

Oracle Utilities Opower AMI Customer Education Reports Cloud Service

Opower AMI Customer Education Reports V3 Configuration Guide



G50371-01
May 2026



G50371-01

Copyright © 2026, Oracle and/or its affiliates.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, MySQL, and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

1 Getting Started

2 Design and Configuration

Email Introduction AMI Customer Education Report - Residential	1
Configuration Options	3
Email Engagement AMI Customer Education Report - Residential	3
Configuration Options	5
Print Introduction AMI Customer Education Report - Residential	5
Front Page	5
Back Page	6
Configuration Options	7
Print Engagement AMI Customer Education Report - Residential	8
Front Page	8
Back Page	9
Configuration Options	10
Email Introduction AMI Customer Education Report - Business	11
Configuration Options	13
Email Engagement AMI Customer Education Report - Business	13
Configuration Options	15

3 Frequently Asked Questions

What is the purpose of this report?	1
How do customers opt out of the report?	1
What is the difference between the introduction report and the engagement report?	1
What is in the reports?	1
How can I prepare my support team for calls related to the reports?	2

4 Next Steps

5 Version

6 Contact Your Delivery Team

1

Getting Started

This guide is used during the Oracle Utilities Opower launch process to provide product design information, collect utility configuration preferences for the products being launched, and track the finalization of these preferences. The preferences are then used to set up your Oracle Utilities Opower products and platform. This guide focuses on configuration preferences for Oracle Utilities Opower AMI Customer Education Reports v3.

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.

2

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 - Residential

The email Introduction Customer Education Report - Residential is the first report residential customers receive 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 daily and hourly energy use insights. It also encourages customers to engage with additional AMI-related programs, insights, and communications offered by their utility.

This image shows an example of the report:

UtilityCo

Account #*****7890

Sarah,
Your smart meter gives you new insights into your energy use!



Get to know your smart meter



▶ What is a smart meter?

Smart meters securely send your energy data to the utility using wireless technology—no more manual readings or estimates. They let you track your usage by hour, day, or month, making it easier to set goals and manage your budget.
[Learn more.](#)

▶ Smarter insights, smarter savings

By showing when and how you use energy, smart meters help you adjust habits, reduce bills, and make more informed choices every day.

Your smart meter insights

You used the most energy on **Wednesday**



Your highest use period on Wednesday was
9am - 10am

Configuration Options

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

Note

In addition to the configuration options listed in the table below, be aware that the text that appears in this communication can be configured to meet the needs of your utility. The default, recommended text appears in the image above. If you want to update the default text, contact your delivery team. For detailed information about the default language and user experience, see the [Product Overview](#).


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: <ul style="list-style-type: none"> • Use the default option. • Use the following email subject line:

Email Engagement AMI Customer Education Report - Residential





The email Engagement Customer Education Report is the second report sent to residential customers 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.


UtilityCo Account #*****7890

Sarah,
Let's take a look at your personalized smart meter insights!




Your energy use by time of day

 Morning 6am - 12pm	24%
 Afternoon 12pm - 6pm	18%
 Evening 6pm - 12am	11%
 Night 12am - 6am	47%

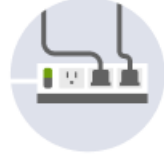


Take these actions to reduce your energy use during night



Programmable thermostat

Automatically turn off HVAC systems at closing time to reduce energy waste at night.



Power strips

Use a power strip to turn off multiple devices at once and save time and 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.

Note

In addition to the configuration options listed in the table below, be aware that the text that appears in this communication can be configured to meet the needs of your utility. The default, recommended text appears in the image above. If you want to update the default text, contact your delivery team. For detailed information about the default language and user experience, see the [Product Overview](#).

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: <ul style="list-style-type: none"> Use the default option. Use the following email subject line:
Introduction Only minor text changes should be made to the report introduction. Default: "<Customer Name>, Let's take a look at your personalized smart meter insights!"	Optional Choose one of the following: <ul style="list-style-type: none"> Use the default option. Talk to your Service Delivery Manager for introduction text editing options.

Print Introduction AMI Customer Education Report - Residential

The print Introduction Customer Education Report is the first report sent to residential customers 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

This image shows an example of the front page:

UtilityCo

123 Energy Way, Austin, TX 12345-6789

Smart Meter Education
May 20, 2022
Account #1234567890
1000 Sunshine Blvd, Apt. B
Austin, TX 12345-6789

0014837 0023-C104 -P14851-730905

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



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

Good news! Your smart meter upgrade makes saving easier

Your energy meter has been upgraded to a smart meter.

You can now discover more about your energy use and receive alerts.


Learn more at utility.com/smartmeters



What is a smart meter?
Smart meters wirelessly send your energy use to UtilityCo. No more manual reads or estimated bills.

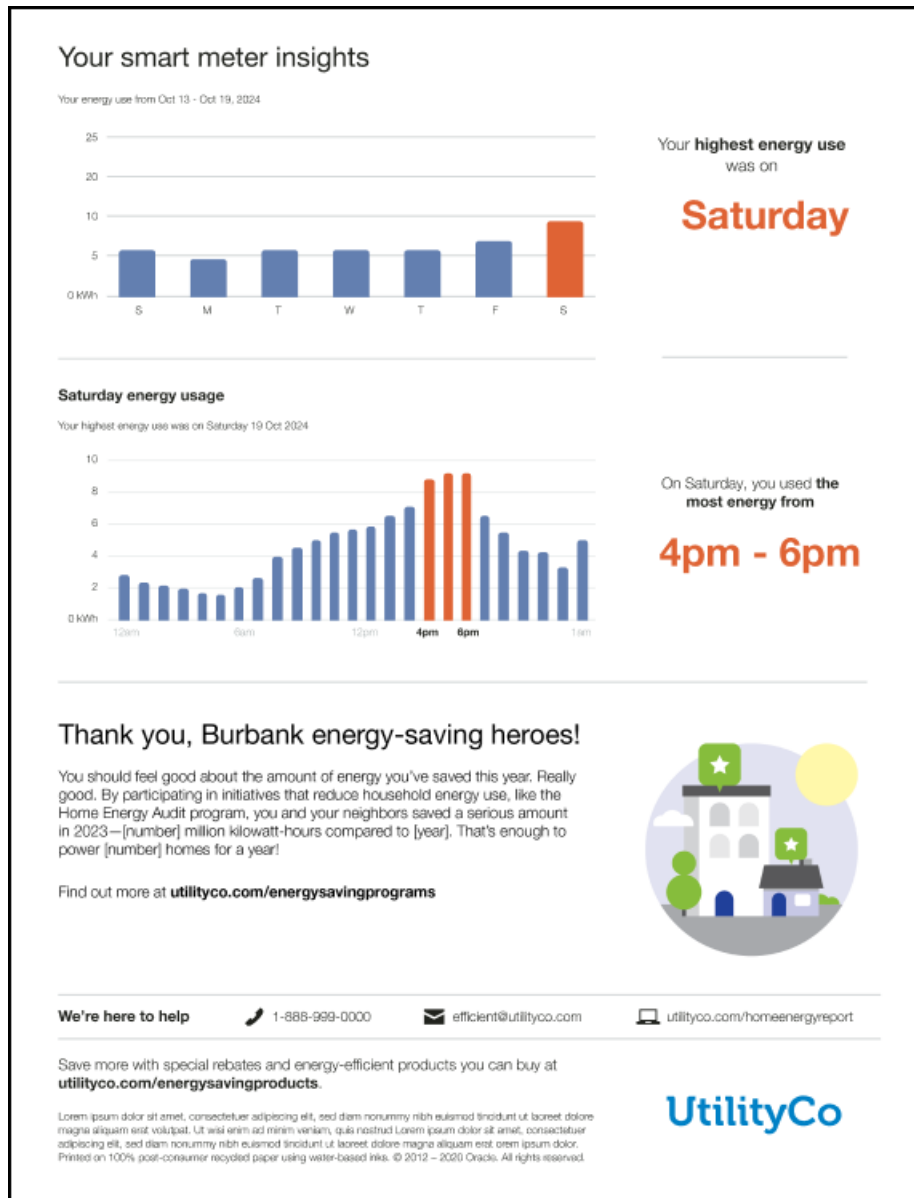
Why a smart meter?
Smart meters allow us to provide more reliable service, faster responses to outage, and opportunities for renewable energy.

How is this good for me?
You now have access to more personalized data plus special programs like High Bill Alerts to help you better manage your use, which can lead to lower monthly bills.

Turn over to explore your new energy usage insights. 

Back Page

This image shows an example of the back page of the 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.

Note

In addition to the configuration options listed in the table below, be aware that the text that appears in this communication can be configured to meet the needs of your utility. The default, recommended text appears in the image above. If you want to update the default text, contact your delivery team. For detailed information about the default language and user experience, see the [Product Overview](#).

Configuration Option	Input Value
<p>Introduction</p> <p>Only minor text changes should be made to the report introduction.</p> <p>Default: "Good news! Your smart meter upgrade makes savings easier".</p>	<p>Optional</p> <p>Choose one of the following: Use the default option Talk to your Service Delivery Manager for introduction text editing options.</p>
<p>Marketing Module</p> <p>Talk to your Service Delivery Manager for Marketing Module options. If no marketing module is chosen, or the household is not eligible, this space can be left blank</p>	<p>Optional</p> <p>Choose one of the following: Do not use a marketing module. Talk to your delivery team about using a marketing module.</p>
<p>Footer Text</p> <p>By default, the statement "We're here to help" is followed by the utility's phone number, email address, and website.</p> <p>You can also use this space to include any additional text you want the reader to know, or that you need to include for legal reasons.</p>	<p>Optional</p> <p>Choose one of the following: Use the default statement and no additional text. Use the default statement and the following additional text: Talk to your delivery team about footer text options.</p>

Print Engagement AMI Customer Education Report - Residential

The print Engagement Customer Education Report is the second report sent to residential customers 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.

Front Page


This image shows an example of the front page of the report.

UtilityCo
123 Energy Way, Austin, TX 12345-6789

0014837 0025-C10-1 -P14851-73905

*****AUTO**S-DIGIT 12345


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







Smart Meter Education
March 20, 2021
Account #1234567890
1000 Sunshine Blvd, Apt. B
Austin, TX 12345-6789

New energy insights from your smart meter!

Your **new smart meter** shows that your home consumes the most energy at night.



Your energy use by time of day

	Morning 6am - 12pm	24%
	Afternoon 12pm - 6pm	18%
	Evening 6pm - 12am	11%
	Night 12am - 6am	47%

June 23 - August 23, 2024

Ways to save during the night

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

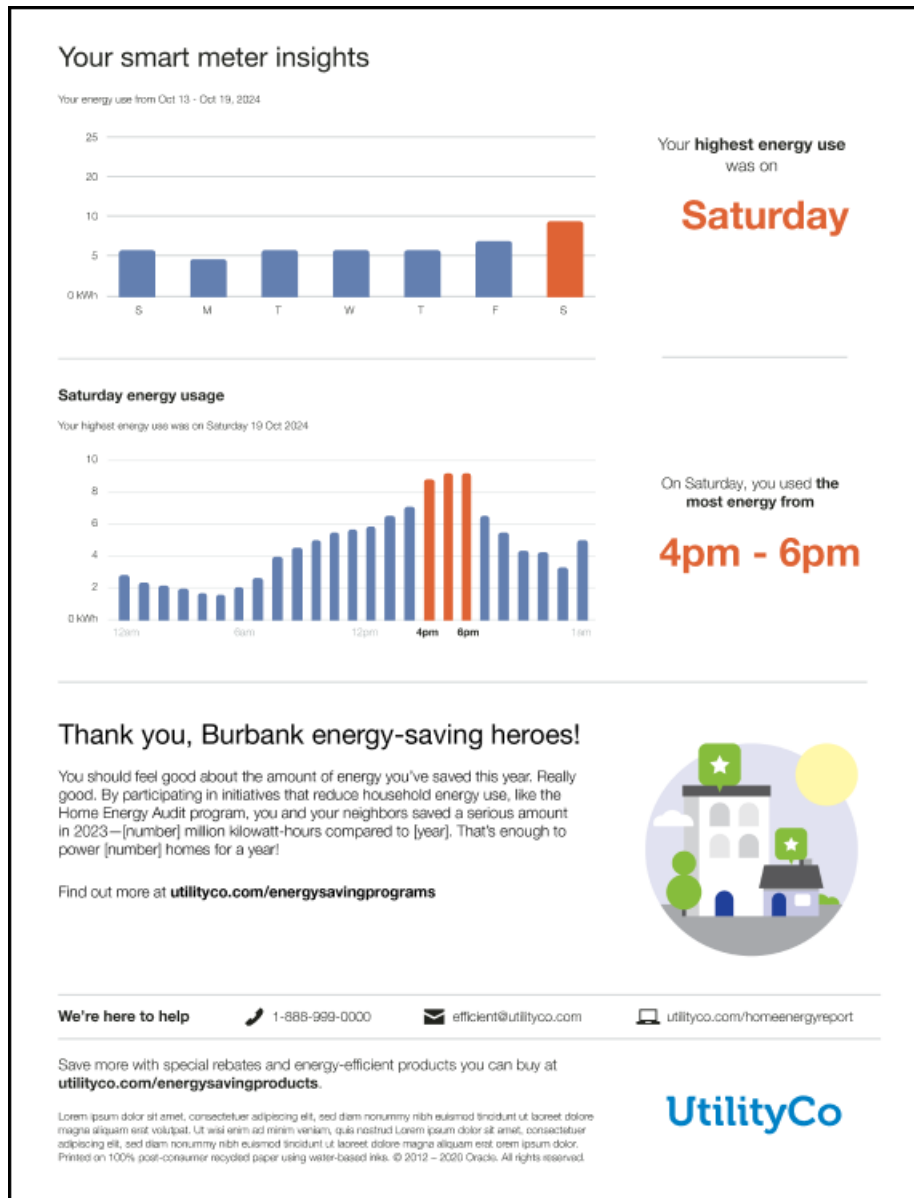
Light Sensors
Install sensors on your lights so they're only on when necessary

Set a sleep timer
Set a sleep timer on your TV and other electronic devices so they turn off for the night

Want to learn more about your home's energy use? Turn over for more information. [➔](#)

Back Page

This image shows an example of the back page of the 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.

Note

In addition to the configuration options listed in the table below, be aware that the text that appears in this communication can be configured to meet the needs of your utility. The default, recommended text appears in the image above. If you want to update the default text, contact your delivery team. For detailed information about the default language and user experience, see the [Product Overview](#).

Configuration Option	Input Value
<p>Introduction</p> <p>Only minor text changes should be made to the report introduction.</p> <p>Default: "New energy insights from your smart meter!"</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default option. • Talk to your Service Delivery Manager for introduction text editing options.
<p>Marketing Module</p> <p>Talk to your Service Delivery Manager for Marketing Module options. If no marketing module is chosen, or the household is not eligible, this space can be left blank</p>	<p>Optional</p> <p>Choose one of the following:</p> <p>Do not use a marketing module.</p> <p>Talk to your delivery team about using a marketing module.</p>
<p>Footer Text</p> <p>By default, the statement "We're here to help" is followed by the utility's phone number, email address, and website.</p> <p>You can also use this space to include any additional text you want the reader to know, or that you need to include for legal reasons.</p>	<p>Optional</p> <p>Choose one of the following:</p> <p>Use the default statement and no additional text.</p> <p>Use the default statement and the following additional text:</p> <p>Talk to your delivery team about footer text options.</p>

Email Introduction AMI Customer Education Report - Business

The email Introduction Customer Education Report is the first report business customers receive 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.

UtilityCo

Account #*****7690

Name,

Your smart meter gives your business powerful new insights into how you use energy!



Get to know your smart meter



▶ What is a smart meter?

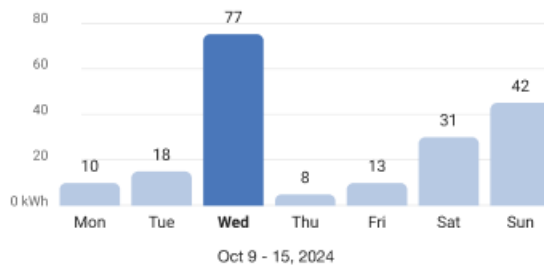
Smart meters securely send your energy data to the utility using wireless technology—no more manual readings or estimates. They let you track your usage by hour, day, or month, making it easier to set goals and manage your budget. [Learn more.](#)

▶ Smarter insights, smarter savings

By showing when and how you use energy, smart meters help you adjust habits, reduce bills, and make more informed choices every day.

Your smart meter insights

You used the most energy on **Wednesday**



Your highest use period on Wednesday was **9am - 10am**

Configuration Options

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

Note

In addition to the configuration options listed in the table below, be aware that the text that appears in this communication can be configured to meet the needs of your utility. The default, recommended text appears in the image above. If you want to update the default text, contact your delivery team. For detailed information about the default language and user experience, see the [Product Overview](#).

Configuration Option	Input Value
<p>Introduction</p> <p>Only minor text changes should be made to the report introduction.</p> <p>Default: "<Name>, Your smart meter gives your business powerful new insights into how you use energy!"</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default option. • Talk to your Service Delivery Manager for introduction text editing options.

Email Engagement AMI Customer Education Report - Business

The email Engagement Customer Education Report is the second report sent to business customers 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.

This image shows an example of the report:

UtilityCo

Account #*****7890

Name,
Explore personalized smart meter insights for your business!



Your energy use by time of day

	Morning 6am - 12pm	24%
	Afternoon 12pm - 6pm	18%
	Evening 6pm - 12am	11%
	Night 12am - 6am	47%



Take these actions to reduce your energy use during night



Programmable thermostat

Automatically turn off HVAC systems at closing time to reduce energy waste at night.



Power strips

Use a power strip to turn off multiple devices at once and 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.

① Note

In addition to the configuration options listed in the table below, be aware that the text that appears in this communication can be configured to meet the needs of your utility. The default, recommended text appears in the image above. If you want to update the default text, contact your delivery team. For detailed information about the default language and user experience, see the [Product Overview](#).

Configuration Option	Input Value
<p>Introduction</p> <p>Only minor text changes should be made to the report introduction.</p> <p>Default: "<Name>, Explore personalized smart meter insights for your business!"</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default option. • Talk to your Service Delivery Manager for introduction text editing options.

3

Frequently Asked Questions

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 the 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.

4

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.

5

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

6

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](#).