



Maynilad

UTILITY MANAGEMENT SYSTEM

**“Developed By A Utility...
For Utilities”**



Maynilad

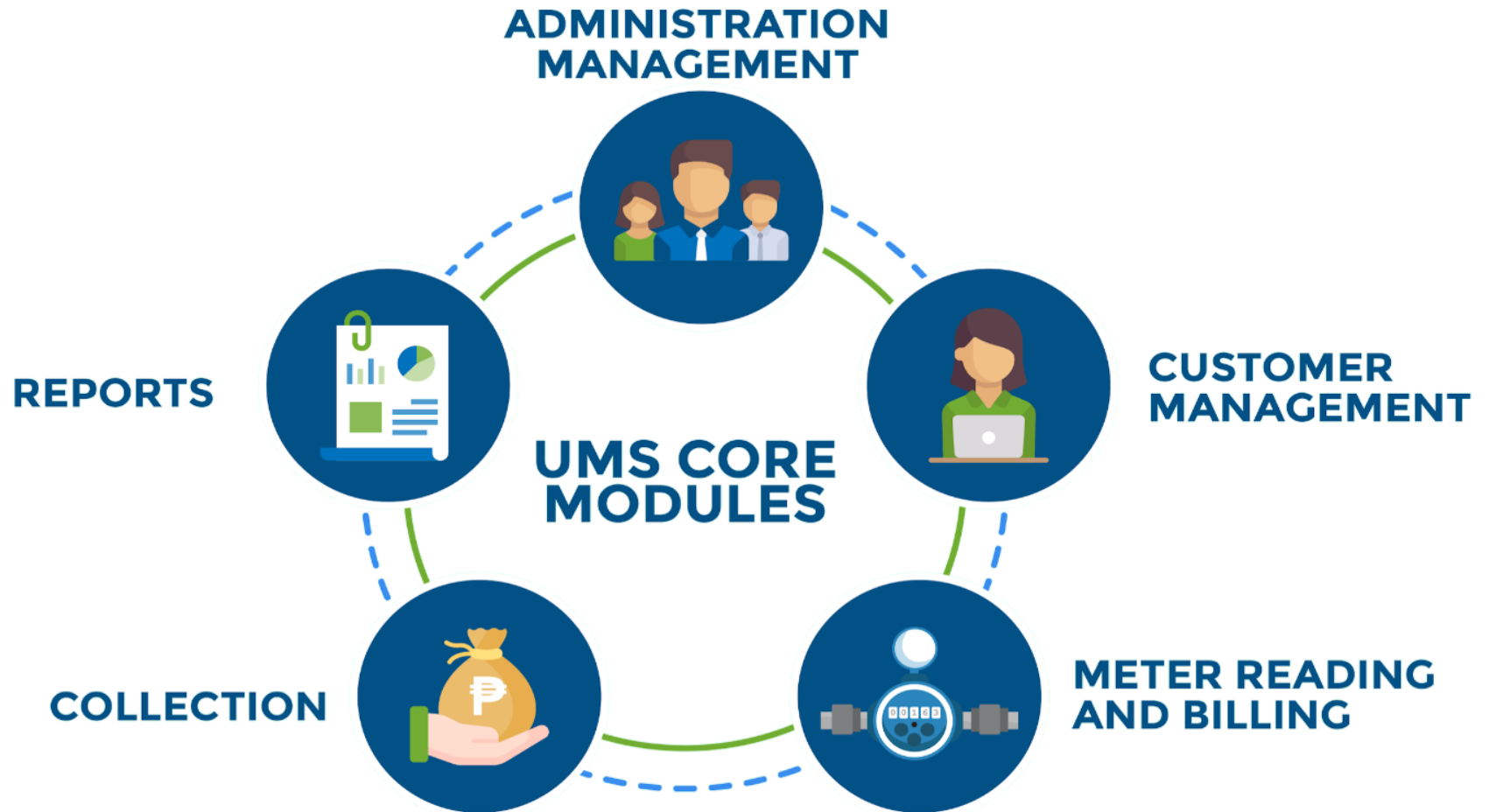
Utility Management System (“UMS”)

A **utilities-specific solution** which has been developed to support the core operations of:

- ✓ **customer master data management,**
- ✓ **meter reading and billing, and**
- ✓ **customer collections and subsidiary ledger.**



UMS Module Components



UMS Core Modules

The following functionalities are covered:

ADMIN MANAGEMENT	CUSTOMER MANAGEMENT	METER READING AND BILLING	ON-SITE BILLING (OSB)	COLLECTION
<p>Used to create, update, & deactivate the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Meter reading rules <input type="checkbox"/> Billing rules and rate structure <input type="checkbox"/> Tariff <input type="checkbox"/> Payment Posting and Allocation Rule <input type="checkbox"/> Master Data Selection Configurations <p>IT Admin:</p> <ul style="list-style-type: none"> <input type="checkbox"/> User account maintenance <input type="checkbox"/> Profile Administration <input type="checkbox"/> Audit Trail 	<p>Used to create, update, & deactivate the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Business Partner <input type="checkbox"/> Connection Object <input type="checkbox"/> Contract Account <input type="checkbox"/> Technical Installation 	<p>Used to perform the following functions:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Meter Reading entry, update and display <input type="checkbox"/> Billing and invoicing <input type="checkbox"/> Meter Reading and Billing Adjustment <input type="checkbox"/> Bill Printing 	<p>Front-End Meter Reading and Billing Solution</p> <p>Hand Held Terminal:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Automate bill calculation <input type="checkbox"/> Capture Image <input type="checkbox"/> GPS-capable <input type="checkbox"/> On-screen signature <p>Portable Printer:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Bluetooth connectivity <input type="checkbox"/> Thermal printing 	<p>Used to perform the following functions:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Customer Ledger Display <input type="checkbox"/> Manual Document Creation and reversal <input type="checkbox"/> Payment Posting <input type="checkbox"/> FI Documents Extraction

On-Site Billing (OSB)

A solution aimed at providing read and bill functionality on-site with the use of portable handheld terminal and portable printer.



Zebra TC26

- ✓ Automated billing calculation based on specific meter reading and billing rules of the company
- ✓ Image capture (reference for field findings)
- ✓ GPS-capable (tracking of meter readers)
- ✓ On-screen signature for proof of delivery

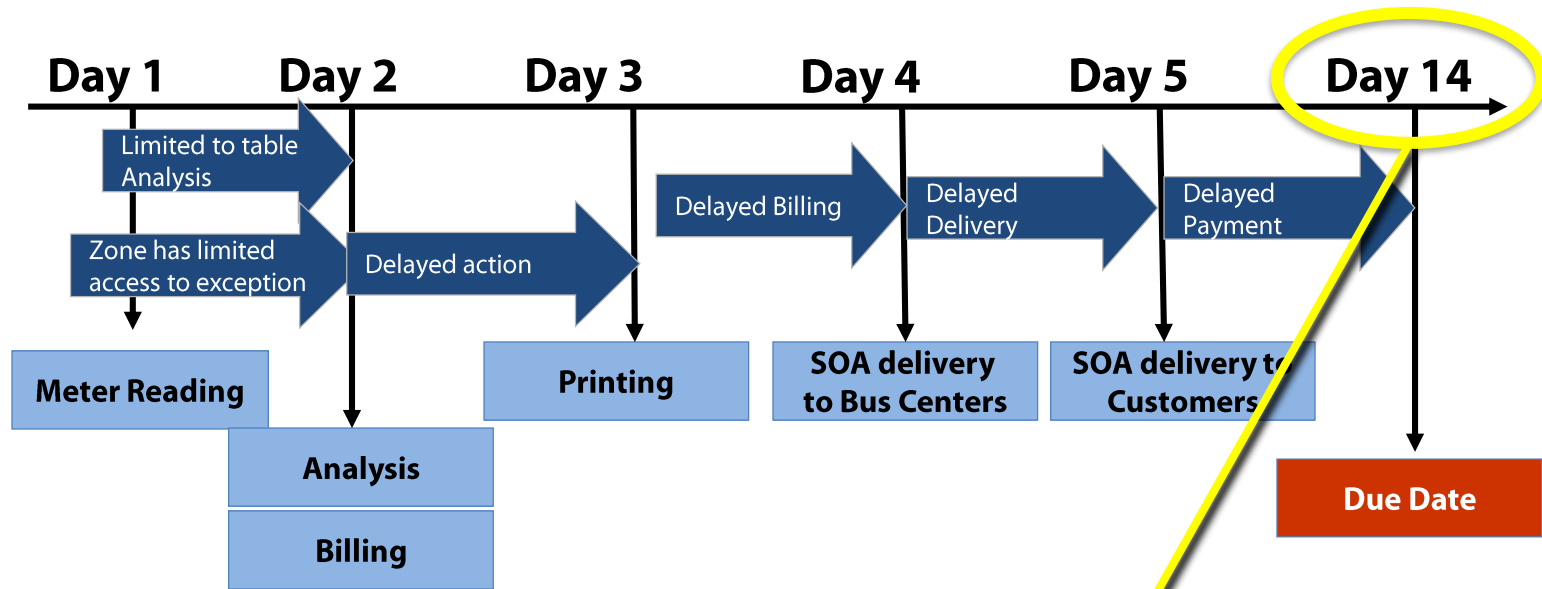


Zebra ZQ521

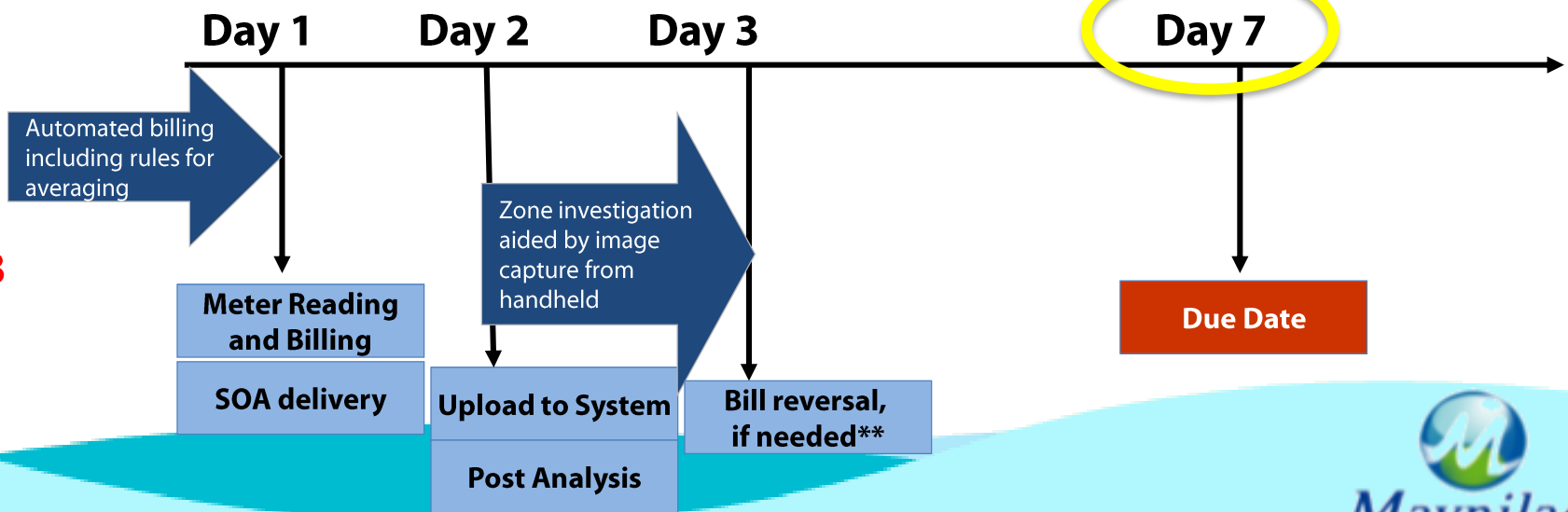
- ✓ Bluetooth connectivity
- ✓ Thermal printing

Process Comparison

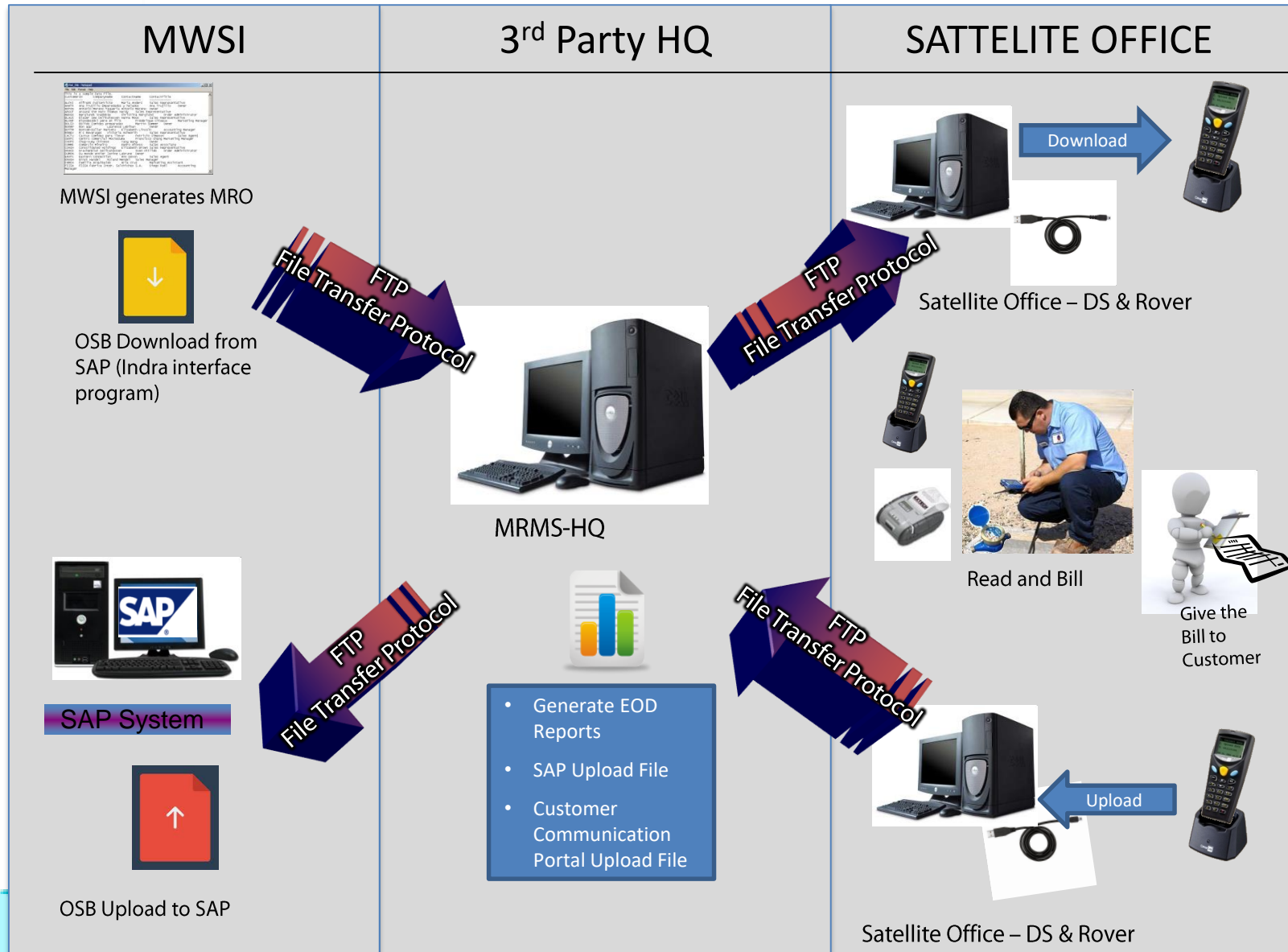
Before OSB



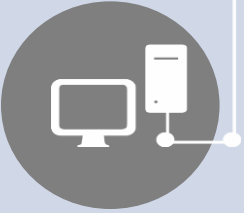
OSB




On-Site Billing High Level Process



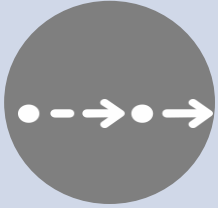
UMS Benefits and Value-Add

	Conventional	UMS
 <p>Infrastructure</p>	<ul style="list-style-type: none"> It's not scalable. This will be very disadvantageous if you want to upgrade or improve the versions and functionalities. 	<ul style="list-style-type: none"> ✓ Fully scalable, adding additional resources can be done to accommodate from small to a very large customer base
	<ul style="list-style-type: none"> On-premise, localized or stand-alone 	<ul style="list-style-type: none"> ✓ Flexible (On-premise or cloud)
	<ul style="list-style-type: none"> Limited capability to interface with other applications 	<ul style="list-style-type: none"> ✓ Interface-capable/ready
	<ul style="list-style-type: none"> Only allows one function to be done at a time. No multi-tasking. 	<ul style="list-style-type: none"> ✓ Web-based, and thus even allows multiple tabs to be opened at any given time for one user.
	<ul style="list-style-type: none"> Office based set up only 	<ul style="list-style-type: none"> ✓ Applicable for both office based and work from home set up
	<ul style="list-style-type: none"> Some DOS-based application allowed the continuous usage of old PCs. Boot faster due to a very simple and minimal lines of codes. 	<ul style="list-style-type: none"> ✓ Developed with the best practices in application development as well as security guidelines to ensure efficient maintainability and protection against vulnerabilities. -three-tier architecture (separate DB, application and web layer)


UMS Benefits and Value-Add

	Conventional	UMS
 <p>Full Visibility & Audit Trail</p>	<ul style="list-style-type: none"> • Most conventional programs does not record historical transaction logs. 	<ul style="list-style-type: none"> ✓ All transactions are captured with full accountability (who did what)
	<ul style="list-style-type: none"> • Most conventional programs does accommodate role-based access provision. Generic privileges are assigned to end users. 	<ul style="list-style-type: none"> ✓ Role-based access provision. Users are only allowed privileges based on their approved function. Enhances accountability and deters fraud.
	<ul style="list-style-type: none"> • Separate stand-alone systems for meter reading and customer's billing and payments. 	<ul style="list-style-type: none"> ✓ Full visibility of the whole life cycle: meter reading -> billing -> collection
	<ul style="list-style-type: none"> • Manual, pen and paper meter reading. Possibly of "reading under 	<ul style="list-style-type: none"> ✓ GPS locator and tracking of HHT (can be used for tracking meter readers)
	<ul style="list-style-type: none"> • Account creation and privileges setting are within the system. 	<ul style="list-style-type: none"> ✓ Can be integrated with Active Directory for Single Sign-On; thus enhancing ease of log-in (only one password to be remembered) but with added layer of access security.


UMS Benefits and Value-Add

	Conventional	UMS
 <p>Process Efficiency</p>	<ul style="list-style-type: none"> Traditional meter reading and billing system requires manual analysis of consumption before allowing the printing of Statements of Accounts for delivery. This is prone to error as analysis is highly dependent and is performed by the Revenue Analyst. 	<ul style="list-style-type: none"> ✓ With UMS and the full integration to Read and Bill, all meter reading and billing rules, outsourcing rules (abrupt increases/decreased, averaging, null reading) are incorporated and automated into the system. There is no manual intervention; thus maintaining objectivity and consistent application of rules.
	<ul style="list-style-type: none"> Manual proof of delivery and on-site investigation is needed even for minor validation. 	<ul style="list-style-type: none"> ✓ Hand Held Terminal allows photographic evidence for field findings and capture customer's signature as proof of delivery
	<ul style="list-style-type: none"> Pen and paper meter reading. No digital capture of locations. 	<ul style="list-style-type: none"> ✓ GPS locator for contract accounts (can be uploaded in GIS)
	<ul style="list-style-type: none"> Not user friendly, user is usually prompted with a black screen 	<ul style="list-style-type: none"> ✓ User friendly, with hot keys and tool tips to guide the users in their navigation

UMS Benefits and Value-Add

	Conventional	UMS
 <p>Improved Customer Service</p>	<ul style="list-style-type: none"> Meter reading → billing → delivery cycle takes time. 	<ul style="list-style-type: none"> ✓ With UMS and the Read and Bill implementation, Statement of Accounts are delivered on-site immediately after reading.
	<ul style="list-style-type: none"> Courier handling the bills are different from those who read it. Customers do not get the chance to have 1st level inquiry/checking upon receipt of their bills 	<ul style="list-style-type: none"> ✓ Customers can immediately check for accuracy; and thus, no further complaint can be expected.
	<ul style="list-style-type: none"> Receipt of bills have no captured/documentated proof 	<ul style="list-style-type: none"> ✓ Proof of delivery are digitally captured, which again minimizes future non-receipt of bills complaints

UMS Benefits and Value-Add

	Conventional	UMS
 <p>Increased Revenue</p>	<ul style="list-style-type: none"> Meter reading and SOA delivery were done by a separate person or a separate day. 	<ul style="list-style-type: none"> ✓ Savings in eliminating courier cost
	<ul style="list-style-type: none"> Commercial cycle with a minimum of 14 days 	<ul style="list-style-type: none"> ✓ Reduced commercial cycle. Faster meter reading and billing turn-around time.
	<ul style="list-style-type: none"> Long days in conversion of revenue/sales to cash (Days Sales Outstanding – DSO). 	<ul style="list-style-type: none"> ✓ Faster and better collection



Utility Management System: Developed By A Utility... For Utilities

- Robust solution for billing, collection and customer management on a smaller scale primarily to cater small- to medium- enterprises.
- Manage Operations
 - Water
 - Electricity
 - Liquefied Petroleum Gas
 - Solid Waste Management

All in One system!!!



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Maraming Salamat!



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