



Temetra

Transforming Utility Data Collection and Management



## THE EVOLVING UTILITY LANDSCAPE

### Navigating Disparate Systems:

Utilities often have different types of technologies in their data collection network, acquired over time, with varying replacement timelines. Managing data collected from these diverse technologies makes it difficult for utilities to have a truly unified view of their operations. Modern utilities face the daunting task of navigating and integrating these diverse technologies, from handheld devices to Automated Meter Reading (AMR) and Advanced Metering Infrastructure (AMI). Efficiently collecting and organizing data across these systems is crucial for informed decision-making and operational success.

### Enhancing Customer Interactions:

When utilities receive a billing inquiry or customer complaint, being able to look at customer usage trends and potential issues throughout their distribution system is essential for resolving the issue and involving the customer in a solution. Utilities struggle to improve customer interactions, especially with inquiries and billing disputes, because they lack detailed data to provide accurate answers. Accurate and accessible data ensures a seamless customer experience and expedites issue resolution.

### Efficient Data Management:

As utilities transition to Advanced Metering Infrastructure (AMI), they gain access to massive amounts of data – about their customers, about their distribution system and about their operations. To avoid billing discrepancies, customer dissatisfaction, and operational inefficiencies, it is essential to start with a powerful data management system that ensures data accuracy and reliability. Robust data management systems are essential for maintaining operational excellence and meeting customer expectations.

### Leveraging Data for Insights:

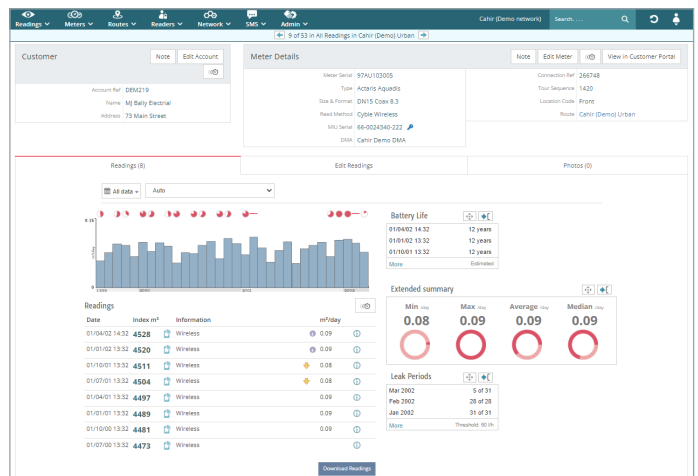
Collecting data is only the first step – utilities must efficiently manage this information to leverage valuable insights. Using a robust data management platform, data storage can transform vast amounts of information into a data warehouse. With analytic tools, utilities can derive actionable insights and ensure operational efficiency. Effective data management supports community engagement, conservation efforts, and environmental stewardship by giving consumers comprehensive access to data.

These challenges highlight the complexities utilities face in managing data, enhancing customer interactions, and optimizing operational efficiencies in today's modern landscape.

## INTRODUCING TEMETRA

### Your Comprehensive Data Collection and Management Solution

Temetra™ is a cutting-edge cloud-based data collection and management system designed to work seamlessly with multiple collection technologies from handheld devices to Automated Meter Reading (AMR) and Advanced Metering Infrastructure (AMI) across the utility's network. Temetra combines all your data into one platform, serving as a centralized hub for your utility's data, with flexibility and scalability to manage and integrate data as your metering operations progress over time. Temetra enables efficient data collection, thorough analysis, and prompt action, making it the ideal solution for modern utilities.

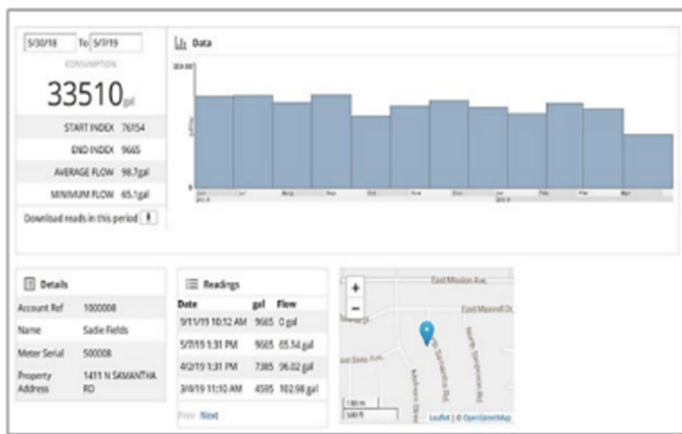


Customer service dashboard helps you see meter reads, alerts, and consumption in one view to respond to customer questions.



### Configurable Dashboard for Actionable Insights

Temetra has configurable dashboards which can be customized to show you the data most important to your needs and preferences. This feature ensures that you can monitor key metrics, track performance, and make data-driven decisions quickly and efficiently.



Configurable dashboards focusing on what matters most.

- » **User-Friendly Interface:** An intuitive layout that makes navigation and data interpretation straightforward.
- » **Custom Widgets:** Add, remove, and configure widgets to display the most relevant data points.
- » **Near Real-Time Data:** Access data to stay informed and responsive.
- » **Alerts and Notifications:** Set up custom alerts to notify you of important changes or anomalies in the data.
- » **Comprehensive Reporting:** Generate detailed reports to share insights and support strategic planning.

### FEATURE-RICH FOR TAKING MORE ACTIONS

Temetra offers a comprehensive suite of features, including:

#### Data Visualization and Analytics

- » Data visualization on maps
- » High-level analytics
- » Advanced search capabilities
- » Standard and ad hoc reporting

#### Operations and Management

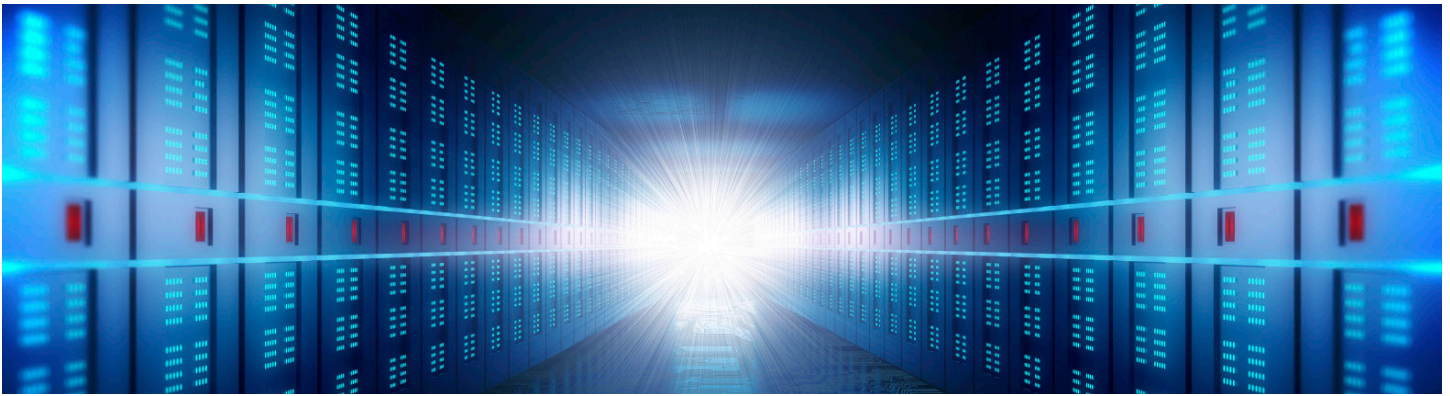
- » Meter geolocation
- » Simplifies verification and validation procedures
- » Automated billing schedules
- » Long-term data storage
- » Asset management
- » Route management and optimization
- » Meter/device photo storage
- » Flexible data export and file transfer

#### Support and Customer Service

- » Customer service support tools

#### Secure Data Centers

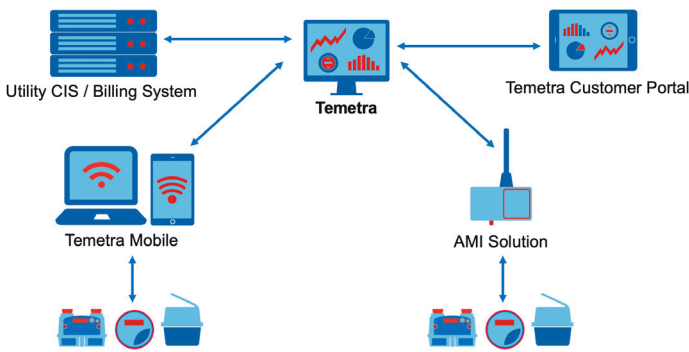
Temetra data is stored in highly secure and reliable local data centers. Service providers can vary, based on the utility, country, or region's data storage requirements. Security is assured through SSAE 16 SOC 2 Type II – certified data centers and internal operation and maintenance security controls based on industry best practices derived from ISO 27002. Itron's 24/7 operations center staff manage and monitor all SaaS environments.



### Flexible Approach to Integration and File Transfer

Temetra offers a range of integration options designed to simplify the process and enhance data exchange with various back-office systems.

System integration stands as a critical element within the Temetra solution, optimizing internal business processes and enhancing the overall efficiency of utility operations. Temetra's user-friendly integration approach minimizes the potential risks, scheduling challenges, and costs associated with project implementation.



**Automated File Transfers:** System integration with Temetra relies on automated file transfers using secure methods like SFTP. Files are exchanged between Temetra and utility back-office systems, following scheduled transfers or ad hoc requests.

**Standard File Formats:** Temetra supports CSV and other formats compatible with most back-office systems for data export and web app reporting.

**Data Exchanges:** Utility systems interact with Temetra via secure HTTPS file transfers which can be automated through the use of API calls. Temetra offers versatile tools for data transfer, including:

- » Temetra Interface: Allows users to manage file transfers through Temetra's user interface.

- » Automated SFTP File Transfers: Configurable automated transfers using SFTP, supported by Itron Professional Services.
- » REST APIs: Enable automated data exchanges through REST API calls, requiring customization with detailed online API documentation provided.

These methods facilitate seamless data integration and management between Temetra and utility operations.

### Customer Web Portal

The Customer Web Portal allows you to proactively inform your customers of abnormal usage, thereby reducing billing complaints. In addition, customers can monitor their usage over time, allowing them to take steps to reduce their monthly bill.

- » **Web Portal Access:** Temetra's web portal provides consumers with easy access to their personal consumption data, allowing them address potential issues without relying on utility notifications or high water bills to take action.
- » **Timely Consumption Insights:** Customers can view and manage their usage with consumption data available in 15-minute, hourly, daily, monthly, and yearly intervals, all through the Temetra web portal.
- » **Consumer Empowerment:** The platform encourages consumer awareness and proactive conservation, offering timely consumption data, historical insights, and early alerts. This reduces reliance on utility communications and empowers individuals to take preventive measures.
- » **Customer Set Alarms:** It is a simple and seamless process for AMI customers to set up personalized alarms for the moment their usage goes beyond a predefined threshold, or other parameters which make sense based on their historic usage patterns.
- » **Location Map:** The map view confirms that the customer is in fact seeing data about the proper location. This is particularly useful if the customer owns or manages multiple locations that may be served under different accounts.



## UNLOCK THE POTENTIAL OF YOUR DATA

Experience the transformative power of streamlined data collection and management with our advanced solution. Whether you're facing challenges with disparate data sources, inefficient processes, or limited insights, we have the tools and expertise to help.

### Powerful, Scalable, Secure

- » **Real-Time Meter Data Processing:** Enables timely monitoring and decision-making based on up-to-date data, enhancing operational efficiency and responsiveness.
- » **Secure Cloud-Based Architecture:** Ensures data security and accessibility, allowing for scalable growth without compromising information integrity.
- » **Compatibility Across Meter Types:** Provides flexibility to integrate and manage diverse meter technologies, optimizing utility operations and investments.
- » **Seamless Transition Between Read Types:** Simplifies technology upgrades and transitions, minimizing disruptions and maintaining data continuity.
- » **Secure Data Storage:** Supports long-term data retention and analysis, facilitating informed decision-making and compliance with regulatory requirements.
- » **Map-Based Network Understanding:** Enhances visual insights into network infrastructure, facilitating efficient planning, maintenance, and troubleshooting.

- » **Comprehensive Audit Trail:** Ensures transparency and accountability in data management and operational processes, supporting compliance and risk management efforts.

These benefits collectively contribute to improving operational efficiency, enhancing data security and accessibility, optimizing resource utilization, and supporting regulatory compliance within utility management.

### WHY ITRON?

- » **Temetra has demonstrated** scalability, accommodating thousands of customers ranging in size from several hundred meters to several million, with more than 40 million endpoints hosted globally.
- » **Comprehensive Solutions:** Our platform offers robust features to integrate, organize, and analyze data from various sources seamlessly.
- » **Proven Outcomes:** Learn from successful implementations across industries where our solution has optimized operations and driven actionable insights.

Don't miss the opportunity to transform your data into a strategic asset. Embark on a journey towards smarter data management and operational excellence with Temetra.

Schedule a personalized demo with our experts to see how our solution can address your specific needs and challenges.

### TEMETRA AT A GLANCE



**+ More Daily**  
Multiple technologies,  
multiple manufacturers



Updates Pushed  
Continuously improved



High Performance,  
Scalable Platform



**+ 1500**  
Customers in more  
than 100 countries



**+ 40M**  
endpoints  
delivered

To learn more visit [itron.com](https://www.itron.com)

We create a more resourceful world

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