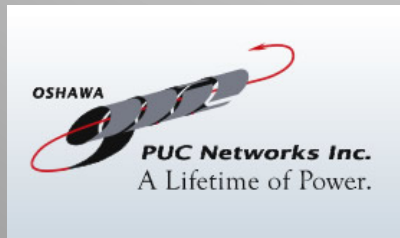


OSHAWA PUC NETWORKS INC.

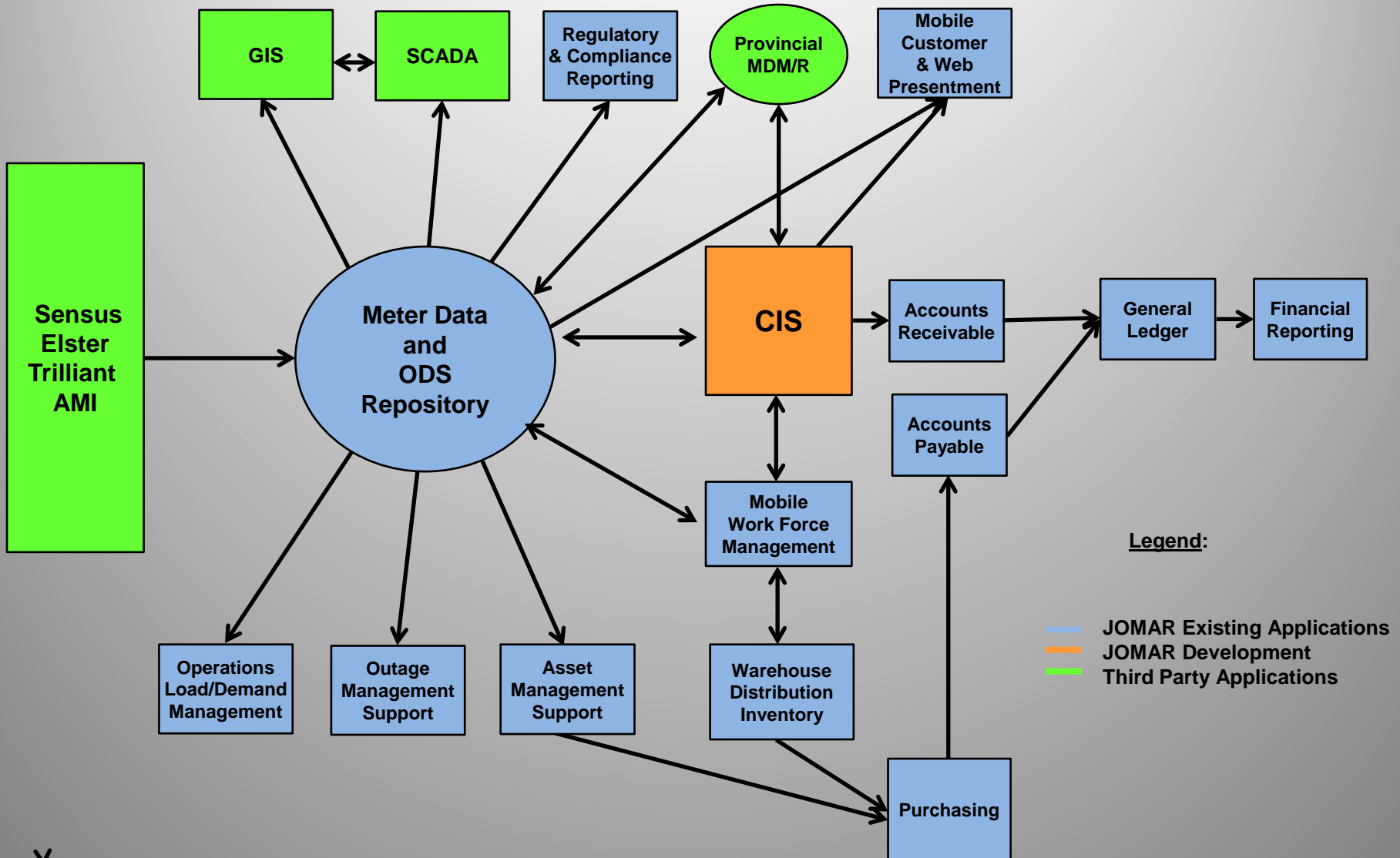
**OPPORTUNITIES AND CHALLENGES
FOR NEXT GENERATION CIS**

EDIST 2012





JOMAR Utility ERP/CIS/ODS Software Suite



Important Considerations

CIS Next Generation Applications should support LDC efforts to:

- ◆ Provide Automated Processes to Improve Efficiency
- ◆ Make it Easier for Customers to do Business
- ◆ Lower Controllable Costs and Operating Expenses

Traditional Legacy CIS

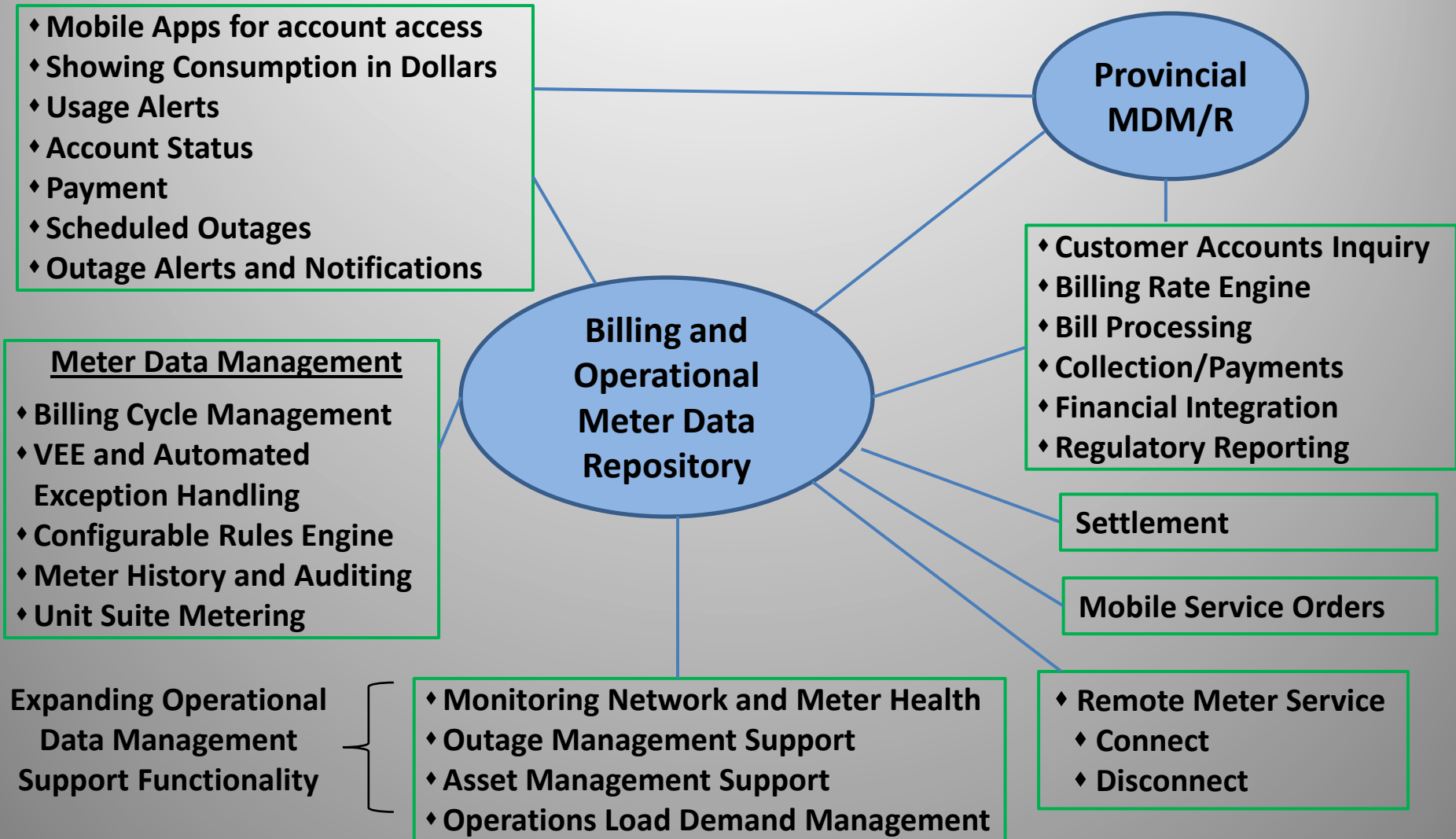
All Functions Bundled Into Single Monolithic System Structure

- ♦ Customer Accounts
- ♦ Customer Deposits and Refunds
- ♦ Customer Inquiry
- ♦ Rate Engine
- ♦ Bill Processing
- ♦ Collections/Payments
- ♦ Meter data (Consumption data)
- ♦ Settlement Process
- ♦ Meter History
- ♦ Service Orders
- ♦ Meter Installation
- ♦ Meter Inventory
- ♦ Regulatory Reporting

Next Generation CIS

So what's really changing?

Next Generation CIS Components



Impact of These Changes to CIS

- ◆ Smart Meter Billing Register/Interval and ODS Alarm / Event data are driving the creation of new systems such as:
 - ◆ Meter Data Management, VEE, MDM/R Integration
 - ◆ Monitoring of Meter and Network Health

That are evolving into significant Enterprise Applications.

In turn:

- ◆ CIS functions and responsibilities are being redefined and increasing in scope
- ◆ Interdepartmental dependencies increasing
 - ◆ CIS, Operations, Meter Services

Impact of These Changes to CIS

- ◆ Requirement for proactive automated processes
- ◆ LDCs need to consider a Systems and Technology Strategy
- ◆ Systems and Technology Strategy should insure LDC remains in firm control of its business processes

Billing Cycle Management and MDM/R Integration

1) Process Meter Read Data

- ◆ Residential, Commercial, Bi-Direction, Third Party AMR System
- ◆ Configurable Rules – Set Meter Read Data Conditions to Monitor

2) Process Alarm Data – Read Time JMS

- ◆ Configurable Rules – Set Meter Behaviour/Threshold Conditions to Monitor
- ◆ Generate Meter Service Logs by Cycle – Meter Service Technicians to Address
- ◆ Trigger Meter Based Service Orders

Billing Cycle Management and MDM/R Integration

4) MDM/R Exception Processing

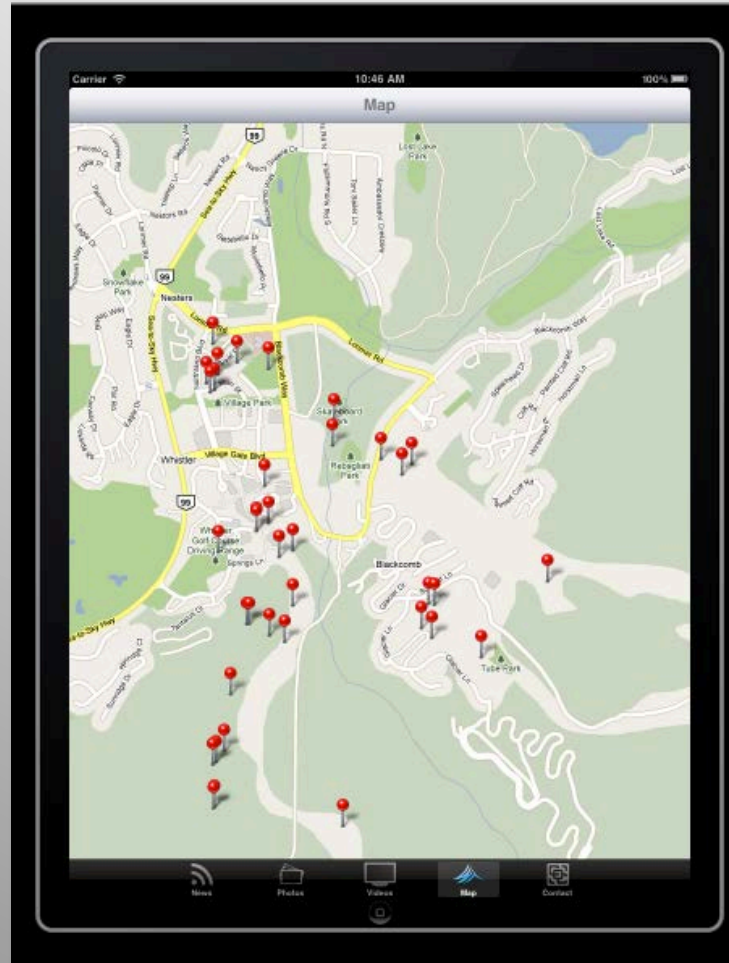
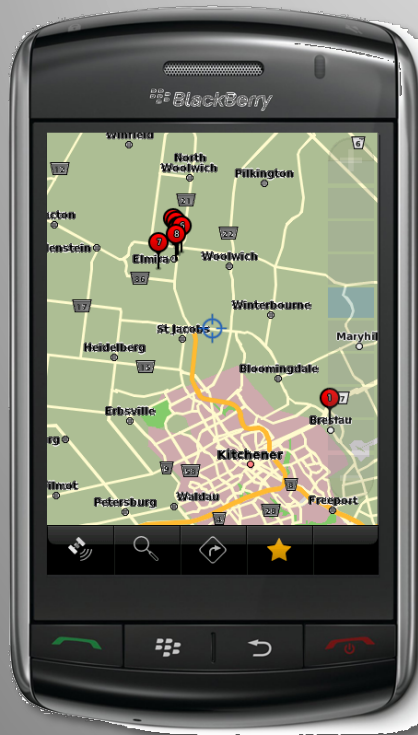
- ◆ Automated Meter Synchronization
 - Failed Meters need Automatic Resubmission
 - Successful Meter Sync
 - Automatically collect Intervals and submit
- ◆ Automated processing of NVE, Sum Checks
- ◆ VEE Processing
 - ◆ Using a Class Load Profile
- ◆ Generation of MRB and Calculated Registers
- ◆ Configurable Rules Set to Monitor
 - ◆ Interval/Register Data Quality
 - ◆ Estimation Levels
 - ◆ Alarms

Billing Cycle Management and MDM/R Integration

3) Meter Read and Alarm Processes Support

- ◆ Automated integration of Psynch processes between CIS, ODS and MDM/R
- ◆ Processing of Service Orders
 - ◆ Installations of New Meters
 - ◆ Meter Removal
 - ◆ Change Outs, Connects and Disconnects
 - ◆ Walk Reads

Mobile Service/Work Force Management Real Time Integration



CUSTOMER MOBILE APPS

- ◆ Reduce call centre activity
- ◆ Customer schedules move out's (finals) via the web
- ◆ Let the Customer manage their Account
 - ◆ Has my payment been received? – Online visibility
 - ◆ Show Consumption in \$ and kWh
 - ◆ Set Notification thresholds – by \$ and usage
- ◆ Payment Options
 - ◆ Billing Period? – Bill me on payday (like my mortgage)
 - ◆ Online, Pre Authorized, Credit Card, Equal Billing
 - ◆ Enable Equal Billing Monitor with notification

Customer Presentment Consumption Charts

