

Consumer Portal Solutions



Engage and educate consumers to modify behavior and reduce energy consumption.

Smart consumers are a vital part of your Smart Grid solution, and that's why the Consumer Portal is such an important component. It's a dynamic, Web-based platform utility companies use to help customers track energy consumption based on smart meter data, and offer incentives with interactive feedback. With engaging data and a user-friendly interface, consumers can take action and see results. With timely information on consumption trends, consumers can analyze rate and billing options, modify behaviors, and realize energy savings.

Consumer insights with quantifiable results.

While the Consumer Portal enables customers to manage their energy consumption, it also provides timely communications. Insight into billing, weather events, outage alerts and energy consumption comparisons to similar properties in their neighborhood raises awareness of energy use patterns. Knowledge is critical to engage residential and commercial customer participation:

- Diagnose and correct wasteful usage patterns
- Set usage goals to reduce consumption
- Monitor progress and track results
- Receive timely updates for important service changes
- Compare, compete and share with friends and neighbors

- Track usage changes with markers when energy efficient products are installed

What's good for your customers is good for your business.

Enable your customers to contribute to their community and the environment by providing an ownership role in resource management. With automated notifications, alerts and personalized energy challenges, Eaton's Consumer Portal puts education and engagement front and center.

- Compatible with Web-enabled mobile devices
- Social media integration
- Promote demand response and load management programs
- Draw attention to peak demand and time-based events
- Improve awareness through text and email for outage events

See things eye to eye.

Reducing your operational costs and boosting revenue is as simple as giving customers access to information they want. Your goals are similar—Eaton helps you accomplish them together.

- Use customer segmentation tools for targeted rate and rebate offers
- Integrate AMI data with customer billing to support time-of-use and critical peak rates
- Align incentives with dynamic pricing and value-added service updates

A trusted partner that understands public power

Leverage Eaton's expertise and business relationships. Eaton is a financially solid partner with more than 100 years of utility industry experience and longevity not often seen in our industry. Our technical experts are available 24/7 to provide support and resolve any concerns. With over 300 system implementations completed—in both rural and densely populated service areas—Eaton knows Smart Grid, inside and out



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