

# Overview and Frequently Asked Questions

## Overview

### Oracle Buys Opower

#### Together, Oracle and Opower Will Become the Largest Cloud Provider to the \$2.3 Trillion Utilities Industry

On May 2, 2016, Oracle announced that it entered into a definitive agreement to acquire Opower, the leading provider of customer engagement and energy efficiency cloud services to utilities. The transaction has closed.

Opower's solutions enable over 100 global utilities, such as PG&E, Exelon and National Grid, to deliver a modern digital customer experience. Opower's big data platform stores and analyzes over 600 billion meter reads from 60 million utility end- customers, enabling utilities to proactively meet regulatory requirements, decrease the cost to serve, and improve customer satisfaction.

Oracle Utilities offers a complete suite of operational applications and cloud services for global electric, gas and water utilities that automate core operational processes and enable compliance. Together, Oracle and Opower will provide the industry with the most complete, modern and integrated cloud platform for the entire utility value chain, from meter to grid to end-customers.

For more information, please visit [www.oracle.com/opower](http://www.oracle.com/opower).

## Product Overview and Strategy

What is the rationale for this acquisition?

The \$2.3 trillion utility industry is in transition, driven by customer expectations, new technology and energy-saving regulations. Utilities are looking for data-driven solutions that engage customers while promoting energy efficiency. Together, Oracle and Opower will provide end-to-end solutions that

increase utility customer engagement and satisfaction while improving operational and energy efficiency program results.

What products and services does Opower offer?

Opower is a leading provider of cloud-based solutions for utilities. Energy providers use Opower's customer engagement platform to deliver proactive, digital communications that raise customer satisfaction, manage energy demand, and lower service costs.

How does Oracle plan to maintain Opower's domain expertise after the closing?

Opower brings tremendous domain expertise and will join the Oracle Utility Global Business Unit. The combination will provide comprehensive cloud-based and on-premise solutions that meet core operational and customer needs for utilities.

How will the proposed acquisition impact the Opower product roadmap?

Oracle is committed to protecting and enhancing customer investments in Opower solutions. After the close of the transaction, Oracle plans to continue to invest in the Utilities industry. We expect this will include more functionality and capabilities at a quicker pace. In addition, Opower customers will benefit from better integration and alignment with Oracle's other product offerings.

## Business Continuity

Can I still purchase Opower products and services?

Yes. Opower products and services continue to be available. Please contact your existing Opower sales representative to assist you, or visit [www.opower.com](http://www.opower.com) for contact information.

Should Opower customers continue to call Opower customer support?

Yes. Opower customers should continue to use existing Opower contacts for support, professional services and sales

to address immediate and ongoing needs. We will communicate all changes and transitions occurring after the close of the transaction well in advance through these familiar channels.

Will Oracle continue to support and broaden relationships with Opower partners?

Yes. Opower partners should continue to use existing Opower contacts to address immediate and ongoing needs. If contact information changes, we will communicate these changes through normal channels. Oracle partners may also use their existing Oracle channels for support to answer any questions.

Will training on Opower products and services continue?

Yes. We want to ensure Opower products and services provide the best possible service for their customers, and we know excellent training is critical to reach that goal.

Where can I find out more information about the proposed Oracle and Opower combination?

For more information, please visit [www.oracle.com/opower](http://www.oracle.com/opower).

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**Cautionary Statement Regarding Forward-Looking Statements**

This document contains certain forward-looking statements about Oracle and Opower, including statements that involve risks and uncertainties concerning Oracle's proposed acquisition of Opower, anticipated customer benefits and general business outlook. When used in this document, the words "anticipates", "can", "will", "look forward to", "expected" and similar expressions and any other statements that are not historical facts are intended to identify those assertions as forward-looking statements. Any such statement may be influenced by a variety of factors, many of which are beyond the control of Oracle or Opower, that could cause actual outcomes and results to be materially different from those projected, described, expressed or implied in this document due to a number of risks and uncertainties. Potential risks and uncertainties include, among others, the possibility that the anticipated synergies of the combined companies may not be achieved after closing, the combined operations may not be successfully integrated in a timely manner, if at all, general economic conditions in regions in which either company does business, and the possibility that Oracle or Opower may be adversely affected by other economic, business, and/or competitive factors. Accordingly, no assurances can be given that any of the events anticipated by the forward-looking statements will transpire or occur, or if any of them do so, what impact they will have on the results of operations or financial condition of Oracle or Opower.

In addition, please refer to the documents that Oracle and Opower, respectively, file with the U.S. Securities and Exchange Commission (the "SEC") on Forms 10-K, 10-Q and 8-K. These filings identify and address other important factors that could cause Oracle's and Opower's respective operational and other results to differ materially from those contained in the forward-looking statements set forth in this document. You are cautioned to not place undue reliance on forward-looking statements, which speak only as of the date of this document. Neither Oracle nor Opower is under any duty to update any of the information in this document.

Oracle is currently reviewing the existing Opower product roadmap and will be providing guidance to customers in accordance with Oracle's standard product communication policies. Any resulting features and timing of release of such features as determined by Oracle's review of Opower's product roadmap are at the sole discretion of Oracle. All product roadmap information, whether communicated by Opower or by Oracle, does not represent a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decision. It is intended for information purposes only, and may not be incorporated into any contract