Oracle Utilities Solutions Overview

The Meter-to-Customer Challenge
INTRODUCTION

Meter to cash carries a lot of weight in the utility industry. It’s more than just a catchy phrase to describe an ideal. Meter to cash is higher revenue, it’s lower operating costs, it’s better accuracy, and it’s streamlined operations. Meter to cash is the entire process through which utilities collect revenue for the consumption of their services.

So it’s easy to see why meter-to-cash performance could present a challenge, and why that challenge could have a major impact on the utility itself. Sometimes drawing that line from the service point to the revenue and everywhere in between isn’t always so straightforward. Add in the complexities of multi-service utilities or unbundled offerings, plus an extreme influx of meter data from a new smart meter program, and you’ve got an even bigger challenge.
There’s often confusion in the industry about what exactly meter to cash is or should be. Meter Data Management System (MDMS) providers often insist that meter to cash is the capture and management of meter data used for billing, while Customer Information System (CIS) providers counter that meter to cash is about applying the meter data to billing and collecting corresponding revenue.

The truth is these are both partially correct. But meter to cash does not sit completely within the MDMS, nor does it rely solely on the CIS. Meter to cash is the perfect marriage of both systems, pulling a little from here, using processes from there, and tying it all together in an accurate, effective, streamlined solution. For meter-to-cash processes to really work, for utilities to fully realize meter-to-cash optimization, the MDMS and the CIS need to work in sync.

Gaps between the MDMS and the CIS can result in serious revenue losses from a variety of inefficiencies. Inaccurate or outdated consumption data can lead to sub-optimal rates, inability to procure energy at the best prices, inefficient operations and redundant truck rolls. Miscommunication between the MDMS and the CIS can also result in inaccuracies and inefficiencies in billing as well as credit and collections operations.

Rapid transformation in the utility industry presents additional challenges to the meter-to-cash process. Legacy systems that were not built to handle large amounts of meter data or complex billing processes can slow meter-to-cash process adoption and efficiency. Consumer-centric pricing models make it easier than ever for customers to actively reduce their consumption, thus decreasing the utility’s revenue, while utilities continue to face heavy capital investments as regulatory changes and consumer demands drive further AMI and smart meter adoption.
THE ORACLE DIFFERENCE

As the utility industry continues its swift march forward it is more important than ever to optimize utility meter to cash. Oracle meets this challenge with the most complete meter-to-cash solution for utilities, with robust customer and metering systems engineered to work together.

One of the systemic obstacles meter-to-cash optimization faces is in the nature of MDMS solutions in the market. Meter data applications have historically been built primarily to meet the needs of the head-end system. These solutions are often seen deployed in AMI pilot programs and as a first generation MDMS. But as AMI programs continue, the amount of meter data expands exponentially and smart meter programs become more advanced, these meter-centric MDMS solutions have difficulty scaling and can’t meet complex business requirements. These metering systems are often unable to support billing operations with even moderate complexity. Utilities find themselves investing in complex and expensive customization of their customer and metering systems, just to close gaps in meter-to-cash processes.

Oracle has approached utility metering with a different perspective from the very beginning. As we saw the rising prevalence of AMI and AMR technologies, we knew the implications of the meter data reached far beyond the data itself. We looked to the future and thought about how this data might be used to support revenue protection, complex billing requirements, and additional utility service streams, and built our metering applications with the scalability and flexibility to serve the needs of utilities now and into the future.
Oracle has the only metering solution that is billing and distribution operations centric. Oracle Utilities Meter Solution was designed for billing performance, calculating and delivering billing determinants quickly and minimizing exceptions, and it can capture and leverage the full power of meter data in complex operations as AMI programs expand. The solution uses that powerful data to help support innovative methods for ensuring uninterrupted power supply to the customer, ultimately leading to more reliable meter-to-cash processes and better customer experience. This billing and distribution centricity positions the solution to easily support more complex billing and operations practices as they evolve.

And because meter to cash doesn’t stop with the MDMS, neither does Oracle’s approach to the meter-to-cash challenge. Oracle Utilities Customer Solution works completely in sync with our Meter Solution, harnessing that powerful meter data to streamline billing operations and support excellence in customer service through all channels. Oracle Utilities’ complete meter-to-cash solution makes drawing that line from meter to cash easier than ever.
BUILD ON A FOUNDATION OF MARKET-LEADING CUSTOMER AND METER APPLICATIONS

Oracle’s Customer and Meter Solutions are designed to optimize meter to cash from start to finish. With productized integrations, utilities are no longer faced with building and maintaining expensive custom integrations and can more easily adopt new functionality and upgrades across solutions as they become available.

Oracle Utilities Customer Care and Billing (CC&B) and Oracle Utilities Meter Data Management (MDM) lay a strong foundation for Oracle’s complete meter-to-cash approach, and are supported by a range of additional modules that easily integrate to support any utility’s needs, regardless of size.

**CUSTOMER**

- Oracle Utilities Customer Care and Billing
  - Oracle Utilities Digital Self Service
  - Oracle Utilities Quotations Management
  - Oracle Utilities Opower Solutions
  - Oracle Customer Experience

**METER**

- Oracle Utilities Meter Data Management
  - Oracle Utilities Smart Grid Gateway
  - Oracle Utilities Service Order Management
  - Oracle Utilities Operational Device Management
Oracle Utilities MDM is a powerful platform critical to leveraging the full potential of meter data. With Oracle Utilities MDM’s robust data management capabilities, utilities maximize the impact of their technology and infrastructure investments by effectively harnessing the power of data and applying it to meter-to-cash optimization.

- Pre-built integration with head-end and AMI systems
- Captures data from multiple sources
- Automates validation, editing, and estimation (VEE) processes
- Reduces billing exceptions
- Scales to support the largest utilities in the world
- Consolidates data management into one interface
- Automates data synchronization across meter-to-cash processes
Oracle Utilities CC&B is a robust, flexible, highly-scalable Customer Information System that is designed to meet the needs of all utilities. It is a complete billing and customer relationship application that handles every aspect of the customer lifecycle, from service connection to payments processing and everything in between.

» Productized integration with Oracle Utilities MDM
» Provides 360° view of customer, from usage data to billing history, in one consolidated interface
» Scales to support billing for millions of customers
» Enhances financial performance with accurate billing and advanced credit and collections processes
» Streamlines field operations with automated service order initiation and easy appointment scheduling
Taking these world-class customer and meter solutions even further, Oracle Utilities delivers an additional deployment option for utilities looking for radical improvement in meter-to-cash processes: Oracle Utilities C2M. This solution is purpose-built to address today’s complex meter-to-cash challenges and prepare utilities for future agility and scalable as the digital economy continues to transform the industry. Oracle Utilities C2M packs the market-leading CIS and MDMS into one powerful solution on one technology stack with no integration.

Simplify Meter to Cash to Customer

- Streamline data management and all meter-to-cash business processes

Expand Smart Meters Seamlessly

- Take advantage of built in advanced usage capabilities for all meter data, simply add interval licenses as you add more smart meters

Reduce Platform Costs

- Cut technology costs by 25% with one solution on one tech stack
**Oracle Utilities Smart Grid Gateway**

Oracle Utilities Smart Grid Gateway (SGG) provides a single point of connection that links devices to all the applications that use the device data. Oracle Utilities SGG dramatically reduces the cost and complexity of leveraging smart grid investments to improve performance across the utility.

- Provides a single point of connection between all existing and future smart grid devices and applications
- Handles common AMI processes, including remote connect/disconnect and meter status
- Creates a solid foundation on which to build smart grid business processes
- Ensures efficient and timely flow of data to appropriate applications
- Works with productized adapters for multiple AMI systems
- Near real-time outage and restoration updates

**Oracle Utilities Digital Self Service**

Oracle Utilities Digital Self Service (DSS) offers a comprehensive web portal to enhance the utility customer experience. With online account management features and streamlined communication channels, utilities can support meter-to-cash performance improvement with streamlined customer service and reduced operating costs.

- Web and mobile account management and security tools
- Self-serve bill payment and payment history details
- Start, stop, and transfer service
- Service interruption alerts and information
- Communication for programs and service issues
- Detailed usage information and guidance
- Customizable communication preferences
- Advanced rate comparison
Analytics

Pre-packaged integration links Meter and Customer solutions with Oracle Utilities Analytics and Oracle DataRaker to perform analytics. This includes operational and management dashboards to assist with day-to-day operations and management tasks. For those utilities seeking a cloud-based solution with a short lead time from integration to deployment, Oracle DataRaker provides advanced intelligence for meter operations, revenue protection, distribution operations, and energy efficiency.

Device Management

Oracle Utilities MDM is integrated to Oracle Utilities Operational Device Management (ODM) to provide comprehensive asset management of smart grid devices. This includes change and configuration management as well as strict inventory management of secured devices.

Service Order Management

Oracle Utilities Service Order Management provides a central, predictive automation hub for orchestrating and completing service order processes across meter-to-cash systems.

Quotation Management

Oracle Utilities Quotations Management (QM) can model virtually any pricing scenario, from simple fixed price products to complex, multi-product bundles. Oracle Utilities QM simplifies customer request management for single site customers to large multi-site customers and enables users to quickly validate, cleanse, and forecast usage and price offering across any number of commodities, including electricity, gas, and water.
ARE YOU READY TO OPTIMIZE METER-TO-CASH?

You should not settle for complex custom integrations or expensive system maintenance just to close the meter-to-cash gaps. You shouldn’t be burdened with a legacy system that can’t handle all of your business processes and future business requirements.

Oracle’s complete meter-to-cash solution can drive your utility to top performance. Our interoperable solutions, cross-enterprise business intelligence, and single user interface eliminate the meter-to-cash gaps and allow for common data management and efficient use of IT skills. Only Oracle delivers the modern meter-to-cash solution utilities need.

Get Started:

For more information about Oracle Utilities, visit oracle.com/goto/utilities or call +1.800.ORACLE1 to speak with an Oracle representative.