

Enersource Hydro Mississauga Deploys Oracle Utilities Customer Care and Billing to Help Meet Smart Metering Requirements

Redwood Shores, Calif. – January 19, 2010

http://www.oracle.com/us/corporate/press/043609?rssid=rss_ocom_pr

News Facts

- Enersource Hydro Mississauga (EHM) recently replaced its legacy customer information system (CIS) with Oracle Utilities Customer Care and Billing to improve customer satisfaction and help comply with its soon-to-be-implemented Time-of-Use (TOU) billing requirements.
- New smart metering regulations in Ontario have led local distribution companies (LDCs) such as EHM to make dramatic changes to their existing CIS to support TOU rates.
- EHM, an energy distribution company serving more than 188,000 residential and business customers in the City of Mississauga, deployed a foundational CIS with Oracle Utilities Customer Care and Billing to meet these requirements.
- Since all LDCs in Ontario operate under the same general rules of the Ontario Energy Board (OEB), EHM has collaborated with other utilities on implementing its respective systems and sharing costs, as well as addressing changing OEB regulations, including monitoring and reporting requirements, more rapidly.
- Using the Oracle solution, EHM is able to effectively manage the transactions between retailers and utilities, which is important because retailers in Ontario sell power to some customers, but use the utility for all power delivery and billing services.
- Oracle Utilities Customer Care and Billing helps further EHM's use of smart grid technologies with effective capturing and billing for energy consumption based on interval meter reads for commercial customers and, in the very near future, residential customers.

Supporting Quotes

- "We chose Oracle because of its expertise in the Ontario marketplace. Oracle has a proven ability to deliver total solutions that help us meet regulatory requirements, adapt to the ever changing marketplace and continue to not just meet, but surpass customer expectations," said Dan Pastoric, executive vice president and chief operating officer, Enersource Hydro Mississauga.
- "Enersource's legacy billing systems and growing customer base challenged its ability to meet the evolving and complex regulatory and open-retail market requirements, while effectively managing customer service and billing requirements. Oracle Utilities Customer Care and Billing provides a foundation for enabling compliance with regulations and improved customer care," said Stephan Scholl, senior vice president and general manager, Oracle Utilities.

Contact Info

Caroline Yu
Oracle
+1 650 506 8920
caroline.yu@oracle.com

Janice Hazen
O'Keeffe & Company
+1 770 9384753
jhazen@okco.com

Michelle Pennell
Enersource
(905) 283 - 4295
mpennell@enersource.com