



FOR IMMEDIATE RELEASE

Itron Releases 'Enterprise Edition' Customer Care Software

SPOKANE, WA — April 13, 2005 — Itron Inc. (NASDAQ: ITRI) announced today the release of its Itron Enterprise Edition Customer Care application—a software solution that leverages Itron's leading Meter Data Management software platform while providing improved usability and value to end use customers.

Customer Care provides end use Commercial and Industrial (C&I) customers with a rich set of analytical tools, proactive alerts, and scheduled report delivery to actively manage their energy use patterns, energy and demand costs and operational risks. The latest version of this industry-leading application features a newly-designed and easy-to-use web interface, places a greater emphasis on proactive energy management through user configurable alerts, and provides improved module packaging.

Built on the Itron Enterprise Edition architectural platform, Customer Care can easily be deployed as a stand alone application or with Itron's industry leading Meter Data Management (MDM). The solution provides a utility's C&I customers with web access to near real-time meter data and bill data to actively manage their operations. Analysis tools include:

- What-if cost analysis (Rate and load changes)
- Cost variance analysis
- Bill presentment and historical bill data analysis
- Metered use and load analysis
- Multi-site cost allocation and energy benchmarking

Customer Care allows utilities to improve customer satisfaction, offer value-added services, and create a potential new revenue source. The solution enables utility account managers to better serve their largest and most important customers with more rapid resolution of energy and billing inquiries.

“Customer Care has allowed our clients to better serve their retail customers for many years,” said Philip Mezey, vice president of Itron's software solutions group. “This latest Itron Enterprise Edition release of Customer Care makes it even easier for our utility and retail customers to deploy and maintain their offerings, and for end users to more effectively and efficiently manage their energy use and costs.”

Itron will demonstrate Enterprise Edition Customer Care at the CIS conference in Phoenix, AZ, on May 17-20.



Electric / Gas / Water
Information collection, analysis and application

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About Itron

Itron is a leading technology provider and critical source of knowledge to the global energy and water industries. More than 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.

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