With the rising cost of energy and water and the growing push for efficiency and conservation, consumers want to proactively optimize their energy/water usage and cost. Mobile and desktop web-based presentment of energy and water usage enables consumers to visualize their usage patterns, reduce their environmental footprint and ultimately save money.

Empowering consumers with the ability to view usage data on a self-service basis also benefits today’s utilities. Providing easy access to analysis tools and near real-time usage data can reduce customer service representative costs and also improve customer satisfaction.

With Itron Analytics Customer Portal, utilities and their customers realize outcomes by:

» Accessing a simple and intuitive user interface, providing customers with the information they need to understand usage patterns. This information is available for mobile and desktop devices.

» Providing customers with access to their AMI data to create transparency between the utility and their customers. Users can view data in hourly, daily, monthly and yearly intervals. Users can also see information summarizing selected time periods.

» Utilizing a portal that is built on the Itron Analytics Platform. This platform is highly scalable and integrates easily with other Itron systems (e.g. OpenWay, ChoiceConnect, Field Collection System and IEE). The platform can support your growing analytic needs with additional apps that support your electric, gas and water analytic needs.
FEATURES AND BENEFITS

Customer Portal provides a simple and intuitive user interface that empowers energy and water consumers with information needed to manage their usage and costs.

» View data in hourly, daily, monthly and yearly intervals
» Access weather data
» View summary information, including high/low and average usage and percent change from one period to the next
» Compare usage to neighbors who have similar attributes
» Create usage goals and track progress toward the goal.
  Receive email or text alerts on goal progress
» Support for multiple commodities
» Support multiple meter and multiple accounts
» Support for phone, tablet and desktop screen size

Customizations

Customer Portal has many configuration options that allow it to easily integrate with a utility’s existing infrastructure.

» Deploy as a standalone website or integrate into a user-authenticated utility website
» Single sign-on support
» Customization of splash screen, branding, text, colors and fonts
» Full support for localization and internationalization