

# Oracle Utilities Opower Integration Hub Cloud Service

## Product Overview



Latest Release

F50489-11

April 2025

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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# 1

## Getting Started

Welcome to the Opower Integration Hub Cloud Service overview. Use this information to learn about the features and capabilities of the Oracle Utilities Opower Integration Hub products.

Have a question? [Contact Your Delivery Team](#) or visit [My Oracle Support](#).

The Oracle Utilities Opower Integration Hub federates utility customer identities to support single sign-on access to customer data between a utility, Oracle Utilities Opower, and Opower Integration Hub Partners. This integration allows utilities to redirect their customers seamlessly to Opower Integration Hub Partner content or choose to integrate the content as embeddable widgets onto their utility and Customer Service Representative (CSR) portals. Opower Integration Hub Partners can use this integration to develop and enhance their applications with Oracle Utilities Opower data and insights for the utility. For more information, see [Opower Integration Hub Features](#)

Opower Integration Hub comes with a set of requirements that must be met in order for customers to use the cloud service. See [Requirements and Limitations](#) for details.

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](#).

# 2

## Requirements and Limitations

The following data requirements and limitations apply to all utilities using the Opower Integration Hub.

| Category                           | Description  |
|------------------------------------|--|
| <b>Cloud Service Requirements</b>  | <p>The Integration Hub Cloud Service must be purchased. The Opower platform must be set up in order to use the APIs described in Opower Integration Hub Features. Setting up the platform requires the Oracle Utilities Opower Customer Billing Integration and Platform Cloud Service Setup Fee. The Oracle Utilities Opower AMI Integration and Platform Cloud Service Setup Fee must be purchased in order to obtain AMI data and insights through the APIs.</p> <p>The following cloud services must be purchased in order to obtain AMI cost data at daily and subdaily resolutions through the APIs:</p> <ul style="list-style-type: none"><li>• Rates Engagement Cloud Service</li><li>• Rates Integration and Initial Rates Modeling Setup Fee</li></ul> <p>Your Oracle Utilities <a href="#">Delivery Team</a> will work with you to determine which cloud services and fees are applicable to your situation.</p>  |
| <b>Implementation Requirements</b> | <p>You must complete data integration to use Oracle Utilities Opower data and insights with Opower Integration Hub. Data must be sent to Oracle Utilities in the right schema and according to the established data specifications. Your <a href="#">Delivery Team</a> will work with you to identify which data specifications are applicable to your situation.</p> <ul style="list-style-type: none"><li>• <b>AMI Insights:</b> AMI insights are available if AMI data is provided to Oracle Utilities in the required format. For more information, see the Oracle Utilities Opower <a href="#">Interval Data Transfer documentation</a>.</li><li>• <b>Rates:</b> Utility rates must be modeled by Oracle Utilities for rates data and insights to be available. For more information, see the <a href="#">Rates Engagement documentation</a>.</li><li>• <b>Single Sign-On:</b> A utility must configure their instance of Oracle Identity and Access Management to allow for authentication and single sign-on (SSO) integration. This includes enabling the use of OpenID Connect Authorization Code Flow. Information on implementing Authorization Code Flow with Oracle Identity and Access Management and request examples can be found in the <a href="#">Identity and Access Management documentation</a>.</li></ul> |

# 3

## Opower Integration Hub Features

Opower Integration Hub includes an SDK, a set of APIs, a token generation service, and components of the Oracle Utilities Opower Platform.

- **SDK:** An integration Software Development Kit (SDK) to authenticate and execute API calls, as well as support the creation of content as modularized widgets. For information on embedding widgets, see the [Oracle Utilities Opower Digital Self Service - Energy Management Embeddable Widgets Integration Guide](#).
- **APIs:** Access to Oracle Utilities Opower data and insights through the use of generally available APIs. Generally available APIs include both [REST APIs](#) and a single GraphQL endpoint. For information on the GraphQL resources, refer to the [Oracle Utilities Opower GraphQL API User Guide](#). The following data and insights are available without AMI data:
  - Usage data by bill period
  - Costs data by bill period
  - Disaggregation insights generated by Oracle Utilities Opower disaggregation models
  - Bill comparison insights
- The data and insights listed below are available with AMI data. As described in [Requirements and Limitations](#), utilities must purchase an additional AMI data integration fee to access these data and insights:
  - Usage data by bill period, day, interval
  - Costs data by bill period, day, and interval (day and interval costs data require additional cloud services and fees, as described in [Requirements and Limitations](#))
  - Disaggregation insights generated by Oracle Utilities Opower disaggregation models
  - Bill comparison AMI-based insights Bill forecast insights
- **Token Generation Service:** A secure token generation service supports single sign-on authentication that allows Opower Integration Hub Partner integrations to embed Oracle Utilities Opower widgets in an Opower Integration Hub Partner portal, embed Opower Integration Hub Partner widgets in the Oracle Utilities Opower Energy Efficiency Web Portal, and access data through APIs.
- **Opower Platform:** The Opower Platform including data integration, analytical insights, and data disaggregation.

# 4

## Contact Your Delivery Team

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

**To contact your Delivery Team:**

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

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