



Cobb Energy Management Corporation (Cobb Energy)
Marietta, GA
www.cobbenergy.com

Industry:

Utilities

Employees:

580

Oracle Products & Services:

Oracle Utilities Customer Care and Billing

“We selected Oracle based on the company’s utility industry expertise and the application’s functionality, usability, flexibility, and ability to integrate with other software. Oracle Utilities Customer Care and Billing provides our employees with easy access to the information they need to assist our customers. We have been able to greatly improve our operational efficiency—reducing the time needed to complete many critical business functions.” – Tim Jarrell, Manager, IS Programs Manager, Cobb Energy Management Corporation

Cobb Energy Management Corporation Replaces Aging Legacy System and Increases Operational Efficiency

Cobb Energy Management Corporation (Cobb Energy) is a wholly owned subsidiary of Cobb Electric Membership Corporation (Cobb EMC)—a not-for-profit electric membership cooperative providing reliable electric energy. Cobb Energy provides billing services to Cobb EMC’s over 190,000 and Gas South’s 225,000 residential and commercial customers. Gas South is a wholly owned subsidiary of Cobb EMC and a natural gas company in Georgia.

Challenges

- Replace an aging legacy environment with an application with advanced functions, superior flexibility, and the ability to integrate with other software, to accommodate a diverse and expanding utilities business
- Reduce outside contractor support costs

Solution

- Replaced manual and paper interfaces with programmed integration with field service, asset management, outage management, and geographic information systems (GIS)
- Improved accuracy measurements and decreased reporting requirements from 6,000 reports to 300 reports
- Reassigned four of the cooperative’s quality assurance team members to more value-added tasks
- Improved operational efficiency, reducing by more than 75% the time needed to complete nightly batch processes, including uploading meter reads and payments, and creating bills
- Used Oracle Utilities Customer Care and Billing to improve Web self-service to customers, allowing them to change their profiles, sign up for bank draft payments or electronic billing, view previous or current bills, and request service starts/stops
- Reduced training requirements from six months to one month
- Provided Cobb EMC the ability to produce “combo-bills” in minutes instead of days with customer-specific messages and bill structure
- Reduced the cancel/re-bill time by 80%