

Reducing Risk in a Rapidly
Evolving Market with Oracle
Utilities Customer Care and Billing
for Energy Distribution

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The goal of deregulating energy markets is to foster competition. The practical impact is that energy producers, distributors, and suppliers must work together to streamline supply chain operations in a way that improves each player's ability to increase customer satisfaction, optimize cash flow, and boost overall revenues.

BUILD A STRONG FOUNDATION

Energy distributors are at the epicenter of an industry in flux. A shifting regulatory environment, rising demand in the face of uncertain supply, and rapidly escalating prices all contribute to the difficult business decisions you must make every day as you strive to effectively service all your stakeholders.

As the intermediary between energy producers and suppliers, you must meet the needs of your retailer customers as well as help them effectively manage their own consumer, business, and industrial accounts. To compete in today's quickly evolving energy markets, it's imperative that you implement the right businesses processes—and the software infrastructure required to support those processes.

Oracle Utilities Customer Care and Billing for Energy Distribution helps you accomplish this. By providing comprehensive system support for all customer- and billing-centric operations, it enables you to manage these multifaceted relationships, respond agilely to regulatory and marketplace change, and minimize the risks of competing in an industry in transition.

MANAGE COMPLEX SUPPLY CHAIN INTERACTIONS

Utilities distributors today face the formidable challenge of maintaining customer care quality and sustaining timely billing and collecting activities in the midst of radical industry change. No matter the structure of your particular market, or your relationship with individual producers or suppliers, you need to be able to respond to shifts in competitive and regulatory conditions swiftly and efficiently, and in a cost-effective manner.

By implementing Oracle Utilities Customer Care and Billing for Energy Distribution, you can design business processes that are flexible enough to support changes anywhere in the supply chain. Whether you're helping retailers cope with the effects of deregulation or automating essential communications with suppliers, Oracle Utilities Customer Care and Billing for Energy Distribution enables you to collaborate with partners to build the most-efficient delivery network possible.

Working effectively with business partners presents unique challenges. Oracle Utilities Customer Care and Billing for Energy Distribution not only reduces potential conflicts, it also enables you to build a collaborative energy delivery network that meets the needs of all participants.

FACILITATE COMMUNICATION WITH BUSINESS PARTNERS

Much of what you do involves coordinating activities with business partners. You may be called on to help a retail customer choose a new supplier, to resolve disputes among members of the supply chain, or to coordinate completion of multiprocess events, such as inspecting new premises to ascertain energy requirements. To accomplish all this, you must be in constant touch with both energy producers and suppliers to ensure uninterrupted delivery of energy services to end customers.

Oracle Utilities Customer Care and Billing for Energy Distribution enables you to deliver superlative customer service and ensure accurate billing in complex multiparty fiduciary relationships. Whether providing rate-ready or bill-ready data to partners, processing complex network invoices that contain hundreds of thousands of line items per retailer per month, or automatically routing data to business partners' internal applications, Oracle Utilities Customer Care and Billing helps promote harmonious and productive interactions with other industry participants.

Streamline Operations

One of your chief concerns is how to best stabilize revenues and control costs. Oracle Utilities Customer Care and Billing for Energy Distribution allows you to

- Add and delete retailers as companies enter and withdraw from energy markets
- Adapt the services you offer—as well as the accompanying rate and billing data you deliver—to meet the needs of different customers
- Contribute to the development of emerging markets
- Assure new retail customers that they can rely on you as a source of distribution and data sources
- Track payments and, when necessary, institute tailored processes to collect on overdue accounts
- Minimize training costs through comprehensive tutorials and a sophisticated help function that guides your staff through unfamiliar transactions
- Support data transfer speeds that foster positive business partnerships

Automate Field Service Functions

Field service tasks—such as establishing new connections, dispatching field personnel to make special reads, and performing final reads—are activities that energy distribution firms routinely perform every day. You can reap enormous efficiencies and dramatically reduce costs by completing these basic operations accurately the first time.

With Oracle Utilities Customer Care and Billing for Energy Distribution, you can

- Automate service order dispatch, assign appropriate personnel to routine as well as emergency service calls, and facilitate key decisions about service schedules
- Upload and download data to handheld devices in real time
- Enable instantaneous reporting by field personnel when service tasks have been completed, helping you optimize available resources and make the most of costly employee time

Implementing Oracle Utilities Customer Care and Billing for Energy Distribution not only helps you meet the frequent—and often contradictory—directives issued by regulators, but allows you to build a strong customer-driven culture with motivated employees and lower staff turnover.

Effectively Manage Change

Unparalleled scalability means that the system grows as you do, and easily adapts to market disruptions. With Oracle Utilities Customer Care and Billing for Energy Distribution, you can

- Pace system growth to support more partners and customers
- Handle complexities that arise in transferring customers from one supplier to another when retailers drop out of the market
- Easily document the creation of new distribution infrastructure
- Add or modify systems based on the actions of one or many customers
- Resolve disputes over which suppliers serve which customers

Reduce Total Cost of System Ownership

Upgrading systems requires extensive personnel time, which results in high costs but often fails to produce tangible benefits. In the energy industry, the average cost of upgrading customer care applications can exceed US\$20 per customer. With Oracle Utilities Customer Care and Billing for Energy Distribution, a full upgrade costs less than US\$2 per customer. Upgrading individual components costs less than 4 cents per customer.

Oracle Utilities Customer Care and Billing for Integrated Utilities has a number of key features that help minimize total cost of ownership, including

- Low-cost archiving that stores and protects data over its entire lifecycle
- Tracking and automated workflow processing
- A configuration lab that moves data safely from testing to production
- A robust architecture that supports internal business process engineering initiatives

MANAGE RISK

Oracle Utilities Customer Care and Billing for Energy Distribution integrates easily with enterprise software solutions and legacy systems. By delivering detailed data analysis and reporting capabilities right to your desktop, it gives you access to predefined key performance indicators (KPIs) as well as templates that help you attain industry best practices. It also gives decision-makers real-time access to integrated views of all customer care and billing activities through intuitive and easy-to-use dashboards. Finally, by condensing volumes of complex data from multiple sources into a comprehensive knowledgebase, it enables you to more efficiently identify risks, identify trends, and effectively forecast emerging competitive challenges to reduce costs and grow revenues despite a constantly evolving industry.

CONTACT US

For more information on Oracle Utilities Customer Care and Billing, call +1.800.ORACLE1 to speak to an Oracle representative, or visit oracle.com/industries/utilities.



UTILITIES

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