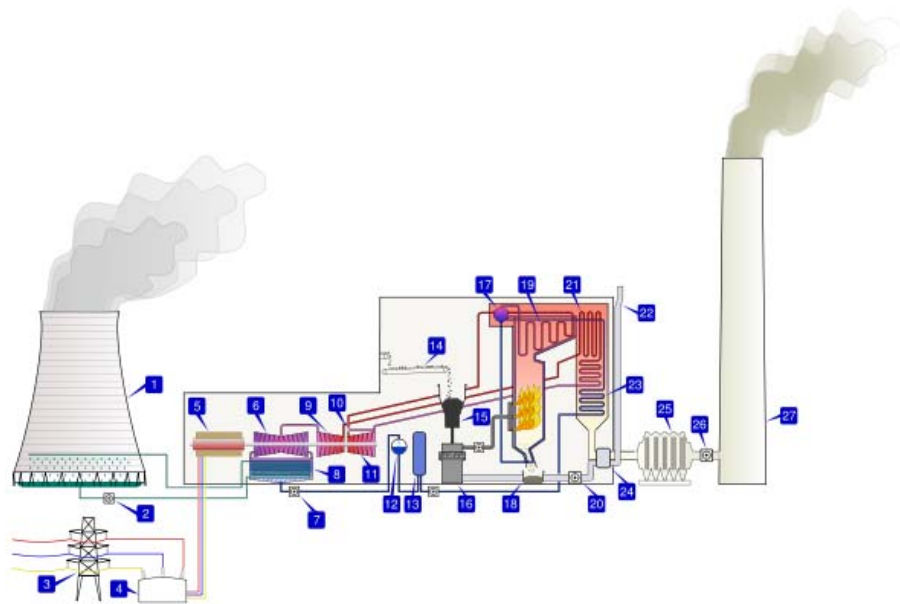


Cadebill

Energy Billing, Customer Care and Energy Auditing



Cadebill – For Power Sector

Cadebill is an integrated software solution for telecom, energy, and utility companies – for Billing, Provisioning, Auditing, Customer Care, and Business management. This literature specifically addresses the Cadebill for Energy sector.

ENERGY BILLING

Billing

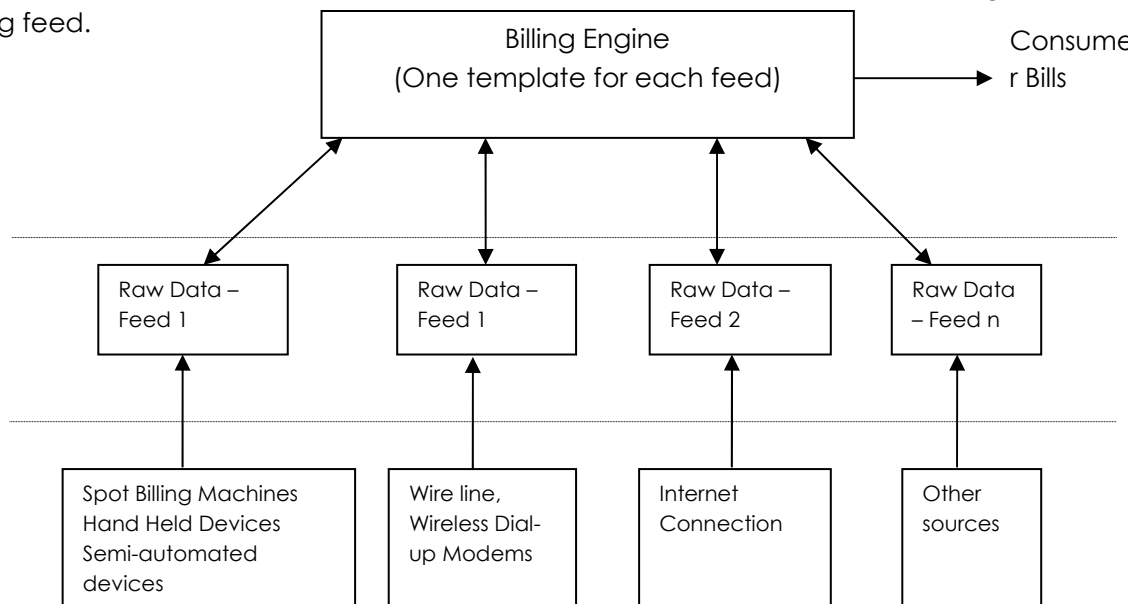
While the Energy billing generally has several complexities, it is largely divided into two broad products - LT Billing and HT Billing. LT consumer billing is generally simple with few tariffs and less parameters to calculate the billing. HT billing has several tariffs and many parameters to calculate the usage based on the type of consumer, rate plans, time of day usage, power factor, and demand based rating, and other parameters.

The rates and parameters vary with geographic and jurisdictional boundaries, are driven by market conditions in a non-regulated environment; by Government policies in a regulated environment. It is critical for the Energy companies need a billing system that can rapidly respond to changes in products, rates, parameters. With the wind, solar and other energy sources generated at the consumer locations, there is a need for reverse billing the customers to credit and/or pay the customers for the customer generated energy.

Cadebill is billing "platform" that allow definition of Energy sector billing in a dynamic user definable data and rules. This flexible platform allows rapid creation or modification of products, tariffs, parameters and other rules, without any application or programming changes. This results in rapid deployment, modifications, with minimal effort, time and cost.

Meter Reading Feeds

Billing and Energy auditing accuracy is directly dependent on the ability to read the energy meter readings. Energy meters and methods of the meeting are diverse – predominantly manual or semi-automated readings to fully automated readings with the use of modems, internet and radio-frequencies. Cadebill provides unlimited sources of input of meter reading. It's "template" mechanism allows end-customer to dynamically setup and configure a meter reading feed.



Architecture of Cadebill Meter Reading Feed

Energy Consumption and Revenue Analysis

In an organization, a consumer may be served by hierarchy of departments in an organization. From an organizational perspective, it is important to analyze the number of consumers, consumer usage, projected revenue, billing, collections, delinquencies for each hierarchical level for a billing cycle, for a date range and historically.

Cadebill Revenue and Usage analysis provides unlimited capability to perform data analysis functions with the available metered and billing data.

Customer Centers / Collection Centers

Customer centers provide customer service and act as collection center. Customer centers are critical for all data input to the system.

Cadebill user interface – a web and/or windows based interface provides all the necessary tools for customer center staff for several functions: Consumer Billing collections, Consumer enrollment/disconnections, Consumer complaints resolution, tariff setup or modifications, and any other functions required for complete management of a consumer.

CUSTOMER SELF CARE

Customer self care system and internet payment based system is a default industry standard in any industry today. Best customer satisfaction and least administrative cost to the energy companies are achieved through a secure internet based Customer self service systems. With internet, customers can view the current bill, past bills, detailed itemized charges for each bill, energy meters, usage by meters, compare their historical usage, history of payments, financial ledger, and any information available within the central database. **Web-Cadebill** provides the full functionality needed for this section.

Online payment methods will allow customer to pay their bill with variety of payment mechanisms – such as credit cards, direct debit from bank account. Automated payment setup will allow automated debit from the bank account or credit cards on the due date without customer instructions. **e-Cadebill** provides full capability of e-Commerce capabilities.

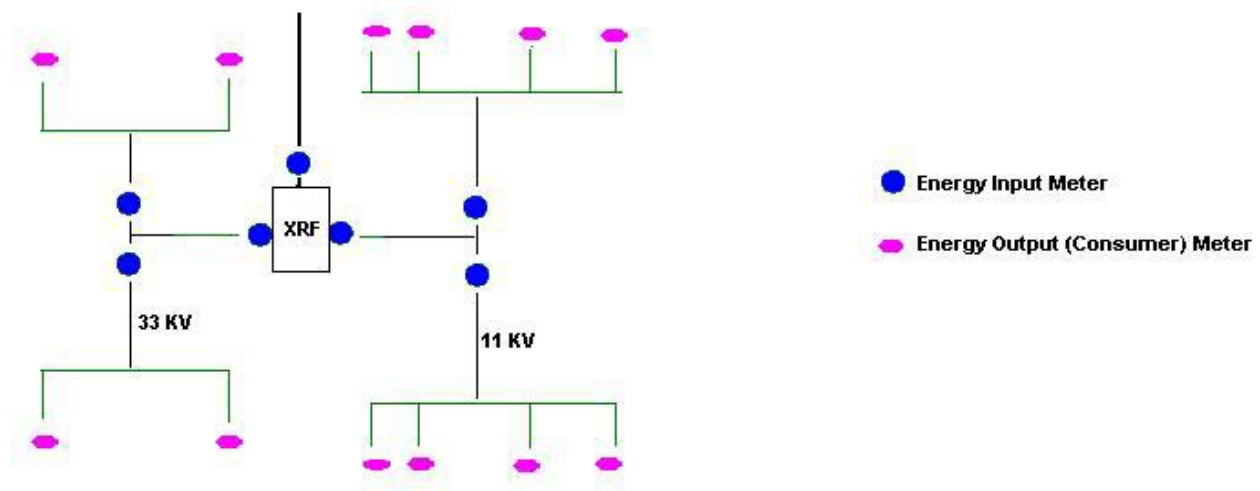
Online complaints, outage, application facility will provide a mechanism for customers to lodge complaints, report outage, and to request for change/add new service. Each customer request will be assigned a ticket tracked through Business Process Automation (**BPM**)/Workflow techniques. This makes sure that all customer tickets are tracked, serviced without any failure. **Cadebill/Ganges BPM** engine provides the full functionality for automated process management.

Integrated Interactive Voice Response (IVR) systems allow customers to get essential services through telephone lines. Customers may get the information on their account, pay bills, and connect to CSRs with Cadebill IVRS system.

ENERGY AUDITING

Energy auditing is a major function in all energy companies to prevent leakage, fraud, theft of power. It is vital to the survival of energy firms. Cadebill energy auditing provides a vital role in making such analysis.

In order to effectively to do an energy audit in an area, it is required to track the input and output of energy with accurate mapping of the layout electric network. All input and output meters are tracked and their meter feeds are tracked. Every consumer (output) meter is tied to a distribution (input) meter. During power outages a temporary redirect with different distribution points. All distribution (input) points are tracked in a hierarchical fashion, so that power leakage between the distribution points can be tracked. For an accurate auditing, it is important also to track such temporary redirects. Cadebill provisioning module allows for such definition of Electric network, and allows tracking of the power grids by date ranges.



Cadebill Architecture for Energy Auditing

Energy Distribution and auditing Reports that detail input/output by distribution points over a range of dates will provide complete analysis and auditing of energy across any part of electric network.

FLEXIBILITY AND OPENNESS

Cadebill is a flexible development platform. Cadebill provides open APIs and interfaces to integrate with other open systems, such as Geographical Information Systems (GIS). Web Services, Database and Operating System APIs are available for easy integration.

Multiple layers of security with auditing provide a tight security across all levels.

An intuitive Web based and Windows user interface allows simple and end user navigation across the entire system. A large number of reports are available with Cadebill. Additional reports can be easily built with any reporting tool by the end users.

Cadebill is available with Oracle and SQL Server database platforms.

For further details please contact one of our offices below.

MCL Systems Limited
10550 Linden Lake Plaza, Suite 301
Manassas, VA 20109, USA
Toll Free: 1-800-749-1480
email: Info@cadebill.com
<http://www.cadebill.com>

Maruti Computers Private Limited
341 Anna Salai, I Floor
Chennai 600 035, India
Tel: 044-24353191
email: info@maruticomputers.com
<http://www.maruticomputers.com>