



Siemens Meter-to-Bill (M2B)

The Complete Solution – from Meter Reading to Billing

Regional and municipal utilities are currently at the center of the debate about energy and the environment. Day-to-day they are faced with the numerous challenges triggered by the tendency toward liberalization and privatization, not to mention new regulations, increasing competition and pressure on costs.

Meter-to-Bill (M2B) optimizes processes and information streams and integrates all relevant data within one innovative, single, comprehensive solution that enables better services and creates new business models. Furthermore, M2B improves management information while at the same time reducing costs through optimized and harmonized processes. All this significantly leverages market opportunities and profitability.

Heavy demands on utility companies
The safe and efficient provision of energy is a major concern of politicians and end users alike. Regional and municipal utility companies find themselves confronted with a myriad of challenges that require

technical solutions and at the same time increase competitive- and cost-pressures. As consumers can now freely choose their electricity supplier, the ability to win and retain customers has become an important market success factor for utilities. Meanwhile, the use of Smart Metering remains high on the political agenda. Smart Metering, with intelligent meters, supplies consumption data at regular, brief intervals, allowing both commercial and private consumers to keep a constant eye on their energy consumption while utilities can offer their customers flexible, time-based tariffs as well as other, more complex, products.

Traditional, proprietary IT landscapes are not scaled to handle this scope of technical and operational requirements. They are also less cost efficient and not sufficiently geared to the needs of customers. As a result, many utility companies are forced to modernize their IT landscapes in order to meet these new requirements. Innovation, in line with standardization, harmonization and integration, are key future success factors.



This is where M2B plays such an important role. Thanks to the end-to-end automation and optimization of the processes involved in billing and customer management, utilities now have the crucial instruments for business success at their disposal. These allow them to sell their customers innovative services and retain them with first class service, while still remaining highly profitable.

Your requirements

These days, a modern information and communication infrastructure is the key to sustainable success in the energy market as it allows you to optimize your processes. As a regional and local network operator you can meet both current and future challenges, with:

- Powerful and efficient consumption recording systems that meet the requirements of a modern "Advanced Metering Infrastructure". These will not only allow new tariff models to be introduced, but can also bring massive cost savings through the use of automated remote meter management
- Reliable and transparent information on availability, network stability, quality of supply, load profiles, personnel costs, service costs and the likes assure reliable and efficient operation of the network
- Support at management level through computerized analyses (Business Intelligence) that lead to more accurate and faster decisions
- The ability to reduce IT operating costs, allowing more freedom to act and greater profitability

Ultimately, through greater customer satisfaction, utilities can improve their competitiveness and thus their market position.

Siemens' answer: Meter-to-Bill

With Meter-to-Bill (M2B), Siemens offers a turnkey solution for the entire process of consumption-measurement, -billing and -analysis. M2B ranges from the appliances/meters, over the communication channels, the aggregation of meter data and remote meter management right through to the integration of internal applications (back office) and management information.

With M2B, utilities can now finally offer their customers tailor-made products and tariffs geared to individual, time-based consumption as well as the full utilization of the local electricity network. On top of these benefits for consumers, suppliers will also benefit considerably themselves, as they gain more cost-efficient processes for recording consumption, data-transfer and -processing, as well as improved quality consumption and data- and meter-management.

From meter to call center

Siemens M2B provides a comprehensive, fully automated process for recording and processing consumption data in electricity distribution networks.

The starting point of the process is the individual meter, where data are recorded and forwarded to a central Automated Meter Management system at regular intervals. This system collates the data by individual customer and transmits the billing data to the billing system via an interface. This billing system then allocates these values to the individual customer accounts and tariffs, thus providing the basis for invoices to customers. Simultaneously, an "Energy Balance Management System" collects load pro-

files, time series and analyses of these data. The combination of these systems allows innovative billing models such as real-time pricing and time-of-use pricing to be implemented.

A CRM system with contact and call center functionality, is often integrated into the Meter-to-Bill process, thus facilitating customer relations. This also provides various administrative functions – like changes to customer contracts after they moved to a new address – directly in the system, which takes pressure off service personnel.

Siemens IT Solutions and Services offers utility companies a full support package for the installation and implementation of M2B. From assessments and feasibility studies over design and blueprints for the implementation and rollout of the solution through to Application Management Services.

Apart from the recording of consumption and the pre-processing of data (Metering), all of the Siemens Meter-to-Bill solution concepts are based on SAP® Solutions, more specific on SAP IS-Uilities – the industry solution for utilities.

What Siemens Meter-to-Bill offers you
Siemens Meter-to-Bill covers five essential functional areas - Metering, Billing, Energy Balance Management, Customer Care and Market Management.



Metering

This area covers the diverse aspects of meter administration and remote meter management (Automated Meter Management – AMM) as well as the installation and integration of Billing, Customer Care and other ERP applications. Important elements include:

- Functions for individual control of remote meter readings as well as recording such meter data like consumption values, load profiles, meter status, spontaneous incidents and malfunctions
- Storage and consolidation of consumption data for load balance management, including plausibility and quality checks, consumption forecasts and projections, as well as analysis of energy consumption based on real-time consumption values
- The collation of data, inclusive customer contract data, tariff agreements, billing parameters and load profile-development and -planning
- Remote meter management with customer-specific transactions such as changing power characteristics, activation and deactivation of meters, implementing changed tariff options and processing technical alerts, in cases like sabotage, connection faults or low batteries
- Specialized workforce management that supports the efficient mass launch process of intelligent meters as well as the few inevitable field interventions

Energy Balance Management

This includes profile management from the development, archiving and provision of the load profiles, over the creation and use of synthetic profiles as well as the dynamic modification thereof and the administration of formal instructions and

calculation formulae right through to the company-wide communication of this data, including connecting to external systems.

Billing

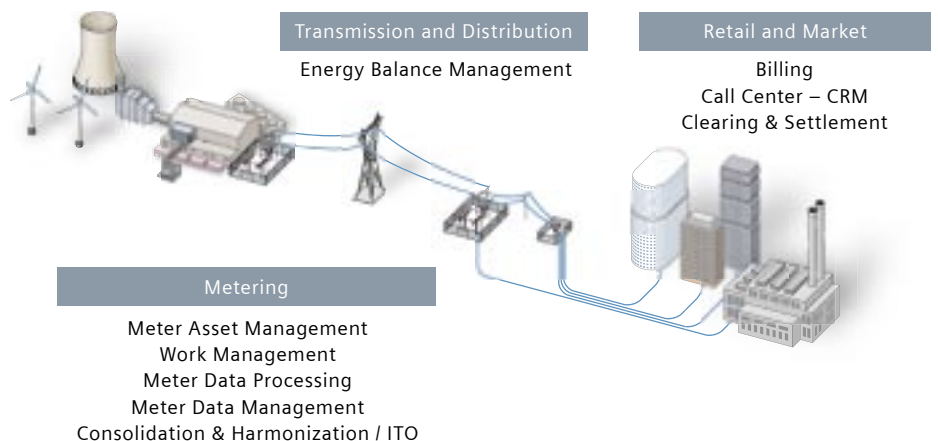
Billing functions cover the calculation and billing of consumption, including multi-utility billing (electricity, gas, water, district heating) and billing for other services (e.g. cable television), receivables management and credit control, as well as support functions such as business intelligence and integration/interfaces, appliance management and work management.

Customer Care

A key element in the area of customer service is the Interaction Center. Based on the call center function, it serves as a hub from which not only traditional customer support but also sales activities with individual customers can be initiated. Various channels, such as telephone, e-mail, fax or flyer can be used.

Customer Care functions include:

- Web channel management – use of the internet as a profitable sales-, marketing- and service-channel for both business and private customers
- Business communications management – effective and efficient administration of all incoming and outgoing contact
- Marketing management – analysis, planning, development, implementation and controlling of all marketing activities
- Sales management – acquisition, growth management and customer retention
- Service management – profit optimization and more flexible business opportunities by involving your call centers, field personnel and e-services
- Real-time offer management – an analytic real-time decision system for selecting the best offers
- Partner channel management – involves and enables channel partners





Market Management

Market Management is designed for organizations acting centrally in deregulated energy markets. This web-based application provides each subscriber access to their own data and thus guarantees the required transparency for all market operators. Thanks to its modularity and flexible interfaces, customization is swift and easy.

How you benefit from Siemens Meter-to-Bill

Utility companies benefit from Siemens Meter-to-Bill in two important areas. On the one hand, they can offer their customers better service and, with Smart Metering, more transparency and more flexible, time-based tariffs, which can strengthen their market position.

On the other hand, utilities themselves also benefit from improved cost-efficiency in consumption recording, more reliable data transfer and processing, as well as from better consumption data quality and meter management. In the end, they benefit from significantly more efficient consumption recording and billing.

Siemens Meter-to-Bill enables:

- Innovative billing systems and new, flexible tariff structures
- Higher quality of service and greater customer orientation, which leads to greater customer satisfaction and retention
- Operational data that is more accurate and up-to-date, increased information quality – also through the combination of technical and economic data – and thus faster and better support of management decisions
- Automated, meaning faster and better, capture, evaluation and processing of data, as well as consolidation and harmonization of the systems resulting in more integrated and optimized processes
- Cost savings as a result of process automation, reduced service costs and profit-oriented customer management, as well as better integration of partner companies
- Improved competitiveness and new growth opportunities

Siemens – your competent partner for Meter-to-Bill

Siemens Energy builds and operates power plants. Siemens IT Solutions and Services offers high levels of competence in energy-specific IT applications and infrastructures. Siemens IT Solutions and Services can thus boast a unique position as it is more deeply embedded in the power supply industry than any other consulting and IT service company. As a result of its unique integration with the Siemens Energy Sector, Siemens' offering covers the whole energy chain (generation, transmission and distribution) both from a business and an IT point of view. As we understand your requirements and processes very well, we are able to produce excellent tailor-made solutions for sustainable added value for your business.

Particularly where Meter-to-Bill (M2B) is concerned, Siemens IT Solutions and Services is able to look back on many successful implementation projects. Our services include:

- Strategic Management and IT Consulting
- Implementation and Development of Projects
- Integration and Migration/Conversion
- Servicing and Operation
- Application Management
- Business Process Outsourcing

Siemens IT Solutions and Services pools Siemens know-how in the energy sector to create integrated M2B solutions for all sizes of operation. Siemens is your experienced and competent partner in the areas of billing and customer management in the energy sector, and combines global background knowledge with close proximity to the supply sector to your advantage. You receive an excellent M2B solution based on a modern, future-proof IT architecture and high-performance network installations.

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