



The Edison Foundation

INSTITUTE for  
ELECTRIC INNOVATION

# IEI Technology Partner Snapshot

**ORACLE®**  
Utilities

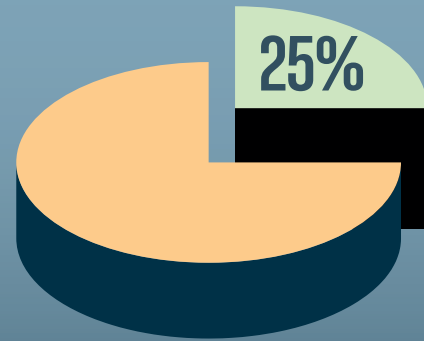
Oracle Utilities develops and deploys analytics-driven software and services, from distribution energy grid management and operations, to smart meter data management, to customer-facing applications. In 2016, Oracle Utilities acquired Opower, creating the world's largest cloud services provider to electric companies that stores and analyzes meter data from more than 60 million customers.

## How Oracle Utilities is Partnering with Electric Companies:



**Commonwealth Edison (ComEd)** partnered with the Oracle-Opower team to deploy a residential peak-time rebate program in northern Illinois, enrolling 4

times as many customers beyond their original target. Through this program, ComEd delivers personalized, AMI-enabled communications before and after demand response events increasing customer participation and satisfaction.



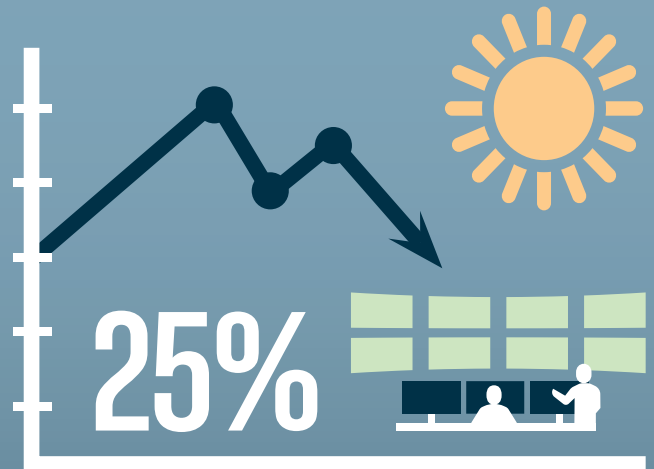
**Tucson Electric Power** improved their average customer call time by 25 percent using Oracle's Customer Care and Billing solution.

**209**  
**MW**

Working with the Oracle-Opower team, **Baltimore Gas & Electric (BGE)** deployed a residential peak-time rebate program, automatically enrolling 1 million+ BGE customers and achieving 209 MWs of peak demand reduction.



Oracle Utilities helped **Southern Maryland Electric Cooperative** implement an enhanced digital portal to facilitate customer self-service and provide access to everything from energy use to billing information.



Demand Reduction

**Sacramento Municipal Utility District (SMUD)**, worked with Oracle Utilities to support the launch of a dynamic pricing program, helping to cut peak demand on hot summer days by as much as 25 percent. More than 95 percent of customers were satisfied with their new energy rates.