

ORACLE

Oracle Energy and Water
Customer Edge
Conference

Water—this one is for you!

Think you don't need that Meter Data Management (MDM) solution? Think again.

DeChellis/ Bui

Strategy and Value Team

EWGBU



Speakers



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The Ghosts of Water Present, Past, and Future



Setting the Stage

To quickly review on the different terminology / technology to start at the same point.



Timing and Benefits

To discuss a meter data management system for water, when it should be used, and the benefits that it can bring across your utility.



Differences

To identify the differences between a software MDM that is part of billing and none at all or one that is linked to the meter vendor.



Industry Direction

To highlight the trends in the industry from across the globe that will play a role in these decisions.



Definitions for Today

Smart Meter: A meter that can communicate remotely, either by drive-by or remotely.

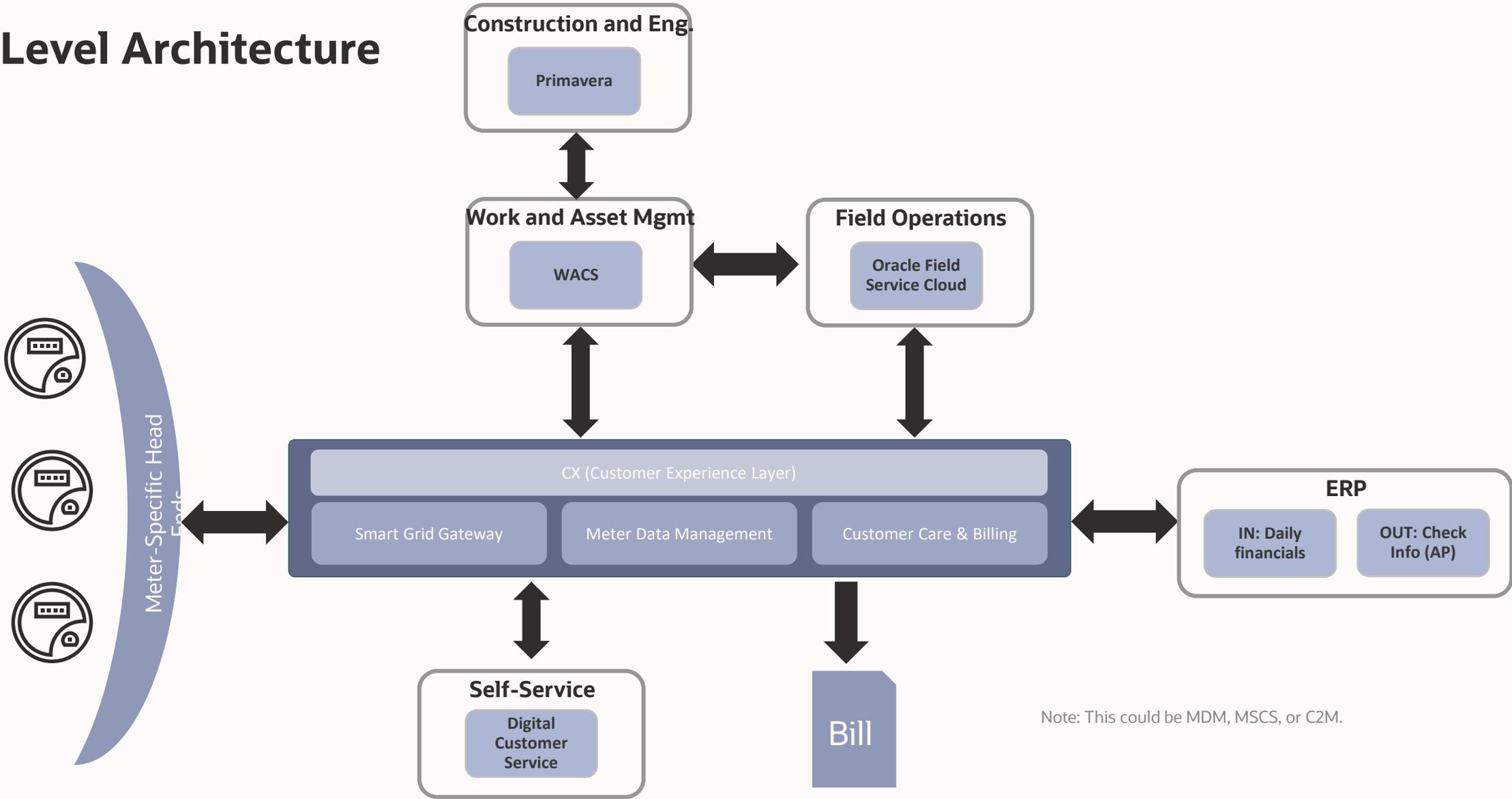
AMI: Advanced Metering Infrastructure, the network and components used for remote meter reading

ERT/ MTU: The Meter Transmitting Device that is attached to the register through a cord to communicate a read remotely. A common water meter vendor calls it an ERT. The generic name is MTU.

VEE: Validation, editing, and estimation. The routine that is conducted when reads are received and brought in for billing.

Head-End (HES): Application that is specific to the meter vendor that collects the needed data elements on a smart metering system. The data is usually in a raw format.

High-Level Architecture



Let's start with a question...



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How frequently do you receive store meter data?

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- 1st | Hourly (through your AMI network)
- 2nd | Hybrid. (We collect the read once a month for billing but take the log from the prior month)
- 3rd | Once a month (drive-by-AMR)
- 4th | Once a month (manually read)



Highest Value Benefits (Present-Day focus)

1

Valuable editing and estimation

Using relevant data to spot potential errors and personalize treatment of certain types of properties

2

Automate field Activities

Automate field activities from meter exception / trouble codes and prioritize by revenue impact = COLLECT MORE MONEY!

3

Financial Planning

Planning financial impact tying together billing and reads within the system – move your collections

4

Affordability programming

Tying metering and billing data in the same system(s) allows you to identify at-risk customers and determine the right approach depending on root cause.

5

Reconciliation

Control over your operations from network to billing – An MDM allows you to reconcile between your network side and metered amount and billed amount

DEMO

“Why not show off if you have something to show?”

January Jones & Ha Bui

Quote from Mad Men

Time for another question!



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What was your AMI/ Smart Meter business based on?

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Business Benefits

- Address specific issues like customer portal
- No major process improvements such as automation of field activities based on trouble codes
- Lack of custom VEE rules to reduce meter exceptions that can tie in customer-specific needs

Centralization

- Meter reads will remain in multiple different source systems
- Lack of ability to conduct validation on whether all reads are achieved without extra effort and auditing.

Options

- Ties utility to one meter vendor
- Each head-end would need a different solution
- Solutioning becomes a function of meter vendor rather than customer need.

Another question....

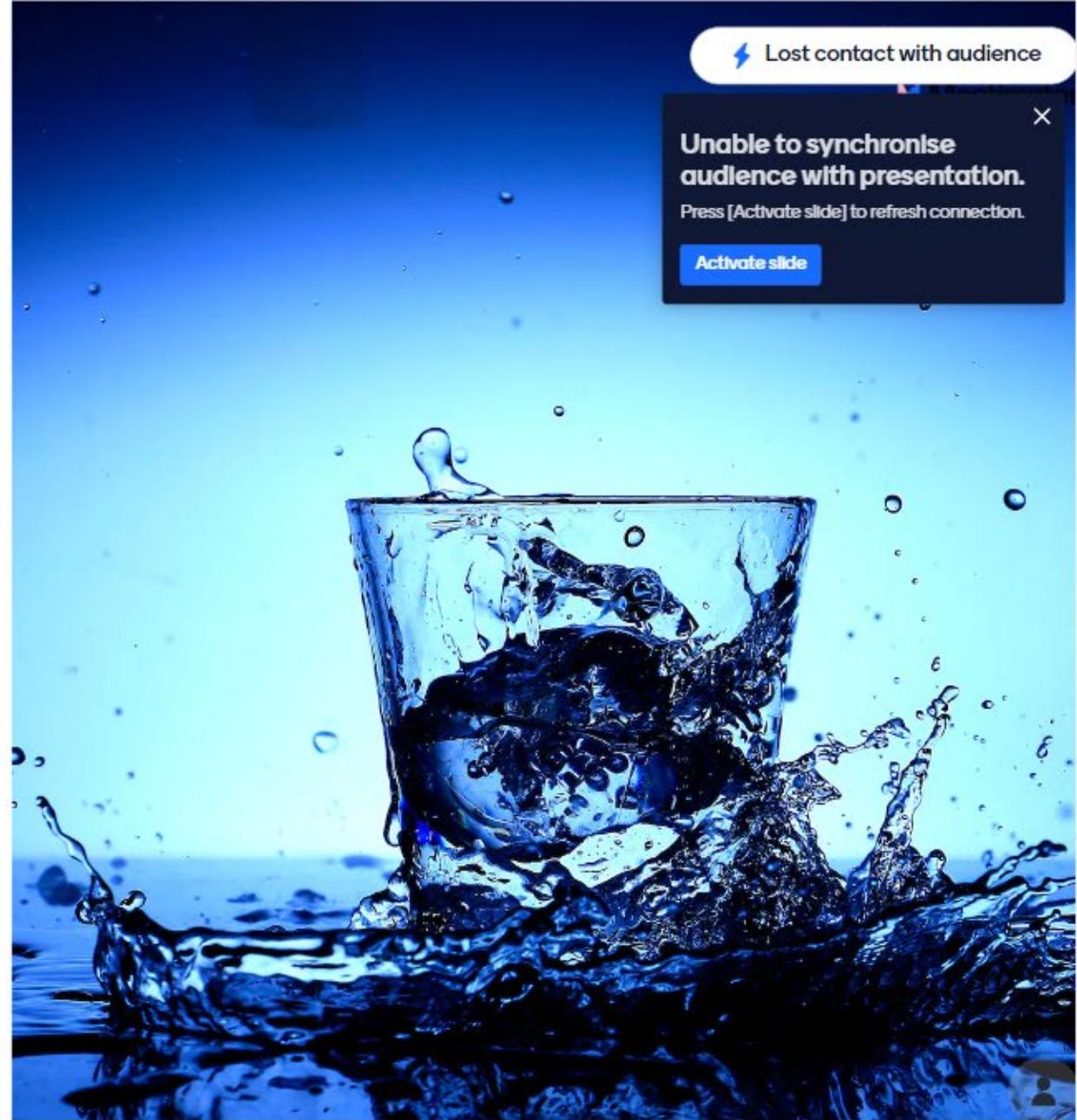


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Who was the father of modern drinking water?

0	0	0
Halsey Taylor	Abel Wolman	Ismail al-Jazari



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Building for the Future: How can Oracle help?



Pre-Paid Meters

Once only discussed for electric, the topic of water pre-paid is now a very common practice in Africa and parts of West Asia.

US nonprofits and advocates have grown more amenable at the potential use of pre-paid water in lieu of shut-offs. Without MDM, the utility could potentially lose entire site of their customer other than distribution.



Energy and Demand Mgmt

Water utilities are some of the largest consumers of energy. Being mandated by energy consumption goals and reduction in demand means that future goals will be tied to creating targets that should tie amount of energy consumption per CCF or GAL billed.

To perform the type of analysis – the Oracle MDM solution links to preventative maintenance and water network operations and can help create targets for reduction.



Conservation / Affordability

With added pressure to make water more affordable and targets on water resources – rates will be based on ever increasing complexity to discourage unresolved leaks and accommodate for specialized customer groups while retaining flexibility.

MDM is the only system that bridges the gap in aggregating data of meter for use in billing. Analytic solutions focus on presentation and reporting.



Finish up strong!



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What Oracle Water Customer has the largest desalination plant in the world?

Mentimeter

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City of Tempe (AZ- USA)	Greater Western Water (AUS)	National Water Company (KSA)	Las Vegas Valley Water (NV- USA)

