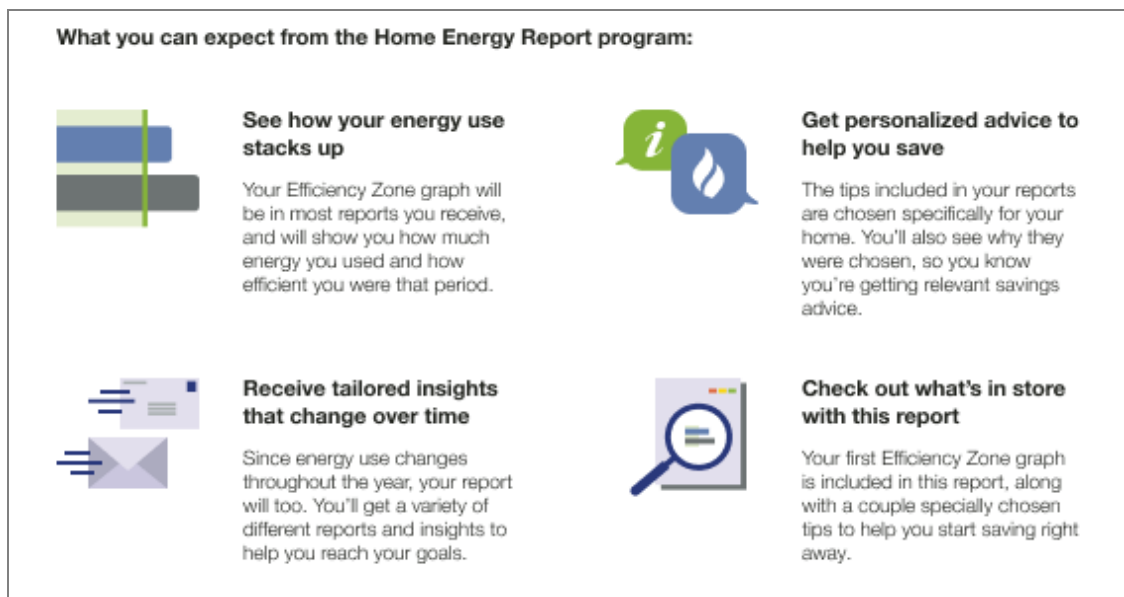
User Experience

This section describes the user experience for each report type.

Welcome and Announcement Report - Welcome Quadrant

The Quadrant module orients new customers to the four parts of the report experience: normative comparison, tips, variable insights, and how to get started

This image is an example of a Quadrant module included in the [Welcome and Announcement Report](#).



Limited Income Report - Welcome Quadrant

The Quadrant module in the Limited Income Report orients new customers to the four parts of the report experience: normative comparison, tips, variable insights, and how the report will help limited income customers reduce energy use and save money.

This image is an example of a Quadrant module included in the welcome version of the [Limited Income Report](#).

What you can expect from the Home Energy Report program



See your energy use in a helpful comparison

Your Efficiency Zone graph will be in most reports you receive, and will show you how much energy you used and how efficient you were that period.



Get personalized advice to help you save

Tips included in your reports are chosen specifically for your home. You'll also see why they were chosen, so you know you're getting relevant savings advice.



Receive tailored insights that change over time

Since energy use changes throughout the year, your report will too. You'll get different types of reports and insights to help you reach your goals.



Save more with energy savings programs

You'll learn about energy efficiency programs that can help you reduce your bill, as well as assistance programs you may qualify for.

Time of Use Report - Welcome Quadrant

The Welcome Quadrant module included in the Time of Use Report educates new customers on the key features and benefits of the time of use report experience.

This image is an example of a welcome Quadrant module included in the [Time of Use Welcome Report](#).

What you can expect from the Home Energy Report program



See how your overall energy use stacks up

Your Efficiency Zone graph will be in most reports you receive, and will show your total energy use and how efficient you were that period.



Find helpful info about your TOU rate plan

These reports will help you keep track of when electricity costs the most based on your plan, so you can focus on saving energy when it matters most.



Get personalized tips and peak savings advice

Tips included in your reports are chosen specifically for your home, so you can save more at any time of day, and especially during peak hours.



Receive tailored insights that change over time

Since energy use changes throughout the year, your report will too. You'll get different types of reports, along with special offers that can help you save.

Solar Report - Welcome Quadrant

The Welcome Quadrant module included in the Solar Welcome Report educates new customers on the key features and benefits of the solar report experience.

This image is an example of the module included in the [Solar Welcome Report](#).

What you can expect in future reports



See how your energy use stacks up with solar

Future reports will typically include a graph showing how your net energy compares to similar homes with solar.



Get personalized advice to help you save

We'll always show you tips chosen specifically for your home, so you know you're getting relevant savings advice.



Receive tailored insights that change over time

Since energy use and solar production are seasonal, you'll get different types of insights to help you save all year long.



Explore offers to get the most out of going solar


Reports will also include rebates, programs, incentives, and other offers to help you save more and optimize your solar experience.

Peak Focused Report - Welcome Quadrant

The Welcome Quadrant module included in the Peak Focused Report educates new customers on the key features and benefits of the Time of Use report experience, with a focus on high-cost peak periods.


This image is an example of the module included in the [Peak Focused Report](#).

What you can expect from the on-peak Home Energy Report




See how your on-peak energy use stacks up

Your similar homes comparison graph will be in most reports you receive, and will show your on-peak energy use compared to similar homes.




Find helpful info about your TOU rate plan

These reports will help you keep track of when electricity costs the most based on your plan, so you can focus on saving energy when it matters most.



Get personalized tips and peak savings advice

Tips included in your reports are chosen specifically for your home, so you can save more at any time of day, and especially during on-peak hours.



Receive tailored insights that change over time

Since energy use changes throughout the year, your report will too. You'll get different types of reports, along with special offers that can help you save.

User Experience Variations

The user experience of the feature 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 the Welcome Quadrant description for Home Energy Reports v3 in the [Oracle Utilities Opower Energy Efficiency Cloud Service Product Overview](#) and go to the User Experience Variations section.

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
Welcome Quadrant The welcome report variation of the Quadrant module includes standardized copy that educates new customers on the key features and benefits of the report experience. Default: Use standardized welcome quadrant copy.	Required Choose one of the following: <ul style="list-style-type: none">▪ Use the default.▪ Contact your Delivery Team about modifying the standard welcome copy.
Images The module images must support the welcome or utility announcement message.	Optional <ul style="list-style-type: none">▪ Use the default.▪ Contact your Delivery Team about alternate images.
Module Placement	Optional

Configuration Option	Input Value
<p>Default: The Quadrant module appears on the front of the report by default. It can be swapped with the normative comparison to appear on the back of the report.</p>	<p>Choose one of the following:</p> <ul style="list-style-type: none"> ■ Use the default. ■ Contact your Delivery Team about module placement.
<p>Blank Slot</p> <p>Utilities have the option of replacing the Quadrant module with a custom module created by the Client Design team. The custom module must fit the primary feature specifications.</p> <p>Default: Use standardized welcome quadrant copy.</p>	<p>Optional</p> <ul style="list-style-type: none"> ■ Use the default. ■ Contact your Delivery Team about replacing the module.

Seasonal Breakout Module

The Seasonal Breakout module informs the customer what percentage of their energy use the previous season went toward cooling or heating. The purpose of this module is to highlight the how large a customer's heating or cooling costs can get, and prepare them for the seasonal insights and tips presented later in the report.

Appears in: [Seasonal Report](#)


Design

This image shows an example of the Seasonal Breakout module design for the Summer Seasonal Report.

Cooling has a big impact on summer energy bills

39% of your total energy use went towards **cooling*** last summer

*Can include window units, central AC, and fans



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
<p>Header</p> <p>The header is dynamic by season.</p> <p>Cooling Default: Cooling has a big impact on summer energy bills</p> <p>Heating Default:</p> <ul style="list-style-type: none"> ▪ Electric and dual: Heating has a big impact on winter energy bills ▪ Gas: Heating has a big impact on winter gas bills 	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about configuring the copy.
<p>Explainer</p> <p>The explainer is dynamic by season.</p> <p>Heating Default: Includes things like window units, central AC, and fans</p> <p>Cooling Default:</p> <ul style="list-style-type: none"> ▪ Electric and Dual Fuel: Includes things like furnaces, boilers, baseboard heaters, and space heaters ▪ Gas: Includes things like furnaces and boilers 	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about configuring the copy.

User Experience Variations

The user experience varies for customers depending on their energy use, service types, available data, costs, locale, and if the utility elects to promote an energy use category that is not the customer's largest category. Note that the list below does not include all possible variations.

Winter Seasonal Breakout Module

The Winter Seasonal Breakout module reflects heating use.

Header: The header highlights that heating has an impact on the customer's winter energy bills. For example, "Heating has a big impact on winter energy bills."

Insight: The insight does the math for the customer, helping them understand in a quick take how much of their energy use went towards heating the previous summer. For example, "39% of your total energy use went towards heating last winter." The percentage is a warm color to reflect heating. "Energy" is used to describe electric and dual fuel usage. "Gas" is used for gas customers.

Image: A seasonally themed illustration is included in the module.

Self-Comparison

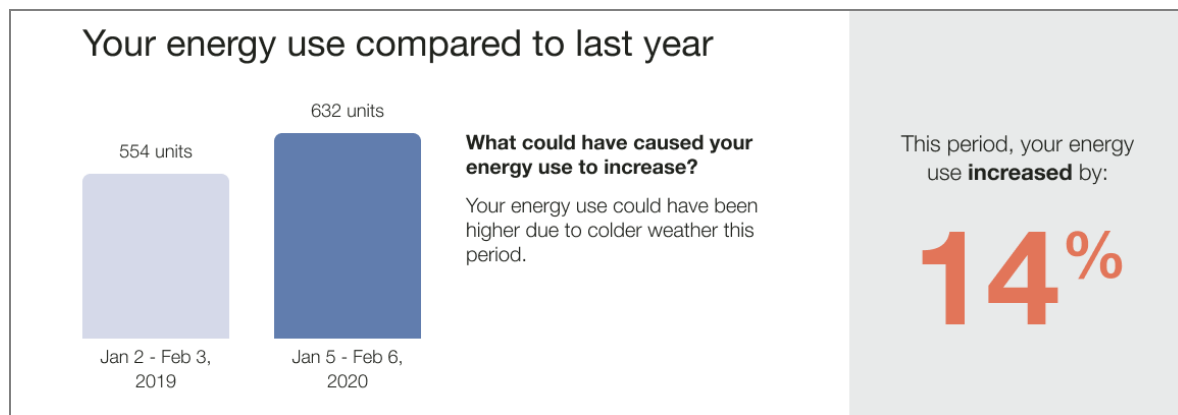
The Self-Comparison module offers customers a concise and personalized explanation for why a bill might be different or similar compared to a past bill. It includes a self-comparison that shows how the customer compares against their past energy use, rationale for the delta they might notice (for example, weather insights or bill period details), acknowledgment of improvement, and a moment of pride highlight. In the Solar Report, the Self-Comparison module includes solar-focused text and design variants of the comparison graph for the negative net energy and net zero energy states experienced by solar customers.

Appears in: [Progress Report](#), [Solar Progress Report](#)

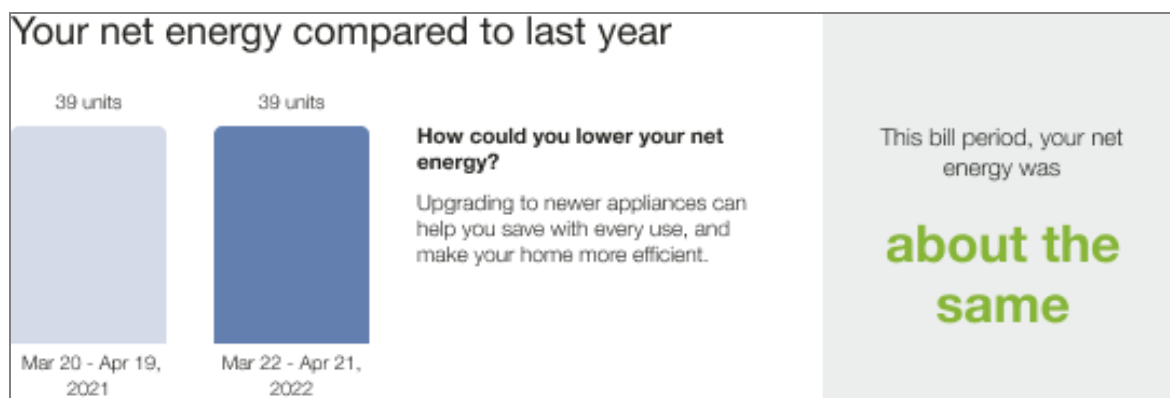
Design

Progress Report - Self-Comparison

This image shows an example of the Self-Comparison module design for the [Progress Report](#).



This image shows an example of the Self-Comparison module design for the [Solar Report](#).



- Usage Increased
- Usage Decreased
- Usage Same

Each state can accommodate all net negative, all net positive, net zero, and net positive and net negative in the same graph.

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
Progress Report Year Over Year Variant - Insight Opener It is recommended that the term 'energy' is used for all fuel	Optional Choose one of the following:

Configuration Option	Input Value
<p>types, but single fuel clients may configure this to 'electricity' or 'gas'</p> <p>Default:</p> <ul style="list-style-type: none"> ▪ Insight with change default text: This period, your [energy] use [decreased] by: ▪ Insight with no change default text: This period, your [energy] use was 	<ul style="list-style-type: none"> ▪ Use the default. ▪ Replace 'energy' with 'electricity' or 'gas.'
<p>Progress Report Bill Period Over Bill Period Variant - Insight Opener</p> <div> <p>It is recommended that the term 'energy' is used for all fuel types, but single fuel clients may configure this to 'electricity' or 'gas'</p> </div> <p>Report Default:</p> <ul style="list-style-type: none"> ▪ Insight with change default text: This period, your [energy] use [decreased] by: ▪ Insight with no change default text: This period, your [energy] use was: 	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Replace 'energy' with 'electricity' or 'gas.'

User Experience Variations

The explainer headline and body text vary depending on the customer's energy use, fuel type, and whether a year-over-year or bill-over-bill comparison is used.

Available data - Solar Report

If a customer has less than 13 months of data, they are shown a fallback experience that compares the current bill period to the previous bill period.

Thermostat Adjustment Module

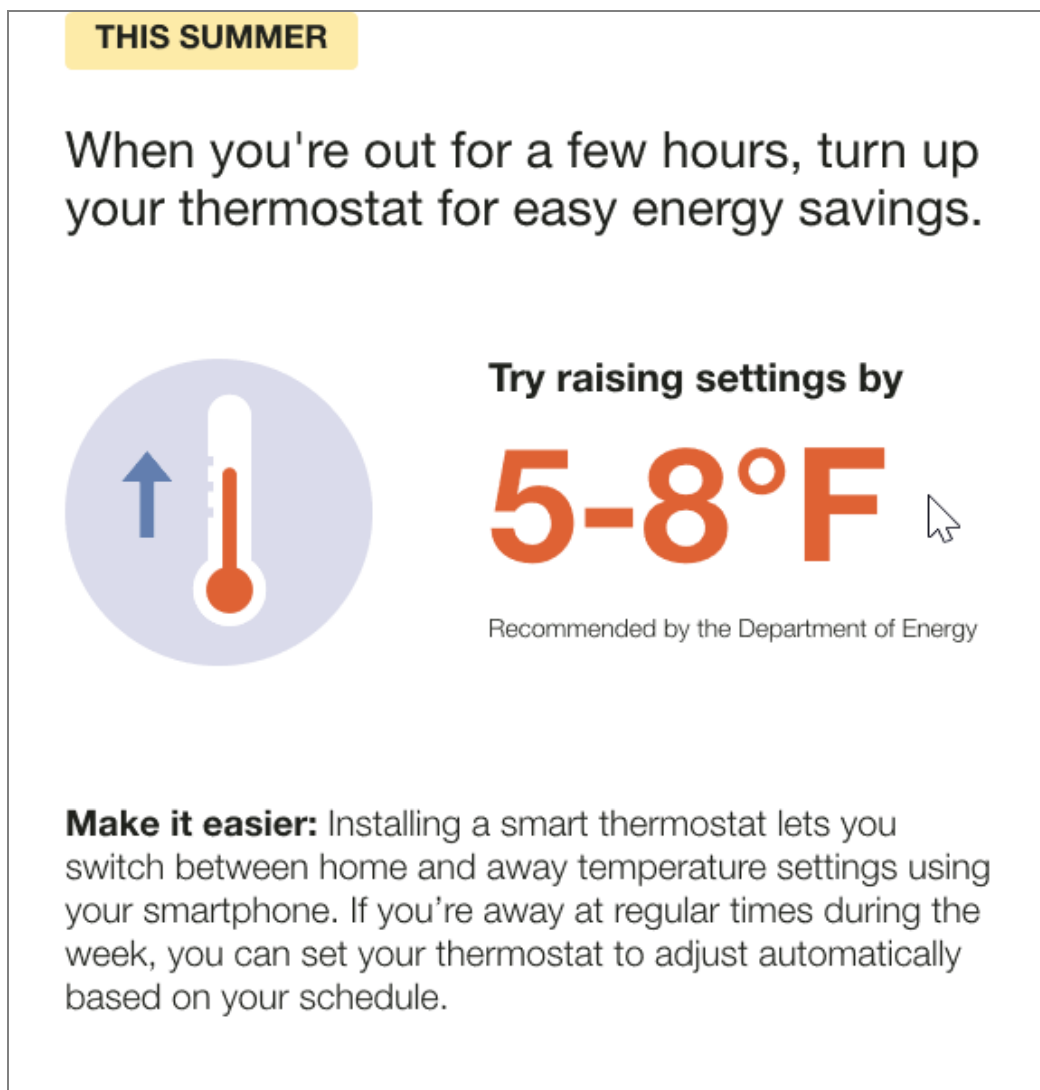
The Thermostat Adjustment module provides customers with a recommended thermostat adjustment for the season in order to align their settings with the U.S. Department of

Energy recommendations. It also encourages the customer to purchase a smart thermostat in order to automate savings on cooling.

Appears in: [Seasonal Report](#)

Design

This image shows an example of the Thermostat Adjustment module design for the [Summer Seasonal Report](#).



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
Source This element can be configured to site an alternate source. Default: U.S. Department of Energy	Optional Choose one of the following: <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about configuring the copy.
Details The details encourage the customer to make saving energy easier by purchasing a smart thermostat. Default: Smart thermostat	Optional Choose one of the following: <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about alternative detail options.

User Experience Variations

The user experience varies for customers depending on their energy use, service types, available data, costs, locale, and if the utility elects to promote an energy use category that is not the customer's largest category. Note that the list below does not include all possible variations.

Winter Thermostat Adjustment

The Winter Seasonal Report version of the Thermostat Adjustment module encourages customers to adjust their thermostat setting when they go to bed in alignment with U.S. Department of Energy recommendations. It also includes an additional recommendation use a programmable or smart thermostat in order to automate savings on heating.

Time of Day Hourly Insight

The Time of Day Hourly Insight provides the customer with additional details about when a customer is consuming electricity and how they compare to their nearest comparison group. The module displays the customer's average hourly electricity use on weekdays, the highest cost period (peak) hours, non-peak hours, and an insight to highlight to the customer in which high cost period hour they are consuming the most energy. A URL is provided to direct customers to where they can learn more about their Time of Day rate plan.

Requirements

Utility Requirements

Category	Description
Required Cloud Service	Energy Efficiency Cloud Service
Scale	Not applicable.

Customer Requirements

Category	Description
Billing Frequency	Monthly, bi-monthly, or quarterly.
Data Delivery Frequency	Monthly, bi-monthly, or quarterly.
Data Requirements	<ul style="list-style-type: none">▪ Billing data and third-party data (for example, GIS and parcel data).▪ Hourly AMI data.▪ Hourly normative comparison data.
Data History	A minimum of one historical bill.
Data Coverage	Not applicable.
Supported Fuels	Electric-only.

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Limitations

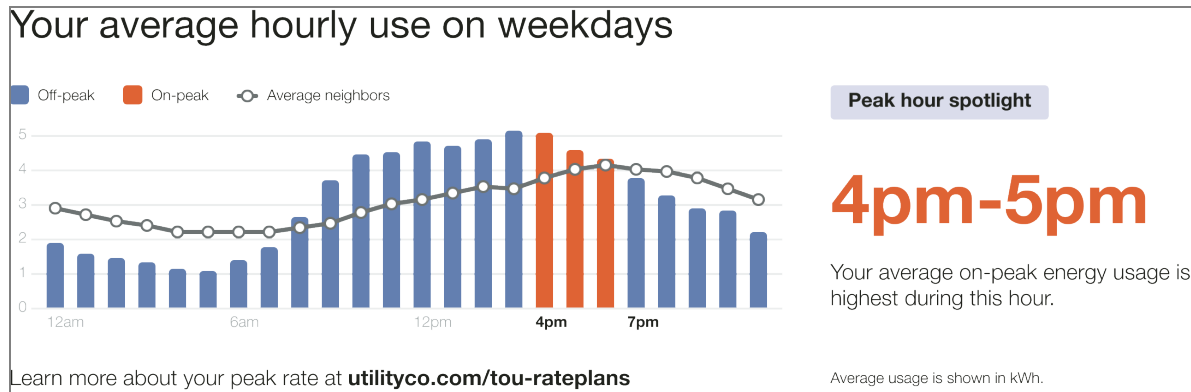
- **Peak Focused Report:** This module is only available as part of the [Peak Focused Report](#).
- **Time of Use Rate Plan:** This module is only available to customers on Time of Use rate plans.

- **No Rate Data:** The no rate data variation of the module may be included in other report types.

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User Experience

This section describes the user experience for a customer with two peak periods.



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User Experience Variations

The user experience of the feature 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 the Time of Day Hourly Insight description in the [Oracle Utilities Opower Energy Efficiency Cloud Service Overview](#) and go to the User Experience Variations section.

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Configuration Options

Configuration Option	Input Value
<p>Heading</p> <p>The heading identifies the purpose of the graph.</p> <p>Default: "Your average hourly use on weekdays"</p>	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Provide alternate configuration.

Configuration Option	Input Value
<p>Efficient Neighbors or Average Neighbors Label</p> <p>Identifies the comparison group in the cost period labels. The labels are dependent on the use state.</p> <p>Default: Varies by use state.</p> <ul style="list-style-type: none"> ▪ If customers in a good or great usage state, efficient homes data is used and the label is "Efficient neighbors." ▪ If customers in a fair usage state, average neighbors data is used and the label is "Average neighbors." 	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Provide alternate configuration.
<p>Color Settings</p> <p>Color settings determine the colors assigned to elements within the module.</p> <p>Default: The default module colors are determined by the utility color pallet provided by the utility during Opower Platform configuration.</p>	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Contact your Delivery Team about configuring the module colors.
<p>Insight Heading</p> <p>Reinforces the purpose of the module as a focus on the customer's usage.</p> <p>Default: Varies.</p> <ul style="list-style-type: none"> ▪ Two or three peak: "Peak hour spotlight" ▪ Demand charge: "Demand charge spotlight" ▪ No peak data: "Highest usage hour spotlight" 	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Provide alternate configuration.
<p>Comparison Group Usage Line</p> <p>Indicates the comparison group's average hourly usage.</p> <p>Default: On.</p>	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Disable this element.

Configuration Option	Input Value
<p>Insight Description</p> <p>Defines the Highest Consumption Time Period.</p> <p>Default: Varies.</p> <ul style="list-style-type: none"> ▪ Two or three peak: "Your average on-peak energy usage is highest during this hour." ▪ Demand charge: "Your demand charge occurred during this period. Take a closer look and manage this to save." ▪ No peak data: "Your highest energy consumption occurs during this hour." 	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Provide alternate configuration.
<p>Call to Action Text</p> <p>Redirects the customer to the web portal where they can learn more about their usage or rates.</p> <p>Default: "Learn more about your peak rate at"</p>	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Provide alternate configuration.
<p>Call to Action URL</p> <p>Redirects the customer to where they can learn more.</p> <p>Default: Utility web portal.</p>	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Provide alternate configuration.

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Tip Modules

Tip modules present actionable energy savings tips for customers to follow. Tip module designs vary by report type as well as available customer and utility data.

Requirements

Utility Requirements

Category	Description
Required Cloud Service	Energy Efficiency Cloud Service
Scale	There is no limit on the number of customers per utility.

Customer Requirements

Category	Description
Billing Frequency	Not applicable
Data Delivery Frequency	Not applicable
Data Requirements	AMI data, Appliance Detection and Disaggregation data.
Data History	Not applicable
Data Coverage	Not applicable
Supported Fuels	Electric-only, gas-only, and dual fuel.

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Limitations

- **Promotion Tips:** The Promotion Tips module is only offered as part of the Promotion Report. See [Promotion Report](#) for report requirements.

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User Experience

This section describes the user experience for tips in the different report types.


Progress Report Tips

Appears in: [Progress Report](#)

The Progress Report includes a single tip module on the back of the report which highlights personalized aspects of the tip experience.

This image shows an example of the progress report tip design.

Top recommended tip for you



Run ceiling fans in reverse during the winter to circulate warm air

Warm air rises and collects near ceilings. In the winter, you can run your ceiling fan in reverse on a low setting to circulate warm air more evenly. Then lower your thermostat to save on heating costs.

Save up to \$20 per year

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Promotion Report Tips

Appears in: [Promotion Report](#)

The back of the Promotion report includes two tip modules. The tips use disaggregation or Home Energy Analysis data to provide customers with low or no-cost actions.

This image shows an example of the promotion report tip design.

More ways you can save right now

Cooling

24% of your total
use last year

Use fans instead of AC

Because fans are targeted to a specific area, they can be more cost effective than cooling your entire home. To save electricity, raise the thermostat setting by 4°F and use fans to keep cool.

Save up to \$28 per year



Lighting

10% of your total
use last year

Spotlight your work spaces

Overhead bulbs often provide more light than you need. Using a kitchen counter light while preparing dinner—or a small lamp when reading a book—brings better light to the task at hand and saves energy.

Save up to \$12 per year



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Welcome Report Tips

Appears in: [Time of Use Welcome and Announcement Report](#), [Limited Income Welcome Report](#), [Solar Welcome Report](#)

The Welcome tip module includes two tips that highlight the personalized aspects of the tip experience.

This image shows an example of the welcome and announcement report tip design.

Your top recommended ways to save

Based on your smart meter data, your energy use was highest in **heating** and **refrigeration**.



Run ceiling fans in reverse during the winter to circulate warm air

Warm air rises and collects near ceilings. In the winter, you can run your ceiling fan in reverse on a low setting to circulate warm air more evenly. Then lower your thermostat to save on heating costs.

Save up to \$20 per year



Make sure your refrigerator seal is tight

If the seal on your refrigerator or freezer door isn't doing its job, your appliance could be leaking some of the cooled air it produces. To fix the problem, replace your leaky seal with a new one.

Save up to \$27 per year

To find more ways to save, go to: www.UtilityCo.com/yourtipguide

Seasonal Report Tips

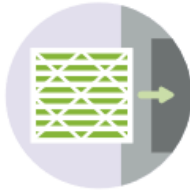
Appears in: [Seasonal Report](#)

The Seasonal Report includes two seasonally relevant tips designed to help them lower their energy use, and encourages them to view more energy saving tips on the web. The first tip module focuses on how the customer can save on cooling during the summer season. The second tip helps them save on another targeted end use.

This image shows an example of the Seasonal Report tip design.

More ways to save this summer

These low-cost tips were chosen for you based on how you use energy in your home.



Schedule maintenance for your central AC

If your AC system isn't properly maintained, it will cost more to run and require more frequent repairs. Schedule an inspection each spring to ensure your cooling system is running safely and efficiently before summer.

Save up to \$90 per year



Select efficient home office equipment

If you have a home office, choosing an efficient printer, copier or scanner could cut its energy use by 30%. Choose ENERGY STAR® models and use low-power modes to reduce your bills.

Save up to \$60 per year

For more ways to save, visit [utilityco.com/summertips](https://www.utilityco.com/summertips).

Solar Progress Report Tips

Appears in: [Solar Report](#)

The Solar Progress Report tip presents a single tip module on the back of the report which highlights personalized aspects of the tip experience .

The welcome version of the Solar Report includes a welcome report tip. See [Welcome Report Tips](#) for more information.

The following image is an example of the Solar Tip design for a Solar Progress Report.

Top recommended tip for you



Clean your refrigerator coils

Dirty or dusty refrigerator coils cause your fridge to work harder and use more energy. Vacuum the coils once a year, and leave three inches of space between your fridge and the wall to allow heat to escape.

Save up to \$10 per year

This tip can help you start saving now, since it's

Free

Time of Use Report Tips

The [Time of Use Report](#) includes three rotating tip modules that highlight personalized aspects of the tip experience that can help customers on time of use plans save energy and money.

Disaggregation Tip Module


Appears in: [Time of Use Report](#)

The Disaggregation and Tip module highlights the customer's highest electricity end-use category and provides a single tip related to that end-use. The tip shown is determined by the customer's top energy use category.

The following image is an example of the Disaggregation tip for a cooling top category.

Cooling was one of your highest electricity costs last month

Here's a tip to help you save:



Upgrade to an efficient central air conditioner

On summer days, air conditioning is often the largest part of your energy bill. You could save up to 50% on cooling costs by switching to a newer, more efficient air conditioner.

Save up to \$20 per year

Large Appliance Tip Module

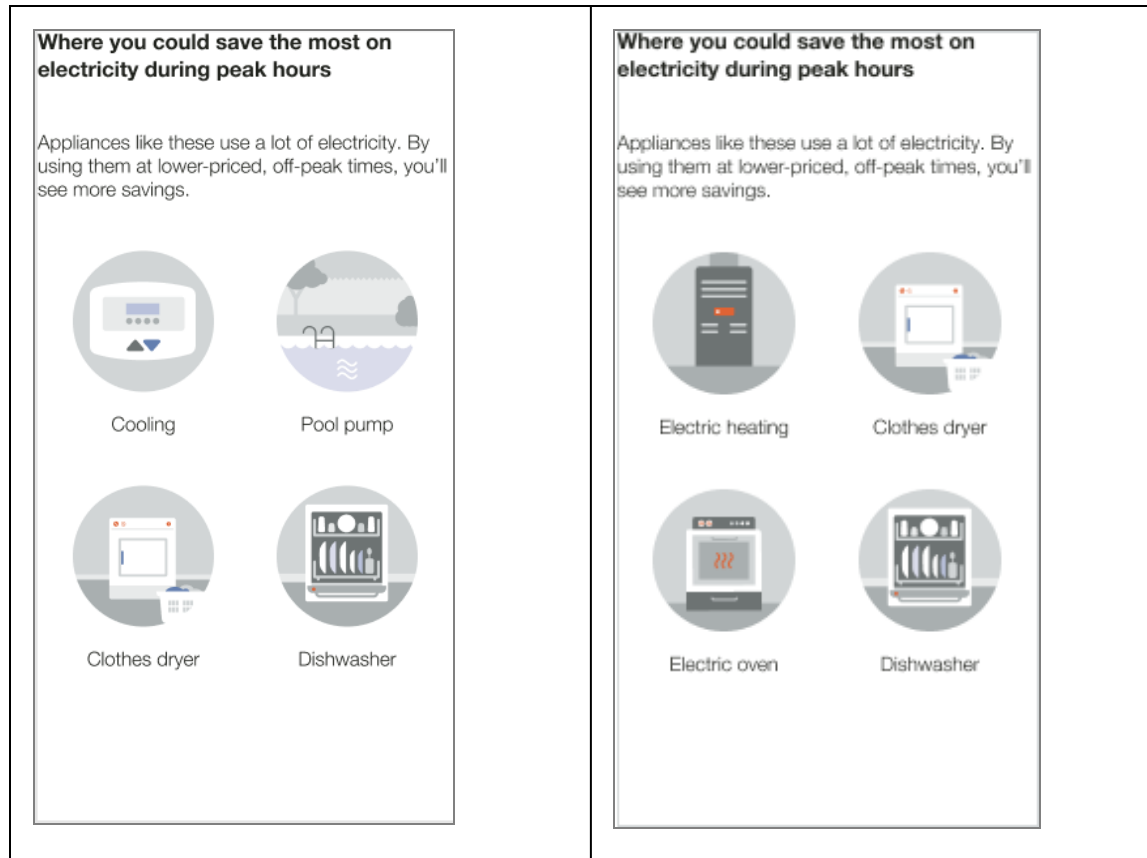
Appears in: [Time of Use Report](#)

The Large Appliance Tip module highlights four large appliances that typically consume a lot of electricity when run, and provides a link to where customers can learn more about saving energy. The module is designed to help educate customers on time of use rate plans about the types of appliances that they should try to avoid during peak hours when electricity is highest in demand. The module has two, season-specific states:

- **Hot weather:** The hot weather state includes the spring and summer seasons.
- **Cold weather:** The cold weather state includes the fall and winter seasons.

These images are examples of the Large Appliance Tip design for the hot and cold weather seasons.

Hot Weather	Cold Weather
--------------------	---------------------



Two Tip Module

Appears in: [Time of Use Report](#)

The Two Tip module provides the customer with a peak-savings tip and an anytime-savings tip. The peak-saving tip is identified as such so that the customer knows when to act on that tip. The general energy-efficiency tip can be in any end use category.

This image is an example of the Two Tip design.


Tips for peak hours and beyond



Use a power strip and turn it off during peak hours

Many devices draw power even when turned off. Use a power strip to turn off several electronics at once, including your TV, game console, and computer. Smart power strips can make it even easier to switch them all off.

This tip is low cost



Open your shades on winter days for natural light and warmth

Take advantage of winter sunlight. By opening blinds during the day to use natural light and capture free heat, you'll be able to lower the temperature on your thermostat and save on heating costs.

This tip is free

Paired Tips

Appears in: [Limited Income Report](#), [Electric Vehicle Report](#)

The Paired Tips module use disaggregation data and/or [Home Energy Analysis](#) data to provide customers with a tip related to the energy use highlighted in the [What Uses Most](#) module.

Note: Paired tips must be combined with the [What Uses Most](#) module.

This image is an example of an air leak tip selected to pair with a top energy use highlighted in the [What Uses Most](#) module.

Top heating tip to help you save

This low-cost tip was chosen for you based on how you use energy in your home.

Seal air leaks

In most homes, if you add up the air leaks, it is similar to leaving a window open. Sealing air leaks can save you up to 20% on your heating and cooling costs. Weatherstrip windows and doors and seal cracks with caulk.

Save up to \$35 per year


To find more ways to save, visit [utilityco.com/waystosave](https://www.utilityco.com/waystosave).

Energy Literacy and Tip


Appears in: [Peak Focused Report](#)

The Energy Literacy and Tip module educates customers about why they are consuming energy during the high cost peak period, and provides guidance on what they can do to make a difference in their energy consumption. The module includes a list of two or three appliance categories that were detected during the high cost period, and a tip related to one of the categories that the customer can use to help reduce their energy consumption.


Your best energy saving opportunities



Cooling




Water heater



Dryer

You are using these high energy consumers during on-peak hours. Target them for noticeable reductions in your bill and overall usage. In contrast, lighting and small electronics generally have a minimal energy impact.

Tip recommended for you



Use fans instead of Air Conditioning

Because fans are targeted to a specific area, they can be more cost effective than cooling your entire home. To save electricity, raise the thermostat setting by 4°F and use fans to keep cool.

User Experience Variations

The user experience of the feature 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 Tip Modules description in the [Oracle Utilities Opower Energy Efficiency Cloud Service Product Overview](#) and go to the User Experience Variations section.

Configuration Options

Disaggregation and Tips

Configuration Option	Input Value
Heading The heading highlights a cost category where the customer spent the most money in the previous month. Default: [[Top end-use category]] was your highest electricity cost last month	Optional <ul style="list-style-type: none">■ Use the default.■ Provide alternate configuration.
Tip Lead-in The tip lead-in prepares the customer to learn how to save energy and money on their future bills. Default: Here's a tip to help you save	Optional <ul style="list-style-type: none">■ Use the default.■ Provide alternate configuration.

Progress Report Tips

Tips in this report are customizable in coordination with Oracle Utilities Opower. [Contact your Delivery Team](#) about selecting tips that support the report experience.

Large Appliance Tips

Configuration Option	Input Value
Heading The header invites customers to learn about their best opportunities to save energy. Default: "Where you could save the most on electricity during peak hours"	Optional <ul style="list-style-type: none">■ Use the default.■ Provide alternate configuration.
Body Text The body text echoes the headings message that the customer can save the most energy and money	Optional <ul style="list-style-type: none">■ Use the default.■ Provide alternate

Configuration Option	Input Value
<p>on their bill by using the featured appliances only during off-peak hours.</p> <p>Default: "Appliances like these use a lot of electricity. By using them at lower-priced, off-peak times, you'll see more savings."</p>	configuration.
<p>Top Left Appliance</p> <p>Default: Varies by season.</p> <ul style="list-style-type: none"> ▪ Cold weather: Heating - Furnace ▪ Warm weather: Cooling - Thermostat 	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Provide alternate configuration.
<p>Top Right Appliance</p> <p>Default: Varies by season.</p> <ul style="list-style-type: none"> ▪ Cold weather: Clothes dryer ▪ Warm weather: Pool pump 	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Provide alternate configuration.
<p>Bottom Right Appliance</p> <p>Default: Varies by season.</p> <ul style="list-style-type: none"> ▪ Cold weather: Dishwasher ▪ Warm weather: Dishwasher 	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Provide alternate configuration.
<p>Bottom Left Appliance</p> <p>Default: Varies by season.</p> <ul style="list-style-type: none"> ▪ Cold weather: Oven ▪ Warm weather: Clothes dryer 	<p>Optional</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Provide alternate configuration.

Promotion Report Tips

Tips in this report are customizable in coordination with Oracle Utilities Opower. [Contact your Delivery Team](#) about selecting tips that support the report experience.

Seasonal Report Tips

Configuration Option	Input Value
Heading The heading indicates that the tips have been selected to help the customer. Default: The default varies by season: <ul style="list-style-type: none">▪ Summer: "More ways to save this summer"▪ Winter: "More ways to save this winter"	Optional <ul style="list-style-type: none">▪ Use the default.▪ Provide alternate configuration.
Tip Call-to-Action URL Redirects the customer to where they can learn more ways to save. Default: Not applicable. The URL must be configured for each utility.	Required Contact your Delivery Team about selecting a utility-specific URL.
Tip Call-to-Action Text Encourages the customer to learn more ways to save. Default: "Find more ways to save this season"	Optional <ul style="list-style-type: none">▪ Use the default.▪ Provide alternate configuration.

Solar Report Tips

Tips in this report are customizable in coordination with Oracle UtilitiesOpower. [Contact your Delivery Team](#) about selecting tips that support the report experience.

Two Tips

Configuration Option	Input Value
Heading The heading indicates that the tips has been selected for the customer and can be used to save energy during peak and off peak hours.	Optional <ul style="list-style-type: none">▪ Use the default.▪ Provide alternate configuration.

Configuration Option	Input Value
Default: "Tips for [peak hours] and beyond"	
High Cost Period Name The high cost period is the period when the customer's rate is the highest. Default: Peak hours	Optional <ul style="list-style-type: none"> ■ Use the default. ■ Provide alternate configuration.

Welcome and Announcement Tips

Tips in this report are customizable in coordination with Oracle Utilities Opower. [Contact your Delivery Team](#) about selecting tips that support the report experience.

Time of Use 101

The Time of Use 101 module educates customers about when electricity is most expensive based on their time of use rate plan. The module provides customers with information such as:

- Whether electricity prices differ on weekdays and weekends
- How much more expensive peak prices are than off-peak prices
- The hours during which electricity is most expensive
- A visual timeline that displays off-peak, partial-peak, and peak hours

The type of module a customer receives depends on their time of use rate plan and the type of report they receive:

Time of Use 101 for Welcome Reports: The welcome version of the module educates customers about their specific rate plan at the specific time the report is generated and why saving during peak is especially important. It also provides the customer with an example of how avoiding high energy appliances, like running the dryer, during peak hours can have a positive impact on their bill. The module varies by whether the customer has a simple or complex rate plan, and whether or not they are confirmed to have a clothing dryer.

Time of Use 101 for Progress Reports: The progress version of the module serves the dual purpose of educating customers about their specific rate plan at the specific time the report is generated and providing educational information about why saving during peak is especially important. The module includes a heading, weekday graph, weekend graph, explainer, call-to-action, and seasonal details where applicable.

Appears in: [Time of Use Report](#), [Peak Focused Report](#)

Requirements

Utility Requirements

Category	Description
Required Cloud Service	Energy Efficiency Cloud Service
Scale	Not applicable.

Customer Requirements

Category	Description
Billing Frequency	Monthly or bi-monthly.
Data Delivery Frequency	Monthly, bi-monthly, or quarterly.
Data Requirements	Modeled Rates
Data History	Not applicable
Data Coverage	Not applicable.
Supported Fuels	<ul style="list-style-type: none">▪ Time of Use Report: Electric-only, gas-only, dual fuel.▪ Peak Focused Report: Electric-only.

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Limitations

- **Number of Rates:** A maximum of three rate types (peak, mid-peak, off-peak or super peak, peak, and off-peak) can be displayed at a given time.
- **Off-Peak Hours (Welcome Report only):** For the purpose of this report, Super Off-peak and Super Saver rates are included in a single off-peak timeline category. For

example, a customer with multiple off-peaks or multiple on-peaks will see all off-peaks represented as a single off-peak category on the timeline.

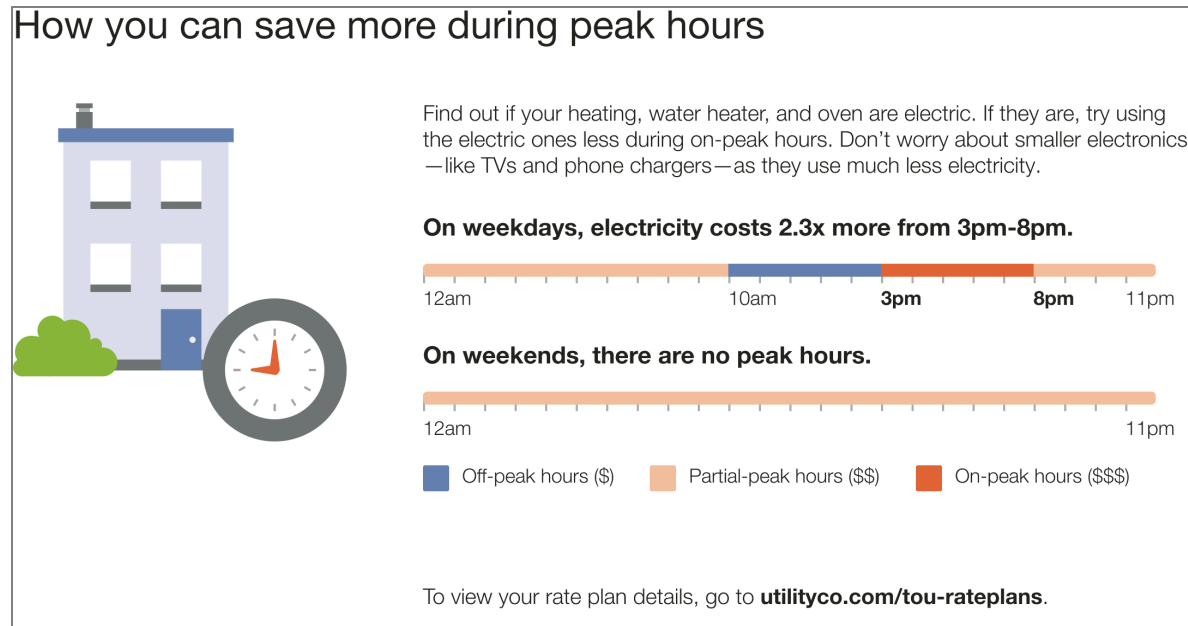
- **Peak Focused Report:** The Peak Focused Report is only available for the electric fuel type.
- **Time of Use Rate Plan and Demand Charge:** The demand charge version of the module is only available to customers who have demand charges in addition to a Time of Use rate plan.

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User Experience

Time of Use 101 - Welcome Report

This section describes the user experience for a customer with the welcome version of the module, a weekly peak period, and no weekend or holiday peak periods.



Time of Use Progress Report

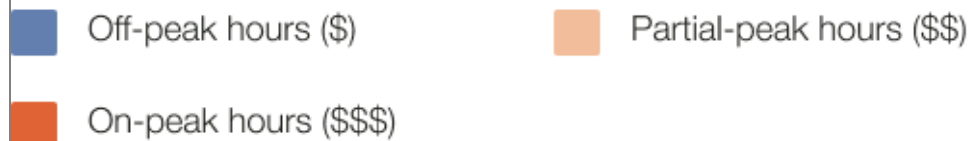
This section describes the user experience for a customer with the progress version of the module with a single, weekday peak, no weekend peak hours, and a seasonal variation.

Save money by using less electricity during peak hours

On weekdays, electricity costs 2.3x more from 3pm-8pm.



On weekends and holidays, there are no peak hours.



Why does it matter when I use electricity?

Peak hours are when energy demand is highest in our region. Using less electricity during peak hours will save you more on your bill, and helps us deliver cleaner energy to the whole community.

This Time-of-Use schedule lasts May 1 - Sep 30. To view your full plan details, go to [utilityco.com/tou-rateplans](https://www.utilityco.com/tou-rateplans).

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User Experience Variations

The user experience of the feature 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 the Time of Use 101 description for Home Energy Reports v3 in the [Oracle Utilities Opower Energy Efficiency Cloud Service Overview](#) and go to the User Experience Variations section.

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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
Heading The heading tells the customer that they can save money by using less energy during peak hours. Default: <ul style="list-style-type: none">▪ Welcome: An easy way to save during peak hours▪ Progress: Save money by using less electricity during [peak hours].▪ Demand charge: Save money by staggering your electric appliance use during on-peak hours	Optional Choose one of the following: <ul style="list-style-type: none">▪ Use the default.▪ Provide alternate configuration.
Image - Welcome Version The image includes a clock indicating on peak times highlighted to help aid in communicating peak hours.	Optional Contact your Delivery Team about image options.
Body Text The body text identifies the dryer as one of the largest energy using appliances in the home and, therefore, costs a lot to run during peak hours. Default: <ul style="list-style-type: none">▪ Welcome: Did you know your clothes dryer is one of the	Optional Choose one of the following: <ul style="list-style-type: none">▪ Use the default.▪ Provide alternate configuration.

Configuration Option	Input Value
<p>largest energy users in your home? It can use more power than an average refrigerator, clothes washer, and dishwasher combined! Since electricity costs the most during peak hours, running your clothes dryer at other times of day can help you save.</p> <ul style="list-style-type: none"> ▪ Progress: Peak hours are when energy demand is highest in our region. Using less electricity during peak hours will save you more on your bill, and helps us deliver cleaner energy to the whole community. ▪ Demand Charge: During on-peak hours, not only is electricity more expensive, but you'll also incur a Demand Charge each bill period for your highest hour of on-peak use. To keep your Demand Charge lower, wait until off-peak hours to run large appliances, or at least avoid running multiple appliances at the same time. 	
<p>Weekday subheading:</p> <p>The weekday subheading is dynamic and tells the customer the period during which using energy will cost them the most.</p> <p>Default: On weekdays, electricity costs the most from [[start time]]-[[end time]].</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Provide alternate configuration.
<p>Weekend Subheading</p> <p>The weekend subheader notes whether or not there are peak hours on weekends.</p> <p>Default:</p> <ul style="list-style-type: none"> ▪ No peak hours: On weekends, there are no peak hours. ▪ Weekend and holiday peak hours: On weekends and holidays, electricity costs X more from [[X-X]]. <p>Weekend peak hours: On weekends and holidays, electricity costs X more from [[X-X]].</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ▪ Use the default. ▪ Provide alternate configuration.

Configuration Option	Input Value
<p>Color Settings</p> <p>Color settings determine the colors assigned to elements within the module.</p> <p>Default: The default module colors are determined by the utility color pallet provided by the utility during Opower Platform configuration.</p>	<p>Optional</p> <ul style="list-style-type: none"> ■ Use the default. . ■ Contact your Delivery Team about configuring alternative colors.
<p>Call to Action</p> <p>The call to action invites the customer to view their full plan details and provides a link to the utility's rate plan page.</p> <p>Default:</p> <ul style="list-style-type: none"> ■ Welcome: To view your rate plan details, go to [URL]. ■ Progress: To view your full plan details, go to [URL]. 	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ■ Use the default. ■ Provide alternate configuration.
<p>Call to Action URL</p> <p>Default: [utilityco.com/tou-rateplans]</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ■ Use the default. ■ Provide alternate configuration.

Utility Info

The Utility Info module appears at the bottom of the back page of the Home Energy Report. The module contains sections for utility contact information, legal disclaimers, and additional resources.

Appears in: All [report types](#).

Requirements

Utility Requirements

Category	Description
Required Cloud Service	Energy Efficiency Cloud Service
Scale	Less than 100,000 per week

Customer Requirements

Category	Description
Billing Frequency	Not applicable.
Data Delivery Frequency	Not applicable.
Data Requirements	Not applicable.
Data History	Not applicable.
Data Coverage	Not applicable.
Supported Fuels	Not applicable.

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Limitations

- **Save More Text:** The Save More Text element is required for postal compliance

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User Experience

This section describes the user experience for all report types.

We're here to help



1-888-999-0000



efficient@utilityco.com



UtilityCo.com/HomeEnergyReport

Save more with special rebates and energy-efficient products you can buy at:
www.UtilityCo.com/energysavingproducts

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UtilityCo

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
Contact Message A maximum of 18 characters may be used in the contact message. Default: "We're here to help"	Optional Choose one of the following: <ul style="list-style-type: none">■ Use the default.■ Contact your Delivery Team about creating a different message.
Phone Icon Default: The icon in the example represents the default icon.	Optional Choose one of the following: <ul style="list-style-type: none">■ Use the default.■ Contact your Delivery Team to select an alternative.
Phone Number A maximum of 14 characters (11 numbers and three dashes) may be used for the phone number.	Required Provide a phone number.
Email Icon	Optional

Configuration Option	Input Value
<p>Default: The icon in the example represents the default icon.</p>	<p>Choose one of the following:</p> <ul style="list-style-type: none"> ■ Use the default. ■ Work with your Delivery Team to select an alternative.
<p>Email Address</p> <p>A maximum of 25 characters may be used for the email address.</p>	<p>Required</p> <p>Provide an email address.</p>
<p>Web URL</p> <p>The URL should be as concise as possible in print to eliminate barriers for the customer. A maximum of 30 characters may be used.</p> <p>Default:</p> <p>UtilityCo.com/HomeEnergy/report</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ■ Use the default. ■ Contact your Delivery Team to create an alternative.
<p>Web Icon</p> <p>Default: The icon in the example represents the default icon.</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ■ Use the default. ■ Contact your Delivery Team to select an alternative.
<p>Postal Compliant Message</p> <p>This line of text is required to meet postal compliance. A maximum of 80 characters may be used.</p> <p>Default:</p>	<p>Required</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> ■ Use the default.

Configuration Option	Input Value
Save more with special rebates and energy-efficient products you can buy at:	<ul style="list-style-type: none"> ▪ Contact your Delivery Team to select an alternative.
Postal Compliant Message URL URLs should be as concise as possible in print to eliminate barriers for the customer. A maximum of 30 characters may be used. Default: www.UtilityCo.com/energysavingsproducts	Required Choose one of the following: <ul style="list-style-type: none"> ▪ Use the default URL. ▪ Contact your Delivery Team to select an alternative.
Colors The colors can be customized to match the utility's branding. Default: The colors in the example represent the default colors.	Required Choose one of the following: <ul style="list-style-type: none"> ▪ Use the default colors. ▪ Contact your Delivery Team to select other colors.
Legalese The legal language is limited to 5 lines of text.	Required Contact your Delivery Team to specify the legal text.

What Uses Most

The What Uses Most module educates customers about the top three energy uses in their home for the report period. One of the customer's top energy uses is highlighted at the top of the module. Highlighted energy uses must meet one of the following criteria:

- It is the customer's highest energy use.
- It is the customer's second-highest energy use.

- The energy use for that category is significantly above the regional average.

The highlighted usage category heading varies depending on the highlighted category and module state (highest energy use, second highest energy use, most above regional average), and is paired with a related energy-savings tip.

Appears in: [Limited Income Report](#), [Electric Vehicle Report](#)

Note: While this module was designed for the limited income and electric vehicle customer experiences, it can be used for other audience segments as well. [Contact your Delivery Team](#) to discuss module options.

Requirements

Utility Requirements

Category	Description
Required Cloud Service	Energy Efficiency Cloud Service
Scale	Not applicable.

Customer Requirements

Category	Description
Billing Frequency	Monthly, bi-monthly, or quarterly.
Data Delivery Frequency	Not applicable.
Data Requirements	<ul style="list-style-type: none"> ▪ Minimum: Weather data and at least six historical bills. ▪ AMI Requirements: There are additional AMI data requirements to show advanced insights such as an appliance-level breakdown. Generally speaking, this requires about a years' worth of AMI data at hourly or sub-hourly resolutions.

Category	Description
Data History	<ul style="list-style-type: none"> ▪ A minimum of six bills is required for Non-AMI customers. ▪ A minimum of 60 days of AMI reads for AMI customers.
Data Coverage	Not applicable.
Supported Fuels	<ul style="list-style-type: none"> ▪ Limited Income Report: Electric-only, gas-only, dual fuel. ▪ Electric Vehicle Report: Electric-only, dual fuel.

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Limitations

Report Type: This module is available for the [Limited Income Report](#), and [Electric Vehicle Report](#) by default, but may be included in other report experiences. Contact your [Delivery Team](#) for more information.

User Experience

This section describes the user experience for the What Uses Most module. The module varies by usage factors. See the [User Experience Variations](#) for additional information.

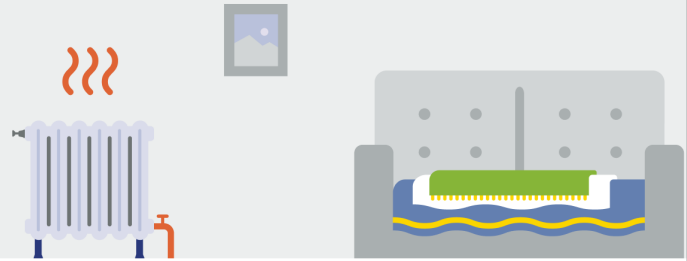
This image is an example of the module for a customer with heating as the highest energy use in the billing period.

Here's how your home likely uses energy



Heating

33% of your total energy use



Your other energy uses



Water heating

24%



Laundry

18%



All other energy uses

25%

How do we determine your energy breakdown?

Your energy breakdown is based on smart meter data and past usage. Complex energy data may cause minor inaccuracies. Improve accuracy by taking the short Home Energy Assessment survey.

[utilityco.com/homeenergysurvey](https://www.utilityco.com/homeenergysurvey)

Top heating tip to help you save

Seal air leaks

In most homes, if you add up the air leaks, it is similar to leaving a window open. Sealing air leaks can save you up to 20% on your heating and cooling costs. Weatherstrip windows and doors and seal cracks with caulk.

Save up to \$35 per year

This tip was chosen for you based on how you use energy in your home.

To find more ways to save, visit [utilityco.com/waystosave](https://www.utilityco.com/waystosave).

User Experience Variations

The user experience of the feature 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 the What Uses Most description for Home Energy Reports v3 in the [Oracle Utilities Opower Energy Efficiency Cloud Service Product Overview](#) and go to the User Experience Variations section.

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
Call to Action URL	Required

<p>The call to action button redirects customers to the [Home Energy Analysis where they can provide more details about their home to improve their report accuracy.</p> <p>Default: The URL redirects the customer to the Home Energy Analysis and must be configured.</p>	<p>Contact your Delivery Team about altering the URL destination.</p>
<p>Disaggregation Explainer Header</p> <p>Heading that prepares the customer to learn how the categories are calculated.</p> <p>Default: "How do we determine your energy breakdown?"</p>	<p>Optional</p> <p>Select one of the following:</p> <ul style="list-style-type: none"> ■ Use the default text. ■ Contact your Delivery Team about altering the heading.
<p>Disaggregation Explainer Text</p> <p>An explanatory note that clarifies that these categorizations are derived from data science model estimates, and reminds customers that they can improve their report accuracy by completing their Home Energy Analysis.</p> <p>Default: "Your energy breakdown is based on smart meter data and past usage. Complex energy data may cause minor inaccuracies. Improve accuracy by taking the short Home Energy Assessment survey."</p>	<p>Optional</p> <p>Select one of the following:</p> <ul style="list-style-type: none"> ■ Use the default text. ■ Contact your Delivery Team about altering the text.
<p>Call to Action Text</p> <p>The call to action button redirects customers to the [Home Energy Analysis where they can provide more details about their home to improve their report accuracy.</p> <p>Default: "Update my home profile"</p>	<p>Optional</p> <p>Select one of the following:</p> <ul style="list-style-type: none"> ■ Use the default. ■ Contact your Delivery Team about altering the text.

Calculations

Energy Use Categories

The energy use category calculation varies depending on whether or not the customer has a smart meter.

Customer does not have smart meter or reliable smart meter data is not available: The categories are calculated using a combination of weather data and the customer's historical usage data to get an idea of how energy is being used in their home over time, as well the [Home Energy Analysis](#) survey responses that are personalized to their home. With this information, our data science models can create an estimated breakdown of their usage by category or appliance so that you know where to focus and save.

Customer has a smart meter: We use data from your their smart meter, which records their energy use throughout the day, to detect certain appliance usage patterns and get an idea of how energy is being used in their home.

For example, it is common for a refrigerator to cycle on every 15-20 minutes to reach the desired temperature and then turn off. Our data science models can spot patterns like this from a refrigerator and other common appliances to determine which appliances are being used and when to help estimate per-appliance usage in the home. We then provide an estimated breakdown of their usage by appliance so that the customer knows where to focus and save.

Delivery

Delivery refers to how Oracle Utilities sends Home Energy Reports v3 to customers. The delivery information in this section is only applicable if the utility purchases an Oracle Utilities channel fee that includes printing or mailing of Home Energy Reports. See [Oracle Utilities Opower Channel Fees Guide](#) for more information.

Delivery Cadence

If the utility purchases the appropriate channel fee, Oracle Utilities and the utility mutually agree upon a report frequency for Home Energy Reports. Customers cannot adjust their own frequency, and utilities cannot adjust the frequency for individual customers.

Reports are generated using data from the latest utility bill for each report recipient. This means that the point at which the customer receives the report is dependent on the customer's individual billing dates. When customers receive a new bill and enough time has elapsed since the last report was generated, they become eligible to receive another report.

Delivery Options

It is possible to vary the frequency of reports for groups of customers over time. For example, customers with monthly billing data could be set up to receive a report every month for the first three months of the program, and then shift to bi-monthly reports thereafter.

Reports are sent only to customers who use a minimum amount of energy. This minimum energy use threshold is optimized for each Home Energy Report v3 program.

For more information about the delivery cadence and delivery options for your program, [contact your Delivery Team](#).

Next Steps

After completing all required inputs in this guide, complete any other product-specific Configuration Guides provided to you by your Service Delivery Manager. Then, submit all product-specific Configuration Guides, the *Oracle Utilities Opower Platform Configuration Guide*, and any required files (such as the utility branding guidelines and utility logo) to your Service Delivery Manager as email attachments.

Note: 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.

Version

The table below is used to track the version of this document. Comments in the table indicate the latest state of the document. For example, the utility could comment "Sent draft to Oracle Utilities" or "Final Sign-off" when the completed version of this document is returned to the Service Delivery Manager for product configuration. Fill out the next row in the table with your name, today's date, and a comment.

Name	Date	Comment

Name	Date	Comment

Contacting 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](#).