



## Temetra

# Frequently Asked Questions

Q: What is Temetra?

A: Temetra® is a globally adopted, cloud-based, multi-vendor, multi-commodity, meter data management solution. Temetra supports a variety of meter manufacturers and communications protocols enabling a smooth migration from AMR to AMI. Storing meter read data from a variety of sources in one location, combined with other innovations like map-based routing, enhances operational efficiency. Temetra has demonstrated scalability, accommodating thousands of customers ranging in size from several hundred meters to several million, with more than 40 million endpoints hosted globally.

Q: What software components make up the Temetra solution?

A: The Temetra solution is made up of two primary software components: the Temetra Web Application and the Temetra Mobile app. The Temetra Web Application is the back-office piece of the solution and is used for route dispatching, reporting, route status monitoring and much more. The Temetra Mobile app is used by field employees to collect read data in the field both manually and remotely using a supported radio.

Q: Does Temetra replace FCS?

A: Yes, FCS End of Support is scheduled for December 31, 2028. FCS customers should plan to migrate from FCS to Temetra before that date.

Q: Is Temetra hosted only, or is there an on-premise option?

A: Temetra is a Software as a Service (SaaS) solution and is only available as an Itron hosted solution.

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Q: Does Temetra support Itron Mobile?

A: Itron Mobile is only compatible with FCS. However, Temetra uses a new mobile application, Temetra Mobile. Temetra Mobile is based on Itron Mobile for FCS, using the same user interface to minimize learning time for field employees.

Q: What devices can Temetra Mobile run on?

A: Temetra Mobile runs on Windows, Android, and iOS for the greatest range of compatible devices. See the Temetra Mobile Hardware Specifications document for the latest, up-to-date hardware and software requirements.

Q: Does Temetra Mobile support my existing meter reading hardware?

A: Temetra Mobile is compatible with the Itron Mobile Radio (IMR), and all models of MC3 and MC4 Mobile Collector.

Q: Can I use FC300s with Temetra?

A: No. FC300s are not compatible with Temetra.

Q: What endpoints can Temetra Mobile read?

A: Temetra supports every Itron AMR endpoint deployed today for water, gas, and electricity. This includes collecting contingency reads for water and gas endpoints in AMI network mode.

Q: Does Temetra Support Datalogging and Remote Disconnect Commands?

A: Yes, Temetra supports datalogging for all Itron endpoints that support this capability and collecting leak sensor data from 100W and 500W endpoints with an acoustic leak sensor attached. In addition, remote disconnect and reconnect commands are supported for 100W and 500W endpoints equipped with a compatible remote shutoff valve, CENTRON Bridge Meters, CENTRON R450 Advanced Meters, and the Intelis Gas Meter.

Q: Can Temetra read electric meters?

A: Temetra and Temetra Mobile can collect the primary register read from electric meters, along with interval data from the CENTRON Bridge meter and CENTRON R450 Advanced Meter. Temetra does not yet have support for Advanced AMR register reads, Demand Read and Reset and Optical Probing for electric meters. These capabilities are planned to be added to the solution at a future date.

Q: What type of file interfaces is Temetra compatible with?

A: Temetra supports the MV-RS HDL/HUL (.dat), FCS XML, and a native Temetra CSV file format.

Q: Does FCS unattended scheduler work with Temetra?

A: No. However, Temetra has a robust set of standard API queries that can be used to automate uploading routes and extracting completed route data.

Q: Where is Temetra hosted?

A: Temetra is hosted by our hosting partner in a private hosting facility in Vint Hill, VA for US customers. For Canadian customers, Temetra is hosted in Beauharnois, Quebec.

Q: What type of uptime does Temetra historically have? What is guaranteed?

A: Standard Temetra Service Agreements commit to 99.5% uptime and Temetra has historically met or exceeded this level of service. Please refer to your Itron click-through agreement for additional details.

Q: Does Temetra have back-up and recovery systems? What are your RPO and RTO commitments?

A: The Temetra application has a live back-up on-site at the primary host in the unlikely event that an individual server within the data center fails. Data is also backed up to a secondary data center location for disaster recovery purposes. Live fail-over within the primary host happens nearly instantaneously, ensuring no down time in the event of an individual server failure. Temetra Disaster Recovery procedure targets a Recovery Point Objective (RPO) of one hour, and a Recovery Time Objective (RTO) of 24 hours for restoration of basic meter reading functionality and 48 hours for all functionality. Please refer to your Itron click-through agreement for additional details.

Q: How do I access/install/run Temetra?

A: The Temetra back-office application (referred to as the Temetra Web Application) is accessed via a standard web browser and supports the latest up-to-date versions of all major browsers. The Temetra Mobile app is installed through the public app stores for Microsoft, Android and iOS.

Q: How can I purchase Temetra?

A: Temetra is a SaaS, annual subscription, with pricing based on the total number of meters stored in the solution. To purchase a Temetra subscription, please contact your Itron sales

representative who will assist you with the necessary paperwork including the Temetra click-through agreement, Temetra order form, and your purchase order.

Q: What type of security certifications does Temetra have?

A: Itron maintains ISO 27001 and SOC 1 Type 2 certifications as an organization, and a SOC 2 Type 2 certification specifically for Temetra.