

ORACLE'S MISSION-CRITICAL SOFTWARE FOR WATER UTILITIES

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



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

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, and direct debit. It checks for customer compliance with changing terms and regulations. 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 water 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, 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 location of field technicians and parts. It links dispatchers, field workers, and vehicles to ensure the highest possible efficiency and effectiveness.

"With the Oracle solution, we have been able to move from bi-monthly to monthly billing, while also supporting our water conservation initiatives and meeting the needs of our customers."

Christopher Dermody
Chief Information Officer
Denver Water

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.

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.

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 water 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 water 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 water rates that level flow throughout the day or week and make over-building unnecessary. Time-of-use rates can also reduce electricity bills for systems that pump water at night into gravity-fed systems.

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 water 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 water availability or developing tiered rates that discourage high-volume use.

“Oracle’s business intelligence and utility-specific customer care and billing solutions are a core component of our strategy to transform from a simple water delivery system to a well managed, comprehensive, and flexible water management system.”

Felix Karmazinov,
General Director
Vodokanal of St. Petersburg

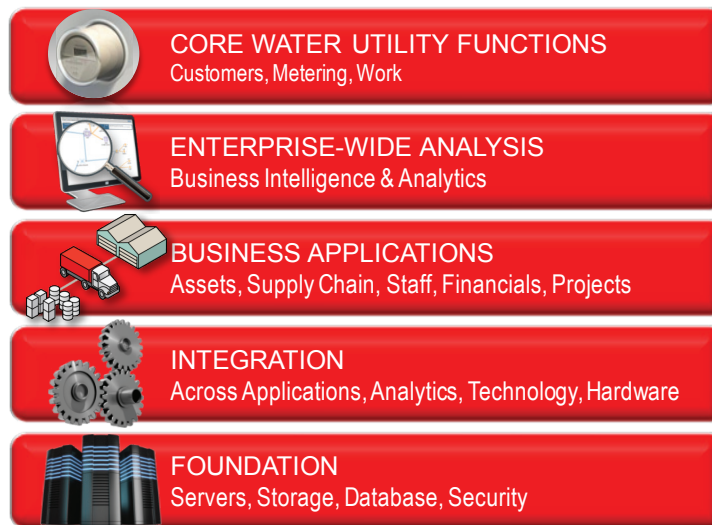
...With the World's Leading Set of Solutions for Enterprise Business Processes

"The implementation of Oracle Utilities Customer Care and Billing hails a new era in information technology systems at Yarra Valley Water, providing a solid foundation for future customer service and efficiency improvements. The application – coupled with Oracle's extensive knowledge and capabilities – will give us the flexibility, integration, scalability and service we need to effectively meet the service standards demanded by our customers while remaining cost competitive."

Tony Kelly
Managing Director
Yarra Valley Water

Oracle offers a complete set of applications, software technology, and hardware to handle all water 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.



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Hardware and Software. Engineered to Work Together