Oracle Utilities Opower High Bill Alerts, Residential Cloud Service

High Bill Alerts V3 Product Overview

Latest Release
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1
Getting Started

The Oracle Utilities Opower High Bill Alerts Cloud Service, Residential includes AMI High Bill Alerts (V3) that are digital communications designed to educate advanced metering infrastructure (AMI) customers about their utility use. The following components are available in this service:

- High Bill Alerts AMI v3
- Load Shifting High Bill Alert AMI Emails v3
- Inside Opower
- Customer Service Interface

For an overview of all cloud services available from Oracle Utilities, see the *Oracle Energy and Water Cloud Service Descriptions* online at Oracle Contracts - Cloud Services Service Descriptions.

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2

High Bill Alerts AMI v3

High Bill Alerts AMI v3 are messages designed to help residential AMI customers save energy and money when they are likely to use more than usual for a billing period. The alerts can be sent through the email, text message, voice message, and mobile push channels.

Requirements and Limitations

The following data requirements and limitations apply to all utilities and customers in the High Bill Alert AMI v3 program.

Utility Requirements

This table lists the utility requirements:

Category	Description
Scale	Scale restrictions may apply to the number of customers enrolled in alerts. The actual number of communications sent may be affected by attrition, opt-outs, customer eligibility, data availability, and the number of customers whose forecasted usage exceeds configured thresholds.
Language	Not all languages and locales are supported at this time. Contact your Oracle Utilities Opower Sales Representative to confirm that alerts are available in your market.
Delivery Window	High Bill Alerts AMI v3 must be delivered during waking hours in a utility-specific delivery window. They cannot be delivered during the configured non-delivery window.
Delivery Frequency	High Bill Alerts AMI v3 are limited to being sent once per billing period per service point to avoid excessive alerting.
Rate Modeling	Utility rates must be modeled by Oracle Utilities for cost information to appear. If rates are not modeled, energy use information is displayed by default. If the utility chooses to display cost information, rate modeling is required during initial program setup for an additional fee. See the Oracle Utilities Opower Rates Engagement Cloud Service Product Overview for more information.

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Category	Description
Other Product Requirements	**Water Data**: The following requirements and limitations are associated with sending alerts that include water data: • Utilities must purchase the Oracle Utilities Opower Digital Self Service - Transactions Cloud Service. • Customer must have metered water service. Wastewater and sprinkler service are combined with standard water service under "water". • Water rates must be modeled. • A water cost experience is supported for the meter types and meter type combinations below. (A water usage experience is not supported.) – Water – Electric and Water • Budget billing will display a usage experience, but is available only for Water or Water and Wastewater meter types. • Water alerts must be run as an opt-in program. Customers must opt-in to receive alerts and also set a personal cost threshold to be eligible. • Water alerts are supported in the email and SMS channels only. **Web Portal Requirements**: Some of the features listed in this documentation require access to a web portal. For example, to enable customers to set a personal threshold, or to opt into or out of the program from a utility website, the utility must provide customers with access to a web portal. Oracle Utilities Opower provides the following web portal products: • Oracle Utilities Opower Energy Efficiency Web Portal • Oracle Utilities Opower Digital Self Service - Energy Management • Oracle Utilities Opower Digital Self Service - Energy Management Advanced Metering Infrastructure **Note:** Purchasing one of these web portal products is not required to send alerts. A web portal is required only if utilities want to utilize features that require customer access to a web portal. Utilities might also decide to create their own web portal and use APIs to enable customers to access and update their information. For additional information, see the Oracle Utilities REST API documentation.

Customer Requirements

This table lists the customer requirements:

Category	Description
Billing Frequency	Monthly or bi-monthly.
Data Delivery Frequency	Daily. The utility must be able to deliver customer data to Oracle Utilities within 72 hours (48 hours from the last data read of the day). Data must be sent to Oracle Utilities in the right schema and according to the *Oracle Utilities Opower Interval Data Transfer Standards* .

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Category	Description
Data Requirements	**Billing Data**: Billed usage data from the utility is required. **AMI Data**: Daily, hourly, or sub-hourly AMI data is required. High Bill Alerts AMI v3 cannot be sent without this level of data granularity. The customer must have AMI data going back to the beginning of the current billing cycle. Hourly or sub-hourly AMI data is required for the Time of Day Module module (otherwise this module is hidden). AMI data is not required for weather insights to appear in the Time of Day module. **Contact Information**: The customer must have valid contact information for the channels through which they receive High Bill Alerts AMI.
Data History	AMI data going back to the beginning of the current billing cycle is required. For customers who do not have a personal cost threshold set, at least a year's worth of billing history is required. For customers who do have a personal cost threshold set, a year's worth of usage data is not required. More information about personal thresholds can be found in the Bill Forecast Module module topic.
Data Coverage	By default, at least 75% of the possible reads for the current billing cycle are required to calculate the bill forecast. Estimated reads count towards this threshold. This threshold is configurable. At least 75% of possible reads for the current billing cycle is required to calculate the customer's high usage period. If this threshold is not met, the Trends Module module is hidden.
Supported Fuels and Services	Electricity-only, gas-only, water-only, electricity and gas, or electricity and water.

Limitations

The limitations are as follows:

- **Non-Residential (Business) Customers**: Non-residential business customers can receive High Bill Alerts AMI as part of the Business Customer Engagement Proactive Alerts Cloud Service. See Business Customer Engagement Proactive Alerts Product Overview for more information.
- **Dual Fuel Customers**: Dual fuel (gas and electricity) customers will receive a single combined fuel alert.
- **Multi-Service Customers:** Customers with electric and water service will receive a single combined service alert.
- **Number of Service Points**: To avoid over-alerting, multiple service points of the same fuel type (in the same service agreement) are combined and sent in a single alert.

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Customer Experience

High Bill Alerts AMI v3 inform customers before the end of a billing cycle that they are likely to have high use or a high bill for the current billing period. Customers can then use the tips provided in the alert to reduce their consumption before the billing period ends.

Channels: Alerts can be sent through the email, text message, voice message, and mobile push channels, unless noted for a particular type of alert. A utility can specify which customers are eligible to enroll in alerts and the channels by which they can receive those alerts.

Cost Information: Cost information can be included in the alerts if a utility's rates have been modeled. This means that the cost of energy use, and the calculators used to generate that cost, are modeled in the Oracle Utilities Opower system. As a result, the alert changes to display the increase in energy use in terms of cost. Utilities can also choose to display a cost range.

Budget Billing: Some alerts may display a message that the customer is on budget billing. Budget billing is a type of billing in which the customer pays a set amount of money each month for their bill. The utility will look at the amount the customer spent last year, add a percentage to this amount to cover the cost of inflation, and divide the amount over twelve months.

Personalized Threshold: The personalized threshold allows the customer to set a minimum usage or cost that they must reach before they receive a high bill alert. This threshold applies to all alert channels. More information about personal thresholds can be found in the Personal Threshold Module topic.

The following alert types are available:

- Email Alerts
- Text Alerts
- Voice Alerts
- Mobile Push Alerts

Email Alerts

Email High Bill Alerts AMI v3 are digital messages sent through the email channel to inform customers when they are on track for a high bill or high use for the current period. The Email High Bill Alert AMI v3 user experience can vary widely, depending on many factors, such as:

- Which fuel/resource types the customer has.
- Whether cost or usage is displayed.
- Whether the utility or the customer has set up a threshold.
- Whether the customer is part of utility programs, such as budget billing.

Each email is comprised of the following individual modules, each of which can also vary depending on these factors.

- Subject Lines and Header Module
- Introduction Module
- Trends Module
- Multi Service Comparison Module

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- Load Shifting Insights for High Bill Alerts AMI
- Weather Insights Module
- Ways To Save Module
- Marketing Module
- Home Energy Analysis Module
- User Feedback Module
- Personal Threshold Module
- Footer Module

Note: For utilities to send water alerts, they must also have the Digital Self Service - Transactions Cloud Service. See the Oracle Utilities Opower Digital Self Service - Transactions Product Overview for additional information.

This graphic shows an example of what the Email High Bill Alert AMI might look like for a customer.

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UtilityCo

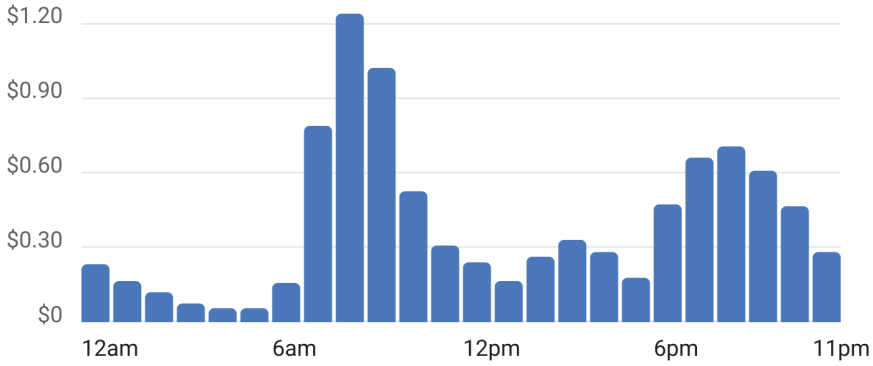
Account #******7890

Your bill is projected to be **$230**

That's $50 more than this time last year. The bill period ends May 28.

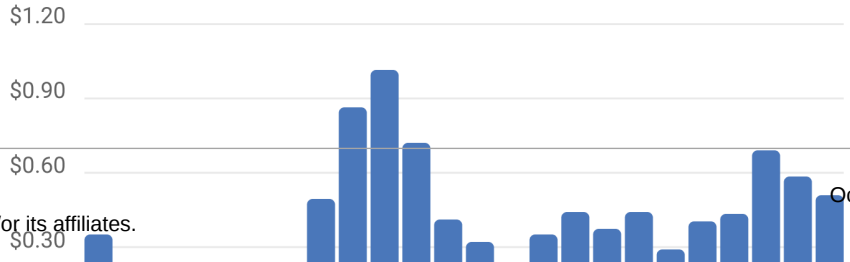
Your average electricity spending on **weekdays**

Apr 30 - May 14



Your average spending on **weekends**

Apr 30 - May 14



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Subject Lines and Header Module

The subject line and the header are used to engage the customer and brand the communication, while the footer provides necessary information and links to manage preferences or unsubscribe from the email channel.

Requirements

There are no module-specific requirements. See Requirements and Limitations for the High Bill Alerts (AMI) V3 feature for more information.

User Experience

This section describes the user experience for subject line, header, and footer components of the High Bill Alert AMI email.

Subject Line

The subject lines used in the High Bill Alert AMI email deliver high-value information, and explain to the reader why they are receiving the alert. Note that the display of subject lines varies based on the device and email client used to view the message. The subject line can also vary depending on the customer's program design and preferred language.

Default Subject Line: The default subject line uses "projected" language and informs the customer that their usage or cost during the current bill period could result in a high bill. For example, "Your bill is projected to be higher this month".

Header Module

The header information includes a logo provided by the utility, and the customer's name and account number. Most of the numbers in the account number are displayed as asterisks for security purposes.

The default Header module includes the following components:

- A logo provided by the utility.
- The customer's name.
- The last four digits of the utility account.

Introduction Module

The Introduction module provides a projection of how much the customer could spend on their utility bill if they continue their spending behavior through the end of the billing period.

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Requirements

There are no module-specific requirements. See Requirements and Limitations for the High Bill Alerts (AMI) V3 feature for more information.

Limitations HBA AMI v3 Introduction

This section lists the limitations:

- **Multiple Accounts**: The personalized threshold experience varies depending on what kind of accounts the customer has.
  - If a customer has budget billing and another non-budget billing account, they will receive the budget billing user experience.
  - The combined usage or cost of all fuel/resource types included in the alert must meet the threshold to trigger the alert. For example, if the customer has electric and gas service, and has set a threshold of $100, the combined cost for electric and gas must be $100 or greater to trigger the alert.
  - The utility-wide default threshold is not allowed.
  - Utility customers with water service must opt in to receive HBAs and must set a personal cost threshold.
  - Customers in a budget billing program must set a usage personal threshold.
- **Water Customers:** For utilities that are including water data in their HBAs:
  - The utility-wide default threshold is not allowed.
  - Utility customers with water service must opt in to receive alerts and must set a personal cost threshold.
  - Customers in a budget billing program must set a usage personal threshold.

User Experience

If rates are not modeled, the email includes a usage forecast instead of a cost forecast. It is possible for some customers at a utility to see cost information in their forecast, while others see usage information. For example, some customers at a utility may be on budget billing, which typically means they will see a usage forecast. Other customers at the same utility who are not on budget billing will typically see a cost forecast.

Forecast Statement: The forecast amount is an estimate, not an exact amount, and is based on the estimated length of the bill. By default the cost values are rounded to the nearest whole dollar. For example, "Your bill is projected to be $[XX]."

Insight Statement: Below the forecast is an insight about how much more the projected bill could cost compared to historical bills. "That's $2 more than this time last year. The bill period ends Jan 08."

For utilities that do not include water in their messages, and have implemented the personal threshold, the threshold defaults to the utility-set threshold until the customer sets their personal threshold. When a threshold is set, the alert triggers only when cost or usage is greater than the set threshold. Utilities can also implement their own preference center, and provide access to customers using APIs. For additional information, see Oracle Utilities REST API for Digital Self Service - Energy Management

For utilities that include water in their HBAs, there is no utility-wide threshold. Customers only receive the alert if they have opted-in and set up a personal threshold.

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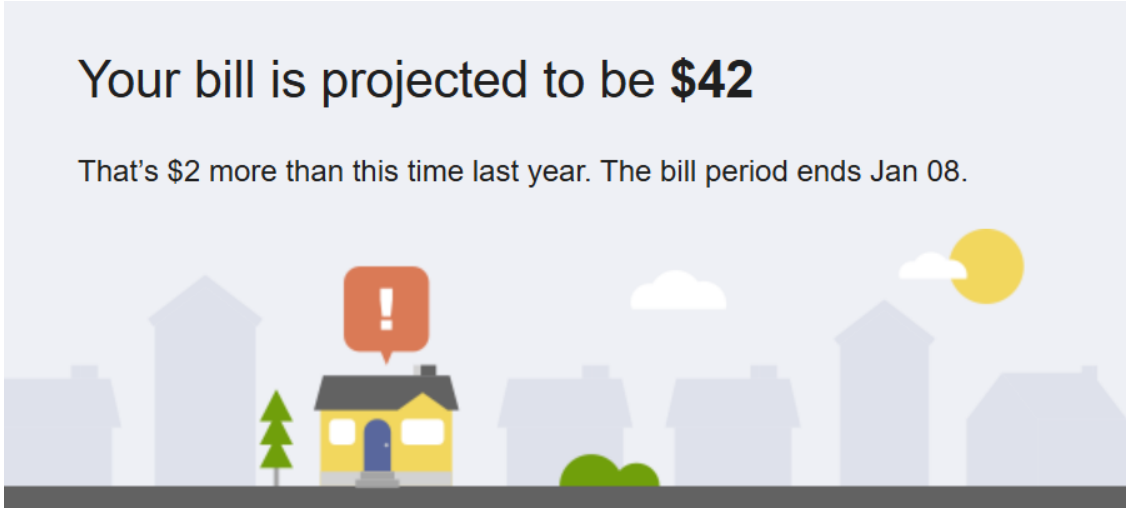
This image shows an example of the Bill Forecast module:



User Experience Variations

This section describes the user experience variations in the Introduction module.

Personal Threshold Not Available

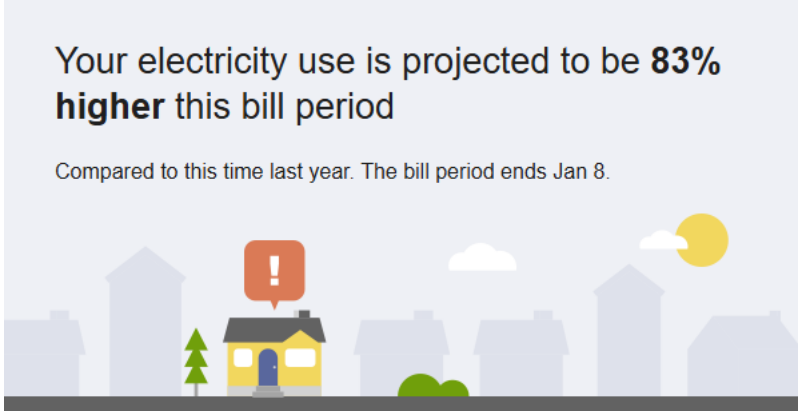
If the utility does not implement the personal threshold, all language regarding the customer's personal threshold are removed from the message.

Budget Billing

Budget billing customers receive a usage experience, which means their bill forecast statement uses percentage rather than dollar amounts. Additionally, a statement is added to the message telling the customer that if their usage is high, it could impact their future bills.

Energy Use

The message can provide an energy use forecast rather than a cost forecast. The energy use forecast is shown as a percentage. For example, "Your electricity use is projected to be 10% higher this billing period".



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Calculations

At a high level, the bill forecast calculation involves the following steps:

1. Calculate the baseline cost and energy values using the customer's bills from the previous year.
2. Estimate the customer's billing period end date.
3. Calculate how much energy the customer has used to date.
4. Take the customer's energy use and project it forward to the estimated billing period end date.
5. Convert the resulting energy use values to cost values, based on the customer's rate plan. The output is an actual cost value (to date) and a projected cost value (going forward). Note that the projected cost can also be displayed as a cost range, depending on the module configuration.

Trends Module

The Trends module identifies the time of day when customers tend to use the most energy so that they know when to focus on being more energy-efficient. The energy usage is displayed in two bar charts: one for average weekday usage and one for average weekend usage. The usage value represents usage-to-date within the current bill period.

Requirements and Limitations

This section lists the requirements and limitations.

Requirements

Same as listed in Requirements and Limitations. Additionally, *hourly or sub-hourly* AMI data is required. If such data is not available, this module is hidden from view. For example, the module is not displayed for customers who only have AMI data at daily intervals. The alert is sent with or without the module.

Limitations

Fuel Type: This module supports data for single fuel customers for gas and electricity fuel types. This module is not supported for customers with water service:

User Experience

The Trends module represents the customer's usage trends in two bar charts, so they can identify when they use they use most energy and think about how to take corrective action.

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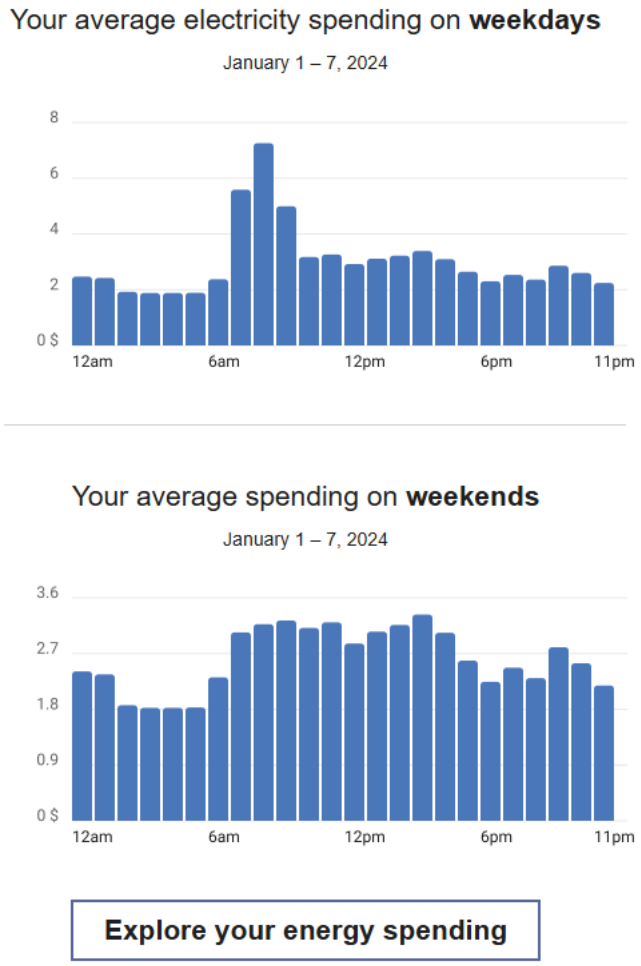

Chart Headings: The chart headings explain that the trends represent average weekday or weekend usage.

Bar Charts: The bar charts display data over a 24-hour period and represent the average usage-to-date within the current bill period.

Chart Footers: The chart footers specify the date range that the data represents. The time period covers the period-to-date, meaning the day that the bill period began to the day that the communication was generated.

Explore Your Energy Spending: This button directs users to the utility's website where they can view more information about their energy spending. By default, customers are directed to the Home Energy Analysis.

User Experience Variations

The user experience of the feature may vary for customers and utilities depending upon their service types (gas, electricity, water, dual fuel, and so on), available data, costs, locale, and other factors.

This section discusses the user experience variations in the Trends module.

Usage Version

If the customer receives a usage version of the email, this module shows usage instead of costs. Electricity is displayed in kWh and gas is displayed in therms.

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Dual Fuel

The Trends module is hidden for Dual fuel customers. The Multi Service Comparison Module provides details on energy costs and use for dual fuel customers.

Time of Use

For customers on TOU rate plans, the Trends module is replaced by the TOU HBA Main Insight Module. For more information on these insights, see Load Shifting Insights for High Bill Alerts AMI.

Multi Service Comparison Module

The Multi-Service Comparison module is included in the Email High Bill Alert AMI for customers who have multiple services, such as water and electric or gas and electric. The module includes two bar graphs. Each graph compares projected costs to costs from the same billing period of the previous year, or compares projected energy use to energy use from the same billing period of the previous year. One graph shows electricity and the other shows the additional service, either water or gas. A dollar amount is displayed above each graph bar, or the applicable energy use unit for the given service it is referencing displays above each graph bar.

> **Note**
>
> Data for the water portion of the module can include standard water service, wastewater, and sprinklers.

Requirements

This topic lists the utility and customer requirements.

Utility Requirements

There are no module-specific requirements. See Requirements and Limitations for the High Bill Alerts (AMI) feature for more information.

Customer Requirements

In addition to the Requirements and Limitations for the High Bill Alerts (AMI) feature, customers must have the following in order for this module to generate:

- One of the following service point combinations:
  - One electric and one gas service point.
  - One electric and one water service point.
- Bill forecast information available for both services.

Limitations

Water can include standard water service, wastewater, and sprinklers. Customers must have standard water service to generate an electricity and water comparison. This comparison is not valid for wastewater-only or sprinkler-only customers.

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User Experience

This section describes the common user experience with the module.

Heading: The module heading tells the customer that they are viewing a breakdown of both electricity and gas data, or electricity and water data. By default, the heading reads, "Electricity and gas forecast" or "Electricity and water forecast".

Subheading: The subheading tells the customer whether they are projected to spend more than they did during the same time period last year. The message varies depending on how much more or less they spend this billing period compared to the same period last year. For example, "You’re likely to spend more on gas than electricity on this upcoming bill." or "You’re likely to spend more on electricity than water on this upcoming bill."

Bar Chart: Two graphs are displayed side-by-side. The graph on the left displays projected electricity costs for the current period compared to the same period last year. The graph on the right displays projected gas costs or water costs for the current period compared to the same period last year. The dollar values for each are displayed above the bars.

Bar Chart Labels: If a disclaimer is included in the module, an asterisk (*) can be included on one or both of the bar chart labels to direct the customer's attention to the disclaimer statement, and identify which part of the graph the disclaimer is referring to. For example, if the disclaimer discusses only how water projections are calculated, the label under the water graph should read "Water*".

Legend: Below the chart, a legend displays the color and shading used for the projected bill, and for the same time last year.

Disclaimer: Below the legend, a disclaimer statement includes information that explains how the projections are calculated. For example, "*Projections are based on current water use for this period, and may include wastewater and sprinkler usage." This statement should begin with an asterisk to tie it back to the appropriate bar chart label, if needed.

Electricity and Gas Example

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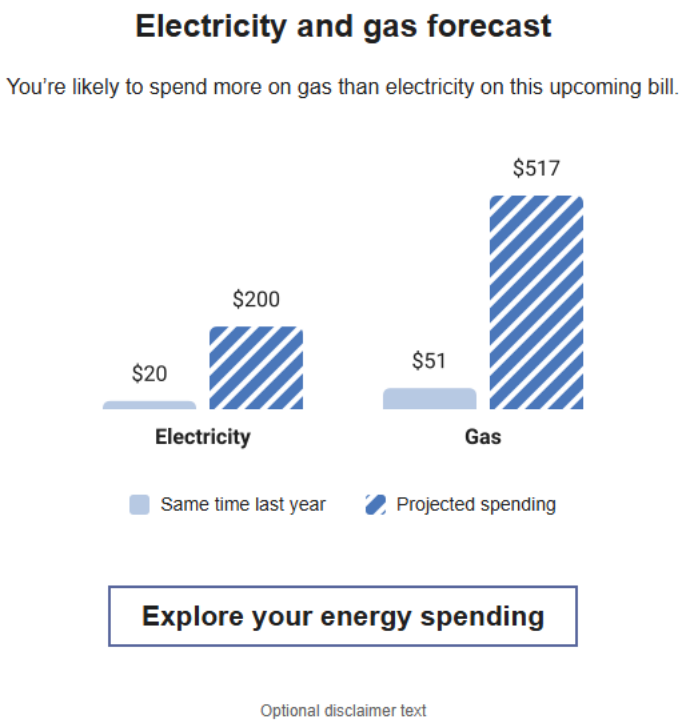

Electricity and Water Example

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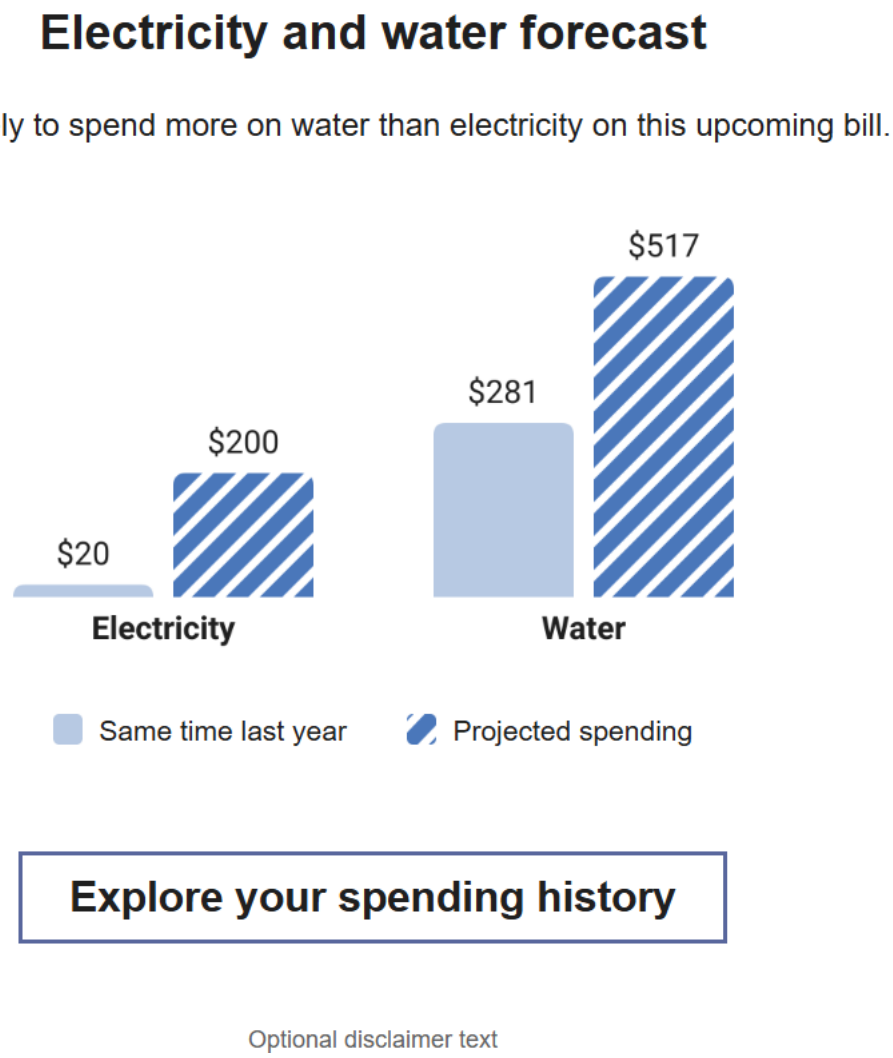

Usage Experience Variations

This section discusses the user experience variations in the Ways to Save module.

Energy Use Version - Electricity and Gas

If the customer receives an energy use version of the email, this module shows energy use instead of costs. Electricity is displayed in kWh, and gas is displayed in therms.

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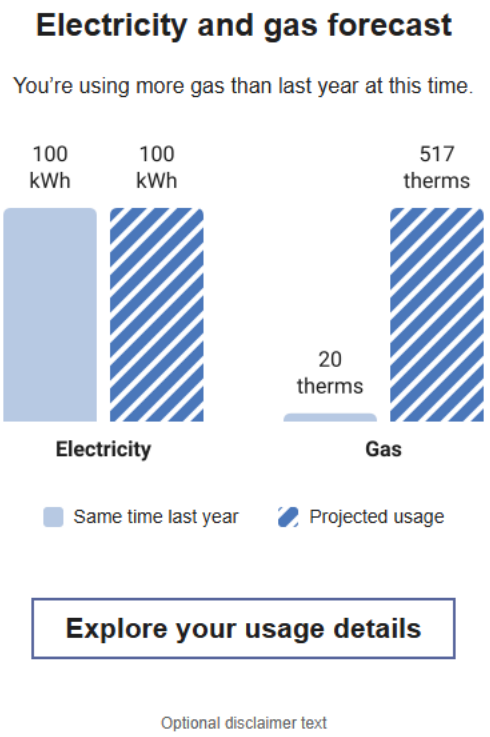

Budget Billing - Electricity and Gas

Budget billing customers see a usage experience for this module. The bar chart labels display units rather than dollar amounts. For example, kWh for electricity and gal for water.

Projections Only/No Baselines

If baseline amounts are not available for one or both of the resources in the chart, the subheader statement refers to the comparison between the projected bill amounts of the resources shown in the chart. For example, if the customer is expected to spend the same amount on electricity and water during this period, the statement reads "You're projected to spend the same amount on electricity and water on this upcoming bill." Alternatively, the subheading could read:

- "You're projected to spend more on electricity than water on this upcoming bill."
- "You're projected to spend more on water than electricity on this upcoming bill."

If baselines for both resource types are not available, the module eliminates the previous year bars and the "Same time last year" from the legend. If a baseline is available for one of the resource types, the module displays "N/A" as the label for the resource without a baseline.

Subheading Variations

The subheader changes based on whether a customer spends more or less than they did during the same period last year. The customer must have spent at least 10% more than the previous year to be considered "spending more" during the current bill period. This 10% threshold for the comparison states is not configurable. These subheader variations are possible:

- **Customers spends 10% more on both fuel types:** The subheader is hidden as the main header provides relevant messaging for this scenario.

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- **Customer spends 10% more on one fuel/resource type, but not the other:** "You're using more on <fuel/resource type> than last year at this time." Note that there must be a correlated higher fuel or resource type use, increases due to rate changes only do not trigger this scenario.
- **If no data or partial data exists from last year, and there is a cost threshold**: "You're likely to spend more on <fuel type 1> than <fuel type 2> on this upcoming bill."
- **Customer spends about the same:**The subheader is hidden. Note that this occurs only when the customer's bill forecast exceeds their personal cost threshold, even though they did not spend more.

Load Shifting Insights for High Bill Alerts AMI

You can also include load shifting insights in your High Bill Alert (AMI) emails. For additional details, see Load Shifting High Bill Alert AMI Emails v3

Weather Insights Module

The Weather Insight module educates customers on how changes in temperature can affect their energy use. It also provides a comparison between the current month's average temperature and the average temperature from the same month of the previous year.

Requirements

Same as listed in the Requirements and Limitations. Additionally, the following interval weather conditions must be met in order for the weather insight to appear in the alert:

- The weather data interval for the current bill period or previous bill period is available.
- The weather data interval for the current season and previous season match for at least seven days.
- The weather data interval is less than the number of days for which weather data is available with respect to latency (2 days and 4 hours).

Limitations

There are no module-specific limitations for this module. For additional information see the Requirements and Limitations associated with the High Bill Alert (AMI) email.

User Experience

This section describes the common user experience with the module.

Heading: The heading tells the user how the weather might have impacted their energy use, and can include a graphic showing a sun for warmer weather and a snowflake for cooler weather. For example, "Warmer weather may have affected your energy use".

Subheading: The subheading provides further explanation about why the weather might have impacted the customer's bill. For example, "Energy use tends to be higher on warmer days."

Temperature Insight: The temperature insight gives customers additional information about how weather during the current period compares to the same time last year. For example, "On average, this month was 7˚F hotter than the same time last year."

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Warmer weather may have affected your energy use

Energy use tends to be higher on warmer days. On average, this month was 9°F hotter than the same time last year.

User Experience Variations

This module can vary depending on how the temperature in the current period compares to the temperature in the comparison period from the previous year.

The weather insights calculation determines whether the average temperature was higher or lower between the current period and the comparison period. The calculator generates a weather insight that describes how weather might have impacted the bill's charges, and can result in the use of one of these states:

- Cooler
- Warmer
- Neutral

The sections below describe how weather information is calculated to determine the module state.

Weather Data Collection

Weather information is collected for the following intervals:

- **Current billing period:** An uncompleted bill interval. The bill interval end date can be shifted up to 2 days and 4 hours due to a weather service latency (4 hours).
- **Last year's billing period:** 1 year shifted from the current billing period.
- **Current season period:** Last 30 days interval.
- **Last year's season period:** 1 year shifted from the current season period.

We classify each of the above periods into seasons: Heating, Cooling or Transition. The classification is made using average mean temperature.

Determine Whether Seasons are Comparable

Once the season classifications are calculated, we determine if the seasons are comparable. A comparable season is defined by two periods being either the same season or one period being defined as Transition.

To be comparable the following checks are made:

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- current billing period and current season period (for example both must be "Heating", or both must be "Cooling", or one could be "Transition")
- current billing period and previous billing period
- current season period and previous season period

If one or more of the checks return a negative result, the seasons are not considered comparable. In this case, the module will not render in the communication.

Identifying the Weather Insight States

If the seasons are determined to be comparable, then the weather insight states are determined by the season classification and temperature difference calculations listed here:

- **Warmer:** If current billing period is classified as Cooling, the mean temperature difference between current bill period and previous bill period is positive, and the mean temperature difference is greater than 8˚F.

Ways To Save Module

The Ways to Save module provides energy and water saving tips to encourage customers to take action to lower their bill before the end of the billing period. The module can display up to three tips. Customers can click **See More Ways to Save** to view more tips in the Oracle Utilities Opower Digital Self Service - Energy Management.

Requirements

There are no module-specific requirements. See Requirements and Limitations for the High Bill Alerts (AMI) V3 feature for more information.

Limitations

There are no module-specific limitations for this module. For additional information see the Requirements and Limitations associated with the High Bill Alert (AMI) email.

User Experience

This section describes the common experience with the module.

Tip Image: The tip image is a visual representation of the action that the tip recommends.

Tip Title: The tip title is a short sentence that summarizes the recommended action. Customers can click on the title to view more detailed information about the tip.

Tip Summary: The tip summary elaborates on the tip with more explanation about why doing the tip is beneficial.

See More Ways to Save: Clicking on an individual tip takes the customer to the public-facing tip details page on the Digital Self Service - Energy Management website.

Number of Tips: Three separate tips are displayed by default, but this can be configured to display three, two, or one tip.

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Top recommended tips for you

Schedule a free, virtual home energy assessment

Save money and reduce energy usage with the free, online HomeIntel Savings Program. Enroll now at join.hea.com to start seeing the benefits and save an average of $350 this year.

Install efficient showerheads

Showering accounts for up to 40% of your home's hot water use. Installing an energy-efficient showerhead can help reduce hot water use without compromising water pressure.

Save up to $100 per year

Set your thermostat to 68°F in the winter, health permitting

Heating accounts for most of your winter energy use. Save energy and money by setting your thermostat to 68°F when at home and lowering the temperature by 5-8°F when away, health permitting.

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User Experience Variations

This section discusses the user experience variations in the Ways to Save module.

Water Customers

Customers with water service can receive one of the following experiences:

- Combined water and electricity email
- Water-only email

Customers who receive the combined email will get one water tip and two electric tips. Customers who receive the water-only email should be given a one-tip version of this module, which will include one water tip.

Non-Residential Customers

Non-residential customers receive tips that are more applicable to businesses. See Ways to Save in the *Business Customer Engagement Proactive Alerts Product Overview* for details.

Marketing Module

A marketing module can appear either directly below the header or in the slot between the High Usage Period module and the footer. The marketing module can be used to promote a utility program, such as redirecting customers to the Oracle Utilities web portal or advertising a utility-specific rebate or discount.

For details about adding marketing modules to your Email High Bill Alert AMI program, Contact Your Delivery Team.

Home Energy Analysis Module

The Home Energy Analysis modules prompt the customer to answer simple questions about their home attributes and energy habits to improve their report experience. The type of module the customer receives is configurable.

- **Mini Home Energy Analysis** (default): The Mini Home Energy Analysis prompts the customer to answer simple questions about their home attributes and energy habits from within the report.
- **Easy Open Home Energy Analysis**: The Easy Open Home Energy Analysis encourages customers to complete the Home Energy Analysis in order to improve their report experience, and includes a call to action button that redirects the customer to the Home Energy Analysis in Digital Self Service - Energy Management where they can complete the full survey.

Requirements

Same as listed in the Requirements and Limitations. Additionally, utilities must purchase the Digital Self Service - Energy Management Cloud Service, which includes the Home Energy Analysis feature. The utility must work with Oracle Utilities Opower to launch the Home Energy Analysis survey online so customers can be redirected to it.

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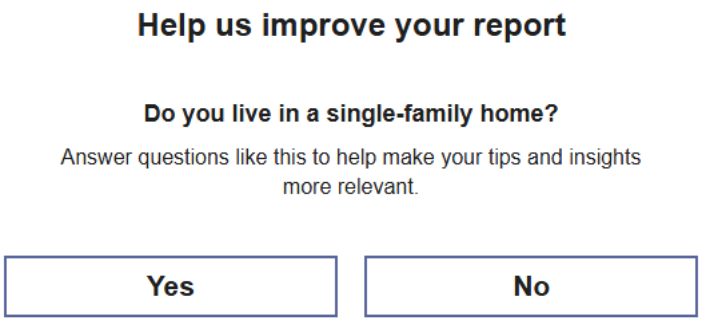
Limitations

There are no module-specific limitations for this module. For additional information see the Requirements and Limitations associated with the High Bill Alert (AMI) email.

Mini Home Energy Analysis

This section describes the common user experience with the Home Energy Analysis module, which is the Mini Home Energy Analysis. The Mini Home Energy Analysis module prompts the customer to answer simple questions about their home attributes and energy habits from within the High Bill Alert AMI v3 report. The module creates an additional opportunity for customers to provide information that can be used to improve their report experience regardless of whether they complete the full Home Energy Analysis survey online. The image below is an example of one of the questions in the Mini Home Energy Analysis module.



Header: The header notifies the customer that the Mini Home Energy Analysis gives them an opportunity to improve their report experience.

Question: The report cycles through simple Yes or No questions that the customer has not completed in the full Home Energy Analysis survey online.

Benefit Text: The benefit text emphasizes that by replying to the questions the customer improves the accuracy of their report and tips.

Response Option Buttons: The customer can respond yes or no to most module questions. The response button will redirect them to the full Home Energy Analysis survey where they can respond to additional questions.

Easy Open Home Energy Analysis

This section describes the Easy Open Home Energy Analysis, which is an available configuration option. The Easy Open Home Energy Analysis module encourages customers to complete the Home Energy Analysis survey in order to improve their energy use insights. The module creates an additional opportunity for customers to provide information that can improve the information they receive. The image below is an example of one of the Easy Open Home Energy Analysis module.

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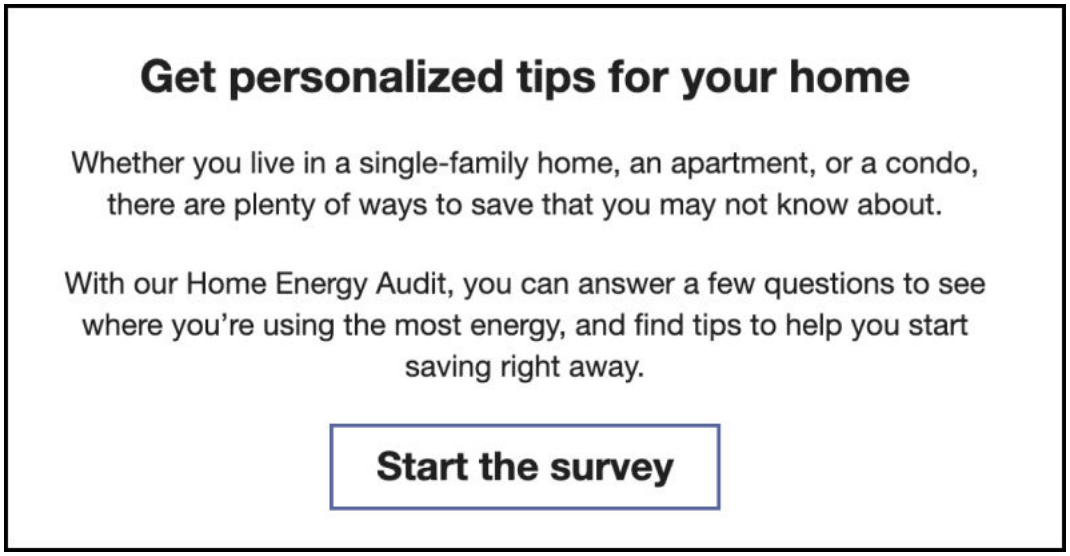

Header: The header notifies the customer that the Easy Open Home Energy Analysis gives them an opportunity to improve their personalized tips.

Body Text: The body text encourages the customer to take the survey to improve their report information.

Start The Survey Button: This button redirects the customer to the Home Energy Analysis survey online.

User Feedback Module

The User Feedback module can be included at the end of the High Bill Alert AMI email to solicit feedback on how useful this email is to customers. Customers can indicate their response on a scale from 1 to 5. After submitting their feedback, customers are directed to a confirmation page and thanked for their input.

Requirements

There are no module-specific requirements. See Requirements and Limitations for the High Bill Alerts (AMI) V3 feature for more information.

Limitations

There are no module-specific limitations for this module. For additional information see the Requirements and Limitations associated with the High Bill Alert (AMI) email.

User Experience

This section describes the common user experience for the User Feedback module.

Prompt: A question at the top of the module asks customers if the promotion is helpful.

Response Option Buttons: The customer can respond 'Yes' or 'No' to the module questions.

Confirmation: After submitting feedback, customers are directed to a confirmation page where they are thanked for their input. The page also informs customers that their feedback is used to make improvements to the product.

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Personal Threshold Module

The Personal Threshold module explains the customers current personal threshold and how it impacts receiving High Bill Alerts. Along with this explanation, it enables customers to access and update their threshold.

Requirements

There are no module-specific requirements. See Requirements and Limitations for the High Bill Alerts (AMI) V3 feature for more information.

Limitations

This section lists the limitations:

- **Rates Not Modeled**: Users without modeled rates are only able to set a usage threshold.
- **Budget Billing**: Users with budget billing are only able to set a usage threshold.
- **Multiple Accounts**: The personalized threshold experience varies depending on what kind of accounts the customer has.
  - If all of the customer's accounts have modeled rates and none of the accounts are budget billing, the customer can only set a cost threshold.
  - If at least one account doesn't have modeled rates or is budget billing, the customer can only set a usage threshold.

User Experience

The Personal Threshold module explains how their personal threshold impacts receiving high bill alerts. Customers can use the provided link to adjust their threshold. The personalized threshold allows the customer to set a minimum threshold that their projected energy use or bill must reach before they receive a high bill alert.

For utilities that do not include water in their messages, and have implemented the personal threshold, the threshold defaults to the utility-set threshold until the customer sets their personal threshold. The module encourages them to set their own threshold and provides a link to their Digital Self Service Energy Management Account Center where they can set either a cost or a usage-threshold. When a threshold is set, the alert triggers only when cost or usage is greater than the set threshold. Utilities can also implement their own preference center, and provide access to customers using APIs. For additional information, see Oracle Utilities REST API for Digital Self Service - Energy Management

For utilities that include water in their HBAs, there is no utility-wide threshold. Customers only receive the alert if they have opted-in and set up a personal threshold. They can use the link to access the DSS EM Account Center where they can update their threshold.

Depending on the characteristics of a customer's accounts, the customer is provided one of the following options to define a personalized threshold. After the customer sets their threshold,

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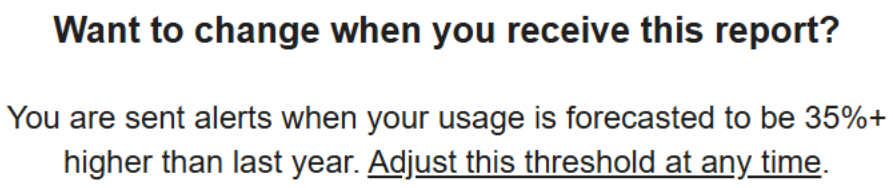
when they receive an alert the module reminds them they set a threshold, and provides a link to their account where they can modify the threshold.

- **Cost threshold:** Customers with modeled rates can set a dollar threshold range of $1 - $100,000,000. When an absolute dollar threshold is set, the alert triggers only when cost is greater than the set dollar-threshold. For example, the customer could set their threshold to send the alert only if their bill exceeds $100. All active utility accounts for a customer must have modeled rates and are not defined as budget billing accounts for the customer to define a cost-based threshold. Water customers must set a cost threshold to receive an alert. If the customer does not set a personalized cost threshold, they will receive alerts only when they exceed the combined usage and cost threshold set by the utility. The recommended and default utility threshold is 30 percent.
- **Usage threshold:** Customers without modeled rates or with budget billing accounts can set a usage threshold percentage range of zero to 1000 percent greater than the same bill the previous year. For example, the user could set their threshold to send the alert only if their usage is at least 25 percent greater than the same bill period the previous year. The default usage-threshold value is 30 percent. The usage-based threshold is provided to customers with at least one active account that does not have modeled rates or is defined as a budget billing account.

This image shows an example of the Personal Threshold module:



User Experience Variations

This section describes the user experience variations in the Personal Threshold module.

Personal Threshold Available

When the utility has a default utility-wide threshold, and the customer is able to set their own personal threshold, the message prompts users to update their own personal threshold if they would like to change how they receive this report.

Personal Threshold Not Available

If the utility does not implement the personal threshold, this module is fully hidden from view.

Footer Module

The footer appears at the bottom of an email, and provides necessary information and links to manage preferences or unsubscribe from the email channel.

Requirements

There are no module-specific requirements. See Requirements and Limitations for the High Bill Alerts (AMI) V3 feature for more information.

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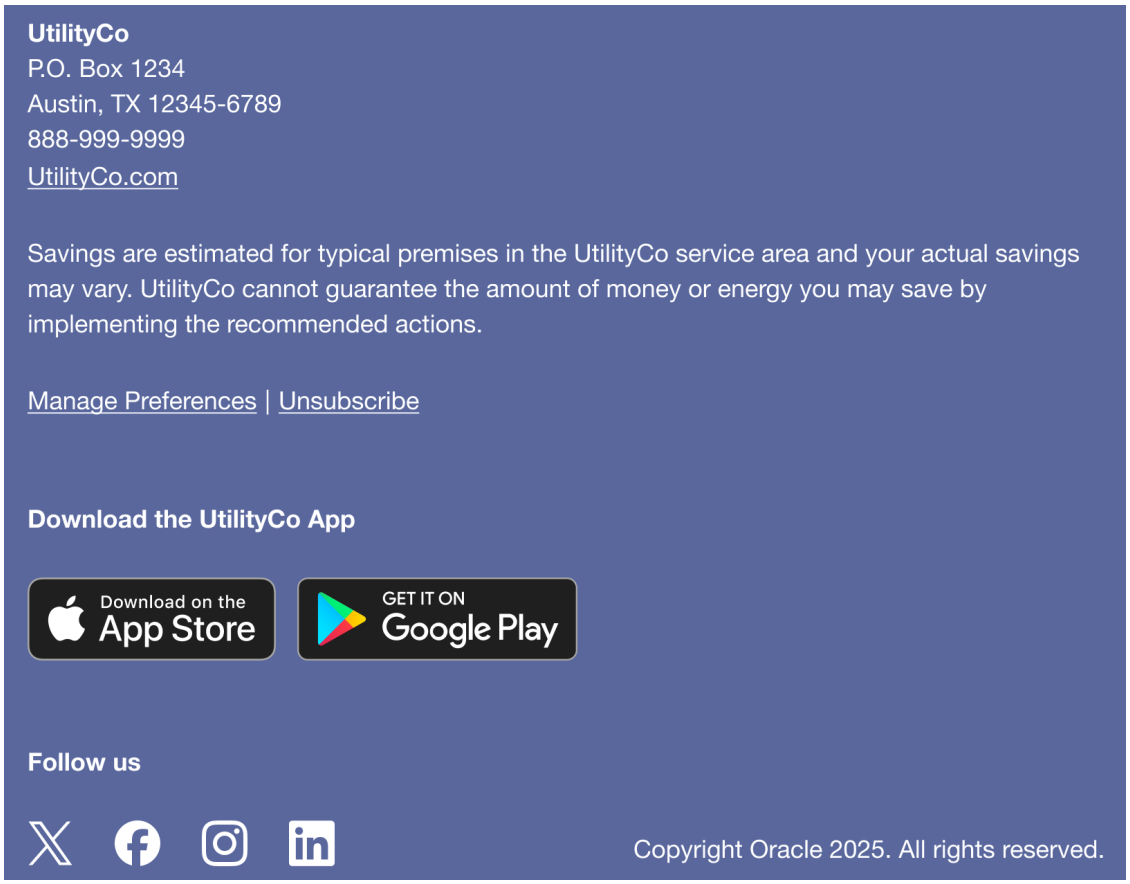
Limitations

Unsubscribe: Unsubscribing through the link provided in the email might be permanent, depending on the version of the Account Center the utility is using. Contact Your Delivery Team for additional information.

User Experience

The footer includes components that provide more context about the alert. These components include:

- An unsubscribe link
- A manage preferences link
- The utility's contact information
- An Oracle Utilities copyright statement
- A disclaimer statement (Optional)



Text Alerts

SMS High Bill Alerts AMI are text messages sent through the mobile channel to inform customers when they are on track for a high bill or high energy use. SMS alerts are only delivered if the SMS alert type is turned on in a customer's account settings, and if the customer meets the minimum eligibility criteria to receive the SMS alert type. A dual fuel

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customer, which includes customers that receive electricity along with either gas or water, receives a single, combined fuel text message.

Data Requirements and Limitations

This section discusses the data requirements and limitations, which include:

- **No Opt-Out Programs**: SMS High Bill Alerts AMI cannot be provided as an opt-out program. This is because text messages are not free to the customer and cannot be sent to them without their prior consent.
- **Opt-In Confirmation Message**: As soon as the user enrolls, a one-time SMS message is sent to the user's phone informing them that they have enrolled in a recurring SMS program. This feature may vary depending on the utility's specific implementation of SMS alerts.
- **Alert Length**: The alert is limited to 160 characters. The static tip may be left off if the utility wants to include a lengthy utility name. Alerts that exceed the character limit will be sent in multiple messages.
- **Customer Opt Out**: Unsubscribing from the text alert itself is permanent. Customers will never receive the SMS alerts again and will be unable to opt back in at a later time.
- **Short Codes**: Each client setup for SMS requires the procurement of a short code (special phone number for outbound SMS) via our SMS vendor. This process requires 12 weeks and may necessitate changes to how the client markets their program, including additions to their Terms of Service and Privacy Policy.
- **Character Limits:** SMS messages are limited to 160 characters.
- **Water and Multi-Service Limitations:**
  - Customer must have metered water service. If customers also have wastewater service or sprinkler service, those services are combined under "water". There is no wastewater-only experience.
  - For dual fuel customers with electricity and water, a cost experience is supported. No usage experience is currently available as a combined use unit is not supported to combine electricity and water use.
  - Budget Billing usage experience is supported for a customer with Water or Water + Wastewater service only.

User Experience

These texts typically include the following components:

Utility Name: This identifies the utility that sponsors the message. We recommend that this be four characters or less. The maximum length is 45 characters.

Alert Message: A text message that is written in advance and that indicates whether the customer's bill or energy use is higher than usual. The value in the message can be expressed as a dollar amount or a percentage.

Personalized Threshold: The personalized threshold message encourages the customer to visit the website and set or modify their personal threshold. When a personalized threshold is set, the customer will only receive alerts when their cost or usage exceeds the set threshold.

SMS policy language: The message includes required SMS messaging policy. The number of messages/month number varies by client; however, the language should not be altered and is included in the 160 character limit.

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User Experience Variations

This text shows an example of a High Bill Alert AMI SMS message for customers with a usage experience:

UTILCO: Based on your energy use, your next bill is projected to be 38% higher than the same time last year. Reply STOP to optout or HELP for info.

The following example text is for a customer whose rate plan has been modeled by Oracle Utilities. In this case, a dollar amount is used instead of a percentage:

UTILCO: Based on your energy use, your next bill is projected to be around $103. Reply STOP to optout or HELP for info.

Voice Alerts

Interactive Voice Response High Bill Alerts AMI are digital voice messages sent through the telephone channel to inform customers when they are on track for a high bill or high energy use. Voice alerts are only delivered if the voice alert type is turned on in a customer's account settings, and if the customer meets the minimum eligibility criteria to receive the voice alert type. While listening to a voice alert, a customer can press appropriate numbers on their phone to repeat the message or to unsubscribe from the messages. The major components of the voice alert are described below.

Data Requirements and Limitations

The requirements and limitations include:

- **No Opt-Out Programs**: Voice High Bill Alerts (AMI) cannot be provided as an opt-out program. This is because voice messages are not free to the customer and cannot be sent to them without their prior consent.
- **No Redial**: The product does not redial a phone number if it times out, encounters a send failure, or the customer does not answer.

User Experience

The alert message consists of the following pre-recorded content and a personalized content.

- **Pre-recorded Content**: The pre-recorded content is recorded in advance by a real person and typically does not include any personalized information. The message begins with a greeting and identification that this is an automated alert, not a real person calling. The personalized content (see below) is played, and the message closes by re-assuring the customer that there is still time to take action and directs the user to the web site of the utility that the message came from.
- **Personalized Content**: The personalized content includes information about a customer's projected energy use and how much more they are projected to spend by the end of the month compared to the same month last year.

After the message has played, the customer has two options: to play the message again or to stop receiving the alerts. If a customer does not pick up the call, the vendor uses a voice mail detection system to attempt to leave a message for the customer.

User Experience Variations

These examples show how the alert can vary.

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Modeled Rates

The following example is for a customer whose rate plan has been modeled by Oracle Utilities. In this case, additional cost information is included.

Hello, this is an account alert from Utility Co. Based on your energy use, your next bill is projected to be around $125. There's still time to save! Visit our website at www.UtilityCo.com for energy-saving tips that can help lower your bill. To hear this message again, press 1. To stop receiving these alerts, press 9. Thank you for being a valued customer. Goodbye.

Usage Version

The following example is for a customer without rates modeled, which provides a usage version of the message:

Hello, this is an account alert from Utility Co. Based on your energy use, your next bill is projected to be 30% higher than it was this time last year. It's not too late to save! Visit our website at www.UtilityCo.com for energy-saving tips and insights that can help lower your energy use - and your bills. To hear this message again, press 1. To stop receiving these alerts, press 9. Thank you for being a valued customer. Goodbye.

Mobile Push Alerts

High Bill Alert AMI mobile push alerts enable utility customers who have the utility's mobile application to receive in-application alerts regarding a potentially high bill. The alert notifies customers of what their projected upcoming bill is based on their usage so far in the billing period. The alerts are intended to provide customers with enough time to respond to the alert so that they have the opportunity to lower their bill.

Data Requirements and Limitations

In order for utility customers to receive mobile push alerts, the following must be true:

- The utility must have a mobile application.
- The utility must use a vendor to handle push notifications.
- The customer must have installed and signed into the utility's mobile application on a mobile device.

User Experience

The following message is the default cost experience customers encounter with mobile push alerts:

Utility Company: You're trending toward a higher bill. Let's look at ways to cut back on energy spending so you can get back on track for lower bills.

User Experience Variations

The following message is the default usage experience customers encounter with mobile push alerts when the customer does not have modeled rates:

Utility Company: Your energy use is 30% higher than usual. Let's look at ways to cut back on energy spending so you can get back on track for lower bills.

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Enrollment

The following describes the customer enrollment programs for each High Bill Alert AMI channel.

Email Alerts: To deliver email alerts to customers, utilities can choose from one of two programs offered by Oracle Utilities Opower: an opt-in or an opt-out program. In an opt-in program, customers are given the option to sign up voluntarily, rather than being automatically enrolled. CSRs can also help customers enroll in the program. In an opt-out program, customers are automatically enrolled as long as they meet the eligibility criteria.

Text (SMS) Alerts: Customers must opt in to begin receiving text alerts. They can do this by changing their alert settings in the Oracle Utilities web portal. CSRs can also help customers enroll in the program. As soon as the customer enrolls, a one-time SMS message is sent to the customer's phone informing them that they have enrolled in a recurring SMS program.

Voice (IVR) Alerts: To deliver voice alerts via Interactive Voice Response (IVR), utilities can choose from one of two programs offered by Oracle Utilities Opower: an opt-in or an opt-out program. In an opt-in program, customers are given the option to sign up voluntarily, rather than being automatically enrolled. CSRs can also help customers enroll in the program. In an opt-out program, customers are automatically enrolled as long as they meet the eligibility criteria.

Mobile Push Alerts: To opt in to mobile push alerts, customers must install the utility's mobile application, and use the settings on their mobile device to specify their alert preferences. To opt out of mobile push alerts, utility customers use the settings on their mobile device to delete or silence alerts.

Delivery

Email, text, and voice alerts are delivered according to specific rules and within a particular delivery window.

Waking Hours: High Bill Alerts AMI are delivered during waking hours in a utility-specific delivery window.

Days of the Week: High Bill Alerts AMI are delivered on weekdays and weekends during waking hours.

Non-Delivery Window: Alerts cannot be sent during a default non-delivery window. Specifically, alerts cannot be sent within seven days after a new bill period starts, or within seven days before the bill period ends. The purpose of the non-delivery window is to ensure customers do not receive an alert too soon after their bill period starts or too late in the bill period to be useful.

For example, consider a customer who gets billed on the third day of every month. Also, consider that it is now June 3rd and that the customer's next bill is July 3rd. With the default delivery settings, Oracle Utilities could send an alert anytime between June 10th (seven days after the bill period starts) and June 26th (seven days before the bill period ends).

Utilities can coordinate with Oracle Utilities to configure the default non-delivery window settings.

Delivery Tools: Oracle Utilities uses third-party tools to send High Bill Alerts AMI. Most of these tools provide Oracle Utilities with information on bounces, opens, opt-outs, and click-throughs.

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Emails and Attachments: For email alerts, the email content is delivered directly in the email message with no attachments. This makes it more convenient for customers to quickly view the information, and it makes the emails less likely to be blocked by spam filters.

Providing Customer Support

Customer Service Representatives can do the following in the Oracle Utilities Opower Customer Service Interface (CSI) to assist with customer inquiries related to alerts:

- Review copies of alerts sent to customers
- Manage a customer's alert preferences (including unsubscribing them)
- Access a customer's Oracle Utilities web portal account and view and update their alert settings

See Supporting High Bill Alert AMI for details.

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3

Load Shifting High Bill Alert AMI Emails v3

The Load Shifting Cloud Service, Rate Coach provides modules that can be included in the latest version of the High Bill Alert AMI Email. These emails are digital messages sent through the email channel to inform customers when they are on track for a high bill or high energy use.

Load shifting modules are built specifically to be included in the High Bill Alert AMI Email. They provide insights that are designed to educate customers about their time-of-use (TOU) and Demand rate plans and encourage them to shift energy use to off-peak hours.

Requirements and Limitations

To view load shifting modules in High Bill Alert AMI emails, you must first meet the requirements for the latest version of High Bill Alert AMI. In addition, you must meet the requirements listed below. See Requirements and Limitations for more information.

Utility Requirements and Limitations

This list specifies the utility requirements and limitations:

Related Cloud Services: Oracle Utilities Opower High Bill Alerts Cloud Service, Residential is the only cloud service required for this feature.

Peak Periods: Utilities must have at least two peak categories set up in order for Load Shifting modules to display correctly. For example, a utility might have PEAK hours from 6am to 12am, and OFF-PEAK hours from 12am to 6am.

Customer Requirements and Limitations

This list specifies the customer requirements and limitations:

- **Billing Frequency:** Monthly or bi-monthly.
- **Data Delivery Frequency:** Daily.
- **Data Requirements:** Interval data (hourly or more granular).
- **Data History:** Interval data for the last two weeks.
- **Data Coverage:** This email does not differentiate between estimated and non-estimated reads. Both types of reads are supported. The default requirements are:
  - 50% read coverage for the last two weeks.
  - 50% read coverage for the week covered by the report.
  - 50% read coverage for the highest day in the customer's last week.
  - 50% read coverage for the last day of the week.
- **Fuel Type:** Electric-only and dual fuel.
- **Meter Type:** The customer must have a smart meter.
- **Customer Type:** The customer must be residential.
- **Email Address:** The customer must have a valid email address.

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- **Rate Plan:** The customer must be on a time-of-use or demand rate plan.

Customer Experience: Load Shifting HBA Emails

To enable time-of-use (TOU) and demand rate customers to view load shifting data within their High Bill Alert AMI Email, you can include load shifting modules in the email communication that help the reader understand their rates. These modules are designed to educate customers about their time-of-use (TOU) and demand rate plans and encourage them to shift energy use to off-peak hours.

Customers on time-of-use rate plans will receive the TOU Trends module in the High Bill Alert email. The module should be placed just below the Introduction module.

Demand rate customers will receive the TOU Trends module and also the TOU Demand Reminder module in their email. The TOU Demand Reminder should be placed below the Introduction module, followed by the TOU Trends module.

TOU Demand Reminder Module

The TOU Demand Reminder module is used to educate customers about how their demand charge is calculated. The module provides customers with information such as:

- How much more expensive peak prices are than o-peak prices.
- The hours during which electricity is most expensive.
- A visual timeline that displays o-peak, partial-peak, and peak hours.
- An explanation of how the demand charge is calculated.

Requirements

This section discusses the customer requirements.

Category	Description
Data History	AMI data for the last two weeks.
Data Coverage	Demand rate plan data should be available for the time period covered by the report.

User Experience

This module includes the following components:

Peak Hours Insight Statement: An insight statement at the top of the module identifies the peak hours, and provides information about how much more expensive energy use is during those hours. For example, "On weekdays, electricity is 2.2x more expensive from 4pm - 7pm."

Peak Hours Timeline: The module includes a timeline that highlights the hours during the day when the customer's electricity is most expensive based on their rate plan. It is designed to inform customers when their electricity use will contribute most significantly to a higher energy bill.

Demand Charge Statement: Below the scale is a statement that explains the demand charge the customer receives each bill period. For example, "Once each bill period, you'll also be charged $12.24 per kilowatt for your highest hour of energy use during peak hours – this is called your demand hour and demand charge."

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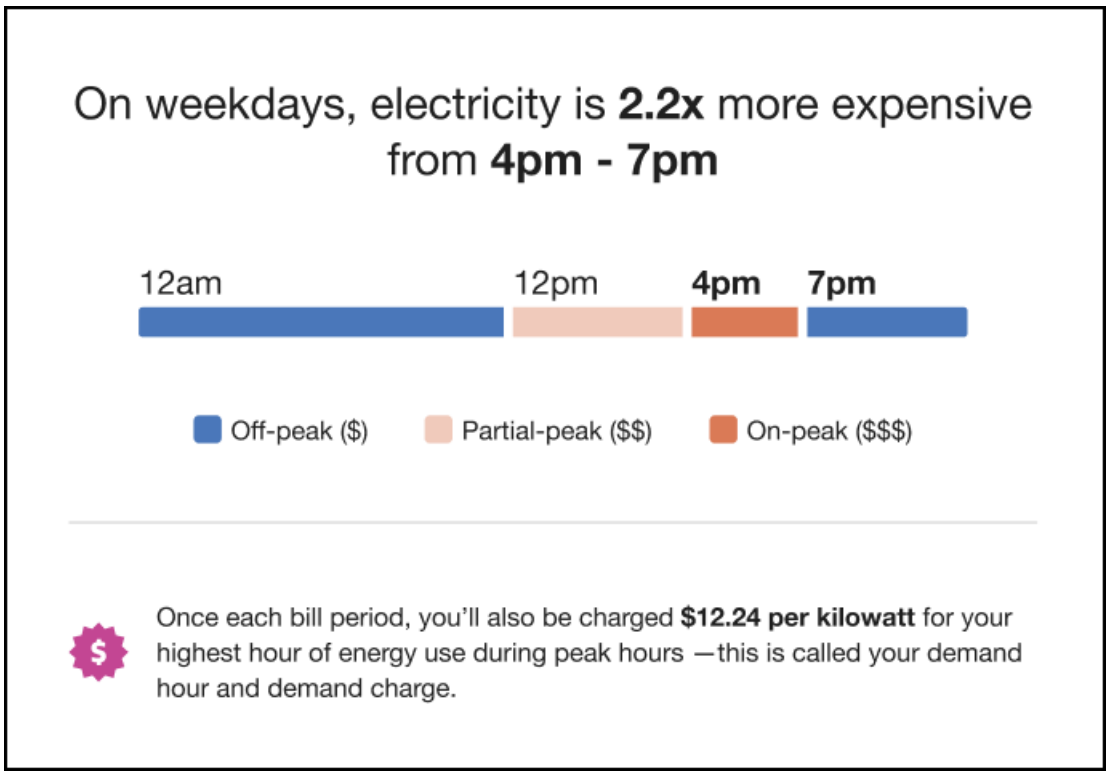

TOU Trends Module

This module is used in High Bill Alert (HBA) emails for customers on time-of-use plans. The module shows customers what portion of their energy use occurs during on-peak periods, provides details about the cost of energy use during peak periods, displays usage charts for weekdays and weekends, and encourages them to shift their energy usage to off-peak hours.

> **Note**
>
> - This section describes only the TOU Trends module and does not cover additional modules that are delivered within the High Bill Alert AMI Email communication. See Customer Experience for more information about the other modules.

User Experience

This section describes the user experience for the TOU Trends module.

The module contains these elements:

Module Header: The header tells the reader that this module provides information about their average use this week. For example, "Your average electricity use on weekdays".

Weekday Bar Chart: The chart depicts the average weekday electricity spending during each hour of the day. The different peak periods are color coded, and described in the legend below the chart, to enable readers to easily identify when they are spending the most on electricity. Above the chart, the date range used for the chart is displayed. The legend includes dollar sign

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indicators next to each period name and labels below each item to identify high, medium, and low-cost periods.

Insight Statement: This statement explains how much more expensive energy is during peak hours compared to off-peak hours. The cost ratio is calculated by comparing the highest cost period to the lowest cost period. For example, the statement might say, "On-peak hours are from 4pm - 7pm. Electricity is 2.2x more expensive during this time."

Weekend Chart Title: The title of the second chart informs the user that the data is related to their average weekend energy spending.

Weekend Bar Chart: The chart depicts the average weekend electricity spending during each hour of the day. Utilities typically do not have peak periods on weekends, therefore, this chart is typically shown in a single color with the date range above the chart, and a legend below. The legend includes dollar sign indicators next to each period name and labels below each item to identify high, medium, and low-cost periods. The data helps readers understand when they are spending on electricity on the weekends.

Explore Your Usage Details button: Clicking this button takes customers to a specified site with additional information. The utility customer can configure this button to direct the customer to a site of their choosing. If available, the button should direct customers to the Data Browser in the Digital Self Service - Energy Management Web Portal. The customer is then prompted to sign in to their account, or to register an account if they have not previously done so.

This image shows an example of the module:

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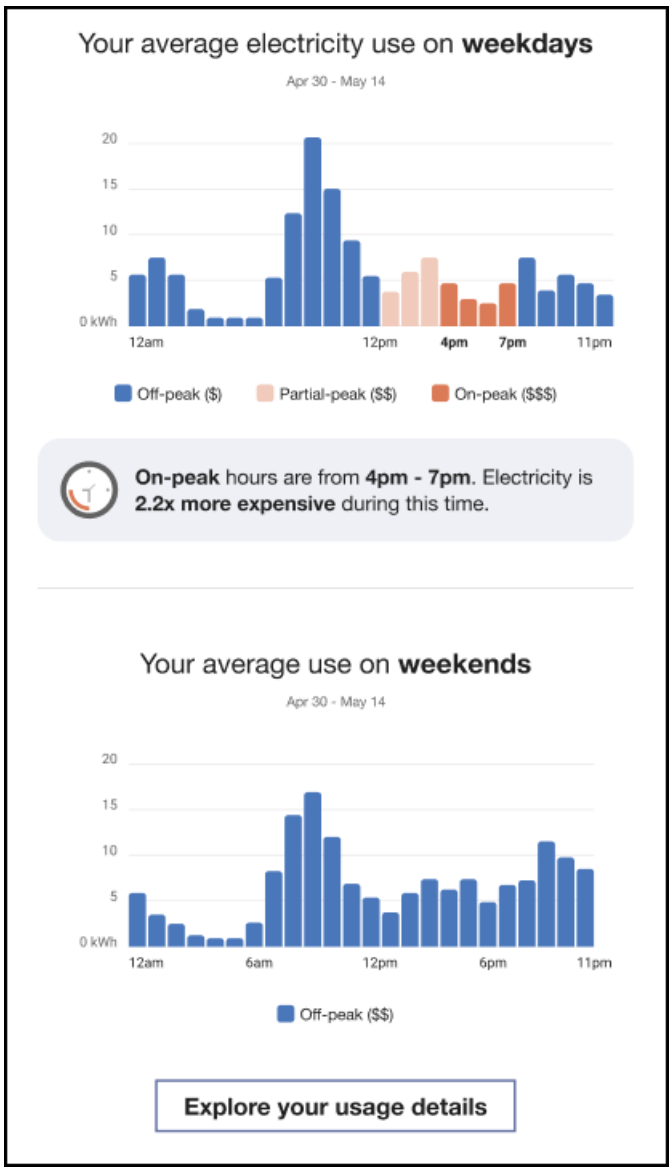

User Experience Variations

This section discusses the user experience variations in the TOU Trends module.

Usage Variations

The usage version of the module varies from the cost version as follows:

Weekday Bar Chart: The chart depicts the average weekday electricity usage during each hour of the day. The different peak periods are color coded, and described in the legend below the chart, to enable readers to easily identify when they are using the most electricity.

Weekend Bar Chart: The chart depicts the average weekend electricity usage during each hour of the day. Utilities typically do not have peak periods on weekends, therefore, this chart is typically shown in a single color with a legend below. The data helps readers understand when they are using energy on the weekends.

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Tiered TOU Plans

For tiered TOU plans, the module varies in the following way:

Insight Statement: This statement explains how much more expensive energy is during peak hours compared to off-peak hours. The tier with the highest cost ratio is used when calculating the price ratio in the statement, which might say, "On-peak hours are from 4pm - 7pm. Electricity is up to 2.2x more expensive during this time."

TOU Hours the Same on Weekdays and Weekends

If TOU hours are the same during weekdays and weekends, only one chart is included in the module. The chart encompasses both weekdays and weekend days, and the date range reflects the full date range.

The header is changed as follows for cost variations:

- **Header for Cost Variations:** "Your average hourly cost"
- **Header for Usage Variations:** "Your average hourly usage"

Holiday Variation

When a holiday is included in the time period, the module is updated as follows for cost variations:

Chart titles: "Your average <weekend or weekday> and holiday spending"

The module is updated as follows for usage variations:

Chart titles: "Your average <weekend or weekday> and holiday usage"

Enrollment and Delivery

All enrollment and delivery rules and options for High Bill Alert emails are defined within the Proactive Alerts Cloud Service. See Delivery in the *High Bill Alerts AMI Product Overview* for more information.

Providing Customer Support

Customer Service Representatives can do the following in the Customer Service Interface (CSI):

- View copies of alerts sent to customers.
- Manage a customer’s alert preferences.
- Access a customer's Oracle Utilities web portal account and view and update their alert settings.

See Supporting High Bill Alerts (AMI) for details.

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Inside Opower

This cloud service includes access to Inside Opower. Inside Opower is an online, utility-facing suite of tools to help users across a utility stay informed of and manage their Oracle Utilities Opower program. Utility users can access key data such as program insights, analytics, reports, contact information, and documentation.

See the Oracle Utilities Opower Inside Opower Product Overview for details.

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Customer Service Interface - Program Management

This cloud service includes access to the Customer Service Interface - Program Management tool. The Customer Service Interface (CSI) is an online support tool that provides utility support staff with the information and functionality they need to manage the Oracle Utilities Opower program and answer customer questions. See the Oracle Utilities Opower Customer Service Interface - Program Management Product Overview for details.

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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.

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