

# Oracle Utilities Device Control Platform

## Product Overview



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# 1

## Getting Started

The Device Control Platform provides a single interface to monitor and control internet-connected devices such as thermostats, electric vehicle chargers, batteries, and water heaters. It includes software that enables utilities to administer bring-your-own-device (BYOD) load control programs. The platform is integrated for data and control with all participating device partners, providing utility staff with a web portal to manage all aspects of their device control programs. The following components are available in this service:

- Device Control Platform
- Device Control Platform add-ons:
  - Batteries and Other Devices
  - EV Charging
  - Thermostat

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](#).

Your utility might not have all of the products or features described in this documentation. [Contact Your Delivery Team](#) if you have any questions.

# 2

## Requirements and Limitations

The following data requirements and limitations apply to all utilities and customers in the Opower Device Control Platform program.

### Utility Data Requirements and Limitations

**Cloud Service Dependencies:** Utilities must have one or more of these add-on services:

- Control Batteries and Other Devices
- Control EV (Electric Vehicle) Charging
- Control Thermostat

**Language:** Not all languages and locales are supported. [Contact Your Delivery Team](#) for additional information.

**Availability:** The Device Control Platform is not available in all markets. [Contact Your Delivery Team](#) to determine whether the program is available in your market.

**Data Transfer Standards:** Data must be sent to Oracle Utilities in the right schema and according to the Oracle Utilities Device Control Platform Data Specification.

**Eligible Devices:** Examples of devices include smart thermostats, electric vehicle chargers, batteries, and hot water heaters. Not all brands of devices are eligible for the program. The device model must be integrated with the Device Control Platform and the device manufacturer must sign a partnership agreement for the specific utility program.

**Data Availability:** Data available to the utility (for example, HVAC mode and state, runtime, connectivity, event participation, indoor and outdoor temperature, etc.) will rely on device data fed to the Device Control Platform through its device partner integrations. Select vendors might provide only a subset of this device data. Data availability can also be impacted by the terms and conditions of the partnership agreement with the device manufacturer.

**Enrollment and Control Features:** The Device Control Platform will incorporate all enrollment and control features across device partners where technically possible. Some features may not be universally supported across all device partners.

### Customer Data Requirements and Limitations

**Device Connectivity:** Data monitoring and device control requires that the customer's device is connected to the internet. The Data Control Platform has no control over these customer internet connections.

**Fuel Type:** Customer must be an electric or gas customer with active service.

**Device Eligibility:** Customer must have an eligible device that must also be connected to the internet, and is intended to be controlled for the program.

**Customer Agreement:** To be included in the program, all customers must agree to the standard program terms and conditions.

Additional customer eligibility requirements may be identified by the utility, based on the requirements of their device control programs.

# 3

## Customer Experience

The Device Control Platform provides several different modules and features that enable utilities to manage their device control programs.

- [Administration Module](#)
- [Event Dispatch](#)
- [Reporting Dashboard](#)
- [End-User Customer Experience](#)
- [Add-On Services](#)

### Administration Module

The Device Control Platform includes a program administration module that enables utilities to manage user roles and to group devices for monitoring and dispatch purposes.

#### User Roles

Role-based access can be defined by the utility administrator. The following roles are available:

Roles	Description
Utility Administrator	Users with this role have full access to all utility features of the Device Control Platform and can configure settings for the utility.
Program Manager	Users with this role have access to the programs that are assigned to them. This role has the same program-specific permissions as the Utility Administrator, but cannot configure utility-wide settings.
Enrollment Manager	Users with this role have access to customer data and can manage customer enrollments for designated programs. These users cannot view event data, run load control events, or configure program settings.
Service Operator	Users with this role can see the assets that are available for load control, and they can configure and run load control events for designated programs. These users cannot see customer data or configure program settings.
Customer Service Representative (CSR)	Users with this role have view-only access to customer data for designated programs. These users cannot view event data, run load control events, or configure any settings.
Analyst	Users with this role have access to event and customer data for designated programs. These users cannot configure any settings or run load control events.

#### Grouping Devices and Participants

The Device Control Platform enables utilities to create customized groupings across participants and devices. Utilities can create an unlimited number of customer or device groups.

## Enrollment Module

The Device Control Platform includes an enrollment module that allows utility staff to review and approve customer applications.

## Event Dispatch

The Device Control Platform enables utilities to configure and schedule load control events on devices that are enrolled in the utility's program. Events may be configured on an ad-hoc basis (one-time) or as a part of a previously configured program strategy that can be dispatched repeatedly. Utilities can group devices for targeted dispatch, or dispatch all devices within the utility's program.

## Reporting Dashboard

The Device Control Platform includes a dashboard that provides utilities with near real-time information on device mode, connectivity, usage, and forecasted usage. On-demand reporting is also available.

The Device Control Platform includes measurement and verification of performance following load control events. For each 15-minute event interval the Device Control Platform calculates a baseline based on historical usage. The baseline is compared to actual runtime usage during the interval to determine event performance.

## End-User Customer Experience

This section describes the end-user experience with the Device Control Platform cloud service.

### Enrollment

End users, which are customers of the utility, enroll in the bring-your-own-device (BYOD) program through their device provider. Upon the utility's approval of their application, the customer's device immediately becomes available for monitoring and dispatch through the Device Control Platform.

### Event Communications

Event notifications inform customers of upcoming load control events, including information about the event date, time, and duration. Event communications vary across device partners.

### Event Control

Customers can override the load control participation through their device or device app during the load control event.

## Add-On Services

The Device Control Platform cloud service provides the core capabilities of bring-your-own-device (BYOD) load control programs. This service must be used in conjunction with one of the add-on services below.

**Control Batteries and Other Devices Cloud Service**

The Control Batteries and Other Devices is a per-device fee to connect batteries and grid interactive water heaters to a load control event. A utility cannot run a load control event that controls these devices without purchasing this service.

**Control EV Charging Cloud Service**

The Control EV Charging is a per-device fee to connect and control electric vehicles and EV supply equipment. A utility cannot run a load control event that controls these items without purchasing this service.

**Control Thermostat Cloud Service**

The Control Thermostat is a per-device fee to connect and control thermostat devices. A utility cannot run a load control event that controls thermostats without purchasing this service.

# 4

## 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](#).