

Oracle® Utilities Opower Channel Fees Guide

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Channel Fees Overview

Channels fees are used to add report or video generation, printing, mailing, and postage services to an Oracle UtilitiesOpower cloud service. There are two types of options: General Availability and Controlled Availability channel fees. The type that is relevant depends on your Oracle UtilitiesOpower program setup. Coordinate with your sales representative if you need help determining which type applies.

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](#).

General Availability Channel Fees

The General Availability channel fees are applicable if the utility wants to add them to a version of a cloud service that includes report generation. These channel fees can be purchased for different regions.

Requirements and Limitations

- The [Postage for Print and Mail](#) channel fee cannot be purchased alone. It must be purchased in combination with the Printing and Mailing Services channel fee.
- The [Door Hanger](#) channel fee must be purchased in combination with one of the printing, mailing, and postage channel fees listed in this section.
- Channel fees can be purchased in conjunction with another Oracle Utilities cloud service. Such cases are specified in the documentation for each individual cloud service. See the relevant cloud service product overviews available online at [Oracle Utilities Documentation](#), or contact your Oracle Utilities sales representative for more information.

Printing and Mailing Services

The Report Printing and Mailing channel fee includes the printing of generated report communications through an approved third-party print vendor, as well as services for the proper mailing of the reports. It does not include postage for mailing the reports to

customers. The Printing and Mailing Services channel fee can be purchased for the appropriate region:

- Printing and Mailing Services, USA
- Printing and Mailing Services, California, USA
- Printing and Mailing Services, Canada
- Printing and Mailing Services, International

Postage for Print and Mail

The Postage for Print and Mail channel fee includes postage for the delivery of print communications. The Postage for Print and Mail channel fee can be purchased for the appropriate region:

- Postage for Print and Mail, USA. Fee calculation is based upon applicable postage prices for USPS Marketing Mail Letters - non-automation AADC Local entry rate, as defined in the USPS Domestic Mail Manual. Report templates must comply with these postal rules.
- First-class postage for Print and Mail, USA. This refers to upgraded postage from Marketing Mail to First Class for delivery of print communications.
- Postage for Print and Mail, Canada. Fee calculation is based upon applicable postage prices for Canada Post Personalized Mail Letters - PersId MI Machineable Std rate, as defined by Canada Post. Report templates must comply with these postal rules.
- First-class postage for Print and Mail, Canada. This refers to upgraded postage from Marketing Mail to First Class for delivery of print communications.
- Postage for Print and Mail, International.

Video Generation

The video generation channel fee includes the generation of personalized video links that direct customers to Video Home Energy Reports. The videos typically contain details about customers' energy use or another energy efficiency program offered by the utility. See [Video Home Energy Reports](#) for details.

Door Hangers

Door hangers are pieces of collateral that are bundled with Oracle Utilities Opower Home Energy Reports and sent to customers in the mail along with a Home Energy Report that they receive from their utility. The door hangers display graphics and messaging about specific ways that customers can save energy.

Controlled Availability Channel Fees

The Controlled Availability channel fees are applicable if a utility wants to add them to a version of a cloud service that does not include report generation.

Requirements and Limitations

- A utility may only select one of the channel fees listed below.
- In some cases, a channel fee is a required component in conjunction with another Oracle Utilities cloud service. Such cases are specified in the documentation for each individual cloud service. See the relevant cloud service product overviews available online at [Oracle Utilities Documentation](#), or contact your Oracle Utilities sales representative for more information.

Report Generation

The Report Generation channel fee includes the generation of digital PDF versions of print reports. It does not include the printing or mailing of reports. The generated reports are combined in one or more digital files and delivered electronically to the utility. The utility must then use third-party vendors to print and mail the reports to customers.

Report Generation and Print

The Report Generation and Print channel fee includes the generation of digital PDF versions of reports, as well as the printing of those reports through an approved third-party print vendor. The utility must use its own third-party vendor to mail the reports to customers.

Report Generation, Print, and Mail

The Report Generation, Print, and Mail channel fee includes the generation of digital PDF versions of reports, the printing those reports, and the mailing of those reports to customers through approved third-party printing and mailing vendors. The utility does not need to use any of its own vendors to perform these activities.

- For customers in the US: Fee calculation is based upon applicable postage prices for USPS Marketing Mail Letters - non-automation AADC Local entry rate, as defined in the USPS Domestic Mail Manual. Report templates must comply with these postal rules.
- For customers in Canada: Fee calculation is based upon applicable postage prices for Canada Post Personalized Mail Letters - PersId MI Machineable Std rate, as defined by Canada Post. Report templates must comply with these postal rules.

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