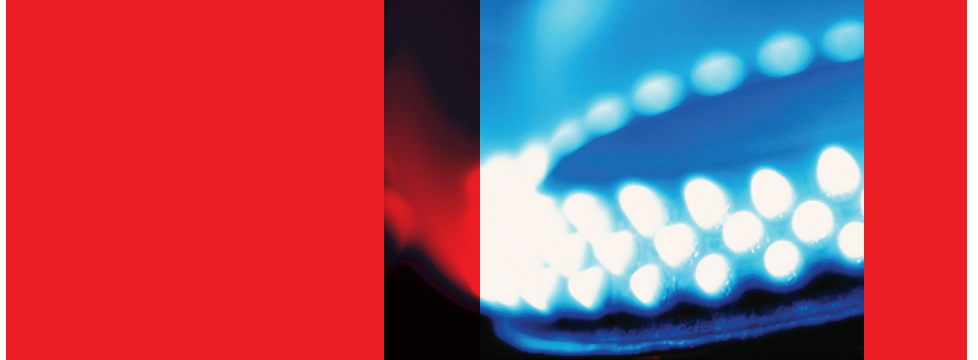


ORACLE'S MISSION-CRITICAL SOFTWARE FOR GAS UTILITIES

Around the world, Oracle is working with gas utilities—large and small, public and private—to help fill the needs of an energy-dependant world



Oracle's Core Gas Utility Functions Customers, Metering, Work

Keeping customers satisfied and continuously improving quality of care directly influence your ability to shorten bill cycles and maximize cash flow.

Robust and flexible enough for even the largest utilities with the most complex requirements, MDM 2.0 provides the data support you need today and the flexibility to adapt to tomorrow.

Oracle Utilities Work and Asset Management helps you address this critical competitive concern, and improve your organizational effectiveness through real-time asset optimization.

Customer Applications

- **Oracle Utilities Customer Care and Billing** is a complete, integrated CRM and billing application with work order functionality. It gives every staff member a 360-degree view of customer and premise data. It helps you develop rates and ensures that every customer gets a correct bill. It administers conservation loans and rebates. It manages options like prepayment, consolidated billing, third-party payment, direct debit, and billing for items such as LPG gas bottles. And its extensive credit and collections abilities ensure that you receive revenue due.
- **Oracle Portals** help you offer personalized service to customers via the Internet while helping customers track and control their gas use.

Meter Applications

- **Oracle Utilities Meter Data Management**—used when utilities want to offload very large interval consumption data volumes from a customer information system—collects and validates, and stores meter reads, supplying data and billing determinates to other applications as needed. It can connect directly with meters or metering head ends via a communications network, or it can communicate with meters through the Oracle Utilities Smart Grid Gateway (below).
- **Oracle Utilities Smart Grid Gateway** sends data and alerts from smart meters and sensors directly to applications that need them. Launch a field investigation or pipeline repair without delay by sending alarms directly to the mobile workforce application.

Work and Asset Applications

- **Oracle Utilities Work and Asset Management** addresses every aspect of the asset lifecycle. It streamlines and improves maintenance operations, maximizes supply chain performance, enhances safety, and improves regulatory compliance.
- **Oracle Utilities Mobile Workforce Management** creates real-time field-technician schedules and routes based on constantly changing data like size and priority of emergencies as well as the current location of field technicians and parts. It links dispatchers, field workers, and vehicles to ensure the highest possible efficiency and effectiveness.

Oracle's Enterprise-Wide Analysis Business Intelligence & Analytics

Analytic Applications

- **Oracle Business Intelligence for Utilities** offers pre-packaged spatial and graphical dashboards that make it easy for your staff to track performance and analyze trends using the information from Oracle's core utility applications. It also provides pre-packaged extracts and schema that dramatically reduce implementations' time and risk.

...to Solve Your Toughest Challenges

In the Contact Center

Improve customer service quality with pre-written scripts, service prompts, and notifications of the progress of work near their homes or businesses. Manage LPG gas bottle schedule and replacement cost-effectively.

Cut costs by

- Integrating voice response (IVR) systems
- Steering customers to self-service Web sites
- Varying billing cycles, so that call volumes are relatively level throughout the month.

In the Field

Reduce gas loss resulting from pipe leaks and breaks by:

- Analyzing sensor data in near real time to detect unusual flow rates.
- Automatically notifying dispatchers and field technicians about likely emergencies, ensuring they have the right equipment, and routing them directly to the problem

In the Business Office

Reduce non-revenue gas with sophisticated metering and customer-related algorithms that locate leaks or diversions.

Reduce overdue or uncollected bills by:

- Targeting chronic late-payers for prompt reminders and escalating collections activities.
- Providing budget or level-payment plans.
- Notifying customers when their consumption nears their desired monthly maximum.
- Tracking and charging customers who move.

Reduce capital expenditures by implementing time-of-use gas rates that level flow throughout the day or week and make over-building unnecessary.

Optimize cash flow by sending easy-to-read, accurate bills tailored to customer language and format preferences. Time them to coordinate with the availability of financial resources. Provide bills that fit commercial and industrial customers' business processes—consolidating the bills for multiple premises or sending duplicate bills to headquarters and to individual retail or plant locations.

Reduce IT risk with sophisticated identity management, fast processing of tamper and high-volume alarms, secure and low-cost archiving, configuration labs that move data safely from testing to production.

In the Community

Enforce gas regulations by matching total consumption or interval reads to regulations that limit use.

Help customers conserve by providing graphs and charts on bills or web portals. Or lend money for conservation investments, then collect loan repayments as a part of the regular bill.

Help communities meet long-term needs by varying rates according to gas availability or developing tiered rates that discourage unnecessary use.

Shorten call times and significantly cut down call back by giving call center staff complete access to customer history.

By streamlining field service tasks—such as establishing new connections, dispatching field personnel to do special reads, performing final reads, and scheduling routine and emergency service calls— costs can be dramatically reduced.

By implementing Oracle Utilities solutions allows you to design business processes that are extremely flexible and that enable demand-side management and demand-response programs that conserve energy and help commercial and industrial customers maintain competitiveness.

...With the World's Leading Set of Solutions for Enterprise Business Processes

Oracle offers a complete set of applications, software technology, and hardware to handle all gas utility business processes.

- Enterprise business suites that address revenue, human resource, supply chain, project, and information management needs.
- Standards-based integration.
- A hardware and software foundation to manage enterprise information rapidly and securely.



ORACLE®

Oracle Corporation

Worldwide Headquarters
500 Oracle Parkway
Redwood Shores, CA
94065
U.S.A.

Worldwide Inquiries

Phone
+1.650.506.7000
+1.800.ORACLE1

Fax
+1.650.506.7200

oracle.com

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Hardware and Software, Engineered to Work Together