Oracle Utilities
Customer to Meter

You’re faced with enough complexity in today’s utility industry, so your meter-to-cash platform should simply work. Oracle Utilities Customer to Meter (C2M) brings together market-leading customer care and metering in a one solution, running on one database, accessed through one screen—to deliver connected operations and more valuable connections with your customers.

**CIS + MDM. One solution. One installation. No integration.**

Oracle Utilities C2M delivers the robust, flexible capabilities to meet utilities’ most complex needs and the agility to adapt as the industry continues to transform.

**Simplify Meter to Cash to Customer**

Deliver outstanding service in every customer interaction.

- Leverage usage data to drive insightful customer service and advice
- Address customer questions and issues faster with a clear, intuitive user-interface and a 360° view of the customer
- Offer targeted, value-add programs and services based on customer usage patterns
- Streamline data management and all meter-to-cash processes
- Support today’s complex billing needs with an advanced pre-billing engine for all scalar and interval usage data

**Expand Smart Meters Seamlessly**

Protect your investments in smart meter programs.

- Take advantage of advanced usage capabilities for all meter data
- Centralize data management for interval and scalar meters
- Simply add interval licenses as you add more smart meters
- Improve visibility into data from smart devices across the network

**Reduce Platform Costs**

Cut technology costs by 25% with one solution on one technology stack.

- Eliminate complex meter-to-cash integrations
- Slash initial technology spend and ongoing maintenance costs

**Key Features**

- Market-leading CIS and market-leading MDMS in one solution
- Pre-built integration with head-end and AMI systems
- Consolidated interface for data management
- Data capture from multiple sources
- Automated VEE processes
- 360° view of the customer
- Intuitive user-interface
- Robust rating and billing engine
- Multi-channel communication and customer communication preference management
- Customer Program Management for value-add programs and services
- Online account management and service requests
- Supports electric, gas, and water utilities of any size and any smart meter program maturity
• Optimize tech-stack performance and efficient resource sharing

Be the utility customers love
• Deliver modern, data-enriched experiences across channels.
• Improve call center performance and streamline case management via clear, intuitive user-interface.
• Meter and customer data in one system of record drives deeper insights and service capabilities.
• Engage customers on their terms with preference management.
• Empower customers to self-serve for common activities such as account management, start-stop-transfer, payments and appointment setting, all with real-time updates back to CCS records.

Solution Components
The following services support Oracle Main Product:
• Customer Information System
• Meter Data Management
• Smart Grid Gateway
• Operational Device Management
• Service Order Management
• Analytics Visualization (optional)

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