



**FOR IMMEDIATE RELEASE**

**Constellation NewEnergy Deploys Itron Customer Care Software to Help Business Customers Manage Energy Costs**

SPOKANE, WA — Nov. 17, 2005 — Itron Inc. (NASDAQ: ITRI) announced today a new contract to provide Constellation NewEnergy (CNE), a subsidiary of Constellation Energy (NYSE: CEG), with Itron Customer Care 5.0 software to help CNE's commercial and industrial customers manage energy usage and costs more effectively.

CNE serves more than 10,000 commercial and industrial customers throughout 31 states and three Canadian provinces. It is a leading competitive supplier of electricity, natural gas and energy services throughout North America, and operates in all deregulated retail markets where industrial customers can choose their energy provider. Constellation Energy recently won the Edison Award for leadership in the competitive energy marketplace, Fortune Magazine's 2005 award for one of America's Most Admired Companies and Platts Energy Company of the Year in 2004.

"In a climate of rising fuel and power prices, it is critical that businesses have a detailed and sophisticated view of how they purchase and consume energy, and to meet that need we've rolled out Constellation NewEnergy Online," said Clem Palevich, president of Constellation NewEnergy. "This valuable new tool, supported by Itron's Customer Care data repository, enables our customers to better understand their energy usage and costs so they can operate more efficiently and plan future budgets."

Built on Itron's Enterprise Edition (IEE) platform, Itron Customer Care software offers energy providers a robust tool for delivering a higher level of service and value to their large commercial and industrial accounts by putting metering-based data to work for the customer.

For instance, the software generates "what-if" cost analysis reports so energy and facility managers using Constellation NewEnergy Online can compare various rate and demand scenarios. Proactive alerts plus automated delivery of configured reports keep CNE's customers informed about detailed energy consumption at multiple facilities.

Philip Mezey, senior vice president for Itron software solutions, said Itron Customer Care provides energy providers with the means to leverage the value of metering-based data they already collect, and create new value for this critical customer segment. This is especially important in the competitive retail environment in which Constellation NewEnergy operates.

"Constellation NewEnergy is enhancing value to its key customers by helping them manage energy as a controllable cost, rather than a bill they have little influence over," said Mezey. "By



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offering innovative energy management solutions such as Itron Customer Care, CNE goes beyond the delivery of excellent customer service and becomes a partner to their customers in understanding and managing energy costs. Itron software is helping CNE achieve a competitive advantage in its retail markets.”

### **About Itron**

Itron is a leading technology provider and critical source of knowledge to the global energy and water industries. Nearly 3,000 utilities worldwide rely on Itron's award-winning technology to provide the knowledge they require to optimize the delivery and use of energy and water. Itron creates value for its clients by providing industry-leading solutions for electricity metering; meter data collection; energy information management; demand response; load forecasting, analysis and consulting services; distribution system design and optimization; web-based workforce automation; and enterprise and residential energy management. To know more, start here: [www.itron.com](http://www.itron.com).

### **About Constellation NewEnergy**

Constellation NewEnergy, a member of Constellation Energy (NYSE: CEG), is a leading competitive supplier of electricity, natural gas and energy related services to commercial and industrial customers throughout North America. Constellation NewEnergy operates in all competitive energy markets throughout Canada and the United States, providing products that enable customers to effectively manage and control energy costs. Constellation NewEnergy's regional expertise coupled with its national presence provide customers with customized energy products and services while leveraging the assets of one of the strongest integrated energy companies in North America. Constellation NewEnergy, based in Baltimore, serves more than 8,000 commercial and industrial customers throughout 31 states and 3 Canadian provinces.

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