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EPCOR Implements Itron Billing Solution

Flexibility, Ability to Manage Interval Data Will Be Key Assets in Alberta's Competitive Energy Market

SPOKANE, WASH. — October 25, 2000 — In preparation for customer choice and retail competition beginning in Alberta on Jan. 1, 2001, EPCOR, an Alberta-based utility services provider, has implemented an advanced billing system from Itron Inc. to meet the complex billing needs of its commercial and industrial energy customers.

Itron's MV-PBS is a client/server-based billing and market settlement solution that produces customized bills and invoices to meet the needs of commercial, industrial and wholesale energy customers who purchase energy under a variety of complex rates, supply contracts and schedules.

"Building strong customer relationships is a key priority for EPCOR so we need to set ourselves apart by providing superior service and products," said Cairine MacDonald, President of EPCOR Energy Services. "The successful implementation of the Itron MV-PBS billing system at EPCOR supports this core objective by enabling us to provide our commercial and industrial customers with flexible, customized billing services and new dynamic rate structures."

EPCOR selected the Itron MV-PBS from proposals submitted in a competitive bidding process. "When we went to market with requests for proposals, Itron's MV-PBS quickly became our system of choice," said MacDonald. "It's a flexible, user-friendly solution that enables us to automate a variety of complex billing processes that had previously been done manually."

The initial phase of the project was completed in May, when EPCOR began using the Itron system to bill its largest industrial customers. The system was recently expanded to support EPCOR's "time-of-use" customers, which include both smaller commercial and industrial customers. EPCOR also plans to use the system to bill its large customers for natural gas and water services.

"By implementing MV-PBS, EPCOR is improving operational efficiency while opening the door to a new frontier of dynamic rate structures and customized billing services that will set EPCOR apart in Alberta's open energy market," said Dennis Shepherd, vice president of Itron's Energy Information Systems division.

EPCOR is an Alberta-based company with \$2.4 billion in assets. EPCOR has a total generating capacity of 1,782 MW power in Alberta; operates transmission and distribution networks; builds



Electric / Gas / Water
Information collection, analysis and application

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and operates water and wastewater treatment plants; operates Canada's third largest water distribution network; and sells essential elements for living - power, water and natural gas – to customers across Canada. EPCOR also markets commercial electric services such as landfill gas management, street lighting, electrical and water meter services.

Itron Inc. is a leading provider to the energy and water industry of solutions for collecting, analyzing and applying information about electric, gas and water usage. Itron technology touches more than \$200 billion in energy and water transactions annually in North America. Today, Itron systems are installed at approximately 2,000 utilities in over 45 countries around the world and are used to collect data from 275 million electric, gas and water meters. Of those, more than 650 customers are using Itron's radio and telephone-based technology to automatically collect the information from 17 million meters. Itron technology has also recently been chosen by a number of wholesale energy markets in the U.S. and Canada to provide critical billing and settlement systems for those deregulating markets.

Itron's website can be found at www.itron.com

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