



# From Smart Meter to Smart Bill

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Bruges Oct 10 2007

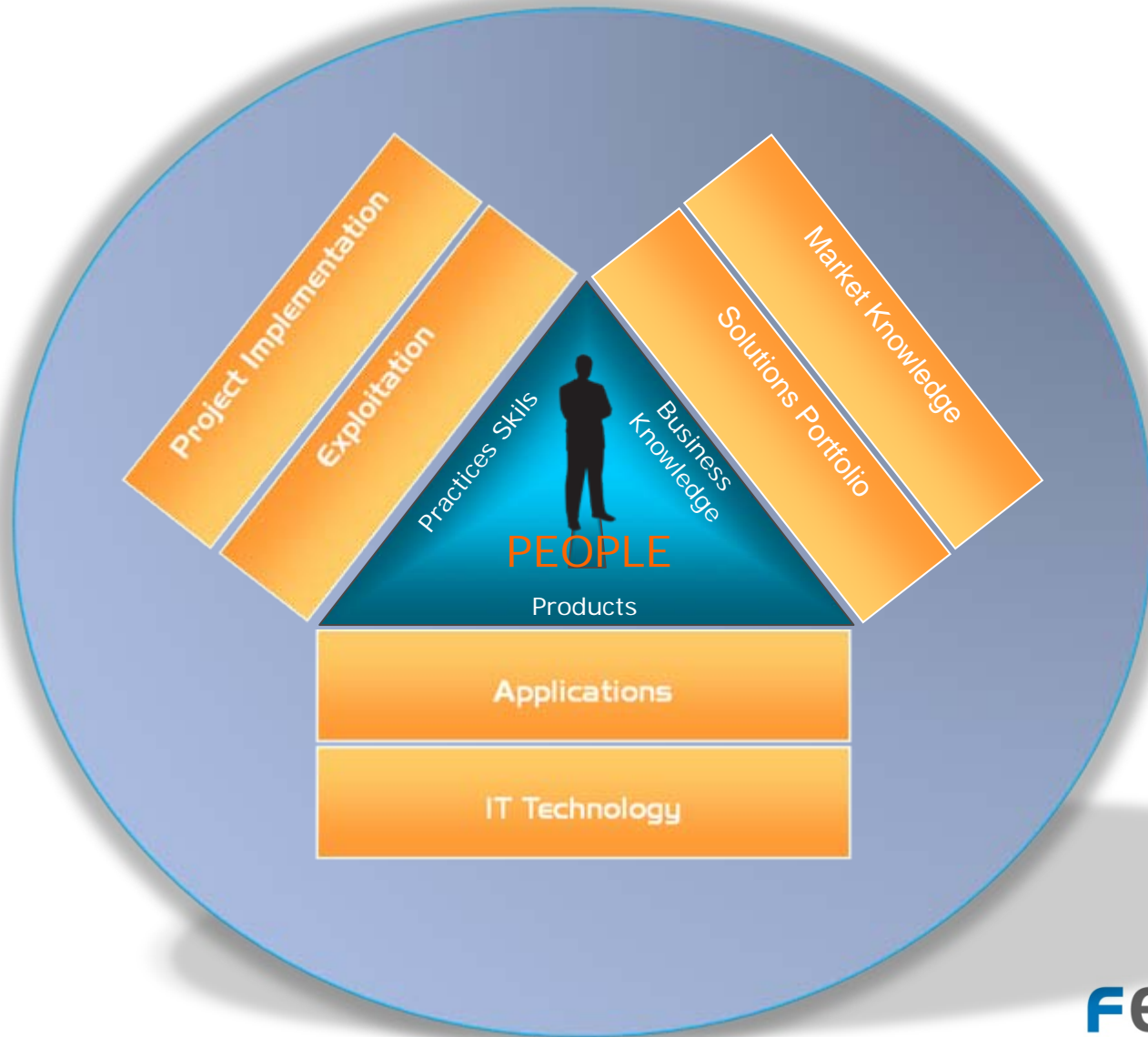


- About Ferranti
- Challenges in the liberalised Energy Market
- Smart Bill as a differentiator that can make the difference
- Customer Cases

- Operating since 1976
- Part of the Nijkerk Group
- Presence
  - Belgium
  - The Netherlands
  - France
- Partner Strategy for E-CEE-countries



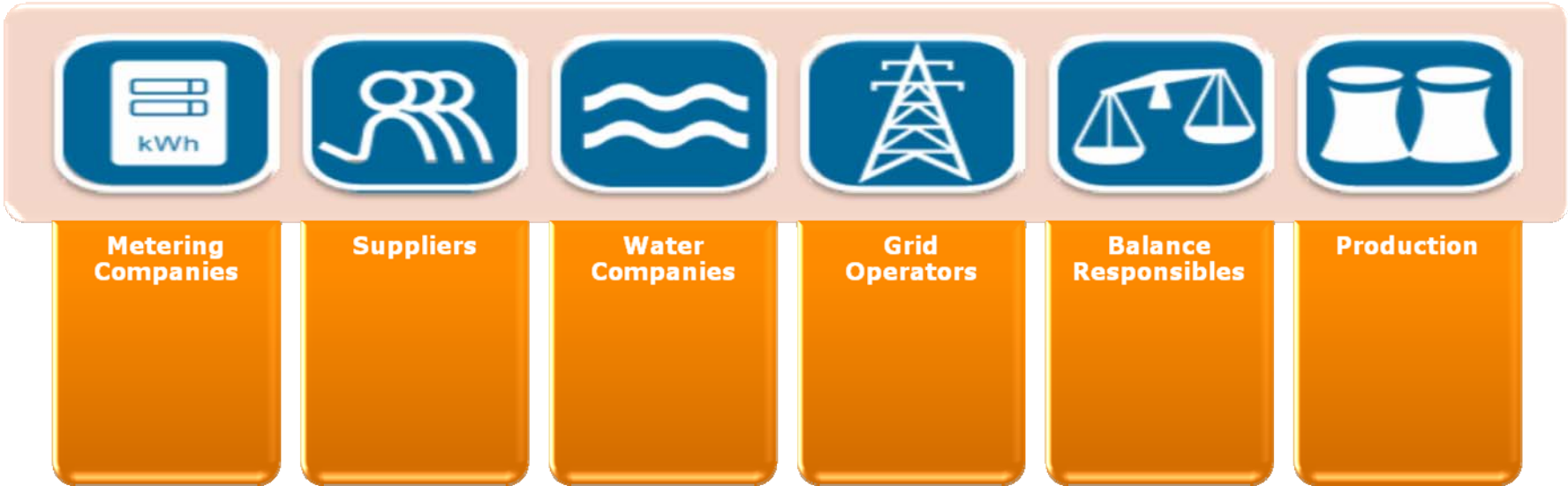






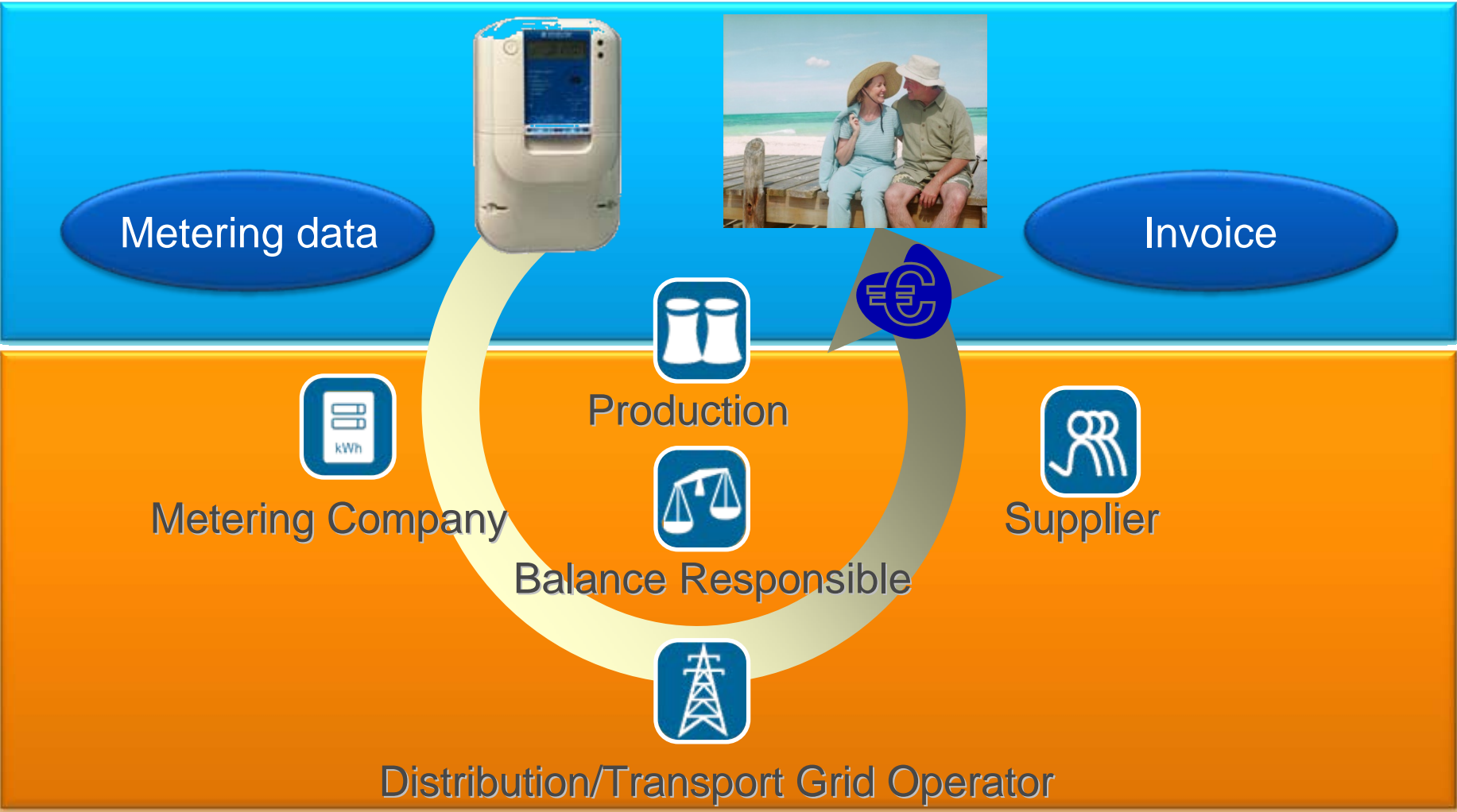
**MECOMS**<sup>®</sup>  
metering & contract  
management system

The reference ERP  
CRM Solution to  
empower Energy, Water  
And Utility Companies

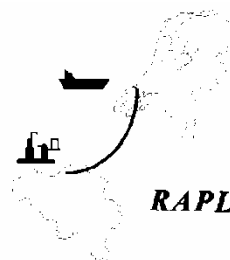


**MECOMS**<sup>®</sup>  
metering & contract  
management system

Empowers companies by supporting meter-to-cash processes for different market parties in liberalised and non-liberalised Energy & Utilities Market

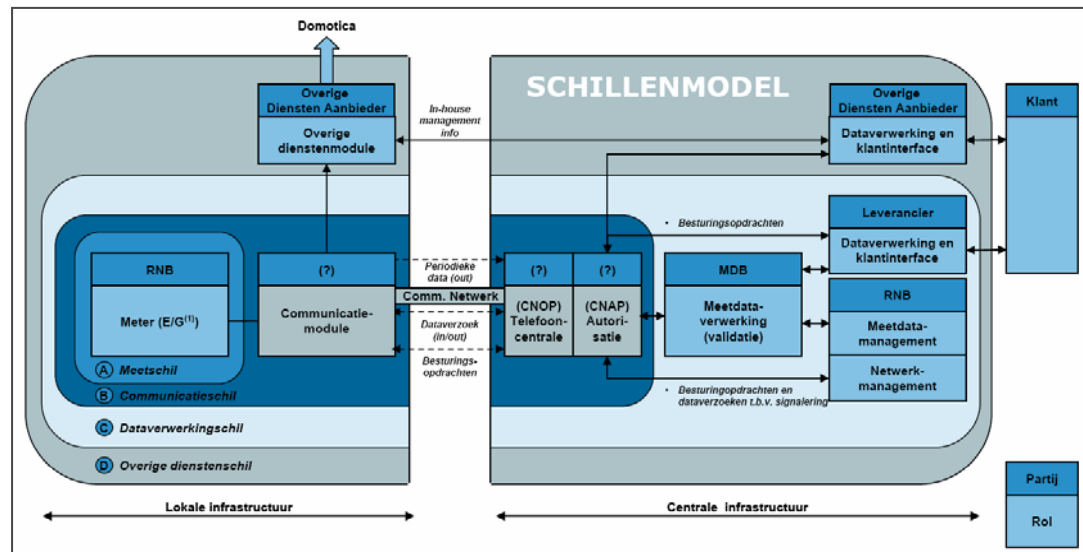






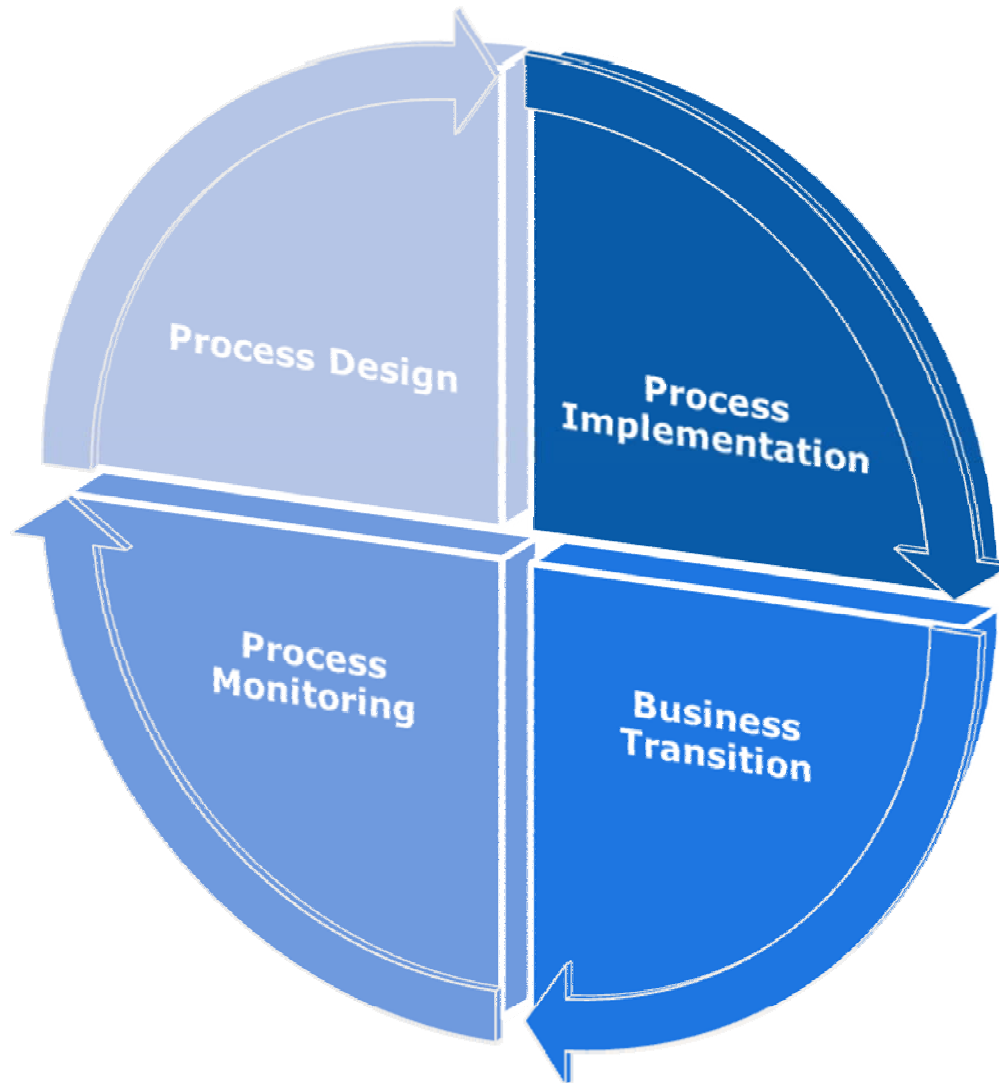
- New regulation
- New structures (unbundling)
- New players
- New information exchange
- New niche players

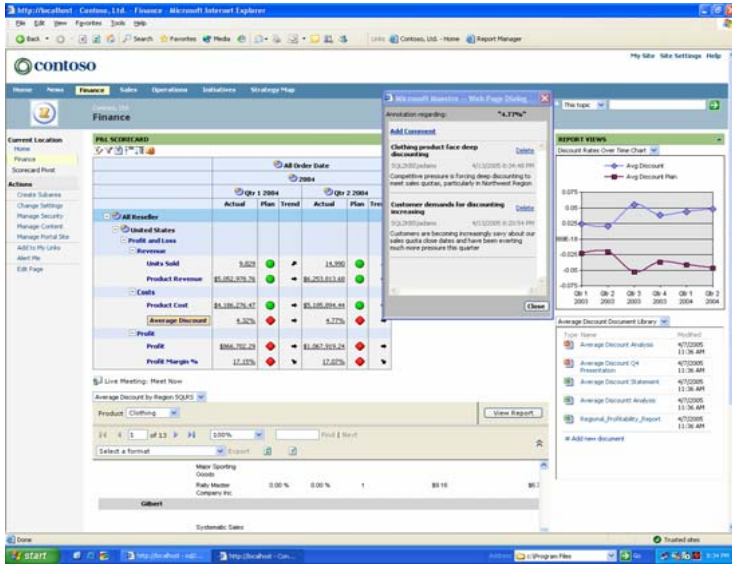
*Dutch Marketmodel*





- What about standards
- Ownership - Marketmodel
- How to manage Roll-Out
- Impact on Asset Management
- Granularity of data exchange
  - Legislation
  - Additional service to market players





Dashboards

KPI's

Process Orientation

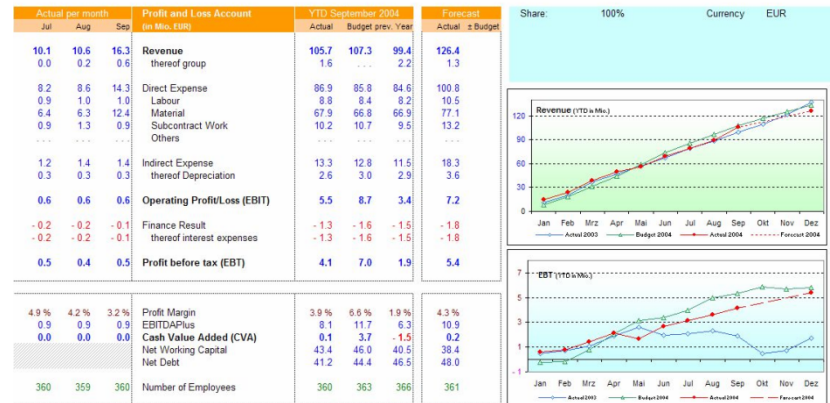
Timeliness – Conformance

Total Quality Management

IT Trends

September 2004

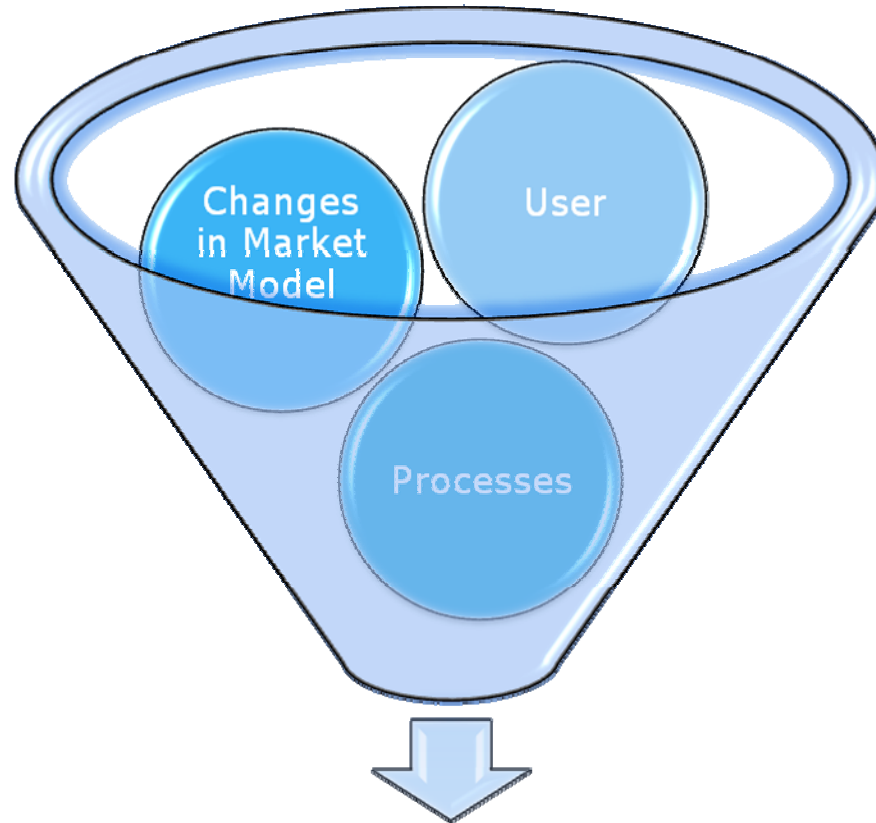
XYZ





SOA ?





Flexibel



## Project Implementation

- Short Lead Times
- Small Teams
- ROI Focus

## Operations

- Cost To Serve
- Quality
- Value Stream Focus

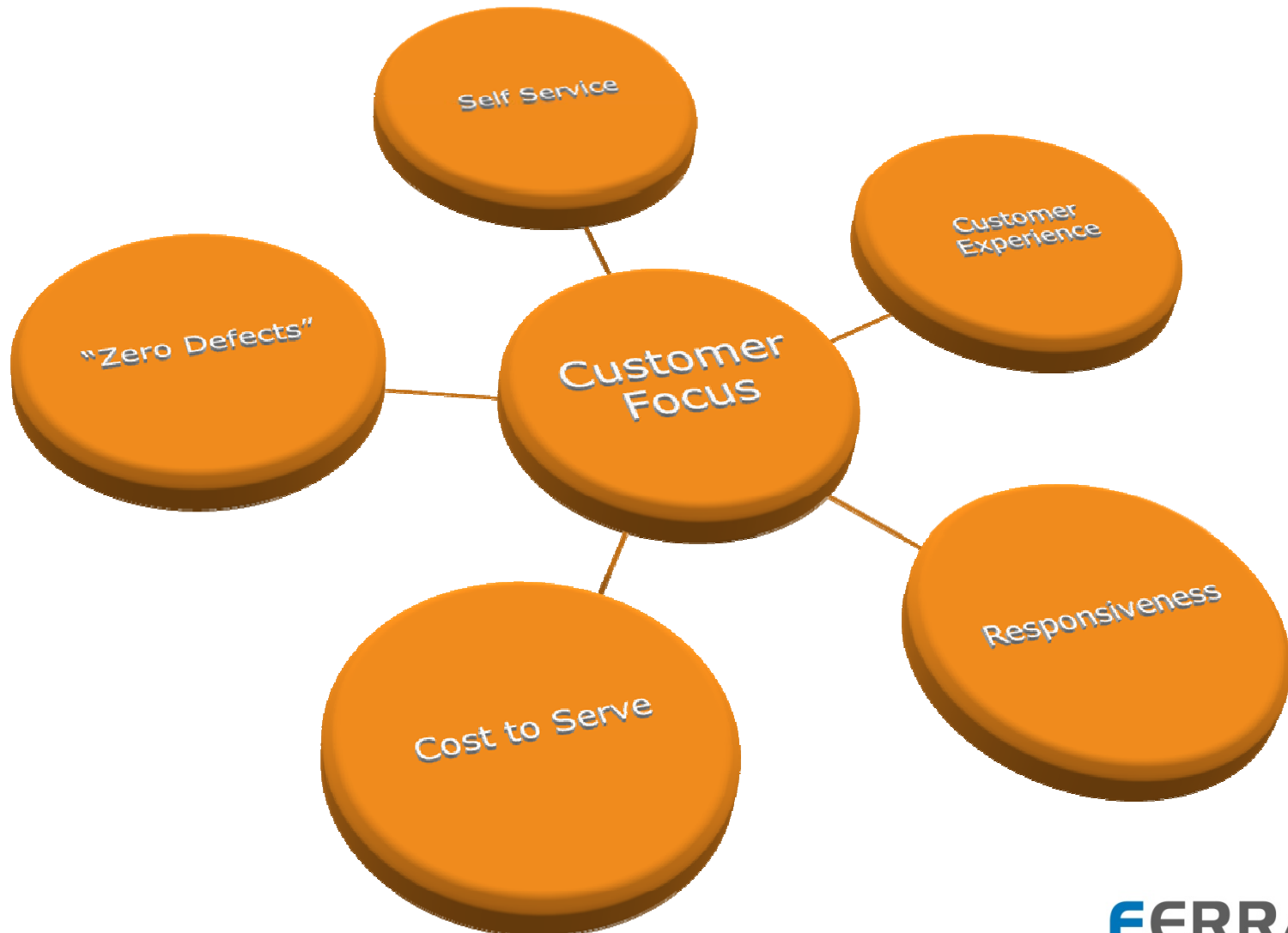
TRADITIONAL

LEAN



← Cost Pressure  
High Quality





- Until now, not too many customers have switched in the liberalised market
- Satisfiers switch
  - Price-Leadership
  - Supplier Image
- Dissatisfiers switch (call-center calls)
  - Unclear bills
  - Incorrect bills



- A profitable way to differentiate – Smart Bill

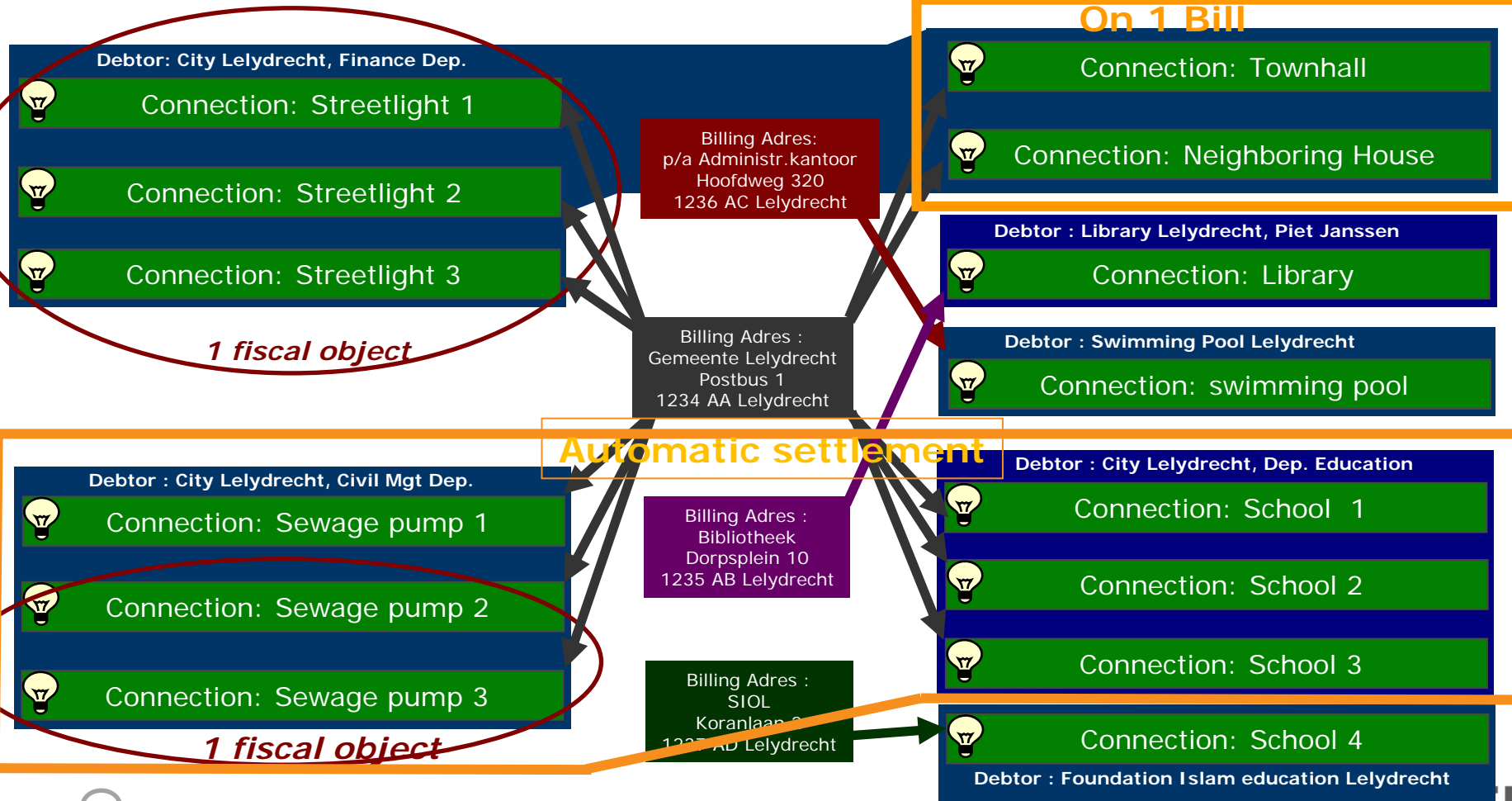


- Develop unique value propositions and contracts
- Go for real segmentation
- Personalisation / presentation bill
- Give insight in how bill is calculated and foresee reconciliation
- Offer the right payment models that fits the bill

- HVC is a Dutch waste treatment company that aims at effective waste management from both an economic and environmental point of view. Its main activities are the collection of waste and treatment by composting & recycling, logistics and incineration & energy generation.
- The waste treatment plants in Alkmaar and Dordrecht represent a total electricity production capacity of approximately 100 megawatt.
- This “green” energy will be offered primarily as a consumer product. HVCenergie was looking for a system to manage all the processes involved with the generation and sale of energy.
- Customer profile phase 1 municipalities & related employees

- Be ready for Smart Metering
- Electronic Bill Presentment
- Periodical Billing
- Minimize Control effort
- 1 Contract partner, multiple debtors
- Billing by type, subgroup, department, ...
- Multiple choice payment methods
- Typical legislations (multisite / municipalities)
  - Tax rules are based on consumption by connection
  - Tax rates are calculated on volume slices (declining)
  - Connections can be grouped to optimize tax-ruling

Contract Owner: City Lelydrecht



RWE is a German gas and electricity supplier. The company bought two existing energy companies in the Netherlands and supplies major consumers with energy under its own brand since the beginning of 2007.

- RWE Nederland uses MECOMS to gather metering data and to bill its B2B customers.
- “Real Load Profiles” is a standard functionality in MECOMS. It processes all 15 min values that enter the system via EDI-messages from the metering company. As such, RWE disposes of 96 metering values a day for each customer. Based on the contract these values are linked in MECOMS to the most recent electricity prices generated from the APX-energy exchange. Accordingly, RWE is able to very accurately bill its customers. Obviously other forms of contracts are also supported.

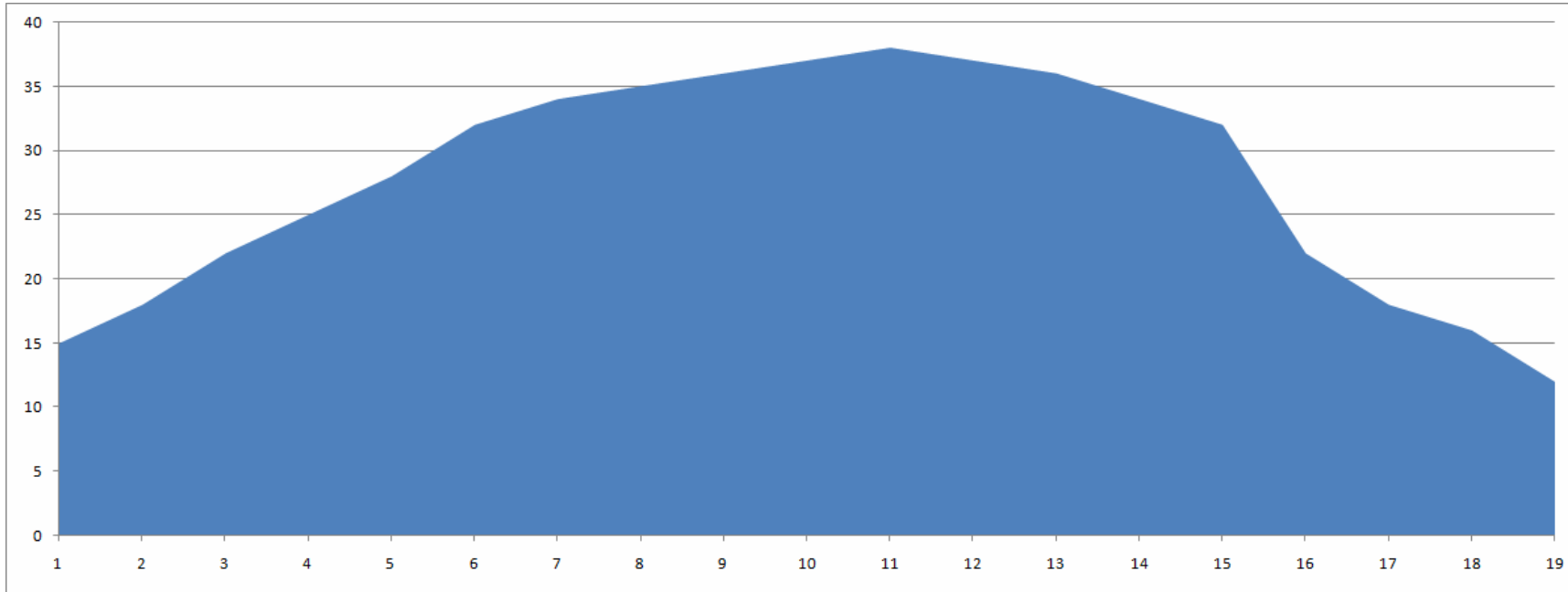



- Structured Layout based on individual contract
- All Source Data available for the customer
- Graphical Display – AMR
- Near-time Billing based on counter values of Real Load Profiles
- Validation controls and other mechanisms to prevent mistakes before sending bill to customer
- Automatic settlement based on Validated consumptions
- Separation of duties
- Multiple correction mechanisms - flexible choice (creditnote and re-bill, bill the difference, corrections on next invoice)





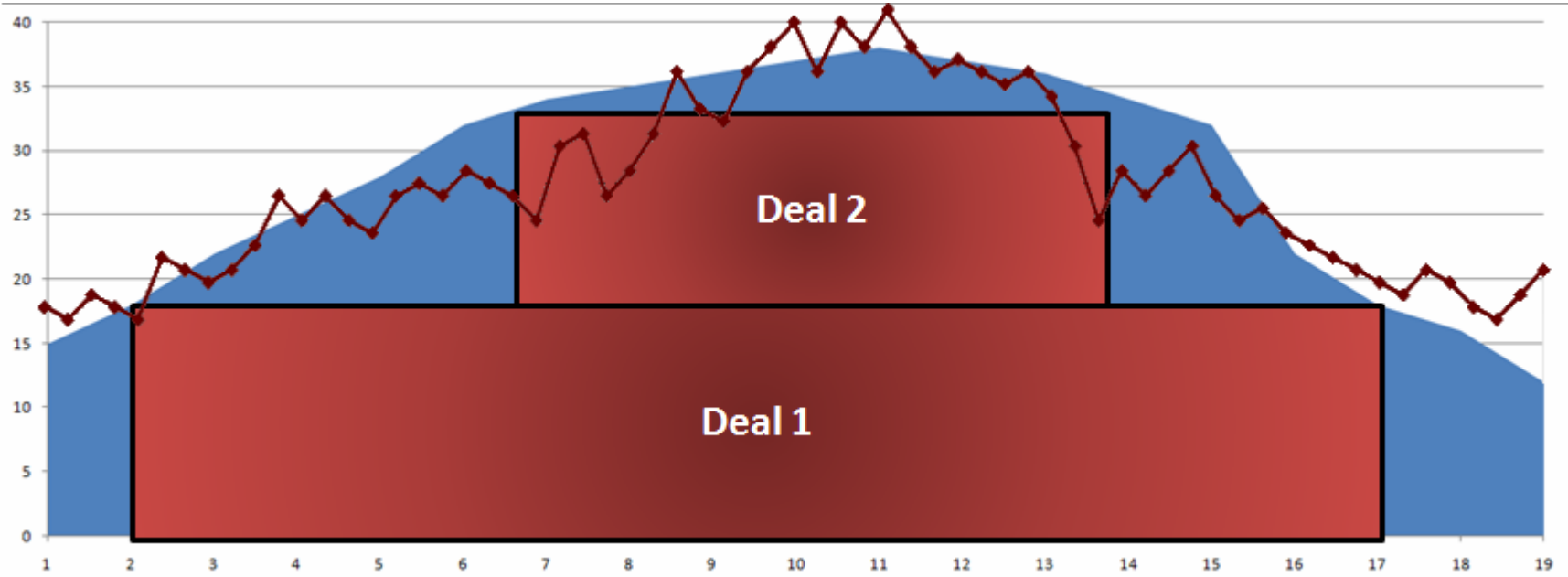
# Reposition





 Yearly Profile



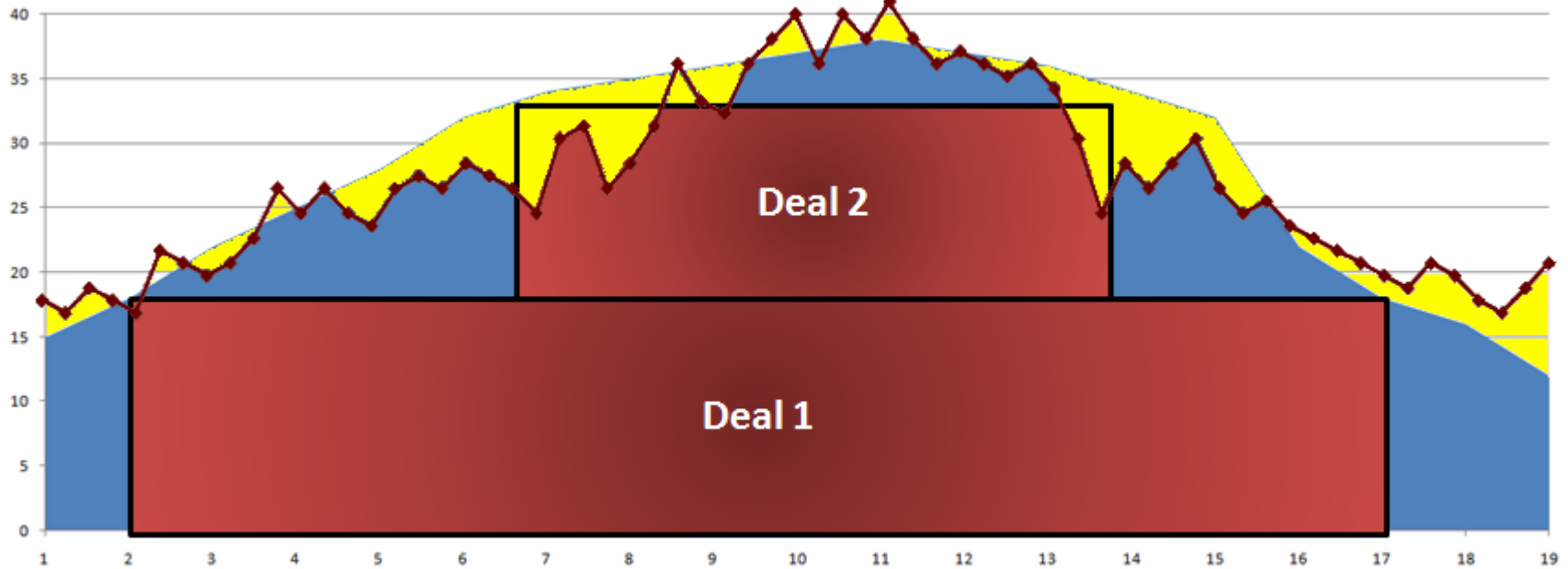
# Reposition






-  Yearly Profile
-  Deal Profile



# Reposition

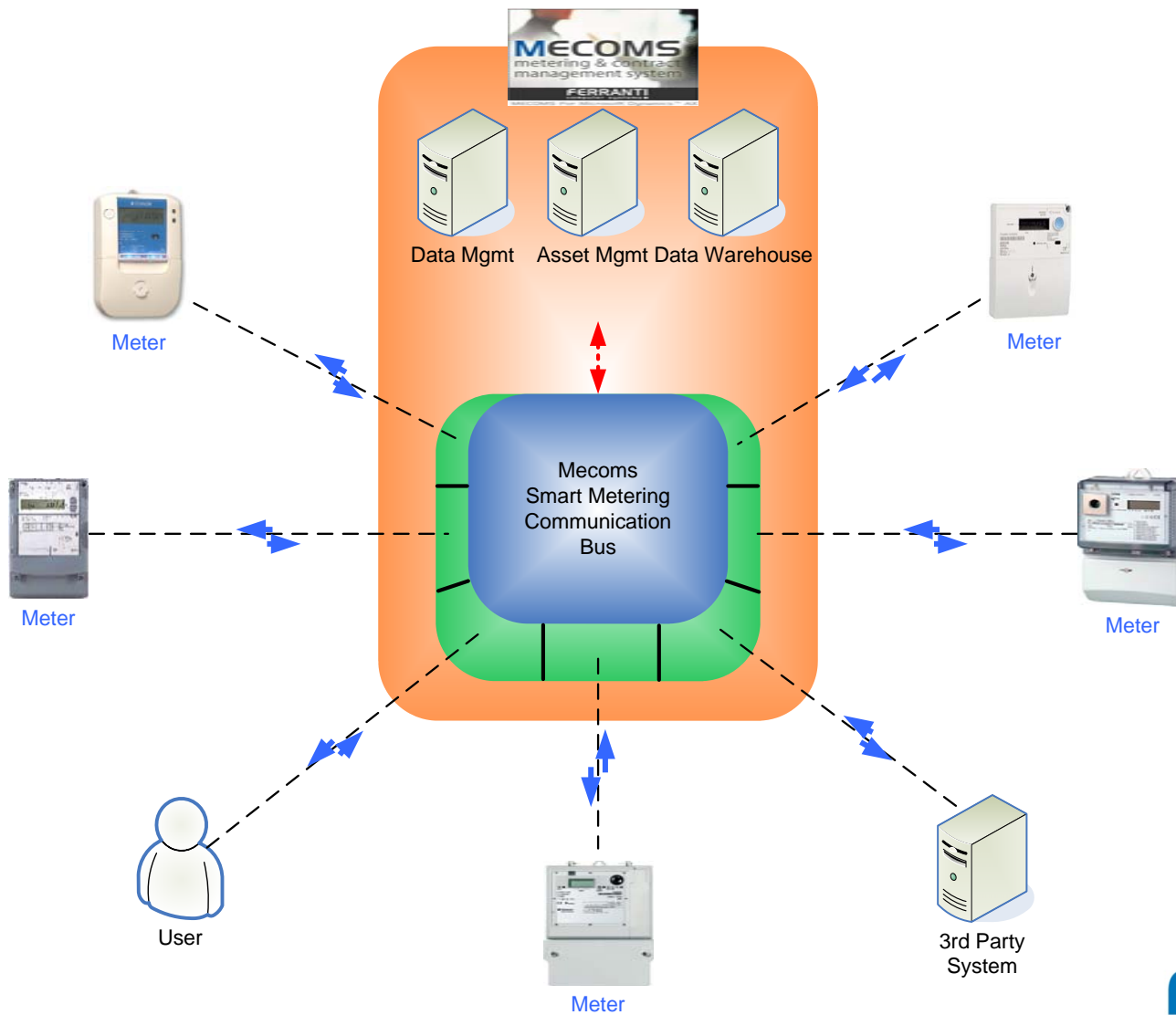


-  Yearly Profile
-  Deal Profile
-  Price Differentiation



- Creative Billing
- Deal and subdeal model with the customer based on yearly profile
- Price difference due to deviation of forecasted consumption based on multiple indices
  - APX pricing
  - Unbalance pricing
- Digital invoicing and data communication
- Electronic Bill Presentment
- Reconciliation Real Load Profile - Forecast
- Detailed information for Trading & Forecasting

- Customer Focus
- Flexibility at acceptable cost
- Empowerment of users
- Designed to operate in heterogeneous environments - Middleware Linking together previously fragmented data
- Provide customised intelligence to gain better and faster insight to support better business decisions
- Automatically sense and respond to potential bottlenecks
- Functional breath and depth





### Meter to Consumption

- **Meter Reading**
- Manual Meter Reading
- Automatic Meter Reading
- Self Service Meter Reading
- **Validation**
- Index validation
- Profile validation
- Allocation
- Reconciliation



### Consumption to Cash

- Customer Bill calculation
- Distribution cost calculation
- Collections



### Meter Asset management

- Meter Installation
- Meter Replacement
- Meter calibration & Control
- Workforce management



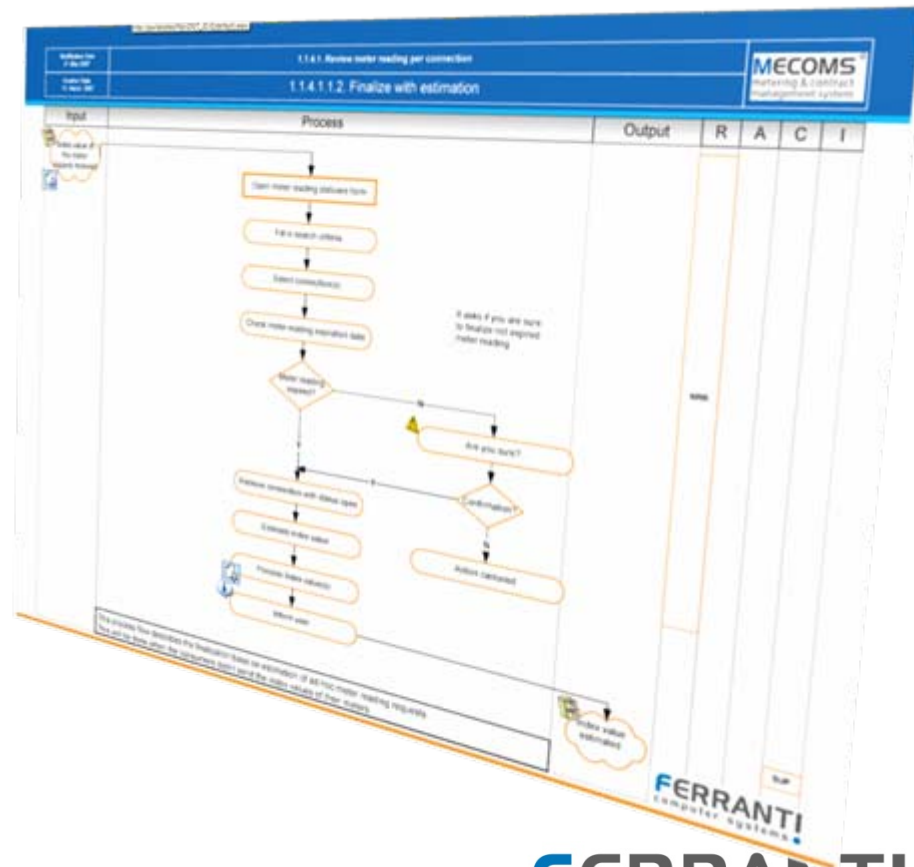
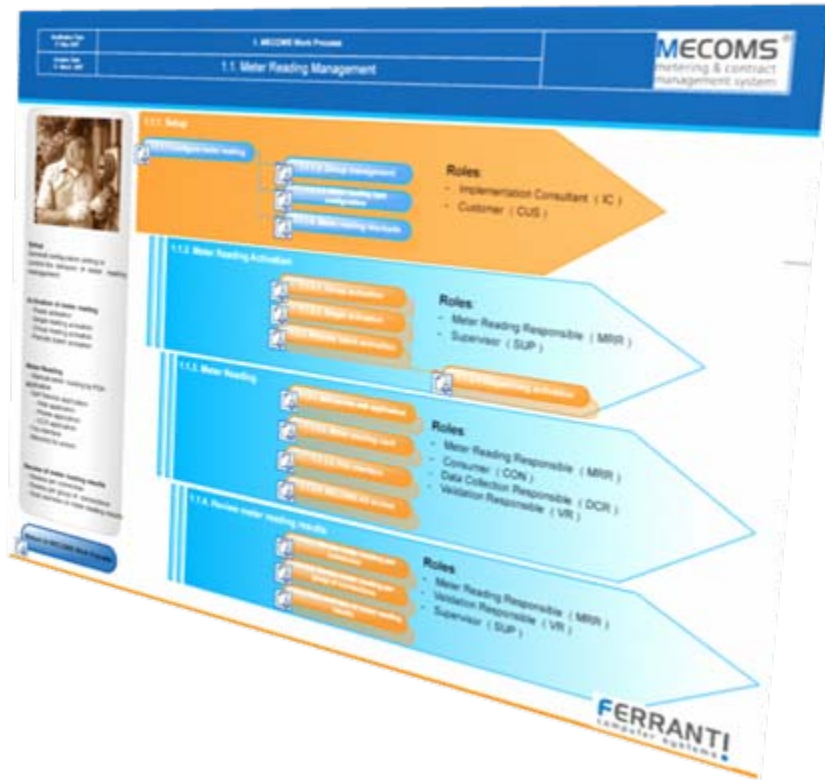
### Customer Relationship Management

- Campaign Management
- Lead Management
- Opportunity Management
- Contract Management
- Customer Switch
- Supplier switch
- Combined Switch
- Rectification Management
- Service Management (questions, complaints)

Market Model, Workflow, SOA, BI, Extranets/Portals, (EDI) communication



# Business Process Management

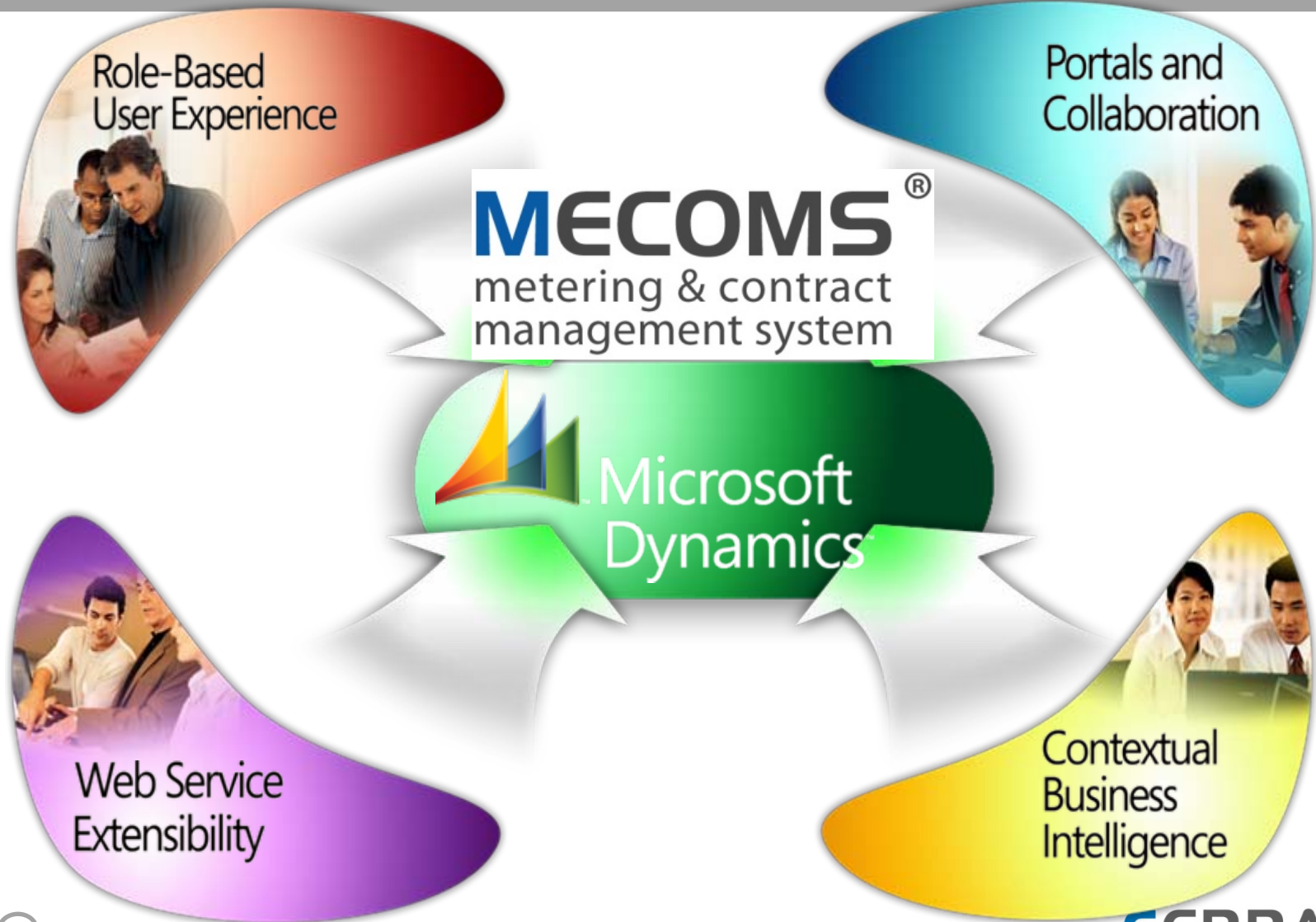




Improving organizations by providing business insights to **all** employees leading to better, faster, more relevant decisions

- Integrated platform and applications
- Secure and personalized
  - Collaborative
- Cost effective and comprehensive





**Familiar & easy  
to use**

**Widely used and  
supported**



**Easier to integrate  
and connect with  
what you have**

**Innovative and  
continually  
evolves to meet  
your needs**



- Supplier point of view Smart Metering enables
  - Customer segmentation with tailored value propositions
  - Individual contract management and smart billing
  - Creative business models and offerings
  - Customer win & retention strategies
- Requires flexible process-driven backoffice systems to support meter-to-cash processes and to react to changing market conditions with required agility



# MECOMS<sup>®</sup> MEtering & COntact Management System

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- Target markets
- Business processes
- Functions
- Implementation
- Support services
- Why MECOMS?
- Our customers



The reference ERP CRM solution to empower Energy, Water & Utility companies



### Target markets

- Energy Suppliers
- Metering companies
- Water Companies
- Grid Operators

### Business processes

- Meter-to-consumption
- Consumption-to-cash
- Asset & Meter Management
- CRM

### Functions

Core	Supporting
<ul style="list-style-type: none"> <li>• Read</li> <li>• Treat</li> <li>• Bill/Collect</li> <li>• Forward</li> </ul>	<ul style="list-style-type: none"> <li>• EUCA</li> <li>• Extranet</li> <li>• CRM</li> <li>• Messaging</li> <li>• Asset Management</li> </ul>

### About us

More on MECOMS & its creator

### Partner with us

How to become a MECOMS partner

### Evaluate

Get in-depth info & demos

### Experience

Visit the Experience dashboard

### Downloads

Go to the Download Dashboard

### Customer Reference



MECOMS empowering Dutch RWE to challenge consumer market

### Certification & Quality



MECOMS is designed and developed by MBS Certified Professionals that embrace quality as a principle.

### Events

Jordan	21-25th Sep 2007	7th Russian MBS Dynamics Partner Forum
Austria	02-04th Oct 2007	Metering / Billing / CRM Europe