

Opower AMI Customer Education Reports

Opower AMI Customer Education Report Cloud Service Configuration Guide



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Oracle Utilities Opower AMI Customer Education Report Cloud Service Configuration Guide

Welcome to the Oracle Utilities Opower AMI Customer Education Report Cloud Service Configuration Guide. Use this information to learn about the configuration options that are available for your program. Have a question? [Contact Your Delivery Team](#) or visit [My Oracle Support](#).

Quick Links

- [Getting Started](#)
- [Design and Configuration](#)
- [Frequently Asked Questions \(FAQs\)](#)
- [Next Steps](#)
- [Contact Your Delivery Team](#)

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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 Oracle Utilities Opower AMI Customer Education Reports.

Note

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

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Design and Configuration

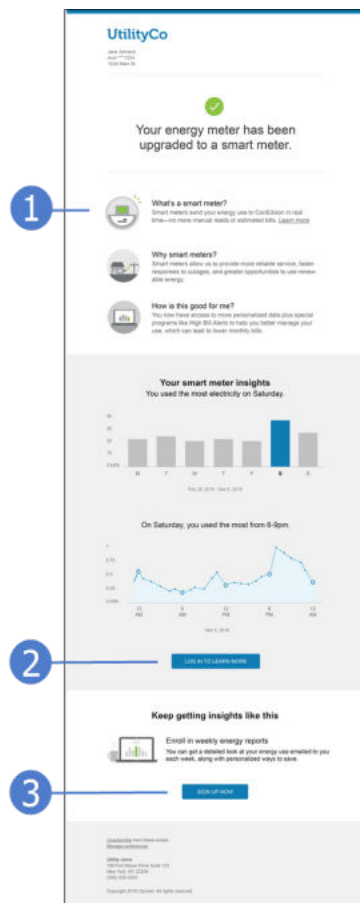
The Oracle Utilities Opower platform allows for product configurations and customizations to meet the needs of each utility. A *configuration* is a simple change that can be made with no coding required. There are required configurations and optional configurations. A *customization* is a change that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

Email Introduction AMI Customer Education Report

The email Introduction Customer Education Report is the first report in the program. By default, it is delivered 30 days after smart meter installation. It provides an introduction to smart meters as well as personalized hourly and daily energy use insights. It also encourages customers to engage with other AMI programs and communications offered by the utility.



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.

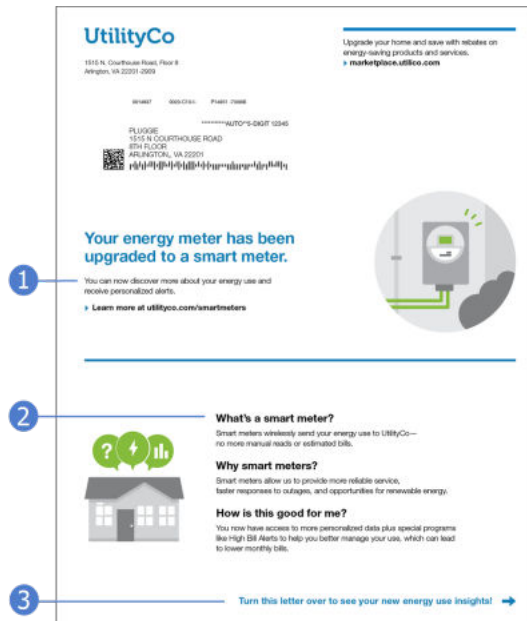
Configuration Option	Input Value
Subject Line (Not Depicted) The email subject line may be altered. Default: "Your energy smart meter has been upgraded to a smart meter".	Optional Choose one of the following: Use the default option Use the following email subject line:
1. Smart Meter FAQs All questions and answers in the FAQs can be edited. Default: See the image for default FAQ language.	Optional Talk to your Service Delivery Manager for FAQ editing options.
2. "Log In To Learn More" Button Label Button labels may be altered. Default: By default, the button that appears under the smart meter insights says, "Log In To Learn More".	Optional Choose one of the following: Use the default option Use the following label:

Configuration Option	Input Value
3. "Sign Up Now" Button Label Button labels may be altered. Default: By default, the button that appears at the bottom of the report says, "Sign Up Now".	Optional Choose one of the following: Use the default option Use the following label:

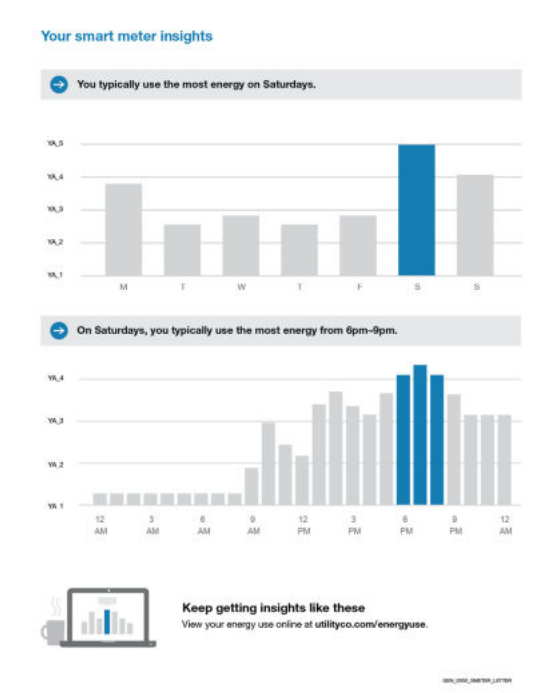
Print Introduction AMI Customer Education Report

The print Introduction Customer Education Report is the first report in the program. By default, it is delivered 30 days after smart meter installation. It provides an introduction to smart meters as well as personalized hourly and daily energy use insights. It also encourages customers to engage with other AMI programs and communications offered by the utility.

Front Page



Back Page



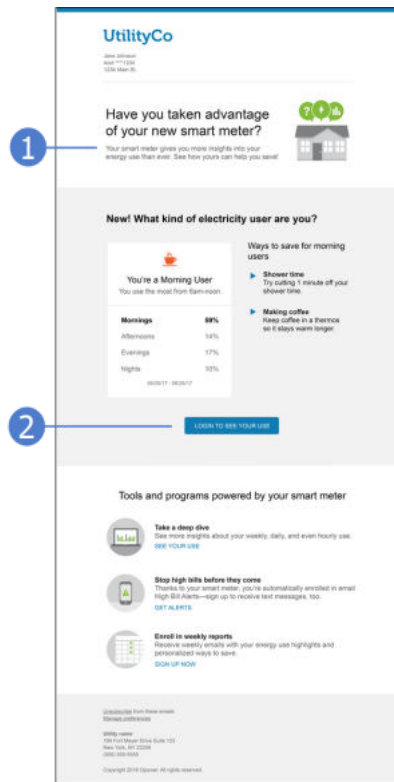
Configuration Options

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
1. Introduction Simple text changes may be made to the report introduction. Default: "You can now discover more about your energy use and received personalized alerts."	Optional Choose one of the following: Use the default option Talk to your Service Delivery Manager for introduction text editing options.
2. Smart Meter FAQs All questions and answers in the FAQs can be edited. Default: See the image for default FAQ language.	Optional Choose one of the following: Use the default option Talk to your Service Delivery Manager for FAQ editing options.
3. "Turn this letter over" Text The text on the footer of the front page may be edited. Default: "Turn this letter over to see your new energy use insights!"	Optional Choose one of the following: Use the default option Use the following text:

Email Engagement AMI Customer Education Report

The email Engagement Customer Education Report is the second report sent in the program. By default, it is delivered 90 days after smart meter installation. It directs the customer to utility web pages where they can view more of their energy use trends and enroll in other AMI programs and communications offered by the utility. It also includes a smart meter insight that shows customers the time of day when they use the most energy.



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
Subject Line (Not Depicted) The email subject line may be altered. Default: "Have you taken advantage of your new smart meter?"	Optional Choose one of the following: Use the default option Use the following email subject line:
1. Introduction Minor text changes may be made to the report introduction. Default: "Your smart meter gives you more insights into your energy use than ever. See how yours can help you save!"	Optional Choose one of the following: Use the default option Talk to your Service Delivery Manager for introduction text editing options.

Configuration Option	Input Value
2. "Log In To See Your Use" Button Label Button labels may be altered. Default: By default, the button says, "Log In To See Your Use".	Optional Choose one of the following: Use the default option Use the following label:

Print Engagement AMI Customer Education Report

The print Engagement Customer Education Report is the second report sent in the program. By default, it is delivered 90 days after smart meter installation. It directs the customer to utility web pages where they can view more of their energy use trends and enroll in other AMI programs and communications offered by the utility. It also includes a smart meter insight that shows customers the time of day when they use the most energy.



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
1. Introduction Minor text changes may be made to the report introduction. Default: "Your smart meter gives you more insights into your energy use than ever. See how yours can help you save!"	Optional Choose one of the following: Use the default option Talk to your Service Delivery Manager for introduction text editing options.

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Frequently Asked Questions (FAQs)

This section offers answers to frequently asked questions (FAQs) about AMI Customer Education Report design options.

What is the purpose of this report?

The purpose of the AMI Customer Education Report program is to educate customers who recently received a smart meter about the utility tools, programs, communications, and resources they can use to lower their energy use and save on their bills.

How do customers opt out of the report?

Customers receive two reports as part of the AMI Customer Education Report program. Due to the short length of the program, customers cannot opt out of print AMI Customer Education Reports. To opt out of email AMI Customer Education Reports, customers must also opt out of all Oracle Utilities email communications.

What is the difference between the "Introduction" report and "Engagement" report?

The Introduction AMI Customer Education Report is the first report in the AMI Customer Education Report program. By default, it is delivered 30 days after smart meter installation. It provides an introduction to smart meters as well as personalized hourly and daily energy use insights. The Introduction AMI Customer Education Report also encourages customers to enroll in other AMI communications offered by the utility.

The Engagement AMI Customer Education Report is the second report in the AMI Customer Education Report program. By default, it is delivered 90 days after the customer installs a smart meter. It directs the customer to utility web pages where they can view more of their energy use trends and enroll in other AMI programs and communications offered by the utility. It also includes an additional smart meter insight, which shows customers the time of day when they use the most energy.

What is in the reports?

The reports include smart meter FAQs, energy saving tips, and personalized energy use insights based on data from your smart meter. Customer Education Reports also include links to resources where you can learn more about the utility tools, programs, and communications available to customers with smart meters.

How can I prepare my support team for calls related to the reports?

Your Customer Service Representatives will receive the Oracle Utilities Opower AMI Customer Education Report Customer Service Guide corresponding to your Oracle Utilities Opower program. The guide provides conceptual and procedural information on how Oracle Utilities Opower products work, how to perform basic tasks within the Oracle Utilities Opower products, and how to respond to customer inquiries.

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Next Steps

After completing all required inputs in this configuration guide, complete the following next steps.

1. Complete any other product-specific configuration guides provided to you by your Service Delivery Manager.
2. Submit all configuration guides and required documents to your Service Delivery Manager as an email attachment. Be sure to include the following:
 - The Oracle Utilities Opower Platform Configuration Guide
 - Up-to-date HTML, CSS, and JavaScript files for your utility website
 - Utility branding guidelines
3. Update the Version table of this guide with your name, the date, and a descriptive comment. Complete this step using the PDF version of this guide.

Note

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

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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

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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](#).