

Opower Home Energy Guide

Oracle Utilities Opower Home Energy Report Configuration Guide



F36108-20
March 2025



Opower Home Energy Guide Oracle Utilities Opower Home Energy Report Configuration Guide,
F36108-20

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1

Getting Started

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

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.

Report Types

Home Energy Reports implement several report types with different layouts and modules that vary throughout the year to provide customers with a dynamic experience. The report types are designed to construct a story for the customer to follow as they learn about their energy use. Some report modules are common to all report types, while others only appear in a specific report type. The available report types include:

- [Electric Vehicle Report](#)
- [Limited Income Report](#)
- [Peak Focused Report](#)
- [Progress Report](#)
- [Promotion Report](#)
- [Seasonal Report](#)
- [Solar Report](#)
- [Time of Use Report](#)
- [Welcome and Announcement Report](#)

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Electric Vehicle Report

The Electric Vehicle Home Energy Report provides electric vehicle customers with a Home Energy Reports experience that takes into account the unique priorities of electric vehicle customers, and the impact that electric vehicle charging has on their energy use. The report includes insights and explanations that are specific to the electric vehicle customer experience,

and encourages customers to further enhance their report by completing the Home Energy Survey.

Electric Vehicle Report Modules

The following modules are on the front of the report:

- [Header](#)
- [Introduction](#)
- [Three-Bar Neighbor Comparison](#)
- [Explainer](#)
- [Page Turn](#)

The following modules are on the back of the report:

- [What Uses Most](#)
- [Marketing Modules](#)
- [Utility Info](#)

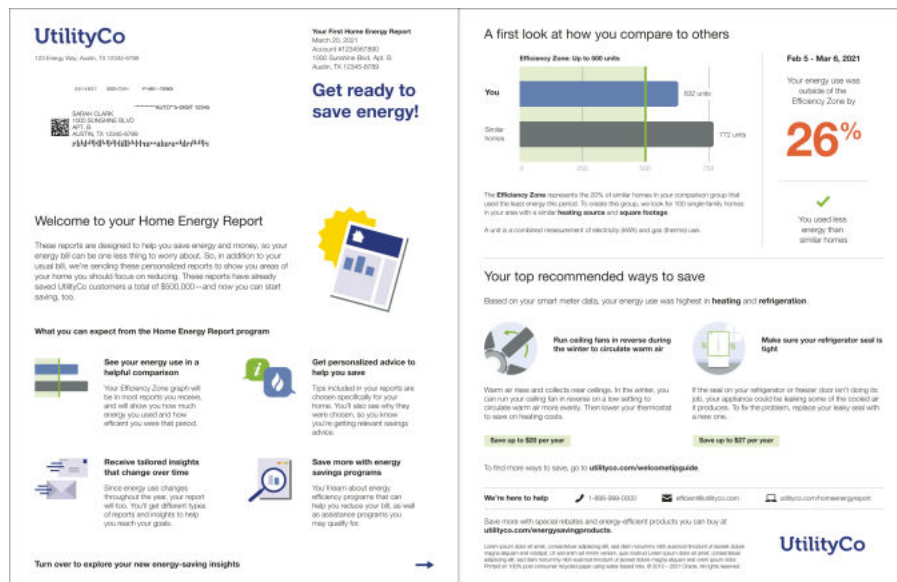
Limited Income Report

The Limited Income Report educates limited income customers about ways to be more energy efficient and presents opportunities for them to reduce their immediate and future bills. While the overall goal is to encourage energy efficiency, the report includes features that acknowledge the unique circumstances and needs of limited income customers. There are two types of reports:

- Limited Income Welcome Report
- Limited Income Progress Report

Limited Income Welcome Report

The Limited Income Welcome Report is the first report a new or legacy limited income customer receives as part of their Home Energy Report program experience.



Legacy customers: Customers that have received Home Energy Reports in the past are considered legacy customers. The Welcome Report acknowledges how the report experience has changed.

New customers: Customers that have never received a Home Energy Report are considered new customers. The Welcome Report introduces new customers to their report insights.

Note

Customers who move from one audience segment to another are not considered new customers.

See the [Limited Income Report Modules](#) for more information about how the experience varies by module.

Limited Income Progress Report

The Limited Income Progress Report is focused on general energy efficiency and money saving goals for limited income customers.



See the [Limited Income Report Modules](#) for more information about how the experience varies by module.

Limited Income Report Modules

The Limited Income Report type is built with a predefined mix of dynamic and static modules that have been carefully crafted to tell customers a personalized story about their energy use. It provides new experiences and insights that vary over time, depending on specific customer attributes and utility goals. Go to the individual module page for more details about the user experience.

Limited Income Welcome Report Modules

The following modules are included on the front of the report:

- [Header](#)

- [Introduction](#)
- [Announcement](#)
- [Quadrant Modules](#)
- [Page Turn](#)

The following modules are included on the back of the report:

- [Efficiency Zone](#) or [Three-Bar Neighbor Comparison](#)
- [Tip Modules](#)
- [Utility Info](#)

Limited Income Progress Report Modules

The following modules are included on the front of the report:

- [Header](#)
- [Energy Use Benchmark](#)
- [Efficiency Zone](#) or [Normative Comparison](#)
- [Explainer](#)
- [Page Turn](#)

The following modules are included on the back of the report:

- [What Uses Most](#)
- [Marketing Modules](#)
- [Utility Info](#)

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Peak Focused Report

The Peak Focused Report informs customers about their electricity usage, with a focus on peak periods under their Time of Use rate plan. The report includes modules designed to encourage customers to be aware of electricity costs, and guide customers towards making energy use conscious behaviors during peak cost periods. There are two types of Peak Focused Home Energy reports:

Peak Focused Welcome Report: The welcome version of the report is designed to introduce new customers and legacy customers who are new to the Home Energy Report experience with a focus on peak energy use. It is the first report sent to new customers, and is structured to facilitate change management, equip customers with actionable tools and information, enhance overall customer satisfaction, and promote energy savings.

UtilityCo
123 Energy Way, Austin, TX 12345-6789

Home Energy Report
May 20, 2023
Account # 1234567890
1233 Sunnyside Blvd, Apt. B
Austin, TX 12345-6789

Get ready to save more electricity when it matters most!

Welcome to your Home Energy Report

In addition to your usual bill, these personalized reports help you save energy, which can lead to a cleaner grid. Since you're on a Time-of-Use (TOU) plan, you'll also get new information that helps you benefit more from this rate. Each report (including this one!) uses your actual usage data to provide relevant tips and insights.

What you can expect from the on-peak Home Energy Report

- See how your on-peak energy use stacks up**
Your similar homes comparison graph will be in most reports you receive, and will show your on-peak energy use compared to similar homes.
- Get personalized tips and peak savings advice**
Tips included in your reports are chosen specifically for your home, so you can save more at any time of day, and especially during on-peak hours.
- Find helpful info about your TOU rate plan**
These reports will help you keep track of when electricity costs the most based on your plan, so you can focus on saving energy when it matters most.
- Receive tailored insights that change over time**
Since energy use changes throughout the year, your report will too. You'll get different types of reports, along with special offers that can help you save.

A first look at your on-peak energy use

On-peak electricity use: Efficient neighbors (153 kWh), You (254 kWh), Similar neighbors (294 kWh). Total electricity use: 834 kWh, 1548 kWh, 1097 kWh.

A great way to save during on-peak hours

On weekdays, electricity costs 2.5x more from 3pm-6pm. On weekends, there are no peak hours.

UtilityCo

Peak Focused Progress Report: The progress version of the report includes insights designed to inform customers about their electricity usage, with a focus on peak periods under their Time of Use rate plan. It encourages more energy-efficient behaviors and heightened awareness of electricity costs.

UtilityCo
123 Energy Way, Austin, TX 12345-6789

Home Energy Report
August 20, 2023
Account # 1234567890
1233 Sunnyside Blvd, Apt. B
Austin, TX 12345-6789

Electricity costs 2.5x more during on-peak hours (4pm-9pm) on weekdays

Your on-peak hours usage is great

On-peak electricity use: You (153 kWh), Efficient neighbors (177 kWh), Average neighbors (294 kWh). Total electricity use: 834 kWh, 921 kWh, 1548 kWh.

Jul 5 - Aug 6, 2023

14%
Now! Your on-peak electricity use was lower than efficient neighbors by 14%. You used less electricity during on-peak hours than average neighbors.

Your average hourly use on weekdays

Your best energy saving opportunities

- Cooling
- Water heater
- Dryer

Rebates are coming your way

ENERGY STAR qualified central air conditioners use up to 20% less energy than conventional models. Choose a participating contractor for your installation, and receive a rebate of up to \$450.

UtilityCo

Report Modules

Home Energy Report is built with predefined mix of dynamic and static modules carefully crafted to tell customers a personalized story about their energy use. It provides new experiences and insights that vary over time, depending on specific customer attributes and utility goals. Go to the individual module page for more details on the user experience.

Peak Focused Welcome Report

The Peak Focused Welcome Report includes the following modules:

[Header](#)

[Introduction](#)

[Announcement](#)

[Welcome Quadrant](#)

[Page Turn](#)

[Peak Focused Normative Comparison](#)

[Time of Use 101](#)

[Utility Info](#)

Peak Focused Progress Report

The Peak Focused Progress Report includes the following modules:

Header

Mini Time of Use Reminder

Peak Focused Normative Comparison

Explainer

Page Turn

Time of Day Hourly Insights

Energy Literacy and Tip

Marketing Messages

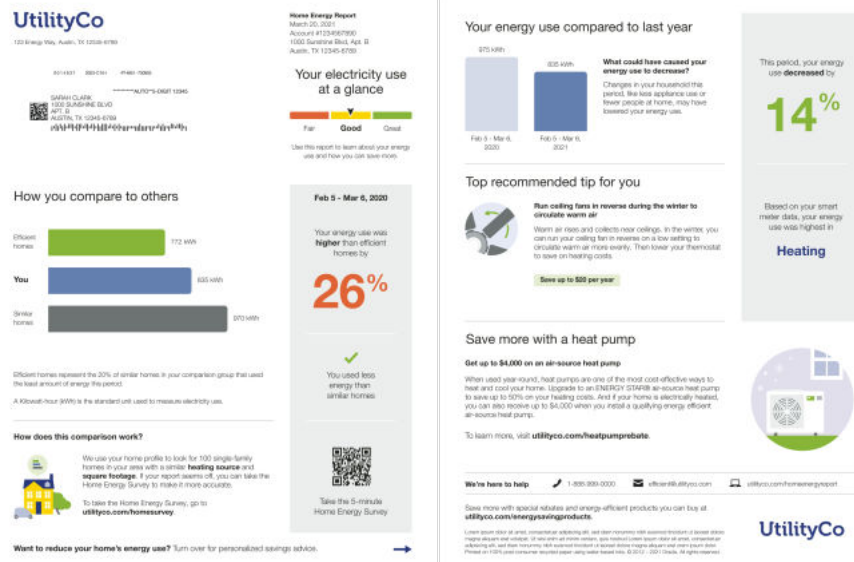
Utility Info

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Progress Report

The Progress Report uses insights and various energy saving tips to motivate customers to maintain or improve their energy efficiency. The design of the report leverages behavioral science techniques such as normative comparison, curiosity, and anchoring to help customers stay engaged with their report experience over time. The Energy Use Benchmark, neighbor comparison, context-aware tips, and marketing module promotion features are designed to help the customer save energy.



See the [Progress Report Modules](#) for more information about how the experience varies by module.

Progress Report Modules

The Progress Report type is built with a predefined mix of dynamic and static modules carefully crafted to tell customers a personalized story about their energy use. It provides new experiences and insights that vary over time, depending on specific customer attributes and utility goals. Go to the individual module page for more details about the user experience.

The following modules are included on the front of the report:

- [Header](#)
- [Energy Use Benchmark](#)
- [Three-Bar Neighbor Comparison](#) or [Efficiency Zone](#)
- [Explainer](#)
- [Page Turn](#)

The following modules are included on the back of the report:

- [Self-Comparison](#)
- [Progress Report Tips](#)
- [Marketing Modules](#)
- [Utility Info](#)

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Promotion Report

The Promotion Report offers customers personalized insights about specific end-uses in their home in order to motivate them to take advantage of a utility-offered promotion. This report type leverages Oracle Utilities Opower disaggregation capabilities to facilitate customer adoption of more efficient devices, appliances, and deep home retrofits.

On this page:

Promotion Report Modules

The Promotion Report type is built with a predefined mix of dynamic and static modules carefully crafted to tell customers a personalized story about their energy use, and to promote specific offerings and tips for them to act upon. Go to the individual module page for more details about the user experience.

The following modules are included on the front of the report:

- Header
- Promotion Introduction
- Disaggregation Main Insight
- Promotion Module
- Page Turn

The following modules are included on the back of the report:

- Promotion Report Tips
- Marketing Module
- Utility Info

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Seasonal Report

The Seasonal Report motivates customers to reduce their energy use in the lead up to the extreme weather seasons of summer and winter. The report focuses on either heating or cooling instead of general energy use because heating and cooling tend to have the largest impact on a customer's bill during the extreme weather seasons. The reports are sent before the start of the season to help the customer prepare and plan for the season ahead. The report includes specific tips and actions customers can take to lower their heating or cooling use, and a recommended thermostat adjustment that is unique to the seasonal report.

Summer Seasonal Report

The summer version of the Seasonal Report focuses on the impact cooling has on summer utility bills.

Winter Seasonal Report

The winter version of the Seasonal Report focuses on the impact heating has on winter utility bills.

See the [Seasonal Report Modules](#) for more information about how the experience varies by module.

Seasonal Report Modules

The Seasonal Report type is built with a predefined mix of dynamic and static modules that have been carefully crafted to tell customers a personalized story about their energy use. It provides new experiences and insights that vary over time, depending on specific customer attributes and utility goals. The winter and summer versions of the reports include the same seasonally-focused features. Go to the individual module page for more details about the user experience.

The following modules are included on the front of the report:

- [Header](#)
- [Introduction](#)
- [Seasonal Breakout](#)
- [Seasonal Normative Comparison](#)
- [HVAC Adjustment Module](#)
- [Page Turn](#)

The following modules are included on the back of the report:

- [Seasonal Report Tips](#)
- [Marketing Modules](#)
- [Utility Info](#)

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Solar Report

The Solar Report provides solar customers with a personalized report experience that is focused on improving energy savings behaviors and customer satisfaction. The report takes into account the impact of solar on the customer's energy use. There are two types of reports: Solar Welcome Report and Solar Progress Report.

Solar Welcome Report

The Solar Welcome Report is the first report a customer on a solar plan receives. It introduces the solar-only neighbor comparison and tells them what they can expect from subsequent reports.

See the [Solar Welcome Report Modules](#) for more information about how the experience varies by module.

Solar Progress Report

The Solar Progress Report is focused on general energy efficiency and money saving goals for solar customers.



See the [Solar Progress Report Modules](#) for more information about how the experience varies by module.

Solar Report Modules

The Solar Report type is built with a predefined mix of dynamic and static modules carefully crafted to tell customers a personalized story about their energy use. It provides new experiences and insights that vary over time, depending on specific customer attributes and utility goals. Go to the individual module page for more details about the user experience.

Solar Welcome Report Modules

The following modules are included on the front of the report:

- [Header](#)
- [Solar Introduction](#)
- [Three-Bar Neighbor Comparison](#)
- [Page Turn](#)

The following modules are included on the back of the report:

- [Solar Report Tips](#)
- [Welcome Quadrant](#)
- [Utility Info](#)

Solar Progress Report Modules

The following modules are included on the front of the report:

- [Header](#)

- Energy Use Benchmark
- Three-Bar Neighbor Comparison
- Explainer
- Page Turn

The following modules are included on the back of the report:

- Self-Comparison
- Solar Report Tips
- Utility Info

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Time of Use Report

The Time of Use Report is a dual-purpose report type that provides customers on a time of use energy plan with a report experience that is focused on overall energy savings and rate education. There are two types of Time of Use Reports: Welcome Report and Progress Report.

Time of Use Welcome Report

The Time of Use Welcome Report is the first report a new or legacy customer on a time of use plan receives as part of their Home Energy Report v3 program experience.

Legacy customers: Customers that have received Home Energy Reports in the past are considered legacy customers. The Welcome Report acknowledges how the report experience has changed.

New customers: Customers that have never received a Home Energy Report are considered new customers. The Welcome Report introduces new customers to their report insights.

Note

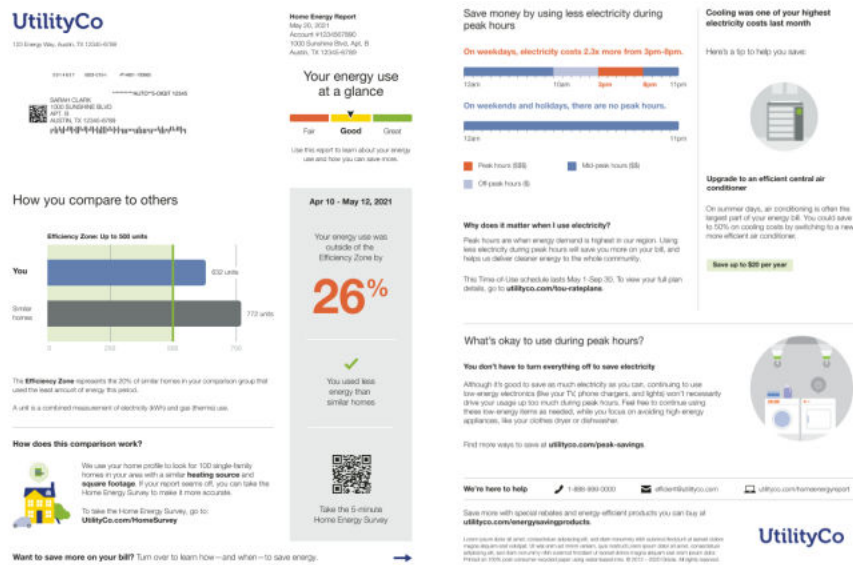
A customer who has moved from one segment to another is not considered a new customer. For example, a customer that moves from a standard rate plan to a time of use plan is not considered a new customer.



See the [Time of Use Welcome Report Modules](#) for more information about how the experience varies by module.

Time of Use Progress Report

The Time of Use Progress Report is focused on general energy efficiency and money saving goals for customers on time of use plans.



See the [Time of Use Progress Report Modules](#) for more information about how the experience varies by module.

Time of Use Report Modules

The Time of Use Report type is built with a predefined mix of dynamic and static modules carefully crafted to tell customers a personalized story about their energy use. It provides new experiences and insights that vary over time, depending on specific customer attributes and utility goals. Go to the individual module page for more details about the user experience.

Time of Use Welcome Report Modules

The following modules are included on the front of the report:

- [Header](#)
- [Introduction](#)
- [Announcement](#)
- [Quadrant Modules](#)
- [Page Turn](#)

The following modules are included on the back of the report:

- [Efficiency Zone](#) or [Normative Comparison](#)
- [Time of Use 101](#)
- [Utility Info](#)

Time of Use Progress Report Modules

The following modules are included on the front of the report:

- [Header](#)
- [Energy Use Benchmark](#)
- [Efficiency Zone](#) or [Three-Bar Neighbor Comparison](#)
- [Explainer](#)
- [Page Turn](#)

The following modules are included on the back of the report:

- [Time of Use 101](#)
- [Time of Use Report Tips](#)
- [Marketing Modules](#)
- [Utility Info](#)

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Welcome and Announcement Report

The Welcome and Announcement Report is a dual-purpose report type that can introduce Home Energy Report recipients to their new report experience or can be customized to share an important announcement or updates with existing customers.

Welcome Report

The Welcome Report is the first report a new or legacy customer receives as part of their Home Energy Report program experience.

Legacy customers: Customers that have received Home Energy Reports in the past are considered legacy customers. The Welcome Report acknowledges how the report experience has changed.

New customers: Customers that have never received a Home Energy Report are considered new customers. The Welcome Report introduces new customers to their report insights.

Note: New customers does not include customers who move from one audience segment to another. For example, customers that move from a standard rate plan to a time of use plan.

See the [Welcome and Announcement Report Modules](#) for more information about how the experience varies by module.

Announcement Report

The Announcement Report makes a custom statement or announcement that has an impact on the customer's energy use and relates to the insights presented in the rest of the report. For example, it could be used to make limited-moderate income customers aware of bill assistance programs or to prepare customers for fire season. The report front is fully customizable and requires utilities to include customized context alongside the existing insights and predefined content in order to frame the report in the context to what the customer is experiencing.

See the [Welcome and Announcement Report Modules](#) for more information about how the experience varies by module.

Welcome and Announcement Report Modules

The [Welcome and Announcement Report](#) type is built with a predefined mix of dynamic and static modules carefully crafted to tell customers a personalized story about their energy use. It provides new experiences and insights that vary over time, depending on specific customer attributes and utility goals. Go to the individual module page for more details about the user experience.

The following modules are included on the front of the report:

- [Header](#)
- [Introduction](#)
- [Announcement](#)
- [Quadrant Modules](#)
- [Page Turn](#)

The following modules are included on the back of the report:

- [Efficiency Zone](#) or [Normative Comparison](#)
- [Welcome Report Tips](#)
- [Utility Info](#)

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Product Overview

Home Energy Reports are user-friendly print communications that provide personalized information to customers about their energy use. Home Energy Reports v3 provide a new, modernized experience with bold colors, a varied layout, and data-driven insights targeted to specific customer attributes. It includes new and enhanced features such as the Efficiency Zone normative comparison, the Energy Use Benchmark performance summary, and energy disaggregation-based insights and tips about the customer's major energy end-use categories, such as heating, cooling, and appliances. The goals of the product are to give customers actionable insights about their energy and motivate them to lower their usage.

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.

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Design and Configuration

The Oracle Utilities Opower platform allows for product configurations and customizations to meet the needs of each utility. A *configuration* is a simple change that can be made with no coding required. There are required configurations and optional configurations. A *customization* is a change that requires more in-depth technical work, design, or coding to alter the appearance or behavior of the product, or to create something new within the product.

This guide only provides a summary of configuration options. Customization options may be available for your program at cost as an Oracle Utilities Opower professional service offering. Ask your Delivery Team how customization options could enhance your program.

If an element is not listed as a configuration, you should assume that it cannot be configured and would require a customization. [Contact Your Delivery Team](#) if you have questions about this process or would like to make a customization request.

In this section:

[Announcement](#)

[Disaggregation Main Insight](#)

[Energy Use Benchmark](#)

[Explainer](#)

[Header](#)

[Home Profile](#)

[Introduction Modules](#)

[Mini Time of Use Reminder](#)

[Marketing Modules](#)

[Normative Comparison](#)

[Page Turn](#)

[Personal Tracker](#)

[Program Promotion Module](#)

[Quadrant Modules](#)

[Seasonal Breakout](#)

[Self-Comparison](#)

[HVAC Adjustment Module](#)

[Time of Day Hourly Insight](#)

[Tip Modules](#)

[Time of Use 101](#)

[Utility Info](#)

[What Uses Most](#)

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Announcement

The Announcement module states the intent of the report. It includes text and an image that either welcomes customers to their new report experience or acknowledges a change to the customer's program.

Appears in: [Welcome and Announcement Report](#), [Limited Income Report](#), [Time of Use Report](#), and [Peak Focused Report](#)

Announcement Examples

Welcome and Announcement Report

The image below is an example of the Announcement module for a new customer that receives a [Welcome Report](#).

Welcome to your Home Energy Report

In addition to your usual bill, these personalized reports help you save energy, which helps us deliver cleaner, more reliable energy. Each report (including this one!) uses your actual energy use data, so you can get relevant tips and insights. Other UtilityCo customers have already saved a total of \$500,000 with their reports—and now you can start saving, too.



The image below is an example of the Announcement module customized for an [Announcement Report](#).

Find a program that's right for you

We offer several programs and resources that can help you manage your utility bills. They're anonymous and easy to sign up for, and these programs could save you money while making your home safer and more comfortable for you and your family. Just scan the QR code or visit www.utilityco.com/programs.



Scan the QR code to easily explore your options today

Time of Use Report and Peak Focused Report

The image below is an example of the Announcement module for a new customer that receives a [Time of Use Report](#) or [Peak Focused Report](#)

Welcome to your Home Energy Report

In addition to your usual bill, these personalized reports help you save energy, which helps us deliver cleaner energy. And since you're on a Time-of-Use (TOU) plan, you'll also get helpful information to help you get the most out of it. Each report (including this one!) uses your actual energy use data, so you can get relevant tips and insights.



The image below is an example of the Announcement module for a legacy customer that receives a [Time of Use Report](#) [Peak Focused Report](#)

Here's your improved Home Energy Report

To help you save even more energy, we've made some updates to these reports. Since you're on a Time-of-Use (TOU) plan, your reports will now include useful information to help you shift your energy use and save more during peak hours. You'll still get your usual energy tips and insights, so you can keep on saving no matter what time of day it is.



Limited Income Report

The image below is an example of the Announcement module for a new customer that receives a [Limited Income Report](#)

Welcome to your Home Energy Report

These reports are designed to help you save energy and money, so your energy bill can be one less thing to worry about. So, in addition to your usual bill, we're sending these personalized reports to show you areas of your home you should focus on reducing. These reports have already saved UtilityCo customers a total of \$500,000—and now you can start saving, too.



The image below is an example of the Announcement module for a legacy customer that receives a [Limited Income Report](#)

What's new in your Home Energy Report

Our goal with these reports has always been to help you save energy and money, so your energy bill can be one less thing to worry about. In fact, you and other UtilityCo customers have already saved a combined total of \$500,000 with these reports—and now we're ready to help you save even more.



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
<p>Heading - Welcome Report, Limited Income Report, Time of Use Welcome Report, Peak Focused Report</p> <p>Default:</p> <ul style="list-style-type: none"> • New customer: "Welcome to your Home Energy Report" • Legacy customer: "Here's your improved Home Energy Report" 	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate text.
<p>Heading - Time of Use Report, Peak Focused Report</p> <p>Default:</p> <ul style="list-style-type: none"> • New customer: "Welcome to your Home Energy Report" • Legacy customer: "What's new in your Home Energy Report" 	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate text.
<p>Heading - Announcement Report</p> <p>The Announcement Report heading is customized to support the announcement type selected by the utility.</p> <p>Default: Not applicable.</p>	<p>Required</p> <p>Contact Your Delivery Team about customizing the Announcement module.</p>
<p>Announcement text - Welcome Report</p> <p>Default:</p> <p>"In addition to your bill, these personalized reports help you save energy, which helps us deliver, more reliable energy. Each report (including this one!) uses your actual energy use data, so you can get relevant tips and insights. Other Utility Co customers have already saved a total of \$XX.XX with their reports - and now you can start saving, too."</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate text.
<p>Announcement text - Time of Use Welcome Report, Peak Focused Report</p> <p>New Customer Default:</p> <p>"In addition to your bill, these personalized reports help you save energy, which helps us deliver clean energy. And since you're on a Time-of-Use (TOU) plan, you'll also get helpful information to get you the most out of it. Each report (including this one) uses your actual energy use data, so you can get relevant tips and insights."</p> <p>Legacy Default:</p> <p>"To help you save even more energy, we've made some updates to these reports. Since You're on a Time-of-Use plan, your reports will now include useful information to help you shift your energy use and save more during peak hours. You'll still get your usual energy tips and insights, so you can keep on saving no matter what time of day it is."</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate text.
<p>Announcement text - Announcement Report</p> <p>Default: Not applicable.</p>	<p>Required</p> <p>Contact Your Delivery Team about configuring the Announcement module copy.</p>

Configuration Option	Input Value
<p>Announcement text - Limited Income Report New Customer Default:</p> <p>"These reports are designed to help you save energy and money, so your energy bill can be one less thing to worry about. So, in addition to your usual bill, we're sending these personalized reports to show you areas of your home you should focus on reducing. These reports have already saved UtilityCo customers a total of \$XX.XX—and now you can start saving, too."</p> <p>Legacy Default:</p> <p>"Our goal with these reports has always been to help you save energy and money, so your energy bill can be one less thing to worry about. In fact, you and other UtilityCo customers have already saved a combined total of \$500,000 with these reports—and now we're ready to help you save even more."</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate text.
<p>Image</p> <p>The module image must support the welcome or utility announcement message.</p>	<p>Optional</p> <ul style="list-style-type: none"> • Use the supplied image. • Contact Your Delivery Team about selecting an alternate image.

User Experience Variations

The user experience of the 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 the Announcement description in the [Oracle Utilities Opower Energy Efficiency Cloud Service Product Overview](#) and go to the User Experience Variations section.

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Disaggregation Main Insight

The Disaggregation Main Insight module uses personalized information about an end use in the customer's home to motivate the customer to take advantage of a utility promotion. The goal is to help customers understand their use in a specific category where they are using more than the regional average so that they may feel motivated to uptake the promotion and subsequently reduce their energy use. The module can be used to promote the customer's largest end use category, or the utility may select a preferred end use category to reinforce the report promotion. Oracle Utilities Opower works closely with the utility to create marketing modules that enhance the report experience.

Appears in: [Promotion Report](#)

Disaggregation Main Insight Example

The image below is an example of the Disaggregation Main Insight module's design.

Where you spent the most on energy

Mar 1, 2019 – Feb 29, 2020

Water Heating

21%

of your total use last year

\$396

spent last year

You were selected to receive this report because you may be using more than the regional average for this energy use category. Numbers are approximate.

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
<p>Disclaimer The disclaimer explains to the customer why the customer is receiving the report.</p> <p>Default: "You were selected to receive this report because you may be using more than the regional average for this energy use category. Numbers are approximate."</p>	<p>Optional Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default. • Contact Your Delivery Team about configuring the copy.

User Experience Variations

The user experience of the 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 the Disaggregation Main Insight description in the Energy Efficiency Cloud Services Overview Guide and go to the User Experience Variations section.

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Energy Use Benchmark

The Energy Use Benchmark module provides a dynamic and personalized, at-a-glance interpretation of the customer’s energy use. Energy use is categorized into one of the three

sections or statuses: Fair, Good, and Great. The customer's status is determined by their performance relative to their Efficiency Zone or Neighbor Comparison modules.

Appears in: [Progress Report](#), [Limited Income Report](#), [Time of Use Report](#), [Solar Report](#)

Energy Use Benchmark Examples

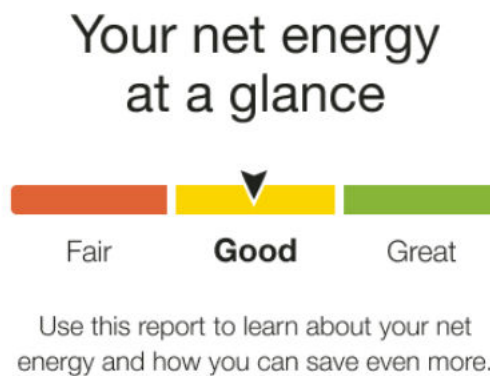
Energy Use Benchmark

The image below is an example of the Energy Use Benchmark module design for the [Progress Report](#), [Limited Income Report](#), and [Time of Use Report](#)



Solar Energy Use Benchmark

The Solar Energy Use Benchmark accommodates negative energy states experienced by solar customers. The image below is an example of the Solar Energy Use Benchmark.



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
<p>Benchmark Header</p> <p>The heading notifies the customer that the benchmark gives them an at-a-glance view of their energy use. It also includes the customer's fuel type.</p> <ul style="list-style-type: none"> • Progress Report, Limited Income Report, and Time of Use Report Default: "Your <fuel type variation> use at a glance." • Solar Report Default: "Your net energy at a glance" 	<p>Optional</p> <p>Contact Your Delivery Team about configuring the benchmark header.</p>
<p>Color Labels</p> <p>The benchmark has three potential states, and each corresponds to a color. The labels (Fair, Good, and Great) are configurable. However, the default labels and colors have been rigorously tested to maximize user comprehension and are strongly recommended.</p> <p>Progress Report, Limited Income Report, and Time of Use Report Default:</p> <ul style="list-style-type: none"> • Orange: Fair. Customer is using more than Similar Homes. • Yellow: Good. Customer is using more than Efficiency Zone /Efficient Neighbors threshold, but less than Similar Homes. • Green: Great. Customer is using less than the Efficiency Zone/Efficient Neighbors threshold. <p>Solar Report Default:</p> <ul style="list-style-type: none"> • Orange: Fair. The customer's net energy was positive and more than similar homes. • Yellow: Good. One of the following: <ul style="list-style-type: none"> – Net energy was positive and less than similar homes – Net energy was negative and more than similar homes – Net energy was negative and more than efficient homes, but less than similar homes • Yellow: Good (High to Low State Change). Lowered net energy use. • Green: Great. The customer's net energy was positive or negative, and an efficient home. 	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default labels. • Contact Your Delivery Team

Configuration Option	Input Value
<p>Benchmark Copy</p> <p>The copy below the gauge tells the customer how they can leverage the report or recognizes a change in state.</p> <p>Default:</p> <ul style="list-style-type: none"> • Progress Report, Limited Income Report, and Time of Use Report Default: The default copy varies by fuel type and changes depending on the customer's energy use. • Solar Report Default: "Use this report to lower your net energy and get the most out of your solar panels." 	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default labels. • Contact Your Delivery Team about configuring the benchmark copy.

User Experience Variations

The user experience of the 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 the Energy Use Benchmark description in the Oracle Utilities Opower Energy Efficiency Cloud Service Product Overview and go to the User Experience Variations section.

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Explainer

The Explainer module tells the customer what data is used to calculate the [Normative Comparison](#) and provides ways to improve or correct the data used in the module by completing or updating the [Digital Self Service - Energy Management Home Energy Analysis](#). The module includes a brief explanation of how the comparison is calculated, as well as URL and QR code options to go from their paper report to the Home Energy Analysis. The goal of this module is to reduce negative customer sentiment by providing transparency around the similar home comparison and offering a simple and quick way for customers to update their information if it is not accurate.

Appears in: [Progress Report](#), [Limited Income Report](#), [Time of Use Report](#), [Solar Report](#), [Electric Vehicle Report](#), [Peak Focused Report](#)

Explainer Examples

Progress Report, Limited Income Report, Time of Use Report, and Peak Focused Report

The image below is an example of the Explainer module for the [Progress Report](#), [Limited Income Report](#), , and [Time of Use Report](#), [Peak Focused Report](#).

How does this comparison work?



We use your home profile to look for 100 single-family homes in your area with a similar **heating source** and **square footage**. If your report seems off, you can take the Home Energy Survey to make it more accurate.

To take the Home Energy Survey, go to: UtilityCo.com/HomeSurvey



Solar Report

The Solar Welcome Report includes a net explainer version of the Explainer module. The image below is an example of the Explainer module for the [Solar Welcome Report](#) of a customer with dual fuel and a positive comparison state.

What is net energy? Net energy is the difference between the amount of electricity your solar panels produce and the amount of gas and electricity you use.



Your graph shows your net energy is **negative**, which means your solar panels produced more energy than you used. That's great!



When your net energy is **positive**, it means you used more energy than your solar panels produced.

The image below is an example of the Explainer module for the [Solar Progress Report](#) of a customer with an incomplete Home Energy Analysis.

How does this comparison work?



We use your home profile to look for **100 single-family homes with solar** in your area that have a similar heating source and square footage. If your report seems off, you can take the Home Energy Survey to make it more accurate.

You can take the Home Energy Survey now at utilityco.com/homesurvey.



Electric Vehicle Report

The Electric Vehicle Report includes an Explainer module is designed to help educate the customer about how their home energy use and home characteristics contribute to their comparison. The image below is an example of the Explainer module for the [Electric Vehicle Report](#) of a customer who has not yet completed their Home Energy Analysis.

How does this report work?



This report is based on your energy use patterns and home characteristics. To get personalized energy-saving tips and a more accurate home comparison, we encourage you to take the Home Energy Survey.

To take the Home Energy Survey, go to utilityco.com/homesurvey.



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
<p>URL A link located below the body text that redirects the user to the Oracle Utilities Opower web portal, where they can sign in and complete the Home Energy Analysis.</p> <p>Default: UtilityCo.com/HomeSurvey</p>	<p>Optional Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default URL format. • Provide an alternate URL format.

User Experience Variations

The user experience of the 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 the Explainer description in the [Oracle Utilities Opower Energy Efficiency Cloud Service Product Overview](#) and go to the User Experience Variations section.

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Header

The report header appears at the top of each report communication vary by report type. The report header is composed of a report image (logo), customer address block, and Johnson Box. The Johnson Box includes the program name or report type label, report date, account number, service address, and a benchmark insight or introduction module. The title of the report and whether a benchmark insight or introduction module is included in the report varies by report type .

Appears in: All [Report Types](#).

Header Examples

The image below is an example of the header module for the [Progress Report](#).



Note

Some report type headers include a [Introduction](#) instead of a Benchmark module. See the individual [Report Types](#) for more information.

This image is an example of the Header module design for the [Promotion Report](#).



This image is an example of the Header module design for the welcome version of the [Welcome and Announcement Report](#).



This image is an example of the Header module design for the announcement version of the [Welcome and Announcement Report](#).



This image is an example of the Header module design for the [Seasonal Report](#) with a winter season focus.



This image is an example of the Header module design for the [Limited Income Welcome Report](#).



This image is an example of the Header module design for the [Limited Income Progress Report](#).



This image is an example of the Header module design for the [Time of Use Welcome Report](#)



This image is an example of the Header module design for the [Time of Use Progress Report](#)



This image is an example of the Header module design for the [Solar Welcome Report](#).

UtilityCo

123 Energy Way, Austin, TX 12345-6789

0014837 0023-C10-I -P14851-730905
*****AUTO**5-DIGIT 12345
SARAH CLARK
1000 SUNSHINE BLVD
APT. B
AUSTIN, TX 12345-6789




Your Home Energy Report

February 22, 2021
Account #1234567890
1000 Sunshine Blvd, Apt. B
Austin, TX 12345-6789



**Welcome to your
Home Energy Report**

Use these personalized reports to learn about your net energy and how you can get the most out of your solar panels.

This image is an example of the Header module design for the [Solar Progress Report](#).

UtilityCo

123 Energy Way, Austin, TX 12345-6789

0014837 0023-C10-I -P14851-730905
*****AUTO**5-DIGIT 12345
SARAH CLARK
1000 SUNSHINE BLVD
APT. B
AUSTIN, TX 12345-6789




Your Home Energy Report

April 24, 2022
Account #1234567890
1000 Sunshine Blvd, Apt. B
Austin, TX 12345-6789

**Your net energy
at a glance**



Use this report to learn about your net energy and how you can save even more.

This image is an example of the Header module design for the [Electric Vehicle Report](#).

UtilityCo

123 Energy Way, Austin, TX 12345-6789

0014837 0023-C10-I -P14851-730905
*****AUTO**5-DIGIT 12345
SARAH CLARK
1000 SUNSHINE BLVD
APT. B
AUSTIN, TX 12345-6789




Home Energy Report

December 14, 2022
Account #1234567890
1000 Sunshine Blvd, Apt. B
Austin, TX 12345-6789

**Your report now
has electric vehicle
insights!**

This image is an example of the Header module design for the [Peak Focused Welcome Report](#).

UtilityCo

123 Energy Way, Austin, TX 12345-6789

0014837 0023-C10-I -P14851-730905
*****AUTO**5-DIGIT 12345
SARAH CLARK
1000 SUNSHINE BLVD
APT. B
AUSTIN, TX 12345-6789




Home Energy Report

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

**Get ready to save
more electricity
when it matters
most!**

This image is an example of the Header module design for the [Peak Focused Progress Report](#).



Configuration Options

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

Configuration Option	Input Value
<p>Configuration Option</p> <p>Utility Logo The CMYK version of the utility logo as an .ai file. Oracle Utilities Opower will configure the logos appropriately for the communication. Note: Separate logos may be used on the front and back of the Home Energy Reports v3.</p>	<p>Required Provide the utility logo in the Oracle Utilities Opower Platform Configuration Guide.</p> <p>Optional Discuss using separate logos on the front and back of the report with your Service Delivery Manager.</p>
<p>Program Name and Report Title The Program Name appears on print Oracle Utilities Opower Home Energy Reports and on the Oracle Utilities Opower Web Portal. The Report Title appears along with the program name at the top of all Home Energy Reports v3. Default: Progress Report, Limited Income Report, Time of Use Report, Peak Focused, and Electric Vehicle Report: By default, only the program name Home Energy Report appears at the top of the report. Promotion Report: By default, the program name and report title "Home Energy Report: Usage Spotlight" appear at the top of the report. Welcome and Announcement Report: By default, the program name and report title "Your First Home Energy Report" appear at the top of the report. Seasonal Report: By default, the program name and report title, "Home Energy Report: [Summer/Winter] Edition" Solar Report: By default, the report title "Your Home Energy Report" appears at the top of the report.</p>	<p>Required Provide the desired program name in the Oracle Utilities Opower Platform Configuration Guide.</p>

Configuration Option	Input Value
<p>Premise Address</p> <p>The premise address can be enabled to appear after the account number for customers with one or more premise.</p> <p>Default: By default, the premise address value does not appear if it matches the customer's mailing address.</p>	<p>Optional</p> <p>Contact Your Delivery Team about configuring the premise address.</p>

User Experience Variations

The user experience of the 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 the Header description in the [Oracle Utilities Opower Energy Efficiency Cloud Service Product Overview](#) and go to the User Experience Variations section.

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Home Profile

The Home Profile highlights the customer's progress and reminds them of the impact of completing the survey on their report insights. The module includes a list of known and unknown home attributes, a percent complete wheel which displays how much of the customer's [Home Energy Analysis](#) that is complete, and a QR code that links to the Home Energy Analysis. The module is available as a replacement for the Explainer module in any non-first send report experience.

Appears in: Optional replacement for the Explainer module in any non-welcome version of the [.Report Types](#)

Home Profile Examples

The image below is an example of the Home Profile module of a customer who has started by not completed their [Home Energy Analysis](#).

Complete your Home Energy Survey
utility.co/homesurvey

You're so close to getting personalized tips for energy savings and more accurate neighbor comparisons! Finish the survey now!

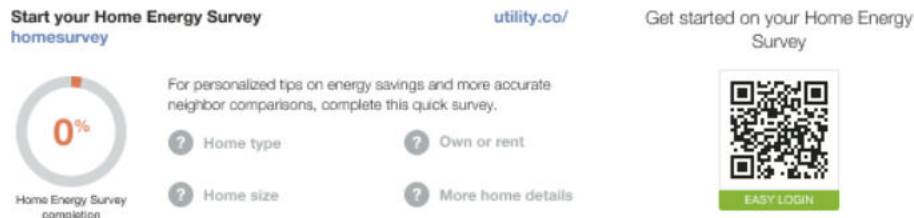
71%
Home Energy Survey completion

- ✓ Home type: Unit in multi-family building
- ✓ Home size: 1400 sq. ft.
- ? Own or rent
- ? More home details

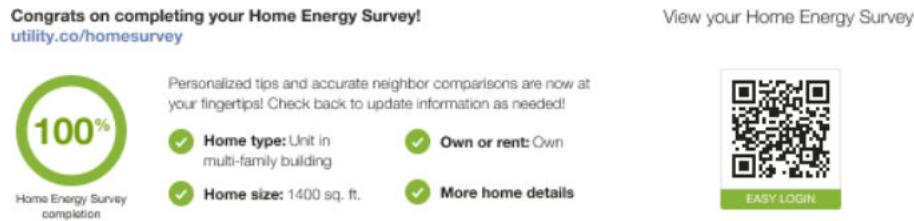
You're nearly there! Complete your Home Energy Survey!

EASY LOGIN

The image below is an example of the Home Profile module of a customer that has not begun their Home Energy Analysis.



The image below is an example of the header module a customer who has recently completed their survey.



The image below is an example of the Home Profile of a customer who has completed the Home Energy Analysis previously, but has not updated their survey in a while.



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
<p>Online Energy Assessment Name The utility may select an alternative name for the Home Energy Analysis. Default: By default, Home Energy Survey is used.</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about selecting a different name.
<p>Header The header varies by state. The utility may select alternative headers for each state. Default:</p> <ul style="list-style-type: none"> Not started: Start your Home Energy Survey Recently completed: Congrats to completing your Home Energy Analysis survey Completed: Start your Home Energy Survey 	<p>Required</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about selecting different headers.

Configuration Option	Input Value
<p>Complete Your Home Survey URL The URL may be configured by state. Default: utility.co/homesurvey</p>	<p>Required</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about selecting unique URLs for each state.
<p>Explainer text The explainer text may be configured for each state. Default: "</p> <ul style="list-style-type: none"> Not attempted: "For personalized tips on energy savings and more accurate neighbor comparisons, complete this quick survey." Incomplete: You're so close to getting personalize tips / savings and more accurate neighbor comparisons! Finish the survey now! Recently completed: Personalized tips and accurate neighbor comparisons are now at your fingertips. Completed: Update your Home Energy Survey to get personalized tips or energy savings and more accurate neighbor comparisons. 	<p>Required</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the explainer text for each state.
<p>QR Code Call to Action The QR codes call to action may be configured by state. Default:</p> <ul style="list-style-type: none"> Not attempted: Start your Home Energy Survey Incomplete: Complete your Home Energy Survey Recently completed: View your Home Energy Survey Completed: View and update your Home Energy Survey 	<p>Required</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the QR code call to action.
<p>QR code URL The utility may configure the QR code URL by state Default: utility.co/homesurvey</p>	<p>Required</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the QR code by state.

User Experience Variations

The user experience of the 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 the Home Profile description in the [Oracle Utilities Opower Energy Efficiency Cloud Service Product Overview](#) and go to the User Experience Variations section.

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HVAC Adjustment Module

The HVAC Adjustment module provides customers with a recommended thermostat adjustment for the season in order to align their settings with the U.S. Department of Energy recommendations. It also encourages the customer to purchase a smart thermostat in order to automate savings on cooling.

Appears in: [Seasonal Report](#)

HVAC Adjustment Module Example

This image is an example of the HVAC Adjustment module design for the [Summer Seasonal Report](#)

THIS SUMMER

When you're out for a few hours, turn up your thermostat for easy energy savings.



Try raising settings by

5-8°F

Recommended by the Department of Energy

Make it easier: Installing a smart thermostat lets you switch between home and away temperature settings using your smartphone. If you're away at regular times during the week, you can set your thermostat to adjust automatically based on your schedule.

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
<p>Source</p> <p>This element can be configured to site an alternate source.</p> <p>Default: U.S. Department of Energy</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the copy.

Configuration Option	Input Value
<p>Details</p> <p>The details encourage the customer to make saving energy easier by purchasing a smart thermostat.</p> <p>Default: Smart thermostat</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default. • Contact Your Delivery Team about alternative detail options.

User Experience Variations

The user experience of the 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 the HVAC Adjustment description in the Energy Efficiency Cloud Services Overview Guide and go to the User Experience Variations section.

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Introduction

Introduction modules identify that the reports are part of the customer's Home Energy Report experience and prepare the customer for what they will see in the report. The design of the modules varies by report type.

Appears in: [Progress Report](#) , [Welcome and Announcement Report](#) , [Time of Use Report](#) , [Seasonal Report](#) , [Solar Report](#) , and [Peak Focused Report](#)

Introduction Examples

This section describes the user experience for each report type.

Promotion Introduction

The Promotion Introduction module appears at the top of the [Promotion Report](#) within the report Header. It provides the customer with a preview of three energy use categories where they could save money. The image below is an example of the Promotion Introduction module.

Home Energy Report: Usage Spotlight

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



**You could be saving
more on heating, cooling
and lighting**

Announcement Introduction

The Announcement Introduction module appears at the top of the [Welcome and Announcement Report](#) within the Header module. The goal of this module is to identify the report type as part of the customer's Home Energy Report experience and prepare the customer for what they will see in the report. The image below is an example of a custom module design for an Announcement Report.

Home Energy Report: Announcement

March 1, 2020
Account #0123456789
Clark Lohr Rd 5000862182 Swanton MD
21561 US

**Let us help
make things a
little easier**

Welcome Introduction

The Welcome Introduction module appears in the welcome version of the [Welcome and Announcement Report](#), and the [Limited Income Welcome Report](#). The image below is an example of the Welcome Introduction module.

Your First Home Energy Report

August 12, 2021

Account #1234567890

1000 Sunshine Blvd, Apt. B

Austin, TX 12345-6789

Get ready to save energy!

Seasonal Report Introduction

The Seasonal Introduction appears in the [Seasonal Report](#), and provides customers with a preview of their seasonal focus. The image below is an example of the Summer Seasonal Introduction module.

Home Energy Report: Summer Edition

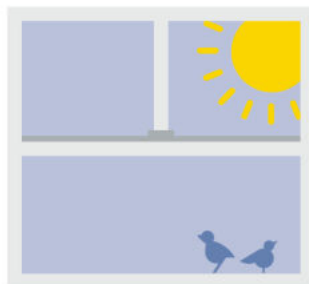
May 20, 2021

Account #1234567890

1000 Sunshine Blvd, Apt. B

Austin, TX 12345-6789

Warmth in the air? Time to prepare!



Time of Use Introduction

The Time of Use Introduction module appears within the header at the top of the [Time of Use Welcome Report](#). The image below is an example of the Time of Use Introduction module.

Home Energy Report

May 20, 2022

Account #1234567890

1000 Sunshine Blvd, Apt. B

Austin, TX 12345-6789

**Get ready to save
more energy when
it matters most!**

Solar Introduction

The Solar Introduction module appears in the [Solar Welcome Report](#). This image is an example of the module's design for a [Solar Welcome Report](#).

Your Home Energy Report

February 22, 2022

Account #1234567890

1000 Sunshine Blvd, Apt. B

Austin, TX 12345-6789



Welcome to your Home Energy Report

Use these personalized reports to learn about your net energy and how you can get the most out of your solar panels.

Electric Vehicle Introduction

The Electric Vehicle Introduction module appears in the header of the . This image is an example of the module in an Electric Vehicle Progress Report for a legacy customer.

Home Energy Report

December 14, 2022
Account #1234567890
1000 Sunshine Blvd, Apt. B
Austin, TX 12345-6789

**Your report now
has electric vehicle
insights!**

Peak Focused Introduction

The Peak Focused Introduction module appears in the header of the [Peak Focused Welcome Report](#). This image is an example of the module in a Peak Focused Welcome Report for a legacy customer.

Home Energy Report

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

**Get ready to save
more electricity
when it matters
most!**

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
<p>Promotion Introduction - Utility Selected End Use</p> <p>The utility may select end uses that support the report promotion.</p> <p>Default: By default, the categories are drawn from the customer's top three energy use categories.</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the customer's top three energy use categories. Contact Your Delivery Team about selecting end uses to support the report promotion.
<p>Announcement Introduction - Report Type Label</p> <p>Default: Customized text is required for each utility. There is no default version.</p>	<p>Required</p> <p>Contact Your Delivery Team about creating the announcement introduction.</p>
<p>Announcement Introduction - Introduction Text</p> <p>Default: Customized text is required for each utility. There is no default version.</p>	<p>Required</p> <p>Contact Your Delivery Team about creating the announcement introduction.</p>
<p>Welcome Introduction - Report Type Label</p> <p>The utility may select a report label that supports the report theme.</p> <p>Default: "Your First Home Energy Report"</p>	<p>Required</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the text.
<p>Welcome Introduction - Introduction Text</p> <p>The utility may select introduction text that supports the report theme.</p> <p>Default:</p> <ul style="list-style-type: none"> New Customer: "Get ready to save energy!" Legacy Customer: "Get ready to save more!" 	<p>Required</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the text.
<p>Time of Use Introduction - Report Type Label</p> <p>The utility may select a report label that supports the report theme.</p> <p>Default: "Home Energy Report"</p>	<p>Required</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the text.
<p>Time of Use Introduction - Introduction Text</p> <p>The utility may select introduction text that supports the report theme.</p> <p>Default: "Get ready to save more energy when it matters the most!"</p>	<p>Required</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the text.
<p>Solar Introduction - Report Type Label</p> <p>The utility may choose an alternative report type label.</p> <p>Default: "Your Home Energy Report"</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the text.
<p>Solar Introduction - Introduction Text</p> <p>The utility may select alternative introduction text.</p> <p>Default: "Welcome to your Home Energy Report"</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the text.

Configuration Option	Input Value
<p>Solar Introduction - Welcome Message</p> <p>The utility may select an alternative welcome message.</p> <p>Default: "Use these personalized reports to learn about your net energy and how you can get the most out of your solar panels."</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the text.
<p>Electric Vehicle Introduction - Report Type Label</p> <p>The utility may choose an alternative report type label.</p> <p>Default: "Your Home Energy Report"</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the text.
<p>Electric Vehicle Introduction - Introduction Text</p> <p>The utility may select alternative introduction text.</p> <p>Default: "Welcome to your Home Energy Report"</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the text.
<p>Electric Vehicle Introduction - Welcome Message</p> <p>The utility may select an alternative welcome message.</p> <p>Default: "Use these personalized reports to learn about your net energy and how you can get the most out of your solar panels."</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the text.
<p>Peak Focused Introduction - Introduction Text</p> <p>Default: "Get ready to save more energy when it matters most!"</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the text.

User Experience Variations

The user experience of the 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 Introduction Modules description in the [Oracle Utilities Opower Energy Efficiency Cloud Service Overview](#) and go to the User Experience Variations section

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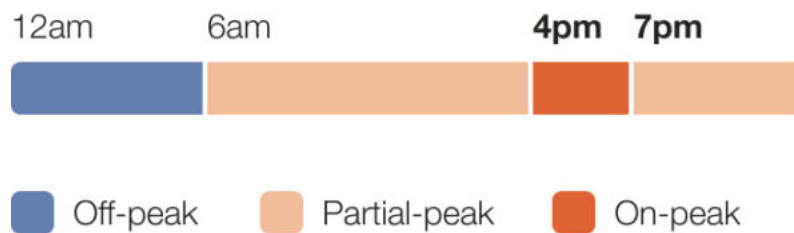
Mini Time of Use Reminder

Positioned in the top right of the progress version of the [Peak Focused Report](#), the Mini Time of Use Reminder module is a customer's first point of reference for understanding peak electricity cost periods based on their Time of Use plan. The module clearly displays the multiplier for high-cost periods and their specific timings., provides a color-coded timeline that highlights peak times in for easy identification, and adapts to different utility peak times and billing structures, such as demand charges.

Mini Time of Use Reminder Example

The image below is an example of the Mini Time of Use Reminder for a customer with three peak times.

From **4pm-7pm** on weekdays, the **highest usage hour** incurs a monthly **demand charge**



Header: The header informs the customers what the multiplier in cost will be during the peak period and what times the period will occur:

- **Weekday price ratio:** The multiplier of cost during the peak period.
- **High cost period label:** Rate plan-specific name for the high cost period. For example, peak period or on-peak.
- **Weekday high cost period start time:** The time the peak period will start. For example, 4pm.
- **Weekday high cost period end time:** The time the peak period will end. For example, 7pm.

Cost period bar: The cost period bar provides a visual representation of the cost periods.

- **High Cost Period:** The high cost period displays the most expensive time range, and is indicated by a warning-color. It is dynamically rendered based on the customer's rate plan details. For example, "On-peak hours (\$\$\$)."
- **Medium Cost Period:** The medium cost period label identifies the time range that is neither the most or least expensive, and is indicated by a medium warm color. It is dynamically rendered based on rate plan details. For example, "Partial-peak hours (\$\$)."
- **Low Cost Period:** The low cost period label identifies the least expensive time range, and is indicated by a light cool color. It is dynamically rendered based on rate plan details. For example, "Off-peak hours (\$)."

Cost start and end times: The cost period start time and end time are noted on the bar.

Cost period legend: The cost period legend identifies the cost periods represented in the cost period bar.

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
<p>Header</p> <p>The header informs the customers what the multiplier in cost will be during the peak period and what times the period will occur.</p> <p>Default:</p> <ul style="list-style-type: none"> • Two or Three peak periods: Electricity costs X more during on-peak hours ([X - X]) on weekdays. • Demand charge: From [X-X] on weekdays, the highest usage hour incurs a monthly demand charge 	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate configuration.
<p>Color Settings</p> <p>Color settings determine the colors assigned to elements within the module.</p> <p>Default: The default module colors are determined by the utility color pallet provided by the utility during Opower Platform configuration.</p>	<p>Optional</p> <ul style="list-style-type: none"> • Use the default. • Contact Your Delivery Team about configuring the module colors.
<p>Footnote</p> <p>An optional footnote may be included under the cost period legend.</p> <p>Default: The footnote is disabled.</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default. • Enable the footnote.

User Experience Variations

The user experience of the 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 the Mini Time of Use 101 Reminder description for Home Energy Reports v3 in the [Oracle Utilities Opower Energy Efficiency Cloud Service Overview](#) and go to the User Experience Variations section.

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Marketing Modules

Marketing modules encourage customers to take advantage of utility-specific or Oracle Utilities-specific products or programs. The modules are selected from a library of content that has been tested to optimize conversions and satisfaction. Small edits can be made to the text and visuals. For example, the modules can be customized to promote utility-specific programs (such as a home audit), products or features, processes, rebates, calls to action (URL, phone number, or both), and more.

Appears in: All [Report Types](#).

Marketing Module Examples

This section describes the user experience for each report type.

Progress Report

The [Progress Report](#) has a dedicated space on the back of the report for a print marketing module. A marketing module should be included in every send. This image is an example of a [Progress Report](#) marketing module.

Save more with a heat pump

Get up to \$4,000 on an air-source heat pump

When used year-round, heat pumps are one of the most cost-effective ways to heat and cool your home. Upgrade to an ENERGY STAR® air-source heat pump to save up to 50% on your heating costs. And if your home is electrically heated, you can also receive up to \$4,000 when you install a qualifying energy efficient air-source heat pump.

To learn more visit utilityco.com/heatpumprebate



Promotion Report

The [Promotion Report](#) includes a Disaggregation Breakdown marketing module which explains how usage is calculated for each category of energy use in a customer's home. However, utilities have the option of replacing the Disaggregation Breakdown with an alternative module related to the promotion. This image is an example of the [Promotion Report](#) marketing module.

How do we know your usage in each category?



Thanks to the data from your smart meter, we're able to read certain energy signatures to get an idea of how energy's being used in your home. Combined with your past energy use and home profile, we're able to show you estimates of your usage in each category so you know what to focus on.

For your complete energy breakdown, go to UtilityCo.com/breakdown.

Seasonal Report

Marketing modules included in the [Seasonal Report](#) educate customers about seasonal costs and changes, and advertise relevant programs and rebates. This image is an example of the winter seasonal marketing module included in the [Seasonal Report](#).

Savings are great when you insulate

Save energy and stay cozy this winter

Improving your home's insulation is one of the most effective actions you can take to save energy. In fact, proper insulation can help you stay warmer in the winter while reducing your energy costs by 15%. So don't let your money leak out through the roof and walls—keep it in your pocket, where it belongs.

Plus, you can get up to \$100 in rebates on insulation materials from UtilityCo.

Discover how to insulate and save at utilityco.com/insulate.



Limited Income Report

The marketing module included in the [Limited Income Report](#) educates customers about additional programs or promotions that can help them save money. This image is an example of a limited income marketing module included in the [Limited Income Report](#)

Get help with your bill

Keep the lights on at home—even in a crisis

When you're going through a hardship, your energy bill should be the last thing on your mind. With our Community Assistance program, you can receive a credit of up to \$500 to cover your energy bill when you need it most.



See if you qualify now by scanning the code or visit utilityco.com/billassistance.



Time of Use Report

The marketing module included in the [Time of Use Report](#) is designed to educate customers about peak usage, highlight community impact, alert customers of season changes, and advertise relevant rates, programs and rebates. This image is an example of a time of use marketing module included in the [Time of Use Report](#)

What's okay to use during peak hours?

You don't have to turn everything off to save electricity

Although it's good to save as much electricity as you can, continuing to use low-energy electronics (like your TV, phone chargers, and lights) won't necessarily drive your usage up too much during peak hours. Feel free to continue using these low-energy items as needed, while you focus on avoiding high-energy appliances, like your clothes dryer or dishwasher.

Find more ways to save at utilityco.com/peak-savings.



Electric Vehicle Report

The marketing module included in the [Electric Vehicle Report](#) educates customers about additional programs or promotions that can help them save money. This image is an example of a marketing module designed to promote the benefit of solar panels in the [Electric Vehicle Report](#).

Install solar to power your electric vehicle

You may have noticed your electric bills have increased since getting an electric vehicle (EV). To cut down on these costs, consider installing solar panels to power both your EV and your home!

While driving an EV is already beneficial for the environment, powering it with solar energy not only eliminates your gas usage, but uses electricity that is 100% renewable.

To learn more visit utilityco.com/go-solar.



Configuration Options

The content within marketing messages is customizable in coordination with Oracle Utilities Opower. Depending on the purpose of the module, you may be required to provide additional

inputs. Talk to your Service Delivery Manager about selecting marketing modules that support the report experience.

User Experience Variations

The user experience of the 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 Marketing Modules description in the [Oracle Utilities Opower Energy Efficiency Cloud Service Overview](#) and go to the User Experience Variations section

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Normative Comparison

Normative comparison modules compare a customer against themselves (for example, their past energy usage) or their neighbors. These modules are designed to motivate customers to understand the underlying causes of the differences in each comparison and subsequently reduce energy.

Note: For most report types, utilities have the option of including either the Efficiency Zone or the Three-bar Normative Comparison module some report experiences. It is recommended that utilities with a savings-focus use the Three-bar Normative Comparison.

The design of the modules varies by report type and program design. Go to the individual module page to learn about the details of each module experience.

In this section:

[Efficiency Zone](#)

[Three-Bar Neighbor Comparison](#)

[Seasonal Normative Comparison](#)

[Peak Focused Normative Comparison](#)

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Efficiency Zone

The Efficiency Zone module is designed to motivate customers to save energy based on how they see themselves in relation to similar homes. It reframes the Efficient Homes concept from the Neighbor Comparison to improve customer satisfaction without heavily compromising energy efficiency. The module is comprised of a bar graph that compares customer and similar homes usage against an Efficiency Zone, and insights that place the customer's usage in context. Usage below or up to the threshold is considered in the "efficiency zone." The Efficiency Zone threshold is the average use of the most efficient 20% of similar homes during that bill period and might change with each report.

The normative comparison in Digital Self Service - Energy Management mirrors the customer's report experience. For example, a customer that receives the Efficiency Zone in their report will also see an Efficiency Zone in Digital Self Service - Energy Management. For more information

about the web version of the Efficiency Zone, see [Digital Self Service Energy Management Efficiency Zone](#).

Appears in: [Progress Report](#), [Welcome Report](#), [Limited Income Report](#), [Time of Use Report](#)

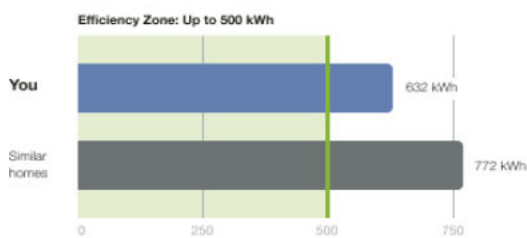
Note

Utilities have the option of including either the [Efficiency Zone](#) or [Three-Bar Neighbor Comparison](#) module in most report types.

Efficiency Zone

This section describes the standard user experience for the Efficiency Zone as seen in several report types. This image is an example of the Efficiency Zone.

How you compare to others



The **Efficiency Zone** represents the 20% of similar homes in your comparison group that used the least amount of energy this period.

A Kilowatt-hour (kWh) is the standard unit used to measure electricity use.

Feb 5 - Mar 6, 2020

Your energy use was outside of the Efficiency Zone by

26%

You used less energy than similar homes

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
<p>Efficiency Zone Color</p> <p>A green tinted rectangle and darker vertical line indicate the range and upper boundary of the Efficiency Zone, enabling customers to quickly see whether they are in or out of the zone.</p> <p>Default: A green tinted area. The default color is strongly recommended.</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> Use the default color. Change the Efficiency Zone color to light gray.
<p>You Bar Label</p> <p>The bar graph label can be changed.</p> <p>Default: You</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> Use the default label. Provide alternate label.

Configuration Option	Input Value
<p>Similar Homes Label</p> <p>The bar graph label can be changed.</p> <p>Default: Similar Homes</p> <p>The default label is strongly recommended.</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> Use the default label. Contact Your Delivery Team about configuring this label.
<p>Similar Homes Bar Color</p> <p>Colors in the graph can match the utility's color palette. This change requires a branding check by the Oracle Utilities Opower Client Design Team.</p> <p>Default: The colors in the example represent the default colors.</p>	<p>Required</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> Use the default color. Contact Your Delivery Team about configuring the color.
<p>Explainer Text</p> <p>The explainer text defines the Efficiency Zone for the customer.</p> <p>Default:</p> <p>"The Efficiency Zone represents the 20% of similar homes in your comparison group that used the least amount of energy this period."</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> Use the default text Contact Your Delivery Team about configuring the copy.
<p>Fuel Explainer</p> <p>The fuel explainer provides a definition of the fuel measurement.</p> <p>Default: The default varies by fuel type.</p> <p>Electric Only: A Kilowatt-hour (kWh) is the standard unit used to measure electricity use.</p> <p>Gas Only: A therm is a standard unit of measurement used to calculate gas use.</p> <p>Dual Fuel: A unit is a combined measurement of electricity (kWh) and gas (therm) use.</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> Use the default text Contact Your Delivery Team about configuring the copy.

User Experience Variations

The user experience of the 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 the Efficiency Zone in [Oracle Utilities Opower Energy Efficiency Cloud Service Overview](#) and go to the User Experience Variations section.

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Three-Bar Neighbor Comparison

The Three-bar Neighbor Comparison is designed to motivate customers to save energy based on how they see themselves in relation to their neighbors. It compares the customer ("You") to two groups: "Efficient Homes" and "Similar Homes." The results are displayed in a horizontal bar graph. An insight statement on the right indicates whether the customer falls in one of three states:

- Great
- Good

- Fair

A brief message indicates how the customer compares to efficient homes in the area. An informational section below the bar graph explains that "Efficient Homes" represent the 20% of similar homes in the customer's comparison group that used the least amount of energy in the billing period and provides information about how the graph works.

The neighbor comparison in Digital Self Service - Energy Management mirrors the customer's report experience. For example, a customer that receives the Efficiency Zone in their report will also see an Efficiency Zone in Digital Self Service - Energy Management. For more information about the web version of the neighbor comparison, see [Digital Self Service Energy Management Neighbor Comparison](#).

Appears in: [Progress Report](#), [Welcome and Announcement Report](#), [Limited Income Report](#), [Time of Use Report](#), [Solar Report](#), [Electric Vehicle Report](#)

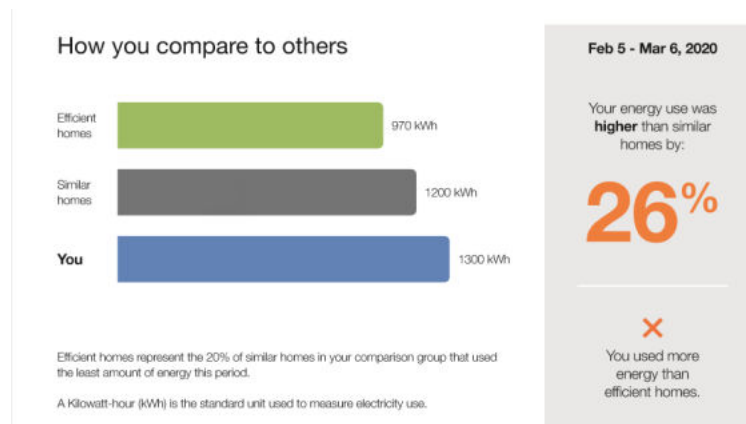
Note: For most report types, utilities have the option of including either the Three-Bar Neighbor Comparison module or [Efficiency Zone](#) in their report.

Three-Bar Neighbor Comparison Examples

This section describes the user experience for each report type.

Three-Bar Neighbor Comparison

This image is an example of the most common version of the Three-Bar Neighbor Comparison as it appears in the [Progress Report](#), [Welcome and Announcement Report](#), [Limited Income Report](#), and [Time of Use Report](#)



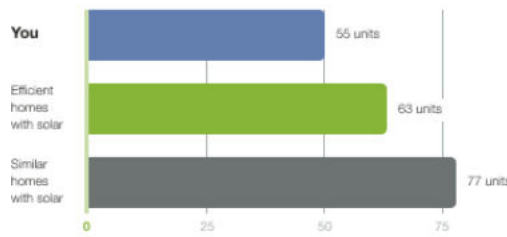
Solar Three-Bar Neighbor Comparison

Note

In the Solar Report, 'energy use' is replaced with 'net energy' to capture both use and production.

This image is an example of the Solar Three-Bar Neighbor Comparison that appears in the [Solar Report](#). The module accommodates the net zero and excess generation (negative) reads of solar customers.

A first look at how your net energy compares to other homes with solar



Efficient homes with solar are the 20% of homes in your comparison group with the lowest net energy. To create the comparison group, we look for 100 single-family homes with solar in your area with a similar heating source and square footage. A unit is a combined measurement of electricity (kWh) and gas (therms) use.

Jan 4 - Feb 3, 2022

Nice! Your net energy was **lower** than efficient homes by

18%

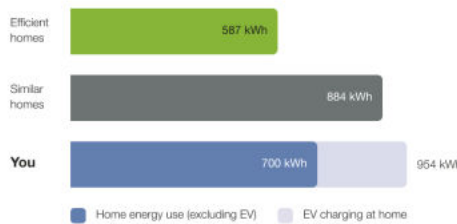


Your net energy was **lower** than similar homes

Electric Vehicle Three-Bar Neighbor Comparison

This image is an example of the Electric Vehicle Three-Bar Neighbor Comparison that appears in the [Electric Vehicle Report](#) for an electric vehicle customer with a good comparison state and similar homes language. The Electric Vehicle Three-Bar Neighbor Comparison is adapted to show the impact of electric vehicle charging on home energy use.

How you compare to others



Your comparison group includes 100 single-family homes (with and without electric vehicles) in your area that have a similar heating source and square footage. Efficient homes are the 20% of similar homes that used the least amount of energy this period.

Nov 7 - Dec 8, 2022

Your home energy use, excluding EV charging, was **higher** than efficient homes by

19%



Your home energy use, excluding EV charging, was **less** than similar homes

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
<p>Primary and Secondary Colors</p> <p>Default: Based on utility branding guidelines</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the copy.
<p>Insight Threshold</p> <p>The insight threshold is used to ensure that the insights have a material impact on the user.</p> <p>Default: The percentage insight threshold for the top insight is >100%. After the percentage threshold is reached, the alternative insight version of the insights is used.</p>	<p>Optional</p> <p>Select one of the following:</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about altering the threshold.

User Experience Variations

The user experience of the 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 the Three-bar Neighbor Comparison description in the Energy Efficiency Cloud Services Overview Guide and go to the User Experience Variations section.

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Seasonal Normative Comparison

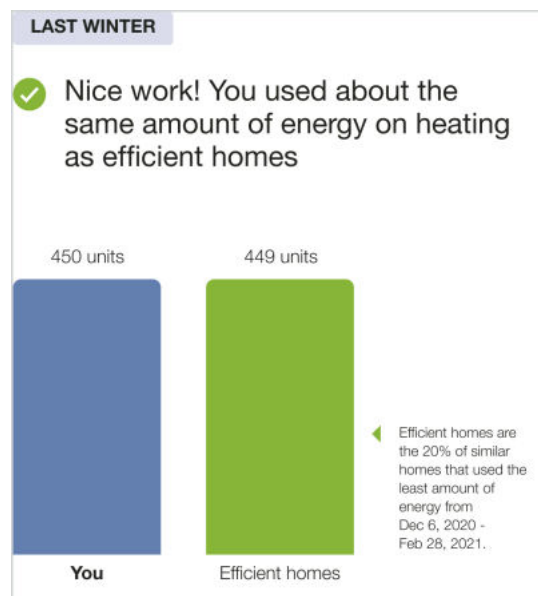
The Seasonal Normative Comparison module is a vertical bar graph that displays the customer's aggregate total energy use from the previous season compared to other homes. The comparison motivates them to reduce their heating or cooling energy use during the upcoming extreme weather season. The user experience varies depending on available customer data and whether the customer's program includes a Neighbor Comparison or Efficiency Zone.

The neighbor comparison in Digital Self Service - Energy Management mirrors the customer's report experience. For example, a customer that receives the Efficiency Zone in their report will also see an Efficiency Zone in Digital Self Service - Energy Management. For more information about the web version of the neighbor comparison, see [Digital Self Service Energy Management Neighbor Comparison](#).

Appears in: [Seasonal Report](#)

Seasonal Normative Comparison Example

This image is an example of the Seasonal Normative Comparison module for a dual fuel customer in the [Winter Seasonal Report](#).



Configuration Options

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

Configuration Option	Input Value
Primary and Secondary Colors Default: Based on utility branding guidelines	Optional Choose one of the following: <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the colors.

User Experience Variations

The user experience of the 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 the Seasonal Normative Comparison in [Oracle Utilities Opower Energy Efficiency Cloud Service Overview](#) and go to the User Experience Variations section.

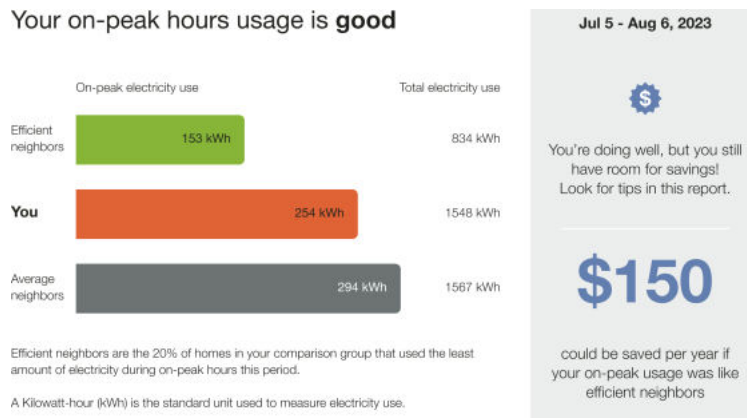
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Peak Focused Normative Comparison

The Peak Focused Normative Comparison module educates customers about their energy use relative to other homes during on-peak periods. The module compares the customer (“You”) to their neighbors, “Efficient Neighbors” and “Average Neighbors,” and provides them with a comparison state (such as fair, good, or great) to help them measure how their electricity use is compared their neighbors. The results are displayed in a horizontal bar graph. Total electricity usage values are also displayed so the customer can have a better understanding of what their on-peak use compared to their total use during the bill period. An informational text below the bar graph explains that “Efficient Homes” represent the 20% of similar homes in the customer’s comparison group that used the last amount of energy in the billing period, and provides information about how the graph works. Depending on the customer’s comparison state, the insight statement below the graph either gently informs the customer that savings are still within reach or informs them that they are leading their neighbors in savings.

Peak Focused Normative Comparison Example

The image below is an example of the Peak Focused Normative Comparison for a customer with a good data state.



Configuration Options

Configuration Option	Input Value
<p>Efficient Homes Color</p> <p>This bar displays a usage value for the most efficient 20% of the customer's neighbors.</p> <p>Default: Green</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default color. Provide alternate configuration.
<p>Similar Homes Color</p> <p>This bar indicates how all the customer's neighbors are doing.</p> <p>Default: Grey</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default label. Provide alternate configuration.
<p>Efficient Homes Label</p> <p>This bar displays a usage value for the most efficient 20% of the customer's neighbors.</p> <p>Default: Efficient Neighbors</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default label. Provide alternate configuration.
<p>Similar Homes Label</p> <p>This bar indicates how all the customer's neighbors are doing.</p> <p>Default: Average Neighbors</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default label. Provide alternate configuration.
<p>You Label</p> <p>This bar indicates how the customer is doing.</p> <p>Default: You</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default label. Provide alternate configuration.
<p>Short Explainer</p> <p>The explainer text appears below the bar chart and includes an efficient homes description that defines efficient neighbors that the customer is being compared to.</p> <p>Default: Efficient neighbors are the 20% of homes in your comparison group that used the least amount of electricity during on-peak hours this period.</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default text. Provide alternate configuration.
<p>Fuel Explainer</p> <p>The fuel units used in the comparison are defined below the efficient neighbors description.</p> <p>Default: A Kilowatt-hour (kWh) is the standard unit used to measure electricity use.</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default text. Provide alternate configuration.

Configuration Option	Input Value
<p>Smiley Icons</p> <p>If smileys icons are configured, the icon set appears beside the main insight heading. Icon set options include:</p> <ul style="list-style-type: none"> No icons (Off) Smiley icons: <ul style="list-style-type: none"> Neutral smiley icons Thinking smiley icons Leaf icons Medal icons <p>Default: No icons (Off)</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default setting. Provide alternate configuration.
<p>Threshold</p> <p>When the cost/savings are not greater than the threshold, the fallback is used.</p> <p>Default: \$100</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default setting. Provide alternate configuration.
<p>Bottom Insight</p> <p>The utility may opt for a financial or percentage version of the bottom insight.</p> <ul style="list-style-type: none"> The financial version uses the customer's Time of Use rate to calculate an approximate annualized cost of the energy use gap between the recipient and their most relevant comparison group. The percentage version of the insight indicates how much more or less energy the customer has used compared to their neighbors. <p>Default: Financial</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default setting. Provide alternate configuration.

User Experience Variations

The user experience of the 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 the Peak Focused Normative Comparison description for Home Energy Reports v3 in the [Oracle Utilities Opower Energy Efficiency Cloud Service Overview](#) and go to the User Experience Variations section.

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Page Turn

The Page Turn module is included at the bottom of the front page of the report and contains a message and an arrow icon, prompting users to turn over the report for more information. The messaging of the module varies by [Report Types](#) and promotion type.

The Page Turn module is different than the Utility Info module, which appears in the footer on the back of the report.

Appears in: All [Report Types](#).

Page Turn Example

This image is an example of the Page Turn module for the [Progress Report](#).

Want to reduce your home's energy use? Turn over for personalized savings advice.



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
<p>Prompt The prompt encourages the customer to turn over the report and learn more.</p> <p>Progress Report, Limited Income Report, Electric Vehicle Report Default: "Turn over for personalized savings advice."</p> <p>Promotion Report Default: "Turn over for more ways to save."</p> <p>Welcome and Announcement Report Default: "Turn over to explore your new energy-saving insights"</p> <p>Seasonal Report Default:</p> <ul style="list-style-type: none"> Summer Seasonal: "Turn over for ways to stay cool while you save" Winter Seasonal: "Turn over for ways to stay warm while you save" <p>Time of Use Welcome and Progress Report Default: "Turn over to explore your new energy-saving insights."</p> <p>Solar Welcome Report Default: "Turn over for personalized insights."</p> <p>Solar Progress Report Default: "Turn over for insights and tips."</p> <p>Peak Focused Progress Report Default: "Turn over for personalized savings advice."</p>	<p>Optional Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Provide alternate prompt text.

Configuration Option	Input Value
<p>Message</p> <p>The message is designed to motivate the customer to turn over the page and view content on the back.</p> <p>Progress Report, Limited Income Report, Electric Vehicle Default: "Want to reduce your home's energy use?"</p> <p>Promotion Report Default: "Curious about [End Use 1] and [End Use 2]?"</p> <p>Welcome and Announcement Report Default: "Turn over to explore your new energy-saving insights"</p> <p>Time of Use Report Default (Progress only): "Want to save more on your bill?"</p> <p>Seasonal Report Default: "Ready to save more this [season]?"</p> <p>Solar Welcome Report Default: "Ready to start saving more?"</p> <p>Solar Progress Report Default: "Save even more."</p> <p>Peak Focused Welcome Report Default: "Turn over to explore your new energy-saving insights"</p> <p>Peak Focused Progress Report Default: "Want to reduce your home's energy use?"</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate prompt text.

User Experience Variations

The user experience of the 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 the Page Turn description for Home Energy Reports v3 in the [Oracle Utilities Opower Energy Efficiency Cloud Service Product Overview](#) and go to the User Experience Variations section.

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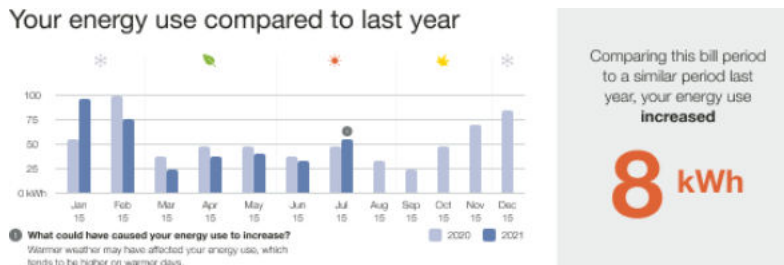
Personal Tracker

The Personal Tracker provides customers with up to one year's comparison of their current year's usage to the previous year. It offers a range of data scenarios, displaying usage information across as few as three bills or as many as two full years of bills. The module includes an evaluative statement that assesses the customer's performance, a bar chart for visualization, seasonal helpers, and insights into why their energy use may have increased, decreased, or remained the same. This module may be used as a replacement for the Self-Comparison module located on the back of the [Progress Report](#)

Appears in: [Progress Report](#).

Personal Tracker Example

This image is an example of the Personal Tracker module user experience of an electric-only customer.



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
<p>Header</p> <p>The header varies by fuel type and available data. The utility may select alternative headers.</p> <p>Default: Your energy use compared to last year</p>	<p>Required</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about selecting different headers.
<p>Bar Chart Colors</p> <p>The bar chart colors maybe changed.</p> <p>Default: By default, the chart colors match the utility branding.</p>	<p>Required</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about changing the chart colors.
<p>Primary Insight</p> <p>The primary insight varies by fuel and report type.</p>	<p>Required</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the primary insight.
<p>Secondary Insight</p> <p>The primary insight varies by weather data and report type.</p>	<p>Required</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the secondary insight.

User Experience Variations

The user experience of the 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 the Personal Tracker description for Home Energy Reports v3 in the [Oracle Utilities Opower Energy Efficiency Cloud Service Overview](#) and go to the User Experience Variations section.

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Program Promotion

The Promotion module enables the utility to promote a program of their choice that is related to the available disaggregation categories: heating, cooling, water heating, appliances, lighting, and fridge. The module is designed to help the customer evaluate whether the effort of taking action is worth the potential savings. Oracle Utilities Opower works directly with the utility to design the promotion module on the front of the report to be specific to the report promotion.

Appears in: [Promotion Report](#)

Program Promotion Example

This image is an example of the Promotion module design for a hot water heater.

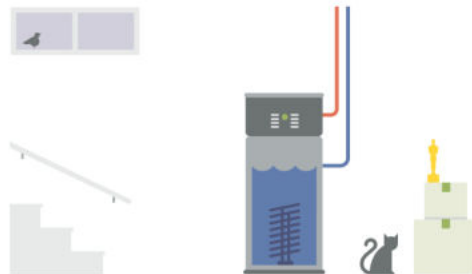
A new water heater could help you save

 Save \$400 with a limited-time UtilityCo rebate.

If your water heater is over 10 years old, now's a good time to upgrade to an ENERGY STAR® heat pump water heater. Though they're a little pricey, you can make up the extra cost in as little as 3 years.

According to the U.S. Department of Energy, you can save over 50% on water heating costs. For a family of 3, that adds up to \$2,610 in savings over its lifetime!

To learn more, visit utilityco.com/wh-rebate.



Configuration Options

Oracle Utilities Opower works directly with the utility to design the promotion module on the front of the report to be specific to the utility's promotional goals. The module elements are configurable. [Contact Your Delivery Team](#) about customizing the copy.

User Experience Variation

The user experience of the 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 the Program Promotion description in the [Oracle Utilities Opower Energy Efficiency Cloud Service Product Overview](#) and go to the User Experience Variations section.

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Quadrant Modules

The Quadrant modules echo the theme of the Announcement module, and provide the customer with context and rationale for the personalized insights included in the [Welcome and Announcement Report](#), [Time of Use Report](#), [Limited Income Report](#), and [Solar Report](#).

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Welcome Quadrant

The Welcome Quadrant module can be included on the front or back of the report, and includes standardized copy designed to educate new and legacy customers on the key features and benefits of the report. The focus of the quadrant varies by report type.

Appears in: [Welcome and Announcement Report](#), [Limited Income Report](#), [Time of Use Report](#), [Solar Report](#), and [Peak Focused Report](#)

Welcome Quadrant Examples

This image is an example of a Quadrant module included in the [Welcome and Announcement Report](#)

What you can expect from the Home Energy Report program:

	<p>See how your energy use stacks up</p> <p>Your Efficiency Zone graph will be in most reports you receive, and will show you how much energy you used and how efficient you were that period.</p>		<p>Get personalized advice to help you save</p> <p>The tips included in your reports are chosen specifically for your home. You'll also see why they were chosen, so you know you're getting relevant savings advice.</p>
	<p>Receive tailored insights that change over time</p> <p>Since energy use changes throughout the year, your report will too. You'll get a variety of different reports and insights to help you reach your goals.</p>		<p>Check out what's in store with this report</p> <p>Your first Efficiency Zone graph is included in this report, along with a couple specially chosen tips to help you start saving right away.</p>

This image is an example of a Quadrant module included in the welcome version of the [Limited Income Report](#).

What you can expect from the Home Energy Report program

	<p>See your energy use in a helpful comparison</p> <p>Your Efficiency Zone graph will be in most reports you receive, and will show you how much energy you used and how efficient you were that period.</p>		<p>Get personalized advice to help you save</p> <p>Tips included in your reports are chosen specifically for your home. You'll also see why they were chosen, so you know you're getting relevant savings advice.</p>
	<p>Receive tailored insights that change over time</p> <p>Since energy use changes throughout the year, your report will too. You'll get different types of reports and insights to help you reach your goals.</p>		<p>Save more with energy savings programs</p> <p>You'll learn about energy efficiency programs that can help you reduce your bill, as well as assistance programs you may qualify for.</p>

This image is an example of a welcome Quadrant module included in the [Time of Use Welcome Report](#).

What you can expect from the Home Energy Report program




See how your overall energy use stacks up

Your Efficiency Zone graph will be in most reports you receive, and will show your total energy use and how efficient you were that period.



Find helpful info about your TOU rate plan

These reports will help you keep track of when electricity costs the most based on your plan, so you can focus on saving energy when it matters most.



Get personalized tips and peak savings advice

Tips included in your reports are chosen specifically for your home, so you can save more at any time of day, and especially during peak hours.



Receive tailored insights that change over time

Since energy use changes throughout the year, your report will too. You'll get different types of reports, along with special offers that can help you save.

This image is an example of the module included in the [Solar Welcome Report](#).

What you can expect in future reports



See how your energy use stacks up with solar

Future reports will typically include a graph showing how your net energy compares to similar homes with solar.




Get personalized advice to help you save

We'll always show you tips chosen specifically for your home, so you know you're getting relevant savings advice.



Receive tailored insights that change over time

Since energy use and solar production are seasonal, you'll get different types of insights to help you save all year long.




Explore offers to get the most out of going solar

Reports will also include rebates, programs, incentives, and other offers to help you save more and optimize your solar experience.


This image is an example of the module included in the [Peak Focused Report](#).

What you can expect from the on-peak Home Energy Report




See how your on-peak energy use stacks up

Your similar homes comparison graph will be in most reports you receive, and will show your on-peak energy use compared to similar homes.




Find helpful info about your TOU rate plan

These reports will help you keep track of when electricity costs the most based on your plan, so you can focus on saving energy when it matters most.



Get personalized tips and peak savings advice

Tips included in your reports are chosen specifically for your home, so you can save more at any time of day, and especially during on-peak hours.



Receive tailored insights that change over time

Since energy use changes throughout the year, your report will too. You'll get different types of reports, along with special offers that can help you 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
<p>Welcome Quadrant</p> <p>The welcome report variation of the Quadrant module includes standardized copy that educates new customers on the key features and benefits of the report experience.</p> <p>Default: Use standardized welcome quadrant copy.</p>	<p>Required</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about modifying the standard welcome copy.
<p>Images</p> <p>The module images must support the welcome or utility announcement message.</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about alternate images.
<p>Module Placement</p> <p>Default: The Quadrant module appears on the front of the report by default. It can be swapped with the normative comparison to appear on the back of the report.</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about module placement.
<p>Blank Slot</p> <p>Utilities have the option of replacing the Quadrant module with a custom module created by the Client Design team. The custom module must fit the primary feature specifications.</p> <p>Default: Use standardized welcome quadrant copy.</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about replacing the module.

User Experience Variations

The user experience of the 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 the Welcome Quadrant description for Home Energy Reports v3 in the [Oracle Utilities Opower Energy Efficiency Cloud Service Product Overview](#) and go to the User Experience Variations section.

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Announcement Quadrant

The Quadrant module in the announcement version of the [Welcome and Announcement Report](#) includes four customized sections that echo the theme of the Announcement module, and provides the customer with context and rationale for the personalized insights included in the report.

Appears in: [Welcome and Announcement Report](#)

Announcement Quadrant Example

This image is an example of a Quadrant module customized for the Announcement Report.

Here are some programs that are here to help you:



Budget Billing Programs

Budget Billing is a free service that averages your yearly bill amount into equal monthly payments—so you know exactly what to expect each month.



Help paying your energy bills

When you're going through a hardship, your energy bill should be the last thing on your mind. Receive a credit of up to \$400 to cover your energy bill when you need it most.



Free Home Energy Audit

Your home could be full of hidden savings—a Home Energy Audit will find them for you. One of our energy experts will lay out a personalized saving plan for your home, plus install free efficient products on the spot.



Home Energy Reports

Track your energy use over time and compared to similar homes to understand if your use is normal, notice trends in how you use energy and make empowered decisions 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
<p>Feature Heading</p> <p>The feature heading must support the announcement theme.</p> <p>Default: Not applicable.</p>	<p>Required</p> <p>Contact Your Delivery Team about creating custom content for the Quadrant module.</p>
<p>Quadrant Headings and Text</p> <p>The quadrant headings and text must support the announcement theme.</p> <p>Default: Not applicable.</p>	<p>Required</p> <p>Contact Your Delivery Team about creating custom content for the Quadrant module.</p>
<p>Images</p> <p>The module images must support the announcement theme and quadrant text.</p> <p>Default: Not applicable.</p>	<p>Required</p> <p>Contact Your Delivery Team about selecting alternate images.</p>
<p>Module Placement</p> <p>Default: The Quadrant module appears on the front of the report by default. It can be swapped with the Efficiency Zone or Neighbor Comparison to appear on the back of the report.</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about module placement.
<p>Blank Slot</p> <p>Utilities have the option of replacing the Quadrant module with a custom module created by the Client Design team. The custom module must fit the primary feature specifications. See the Client Design Menu of Services for more information.</p>	<p>Optional</p> <p>Contact Your Delivery Team about replacing the module.</p>

User Experience Variations

The user experience of the 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 the Announcement Quadrant description in the Energy Efficiency Cloud Services Overview Guide and go to the User Experience Variations section.

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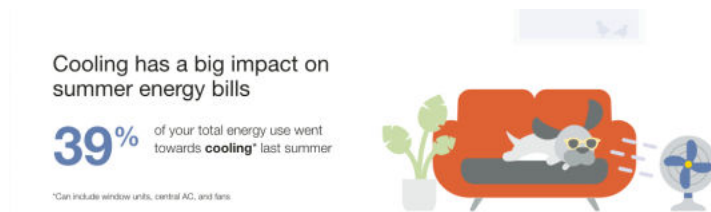
Seasonal Breakout

The Seasonal Breakout module informs the customer what percentage of their energy use the previous season went toward cooling or heating. The purpose of this module is to highlight the how large a customer's heating or cooling costs can get, and prepare them for the seasonal insights and tips presented later in the report.

Appears in: [Seasonal Report](#)

Seasonal Breakout Example

This image shows an example of the Seasonal Breakout module design for the [Summer Seasonal Report](#).



Configuration Options

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

Configuration Option	Input Value
<p>Header</p> <p>The header is dynamic by season.</p> <p>Cooling Default: Cooling has a big impact on summer energy bills</p> <p>Heating Default:</p> <ul style="list-style-type: none"> Electric and dual: Heating has a big impact on winter energy bills Gas: Heating has a big impact on winter gas bills 	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the copy.
<p>Explainer</p> <p>The explainer is dynamic by season.</p> <p>Heating Default: Includes things like window units, central AC, and fans</p> <p>Cooling Default:</p> <ul style="list-style-type: none"> Electric and Dual Fuel: Includes things like furnaces, boilers, baseboard heaters, and space heaters Gas: Includes things like furnaces and boilers 	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the copy.

User Experience Variations

The user experience of the 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 the Seasonal Breakout description in the Energy Efficiency Cloud Services Overview Guide and go to the User Experience Variations section.

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Self-Comparison

The Self-Comparison module offers customers a concise and personalized explanation for why a bill might be different or similar compared to a past bill. It includes a self-comparison that shows how the customer compares against their past energy use, rationale for the delta they might notice (for example, weather insights or bill period details), acknowledgment of improvement, and a moment of pride highlight. In the Solar Report, the Self-Comparison module includes solar-focused text and design variants of the comparison graph for the negative net energy and net zero energy states experienced by solar customers.

Appears in: [Progress Report](#), [Solar Progress Report](#)

Self-Comparison Module Examples

This image is an example of the Self-Comparison module design for the [Progress Report](#)



This image is an example of the Self-Comparison module design for the [Solar Report](#) .



Configuration Options

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

Configuration Option	Input Value
<p>Progress Report Year Over Year Variant - Insight Opener</p> <p>It is recommended that the term 'energy' is used for all fuel types, but single fuel clients may configure this to 'electricity' or 'gas'</p> <p>Default:</p> <ul style="list-style-type: none"> • Insight with change default text: This period, your [energy] use [decreased] by: • Insight with no change default text: This period, your [energy] use was 	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default. • Replace 'energy' with 'electricity' or 'gas.'
<p>Progress Report Bill Period Over Bill Period Variant - Insight Opener</p> <p>It is recommended that the term 'energy' is used for all fuel types, but single fuel clients may configure this to 'electricity' or 'gas'</p> <p>Report Default:</p> <ul style="list-style-type: none"> • Insight with change default text: This period, your [energy] use [decreased] by: • Insight with no change default text: This period, your [energy] use was: 	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default. • Replace 'energy' with 'electricity' or 'gas.'

User Experience Variations

The user experience of the 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 the Self-Comparison description in the Energy Efficiency Cloud Services Overview Guide and go to the User Experience Variations section.

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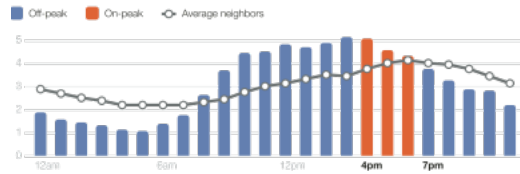
Time of Day Hourly Insight

The Time of Day Hourly Insight provides the customer with additional details about when a customer is consuming electricity and how they compare to their nearest comparison group. The module displays the customer's average hourly electricity use on weekdays, the highest cost period (peak) hours, non-peak hours, and an insight to highlight to the customer in which high cost period hour they are consuming the most energy. A URL is provided to direct customers to where they can learn more about their Time of Day rate plan.

Time of Day Hourly Insights Example

This image is an example of the Time of Day Hourly Insight user experience for a customer with two peak periods.

Your average hourly use on weekdays



Peak hour spotlight

4pm-5pm

Your average on-peak energy usage is highest during this hour.

Learn more about your peak rate at utilityco.com/tou-rateplans

Average usage is shown in kWh.

Configuration Options

Configuration Option	Input Value
<p>Heading</p> <p>The heading identifies the purpose of the graph.</p> <p>Default: "Your average hourly use on weekdays"</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Provide alternate configuration.
<p>Efficient Neighbors or Average Neighbors Label</p> <p>Identifies the comparison group in the cost period labels. The labels are dependent on the use state.</p> <p>Default: Varies by use state.</p> <ul style="list-style-type: none"> If customers in a good or great usage state, efficient homes data is used and the label is "Efficient neighbors." If customers in a fair usage state, average neighbors data is used and the label is "Average neighbors." 	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Provide alternate configuration.
<p>Color Settings</p> <p>Color settings determine the colors assigned to elements within the module.</p> <p>Default: The default module colors are determined by the utility color pallet provided by the utility during Opower Platform configuration.</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about configuring the module colors.
<p>Insight Heading</p> <p>Reinforces the purpose of the module as a focus on the customer's usage.</p> <p>Default: Varies.</p> <ul style="list-style-type: none"> Two or three peak: "Peak hour spotlight" Demand charge: "Demand charge spotlight" No peak data: "Highest usage hour spotlight" 	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Provide alternate configuration.
<p>Comparison Group Usage Line</p> <p>Indicates the comparison group's average hourly usage.</p> <p>Default: On.</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Disable this element.

Configuration Option	Input Value
<p>Insight Description Defines the Highest Consumption Time Period. Default: Varies.</p> <ul style="list-style-type: none"> • Two or three peak: "Your average on-peak energy usage is highest during this hour." • Demand charge: "Your demand charge occurred during this period. Take a closer look and manage this to save." • No peak data: "Your highest energy consumption occurs during this hour." 	<p>Optional</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate configuration.
<p>Call to Action Text Redirects the customer to the web portal where they can learn more about their usage or rates. Default: "Learn more about your peak rate at"</p>	<p>Optional</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate configuration.
<p>Call to Action URL Redirects the customer to where they can learn more. Default: Utility web portal.</p>	<p>Optional</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate configuration.

User Experience Variations

The user experience of the 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 the Time of Day Hourly Insight description in the Energy Efficiency Cloud Services Overview Guide and go to the User Experience Variations section.

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Tip Modules

Tip modules present actionable energy savings tips for customers to follow. Tip module designs vary by report type as well as available customer and utility data.

Paired Tips

Appears in: [Limited Income Report](#), [Electric Vehicle Report](#)

The Paired Tips module use disaggregation data and/or [Home Energy Analysis](#) data to provide customers with a tip related to the energy use highlighted in the [What Uses Most](#) module.

This image is an example of an air leak tip selected to pair with a top energy use highlighted in the [What Uses Most](#) module.

Top heating tip to help you save

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

Seal air leaks

In most homes, if you add up the air leaks, it is similar to leaving a window open. Sealing air leaks can save you up to 20% on your heating and cooling costs. Weatherstrip windows and doors and seal cracks with caulk.

Save up to \$35 per year

To find more ways to save, visit utilityco.com/waystosave.

Energy Literacy and Tip

Appears in: [Peak Focused Report](#)

The Energy Literacy and Tip module educates customers about why they are consuming energy during the high cost peak period, and provides guidance on what they can do to make a difference in their energy consumption.

This image is an example of the Energy Literacy and Tip module.

Your best energy saving opportunities



Cooling



Water heater



Dryer

You are using these high energy consumers during on-peak hours. Target them for noticeable reductions in your bill and overall usage. In contrast, lighting and small electronics generally have a minimal energy impact.

Tip recommended for you



Use fans instead of
Air Conditioning

Because fans are targeted to a specific area, they can be more cost effective than cooling your entire home. To save electricity, raise the thermostat setting by 4°F and use fans to keep cool.

User Experience Variation

The user experience of the 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 the Tips description in the Oracle Utilities Opower Energy Efficiency Cloud Service Product Overview and go to the User Experience Variations section.

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Tip Module Examples

Progress Report Tips

Appears in: [Progress Report](#)

The Progress Report includes a single tip module on the back of the report which highlights personalized aspects of the tip experience.

This image is an example of the progress report tip design.

Top recommended tip for you



Run ceiling fans in reverse during the winter to circulate warm air

Warm air rises and collects near ceilings. In the winter, you can run your ceiling fan in reverse on a low setting to circulate warm air more evenly. Then lower your thermostat to save on heating costs.

Save up to \$20 per year



Promotion Report Tips

Appears in: [Promotion Report](#)

The back of the Promotion report includes two tip modules. The tips use disaggregation or Home Energy Analysis data to provide customers with low or no-cost actions.

This image is an example of the promotion report tip design.

More ways you can save right now

<div style="border: 1px solid #ccc; padding: 10px;"> <p style="text-align: center; background-color: #e0e0e0; margin: -10px -10px 10px -10px;">Cooling</p> <p style="font-size: 2em; font-weight: bold; margin: 10px 0;">24%</p> <p style="font-size: 0.8em; margin: 0 0 10px 0;">of your total use last year</p> <p style="font-size: 0.8em; margin: 0 0 10px 0;">Use fans instead of AC</p> <p style="font-size: 0.7em; margin: 0 0 10px 0;">Because fans are targeted to a specific area, they can be more cost effective than cooling your entire home. To save electricity, raise the thermostat setting by 4°F and use fans to keep cool.</p> <p style="text-align: center; background-color: #e0e0e0; margin: 10px 0;">Save up to \$28 per year</p>  </div>	<div style="border: 1px solid #ccc; padding: 10px;"> <p style="text-align: center; background-color: #e0e0e0; margin: -10px -10px 10px -10px;">Lighting</p> <p style="font-size: 2em; font-weight: bold; margin: 10px 0;">10%</p> <p style="font-size: 0.8em; margin: 0 0 10px 0;">of your total use last year</p> <p style="font-size: 0.8em; margin: 0 0 10px 0;">Spotlight your work spaces</p> <p style="font-size: 0.7em; margin: 0 0 10px 0;">Overhead bulbs often provide more light than you need. Using a kitchen counter light while preparing dinner—or a small lamp when reading a book—brings better light to the task at hand and saves energy.</p> <p style="text-align: center; background-color: #e0e0e0; margin: 10px 0;">Save up to \$12 per year</p>  </div>
---	--

Welcome Report Tips

Appears in: [Time of Use Report](#), [Limited Income Welcome Report](#), [Solar Report](#)

The Welcome tip module includes two tips that highlight the personalized aspects of the tip experience.

This image is an example of the welcome and announcement report tip design.

Your top recommended ways to save

Based on your smart meter data, your energy use was highest in **heating** and **refrigeration**.



Run ceiling fans in reverse during the winter to circulate warm air

Warm air rises and collects near ceilings. In the winter, you can run your ceiling fan in reverse on a low setting to circulate warm air more evenly. Then lower your thermostat to save on heating costs.

Save up to \$20 per year



Make sure your refrigerator seal is tight

If the seal on your refrigerator or freezer door isn't doing its job, your appliance could be leaking some of the cooled air it produces. To fix the problem, replace your leaky seal with a new one.

Save up to \$27 per year

To find more ways to save, go to: www.UtilityCo.com/yourtipguide

Seasonal Report Tips

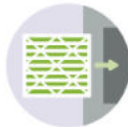
Appears in: [Seasonal Report](#)

The Seasonal Report includes two seasonally relevant tips designed to help them lower their energy use, and encourages them to view more energy saving tips on the web. The first tip module focuses on how the customer can save on cooling during the summer season. The second tip helps them save on another targeted end use.

This image is an example of the Seasonal Report tip design.

More ways to save this summer

These low-cost tips were chosen for you based on how you use energy in your home.



Schedule maintenance for your central AC

If your AC system isn't properly maintained, it will cost more to run and require more frequent repairs. Schedule an inspection each spring to ensure your cooling system is running safely and efficiently before summer.

Save up to \$90 per year



Select efficient home office equipment

If you have a home office, choosing an efficient printer, copier or scanner could cut its energy use by 30%. Choose ENERGY STAR® models and use low-power modes to reduce your bills.

Save up to \$60 per year

For more ways to save, visit utilityco.com/summertips.

Solar Report Tips

Appears in: [Solar Report](#)

The Solar Progress Report tip presents a single tip module on the back of the report which highlights personalized aspects of the tip experience .

The image is an example of the Solar Tip design for a Solar Progress Report.

Top recommended tip for you



Clean your refrigerator coils

Dirty or dusty refrigerator coils cause your fridge to work harder and use more energy. Vacuum the coils once a year, and leave three inches of space between your fridge and the wall to allow heat to escape.

Save up to \$10 per year

This tip can help you start saving now, since it's

Free

Time of Use Report Tips

The [Time of Use Report](#) includes three rotating tip modules that highlight personalized aspects of the tip experience that can help customers on time of use plans save energy and money.

Disaggregation Tip Module

Appears in: [Time of Use Report](#)

The Disaggregation and Tip module highlights the customer's highest electricity end-use category and provides a single tip related to that end-use. The tip shown is determined by the customer's top energy use category.

The following image is an example of the Disaggregation tip for a cooling top category.

Cooling was one of your highest electricity costs last month

Here's a tip to help you save:

Upgrade to an efficient central air conditioner

On summer days, air conditioning is often the largest part of your energy bill. You could save up to 50% on cooling costs by switching to a newer, more efficient air conditioner.









Save up to \$20 per year

Large Appliance Tip Module

Appears in: [Time of Use Report](#)

The Large Appliance Tip module highlights four large appliances that typically consume a lot of electricity when run, and provides a link to where to customers can learn more about saving energy.

These images are examples of the Large Appliance Tip design for the hot and cold weather seasons.

Hot Weather	Cold Weather
<p>Where you could save the most on electricity during peak hours</p> <p>Appliances like these use a lot of electricity. By using them at lower-priced, off-peak times, you'll see more savings.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>Cooling</p> </div> <div style="text-align: center;">  <p>Pool pump</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center;">  <p>Clothes dryer</p> </div> <div style="text-align: center;">  <p>Dishwasher</p> </div> </div>	<p>Where you could save the most on electricity during peak hours</p> <p>Appliances like these use a lot of electricity. By using them at lower-priced, off-peak times, you'll see more savings.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>Electric heating</p> </div> <div style="text-align: center;">  <p>Clothes dryer</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center;">  <p>Electric oven</p> </div> <div style="text-align: center;">  <p>Dishwasher</p> </div> </div>

Two Tip Module

Appears in: [Time of Use Report](#)

The Two Tip module provides the customer with a peak-savings tip and an anytime-savings tip. This image is an example of the Two Tip design.

Tips for peak hours and beyond



Use a power strip and turn it off during peak hours

Many devices draw power even when turned off. Use a power strip to turn off several electronics at once, including your TV, game console, and computer. Smart power strips can make it even easier to switch them all off.

This tip is low cost



Open your shades on winter days for natural light and warmth

Take advantage of winter sunlight. By opening blinds during the day to use natural light and capture free heat, you'll be able to lower the temperature on your thermostat and save on heating costs.

This tip is free

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
<p>Call to Action URL The call to action button redirects customers to the [where they can provide more details about their home to improve their report accuracy. Default:The URL redirects the customer to the Home Energy Analysis and must be configured.</p>	<p>Required Contact Your Delivery Team about altering the URL destination.</p>
<p>Disaggregation Explainer Header Heading that prepares the customer to learn how the categories are calculated. Default: "How do we determine your energy breakdown?" Default: "How do we determine your energy breakdown?"</p>	<p>Optional Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team
<p>Disaggregation Explainer Text An explanatory note that clarifies that these categorizations are derived from data science model estimates, and reminds customers that they can improve their report accuracy by completing their Home Energy Analysis. Default:"Your energy breakdown is based on smart meter data and past usage. Complex energy data may cause minor inaccuracies. Improve accuracy by taking the short Home Energy Assessment survey."</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team to alter the text.
<p>Call to Action Text The call to action button redirects customers to the [where they can provide more details about their home to improve their report accuracy. Default: "Update my home profile"</p>	<p>Optional Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team to alter the text.

Disaggregation and Tips Configuration Options

Configuration Option	Input Value
<p>Heading The heading highlights a cost category where the customer spent the most money in the previous month. Default: [[Top end-use category]] was your highest electricity cost last month</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Provide alternate configuration.
<p>Tip Lead-in The tip lead-in prepares the customer to learn how to save energy and money on their future bills. Default: "Here's a tip to help you save"</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Provide alternate configuration.

Progress Report Tips Configuration Options

Tips in this report are customizable in coordination with Oracle Utilities Opower. [Contact Your Delivery Team](#) about selecting tips that support the report experience.

Large Appliance Tips Configuration Options

Configuration Option	Input Value
<p>Heading</p> <p>The header invites customers to learn about their best opportunities to save energy.</p> <p>Default: "Where you could save the most on electricity during peak hours"</p>	<p>Optional</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate configuration.
<p>Body Text</p> <p>The body text echoes the headings message that the customer can save the most energy and money on their bill by using the featured appliances only during off-peak hours.</p> <p>Default: "Appliances like these use a lot of electricity. By using them at lower-priced, off-peak times, you'll see more savings."</p>	<p>Optional</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate configuration.
<p>Top Left Appliance</p> <p>Default: Varies by season.</p> <ul style="list-style-type: none"> • Cold weather: Heating - Furnace • Warm weather: Cooling - Thermostat 	<p>Optional</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate configuration.
<p>Top Right Appliance</p> <p>Default: Varies by season.</p> <ul style="list-style-type: none"> • Cold weather: Clothes dryer • Warm weather: Pool pump 	<p>Optional</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate configuration.
<p>Bottom Right Appliance</p> <p>Default: Varies by season.</p> <ul style="list-style-type: none"> • Cold weather: Dishwasher • Warm weather: Dishwasher 	<p>Optional</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate configuration.
<p>Bottom Left Appliance</p> <p>Default: Varies by season.</p> <ul style="list-style-type: none"> • Cold weather: Oven • Warm weather: Clothes dryer 	<p>Optional</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate configuration.

Promotion Report Tips Configuration Options

Tips in this report are customizable in coordination with Oracle Utilities Opower [Contact Your Delivery Team](#) about selecting tips that support the report experience.

Seasonal Report Tips Configuration Options

Configuration Option	Input Value
<p>Heading</p> <p>The heading indicates that the tips have been selected to help the customer.</p> <p>Default: The default varies by season:</p> <ul style="list-style-type: none"> • Summer: "More ways to save this summer" • Winter: "More ways to save this winter" 	<p>Optional</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate configuration.
<p>Tip Call-to-Action URL</p> <p>Redirects the customer to where they can learn more ways to save.</p> <p>Default: Not applicable. The URL must be configured for each utility.</p>	<p>Required</p> <p>Contact Your Delivery Team about selecting a utility-specific URL.</p>
<p>Tip Call-to-Action Text</p> <p>Encourages the customer to learn more ways to save.</p> <p>Default: "Find more ways to save this season"</p>	<p>Optional</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate configuration.

Solar Report Tips Configuration Options

Tips in this report are customizable in coordination with Oracle Utilities Opower. [Contact Your Delivery Team](#) about selecting tips that support the report experience.

Two Tips Configuration Options

Configuration Option	Input Value
<p>Heading</p> <p>The heading indicates that the tips has been selected for the customer and can be used to save energy during peak and off peak hours.</p> <p>Default: "Tips for [peak hours] and beyond"</p>	<p>Optional</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate configuration.
<p>High Cost Period Name</p> <p>The high cost period is the period when the customer's rate is the highest.</p> <p>Default: Peak hours</p>	<p>Optional</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate configuration.

Welcome and Announcement Tips Configuration Options

Tips in this report are customizable in coordination with Oracle Utilities . [Contact Your Delivery Team](#) about selecting tips that support the report experience.

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Time of Use 101

The Time of Use 101 module educates customers about when electricity is most expensive based on their time of use rate plan. The module provides customers with information such as:

- Whether electricity prices differ on weekdays and weekends
- How much more expensive peak prices are than off-peak prices
- The hours during which electricity is most expensive
- A visual timeline that displays off-peak, partial-peak, and peak hours

The type of module a customer receives depends on their time of use rate plan and the type of report they receive:

Time of Use 101 for Welcome Reports: The welcome version of the module educates customers about their specific rate plan at the specific time the report is generated and why saving during peak is especially important. It also provides the customer with an example of how avoiding high energy appliances, like running the dryer, during peak hours can have a positive impact on their bill. The module varies by whether the customer has a simple or complex rate plan, and whether or not they are confirmed to have a clothing dryer.

Time of Use 101 for Progress Reports: The progress version of the module serves the dual purpose of educating customers about their specific rate plan at the specific time the report is generated and providing educational information about why saving during peak is especially important. The module includes a heading, weekday graph, weekend graph, explainer, call-to-action, and seasonal details where applicable.

Appears in: [Time of Use Report](#), [Peak Focused Report](#)

Configuration Options

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

Configuration Option	Input Value
<p>Heading</p> <p>The heading tells the customer that they can save money by using less energy during peak hours.</p> <p>Default:</p> <ul style="list-style-type: none"> • Welcome: An easy way to save during peak hours • Progress: Save money by using less electricity during [peak hours]. • Demand charge: Save money by staggering your electric appliance use during on-peak hours 	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate configuration.
<p>Image - Welcome Version</p> <p>The image includes a clock indicating on peak times highlighted to help aid in communicating peak hours.</p>	<p>Optional</p> <p>Contact Your Delivery Team about image options.</p>

Configuration Option	Input Value
<p>Body Text</p> <p>The body text identifies the dryer as one of the largest energy using appliances in the home and, therefore, costs a lot to run during peak hours.</p> <p>Default:</p> <ul style="list-style-type: none"> • Welcome: Did you know your clothes dryer is one of the largest energy users in your home? It can use more power than an average refrigerator, clothes washer, and dishwasher combined! Since electricity costs the most during peak hours, running your clothes dryer at other times of day can help you save. • Progress: Peak hours are when energy demand is highest in our region. Using less electricity during peak hours will save you more on your bill, and helps us deliver cleaner energy to the whole community. • Demand Charge: During on-peak hours, not only is electricity more expensive, but you'll also incur a Demand Charge each bill period for your highest hour of on-peak use. To keep your Demand Charge lower, wait until off-peak hours to run large appliances, or at least avoid running multiple appliances at the same time. 	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate configuration.
<p>Weekday subheading:</p> <p>The weekday subheading is dynamic and tells the customer the period during which using energy will cost them the most.</p> <p>Default: On weekdays, electricity costs the most from [[start time]]-[[end time]].</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate configuration.
<p>Weekend Subheading</p> <p>The weekend subheader notes whether or not there are peak hours on weekends.</p> <p>Default:</p> <ul style="list-style-type: none"> • No peak hours: On weekends, there are no peak hours. • Weekend and holiday peak hours: On weekends and holidays, electricity costs X more from [[X-X]]. <p>Weekend peak hours: On weekends and holidays, electricity costs X more from [[X-X]].</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • Use the default. • Provide alternate configuration.
<p>Color Settings</p> <p>Color settings determine the colors assigned to elements within the module.</p> <p>Default: The default module colors are determined by the utility color pallet provided by the utility during Opower Platform configuration.</p>	<p>Optional</p> <ul style="list-style-type: none"> • Use the default. . • Contact Your Delivery Team about configuring alternative colors.

Configuration Option	Input Value
<p>Call to Action</p> <p>The call to action invites the customer to view their full plan details and provides a link to the utility's rate plan page.</p> <p>Default:</p> <ul style="list-style-type: none"> Welcome: To view your rate plan details, go to [URL]. Progress: To view your full plan details, go to [URL]. 	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Provide alternate configuration.
<p>Call to Action URL</p> <p>Default: [utilityco.com/tou-rateplans]</p>	<p>Optional</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Provide alternate configuration.

User Experience Variations

The user experience of the 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 the Time of Use 101 module description in the Energy Efficiency Cloud Services Overview Guide and go to the User Experience Variations section.

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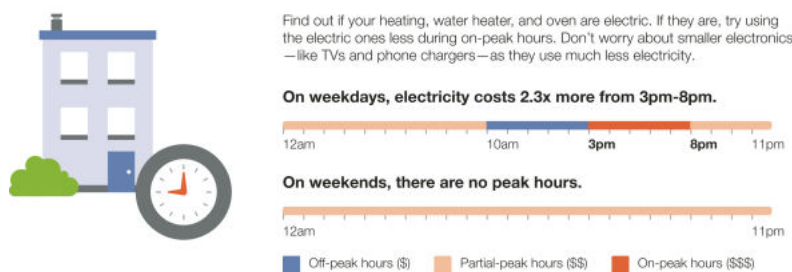
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Time of Use 101 Examples

Welcome Report

This image is an example of the welcome version of the Time of Use 101 module for a customer with a weekly peak period, and no weekend or holiday peak periods.

How you can save more during peak hours



To view your rate plan details, go to utilityco.com/tou-rateplans.

Progress Report

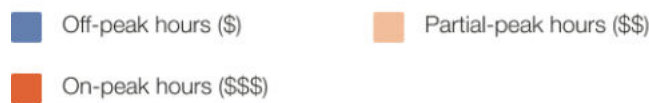
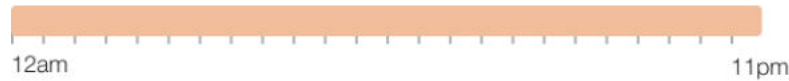
This is an example of the progress version of the Time of Use 101 module for a customer with the with a single, weekday peak, no weekend peak hours, and a seasonal variation.

Save money by using less electricity during peak hours

On weekdays, electricity costs 2.3x more from 3pm-8pm.



On weekends and holidays, there are no peak hours.



Why does it matter when I use electricity?

Peak hours are when energy demand is highest in our region. Using less electricity during peak hours will save you more on your bill, and helps us deliver cleaner energy to the whole community.

This Time-of-Use schedule lasts May 1 - Sep 30. To view your full plan details, go to utilityco.com/tou-rateplans.

Utility Info

The Utility Info module appears at the bottom of the back page of the Home Energy Report. The module contains sections for utility contact information, legal disclaimers, and additional resources.

Appears in: All [Report Types](#).

Utility Info Example

This image is an example of the Utility Info module for all report types.

We're here to help | 1-888-999-0000 | efficient@utilityco.com | UtilityCo.com/HomeEnergyReport

Save more with special rebates and energy-efficient products you can buy at:
www.UtilityCo.com/energysavingproducts

UtilityCo

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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
<p>Contact Message A maximum of 18 characters may be used in the contact message. Default: "We're here to help"</p>	<p>Optional Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team about creating a different message.
<p>Phone Icon Default: The icon in the example represents the default icon.</p>	<p>Optional Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team to select an alternative.
<p>Phone Number A maximum of 14 characters (11 numbers and three dashes) may be used for the phone number.</p>	<p>Required Provide a phone number.</p>
<p>Email Icon Default: The icon in the example represents the default icon.</p>	<p>Optional Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team to select an alternative.
<p>Email Address A maximum of 25 characters may be used for the email address.</p>	<p>Required Provide an email address.</p>
<p>Web URL The URL should be as concise as possible in print to eliminate barriers for the customer. A maximum of 30 characters may be used. Default: UtilityCo.com/HomeEnergy/report</p>	<p>Optional Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team to create an alternative.
<p>Web Icon Default: The icon in the example represents the default icon.</p>	<p>Optional Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team to select an alternative.
<p>Postal Compliant Message This line of text is required to meet postal compliance. A maximum of 80 characters may be used. Default: Save more with special rebates and energy-efficient products you can buy at:</p>	<p>Required Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team to select an alternative.

Configuration Option	Input Value
<p>Postal Compliant Message URL</p> <p>URLs should be as concise as possible in print to eliminate barriers for the customer. A maximum of 30 characters may be used.</p> <p>Default: www.UtilityCo.com/energysavingsproducts</p>	<p>Required</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> Use the default URL. Contact Your Delivery Team to select an alternative.
<p>Colors</p> <p>The colors can be customized to match the utility's branding.</p> <p>Default: The colors in the example represent the default colors.</p>	<p>Required</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> Use the default colors. Contact Your Delivery Team to select other colors.
<p>Legalese</p> <p>The legal language is limited to 5 lines of text.</p>	<p>Required</p> <p>Contact Your Delivery Team to specify the legal text.</p>

User Experience Variations

The user experience of the 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 the Utility Info module description in the Energy Efficiency Cloud Services Overview Guide and go to the User Experience Variations section.

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What Uses Most

The What Uses Most module educates customers about the top three energy uses in their home for the report period. One of the customer's top energy uses is highlighted at the top of the module. Highlighted energy uses must meet one of the following criteria:

- It is the customer's highest energy use.
- It is the customer's second-highest energy use.
- The energy use for that category is significantly above the regional average.

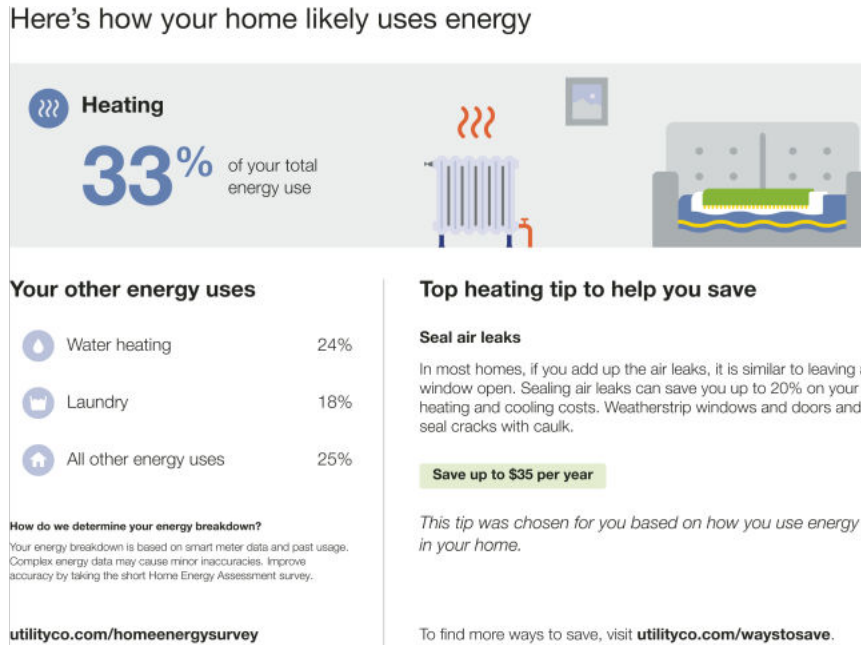
The highlighted usage category heading varies depending on the highlighted category and module state (highest energy use, second highest energy use, most above regional average), and is paired with a related energy-savings tip.

Appears in: [Limited Income Report](#), [Electric Vehicle Report](#)

Note: While this module was designed for the limited income and electric vehicle customer experiences, it can be used for other audience segments as well. [Contact Your Delivery Team](#) to discuss module options.

What Uses Most Example

This image is an example of the What Uses Most module for a customer with heating as the highest energy use in the billing period.



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
<p>Call to Action URL The call to action button redirects customers to the [] where they can provide more details about their home to improve their report accuracy. Default:The URL redirects the customer to the Home Energy Analysis and must be configured.</p>	<p>Required Contact Your Delivery Team about altering the URL destination.</p>
<p>Disaggregation Explainer Header Heading that prepares the customer to learn how the categories are calculated. Default: "How do we determine your energy breakdown?" Default: "How do we determine your energy breakdown?"</p>	<p>Optional Choose one of the following:</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team
<p>Disaggregation Explainer Text An explanatory note that clarifies that these categorizations are derived from data science model estimates, and reminds customers that they can improve their report accuracy by completing their Home Energy Analysis. Default:"Your energy breakdown is based on smart meter data and past usage. Complex energy data may cause minor inaccuracies. Improve accuracy by taking the short Home Energy Assessment survey."</p>	<p>Optional</p> <ul style="list-style-type: none"> Use the default. Contact Your Delivery Team to alter the text.

Configuration Option	Input Value
Call to Action Text The call to action button redirects customers to the [where they can provide more details about their home to improve their report accuracy. Default: "Update my home profile"	Optional Choose one of the following: <ul style="list-style-type: none">• Use the default.• Contact Your Delivery Team to alter the text.

User Experience Variations

The user experience of the 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 the What Uses Most description for in the and go to the User Experience Variations section.

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Delivery

Delivery refers to how Oracle Utilities sends Home Energy Reports v3 to customers. The delivery information in this section is only applicable if the utility purchases an Oracle Utilities channel fee that includes printing or mailing of Home Energy Reports. See [Oracle Utilities Opower Channel Fees Guide](#) for more information.

Delivery Cadence

If the utility purchases the appropriate channel fee, Oracle Utilities and the utility mutually agree upon a report frequency for Home Energy Reports. Customers cannot adjust their own frequency, and utilities cannot adjust the frequency for individual customers.

Reports are generated using data from the latest utility bill for each report recipient. This means that the point at which the customer receives the report is dependent on the customer's individual billing dates. When customers receive a new bill and enough time has elapsed since the last report was generated, they become eligible to receive another report.

Delivery Options

It is possible to vary the frequency of reports for groups of customers over time. For example, customers with monthly billing data could be set up to receive a report every month for the first three months of the program, and then shift to bi-monthly reports thereafter.

Reports are sent only to customers who use a minimum amount of energy. This minimum energy use threshold is optimized for each Home Energy Report v3 program.

For more information about the delivery cadence and delivery options for your program, [Contact Your Delivery Team](#).

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Next Steps

After completing all required inputs in this guide, complete any other product-specific Configuration Guides provided to you by your Service Delivery Manager. Then, submit all product-specific Configuration Guides, the Oracle Utilities Opower Platform Configuration Guide, and any required files (such as the utility branding guidelines and utility logo) to your Service Delivery Manager as email attachments.

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

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Version

The table below is used to track the version of this document. Comments in the table indicate the latest state of the document. For example, the utility could comment "Sent draft to Oracle Utilities" or "Final Sign-off" when the completed version of this document is returned to the Service Delivery Manager for product configuration. Fill out the next row in the table with your name, today's date, and a comment.

Name	Date	Comment

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Contact Your Delivery Team

Your Oracle Delivery Team is the group responsible for setting up, configuring, launching, or expanding your Oracle Utilities Opower program. Contact your Delivery Team if you have any questions about your program products and implementation.

To contact your Delivery Team:

1. Sign in to Inside Opower (<https://inside.opower.com>). This is your portal for questions and information related to your program.
2. Go to the Community tab to see who is on your Delivery Team.
3. Contact any of the team members using the information provided.

If you need to report an issue or get technical support, contact [My Oracle Support](#).