Oracle Utilities Opower Digital Self Service

Opower Digital Self Service Configuration Guide

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Oracle Utilities Opower Digital Self Service Opower Digital Self Service Configuration Guide,

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Contents

1 Digital Self Service - Energy Management Web Portal Configuration Guide

2 Getting Started

Product Overview 1
Disclaimers 1

3 Design and Configuration

Global Design and Configuration 1
Account Center 1
    Login Details 2
    Manage Recipients and Preferences 2
    Configuration Options 3
Bill Comparison 3
    Bill Comparison Example 3
    Configuration Options 4
    User Experience Variations 5
Bill or Usage Forecast 5
    Bill Forecast Example 5
    Configuration Options 6
    User Experience Variations 7
Bill Guide 7
    Bill Guide Example 7
    Configuration Options 8
        General Configuration 8
        Bill Breakdown Configuration 9
    User Experience Variations 9
Data Browser 9
    Demand View 11
        Demand View Example 12
        Configuration Options 12
        User Experience Variations 14

Energy Costs View 14
Energy Costs View Example 14
Configuration Options 15
User Experience Variations 16
Energy Use View 16
Energy Use View Example 16
Configuration Options 16
User Experience Variations 18
Neighbors View 18
Neighbors View Example 18
Configuration Options 19
User Experience Variations 20
Usage Breakdown View 20
Usage Breakdown View Example 20
Configuration Options 21
User Experience Variations 21
Energy Use Overview 21
Energy Use Overview Example 21
Configuration Options 22
User Experience Variations 22
Green Button - Download My Data 23
Green Button Example 23
Configuration Options 24
User Experience Variations 24
Highest Energy Use Days 24
Highest Energy Use Days Example 25
Configuration Options 25
User Experience Variations 25
Home Energy Analysis 25
Home Energy Analysis v1 26
Pre-Survey 26
Disaggregation 27
Configuration Options 27
User Experience Variations 28
Home Energy Analysis v2 28
Pre-Survey 29
Disaggregation 30
Call-to-Action Banner 32
Configuration Options 32
User Experience Variations 33
Home Energy Analysis Light 33
Configuration Options 34

User Experience Variations 35
Mini Bill Comparison 35
Mini Bill Comparison Example 35
Configuration Options 36
Near Real Time Usage 36
Near Real Time Usage Example 36
Configuration Options 37
User Experience Variations 37
Neighbor Comparison 37
Neighbor Comparison Example 37
Configuration Options 38
User Experience Variations 39
Next Best Action 39
Next Best Action Example 39
Configuration Options 39
User Experience Variations 40
Peak Time Rebate 40
Peak Time Rebate Example 40
Configuration Options 41
Resources 42
Configuration Options 43
Smart Dashboard 44
Smart Dashboard Example 44
Configuration Options 45
User Experience Variations 46
Tips Light 46
Tips Light Example 46
Configuration Options 46
Tips List 46
Tips List Example 47
Configuration Options 47
Ways to Save 47
Tip Guides Example 47
Tip Lists for a Tip Guide 50
Tip Details Example 50
Configuration Options 51
User Experience Variations 53
Embedded Widget Configurations 53
Embedded Widget URLs 53

4 Frequently Asked Questions (FAQs)

What is the process for embedding a widget in our page? 1
Will a widget's script tag conflict with the JavaScript or CSS framework we are using? 1
Is the embedding process secure? 1
Are the widgets responsive? 1
What is the minimum resolution to display widgets? 1

5 Next Steps

6 Contact Your Delivery Team

1

Digital Self Service - Energy Management Web Portal Configuration Guide

Welcome to the Oracle Utilities Opower Digital Self Service - Energy Management Web Portal configuration guide. Use this information to learn what product configurations are available. Have a question? Contact Your Delivery Team or visit My Oracle Support.

> **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.

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

2

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 documentation focuses on the configuration preferences for the Oracle Utilities Opower Digital Self Service - Energy Management Web Portal.

Product Overview

The Digital Self Service - Energy Management Web Portal is a flexible web experience that provides utility customers with personalized energy data, insights, and recommendations on how to save energy. The experience is delivered through modular, mobile responsive widgets that are included in a standalone web portal or embedded in the pages of a utility's web site.

The layout and design of widgets is responsive so that the functionality can display correctly on mobile as well as desktop displays. This design allows for a single version of a website that automatically adjusts based on the customer's screen size and orientation. Note that the responsive design can cause user experience variations because the components of a widget may be hidden or adjusted. For example, separate navigation options can be combined into a single drop-down list on smaller screen sizes.

Be aware that adjustments to account for smaller screen sizes can cause the appearance of widgets to be different than the images provided as configuration option examples. Additionally, the width of widgets that are embedded in containers is restricted by the container. This can cause embedded widgets to switch to smaller, responsive layouts at larger, overall screen sizes as compared to widgets that can utilize the full width of the page.

For information on the requirements and steps to embed widgets, see the Oracle Utilities Opower Embeddable Widgets Integration Guide .

Disclaimers

Your utility might not have all of the products or features described in this document. Contact Your Delivery Team if you have any questions.

3

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.

Global Design and Configuration

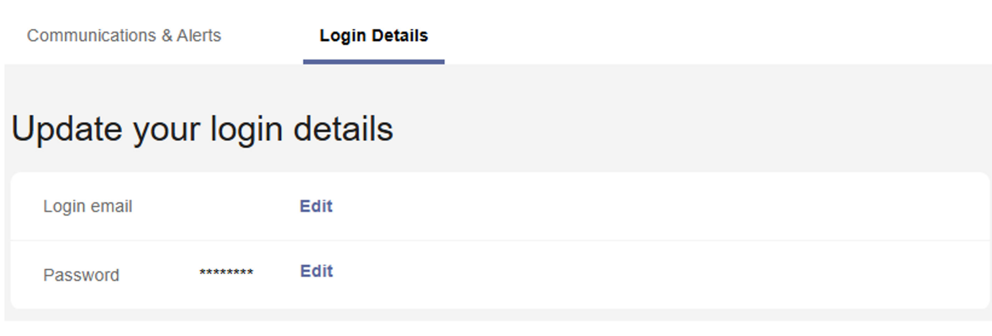
In addition to the product-specific configuration options, the following configuration details apply broadly:

- **Color Palette**: Oracle Utilities uses the utility branding guidelines to configure colors including the primary color, efficient neighbors color, and the You color. These colors are applied across all products to provide a consistent look and feel. Utilities provide colors as part of the utility branding guidelines in the Oracle Utilities Opower Platform Configuration Guide.
- **Fonts**: Oracle Utilities recommends using the default fonts. Non-default fonts are supported only for embedded widget deployments. Requests by the utility for non-default fonts must meet all applicable font licensing requirements and support any required character sets. Licensing requirements may require the utility to transfer font license ownership to Oracle Utilities.
- **Additional Global Configurations:** Review all additional configuration options provided in the Oracle Utilities Opower Platform Configuration Guide.

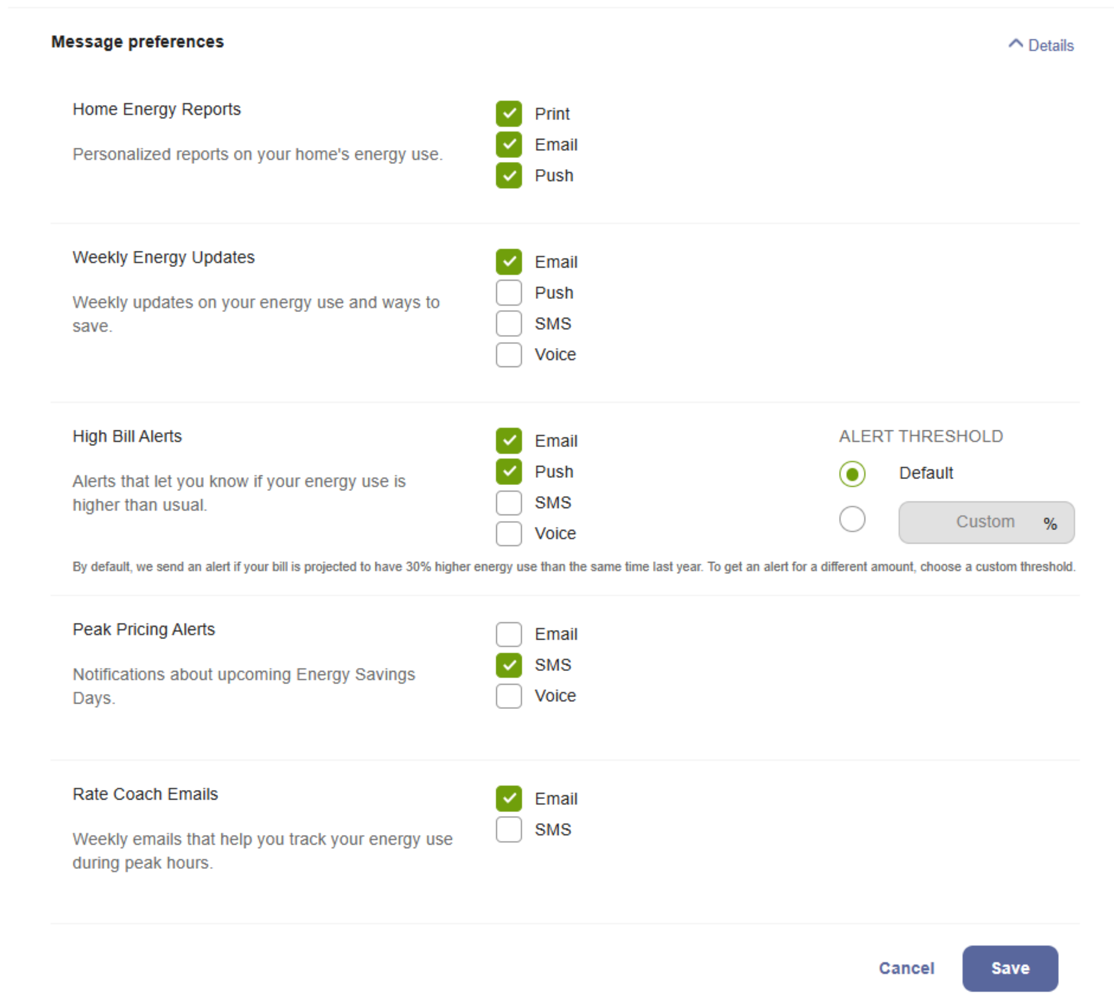
Account Center

The Account Center allows customers to view and change information about their utility account, their alert preferences, and the communications they receive from the utility.

Login Details



Manage Recipients and Preferences



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.

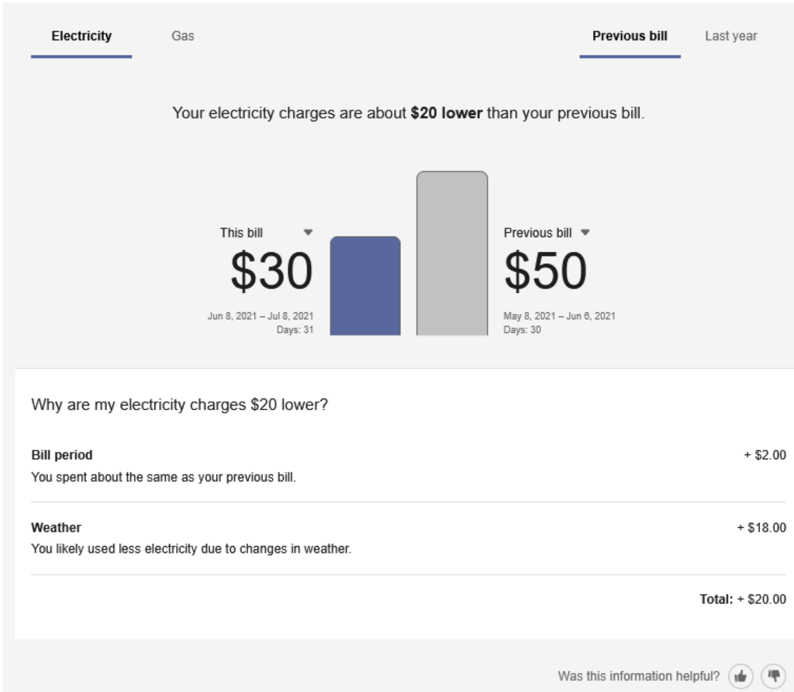
Configuration Option	Input Value
Enable Contact Channels Use this configuration property to specify which channels are made available in the account center. **Default**: By default, this option is set to email, sms, and voice.	**Optional** Choose one of the following: Use the default option Make these channels available:
Hide Login Details The Login Details options must be hidden for utilities that do not implement single sign-on authentication. **Default**: Show login details.	**Optional** Choose one of the following: Use the default option Hide login details
Change Product Names and Order The product names, and the order in which they are listed, can be changed. Product names are changed by overriding message properties, while the order is specified in the configuration options. **Default order and naming:** Home Energy Reports Weekly Energy Updates High Bill Alerts Peak Pricing Alerts Rate Coach Emails	**Optional** Choose one of the following: • Use the default names and order • Use the following names and order:
Allow Add/Edit of Recipients Specify whether to hide the ability to add and edit recipients. For utility customers who manage their own customer preferences, it is recommended that you set this option to hide the add/edit functionality. **Default:** Customers are able to add and edit recipient details.	**Optional** Choose one of the following: • Use the default option • Hide add/edit recipient functionality

Bill Comparison

The Bill Comparison allows customers to compare their current bill to their previous bill and to the corresponding bill from the same time period the previous year.

Bill Comparison Example

The following image shows a standard example of the Bill Comparison.



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
Bill Used in Bill Comparison The widget can be configured to display the comparison between the current bill and the same bill in the previous year by default. For example, if the bill for July 2016 is the current bill, it will be compared to the bill for July 2015. The standard default is to compare to the previous bill as a customer is more likely to have this historical data, while the customer may not have a full year's worth of data to display the same bill from last year. **Default**: Compare current bill with most recent previous bill.	**Optional** Choose one of the following: • Use the default option • Compare current bill to same bill last year
Rounding Cost Values Rounding of costs for the bill comparison values may be disabled. This does not affect the values displayed for individual charges. **Default**: Round bill comparison costs to the nearest dollar.	**Optional** Choose one of the following: • Use the default option • Do not round costs
Default Fuel Type for Dual Fuel Customers The default fuel type for dual fuel customers can be set to gas. **Default**: Use electric as the default fuel type for dual fuel customers.	**Optional** Choose one of the following: • Use the default option • Use gas as the default fuel type

Configuration Option	Input Value
Footer or Disclaimer A brief message displayed at the bottom of the Bill Comparison. **Default**: None.	**Optional** Choose one of the following: • Use the default option • Display a footer or disclaimer. Provide a short message to include in the footer or disclaimer.
Enable Water and Wastewater If you integrate Bill Comparison with Digital Self Service - Transactions, comparisons are available to customers for water and wastewater service when applicable data requirements have been met. **Default**: Disable water and wastewater	**Optional** Choose one of the following: • Use the default • Enable water and wastewater (only applicable when integrated with Digital Self Service - Transactions)

User Experience Variations

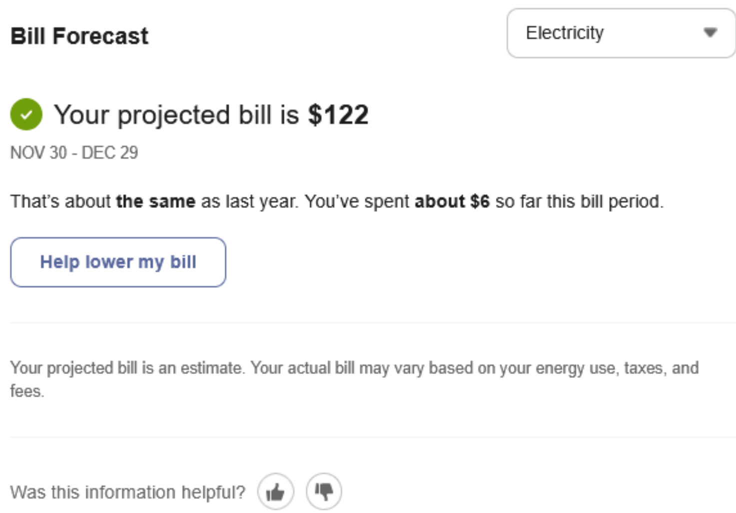
The user experience of the feature may vary for customers and utilities depending upon their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Bill Comparison in the Digital Self Service - Energy Management *Cloud Services Overview Guide* and go to the User Experience Variations section.

Bill or Usage Forecast

The Bill or Usage Forecast shows residential AMI customers their energy use or cost so far in the billing period, projected total energy use or cost for the period, and typical energy use or cost for the period based on their past energy use. The forecast informs customers before the end of the billing cycle if they are likely to have high energy use or cost compared to the same time period the previous year.

Bill Forecast Example

The following image shows an example of the Bill Forecast.



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
Rounding Cost Values to Multiples of Five The Bill Forecast cost value can be rounded to the nearest multiple of five. For example, a forecast of $14 would be rounded to $15. **Default**: Disable rounding of Bill Forecast cost values.	**Optional** Choose one of the following: • Use the default. • Round Bill Forecast values to multiples of five.
Combined Costs View (not depicted) For dual fuel customers, a combined energy costs view combines the energy costs for gas and electricity into a single, total value. **Default**: Hide the combined costs view	**Optional** Choose one of the following: • Use the default. • Display the combined costs view.
Fuel Type Display (not depicted) The fuel types can be displayed as inline tabs for customers to switch between. This behavior is only available for customers with one account per fuel type. A drop-down selector is always displayed for customers with multiple accounts per fuel type. **Default**: Display a fuel type drop-down selector for all customers.	**Optional** Choose one of the following: • Use the default. • Display fuel types as inline tabs for customers with one account per fuel type.
Enable Water and Wastewater If you integrate Bill Forecast with Digital Self Service - Transactions, forecasts are available to customers for water and wastewater service when applicable data requirements have been met. **Default**: Disable water and wastewater.	**Optional** Choose one of the following: • Use the default • Enable water and wastewater (only applicable when integrated with Digital Self Service - Transactions)

Configuration Option	Input Value
Enable Cost Range (not depicted) The cost forecast can be displayed as a range instead of a specific number. A cost range is only available for customers with cost information. Usage ranges are not supported. **Default**: Display a specific number.	**Optional** Choose one of the following: • Use the default. • Enable a cost range. If you choose this option, your Delivery Team will work with you to determine what percentage to use for the range.

User Experience Variations

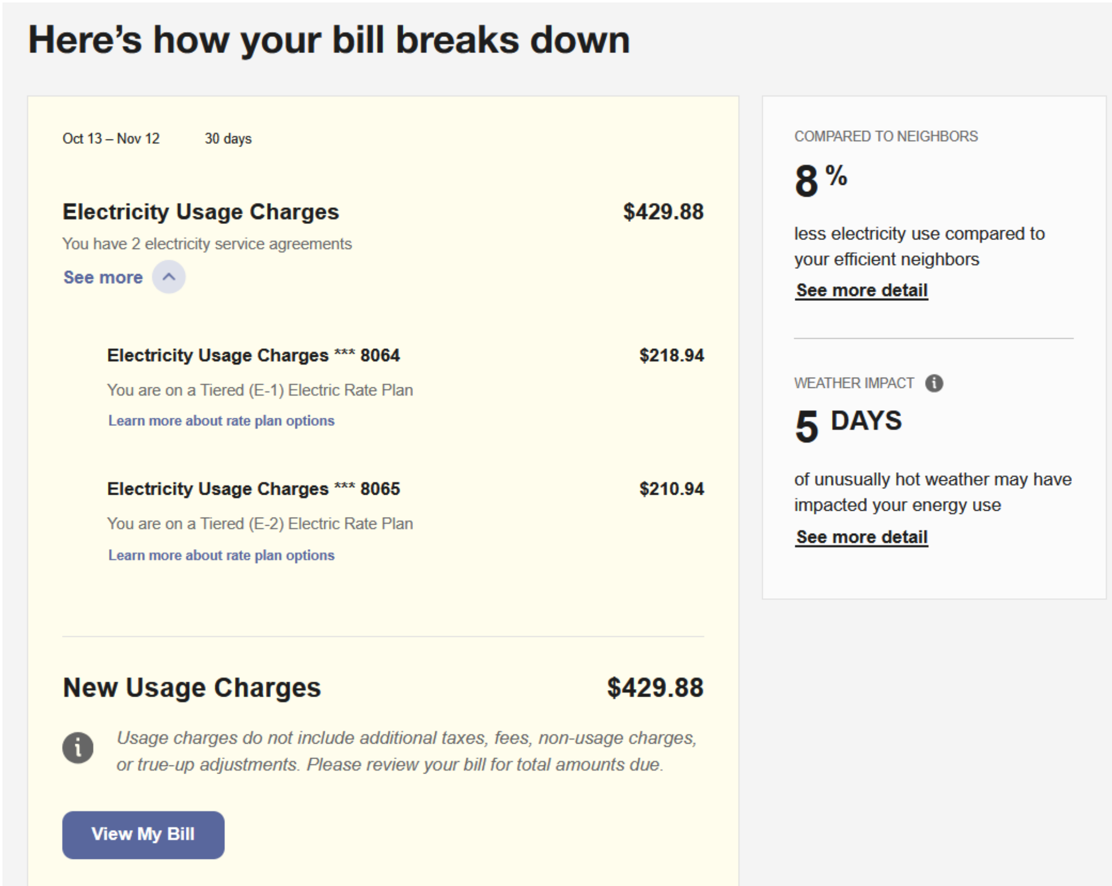
The user experience of the feature may vary for customers and utilities depending upon their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Bill or Usage Forecast in the Digital Self Service - Energy Management *Cloud Services Overview Guide* and go to the User Experience Variations section.

Bill Guide

The Bill Guide is a summary of billing insights that helps customers better understand their most recent billed usage charges. It includes a bill breakdown, weather insight, and neighbor comparison insight.

Bill Guide Example

The image below shows an example of the Bill Guide.



Configuration Options

The tables below present some of the most common Bill Guide configurations. Your Delivery Team will work with you to explain the available configurations, and to help you choose what to change. If you have questions about an element that is not listed below, contact your Delivery Team.

General Configuration

Configuration Option	Input Value
Widget Display Show or hide the insight widgets that appear next to the Bill Breakdown. The insights that can be shown or hidden include: • Most Recent Bill Weather Insight • Neighbor Comparison Insight **Default**: Display both insights.	**Required** Choose one of the following: • Use the default. • Hide the following insights:

Configuration Option	Input Value
Interface Text Update the default interface text of a widget component. Interface text refers to the messages and labels that appear in the user interface of a component. This includes insight statements, buttons, graph labels, explanatory statements, and disclaimers. **Default**: Varies by widget component.	**Optional** Choose one of the following: • Use the default text. • Work with your Delivery Team to update the default text.
Temperature Unit Choose Fahrenheit or Celsius as the temperature unit for the weather information that displays in the Most Recent Bill Weather Insight. **Default**: Fahrenheit.	**Required** Choose one of the following: • Use the default. • Use Celsius.

Bill Breakdown Configuration

Configuration Option	Input Value
Widget Component Display Show or hide a component within the Bill Breakdown widget: • Bill period date range • Bill period length (in days) • Posted on date (the date when a bill was posted to a customer's account) **Default**: Display all widget components if there is sufficient data.	**Required** Choose one of the following: • Use the default. • Hide the following components:

User Experience Variations

The user experience may vary for customers and utilities depending on their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, whether rates are modeled, and other factors. For more information, see Bill Guide in the Digital Self Service - Energy Management *Cloud Services Overview*.

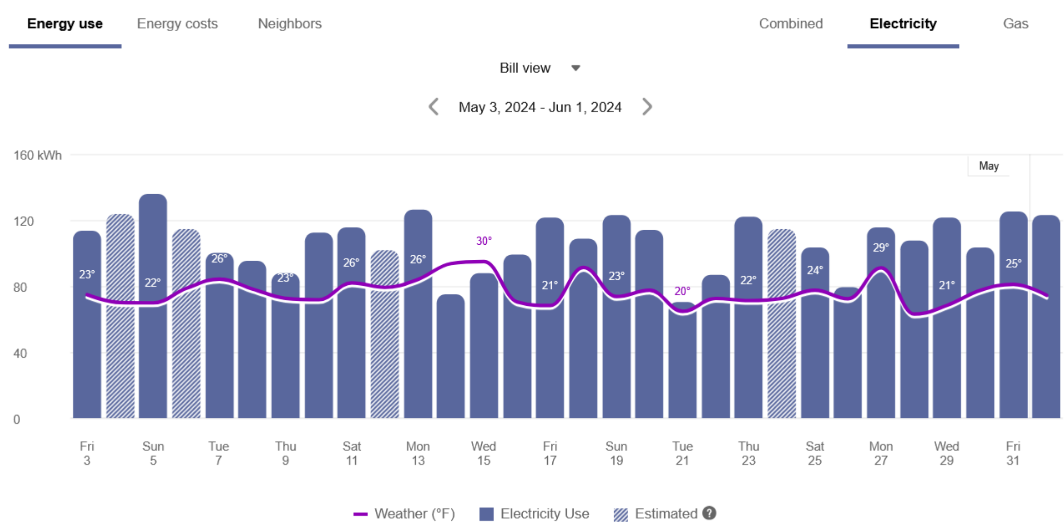
Data Browser

The Data Browser is an interactive tool that allows customers to visualize and explore their energy use trends and costs, and make comparisons to useful benchmarks, such as weather and similar homes. One or more views for Energy Costs, Energy Use, and other types of information are available. If applicable, customers can also use menus to switch between multiple premises, service agreements, or service points.

Use the information below to review *general* configuration options for the Data Browser, such as which views to enable, the order of the views, and the default time view. For configurations that are specific to each view, see Energy Use View, Energy Costs View, Neighbors View, or Usage Breakdown View.

Data Browser Example

The image below is an example of the Data Browser Energy Use view.



General Configuration Options

Use the information below to review *general* configuration options for the Data Browser. If you do not provide an input for optional configurations, the default will be used.

Configuration Option	Input Value
Graph Display and Order Utilities can choose which graphs or views to display, and the order in which to display them. **Default**: The following views are displayed in the order listed as long as there is sufficient data: Energy Costs, Energy Use, and Neighbors. The Usage Breakdown view is hidden by default.	**Required** Choose one of the following: • Use the default. • Work with your Delivery Team to choose the views to display and the order.
Tooltip Explanation Link for Estimated Reads (not depicted) Utilities can provide a URL to include as an explanation link for estimated reads. **Default**: No link provided.	**Optional** Choose one of the following: • Use the default. • Provide a URL.
Default Fuel or Resource Type Selected Utilities can choose which fuel or resource type to be selected by default. **Default**: Display electric data as default.	**Optional** Choose one of the following: • Display electric data as the default. • Display gas data as the default. • Display combined fuel (electric and gas) as the default.

Configuration Option	Input Value
Combined Fuel View For dual fuel customers with electricity and gas service, a combined fuel view combines the energy use for gas and electricity into a single "units" value. When the combined fuel view is enabled, applicable tooltips also display combined totals. The combined view also includes billing insights for a customer's energy costs. **Default**: Hide the combined fuel view.	**Optional** Choose one of the following: • Use the default. • Display a combined fuel view.
4. Default Time View The Bill view can be displayed by default for customers with AMI data. Customers without AMI data can only use the Year view. **Default**: Display the Year view as the initial view. Customers with AMI data can then select to see the Bill view or Day view.	**Optional** Choose one of the following: • Display Year view as the default. • Display Bill view as the default for customers with AMI data.
Peak Time Rebates Annotation (not depicted) Peak event days and hours are highlighted with icons and tooltips. The tooltips display details regarding the credits the customer earned by participating in a peak event. **Default**: Disabled	**Optional** Choose one of the following: • Use the default. • Enable Peak Time Rebate Annotation.
Peak Time Rebates Annotation Learn More Link (not depicted) Utilities can provide a URL to include as a Learn More link for Peak Time Rebates annotations. **Default**: None	**Optional** Choose one of the following: • Use the default. • Provide a URL.
Display of Device (Meter) ID in Drop-Down Selector The device ID (meter number) can be displayed instead of the service point ID in the drop-down selector menu of the Data Browser. Displaying the device ID can be a clearer way for customers to identify the energy use patterns associated with each of their meters. **Default**: Disabled.	**Optional** Choose one of the following: • Use the default. • Enable the display of the device (meter) ID.

User Experience Variations

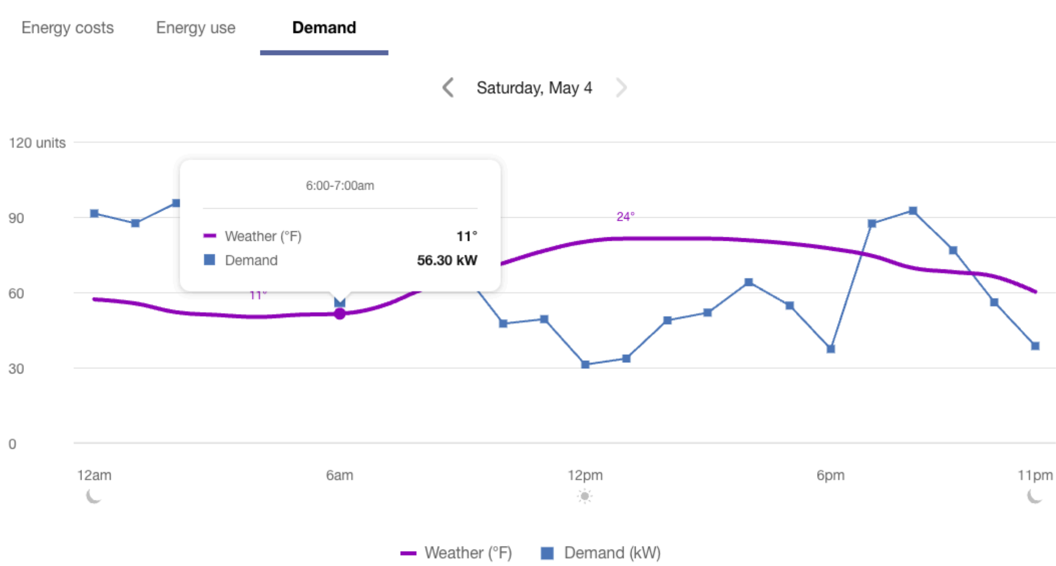
The user experience of this feature may vary for customers and utilities depending on their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Data Browser in the Digital Self Service - Energy Management *Cloud Services Overview*.

Demand View

The Demand view allows customers to monitor household electricity demand over time alongside weather data. It shows electricity usage at specific intervals and identifies when demand is highest. Customers can view demand data by day to understand usage patterns and how weather affects demand.

Demand View Example

The image below is an example of the Demand view for an individual day.



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
Enable Demand View and Demand Insights for All Customers The Demand view can be enabled in the Data Browser, along with demand-related insights in the Energy Use view, for all residential customers. **Default:** Disabled.	**Optional** Choose one of the following: • Use the default. • Enable the Demand view and demand insights in the Energy Use View for all customers.

Configuration Option	Input Value
Enable Demand View and Demand Insights Only for Customers on Demand Rate The Demand view can be enabled in the Data Browser, along with demand-related insights in the Energy Use view, for residential customers who are on a demand rate. Customers who are not on a demand rate will not see the Demand view. **Note** This configuration requires the Advanced Rates Engagement Cloud Service. See the Demand View requirements description in the product overview for details. **Default:** Disabled.	**Optional** Choose one of the following: • Use the default. • Enable the Demand view and demand insights in the Energy Use View for customers who are on a demand rate.
Year and Bill Views for AMI Customers The Year and Bill views can be enabled for customers who have interval (AMI) data. This allows energy demand data to be displayed over larger time intervals. Demand data in the Year view is based on billing data from the utility. Demand data in the Bill view is calculated by Oracle Utilities and based on subdaily interval data from the utility. **Note** If Oracle's method of calculating energy demand differs significantly from the utility's billing method, the data in the Bill view may not align with the data in the Year view. Contact Your Delivery Team to align calculation approaches before enabling these views. **Default:** Enable the Day view only.	**Optional** Choose one of the following: • Use the default. • Work with your Delivery Team to enable the Year and Bill views for AMI customers.

Configuration Option	Input Value
Enable Highest Demand Interval Insight The Highest Demand Interval insight can be enabled. This insight is represented by an icon indicating when energy demand was at its peak. **Note** When enabled, this insight is displayed in the Energy Use View as well. When disabled, the insight is hidden from both views. **Default:** Disabled.	**Optional** Choose one of the following: • Use the default. • Enable the insight.
Footer or Disclaimer A brief message displayed below the Demand view. This message can be used to explain the Demand view data or include relevant disclaimers. **Default:** None.	**Optional** Choose one of the following: • Use the default. • Display a footer or disclaimer. Provide a short message to include.

User Experience Variations

Multiple Peak Demand Icons

If the demand values for two or more intervals are the same, and these values technically represent the highest demand of the bill period, then multiple peak demand icons are displayed within the same day in the Demand view.

This may be the case, for example, at households where a specific set of high-power machinery or equipment needs to be turned on at regular points in time, resulting in a demand spike that consistently reaches the same amount multiple times in a day, or on multiple days in a bill period.

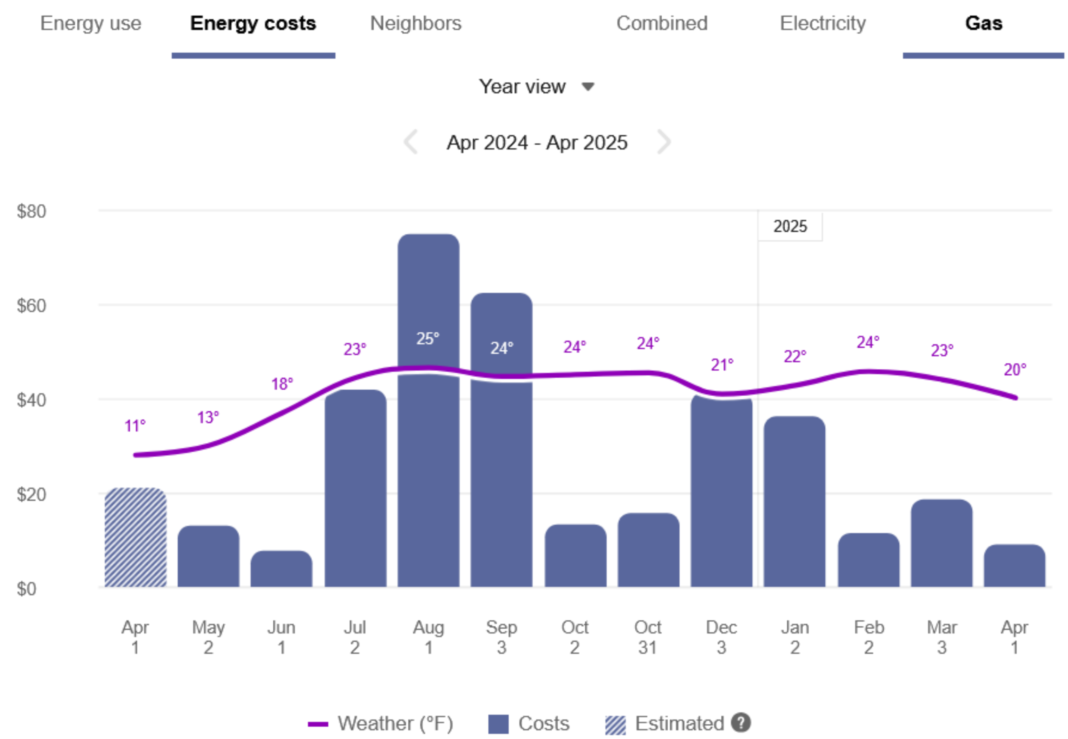
This behavior can also occur in the Energy Use view. See Energy Use View - Multiple Peak Demand Icons for details.

Energy Costs View

The Energy Costs view of the Data Browser displays how much a customer was billed for energy use, based on historical bill amounts.

Energy Costs View Example

The image below is an example of the Energy Costs view.



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
General Configuration There are several general configurations you can make to the Data Browser, such as the order of the graphs or views, the default fuel or resource type selected, and the default time menu selected. See Data Browser for more details about what general configurations are available.	Not applicable.
Enable Year-Over-Year View A year-over-year view can be enabled in the Energy Costs and Energy Use views. This allows users to compare energy usage or costs for the past 12 months against the same period from the previous year, helping highlight trends and changes in energy consumption over time. **Default**: Disabled.	**Optional** Choose one of the following: • Use the default option. • Enable the year-over-year view.
Display Costs Footer or Disclaimer A brief message displayed below the graph that displays a customer's costs. **Default**: Disabled (no footer is displayed).	**Optional** Choose one of the following: • Use the default. • Display a footer or disclaimer. Provide a short message to include.

User Experience Variations

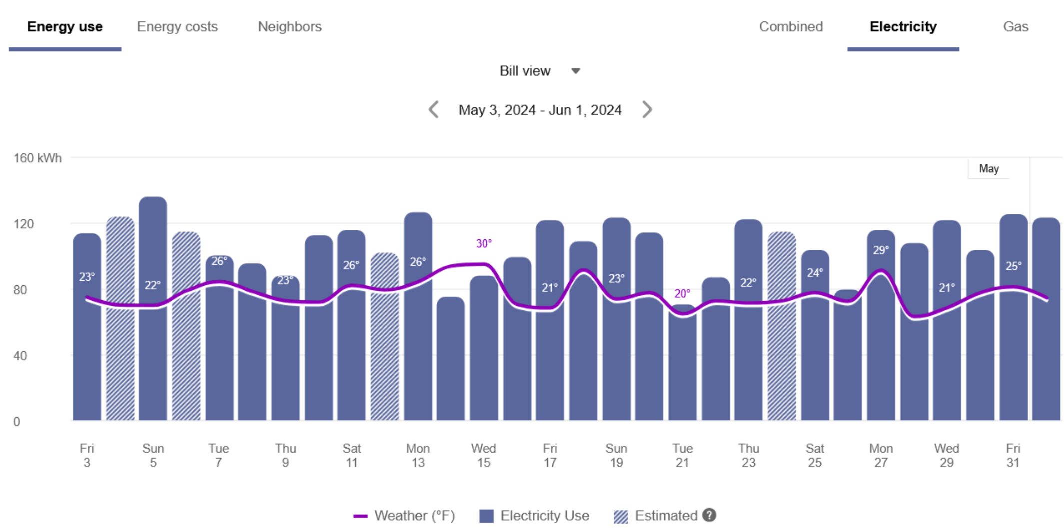
The user experience of this feature may vary for customers and utilities depending on their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Energy Costs View in the *Digital Self Service - Energy Management Cloud Services Overview*.

Energy Use View

The Energy Use view of the Data Browser displays how much energy a business customer consumed over specific periods of time.

Energy Use View Example

The following image shows an example of the Energy Use view.



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
General Configuration There are several general configurations you can make to the Data Browser, such as the order of the graphs, the default fuel type menu, and the default time menu. See Data Browser for more details.	Not applicable.

Configuration Option	Input Value
Enable Toggle between Net Energy Display and Bidirectional Energy Display (Solar Customers) An additional **Net** and **Delivered** + **Sent** toggle can be enabled for electricity. The toggle will appear below the time menu of the Energy Use view. Customers can use the toggle to switch easily between a net energy display and a bidirectional energy display. This option is available for customers who have solar power and a net metering rate. **Default**: The toggle is disabled, and either a net energy display or bidirectional energy display is shown if solar data is present.	**Optional** Choose one of the following: • Use the default. • Work with your Delivery Team to determine whether to enable the toggle.
Enable Bidirectional Energy Display (Solar Customers) The Energy Use view can display both energy consumption and production data in the same time interval on the horizontal axis of the graph. This option is available for electricity customers who have solar power and a multi-register meter. **Default**: Bidirectional energy display is disabled. Net energy display is shown if solar data is present.	**Optional** Choose one of the following: • Use the default. • Work with your Delivery Team to determine whether to enable this display.
Enable Solar Generation Data Display The Energy Use view can display solar generation data showing the total amount of electricity produced by a customer's solar panels over a certain time period. (This is different from net energy data, which shows the difference between the amount of energy produced by solar panels and the amount a household consumes.) This option is available for electricity customers who have a meter that tracks gross solar generation data. **Default**: Solar generation data display is disabled.	**Optional** Choose one of the following: • Use the default option. • Work with your Delivery Team to determine whether to enable this display.
Enable Year-Over-Year View A year-over-year view can be enabled in the Energy Costs and Energy Use views. This allows users to compare energy usage or costs for the past 12 months against the same period from the previous year, helping highlight trends and changes in energy consumption over time. **Default**: Disabled.	**Optional** Choose one of the following: • Use the default option. • Enable the year-over-year view.
Display Energy Use Footer or Disclaimer A brief message displayed below the views that display a customer's energy use. **Default**: Disabled.	**Optional** Choose one of the following: • Use the default option. • Display a footer or disclaimer. Provide a short message to include in the footer or disclaimer.

User Experience Variations

The user experience of this feature may vary for customers and utilities depending on their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Energy Use View in the *Digital Self Service - Energy Management Cloud Services Overview*.

Multiple Peak Demand Icons

If the demand values for two or more days or subdaily intervals are the same, and these values technically represent the highest demand, then multiple peak demand icons are displayed in the Energy Use view.

This may be the case, for example, at households where a specific set of high-power machinery or equipment needs to be turned on at regular points in time, resulting in a demand spike that consistently reaches the same amount multiple times in the same bill period.

Multiple peak demand icons are displayed in the Energy Use bill or day view under the following conditions:

- **Bill View**: Multiple days in a bill period contain an interval with the same demand value, and this value represents the peak demand for the bill period.
- **Day View**: Multiple intervals in a day have the same demand value, and this value represents the peak demand for the bill period.

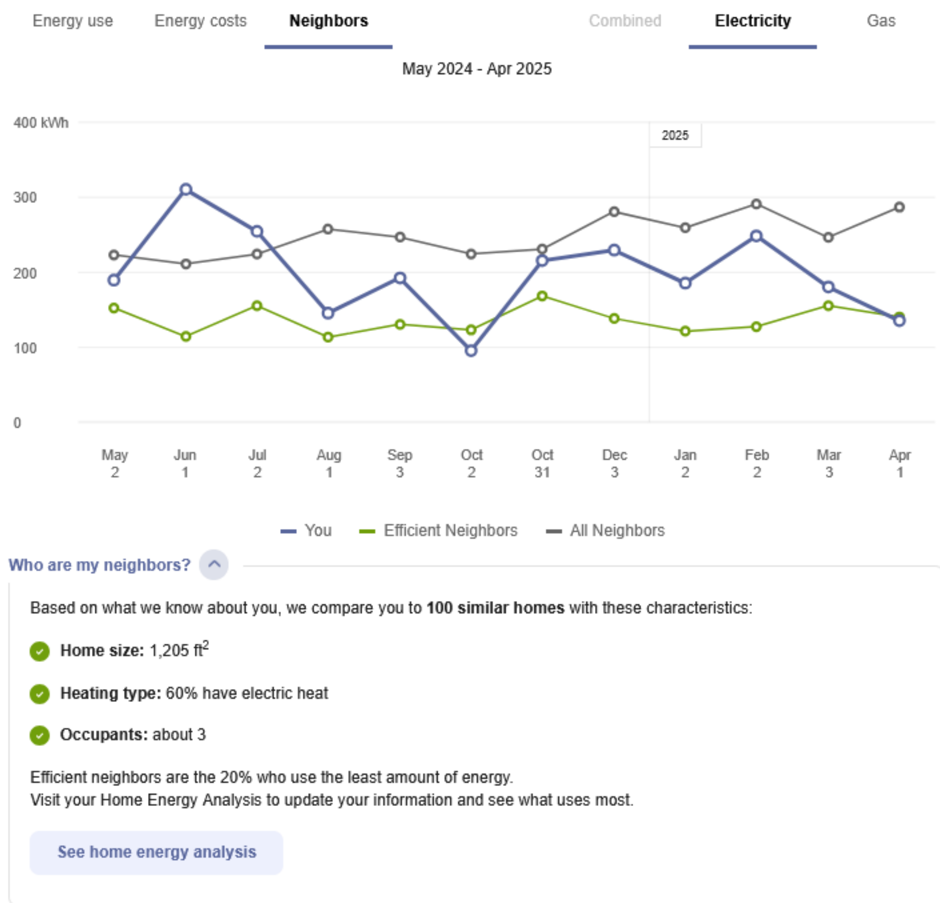
This behavior can also occur in the Demand view. See Multiple Peak Demand Icons for details.

Neighbors View

The Neighbors view of the Data Browser allows residential customers to compare their energy use against their neighbors over each billing period from last year.

Neighbors View Example

The image below is an example of the Neighbors view.



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
General Configuration There are several general configurations you can make to the Data Browser, such as the order of the graphs or views, the default fuel or resource type selected, and the default time menu selected. See Data Browser for more details about what general configurations are available.	Not applicable.
Dynamic or Static Number of Neighbors Language Determines the language used to describe the number of neighbors that the customer is being compared to. A static estimate may be used. **Default**: Language describing number of neighbors is calculated dynamically.	**Optional** Choose one of the following: • Use the default. • Use the following number as the static estimate.

Configuration Option	Input Value
"Neighbors" Terminology "Neighbors" terminology can be replaced by "Similar Homes" terminology. **Default**: Use "Neighbors" terminology.	**Optional** Choose one of the following: • Use the default option. • Use "Similar Homes" terminology.
Neighbors Footer or Disclaimer (not depicted) A brief message displayed below the Neighbors view. **Default**: None	**Optional** Choose one of the following: • Use the default option. • Display a footer or disclaimer. Provide a short message to include in the footer or disclaimer.

User Experience Variations

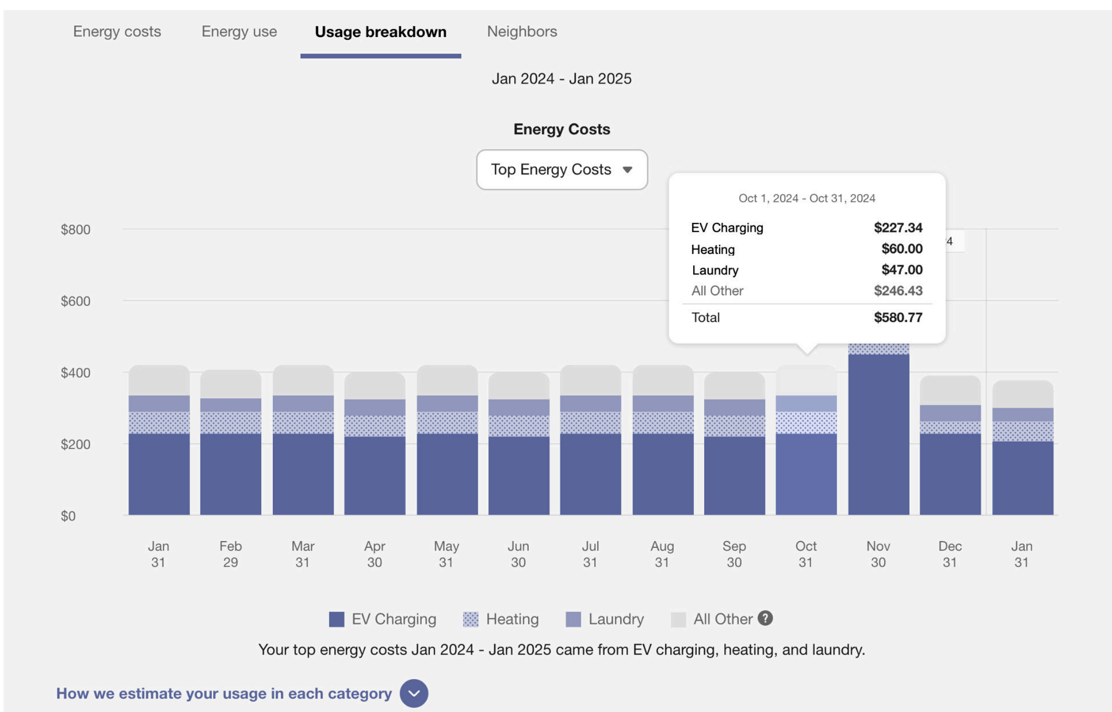
The user experience may vary for customers and utilities depending on their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Neighbors View in the Digital Self Service - Energy Management *Cloud Services Overview*.

Usage Breakdown View

The Usage Breakdown view of the Data Browser allows customers to explore their top energy costs by disaggregation category (or "end use category") over time.

Usage Breakdown View Example

The image below is an example of the Usage Breakdown view.



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
General Configuration There are several general configurations you can make to the Data Browser, such as the order of the graphs or views, the default fuel or resource type selected, and the default time menu selected. See Data Browser for more details about what general configurations are available.	Not applicable.
Disaggregation for Solar Customers The widget can be configured to show a disaggregation for eligible net-metered solar customers. The explainer below the graph mentions solar panels, and the insight message changes slightly to imply that the disaggregation is based on an estimate. **Default**: Disabled.	**Optional** • Use default. • Enable disaggregation for net-metered solar customers.

User Experience Variations

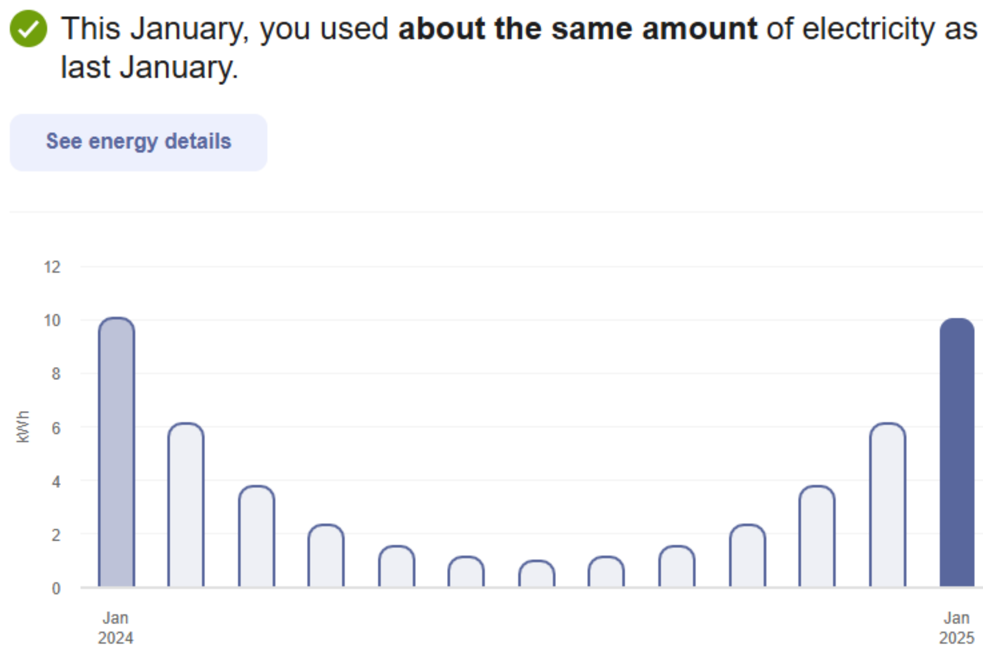
The user experience may vary for customers and utilities depending on their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Usage Breakdown in the Digital Self Service - Energy Management *Cloud Services Overview*.

Energy Use Overview

The Energy Use Overview compares customers' energy use from their most recent bill period to their energy use in the same bill period from the previous year. An analogy insight may appear to help customers understand how their usage relates to real-world examples.

Energy Use Overview Example

The following image shows an example of the Energy Use Overview.



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. Bill Period Labels Level of Detail The amount of information to display on the bill period labels can be modified. **Default**: The month is displayed for the bill period labels.	**Optional** Choose one of the following: • Use the default option • Display both the day and month for the bill period labels
1. Bill Period Labels Date The start or end date of a billing period can be used for the bill period labels. **Default**: The bill period end date is displayed for the bill period labels.	**Optional** Choose one of the following: • Use the default option. • Display the bill period start date for the bill period labels.
Footer or Disclaimer (not depicted) A brief message displayed at the bottom of the Energy Use Overview. **Default**: None.	**Optional** Choose one of the following: • Use the default option. • Display a footer or disclaimer. Provide a short message to include in the footer or disclaimer.

User Experience Variations

The user experience of the feature may vary for customers and utilities depending upon their service types (gas, electricity, dual fuel, and so on) and other factors. For more information, see Energy Use Overview in the Digital Self Service *Energy Management Cloud Services Overview Guide* and go to the User Experience Variations section.

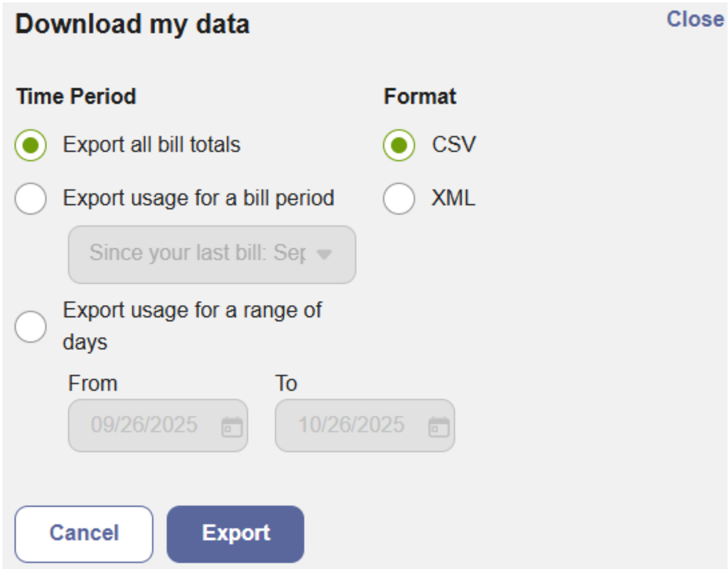
Green Button - Download My Data

The Green Button allows customers to export their billing data into CSV or XML format. It is typically located beneath the Data Browser. When a customer clicks the Green Button link, a **Download my data** section displays and allows the customer to choose between downloading their data in CSV or XML format.

Green Button Example

The images below show examples of the Green Button feature's behavior. Typically the Green Button is displayed under the Data Browser.

When a customer clicks the Green Button link, a **Download my data** section displays and allows the customer to choose from different options. The options displayed vary depending on whether the customer has billing data or AMI data. The example below displays options for customers who have AMI data.



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
Enable Five-Minute Data Intervals You can enable rows to display five-minute usage data intervals in the downloaded energy use file. This is supported for customers with five-minute AMI data. **Default**: Disabled. (Five-minute intervals are summed up to 15-minute intervals.)	**Optional** • Use the default option. • Enable rows for five-minute intervals to display.
Enable Account Nickname in CSV File Header Utilities can provide a personalized identifier, or nickname, for each customer account. This nickname appears in a column of all exported CSV files. The account nickname helps customers identify which account the data is from so they do not need to memorize their billing account number. This feature is helpful when account numbers are long or difficult to remember. **Default**: Disabled.	**Optional** • Use the default option. • Enable display of account nicknames.

User Experience Variations

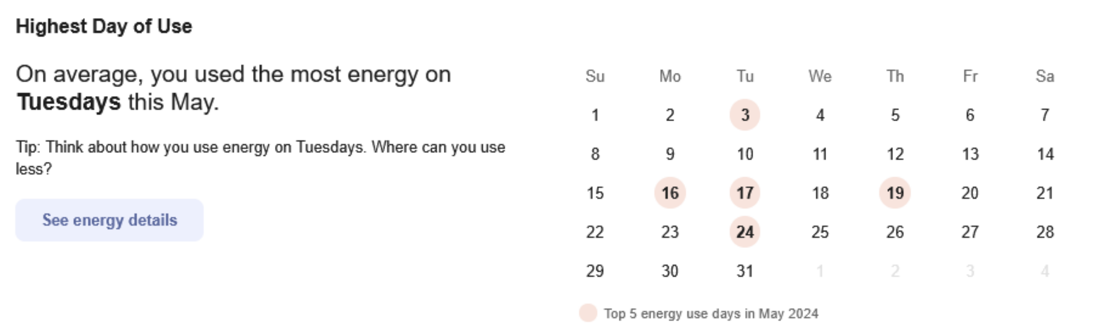
The user experience of the feature may vary for customers and utilities depending upon their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Green Button in the Digital Self Service *Energy Management Cloud Services Overview Guide* and go to the User Experience Variations section.

Highest Energy Use Days

The Highest Energy Use Days calendar highlights the top five days of the month in which a customer used the most energy, helping them identify patterns in their energy use.

Highest Energy Use Days Example

The following image shows a standard example of the Highest Energy Use Days, and indicates the primary configuration options.



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. Number of Top Energy Use Days to Highlight A calendar and legend highlight the days of the month with the highest energy use. The number of days highlighted can be configured. **Default**: Five days.	**Optional** Choose one of the following: • Use the default option. • Provide the number of days to highlight.

User Experience Variations

The user experience of the feature may vary for customers and utilities depending upon their service types (gas, electricity, dual fuel, and so on), available data, locale, and other factors. For more information, see Highest Energy Use Days in the Digital Self Service *Energy Management Cloud Services Overview Guide* and go to the User Experience Variations section.

Home Energy Analysis

The Home Energy Analysis is a visual, interactive survey that prompts customers to answer simple questions about their home attributes and energy habits. This information is used to provide customers with a more detailed breakdown of how they use energy.

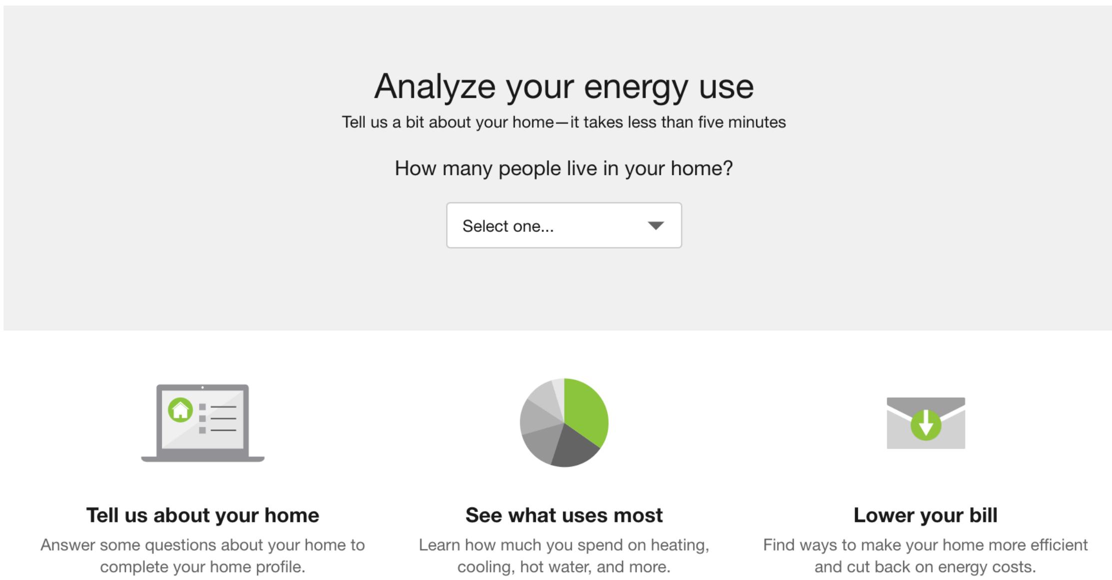
There are two versions of the Home Energy Analysis, and the configuration options available vary depending on the version. If you need help identifying which version is applicable to you, Contact Your Delivery Team.

- Home Energy Analysis v1
- Home Energy Analysis v2

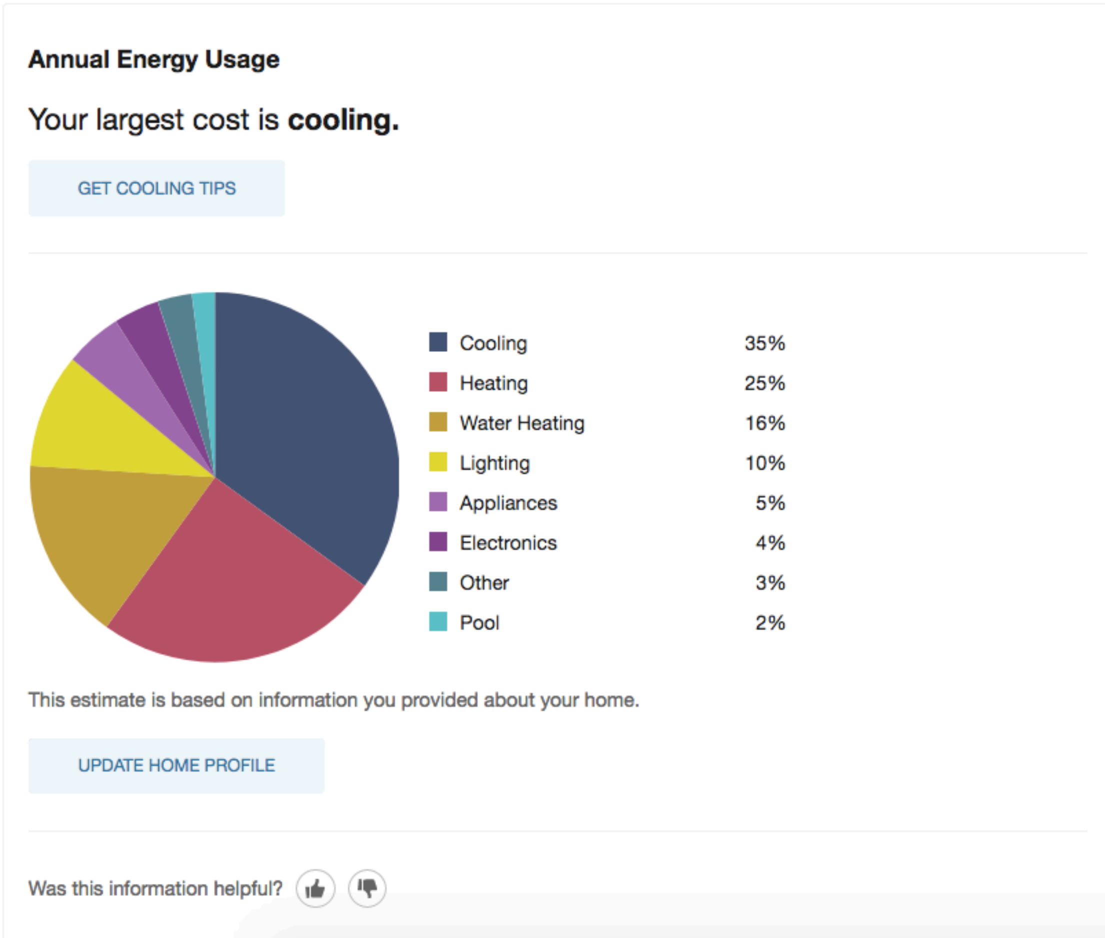
Home Energy Analysis v1

The Home Energy Analysis v1 contains a visual, interactive survey that prompts customers to answer simple questions about their home attributes and energy habits. This information is used to provide customers with a disaggregation of their energy use in the form of an interactive pie chart. Use the images and tables below to review all Home Energy Analysis v1 configuration options.

Pre-Survey



Disaggregation



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
Survey Text Simple text changes to the survey questions or answers, such as changing "More than half" to "Greater than 50%," may be made. These changes may not alter the meaning of a question or answer. **Note**: If changes are requested, Oracle Utilities will provide you with additional information about how to provide the necessary data to make the changes.	**Optional** Choose one of the following: • Use default questions • Alter the text (must discuss these changes with Oracle Utilities)

User Experience Variations

The user experience varies for customers depending upon their service types, available data, costs, and locale. Note that the following list indicates the primary user experience variations, not all possible variations.

Pre-authenticated Customers

Customers can access and complete the Home Energy Analysis survey without logging in to their account. Any answers to the survey are saved for the customer's account. If customers complete the survey without being logged in to their utility account, the energy use breakdown includes links for the customer to create an account or sign in to their account.

- If a customer is directed to the survey from a link in an email communication, their applicable billing account information is automatically provided through a token, allowing the customer to start the survey without entering any information.
- If a customer navigates directly to the survey, or accesses the survey through a link in other utility communications that do not use tokens to identify the customer, the customer is prompted to provide their billing account number and their full name as it appears on their bill.

Bill-Level Disaggregation

If sufficient data is available, a bill-level disaggregation can be shown. This provides the customer with a breakdown of their energy use and costs by bill period, as opposed to an annual energy use breakdown. Customers can switch between an annual and bill-specific view. Costs are totaled for gas and electric if applicable.

Survey Questions

Some questions can be modified or hidden to be more relevant to a utility. For example, in countries where it is hot all year round, the question about heating your home can be hidden. Editing questions to the point where it will affect the disaggregation algorithm requires client engineering support and has related costs. Editing questions where the language is updated, but the disaggregation is not affected is a configuration and can be done without extra costs.

Answer Options

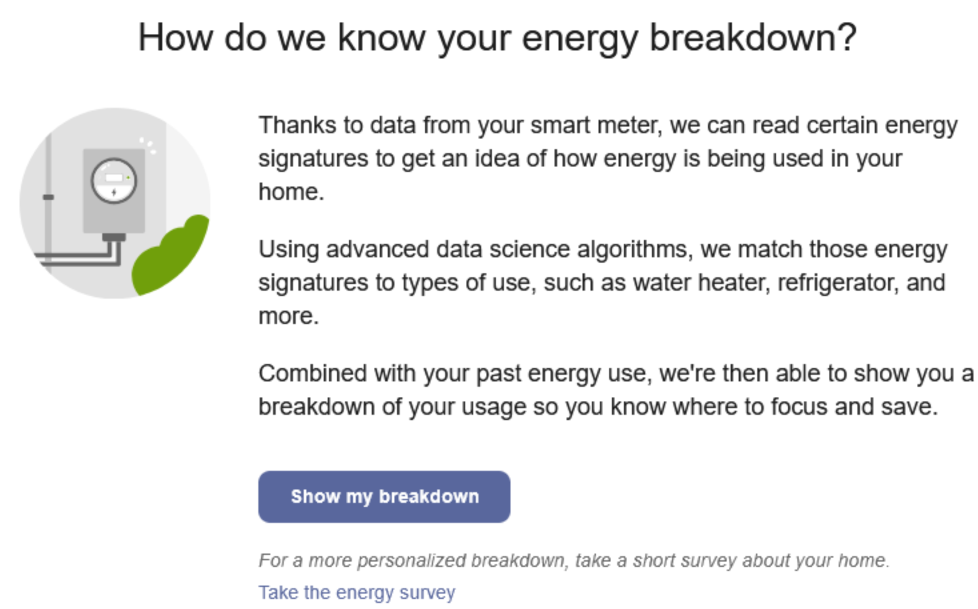
Some answer options can be customized by locale or client. For example, per-locale configuration is currently used to provide our international utilities with the ability to specify heating and cooling technologies that are common to their country. Adding questions or answer options that affect the disaggregation algorithm requires client engineering support and has related costs. Adding or editing answers or questions that do not affect the disaggregation is a configuration and can be done without extra costs. However, be aware that if new questions are added, customers who have previously taken the survey are required to take the survey again from the start. The answers to questions they have previously answered are pre-populated when the customer is completing the survey. The customer can click **Confirm** instead of re-answering the question.

Home Energy Analysis v2

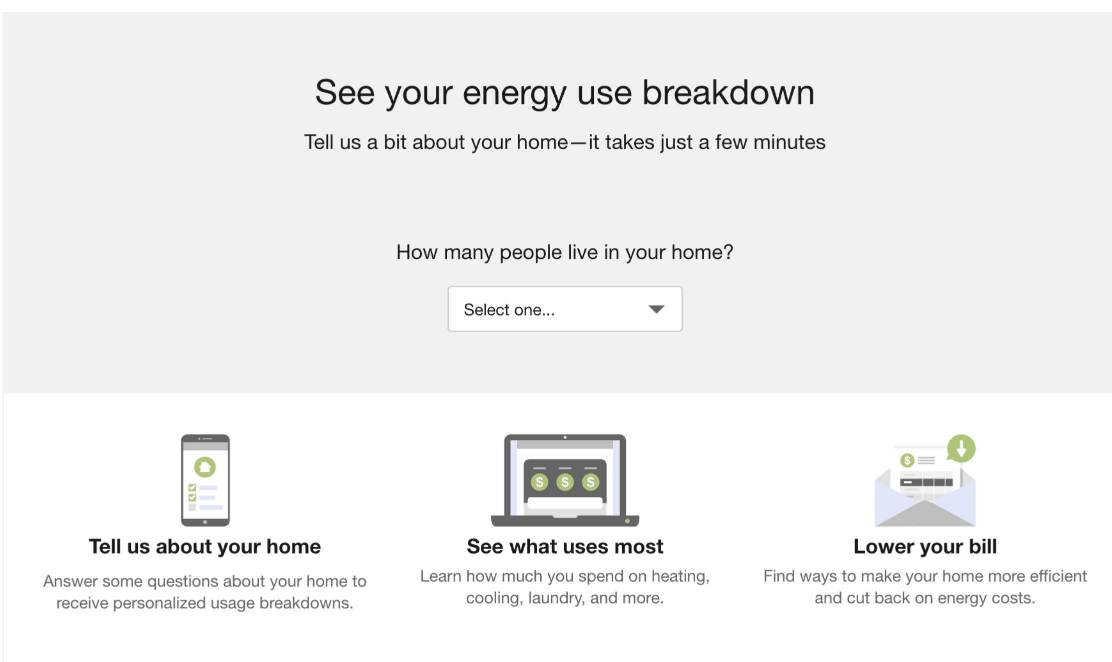
The Home Energy Analysis v2 contains a visual, interactive survey that prompts customers to answer simple questions about their home attributes and energy habits. This information is used to provide customers with a disaggregation of their energy use, focusing on their top three categories of usage. Use the images and tables below to review all Home Energy Analysis v2 configuration options.

Pre-Survey

Onboarding Screen: An introductory onboarding screen can be presented to explain a customer's energy breakdown, and to allow customers to view their breakdown before completing the survey.

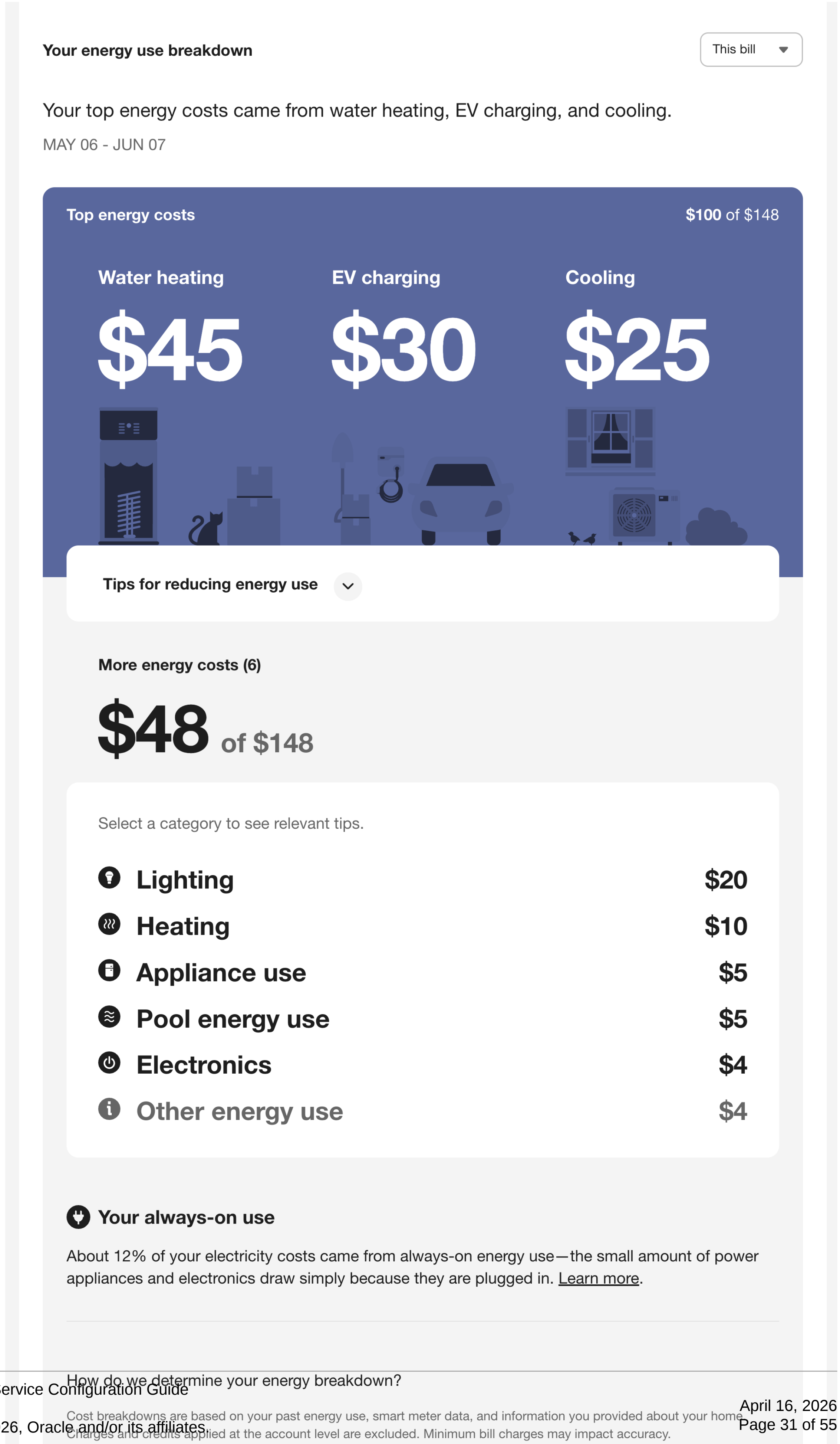


Survey Not Started or Completed: For customers who have not yet started the survey, there is pre-survey screen with information about the survey and the first question. If the customer has started but not completed the survey, the pre-survey screen shows a progress bar and returns the customer to where they left off.



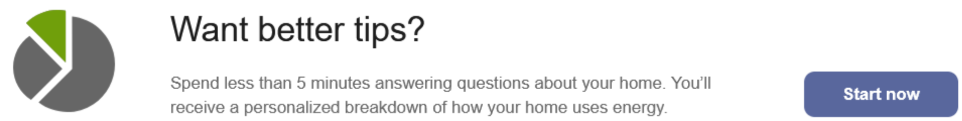
Disaggregation

If the onboarding screen is used, customers can click to see their disaggregation without taking the survey. Otherwise, after the customer answers the last question in the survey, the tool displays their energy use breakdown in the form of top three categories.


Your energy use breakdown
This bill
Your top energy costs came from water heating, EV charging, and cooling.
MAY 06 - JUN 07
Top energy costs
$100 of $148
Water heating
$45
EV charging
$30
Cooling
$25
Tips for reducing energy use
More energy costs (6)
$48 of $148
Select a category to see relevant tips.
Lighting $20
Heating $10
Appliance use $5
Pool energy use $5
Electronics $4
Other energy use $4
Your always-on use
About 12% of your electricity costs came from always-on energy use—the small amount of power appliances and electronics draw simply because they are plugged in. Learn more.
How do we determine your energy breakdown?
Cost breakdowns are based on your past energy use, smart meter data, and information you provided about your home.
Charges and credits applied at the account level are excluded. Minimum bill charges may impact accuracy.

Call-to-Action Banner

A call-to-action banner can be used to encourage customers to complete the Home Energy Analysis survey and receive better tips. This banner is separate from, but related to, the Home Energy Analysis feature. It may appear at the top of the Ways to Save page or in other dashboard-like pages. It is hidden for customers who have completed the survey.



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
Survey Text Simple text changes to the survey questions or answers, such as changing "More than half" to "Greater than 50%," may be made. These changes may not alter the meaning of a question or answer. **Note**: If changes are requested, Oracle Utilities will provide you with additional information about how to provide the necessary data to make the changes.	**Optional** Choose one of the following: • Use default questions • Alter the text (must discuss these changes with Oracle Utilities)
Show or Hide Onboarding Screen Utilities have the option to display an onboarding screen that explains the disaggregation and that allows customers to view their breakdown before taking the survey. (Customers can still take the survey later to update their disaggregation results.) **Default**: Hide the onboarding screen. In this case, customers must complete the survey before seeing a disaggregation.	**Optional** Choose one of the following: • Use the default (hide the onboarding screen). • Show the onboarding screen.

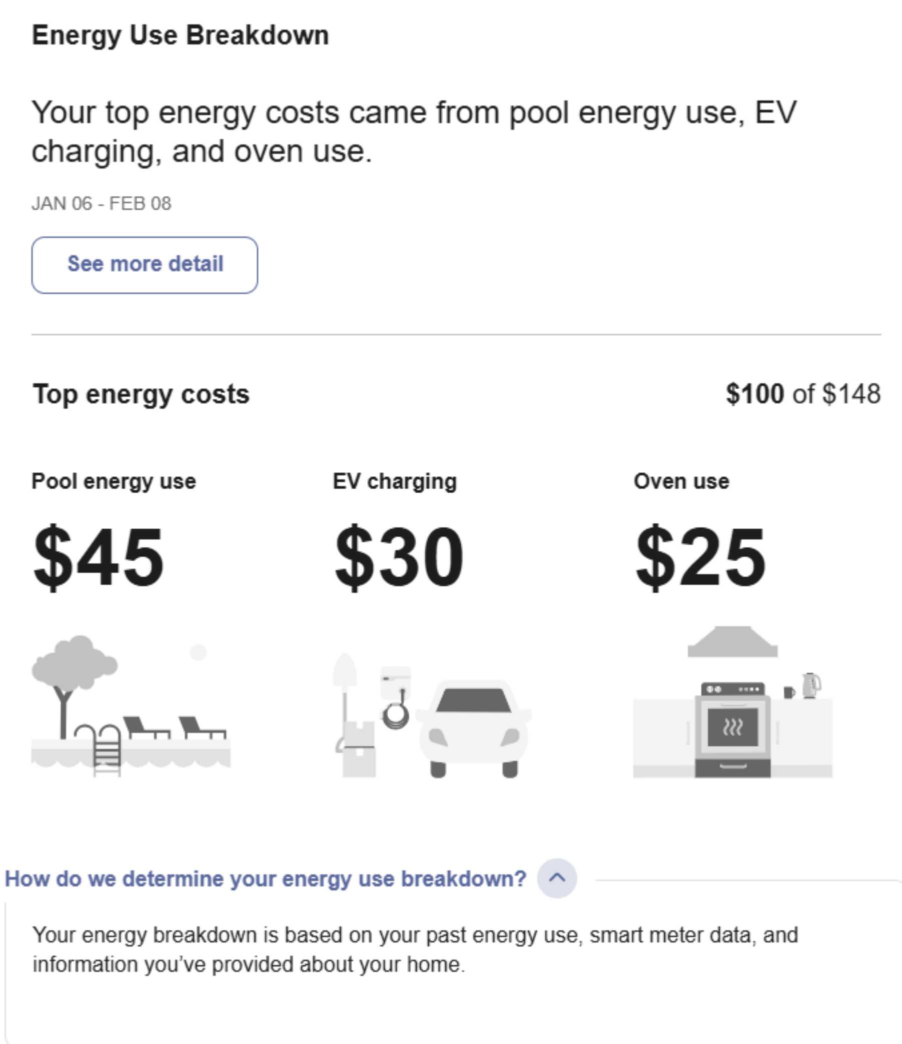
Configuration Option	Input Value
Survey Questions - Large Modifications or Additions Some questions can be modified or hidden to be more relevant to a utility. For example, in countries where it is hot all year round, the question about heating your home can be hidden. Editing questions to the point where it will affect the disaggregation algorithm requires engineering work and has related costs. Editing questions where the language is updated, but the disaggregation is not affected is a configuration and can be done without extra costs. If new questions are added, customers who have previously taken the survey are required to take the survey again from the start. Answers to questions that customers have previously answered are pre-populated when completing the survey again. Customers can click **Confirm** instead of re-answering the question. **Default**: Keep the existing questions without major edits and with no impact on the disaggregation algorithm.	**Optional** Choose one of the following: • Use the default (keep existing questions). • Make modifications to the survey questions or add a new question. In this case, Contact Your Delivery Team for guidance.
Survey Answer Options Some answer options can be modified to be more relevant to a utility or locale. For example, you may need to provide different heating and cooling technologies as options to certain questions in the survey. Adding answer options that affect the disaggregation algorithm requires additional engineering work and has related costs. Adding or editing answers or questions that do not affect the disaggregation is a configuration and can be done without extra costs. **Default**: Keep the existing answers without major edits and with no impact on the disaggregation algorithm.	Choose one of the following: • Use the default (keep existing answer options). • Make modifications to some answer options. In this case, Contact Your Delivery Team for guidance.

User Experience Variations

The user experience of the feature may vary for customers and utilities depending upon their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Home Energy Analysis v2 in the Digital Self Service *Energy Management Cloud Services Overview Guide* and go to the User Experience Variations section.

Home Energy Analysis Light

The Home Energy Analysis (HEA) Light widget encourages customers to complete the Home Energy Analysis v2 survey, and can display a disaggregation of a customer's top three categories of energy use before or after the survey has been completed. HEA Light v2 is designed to be included in the Smart Dashboard or embedded on another utility-hosted web page to promote the survey and lead customers to the full Home Energy Analysis v2 experience.



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
Show the Disaggregation Before or After Survey Completion Utilities have the option to display a disaggregation in the HEA Light widget before customers take the HEA survey. Customers can still take the survey later to update their disaggregation results. **Default**: Show the disaggregation after survey completion.	Choose one of the following: • Use the default (show disaggregation after survey completion). • Show disaggregation before survey completion.

User Experience Variations

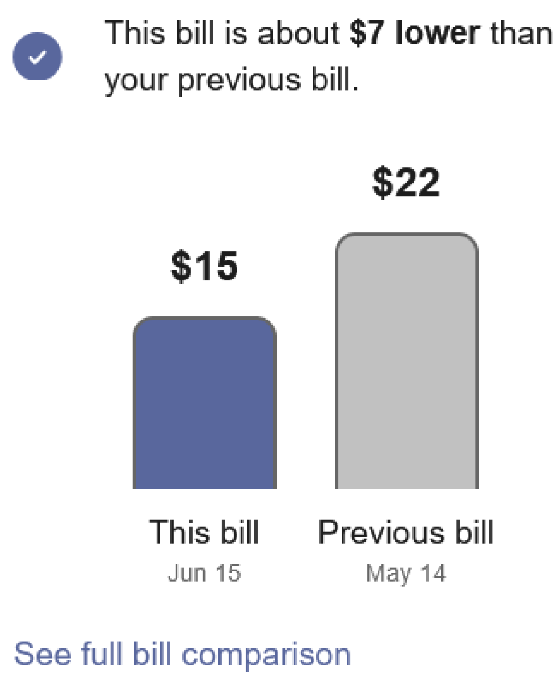
The user experience of the feature may vary for customers and utilities depending upon their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Home Energy Analysis Light in the Digital Self Service *Energy Management Cloud Services Overview Guide* and go to the User Experience Variations section.

Mini Bill Comparison

The Mini Bill Comparison allows customers to compare their current bill to their previous bill, and to see whether they are spending more, less, or about the same. A link below the comparison directs customers to the full Bill Comparison. The Mini Bill Comparison is intended for use on dashboards or summary pages in a utility website for faster loading and reference.

Mini Bill Comparison Example

The image below is an example of the Mini Bill Comparison.



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.

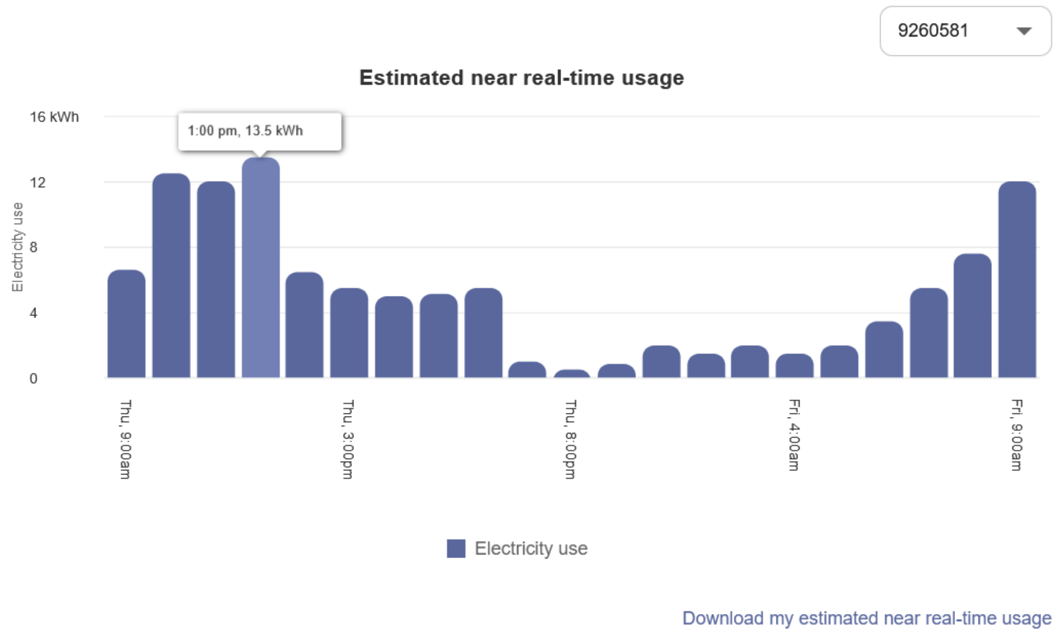
Category	Description
Text-Only Version: The Mini Bill Comparison can be configured to only show text information in order to save space. In this case, the bar graph is omitted, and information about the customer's comparison and bill amounts remain. **Default**: Use the standard bar graph version.	**Optional**: Choose one of the following: • Use the default option. • Use the text-only version.

Near Real Time Usage

The Near Real-Time Usage widget displays unvalidated electric interval usage data for customers with AMI (Advanced Metering Infrastructure) meters. The data for this widget is delivered through an API built in partnership between the utility and Oracle Utilities Opower, and is designed to provide users with energy usage data and trends that are nearly current, as opposed to delayed or batch-processed data.

Near Real Time Usage Example

The image below is an example of the Near Real Time Usage widget.



Configuration Options

There are no applicable configuration options for this widget.

User Experience Variations

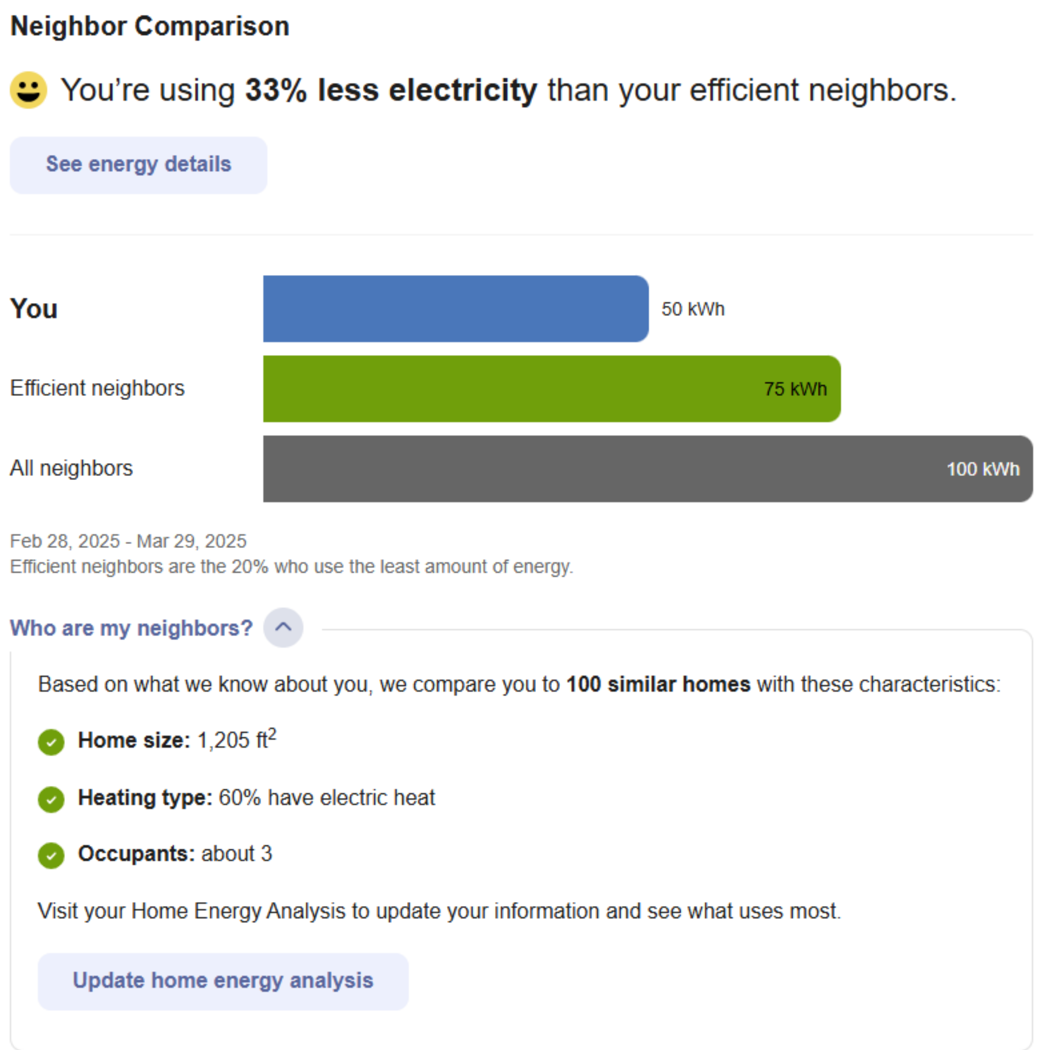
The user experience of the feature may vary for customers and utilities depending upon their available data and locale. For more information, see Near Real Time Usage in the *Digital Self Service Energy Management Cloud Services Overview Guide* and go to the User Experience Variations section.

Neighbor Comparison

The Neighbor Comparison compares the customer ("You") to two groups: "Efficient Neighbors" and "All Neighbors." The results are displayed in a horizontal bar graph, and a message explains how the customer compares to their efficient neighbors. The customer can fall into one of three states: "Great," "Good," or "Using more than average". "Efficient Neighbors" are defined as the most efficient 20% of the customer's neighbors. An informational section below the bar graph provides details about the comparison. Use this page to review the available configuration options.

Neighbor Comparison Example

The image shows an example of the Neighbor Comparison and indicates the primary configuration options.



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
Button URLs The main view of the widget contains a button that routes the user to a URL. These links can be configured. **Default**: If the user is using more than average, they are directed to Ways to Save. If the user is Good or Great, they are directed to the Data Browser.	**Optional** Choose one of the following: Use the default option Great URL: Good URL: More than average URL:

Configuration Option	Input Value
Default Fuel in Drop-Down Menu For dual fuel customers, a drop-down menu is displayed so that they can switch between fuel types. The default fuel that is selected in the menu can be configured. **Default**: "Energy". This is a view of energy units that combine gas and electricity. The other menu items are "Gas" and "Electricity."	**Optional** Choose one of the following: • Use the default option. • Use "Electricity" as the default. • Use "Gas" as the default.

User Experience Variations

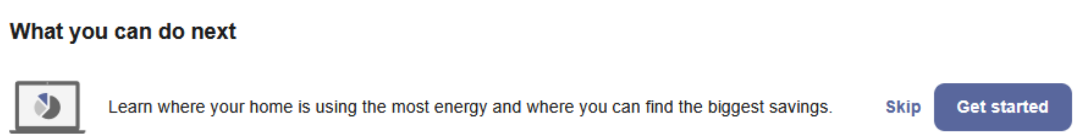
The user experience of the feature may vary for customers and utilities depending upon their service types (gas, electricity, dual fuel, and so on), available data, locale, and other factors. For more information, see Neighbor Comparison in the *Digital Self Service Energy Management Cloud Services Overview Guide* and go to the User Experience Variations section.

Next Best Action

The Next Best Action widget provides dynamic, actionable tips and promotions that can be shared with all customers, or targeted to specific customer groups. The tips are displayed as mobile-responsive web banners containing information about valuable solutions and helpful tools for managing energy use and costs.

Next Best Action Example

The image below is an example of Next Best Action.



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: Work with your Oracle Utilities Delivery Team to review available banner content such as banner text, images, and links that highlight the programs and initiatives highlighted with your banners. This review allows the Oracle Utilities Delivery Team to configure banner content in a way that highlights your programs and initiatives.

Configuration Option	Input Value
List of Banners The list of banners to include in Next Best Action. **Default**: None.	**Required** Work with your Delivery Team to review available banner content and provide the list of banners to include as part of Next Best Action.
Banner Pages The web pages the banner is displayed on. **Default**: None.	**Required** Provide full URLs for all pages to display the banner on for applicable customers.
Customer Groups Customer groups can be used to determine which banners a customer is presented. **Default**: None.	**Required** Work with your Delivery Team to determine the required customer groups to control the display of banners for customers.
Hide Banner Banners can be enabled to allow customers to hide the banner for their current user session. **Default**: Disable hide banner.	**Optional** Choose one of the following: Use the default. Enable hide banner.
Date Ranges for Banners Date ranges can be used to display banners for a certain period of time during the year. **Default**: None.	**Optional** Choose one of the following: • Use the default. • Provide the date ranges, including the month and day for the start and end of each date range.

User Experience Variations

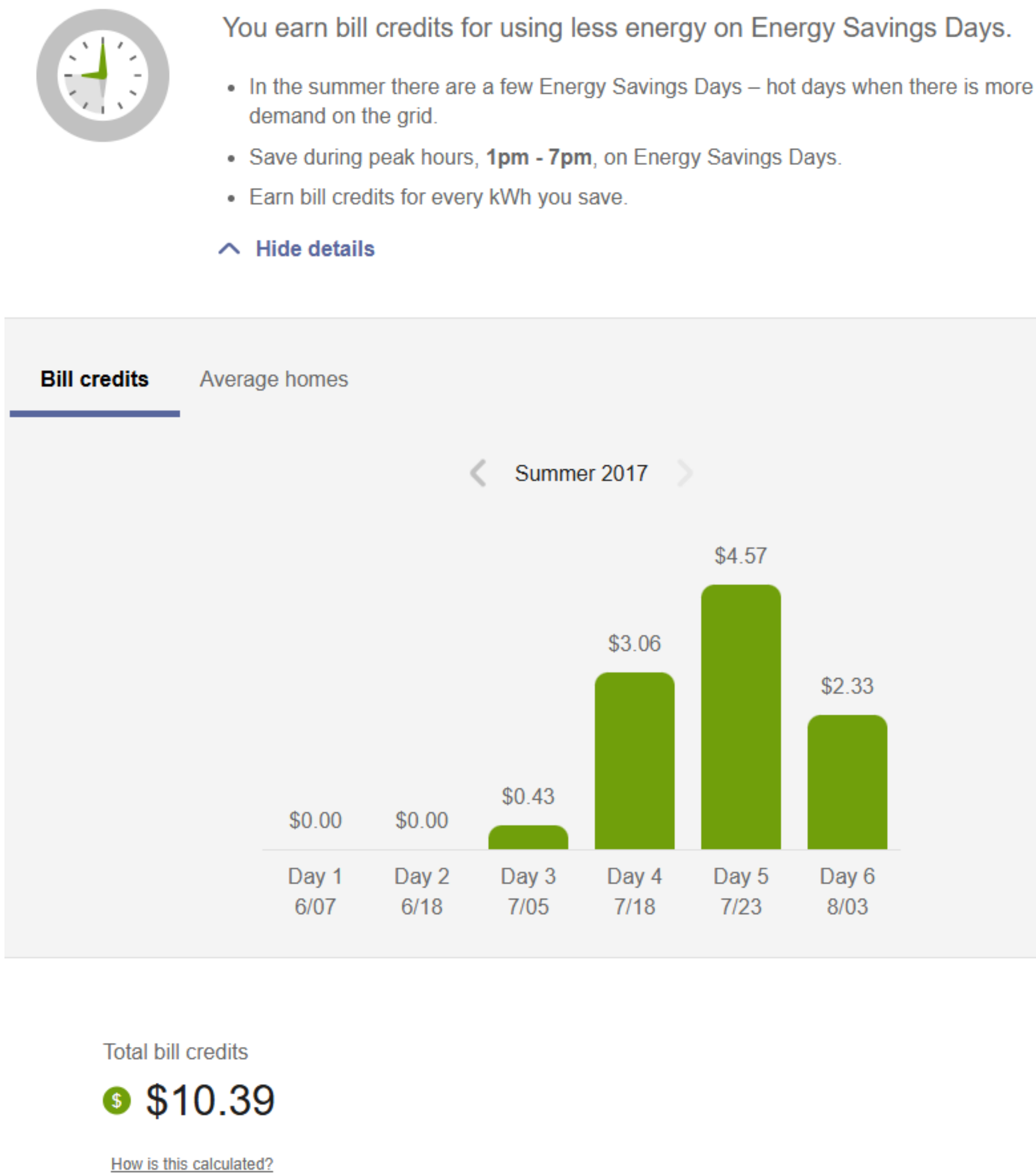
The user experience may vary for customers and utilities depending on available data, locale, and other factors. For more information, see Next Best Action in the Digital Self Service - Energy Management *Cloud Services Overview*.

Peak Time Rebate

The Peak Time Rebate widget allows customers who are enrolled in Peak Time Rebates to view their historical peak event day rebate and energy saving information in a user-friendly graph.

Peak Time Rebate Example

The following image shows a standard example of the Peak Time Rebate widget, and indicates the primary configuration options.



Configuration Options

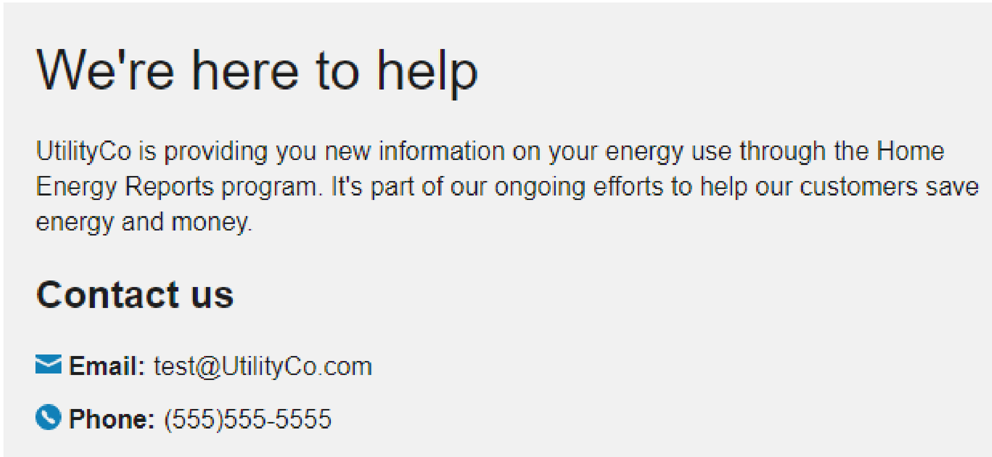
For each element listed in the table, indicate the desired configuration in the Input Value column. If you do not provide an input for optional configurations, the default will be used.

<table>
<tr><th>Configuration Option</th><th>Input Value</th></tr>
<tr><td>Promotional Header List
Prominent information about the Peak Time Rebates program is highlighted in the promotional header list.
Default:
The default list includes the following:
Top-level statement explaining the widget information
Explanation of Peak Time Rebates
Notification method and link to Digital Self Service - Energy Management Account Center
How much money customers will save by participating in Peak Time Rebates, followed by a link to more information</td><td>Optional
Choose one of the following:
Use the default list
Modify the list by omitting one or more of the default list items</td></tr>
<tr><td>Learn More URL
Utilities must provide the Learn More URL location.</td><td>Required
Provide a URL destination.</td></tr>
<tr><td>Number of Days Displayed in the Data View
Utilities can modify the number of days displayed in the Data View.
Default: The default is six days per season. Ten days per season is the maximum number of days that can be displayed in the Data View.</td><td>Optional
Choose one of the following:
Use the default.
Display a different number of days per season.</td></tr>
<tr><td>Average Homes View
This graph shows how much a customer has saved in comparison to average-saving homes within 100 miles.
Note: The Average Homes View availability is determined by program design and is not available to customers on the Simple Money Track.
Default: Disabled.</td><td>Optional
Choose one of the following:
Use the default.
Enable Average Homes view.</td></tr>
</table>

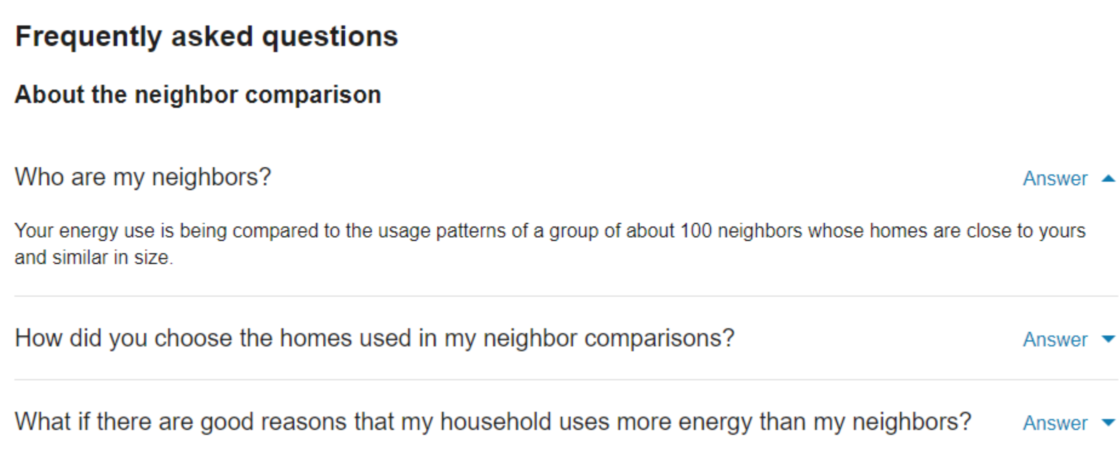
Resources

The following images show standard examples of the Resources pages, and indicate the primary configuration options.

Help and Contact Information Example



FAQs Example



Configuration Options

Utility contact information is provided as part of the utility branding guidelines in the Oracle Utilities Opower Platform Configuration Guide.

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.

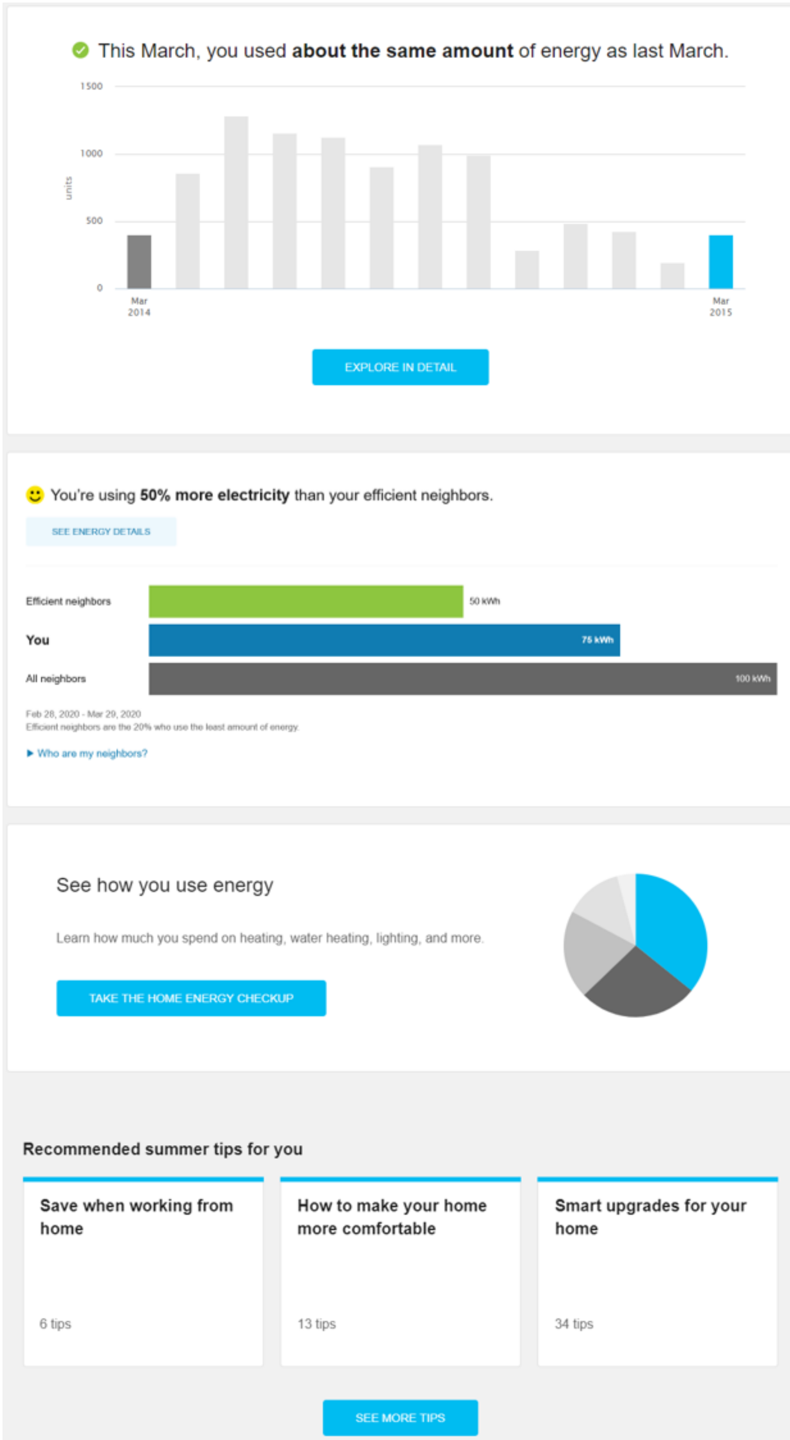
Configuration Option	Input Value
Add FAQs Include additional questions and answers to the FAQ list. **Default**: Not applicable	**Optional** Provide the question and answer content for each additional FAQ item.
Remove FAQs Remove a question and answer from the FAQ list. **Default**: Not applicable	**Optional** Provide a list of the FAQ items to remove from the FAQ.
Modify FAQs Modify the content of an FAQ. **Default**: Various FAQ entries	**Optional** Provide a list of the FAQ items to modify, along with any updated content for the question or answer portion of each FAQ to be modified.

Smart Dashboard

The Smart Dashboard displays an overview of customers' energy use and utility account tools and can be used as the initial page for users who have signed in. It combines multiple insights and experiences on a single page to help customers engage with the tools and information in their account.

Smart Dashboard Example

The following image shows a standard example of the Smart Dashboard.



Configuration Options

There are no configuration preferences specific to Smart Dashboard. There are applicable configuration options for the components that can be included on the Smart Dashboard. For more information, see Bill Forecast, Energy Use Overview, Highest Energy Use Days, Neighbor Comparison, and Tips Light.

User Experience Variations

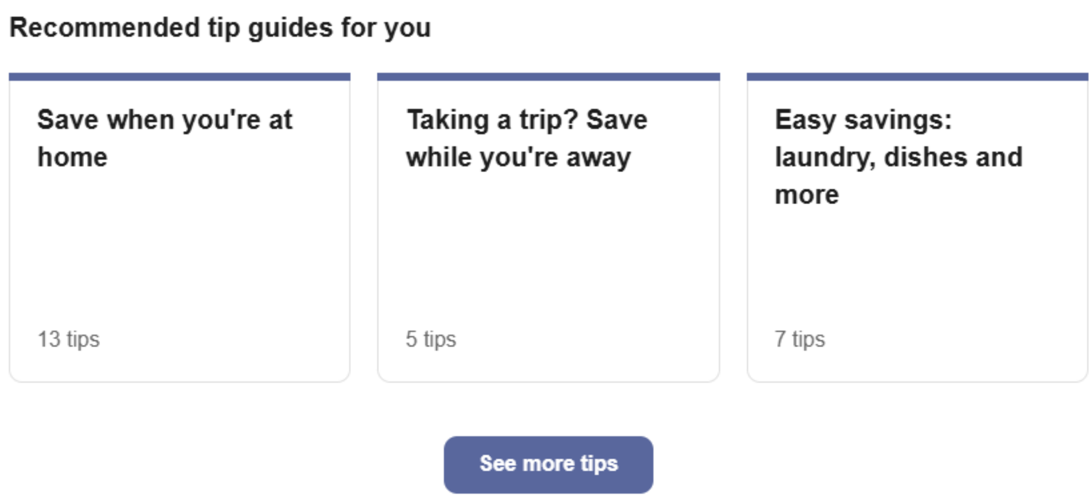
The user experience varies depending on whether a customer has AMI data or not. Certain components are interchanged to make use of available AMI data, or highlight other features that do not require AMI data.

Tips Light

Tips Light displays the top three tip guides for the customer's household. These tip guides promote customer interest in tips and lead them to more detailed tip information. This widget typically appears on the [Smart Dashboard](#).

Tips Light Example

The following image shows a standard example of Tips Light.



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.

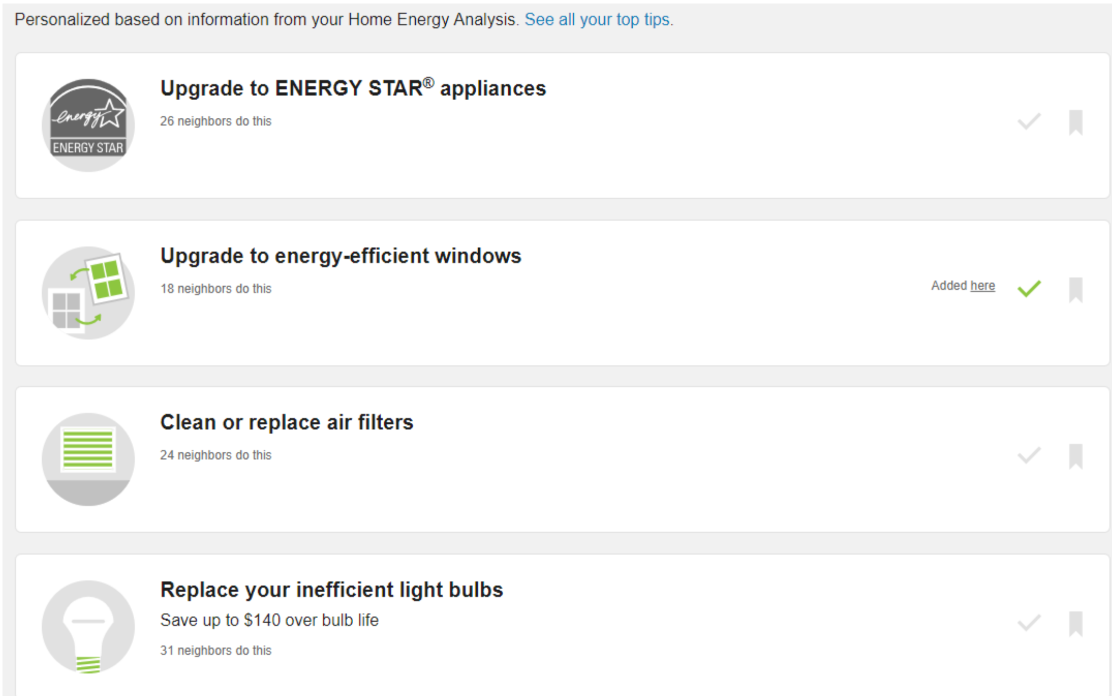
Configuration Option	Input Value
Maximum Tips to Display Change the maximum number of tips that can be displayed. **Default**: The maximum number of tips is five.	**Optional** Choose one of the following: • Use the default option • Provide the maximum number of tips to display

Tips List

The Tips List widget displays the top five energy efficiency tips for a customer's household. The priority and order of the tips is determined based on data that is available for the customer. The widget can be coupled with the Home Energy Analysis or it can be standalone. The purpose is to promote customer interest in tips and guide them to more energy efficient behavior.

Tips List Example

The following image shows a standard example of the Tips List widget.



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.

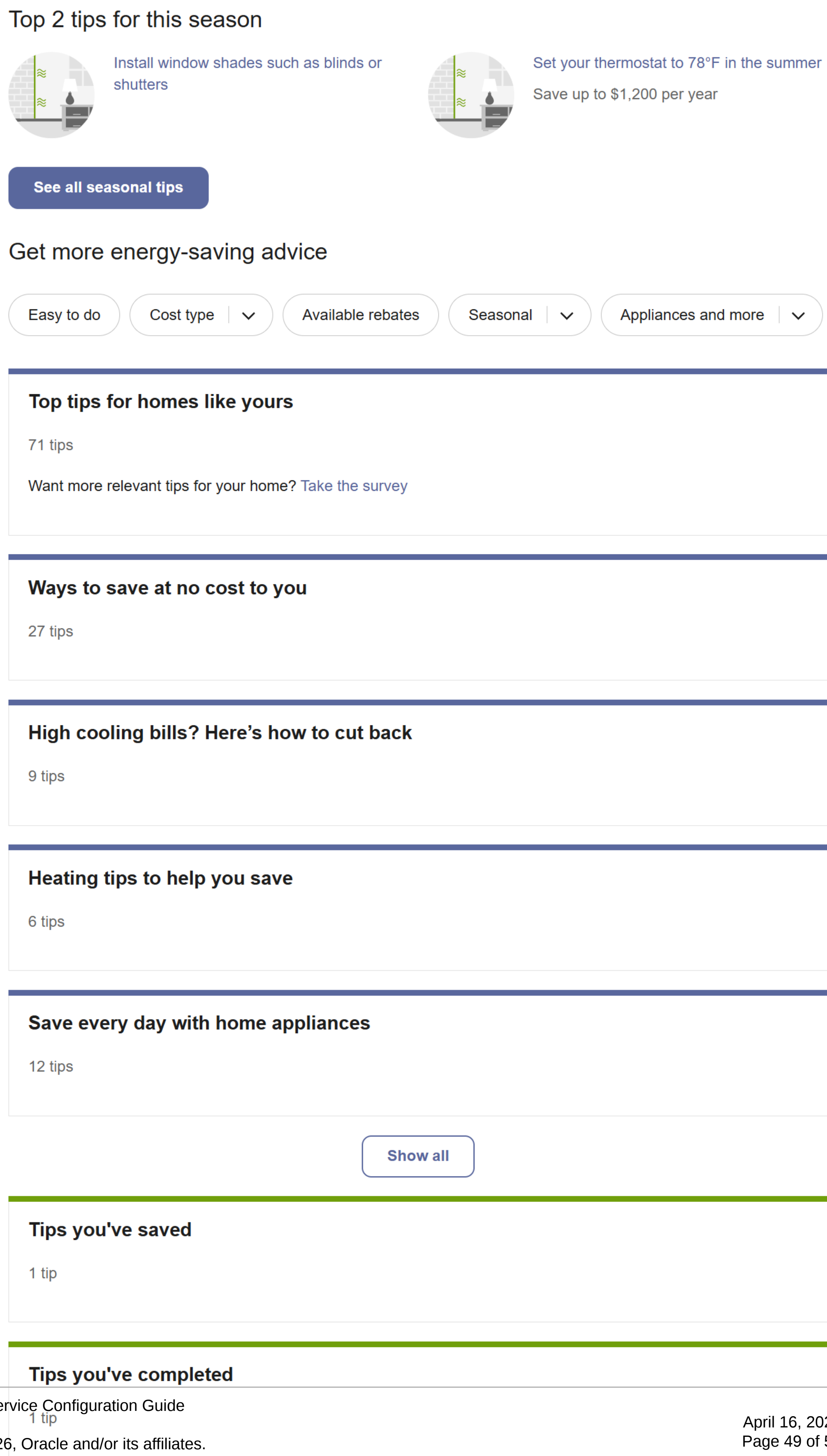
Configuration Option	Input Value
Maximum Tip Guides to Display Change the maximum number of tip guides that can be displayed for a customer. **Default**: The maximum number of tip guides displayed is three.	**Optional** Choose one of the following: • Use the default option • Provide the maximum number of tip guides to display

Ways to Save

Ways to Save presents a personalized selection of energy saving tips. Customers can browse through the available tips to learn how they can save energy. The tips are organized into various tip guides based on filters like cost, appliance, and season of the year. Use the information below to review the available configuration options.

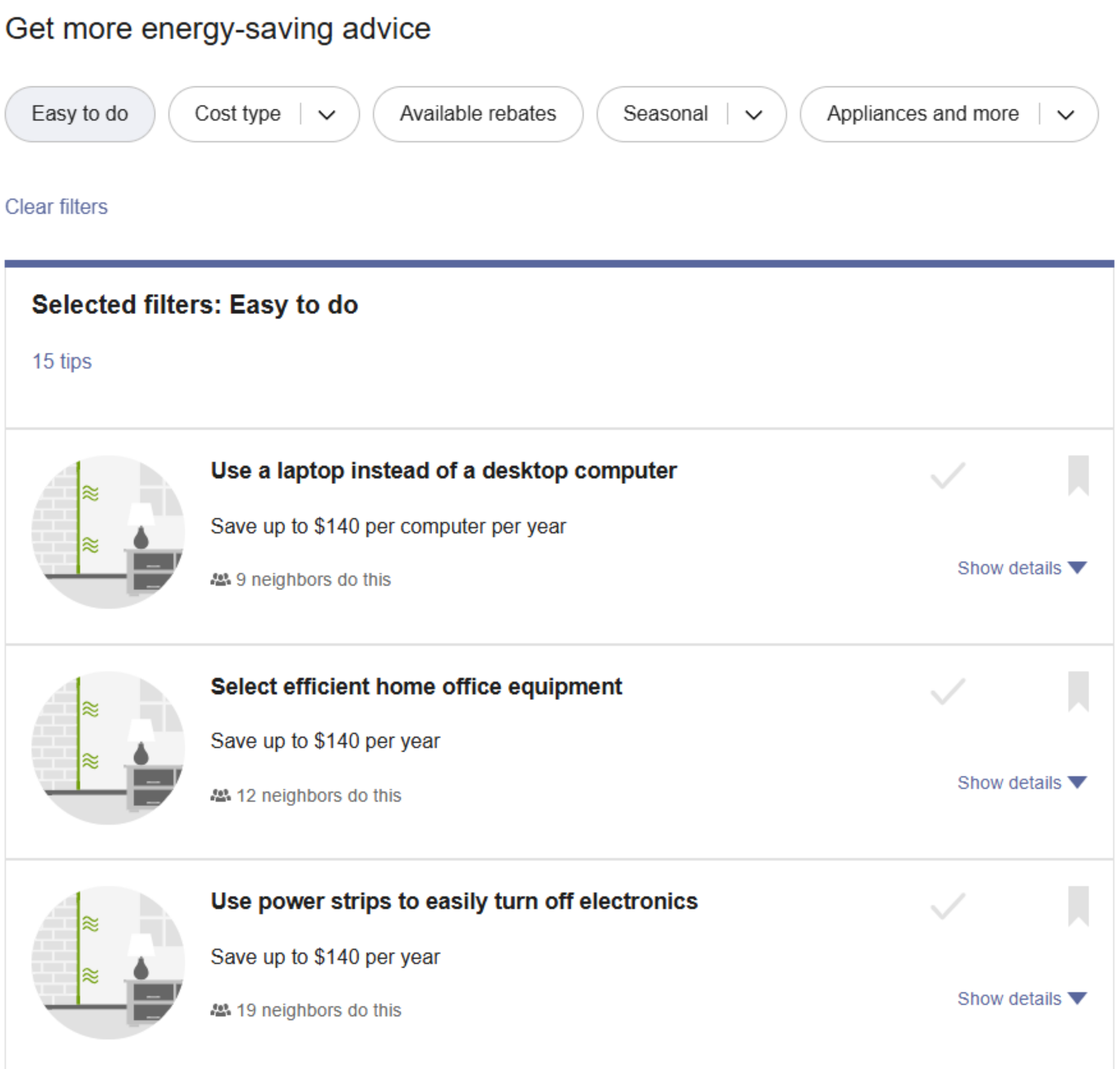
Tip Guides Example

The image below shows an example of promoted tip guides and standard tip guides in Ways to Save.


Top 2 tips for this season
Install window shades such as blinds or shutters
Set your thermostat to 78°F in the summer
Save up to $1,200 per year
See all seasonal tips
Get more energy-saving advice
Easy to do
Cost type
Available rebates
Seasonal
Appliances and more
Top tips for homes like yours
71 tips
Want more relevant tips for your home? Take the survey
Ways to save at no cost to you
27 tips
High cooling bills? Here's how to cut back
9 tips
Heating tips to help you save
6 tips
Save every day with home appliances
12 tips
Show all
Tips you've saved
1 tip
Tips you've completed
1 tip

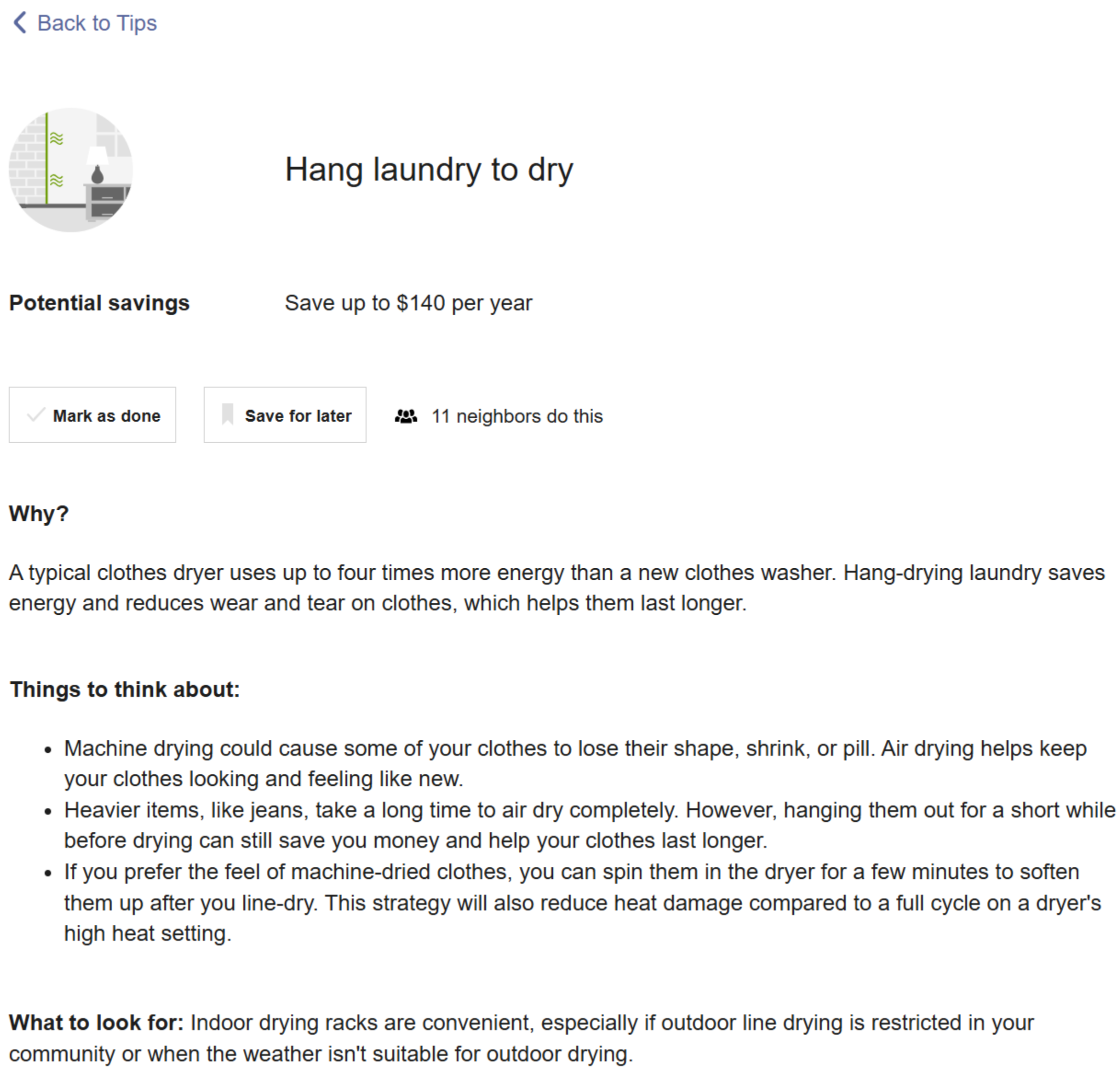
Tip Lists for a Tip Guide

The image below shows a list of tips within a tip guide.



Tip Details Example

The image below shows an example of tip details in Ways to 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.

Configuration Option	Input Value
Promoted Tip Guide Date Ranges At the top of the Ways to Save landing page, a promoted, seasonal tip guide is displayed for a set period of time before rotating to the other promoted tip guides. The date ranges of when they are displayed can be configured. **Default**: • Winter: 11/16-03/17 • Spring: 03/18-06/20 • Summer: 06/21-09/16 • Fall: 09/17-11/15	**Optional** Choose one of the following: • Use the default. • Provide the date ranges for when they are displayed. • Provide the date range in MM/DD format. For example, 11/16 - 03/17.

Configuration Option	Input Value
Available Tip Guides and Their Order The tip guides that are available and their display order on the Guide List widget. **Default**: • Save when working from home • Taking a trip? Save while you're away • How to make your home more comfortable • Easy savings: laundry, dishes and more • Smart upgrades for your home • Ways to save at no cost to you • How to avoid an expensive summer • How to avoid an expensive winter • Save during peak times • Earn cash back with these energy saving tips • Heating tips to help you save • High cooling bills? Here's how to cut back • Smart ways to save on hot water • Efficient lighting for your home • Save every day with home appliances • Home electronics: Avoid energy waste • Have a pool? Here's how to save • Tips from efficient neighbors • Best ways to save big • Top tips for homes like yours • Run a thrifty refrigerator • Cooking and baking tips to help you save • Here's how to save energy with every load • Save energy and water every day • All tips • Tips not relevant to me • Drive more savings with your electric vehicle	**Optional** Choose one of the following: • Use the default • Use the specified list of tip guides in the supplied order
Maximum Number of Tips Guides to Display by Default A subset of tip guides is displayed to customers in the list of guides relevant to you. All other tip guides are hidden until the customer selects to show all tips guides. This maximum is in addition to the promoted tip guide. In the example tip guide image, the maximum is set to three. **Default**: Six.	**Optional** Choose one of the following: • Use the default • Provide a value for the number of tip guides to display
Footer or Disclaimer A brief message displayed below the full tip details of a tip. If a message is displayed, it is displayed for all tips. **Default**: None.	**Optional** Choose one of the following: • Use the default option. • Display a footer or disclaimer. Provide a short message to include in the footer or disclaimer.

User Experience Variations

The user experience may vary for customers and utilities depending on their service types (gas, electricity, dual fuel, and so on), available data, costs, locale, and other factors. For more information, see Ways to Save - User Experience Variations in the Digital Self Service - Energy Management *Cloud Services Overview*.

Embedded Widget Configurations

If you are embedding widgets on your website using custom events, you must provide the full URLs of the web pages in which the widgets are embedded. For information on embedding widgets using custom events, see the Oracle Utilities Opower Embeddable Widgets Integration Guide.

Embedded Widget URLs

Provide the URLs for all of the widgets you choose to embed on your website. For rows that include multiple widgets the recommendation is to embed all widgets on the same page. If you choose to embed the widgets on separate pages, provide all applicable URLs and the corresponding widget. Ensure you provide the complete URL.

Feature and Widget Names	URL
Account Center `widget-communication-preferences`	
Bill Comparison `widget-bill-compare-enhanced`	
Bill Forecast `widget-bill-forecast`	
Data Browser `widget-data-browser`	
Energy Use Overview `widget-usage-overview`	
Green Button `widget-usage-export`	
Highest Energy Use Days `widget-highest-day-of-use`	
Home Energy Analysis v1 pre and post survey experience • `widget-survey` • `widget-disaggregation`	
Home Energy Analysis v2 pre and post survey experience • `widget-survey` • `widget-usage-categories`	
Home Energy Analysis survey questions `widget-survey`	

Feature and Widget Names	URL
Home Energy Analysis call-to-action banner widget-hea-cta	
Home Energy Analysis Light widget-usage-categories-overview	
Pre-authenticated version of the Home Energy Analysis v1 pre and post survey experience • widget-survey • widget-disaggregation Be aware that the web page used for the pre-authenticated version must allow pre-authenticated access.	
Pre-authenticated version of the Home Energy Analysis v2 pre and post survey experience • widget-survey • widget-usage-categories Be aware that the web page used for the pre-authenticated version must allow pre-authenticated access.	
Pre-authenticated version of the Home Energy Analysis Home Energy Analysis survey questions widget-survey Be aware that the web page used for the pre-authenticated version must allow pre-authenticated access.	
Mini Bill Comparisonwidget-mini-bill-compare	
Near Real Time Usage widget-real-time-ami	
Neighbor Comparison widget-neighbor-comparison	
Next Best Action widget-next-best-action This widget is often embedded on multiple pages. Ensure all applicable pages that embed Next Best Action banners are provided.	
Peak Time Rebate widget-peak-time-rebate	
Ways to Save widget-ways-to-save	
Pre-authenticated experience of Ways to Save widget-ways-to-save Be aware that the web page used for the pre-authenticated version must allow pre-authenticated access.	

Feature and Widget Names	URL
Tips Light `widget-tips-light`	
Tips List `widget-ways-to-save`	

4

Frequently Asked Questions (FAQs)

This section offers answers to frequently asked questions (FAQs) about Digital Self Service - Energy Management design options.

What is the process for embedding a widget in our page?

A widget is embedded using JavaScript that can be placed wherever appropriate in your web page. Your team will not need to change the script tag unless you want to change what content is displayed. The latest available version of the widget will always be displayed.

Your team must provide a mapping of embedded widgets and all page URLs in which each widget is embedded. Any updates to the locations where the widget is embedded must be communicated to Oracle Utilities Delivery Team in advance of deploying the widget to the new location. Refer to Embedded Widget Configurations to provide the page URLs for embedded widgets.

For the complete requirements and steps of the embedding process, refer to the Oracle Utilities Opower Embeddable Widgets Integration Guide.

Will a widget's script tag conflict with the JavaScript or CSS framework we are using?

No. The embedded content is contained within an iframe or HTML 5 custom events, which creates a barrier between your CSS and JavaScript code and the code provided by Oracle Utilities. The JavaScript code provided by Oracle Utilities is compatible with any JavaScript and CSS library, including any version of jQuery, Backbone, Angular, and Bootstrap.

Is the embedding process secure?

Yes. Embeddable widgets use the OpenID Connect secure protocol to authenticate users that interact with Oracle Utilities embedded widgets. See the Oracle Utilities Opower Embeddable Widgets Integration Guide for more information.

Are the widgets responsive?

Yes, widgets are responsive and work across many screen sizes. Some features, such as the Home Energy Analysis, include widgets that are only available as full-page widgets.

See the Oracle Utilities Opower Embeddable Widgets Integration Guide for information on which widgets are embeddable.

What is the minimum resolution to display widgets?

A minimum width of 320 pixels is required for devices to display widgets.

5

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.

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.