

Oracle Utilities Opower Email Address Configuration Guide

A variety of email reports and email alerts are available in the Oracle UtilitiesOpower program. By default, all From addresses for these emails is [utilitycode]@email.opower.com. You have the option of customizing this address to more closely match your own domain or subdomain. For example, you could have emails sent from info@[utilitycode].email.com.

To enable Oracle Utilities to configure a different utility-specific email address for you, you must obtain a custom text (TXT) record from your Service Delivery Manager, and then create two Domain Key (DKIM) records and a Sender Policy Framework (SPF) record in the domain you own.

Obtaining a Custom TXT Report

To obtain the required custom DKIM TXT and SPF TXT records for the email configuration, contact your Service Delivery Manager. You can do this by signing into your [Inside Opower portal](#) and going to the **Community** tab.

Also, note that the requirements for creating custom DKIM and SPF records vary depending upon DNS configuration. You should contact an IT professional at your organization for help creating these records in your domain.

Creating a DKIM Record

A DKIM record allows Oracle Utilities to send communications from your domain on your behalf and helps to ensure that customers will receive your email. Internet Service Providers (ISPs), anti-spamming software, and security systems reference the DKIM records to validate that an email is properly authenticated and not “junk” mail involved in phishing or spoofing. DKIM records embed information within the email to make it easier to detect malicious emails.

A DKIM record is a simple TXT record placed in the Domain Name System (DNS) for a domain. To send Oracle Utilities Opower communications from a utility-specific email address, you must add two custom DKIM TXT records to your domain.

To create a DKIM record:

1. Access the control panel for your DNS provider or domain registrar.
2. Create a TXT DNS entry for your domain.
3. In the appropriate fields, copy and paste the two custom DKIM TXT records provided to you by your Service Delivery Manager.
4. Complete all other fields as required based on your DNS configuration.
5. Save your changes.

Creating an SPF Record

An SPF record allows Oracle Utilities to send communications from your domain on your behalf and helps to ensure that customers will receive your email. ISPs, anti-spamming software, and security systems reference the SPF records to validate that an email is properly authenticated and not “junk” mail involved in phishing or spoofing. SPF records authenticate emails by allowing the domain owner to add a file or record on their DNS record that the receiving email server then authenticates against.

An SPF record is a simple TXT record placed in the DNS record for a domain. To send Oracle Utilities Opower communications from a utility-specific email address, the utility must add a custom SPF TXT record in their domain.

To create an SPF record:

1. Access the control panel for your DNS provider or domain registrar.
2. Create a TXT DNS entry for your domain.
3. In the appropriate fields, copy and paste the custom SPF TXT record provided to you by your Service Delivery Manager.
4. Complete all other fields as required based on your DNS configuration.
5. Save your changes.

Once this update is implemented, Oracle Utilities can configure your reply mail management based on the email address you want to display as the reply address (must end in the host name specified above) and the address where you want to route these replies.

Oracle Utilities Opower Email Address Configuration Guide, Latest Release
E85151-09

Copyright © , 2026, Oracle and/or its affiliates

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-

specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, MySQL, and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.