

Electric | Gas | Water
Information collection, analysis and application

Itron Client Services

Knowledge-Driven
Customer-Focused



Knowledge to Shape Your Future



Itron Client Services

Knowledge-Driven, Customer-Focused



Itron Client Services include:

- > Project Planning and Consulting
- > Project Management
- > Turnkey Installation Services
- > System Implementation/Integration
- > Data Management Services
- > Total Customer Support
- > Software and Equipment Maintenance
- > Strategic Sourcing
- > Training & Certification

The Value of Itron Client Services

- > Ensure sound business and technical decisions
- > Reduce financial and operations risks
- > Improve system performance and reliability
- > Streamline operations and maintenance
- > Improve customer service
- > Meet and exceed management and customer expectations
- > Maximize return on investment

The Need

In these days of diminishing resources, it's rare that an organization has the expertise and resources to develop an automation strategy, implement a large-scale system and keep it operating at optimum efficiency. Utilities that tackle these projects entirely on their own often find themselves overwhelmed by the demand on internal resources. This can lead to project delays, strained customer relationships and diluted return on your investment.

The Solution

That's why it makes a lot of sense to rely on an expert partner. No matter the challenge, Itron Client Services combines industry-leading knowledge, resources, experience and customer focus to ensure your success. From business case through implementation, from turnkey solutions to outsourcing, Itron will customize a service offering to meet your specific needs and objectives in the most reliable, cost-effective and timely manner. When you partner with Itron Client Services to support your automation and data collection initiatives, you sleep better at night. And that's important.

► Project Planning and Consulting

Which data collection and management solution is right for you? It depends on your objectives. Are you looking to reduce operating costs? Gather more information? Provide better customer service? Without a solid understanding of your current challenges, it's tough to develop an effective strategy for the future.

Itron's Project Planning and Consulting team has the business acumen and technical knowledge necessary to help you define your goals and identify the best possible solutions. By analyzing your current operations and resources, our project managers, systems engineers, field technicians and RF engineers can recommend a best-fit technology and develop an action plan.

Itron Project Planning & Consulting Services

- > Engineering feasibility studies
- > Engineering technology assessment
- > Operational assessment
- > Strategic relationship management
- > Systems integration analysis & consulting
- > FCC frequency licensing services
- > AMR route optimization
- > Billing cycle optimization
- > Shared or turnkey project management services for Itron solutions
- > Outsourced/contract project management services

Our approach combines years of experience in strategic planning for utility data collection and management, industry knowledge, CIS systems and network expertise. We can help you determine what support you'll need, develop a plan to manage your deployment, and make sure all of your systems work together. And with Itron's extensive network of industry partnerships, we can manage your relationships with other technology and service providers to ensure that all components of your solution come together.

► Project Management

At Itron we employ proven project management methodologies that save you time and money. We take full advantage of industry-proven processes and tools that have been successful in organizations throughout the world. Our consistent approach ensures a high-quality implementation within specified timelines and budgets, as well as prompt resolution of problems.

At the heart of this effort is your Itron project manager — the single point of contact who handles all facets of your project, from start to finish. Your project manager oversees the activities of the entire project team and brings together the appropriate resources to ensure a successful system deployment. These resources include other members of the Itron Client Services team, external resources such as installation firms and equipment providers, as well as internal project team members.

As an active participant in the project definition process, Itron's assigned project manager is the primary liaison between Itron and the customer's project team upon project start-up. Itron's project manager ensures that all services outlined in the Account Master Plan are delivered on schedule and on budget. Itron's project manager also ensures timely and effective communication with the customer's project team, and represents their interest to Itron's project and management representatives.

Itron's project teams are experienced and well coordinated in delivery of system engineering, installation, operations and maintenance services. These services may include third-party installation, custom software, training, accounting and quality assurance.

Itron Project Management Services

- > Project exploration and definition
- > Execution and change control
- > Scope management
- > Time management
- > Cost management
- > Quality management
- > Resource management
- > Communication management
- > Risk assessment and management



► Installation Services

When deploying automatic meter reading technology, selecting a proven technology does not, by itself, guarantee success. The proper installation of all system components, especially endpoints, is a key variable. Improperly installed system components can lead to excessive failure rates and increased costs, while shoddy customer care can quickly undermine customer support that is critical to AMR project success.

In the course of successfully installing and overseeing the installation of hundreds of systems and millions of AMR endpoint devices for utilities worldwide, Itron has developed in-depth knowledge of the AMR installation process. Whether it's water, electric or gas, large investor-owned utilities or small co-ops and municipalities, there's no substitute for knowledge and experience.

During this critical phase of the project, Itron Client Services will manage any issues associated with installing your system within your own infrastructure or on your customers' premises. Regardless of whether you elect to use Itron staff, your own personnel, third-party resources or a combination, Itron will help you develop and execute an installation strategy best suited to your needs. Installation management may include any or all of the services in the chart to the left.



Itron Installation Services

- > Installer & quality assurance auditor training
- > Meter shop retrofit services
- > Field installation services
- > Inventory management
- > System upgrades
- > Quality management programs & auditing services

► System Implementation/Integration

Collect the data. Manage the data. Get the data to where it's needed. As straightforward as that sounds, getting today's advanced data collection systems up and running and integrating them seamlessly with billing systems and other applications isn't always the "cake walk" that many metering technology providers would have you believe. Once again, knowledge makes the difference.

From handheld electronic meter reading systems to advanced wireless fixed networks covering entire metropolitan areas, no one can match Itron when it comes to making systems come together and perform. We've interfaced to more than 1,000 utility billing systems worldwide, we've implemented metering and data management

Itron System Implementation/Integration Services

- > Data processing equipment configuration
- > Software configuration
- > Communications configuration
- > Network configuration
- > Database configuration
- > Billing system interfaces
- > System operator training
- > Meter reader training

systems for some of the largest wholesale and retail electricity markets in North America, and we've delivered advanced meter data solutions that provide our clients with enterprise-wide access to critical metering-based data for a wide variety of new and legacy applications.

When it comes to collecting, managing and delivering data, you won't find a better partner than Itron. We turn data into knowledge.

► Data Management Services

Meter reading isn't the same as it used to be. The technology has become more complex, and the type of data gathered and the way it's used has changed dramatically. In today's competitive environment, daily or hourly reads, load profiling, residential and commercial analysis, advanced billing services and web-based data access are all becoming business imperatives.

To help our clients meet their data collection and management objectives, Itron's Data Management Services team can perform all the functions necessary to operate and maintain your system — whether it's network- or telephone-based, mobile or handheld. We can deliver your data quickly and reliably, up to and including bill generation.

The hallmark of our Data Management Services is flexibility. You can own the equipment yourself and leave the operations to Itron, or purchase the services generated from an Itron-owned system. Equipment can be located in your office, an Itron field office or even at Itron's corporate headquarters. We'll help you determine the most cost-effective solution.

Why trust Itron with such a critical element of your business? Our staff has the equipment, the knowledge, the process and the methodology in place to handle a wide range of operations for utilities of all kinds. Our Operations Team comprises individuals who are skilled in all aspects of advanced data collection and management systems. When you partner with Itron, you have the knowledge and experience of the industry leader working for you.

Itron Data Management Services team comprises experts in:

- > Unix systems
- > Oracle database administration
- > Windows NT
- > System operations
- > Computer analysis
- > Network operations



► Total Customer Support

Selecting proven technology from Itron is a critical first step. But when you combine that with Itron's Total Customer Support (TCS) program, you have a powerful combination of reliable, industry-leading technology and unwavering customer support to ensure your system performs reliably and efficiently. Itron's TCS program is an investment that delivers a very strong return over the life of your system.

Let's face it — your meter reading system is your cash register. Neither you, nor your revenue cycle can afford system down time. That's why Itron TCS provides a 24x7 customer service hotline. Whether you have a simple software configuration question, or you're picking up the pieces in the wake of a natural disaster, Itron's TCS team stands ready to help you solve any problem at any time.

As the industry leader, Itron has successfully implemented and supported meter data collection systems for thousands of utility customers worldwide. There's nothing we haven't seen. Our customer support team draws on that experience to respond promptly and successfully to thousands of customer calls each year from utilities of all types and sizes. You won't find a more valuable source of knowledge in the industry. And when you choose Itron TCS, you put all that knowledge to work for you.



Itron Total Customer Support Services

- > Live Help Desk Support 5 a.m. – 5 p.m. (PST) weekdays
- > 24x7 Call Center/Help Desk support for critical issues
- > Total access to Itron's on-line customer support center
- > Skill-based call routing for prompt issue resolution
- > Prioritized customer issue tracking and solution delivery
- > Comprehensive software support
- > Emergency loaner equipment procurement (handheld computers)
- > Coordination of depot/factory repair services
- > Dispatch of on-site field investigation and field engineering services
- > Unlimited non-urgent user support
- > Regular updates and preferred access to Itron training opportunities

► Strategic Sourcing

In today's rapidly changing business climate, strategic sourcing represents one of the most flexible and powerful tools for achieving results on an accelerated schedule while minimizing risk and capital outlay. Business models and structures that make sense for utilities today may be obsolete in a year or two, while pressure to reduce operational costs and improve efficiencies will only increase.

Itron recognizes these trends and the opportunities they represent. That's why we offer our clients total flexibility with regard to implementation, operation, maintenance and ownership of systems.

From targeted strategic sourcing programs such as endpoint installation services to long-term operations & maintenance contracts and full

Itron Strategic Sourcing Options

- > Installation and retrofit services
- > Turnkey solutions
- > Consultation on financing solutions
- > Operations & maintenance
- > Application service provider
- > Full outsourcing

outsourcing, Itron has the knowledge, resources and network of industry partnerships to tailor and deliver strategic sourcing options that meet your specific needs and objectives.

► **Training & Certification Services**

At Itron, we don't think of ourselves first as a "technology" company. Above all else, we are a "knowledge" company. That's why we place such a premium on training, certification and other knowledge-based programming for ourselves, our partners, and, most importantly, our clients. There's no shortage of technology out there. Genuine knowledge is harder to come by.

Nowhere is this distinction more tangible than the Itron project manager. They are skilled in effective communication, training, organizational behavior, problem solving, scheduling, budgeting, leadership and motivation. Itron project managers also bring a keen awareness of and experience with the challenges that often accompany implementation of new technology.

The Itron-Certified Installer Program provides another example of the value of Itron knowledge. Because so many utilities rely on third-party contractors for AMR implementation, it's vitally important that installers are properly trained in all aspects of endpoint device installation and customer care. That's why Itron developed the Itron-Certified Installer Program, the only program of its kind in the industry, and just one of the many ways we ensure that the job is always done right.

Most importantly, Itron knows that the knowledge we provide to our clients will be the single greatest contributing factor to project success. That's why Itron offers its customers a wide-range of training programs and learning opportunities to ensure that the people who implement and use our technology are the most knowledgeable. From endpoint installation to network configuration and software training, Itron's Training and Certification Services ensure that everyone connected with your project has the knowledge to be successful.

Itron Training and Certification Programs and Services

- > Itron-Certified Installer program
- > Training & professional development seminars
- > Handheld computer user training
- > System operations training
- > System administration training
- > Troubleshooting training
- > Customized training programs to meet specific needs of customers



About Itron

Itron Inc. is a leading technology provider and source of knowledge to the utility industry for collecting, analyzing and applying electric, gas and water usage data. Itron delivers value to its clients by collecting and transforming this data into valuable knowledge. Itron clients use this knowledge to run their businesses more efficiently, strengthen their connection to their customers, enable new business development, manage market change and improve financial performance.

Itron's reach spans the entire energy marketplace and utility industry while our technology touches more than \$200 billion in energy and water transactions annually in North America. Itron systems are installed at more than 2,000 utilities in 45 countries and are used to collect data from 275 million electric, gas and water meters. Itron is also the leading technology partner for the growing number of electric, gas and water utilities that are upgrading to more advanced automated meter data collection and communication systems. Itron also enables its clients to meet the challenges of deregulation as a leading data solutions provider and critical source of knowledge for successful operation of new competitive wholesale and retail energy markets.

Itron's solution portfolio features handheld electronic meter reading; radio-based handheld, mobile and network AMR systems; telephone-based AMR solutions; as well as mobile field workforce management solutions. Itron also provides a completely integrated suite of software solutions that enable energy providers to meet the needs of commercial and industrial customers with collection and analysis of load profile data, data warehousing, customized billing services, web access, direct access settlement, strategic consulting and implementation services.



Knowledge to Shape Your Future

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