Oracle Utilities Inside Opower

Oracle Utilities Inside Opower Product Overview

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Oracle Utilities Inside Opower Product Overview

Welcome to the Oracle Utilities Opower Inside Opower Product Overview. Use this information to learn about the features and capabilities of the Inside Opower product. Have a question? Contact Your Delivery Team or visit My Oracle Support.

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Getting Started

Inside Opower is an online, utility-facing suite of tools to help users across a utility stay informed of and manage their Oracle Utilities Opower programs. Utility users can access key data such as program insights, analytics, reports, contact information, and recent updates. Inside Opower also includes collaboration tools such as the Tip Manager, which allows utilities to add and edit content in tips that appear in Oracle Utilities Opower products.

Inside Opower is included with many of the Oracle Utilities Opower services. For an overview of all cloud services available from Oracle Utilities, see the Oracle Energy and Water Cloud Service Descriptions online at Oracle Contracts - Cloud Services Service Descriptions.

3 Requirements and Limitations

The following requirements and limitations apply to Inside Opower.

- **Browser Requirements**: The customer must use a supported web or mobile browser. Oracle Utilities web products adhere to the Oracle Software Web Browser Support Policy.
- **Report Availability**: The reports that are available in Inside Opower, and the data that the reports and dashboards contain, depend on the Oracle Utilities Opower programs in which the utility is enrolled. There are no additional requirements for Inside Opower beyond the requirements of each program. For example, if a utility and customer meet the requirements to see tips in the Oracle Utilities Opower Energy Efficiency Web Portal, then the utility is also eligible to receive reports about tip actions in Inside Opower. Contact your delivery team if you want to enable any reports listed in the Data Extraction Documentation.
- **Feature Availability**: Some Inside Opower features may not be applicable or available to your utility because they are a part of a paid add-on service.

> **Note**
>
> Contact your Delivery Team if you have any questions

- **Tip Manager Language Support**: Tip Manager is a feature in Inside Opower that provides tip content in the language agreed on between Oracle Utilities and the utility. The Tip Manager interface for editing tip content is only available in English.

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User Roles and Permissions

Your Oracle Utilities Opower Delivery Team manages Inside Opower users and can grant access to additional users within the organization. If there is a user at your utility who needs access to Inside Opower, the Service Delivery Manager responsible for your program can grant access to that user. Information on how to contact the team can be found on the Community page in Inside Opower.

A utility user's level of access depends on their assigned role. A user can be assigned single or multiple roles.

Role	Description
Utility - Full Access	• Provides the ability to view widgets within the Data tab and download reports • Provides editing permissions to Tip Manager • Provides the ability to view and call peak events for the Behavioral Demand Response or Peak Time Rebate events products • If enabled, provides view-only access to the Analytics Visualization add-on
Utility - Data Access	• Provides the ability to download data, custom reports, and extracts within the Data tab
Utility - Data View	• Provides the ability to view widgets within the Data tab
Utility - Content Config	• Provides editing permissions to Tip Manager • If enabled, provides view-only access to the Analytics Visualization add-on
Utility - DRMS Scheduler	• Provides the ability to view and call peak events for the Behavioral Demand Response and Peak Time Rebate products
Utility - View Only	• Provides view-only access to the Peak Events, Data, and Tip Manager features and tabs • If enabled, provides view-only access to the Analytics Visualization add-on

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User Experience

Inside Opower is an online tool that delivers insights to utility users. Utility personnel may log in to view this data at any time, and they may also opt in to receive emails when the tool is updated to a new version or when new reports are added, or both.

Welcome Page

The Welcome page is what you see before signing into Inside Opower. It includes standard fields for entering credentials, resetting a password, and contacting support.

- **Forgot Password**: If you forget your password, you can send a request for a new password by clicking the link next to **Forgot your password**. Contact your Service Delivery Manager for additional questions you may have about the authentication process. For more information about resetting passwords, see Managing Your Inside Opower Account in the Inside Opower User Guide.
- **Language Selector**: The language selector allows you to view the user interface in a different language.

Home

When a user signs into Inside Opower, they are automatically taken to the Home page. The Home page acts as the starting point for a user to access data about their utility's program and other relevant program information. The Home page includes the following features:

- A welcome message
- A list of recent updates to Inside Opower features and functionality
- Quick links to the Oracle Utilities Analytics Visualization, the My Oracle Support portal, and the Customer Service Interface tool
- A preview of the latest Oracle Utilities blog posts

Tip Manager

Tip Manager is a configuration tool that utility staff can use to edit custom content that appears in the energy efficiency tips of web products and outbound communications. Editable content includes program-specific energy efficiency information, such as rebates, tax incentives, recycling information, and other offers. All client-facing text fields are available to edit.

Tip Libraries

A Tip library contains a list of all utility-specific tips, including the Opower tip identification number, tip title, if the tip contains editable custom content, and if the tip contains utility program promotion content. You can export the tips library into a print-friendly version.

A Tip Library can be filtered by:

- **Tip Title**: Usually, the tip title is the same as the heading of the tip. For example, "Minimize appliance use during peak hours."
- **Tip Category**: The energy savings category of the tip. For example, a tip about replacing inefficient light bulbs is in the Lighting category.
- **Tip Type**: Tips can be classified by type, such as High Bill Alerts, Energy Efficiency, and Peak Savings.
  Energy Efficiency tips are standard tips that help customers save energy and can be included in non-peak management communications such as Home Energy Reports. Peak Savings tips are designed to help customers save energy during an upcoming peak event, and can be included in peak management communications, such as Peak Time Rebates.
- **Tip Characteristics**: Tips with custom content, program promotion content, or new edits. The custom content filter helps you quickly locate tips that contain content specific to the utility.

Excluded Tips

You can access a list of drafted tips that are not currently saved to the Tip Library. This list allows you to save and edit tips before they are published to the Tip Library. If there are excluded tips that you want to move to the Tip Library, see Contact Your Delivery Team.

Tip Editing Interface

The Tip Editing Interface allows you to edit program-specific tip content for web features and outbound communications. For example, on a tip about replacing an old washing machine with an energy-efficient one, the utility may want to add custom information about a relevant rebate.

You can edit custom text and preview the selected tip in each channel: Web, Print, Voice, or Email. Each channel tab has fields that are shared across channels, and fields that are unique to a channel. For example, in the Web channel tab, the following fields are shared across channels: Title, Savings Estimate, and Savings Text. However, there are many fields that are unique to the Web channel, such as the Why Text, Body Text (Web), and Lifetime Savings Amount.

After you make edits to a tip, you will need to submit them to your Delivery Team. For more information about how to use the Tip Editing Interface, see the Inside Opower User Guide.

Data

The Data page gives users access to data through dashboards and data extracts. Tools included on the Data page are dashboards, reports, and data exploration. The Data Exploration tool is only available to users who have purchased the Analytics Visualization Cloud Service.

Contact Your Delivery Team if you would like to enable a widget. See Dashboards to find detailed descriptions of available widgets.

Dashboards

Dashboards provide charts on a variety of customer data insights, including the number of tip actions taken, the number of new web accounts created each month, and the number of peak event communication opt-outs. On each chart, a user can click the drop-down to read a description of the chart, download data, save the chart image, and view a report that corresponds with the chart. In addition, a user can change how the charts are arranged by clicking and dragging them into a new position. This helps a user customize the charts based on the level of importance.

Dashboard Landing Page

The main dashboard landing page includes customer engagement and energy savings data. Data displayed in charts on the Dashboard landing page include the number of customers who are recipients versus the number of controls, the number of customer opt-outs by month, monthly electric and gas savings, and total electric and gas savings each month by Oracle Utilities Opower deployment wave.

Savings Widgets

The following savings widgets provide breakdowns of energy efficiency savings by fuel type and wave. A wave is a group of utility customers who receive Oracle Utilities Opower Home Energy Reports around the same time. For example, at the start of your program, there will be a wave of customers who receive reports in a given month. If your program is expanded at a later time to include more customers, there will be another wave for that expansion.

- **Electric Savings by Wave**: A breakdown of down electric savings (MWh) by month and wave.
- **Percent of Electric Savings by Wave**: A breakdown of down the percent of savings by month and wave.
- **Gas Savings by Wave**: A breakdown of gas savings (thm) by month and wave.
- **Percent Gas Savings by Wave**: A breakdown of down the percent of savings by month and wave.
- **Monthly Gas Savings**: A summary of monthly savings and usage data by month.
- **Monthly Electric Savings**: A summary of monthly savings and usage data by month.

Customer Widgets

The following widgets display customer engagement data:

- **Active Customers by Zip Code**: A map that highlights customer activity by zip code.
- **Opt Outs by Month and Wave**: A breakdown of the number of customers that opt out of the program by month or wave.
- **Home Energy Report Recipients and Controls by Wave**: A breakdown of the number of recipient and control customers by wave.
- **Number of Active Customers with Reports Enabled**: A breakdown of the number of control and recipient customers actively engaging with the report experience.

Home Energy Report Widgets

The following widgets are only available for utility programs that include Home Energy Report or Email Home Energy Report:

- **Count of Home Energy Report Type**: The number of reports sent for each Home Energy Report report type (such as the progress report, promotion report, seasonal report, and so on) by channel.
- **Home Energy Report Type Engagement Rate**: A breakdown of the customer engagement rates by report type (such as the progress report, promotion report, seasonal report, and so on).

- **Count of Home Energy Report Modules**: The number of unique customers for each module.
- **Count of Normative Comparison Rank**: The number of unique customers by normative comparison status. For example, great, good near similar homes, great outside efficiency zone, and so on.
- **Normative Comparison Rank Engagement Rate**: Customer engagement data by channel and neighbor comparison status.

Peak Events Dashboard

The Peak Events dashboard provides various insights on customer engagement and delivery of peak event communications. Users can view data on different peak events by changing the peak event from the **Date** drop-down. Data displayed in charts on the Peak Events Dashboard include the number of:

- SMS, IVR, and email peak event deliveries.
- SMS, IVR, and email customer opt-outs.
- Peak event emails opened.
- Peak event email click-throughs.
- Peak event IVR communications that were answered, not answered, sent to voicemail, or received a busy signal.

Peak Events Savings Dashboard

The Peak Events Savings dashboard includes data on the energy savings that occurs during a peak event. A user can change the peak event by changing the date shown in the **Date** field. The dashboard includes the following widgets:

- Peak Event Average Hourly Demand Reduction (%)
- Peak Event Average Hourly Demand Reduction (Average kW per client)
- Peak Event Average Hourly Demand Reduction (Total kW)
- Peak Event Average Demand Reduction Over Peal Hours (%)
- Peak Event Average Demand Reduction Over Peak Hours (Average kW per client)
- Peak Event Average Demand Reduction Over Peak Hours (Total kW)

> **Note**
>
> The Peak Events Savings dashboard is only available to clients who participated in the most recent Behavioral Demand Response (BDR) season.

Web Dashboard

The Web dashboard shows data on customer web engagement, such as the number of new Energy Efficiency Web Portal - Classic accounts created each month, the number of users, the number of log-ins each month, and the top five most visited sections during the previous calendar month.

General Web Dashboard Widgets

The following widgets provide information about login, audit completions, tip actions, downloads, and numbers of customer accounts:

- **Audit Starts and Completions**: A monthly view of the total number of customers who started and customers who completed the Home Energy Analysis.
- **Percent of Audit Starts and Completions**: A monthly view of the percent of customers who started and customers who completed the Home Energy Analysis.
- **Top 5 Visited Site Sections Last Calendar Month**: A monthly breakdown of the top five most popular web pages and the number of page views.
- **Number of Web Users**: A daily count of web users.
- **Login Rate**: The percentage visits from customers who attempted to log in within a given period, and the percentage of visits from visitors who have visited the website before.
- **Number of Tips Actions**: A monthly view of the report tips that resulted in a customer action.
- **New Web Accounts Created**: A monthly view of the new web accounts created by customers.
- **Web Logins**: A monthly view of customer web account log-ins.
- **First Time Visitors by Month**: A monthly view of first time visitors to the website.
- **Total Green Button Downloads**: A monthly breakdown of the number of customers who have used the green button to export billing, energy use, or resource use data.
- **Average Time Spent**: A monthly view of the average time spent on the web site by customers following a click.
- **Total Online Audit Interactions**: The total number of Online Audit interactions by month.
- **Unique Web Visits by Month**: A monthly breakdown of the total number customers who visit the website at least once during the monthly.

Total Views Widgets

The following widgets provide data about total customer views of each widget:

- **Total Views of Bill Forecast**: The total views of the of the Bill Forecast widget by month.
- **Total Views of Compare My Bills**: The total views of the Compare My Bills widget by month.
- **Total Views of My Energy Use**: The total views of the My Energy Use widget by month.
- **Total Views of Neighbor Comparison**: The total views of the Neighbor Comparison widget by month.
- **Total Views of Online Audit**: The total views of the Online Audit widget by month.
- **Total Views of Ways to Save**: The total views of the Ways to Save widget by month.

Unique Views Widgets

The following widgets provide data about unique customer views of the web widgets:

- **Unique Green Button Downloads**: A monthly breakdown of individual exports of billing, energy use, or resource use data.

- **Unique Views of Bill Forecast**: A monthly view of the number of individual Bill Forecast page views.
- **Unique Views of Compare My Bills**: A monthly view of the number of individual Compare My Bills page views.
- **Unique Views of My Energy Use**: A monthly view of the number of individual My Energy Use page views.
- **Unique Views of Neighbor Comparison**: A monthly view of the number of individual Neighbor Comparison page views.
- **Unique Views of Online Audit**: A monthly view of the number of individual Online Audit page views.
- **Unique views of Ways to Save**: A monthly view of the number of individual Ways to Save page views.

Email Engagement Dashboard

The Email Engagement dashboard displays various widgets that report on customer engagement with Oracle Utilities Opower email communications. Widgets shown on this dashboard include the open rate and click-through rate for each type of email communication, such as Email Home Energy Reports, Bill Ready Notifications, and peak event emails.

Email Open Rate Widgets

The email open rate widgets provide data on the number of emails opened by customers. Possible widgets include:

- **Home Energy Report Open Rate**: A monthly breakdown of the percent of Home Energy Report communications opened by customers.
- **High Bill Alert (non-AMI) Open Rate**: A monthly breakdown of the percent of the High Bill Alert (non-AMI) communications opened by the customer.
- **Weekly AMI Open Rate**: A monthly breakdown of the percent of the Weekly Energy Update communications opened by the customer.
- **High Bill Alert (AMI) Open Rate**: A monthly breakdown of the percent of the High Bill Alert (AMI) communications opened by the customer.
- **Customer Education Open Rate**: A monthly breakdown of the percent of the Customer Education communications opened by the customer.
- **Behavioral Load Shaping Open Rate**: A monthly breakdown of the percent of the Behavioral Load Shaping communications opened by the customer.

Email Click Rate Widgets

The email click rate widgets provide data on the number of emails that achieved an action from the customer. Possible widgets include:

- **Home Energy Report Click Rate**: A monthly breakdown of the percent of the Home Energy Report communications that achieved a click from customers.
- **Weekly AMI Click Rate**: A monthly breakdown of the percent of the Weekly Energy Update communications that achieved a click from customers.
- **Behavioral Load Shaping Click Rate**: A monthly breakdown of the percent of the Behavioral Load Shaping communications that achieved a click from customers.

- **Home Energy Report Click Rate by Wave**: A monthly breakdown of the percent of the Home Energy Report communications that achieved a click from customers by wave.

Email Summary Widgets

The email summary widgets provide a combined view of engagement data for each email product. Possible widgets include:

- **Weekly AMI Email Engagement Summary**: A month-by-month summary of all Weekly Energy Update communication opens, clicks, and total emails.
- **Weekly Home Energy Engagement Summary by Wave**: A summary of all Weekly Home Energy Engagement communication opens, clicks, and sends by wave. The summary may be filtered to display data from a single wave or a combination of waves.
- **Sent / Opened / Clicked Email Counts by Month**: A monthly summary of all email communication opens, clicks, and total emails.

Communications Dispatched Dashboard

The Communications Dispatched dashboard provides data on the number of each type of Oracle Utilities Opower communication (such as Home Energy Reports, Email Home Energy Reports, and Bill Ready Notifications) dispatched each month. Possible widgets include:

- **Email Home Energy Report Communications Dispatched**: A month-by-month breakdown of sent Email Home Energy Report communications.
- **Print Home Energy Report Communications Dispatched**: A month-by-month breakdown of sent Home Energy Report communications.
- **Weekly AMI Communications Dispatched**: A month-by-month breakdown of sent Weekly AMI communications.
- **High Bill Alert (AMI) Communications Dispatched**: A month-by-month breakdown of sent HBA (AMI) communications.
- **High Bill Alert (non-AMI) Communications Dispatched**: A month-by-month breakdown of sent High Bill Alert (non-AMI) communications.
- **Customer Education Email Communications Dispatched**: A month-by-month breakdown of sent Customer Education Email communications.
- **Customer Education Print Communications Dispatched**: A month-by-month breakdown of sent Customer Education print communications.
- **Email Home Energy Communications Dispatched by Wave**: A month-by month breakdown of sent Email Home Energy communication waves.
- **Home Energy Communications Dispatched by Wave**: A month-by-month breakdown of sent Home Energy communication waves.
- **Behavioral Load Shaping Communications Dispatched**: A month-by-month breakdown of sent Behavioral Load Shaping communications.
- **Outbound Communication by Month**: A month-by-month breakdown of all outbound communications.

Personal Threshold Dashboard

The Personal Threshold dashboard provides data associated with customers who receive High Bill Alerts (AMI) communications and set up their personal thresholds. The following widgets can be displayed on the dashboard:

- **Number of customers who set HBA Threshold**: Shows the total number of customers at a utility enrolled in the HBA program, the number of customers that have set a personal threshold, and the percentage of customers who have set up a personal threshold.
- **HBA Cost Thresholds**: Shows the number of customers who have set up a cost personal threshold for each dollar amount. For example, one bar in the graph might show that 300 customers have set their personal threshold value to $100.
- **HBA Percentage Thresholds**: Shows the number of customers who have set up a percentage personal threshold for each percentage value. For example, one bar in the graph might show that 300 customers have set their personal threshold value to 10%.

Points & Rewards Dashboard

The Points & Rewards dashboard provides data about the health and status of the utility's Points and Rewards program. Data provided in this dashboard includes the rewards fund balance, promotion results, key performance indicators, and customer enrollments.

CSR Bill Advisor

The CSR Bill Advisor dashboard provides call center data from the Customer Service Interface. Data provided in the dashboard includes calls handled and resolved by CSRs, and an activity breakdown.

Data Reports

The Reports section provides reports on customer data and engagement. Customer data reports contain a full listing of all utility customers in one or more energy efficiency (EE) program waves or the entire utility population for web. Customer engagement reports provide customer-level details about how customers engage with web and digital products.

Reports Landing Page

The Reports landing page includes a searchable list of all reports for the client, including customer engagement, customer data, and summary reports. A user can search by report title and the date on which the range is being reported.

Communication Preferences

The Communication Preferences report provides details about the number of pre-event and post-event PTR or BDR communications that will be sent during an upcoming event. For each communication type, the Communication Preferences report also includes the number of customers who have indicated a preference for the IVR, SMS, or email channel, as well as the customer contact type (primary or alternate).

Communication Delivery Results Report

Communication Delivery Results reports provide details on the number of BDR or PTR pre-event and post-event communications that were dispatched and delivered during a peak event. For each channel, the report shows the number of communications dispatched, not dispatched, delivered, and not delivered.

Customer Data

Customer Data reports provide customer-level details about customer characteristics. The Basic Customer List extract is a type of Customer Data report. This extract contains a full listing of all utility customers in one or more energy efficiency program waves. Customer data in this extract includes the channels through which each customer receives Oracle Utilities Opower communications (web, print, and email), the customer opt-out date, and the customer fuel type.

Peak Event Channel Unsubscribes Report

Channel Unsubscribes reports show the number of customers who unsubscribed from peak event communications on each channel (IVR, SMS, or email), as well as the date they unsubscribed. The report also includes whether or not a pre-event or post-event communication was generated on the unsubscribe date. This helps to determine from which communication type the customer intended to unsubscribe.

Customer Engagement

Customer Engagement reports provide customer-level details about how the utility's customers engage with Oracle Utilities Opower products, including web and digital products. Customer Engagement Reports include the following data extracts:

- **Outbound Communication** extracts contain a record for all outbound print and electronic communications, including Oracle Utilities Opower Home Energy Reports, Oracle Utilities Opower Weekly Energy Updates, Oracle Utilities Opower Email Home Energy Reports, and so on that have been delivered within a month prior to the report's generation date.
- **Tip Action** extracts contain responses to tips on the Energy Efficiency Web Portal - Classic that have an action date within a specified date range.
- **Web Logins** extracts contain a list of the date and time for all customer web logins within a specified date range.
- **Commitment** extracts contain energy savings commitments entered through the Energy Efficiency Web Portal - Classic or the Oracle Utilities Opower Customer Service Interface, which have a sign-up date within a specified date range. Commitments automatically established through energy efficiency programs are not included.
- **Engagement Metrics** extracts contain details about customer engagement events that occur for Oracle Utilities Opower outbound communications, such as Email Home Energy Reports.
- **Web Audit Customer Answers and Questions** extracts contain customers' answers to Energy Efficiency Web Portal - Classic home energy audit questions within a specified date range.

Email Engagement

The Email Engagement report provides customer engagement metrics for BDR or PTR email communications. Metrics provided in the Email Engagement report include:

- Number of emails delivered.
- Number of emails opened.
- Number of emails opened and clicked.
- Number of emails delivered that resulted in a spam complaint.

- Number of emails bounced.
- Number of emails that were unable to be delivered.

Peak Event

Peak Event Reports provide customer engagement metrics for Peak Time Rebate and Behavioral Demand Response events. Peak Event Reports include the following data extracts:

- Communications Preferences extracts provide the number of communications that will be sent for a BDR or PTR event by communication type and channel. Also indicates the number of customers with a preference for each communication type and channel.
- Communication Delivery Results extracts provide details on the number of communications that were dispatched and delivered during a BDR or PTR event.
- Email Engagement extracts provide email engagement metrics for a BDR or PTR event, such as the number of emails opened.
- IVR Engagement extracts provide IVR engagement metrics for a BDR or PTR event, such as the number of calls answered.
- Channel Unsubscribes extracts provide the number of customer unsubscribes per channel per day for BDR and PTR communications.

Savings Results

Savings Results reports contain the monthly energy savings and energy usage by program wave. The reports also include the percent energy savings and the amount of energy used by household for customers in the program wave. Savings Results reports can be filtered by name and date.

IVR Engagement Report

The IVR Engagement report provides customer engagement metrics for BDR or PTR IVR communications. Metrics provided in the Email Engagement report include:

- Number of calls sent successfully.
- Number of calls answered by a human.
- Number of calls not answered.
- Number of calls for which a voicemail message was left .
- Number of calls that resulted in a busy signal.
- Number of calls that were unable to be delivered due to an operator error, invalid number, or other reason.

Summary Reports

Summary reports are generated by the utility's Service Delivery Manager and are reports specific to the utility. The reports may contain quarterly and monthly results, or other one-off requests that the utility may have for their Service Delivery Manager.

Marketing Messages

The Marketing Messages section is a library of available marketing messages that can be used in customer communications. The library includes both marketing messages that have and have not previously been used in communications and can be filtered by the name of the message or by a range of dates during which the message was displayed.

Peak Events

The Peak Events page displays details about scheduled and past peak events, and it allows you to schedule new events. The user experience may vary depending on the time of year. For instance, during peak event seasons like summer, the Peak Events page includes the following sections:

- **Peak Events**: This page contains instructions on how to get started, and includes a **Schedule a New Event** button. See Scheduling Peak Events for more information.
- **Notify List**: You can use this section to edit email addresses that receive notifications when new communications are sent.
- **History**: You can view the history of scheduled events from the **History** section. This information includes the days, Peak time interval, user segments affected by the event, and a button to schedule new events.

Community

The Community page lets users see their Oracle Utilities Opower Delivery Team (putting faces and contact information to names) and reminds them how dedicated Oracle Utilities Opower is to their needs. The team members that are displayed can be configured by Oracle Utilities Opower users with the proper administrative permissions.

The page provides an image, personal description, and contact information for each member of the Oracle Utilities Opower team supporting the utility's program. A panel to the right of the page provides the address and contact information for each Oracle Utilities Opower office.

Resources

The Resources page gives user access to the following information:

- **Product Documents**: This tab takes you to the Inside Opower Oracle Help Center page, which includes all Inside Opower product documentation.
- **Release Notes**: This tab takes you to the Oracle Cloud Application Update Readiness page so users can access information about the latest Inside Opower release.
- **Frequently Asked Questions (FAQs)**: This tab displays a list of common questions and answers about Inside Opower.

Settings

The Settings page is where users can view their profile information, change their password, and update their notification preferences.

Profile

Users can view and update their first name, last name, and preferred language in this section. They can also click a link to request a change to their email address.

Password

Users can update their password in this section. The default password requirements are:

- Password must be at least 8 characters long
- Must contain at least 1 uppercase letter
- Must contain at least 1 lowercase letter
- Must contain at least one number or special character

Notifications

Users can use the options in this section to get email notifications when someone adds new reports. The options available are:

- **Report**: Receive an email notification whenever a new report is added in the **Data** tab.
- **eBill Deliverability Report**: Receive an email notification outlining Bill Ready Notifications delivery metrics for the prior month. This is only applicable for utilities with Bill Ready Notifications.
- **Comment**: Receive an email notification whenever a comment is added to any of the reports or graphs in Inside Opower.

Signing Out

By clicking this link, the user is logged out of the application and directed to the Welcome page.

6 Add-on Features

Oracle Utilities Opower Analytics Visualization is an available add-on you can use in addition to Inside Opower. It allows utilities to explore customer data and create custom insights. The add-on includes a business intelligence tool called Opower Analytics Visualization, which allows users to explore data from the Opower program and create their own reports. See the Oracle Utilities Opower Analytics Visualization Cloud Service User Guide for more information.

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Contact Your Delivery Team

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

To contact your Delivery Team:

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

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