INTEGRATING ORACLE UTILITIES CUSTOMER CARE AND BILLING WITH ORACLE UTILITIES METER DATA MANAGEMENT

Oracle provides an integration product between Oracle Utilities Customer Care and Billing and Oracle Utilities Meter Data Management. This prepackaged integration links the applications within Meter-to-Cash business processes to improve operational efficiencies, reduce costs, and enhance customer satisfaction.

The Integration Requirement

Utilities have a clear need to ensure efficiency through end-to-end business processes like Meter-to-Cash. In the past, that process often moved raw meter data directly into the billing system. Today, however, the dramatic increase in meter data volume resulting from increased collection of interval data has encouraged many utilities to introduce a second application, meter data management, into the Meter-to-Cash process.

Meter data management can offload major tasks from the billing system, including loading, validating, editing, and estimating meter data, storing meter data and events, and producing billing determinants. For the Meter-to-Cash process to work correctly, however, utilities must integrate the meter data management application with the billing application.

Custom Integration

Integrating billing with meter data management on a custom basis exposes utilities to considerable cost and risk. Custom integrations require implementation teams to define requirements, construct designs, and then build and test custom code. Errors during this process can delay implementation or, worse, permit errors in the Meter-to-Cash process.

Custom integrations also impose post-implementation costs on utilities, as they must be maintained and changed when the integrated applications are upgraded.

Prepackaged Integration

Oracle provides a prepackaged, productized integration between Oracle Utilities Customer Care and Billing (CC&B) and Oracle Utilities Meter Data Management (MDM). As a consequence, implementation teams do not need to undertake the costly and time-consuming design and build tasks required for custom integrations. Instead, teams need only to configure business rules in order to automate the flow of key information between the applications.

Oracle also supplies revisions to the integration whenever changes to either CC&B or MDM require them.
The Meter-to-Cash Process

Oracle’s integration also provides several prepackaged sub-processes for Meter-to-Cash. These include:

- **Master Data Synchronization.** At intervals determined by the utility, such as once per night, CC&B initiates synchronization of key customer and rate data. This synchronization ensures that MDM can process billing determinants using accurate customer and rate information. Because the synchronized data can be multi-faceted, MDM can produce determinants for time periods with different rate structures.

- **Batch Billing.** At the conclusion of normal billing periods, CC&B sends batch bill determinant requests to MDM. These requests contain all the information MDM requires to supply the correct determinants, including customer and rate data, along with the break periods at which rate schedules change under the terms of the controlling service agreements. MDM uses this information to calculate bill determinants and return them to CC&B.

- **Bill Cancel/Re-bill.** MDM may receive usage data that constitutes a correction to already received usage. If MDM determines that incorrect data was previously used to provide CC&B with an incorrect billing determinant, MDM can notify CC&B that corrected data has been received. CC&B can then create an off-cycle bill generator that can result in either an automatic or a manual re-bill, according to previously configured business rules.

- **Online Billing.** Users can request a manual bill prior to a batch billing cycle. This may occur, for example, when a customer changes residence. Users can also request manual bills in connection with a bill cancel/rebill. In both cases, the requests are made through CC&B, which requests the appropriate billing determinants from MDM.

The Oracle Advantage

Oracle’s CC&B to MDM integration leverages Oracle Application Integration Architecture (AIA), providing a rich foundation to implement sustainable, Services Oriented Architecture-based integrations.

The integration uses open standards and best-in-class Oracle Fusion Middleware to reduce costs and increase business flexibility.

Contact Us

For more information about Oracle Utilities Customer Care and Billing, Oracle Utilities Meter Data Management, and Oracle’s integrations for utilities, visit oracle.com/goto/utilities or call +1.800.275.4775 to speak to an Oracle representative.