



Residential solar energy systems oracle

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Oracle Utilities Opower DER Customer Engagement is one of four new products and more than 100 new features in the Opower platform, the industry's leading suite of customer engagement and energy efficiency cloud services.

According to Wood Mackenzie, solar is the second fastest growing resource after natural gas in the U.S., and residential solar has grown by 500+MW every quarter over the last four years. However, many early adopters have been dismayed with their expectation of utility bill savings versus the reality. This is resulting in an influx of calls to their utility provider, which have proven to be up to \$8 more expensive and considerably longer than non-solar related calls.

Based on extensive research into the solar customer journey, Opower DER Customer Engagement addresses these challenges by providing utility customers with a personalized set of insights and recommendations relating to their overall energy generation, usage and resulting bill.

"Engaging with our customers and providing them clear, consistent information about their energy consumption and production is critical," said Feltrin Davis, manager of business Intelligence and data analytics smart energy services for Exelon. "With Oracle, we have been able to regularly deploy new web tools for our solar/net energy meter customers and are updating them frequently to ensure we are providing the best experience possible."

With Opower, Utilities can now send new solar customers onboarding communications explaining what to expect and how solar billing works. And new or existing customers can leverage online tools and insights to understand their net energy consumption. In addition, solar customers will also have a simple overview of their bills and a comparison of how their energy costs have changed since adopting solar. As a result, customers are happier and utilities reduce expensive call center volume.

Kelsey Misbrener has a degree in magazine journalism from Kent State University. As Managing Editor for Solar Power World, she oversees SPW's online and print content and ensures it furthers the mission of helping installers, developers and other industry stakeholders do their jobs better. Kelsey is passionate about renewable energy and enjoys spending her free time in nature with her family.

Hear how Portland General Electric (Oregon), JXN Water (Mississippi), and Celsia (Colombia) exceeded customer expectations and improved customer satisfaction with personalized and proactive customer service, efficient issue resolution, and heightened customer engagement.

Learn about the different ways leading utilities are "spending" the data they're collecting from a variety of sources—and the benefits they're deriving without breaking the bank.



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Harness AI and behavioral science to increase customer engagement through Opower home energy reports, equity and affordability, behavioral load shaping, proactive alerts, and digital self-service solutions.

Combining Accenture's deep industry experience with Oracle Cloud technology empowers utility companies to accelerate their energy transition to net-zero carbon emissions. Discover how to integrate digital and sustainable solutions into your core business, using technology to create a more sustainable future.

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Web: <https://www.sumthingtasty.co.za/contact-us/>

Email: energystorage2000@gmail.com

WhatsApp: 8613816583346

