



Itron Expands Collaboration with Georgia Power for Power Credit Demand Response Program

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Managed Services to Improve Overall Program Effectiveness and Customer Satisfaction

LIBERTY LAKE, Wash.--(BUSINESS WIRE)--Nov. 6, 2018-- Itron, Inc. (NASDAQ: ITRI), which is innovating the way utilities and cities manage energy and water, will deploy Itron's demand management services to manage field services for Georgia Power's Power Credit demand response program. Georgia Power currently utilizes Itron's IntelliSOURCE[®] Enterprise[™] distributed energy resource management system (DERMS) and load control devices as the technology foundation for the program. IntelliSOURCE Enterprise will facilitate the Itron field services operation by automating all processes related to device deployment and maintenance, including contact management, call center support, work order management and inventory management. Adding field services to the existing functions previously automated by the Itron DERMS will help ensure seamless data coordination across the program, creating an optimal customer experience.

As the largest electric subsidiary of Southern Company, Georgia Electric serves 2.5 million customers in all but four of Georgia's 159 counties. The utility will utilize an array of Itron's demand management services, including program management, field services, a contact center, network operations center and professional services. By transitioning to a higher quality field services solution that will easily integrate with the utility's existing software and hardware from Itron, Georgia Power will be equipped to better serve its customers. The utility will also be able to audit and optimize its field services with higher quality data collection in the field.

"Expanding the program to include Itron's field services will empower Georgia Power to access more reliable data and ensure seamless program management," said Steve Hambric, vice president of distributed energy management, Itron. "We look forward to managing Georgia Power's demand response program to meet the utility's operational needs."

About Itron

Itron enables utilities and cities to safely, securely and reliably deliver critical infrastructure services to communities in more than 100 countries. Our portfolio of smart networks, software, services, meters and sensors helps our customers better manage electricity, gas and water resources for the people they serve. By working with our customers to ensure their success, we help improve the quality of life, ensure the safety and promote the well-being of millions of people around the globe. Itron is dedicated to creating a more resourceful world. Join us: www.itron.com.

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