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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

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- 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)
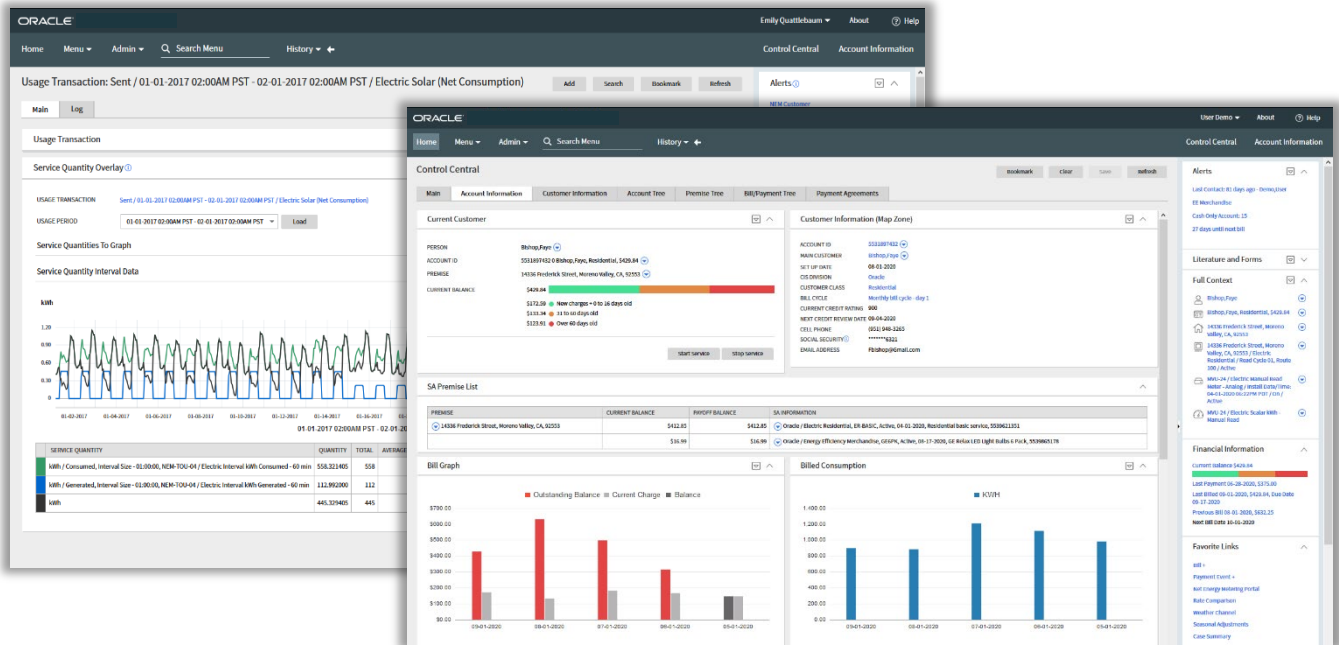
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