

**Oracle® Utilities Customer Care and Billing  
Integration to Oracle Utilities Meter Data  
Management Release 3.1.1 Media Pack**

Release Notes

Oracle Utilities Meter Data Management v2.0.1.1  
Oracle Utilities Customer Care and Billing v2.3.1.1

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## Value Proposition

Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Meter Data Management Release 3.1.1 Media Pack represents significant business value for our utility customers, who must turn increasing volumes of usage data into valuable business information, in order to facilitate their Smart Grid initiatives.

Many utilities choose Oracle Utilities Customer Care and Billing to address changing regulatory and market conditions and to meet the complex needs of residential, commercial, and industrial customers. Many of these same utilities also choose Oracle Utilities Meter Data Management to support the loading, validation, editing, and estimation of meter data - from meter installation and configuration, to meter read and usage loading and validation, to bill determinant and other forms of usage calculations.

These utilities require sophisticated enterprise integration to realize desired revenue targets and energy savings from their automated infrastructure. This pre-packaged integration automates the transfer of aggregated usage data from Oracle Utilities Meter Data Management to Oracle Utilities Customer Care and Billing.

The integration benefits our utility customers by:

- Allowing them to cope with significant amounts of usage data, reducing manual processes and enabling Smart Grid rollout for residential Smart Meters
- Ensuring accurate high-volume billing with less proration and estimation, improving customer satisfaction
- Facilitating time-based billing programs for various types of new Smart Grid driven rates
- Limiting data duplication and unnecessary synchronization, which should reduce implementation complexity
- Eliminating the need to build and maintain this complex integration in-house, lowering the Total Cost of Ownership of Smart Grid for Billing

Leveraging Oracle Application Integration Architecture, the product provides what utilities need to implement sustainable, Services Oriented Architecture-based integrations. By utilizing best practices and best-in-class Oracle Fusion Middleware, Oracle delivers an adaptable end-to-end solution that improves enterprise control and visibility of metered usage data to billing.

This document describes new or enhanced functionality in the 3.1.1 Media Pack release of the Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Meter Data Management. Existing functionality from the prior release is not described. See the Implementation Guide for a comprehensive description of product functionality.

Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Meter Data Management Release 3.1.1 Media Pack is focused on the following key areas:

- Support Next Generation Oracle Utilities Meter Data Management
- Enhance Master Data Synchronization
- Enhance Billing Determinants Capabilities
- Improve Interoperability for Business Users

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## Support Next Generation Oracle Utilities Meter Data Management

This first key focus of this release of the integration was adding support for the next generation of Oracle Utilities Meter Data Management, version 2.0.1.

Oracle Utilities Meter Data Management is used to maintain information about meters and the service points at which they are installed. The application provides means of recording measurements and events associated with meters in the field as well as the ability to compute usage for the recorded measurements.

Oracle Utilities Meter Data Management v2.0.1:

- Gathers consumption data from analog and smart meters
- Validates, edits, and estimates meter data automatically or manually
- Calculates billing determinants. Oracle Utilities Meter Data Management v2.0.1 provides standard calculations for consumption, peak demand, time-of-use consumption, critical peak pricing periods, and net metering
- Aggregates consumption data for use by other applications
- Stores both raw data and the results of all operations
- Provides multiple analytic tools and can interface with other Business Intelligence applications
- Features a centralized Device Portal to show metering device information in a form relevant to the functions of different departments—customer service, meter shop, and operations

Oracle Utilities Meter Data Management v2.0 moved the product to the same proven, open Java technology platform as Oracle Utilities Customer Care and Billing – the Oracle Utilities Application Framework. This framework is a SOA-based development and runtime platform that provides scalability, open Web Services connectivity, and rich work flow optimization and productivity tools.

Oracle Utilities Meter Data Management v2.0.1 introduced enhancements to the processing and display of device event data and command requests, advanced capabilities for the calculation of bill determinants, new functionality supporting hierarchical aggregation of measurement data, and a Customer Information System (CIS) foundation for integrating to applications such as Oracle Utilities Customer Care and Billing.

The CIS foundation features in Oracle Utilities Meter Data Management v2.0.1 enabled this 3.1.1 integration release that automates key business processes and preserves the optimal use of both edge applications.

The result offers many advantages to our customers, including:

- A consistent “look and feel” experience for business users. Both applications now conform to Oracle’s Fusion Application user interface design principles.
- A shared framework built with open standards and common Java based technology increases the available pool of IT resources that can effectively manage both applications.
- Applications that are built by the same company, to industry standards, designed to work together and to facilitate this productized integration.
- Finally, the applications’ flexible data models also provide standard methods for both extending the integration and handling exceptions.

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## Enhance Master Data Synchronization

The second major driver behind this release of the integration was enhancing the Master Data Synchronization from Oracle Utilities Customer Care and Billing to Oracle Utilities Meter Data Management. This release adds new business objects to the data synch. These include Meter Information, Meter Configuration Information, and Service Point - Meter History Information.

- Meter Sync synchronizes minimal meter details required by Oracle Utilities Meter Data Management from Oracle Utilities Customer Care and Billing.
- Meter Configuration Sync synchronizes minimal Meter Configuration details required by Oracle Utilities Meter Data Management from Oracle Utilities Customer Care and Billing.
- Service Point-Meter History Sync synchronizes the minimum SP-Meter history details required by Oracle Utilities Meter Data Management from Oracle Utilities Customer Care and Billing.

Oracle Utilities Customer Care and Billing is the application that typically learns about meter installs, removals, or connection status changes, in the form of near real-time field work completion events. Oracle Utilities Customer Care and Billing can now send this information to Oracle Utilities Meter Data Management with all related effective dates for installation events and the on/off history of meter devices. This is critical information that is needed when Oracle Utilities Meter Data Management is calculating bill determinants to send back to Oracle Utilities Customer Care and Billing for billing the customer.

If utilities need to include additional data elements in the synchronization, both applications have flexible Business Object definitions to include custom elements.

## Enhance Billing Determinants Capabilities

The third area of focus for this release of the integration was enhancing billing determinant capabilities:

### ***New Standard Bill Determinant Processes***

One of the main functional areas of Oracle Utilities Meter Data Management is Usage Calculation, the engine that calculates billable usage recorded on devices, applying factors and dividing the usage into configurable time-of-use periods if necessary to arrive at billing determinant values. Oracle Utilities Meter Data Management v2.0.1 introduced more standard capabilities for the calculation of bill determinants to lower implementation costs and enable a higher quality solution.

### ***Retrieve Scalar Consumption or Converted Interval Data***

When Oracle Utilities Customer Care and Billing needs bill determinants from Oracle Utilities Meter Data Management, the bill segment's usage request sends over both the interval processing period as well as scalar processing information. MDM v2.0.1 added numerous standard rules to validate initial measurements, including scalar reads, and standard capabilities for the calculation of bill determinants so that total usage can be provided to the billing systems regardless of the type of meter. The MDM product, and thus the integration, can now retrieve scalar consumption, or convert scalar consumption to interval data, as appropriate.

### ***Request Batch Bill Determinants Automated Retry***

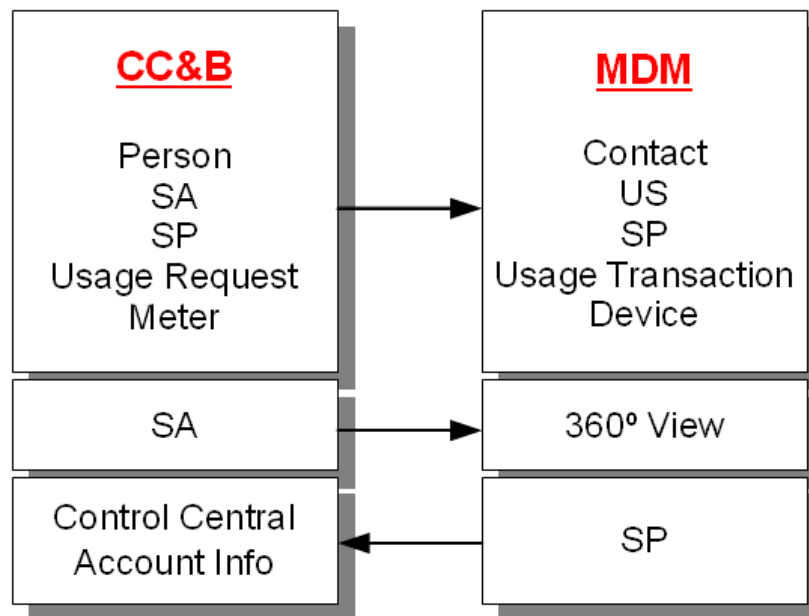
Oracle Utilities Meter Data Management v2.0.1 includes functionality to enable the automatic retry of usage transactions (e.g., bill determinants) residing in an error state. With the new automatic retry option, if Oracle Utilities Meter Data Management is unable to calculate bill determinants because usage is not yet available during the billing window, there are two configuration options:

- Oracle Utilities Customer Care and Billing will create and send a usage request each night of the billing window and Oracle Utilities Meter Data Management will return an error each night it is unable to calculate usage.
- Oracle Utilities Customer Care and Billing will send a usage request on the first night of the billing window and Oracle Utilities Meter Data Management will keep retrying to calculate usage throughout the bill cycle window until usage is available or the end of the bill cycle window is reached.

## Improve Interoperability for Business Users

The fourth major factor that drove the development of this release of the integration was improving interoperability for our business users by adding new navigation options between the applications.

The following graphic shows the specific navigation options between the applications that were added to this version of the integration product.



These include links from the Oracle Utilities Customer Care and Billing Person, Service Agreement, Service Point, Usage Request and Meter into the Oracle Utilities Meter Data Management Contact, Usage Subscription, Service Point, Usage Transaction, and Device.

A link also exists from the Oracle Utilities Customer Care and Billing Service Agreement to Oracle Utilities Meter Data Management's 360 View. This is a centralized device portal that contains all device data, including measuring components, installation and Service Point information.

These links are helpful, for example, when Oracle Utilities Customer Care and Billing users need to research billing issues in response to a customer inquiry. Providing a navigation option into Oracle Utilities Meter Data Management allows the Customer Service Representative or Billing Analyst to investigate details in Oracle Utilities Meter Data Management, in order to verify that the total usage was calculated properly for billing.

Finally, there is also a link from the Oracle Utilities Meter Data Management Service Point to Oracle Utilities Customer Care and Billing's Control Central - Account Information.

A common scenario here would be when an Oracle Utilities Meter Data Management user needs to review a usage exception, possibly due to a VEE exception. This new navigation option would allow a meter shop business user to easily transition to Oracle Utilities Customer Care and Billing to view more details about the customer history or work performed at that meter.



## Product Enhancements

This section discusses new enhancements that are common to multiple applications. These enhancements fall into the following area: Certification on the Latest Application Releases.

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### Certification on the Latest Application Releases

In order to enable your business to leverage the most current application versions and benefit from the latest innovations, Oracle has certified the Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Meter Data Management Release 3.1.1 Media Pack on the latest application releases:

- Oracle Utilities Customer Care and Billing v2.3.1.1
- Oracle Utilities Meter Data Management v2.0.1.1

Please refer to the Installation Guide for specific edge application patch levels and other details.

## Additional Resources

There are additional resources that can help your organization learn more about this release.

Resource	Navigation
Installation Guide	<a href="http://edelivery.oracle.com/">http://edelivery.oracle.com/</a>
Implementation Guide	<a href="http://edelivery.oracle.com/">http://edelivery.oracle.com/</a>

- Visit the [My Oracle Support website](#) frequently to keep apprised of ongoing changes.
- For other sources of documentation, visit [Oracle Technology Network: Oracle Documentation](#).
- For training opportunities, visit [Oracle University](#).