



IntelliSOURCE[®] Enterprise[™]

Itron's cloud-based software provides the foundation for deploying integrated demand-side management programs.



IntelliSOURCE Enterprise redefines the industry's expectations of a demand response management system (DRMS) by providing extensive additional capabilities such as integrated modules to manage energy efficiency programs and distributed energy resources. IntelliSOURCE Enterprise is the only platform that automates every phase of demand response and energy efficiency programs, while also providing utilities a single operational view into all of their residential, small business, and commercial and industrial demand-side management (DSM) initiatives.

Solutions are needed that empower the utility to manage evolving utility challenges such as supply variability, distributed energy resource (DER) integration, distribution asset maintenance and customer engagement, as well as provide insight from the two-way grid. To meet these new challenges, IntelliSOURCE Enterprise provides a suite of fully integrated modules that enable utilities to manage demand response, energy efficiency and customer engagement programs, coordinate bring your own device and DER, and take advantage of consumer energy data analytics opportunities. By having one integrated platform to manage this complexity, utilities can ensure optimal performance of assets and achieve target outcomes of demand-side management initiatives.

IntelliSOURCE Enterprise is the only solution in the industry that gives the utility a single enterprise platform – rather than a mix of pieces and parts that the utility needs to cobble together – to manage all behind-the-meter connected devices in one orchestrated approach. By providing a consistent architecture and unified data model across the modules, IntelliSOURCE Enterprise enables a fast, cost-effective and low-risk implementation of a comprehensive solution. IntelliSOURCE Enterprise is designed to easily integrate with other back office systems such as SCADA,

customer information systems (CIS), geographic information systems (GIS), advanced distribution management systems (ADMS) and more.

IntelliSOURCE Enterprise modules can also be deployed incrementally to manage specific program components, while providing a path to deploy additional modules. All modules are designed with an open architecture that enables them to integrate easily with existing solutions.

INTELLISOURCE-ACQUIRE

IntelliSOURCE-Acquire™ facilitates easy customer registration into demand-side management programs through a sophisticated online portal that provides comprehensive tools to manage the enrollment process. The portal will also assist the customer through the device installation process, provide online appointment scheduling, and integrate with the call center to ensure seamless customer service is provided throughout.

Utilities can also use the IntelliSOURCE-Acquire robust marketing segmentation functionality and campaign management capabilities to ensure optimal participant outreach and maximize campaign results.

INTELLISOURCE-WORK

IntelliSOURCE-Work™ automates all processes related to device deployment, including contact management, call center support, work order management and inventory management.

IntelliSOURCE-Work also includes a complete case management system for call center support that fully automates the customer inquiry process to ensure a prompt response to customer requests. The real-time mobile workforce tool provides immediate

access to schedules, as well as providing the ability to manage and execute field service operations remotely.

The field tools deliver instant access to field service requests via a handheld device which is also used to program, test and operate equipment during the installation process. The real-time device commissioning capabilities provide instant feedback to the utility to confirm a device has been properly installed.

IntelliSOURCE-Work also provides comprehensive inventory management with tracking and reporting features that can be used to manage all types of inventory, from the supplier to the warehouse to the installer and ultimately, to the customer premises.

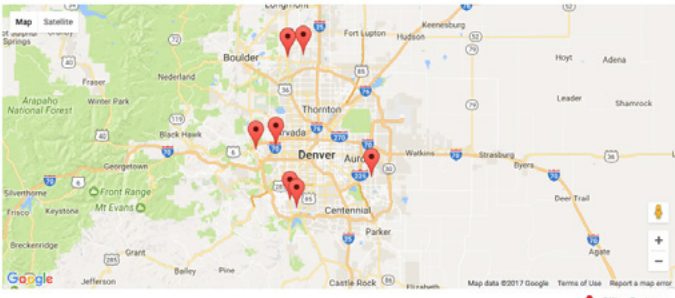
INTELLISOURCE-CONTROL

The heart of IntelliSOURCE Enterprise is IntelliSOURCE-Control™, which enables utilities to build customized control strategies based on specific system requirements to allow precise delivery of execution for control events. The IntelliSOURCE-Control optimization engine takes into account the real-time operating status of all demand-side resources with varying rules to deliver a precise curtailment shape.

IntelliSOURCE-Control is communication, protocol, device and vendor agnostic, while supporting all control strategies, including cycling, temperature set back, price response and notification. The module can also be used to coordinate and control third-party demand response programs and is designed to support all customer classes – from residential to small business to large commercial and industrial.

IntelliSOURCE-Control includes advanced functionality for program modeling, event management, as well as baseline calculations, settlement and payments, and incentive tracking and payments.

DETAILS OF OFFLINE DEVICES



Device Serial Number	Device Type	Last Seen At	Account Number	Name
4834186	IntelliTemp 800	2016-05-13 13:15:00	DEM0000067	Kim Godard
4563779	IntelliTemp 800	2016-01-21 12:57:15	123456	Angelo Lakra
4999935	IntelliPEAK DirectLink	2016-01-09 13:57:33	DEM0000067	Kim Godard
4564350	IntelliTemp 800	2015-02-05 16:04:10	DEM0000011	Gary Harris
4564886	IntelliTemp 800	2015-02-05 16:03:34	DEM0000013	Melissa Garcia
4564338	IntelliTemp 800	2015-02-05 15:11:39	DEM0000012	Jordan Thompson
1000005	IntelliTemp 800	Never	DEM0000021	Steve's Sandwich Shop
1000001	IntelliTemp 800	Never	DEM0000014	Gabriel Martinez

INTELLISOURCE-COM

The IntelliSOURCE-Com™ module enables communication with hundreds of thousands of end devices over a diverse set of communication networks, including Wi-Fi, cellular, paging and AMI, and can use open standards like OpenADR 2.0b. IntelliSOURCE-Com handles event dispatch, pricing configuration, firmware management and network health monitoring.

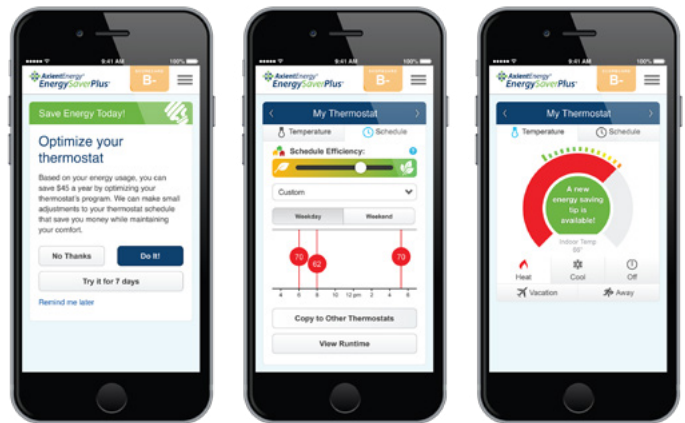
IntelliSOURCE-Com enables a secure connection with devices through comprehensive network management, including health monitoring and problem alerting. Device management capabilities include group configuration, commissioning, decommissioning firmware upgrades as well as telemetry management

INTELLISOURCE-CONNECT

IntelliSOURCE-Connect™ gives utilities the ability to easily include popular retail Wi-Fi thermostats and other third-party devices in new or existing demand response and energy efficiency programs. The module provides for secure enrollment, seamless engagement, and aggregated forecasting and dispatching capabilities of the devices.

IntelliSOURCE-Connect also provides a utility branded customer engagement portal to send messages to the end customer to drive deeper engagement.

IntelliSOURCE Enterprise gives utilities a single platform for managing both direct install and BYOD devices across all customer classes.



INTELLISOURCE-CUSTOMER

Demand response programs have historically provided a mechanism for utilities to increase customer satisfaction and drive better J.D. Power scores. IntelliSOURCE-Customer™ enables utilities to deepen customer engagement by layering energy efficiency capabilities on to demand response programs. IntelliSOURCE-Customer includes tools, such as mobile device control and an actionable tips engine, that help customers conveniently reduce household energy consumption, adding to the energy savings already provided by demand response program incentive payments.

Designed with the mobile device in mind, IntelliSOURCE-Customer equips the on-the-go residential energy consumer with a full set of tools to conveniently reduce household energy consumption. Features of IntelliSOURCE-Customer that drive successful energy efficiency and customer engagement programs include:

- » Web and mobile engagement portal with a compelling online dashboard accessible from virtually any web-enabled device, including desktops, laptops, smart phones or tablets
- » Actionable and targeted tips 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

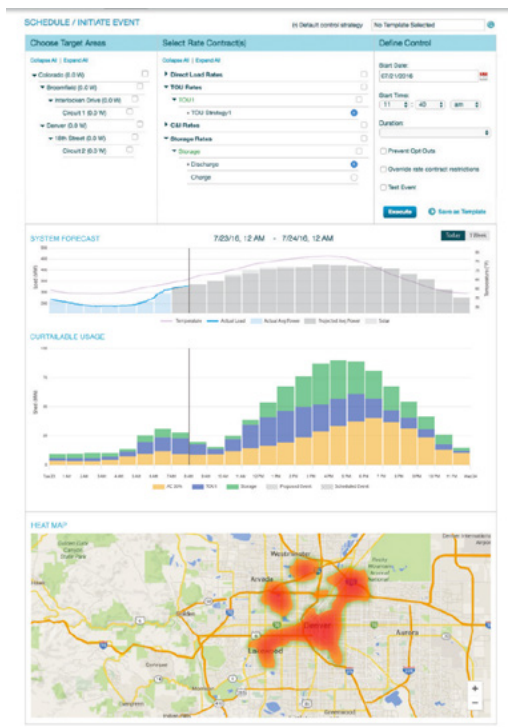
- » Mobile device control allowing customers to monitor the status of their home remotely, program the schedule of their thermostat, and quickly and easily adjust temperature and mode

INTELLISOURCE-DERMS

As new residential distributed energy resources, like rooftop solar, batteries and electric vehicles, emerge alongside traditional demand response resources, such as water heaters and HVAC, IntelliSOURCE-DERMS enables utilities to manage the complexity of coordinating and integrating all of these assets. This will help utilities maintain power quality, ensure grid reliability, realize benefits (including deferred investments in distribution infrastructure) and deliver a seamless customer experience. With IntelliSOURCE-DERMS, electric utilities can thrive as the grid becomes increasingly complex.

INTELLISOURCE-ANALYTICS

Leveraging individual premises, device and meter data, IntelliSOURCE-Analytics™ improves the performance of demand-side programs by giving utilities such insights as customer enrollment propensity and granular, accurate forecasts of available demand response capacity. IntelliSOURCE-Analytics builds a detailed and continuously updated thermodynamic model of every enrolled customer premises, which it uses to optimize daily thermostat operations, deliver relevant, personal and actionable energy-saving insights to customers, and customize demand response dispatch strategies to maintain customer comfort and deliver maximum load drop at each premises.



INTELLISOURCE-DEFENSE

Cybersecurity is top of mind for every utility executive, especially when it comes to distributed energy resources such as demand response devices that may provide an entry point to the grid. IntelliSOURCE-Defense™ provides peace of mind through multiple, redundant layers of security for the application, framework, infrastructure and communications. IntelliSOURCE-Defense is regularly examined by an independent third-party security firm and complies with NERC CIP and NIST guidelines. The NERC CIP (Critical Infrastructure Protection) Cyber Security Standards are intended to ensure the protection of critical cyber assets that control or affect the reliability of the United States electric grid.

IntelliSOURCE is OpenADR 2.0a and 2.0b VTN certified. OpenADR standardizes the message format used for Auto-Demand Response (DR) and Distributed Energy Resource (DER) Management so that dynamic price and reliability signals can be exchanged in a uniform and interoperable fashion among utilities, ISOs, energy management and control systems. Using OpenADR allows utilities and cities to reduce costs and improve performance by providing the flexibility to leverage more types of DERs and devices. Using OpenADR can improve grid stabilization and reliability, power quality, pipeline management and conservation efforts. Learn more about OpenADR from the experts at the OpenADR Alliance at openadr.org



To learn more about how IntelliSOURCE can improve your demand-side management programs, contact us at:

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Join us in creating a more **resourceful world**.
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