



December 18, 2013

Itron Extends Contract with ScottishPower for Full Suite of Prepayment Managed Services

Itron to continue providing prepayment support to more than 500,000 ScottishPower customers

LIBERTY LAKE, Wash.--(BUSINESS WIRE)-- Itron, Inc. (NASDAQ: ITRI) announced today that it has signed a three-year contract extension with ScottishPower to provide a full suite of managed services in support of more than 500,000 electricity prepayment customers throughout the U.K. Itron will continue to help manage ScottishPower's business processes and day-to-day tasks, including meter data, transaction and report management. Itron has provided ScottishPower with managed services since 2006. This agreement will bring Itron's support of ScottishPower past the 10 year mark.

Using Itron's unique managed service offering and prepayment expertise, ScottishPower can operate more strategically at a lower cost and offer their customers continuing support as the UK transitions into smart metering.

"Prepayment metering in the U.K. is a complex operation that requires significant back office support. Itron's professional delivery of their range of managed services translates well into improved consumer engagement and cost efficiency for ScottishPower," said Colin Blair, Commercial Manager at ScottishPower. "We look forward to continue to work with Itron to deliver prepayment to our customers."

Itron's Managed Services provides prepayment services to more than 3.4 million homes across the U.K., including collection and processing of prepayment meter data (such as vending, debt and credit details) as well as issuing prepayment keys, providing tariff updates and delivering solution support.

"We are very pleased to continue our relationship with ScottishPower by providing them with services to drive improvements in customer service and business efficiencies. Our work with ScottishPower is another great example of the value our customers place on Itron's knowledge and expertise combined with our capability to consistently deliver industry leading services," said Nigel Hughes, Itron vice president of sales, marketing & deliveries for Energy in Northern Europe.

About Itron

Itron is a global technology company. We build solutions that help utilities measure, manage and analyze energy and water. Our broad product portfolio includes electricity, gas, water and thermal energy measurement and control technology; communications systems; software; and professional services. With thousands of employees supporting nearly 8,000 utilities in more than 100 countries, Itron empowers utilities to responsibly and efficiently manage energy and water resources. Join us in creating a more resourceful world; start here: www.itron.com.

Itron, Inc.

Sharelynn Moore, 509-891-3524
Vice President, Corporate Communications
sharelynn.moore@itron.com

or

Itron UK

Nick Hay, +44-203-047-2238
Director, Edelman
nick.hay@edelman.com

Source: Itron, Inc.

News Provided by Acquire Media