



Itron

IntelliSOURCE[®] Express[™]

Enterprise Demand Response Management System

DESIGNED FOR MUNICIPAL AND ELECTRIC COOPERATIVES

Cooperative and municipal utilities understand their members and rate payers are embracing technology now more than ever. As they do, their expectations grow. That is why Itron is delivering more end-user responsive technologies for our clients. What was once a one-way command and control system for managing basic loads has been transformed into an interactive energy experience allowing consumers to take an active role in the rate program and load management initiatives so vital to the utility's bottom line.

The IntelliSOURCE Express platform allows today's energy provider to evolve with consumer expectations while still leveraging

currently deployed programs such as traditional one-way load control systems. By providing a bridge between legacy and future technologies, previous investments are maximized, and future technologies supported as they become available.

If deploying a new program, IntelliSOURCE Express represents a truly modern solution ready to manage the increasing number of distributed energy resources on your system. Whatever your needs, Itron can help you get the most out of your current technology and keep you ahead of tomorrow's challenges.

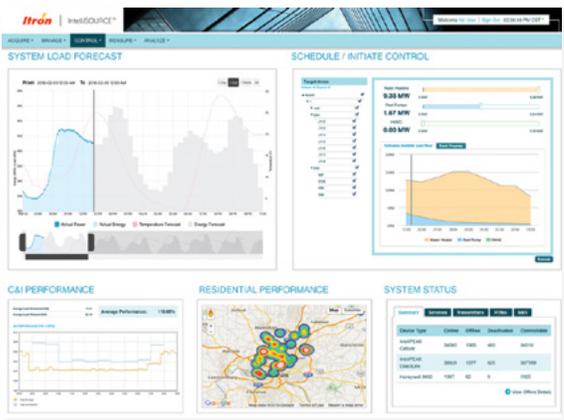
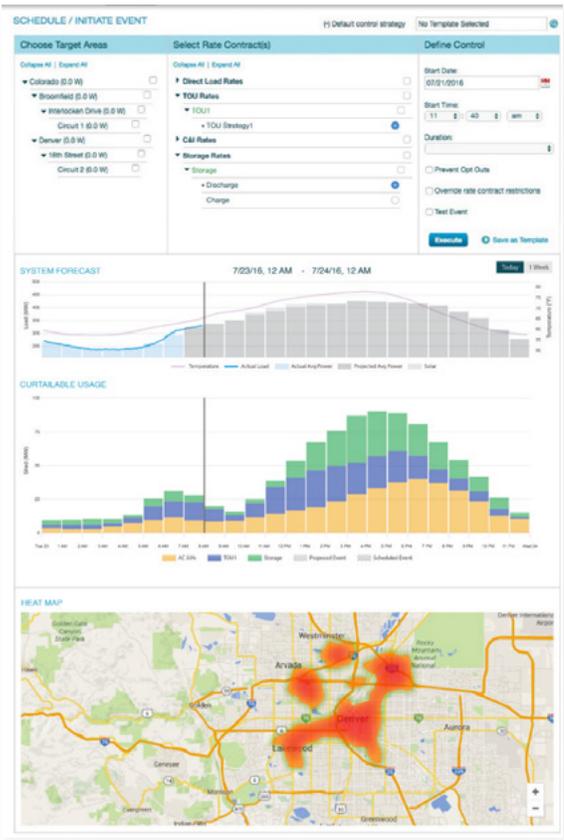


IntelliSOURCE Express is a right-sized enterprise demand response management system (DRMS) capable of growing with your programs and future needs. Preconfigured to facilitate rapid implementation for a more cost-effective deployment. The capabilities were defined based on best practices developed by Itron during dozens of successful deployments and even includes state-of-the-art cybersecurity protections so critical in this day and age.

Automate every phase of demand response and energy efficiency programs with IntelliSOURCE Express, while also providing a single operational view into all demand-side management programs. By popular demand, the platform can be deployed either on-premise or in the cloud as a hosted service.

Get the most out of your existing one-way load control program while transitioning at your own pace

- » Your currently installed devices may have more life left than you realize. New, two-way devices can take advantage of an improved set of tools like load forecasting and a consumer engagement portal while still supporting one-way devices
- » Don't rip and replace your existing system. IntelliSOURCE Express allows you to smoothly migrate from the previous generation of control to the next without leaving your peaks unmanaged during the transition
- » Providing new features and insight into their energy usage demonstrates value to your energy consumers. It also brings them along on the journey as you deploy more functionality and provide even more value as you roll out new devices with new capabilities



Improve program success and minimize “free-riders” with two-way communicating end points

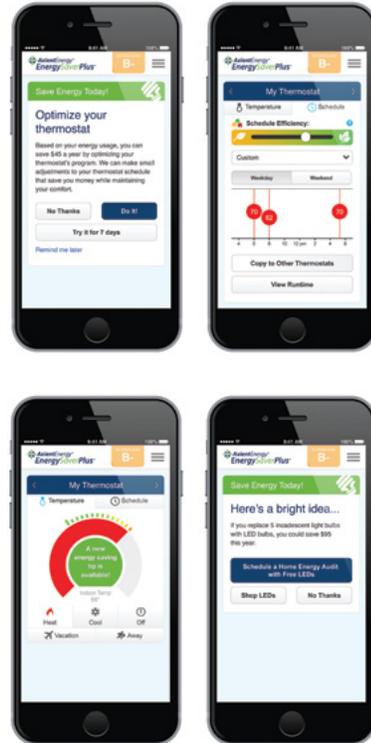
- » Manage the peak with greater precision and reliability to more effectively lower demand charge and pass savings along to members and rate payers
- » More reliably orchestrate events by monitoring the actual performance of connected devices and load curtailment during an event and enable real-time adjustments to the control strategy to assure goals are met and peaks are avoided
- » Calculate measurement and verification results based on the entire set of demand response devices involved in the control event as opposed to relying on post-event sampling techniques
- » Avoid costly truck rolls with insight into each device, it’s health, and status right from your computer

Empower your consumers through an interactive web and mobile device engagement portal — put members and rate payers in charge of their energy footprint

- » The IntelliSOURCE Express web and mobile engagement portal provides a compelling online dashboard accessible from virtually any web-enabled device, including desktops, laptops, smart phones or tablets
- » Actionable and targeted tip engine provides informational notifications, cross-sell opportunities, customer-performed actions and system-performed actions. Tips can be targeted based on seasonality, customer information and device performance
- » Mobile device control allowing customers to monitor the status of their home remotely, program the schedule of their thermostat, and quickly and easily adjust temperature and mode

Optional support for leading third-party thermostats — bring your own device (BYOD) approach can provide value added services to customers who have purchased retail Wi-Fi thermostats

- » Include popular retail Wi-Fi thermostats and other third-party devices in new or existing demand response and energy efficiency programs
- » Secure enrollment, seamless engagement, and aggregated forecasting and dispatching capabilities of the devices
- » Utility-branded customer experience with customer notification capabilities that educate users and reduce customer service calls



CYBERSECURITY

Utilities of all sizes are currently under a microscope when it comes to cybersecurity. That level of scrutiny will only increase as bad actors and threats evolve. Itron believes utilities of every size deserve the same level of threat protection. That is why we utilize and adhere to the same security design and deployment standards no matter the size of the program. These best practices and technologies include those identified or defined by both NERC and NIST for the protection of data and system access.

The following summarizes the key security standards addressed in IntelliSOURCE Express:

- » SSAE 16 SOC 2 Type II Audit
- » 3rd-party Penetration Testing
- » NERC-CIP Passwords
- » All Data Encrypted in Transit
- » Role Based Access Control
- » Two-factor Authentication
- » Level 7 (application) Firewall
- » Boundary Protection
- » Information Flow Enforcement
- » Database Encryption
- » Intrusion Detection Systems
- » Intrusion Prevention Systems
- » Load Zone Segmentation (300MW)



With IntelliSOURCE Express and Itron's catalog of available integrations and end-point technologies, an engaging and powerful solution is now within reach for energy providers of any size.

For additional information or to view a demo email us at DEM@itron.com



Join us in creating a more **resourceful world**.
To learn more visit itron.com

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