

# ADMINISTRATIVE SERVICES

As an experienced utility service provider, Olameter offers back-office options optimized to deliver efficiencies and cost avoidance.



Given the flexible nature of the services we provide, Olameter can develop comprehensive back office solutions that meet your individual goals.

## **BILLING SOLUTIONS**

Olameter employs highly-trained resources able to efficiently complete back-office billing requirements for our utility, retail, and energy management clients. Olameter's Billing Operation services allow clients full functionality in administrating meter read processes and monitoring accuracy, creating and calculating billing batches, generating and resolving billing variances, generating bill and journal prints,

processing account adjustments, cancellations and rebills, as well as final bills and late payment interest charges. Olameter's billing operators can also generate budget billing year-end invoices.

## **CALL CENTER SERVICES**

Olameter offers full Call Center Services, customized for our clients. Employing Olameter's industry experience and the knowledge of our dedicated Billing and Call Center Representatives, we ensure that calls are handled professionally and questions are answered efficiently. Full volume solutions are available, or you can employ Olameter to assist with overflow from your existing call center. Call Center options include:

- Billing and service order inquiry handling
- Payment arrangements & scheduling
- Emergency call handling
- Service order appointment scheduling



## ADMINISTRATIVE SERVICES

Our Administrative Services are designed to reduce overall expenses by using economies of scale on hardware, software and labor costs.



### Olameter's back-office services include:

- › Billing Solutions
- › Call Center & Collections
- › EBT Processing
- › Payment Processing
- › Collections Administration
- › Document Fulfillment
- › Document Archiving & Maintenance
- › System Set-up
- › Training

#### EBT PROCESSING

To ensure that our clients meet Retail Settlement Codes and scheduling requirements, Olameter provides the communication link that will transmit the Electronic Business Transactions (EBTs) between our client and the Retail Hub. Depending on the client's needs, Olameter can provide and perform either full or partial EBT services. Under our ASP Billing and EBT Processing Model, Olameter can import EBT files, import daily settlement files, investigate overdue transactions on the Hub, assist our client in resolving retailer issues, resolve outgoing file and transaction issues, generate EBT files, complete exports, and generate daily overdue EBT reports.

#### PAYMENT PROCESSING

To add efficiencies to your payment acceptance requirements, Olameter can receive payments on behalf of the client via mail-in, fax, lockbox and walk-in payments, as well as payments made through financial institutions, post-dated checks, and pre-authorized payments. Payments will be deposited into client accounts and journals will be generated for client reconciliation.

#### COLLECTIONS ADMINISTRATION

Olameter's Collections Administration service includes in-bound call handling from end-use customers, the generation of past due notices, the processing of collections/disconnect service orders for field personnel, payment arrangement processing, conducting security deposit reviews and remittance of overdue accounts to a credit bureau. This function serves to significantly reduce the burden of unpaid accounts, and can be customized to follow your unique processes and timelines.

#### DOCUMENT FULFILLMENT

Olameter has established a partnership with an industry-leading document fulfillment provider to efficiently and cost-effectively manage your printing and mailing needs. We offer a full range of traditional outsourced transaction processing services including the design, processing, printing, insertion and mail finishing of your critical business correspondence. We also leverage quantity discounts to offer our clients exclusive pricing on bill stock and envelopes.

#### DOCUMENT ARCHIVING & MAINTENANCE

Olameter offers document imaging and management services, using advanced digital scanning equipment combined with electronic document management software. Olameter has the capabilities of scanning physical documents and delivering PDF format files for online presentment to utilities and their end-use customers.

#### SYSTEM SET-UP

Olameter can consult on and assist with system settings, including the set-up of Time-of-Use (TOU) billing, bill codes, rates, service, categories, group codes, pre-authorized payments, GL accounts, tax codes, calendars, deposit interest, service orders, call types, letters, ticklers, cashiering, bill periods, generic bill prints, and credit ratings.

#### TRAINING

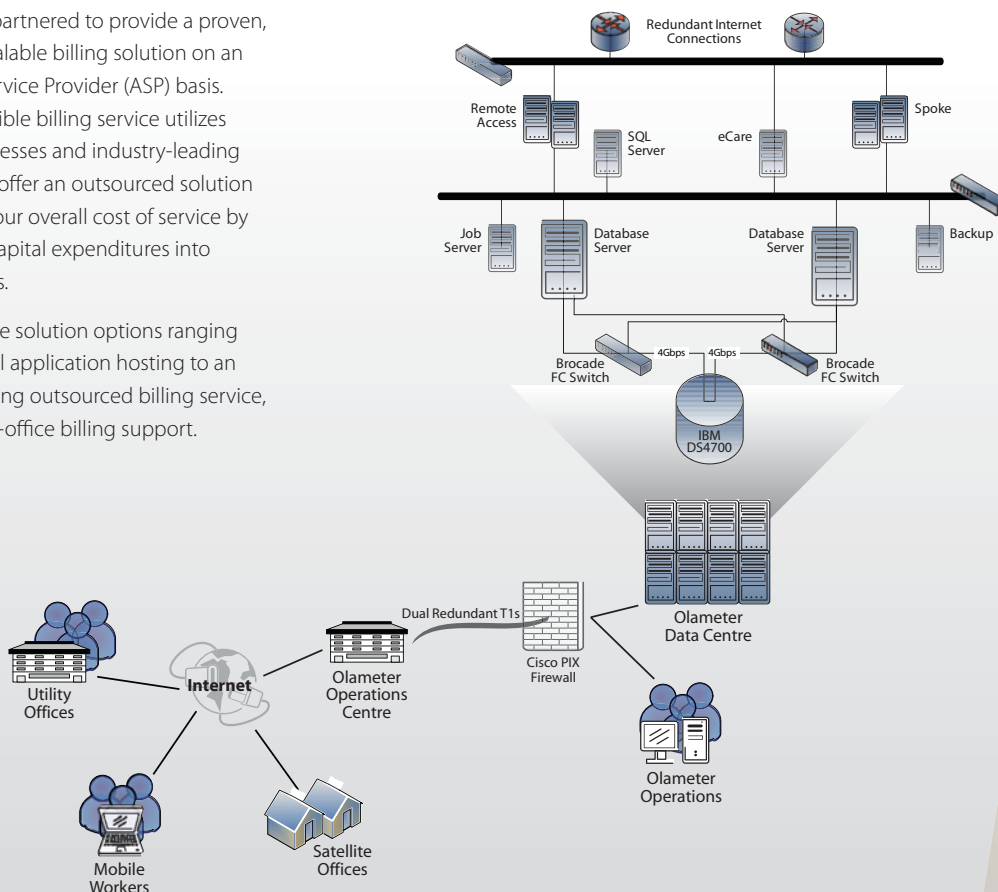
Whether hosted by Olameter or the utility directly, Olameter offers training services for Harris' NorthStar Solution and other common applications. Our extensive experience installing, operating, and maintaining this system places us in a position to cost-effectively consult on issues experienced and optimal procedures, as well as train resources to efficiently operate the billing tools.

# ASP BILLING SOLUTIONS

Olameter understands that billing, with its direct impact on cash flow, is a critical function for any business.

Olameter has partnered to provide a proven, reliable and scalable billing solution on an Application Service Provider (ASP) basis. Olameter's flexible billing service utilizes advanced processes and industry-leading technology to offer an outsourced solution that reduces your overall cost of service by transforming capital expenditures into operating costs.

We offer flexible solution options ranging from traditional application hosting to an all-encompassing outsourced billing service, including back-office billing support.



## ASP BILLING SOLUTION SERVICES

Olameter recognizes the importance of the technical quality, reliability, and long-term viability of the systems we implement.

### Key Features:

- Industry-Leading Software
- Reliable Infrastructure
- Time-of-Use Ready Solution
- Experienced Delivery Team
- Flexible Service Components
- Value-Add Options
- Sophisticated Technology
- Economies of Scale

### RELIABLE INFRASTRUCTURE

Olameter's flexible solution allows for Host only, Hosting and EBT Processing, or full Host and Operate solutions. Our client is free to determine which components would best suit their needs.

Olameter's ASP Billing Solution is a professionally managed service comprised of Harris' industry-leading billing application and our state-of-the-art network and IT services. We ensure each client has constant access to their data via our sophisticated data center capabilities and redundancies, maintained both internally and via partnerships. Olameter recognizes the importance of the technical quality, reliability, and long-term viability of the systems we implement.

### DATA SECURITY

Olameter's database provides multiple levels of data protection. In addition to the Operating System upgrades and patches, the Linux OS allows Olameter to control which users can read, write, and/or execute files on the server. The next level of protection is the database itself where the engine permits only authorized individuals to access the core tables and resources. Lastly, there is a "per user" security facility that is granular enough to specify what modules within the database are allowed to be accessed by each user.

### HARRIS NORTHSTAR ADD-ONS

Harris has developed enhancements to NorthStar to facilitate further efficiencies and more effective lines of communication between utilities and their end-use customers. For an additional cost, these components can be integrated into a customized ASP Billing Solution.

**eCARE** is a customizable, bilingual solution which allows end-use customers to easily view consumption history, log service calls, review and pay their account, print bill history, and submit meter reads.

The **EXECUTIVE INFORMATION SYSTEM** is the ultimate tool for the individual that requires immediate real-time access to critical management and customer information in a query-only capacity, eliminating the risk of untrained or unauthorized personnel inadvertently entering, altering, or deleting data.

**eDOCs** is a browser-based application that integrates directly with NorthStar, enabling electronic storage of documents at the account, premise, and customer level. It is an open, modular, easy-to-use, secure archival system for image, mainframe, and PC generated data.

**mCARE** is a complete workforce automation application that leverages mobile and wireless technologies to optimize service order processes.

The **OUTAGE MANAGEMENT SYSTEM** provides critical information required to make decisions, automate the communication process between departments and customers, and accurately track the effects of the outage event.

Within our comprehensive billing solution, Olameter provides capabilities for:

- › Single- or multi- service support
- › Consolidated billing
- › Bundled and unbundled rates
- › Interval meter and complex billing support
- › Full distributor or retailer service
- › Comprehensive customer tracking
- › Customer self-service via web
- › Outage Management service
- › Electronic document viewing and storage

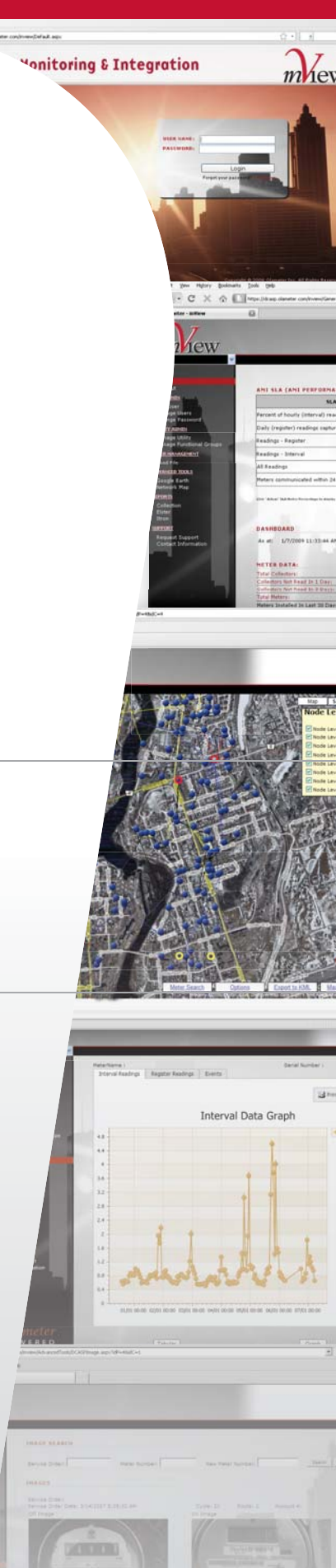
# *inView* AMI SYSTEM MONITORING & INTEGRATION

Olameter's *inView* application processes AMI data to allow system monitoring and reporting, providing decision makers with the resources necessary for managing system health more efficiently.



Olameter's *inView* application is comprised of a secure web-enabled user interface, comprehensive database, and state of the art data translation and processing engine. Together these elements provide a single point of access for collecting, monitoring, reporting, event notification and mapping of AMI system data.

Olameter's *inView* application processes AMI data to allow system monitoring and reporting, providing decision makers with the resources necessary for managing system health more efficiently. Any data natively available from an AMI head-end system is processed and transferred into the *inView* AMI system monitoring and integration platform. As a vendor-agnostic tool, data can be collected from various technologies and reviewed by clients within one comprehensive web-portal.



# inView AMI SYSTEM MONITORING & INTEGRATION

inView allows clients to assess conditions, view their entire network at once, and fully analyze any issues and their relation to the AMI system as a whole.

## MONITORING, REPORTING, & INTEGRATION

Data monitoring and reporting is intrinsic to the operation of AMI Systems. Within inView all data, including events and alerts are processed, statuses are quantified and displayed within a quick-reference dashboard, and additional reports and tools are available to allow the back-office investigation of any system issues.

inView provides a variety of reports ranging from LAN Performance and System Messaging to Voltage Graphs, Interval Graphs and more. Additional reports can be customized to include any data natively available from the AMI technology.

In addition, data is presented using an embedded version of Google Maps, allowing clients to view the system and its performance graphically from within the portal. Communication issues and missing data are represented through various visual cues, with direct links to further meter-specific information. This allows clients to assess the condition, view their entire network at once, and fully analyze any issues and their relation to the AMI system as a whole. Through integration with workforce management systems, including Olameter's onService offering, service orders can be initiated for any issues requiring further in-field investigation.

## DATA IMPORT & EXPORT

Olameter's inView application directly imports metering and operational data into its own secure database, designed to ensure the highest levels of client privacy. Data is received from multiple clients and separated through rules embedded in the database. inView is capable of importing meter data in multiple native file formats, allowing for the integration of data from

multiple AMI equipment vendors and other data management systems. Currently inView can import HHF, and MV-RS DCI formats.

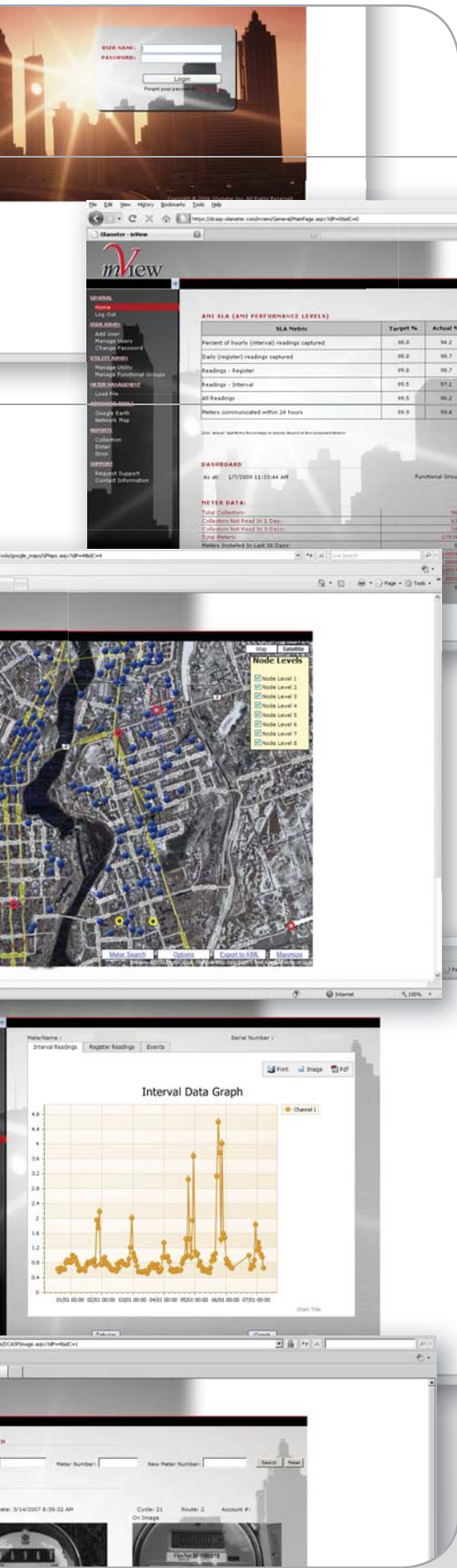
Through inView, clients benefit from the use of their existing interfaces into enterprise systems, thus minimizing the costs associated with back-office system integration and support. Regardless of the data format received from various technologies, inView can export data in several industry-standard electronic formats. Export capabilities currently include MS-Excel, HHF, MVRS, and interfaces to consumer web-presentation and workforce management software; Olameter can also provide customized interfaces by client request.

## DATA ACCESS & SECURITY

Designed as a thin-client application, Olameter's inView is accessed via industry-standard browsers. A tiered security framework allows each client to set up and customize user accounts for employees requiring specific levels of access. Clients are given the ability to create individual accounts for employees and assign unique default dashboard viewing and reporting capabilities for each account.

## ASP DATA COLLECTION

In addition to processing AMI files obtained through utility-owned head-end systems, Olameter is able to offer the collection of data through our ASP offering of Elster MAS, Itron Fixed Network 2.0, and SmartSynch TMS applications. Through this arrangement, Olameter purchases, licenses, hosts and maintains all hardware and software required for the collection of data from your AMI system within our state-of-the-art Data Centers.



# METER READING & FIELD SERVICES

Olameter is a leading supplier of comprehensive outsourced meter reading and field services, providing the knowledge, experience and technology to fully manage the complete meter reading process from meter to cash.



With extensive experience in training and managing field staff, designing meter reading systems, optimizing meter routes and managing all aspects of field operations, Olameter has helped clients of all sizes to enhance efficiencies, reduce unsuccessful read percentages, improve data integrity, and increase revenue.

Providing accurate consumption data for billing on the prescribed timeline is critical to your cash flow and end-use customer satisfaction. We

realize the significant implications that inferior service and poor quality in meter reading has on your business, and ensure we provide our clients with the highest level of quality services and data available within the industry today. At Olameter, we pride ourselves on the level of service provided to our clients as well as the vision we bring to this critical function.

Olameter offers a comprehensive service encompassing:

- Provision of highly-trained directly-employed FSRs
- Route Analysis/Optimization
- Consumption Diversion Programs
- Optional Digital Camera Program
- Data Management and Analysis
- Customer Support Program

## METER READING & FIELD SERVICES

Olameter is committed to providing the highest levels of quality service and support throughout our relationship with the client.

### ROUTE OPTIMIZATION

In an effort to create the most efficient read order for your data collection requirements, Olameter's meter reading service includes route analysis and optimization. Our mandate is to ensure that day-to-day work loads achieve maximum efficiencies, creating greater effectiveness of operation and reduced read-to-bill windows, thus improving your cash flow while reducing your associated departmental costs.

### THEFT DETECTION

Included as part of our daily in-field procedures, our Field Service Representatives (FSRs) are trained in the detection of potential consumption diversion. Working closely with your key personnel, a program is developed which reports, verifies and resolves these illegal, unsafe conditions, thus improving your company's overall cash flow while reducing the associated bad-debt ratio.

### DIGITAL CAMERA PROGRAM

Olameter's Digital Camera service eliminates unnecessary redundancies and high costs associated with the manual check read/audit process. When a meter reading entered by an FSR fails the predetermined hi2/lo2 parameter, the reader can instantly capture a digital image of the failed meter, which can later be viewed and verified by your CSRs, without the need to perform in-field verifications. This option ensures that meter reading data is ready to bill immediately upon receipt. This program also includes images of faulty/damaged metering applications, unsafe conditions, and suspected consumption diversion.

### DATA MANAGEMENT

Olameter's *ucData* program is a comprehensive meter data management tool designed to maximize the efficiency of any meter reading services department. As a universal meter reading interface program, *ucData* provides the ability to create, correct and maintain meter reading files and produce them in the appropriate format, using specifications for the handheld system of choice. In addition, *ucData* allows for efficient multi-service meter reading, comprehensive reporting, and extensive performance management.

### CUSTOMER SUPPORT PROGRAM

At Olameter, we are committed to providing the highest levels of support throughout our relationship with our client. The outsourcing of such an important service as meter reading dictates that you will need access to professional support to ensure smooth operation and ongoing performance. Olameter provides a web-based support system for our clients to log, prioritize and track any issues related to Olameter's provision of services.

### ADDITIONAL FIELD SERVICES

Olameter's highly-trained Field Service Representatives are also able to provide numerous field services as stand-alone offerings or in any number of combinations. These include:

- Meter installations and change-outs
- Disconnects/reconnects
- Notice delivery
- In-field collections
- Finals and check reads
- Load limiting device installation and removal

# SMART METERING SOLUTIONS

Olameter's component-based Smart Metering Solution allows clients to customize services that address their specific needs.

Olameter is dedicated to providing state-of-the-art solutions for all Smart Metering/AMI requirements. Clients may choose a turn-key based solution or opt for any combination of services they may require. Our flexible approach allows clients to deploy a variety of Smart Metering hardware without having to invest in costly software and data acquisition systems and the operational logistics that these systems require. For a low monthly fee, Olameter will provide you with valuable meter data for customer billing and other back office functions. Olameter has diligently prepared a rapid system deployment strategy to meet the needs of clients who are moving toward a Smart Metering/AMI infrastructure. Olameter will be pleased to work with you to customize a service package that meets your needs. Service options include Engineering, Procurement, Installation, Meter Maintenance, Communication, Data Collection & Integration, Data Management as well as a unique Asset Leasing Program.

## PLANNING & PROCUREMENT

As experts in metering technology, Olameter can assist clients in determining what blend of Smart Metering/AMI systems are best suited for your service territory. Olameter will conduct a comprehensive evaluation of your unique needs and customize a service offering for a seamless transition to your system of choice. Olameter's engineering services will provide technical assistance and specification development for equipment (meters and software), communication networks, data management and interfacing, consumer web-presentation, system design, and deployment strategies.

## INSTALLATION SERVICES

Using our in-house metering expertise and our highly-trained field staff, Olameter can perform large- to small-scale installation projects for meters of all types. Olameter has a thorough understanding of regulatory standards, including metering requirements, labor codes and safety standards applicable to any smart meter installation project.

## SMART METERING SOLUTIONS

Olameter clients are able to leverage our extensive experience in all aspects of Smart Metering, from meter installations to complex data management and analysis.

- History of providing field services for over 18 years
- Experience with large-scale AMI deployments for multiple technologies
- Over 160 field staff fully qualified to perform installations
- Extensive value-add options including digital pictures, mobile workforce management, and comprehensive QA audits

### AMI SYSTEM MONITORING & INTEGRATION

Olameter's *inView* application provides decision makers with the resources necessary for managing system health more efficiently. Any data natively available from an AMI head-end system can be processed, reported on, and analyzed within *inView*. AMI data is presented using an embedded version of Google Maps, allowing clients to view the system and its performance graphically. Communication issues and missing data are represented through various visual cues, with direct links to further meter-specific information. This allows clients to assess the condition, view their entire network at once, and fully analyze any issues and their relation to the AMI system as a whole. Through integration with workforce management systems, including Olameter's *onService* offering, service orders can be initiated for any issues requiring further in-field investigation.

### ASP DATA COLLECTION

Olameter licenses, hosts, and operates multiple AMI head-end systems, and provides data collection services through these applications on an ASP basis. Offered technologies include Elster MAS, SmartSynch TMS, and Itron Fixed Network 2.0. Through this arrangement, clients are able to leverage Olameter's extensive AMI experience and access the functionality of these applications without the investment in direct licenses, hardware, and additional IT personnel.

### METER DATA MANAGEMENT

Leveraging best-in-breed technology, reliable architecture, and highly experienced professionals, Olameter delivers comprehensive advanced meter reading and energy services to the utility industry via meter data management, verification, estimation, and editing (VEE), and settlement services. Olameter provides multi-vendor meter data management systems, with functionality for collecting and managing data from the complex metering devices, including large commercial and industrial clients, as well as delivering tools for analysis of key drivers, such as data integrity, reliability, and forecasting

### INTEGRATION CONSULTING

Olameter's Integration Consulting Service consists of knowledgeable utility and retail billing resources who can provide insight on AMI data requirements and the impact to back-office processes and systems, as well as guide our clients through the integration process. The main focus of this service is the integration of utility systems and processes with Meter Data Management Repositories. Through extensive consultation with technology providers and regulatory bodies, Olameter has gained unmatched experience that can assist your utility in understanding the implications of the increased amounts of data resulting from the deployment of AMI. Olameter assists utilities in the integration of internal systems in preparation for enrollment and testing with data repositories, while providing process training to utility resources and facilitating the transition to full production and TOU billing.

### Olameter's service offerings include:

- › Engineering & Procurement
- › Installation
- › Data Collection & Integration
- › Meter Maintenance
- › Asset Leasing & Finance Programs

# CONSUMER WEB PRESENTMENT

To further increase awareness of energy consumption, Olameter has developed a comprehensive Consumer Web-Presentation Solution that allows end-use customers to analyze their own energy usage.

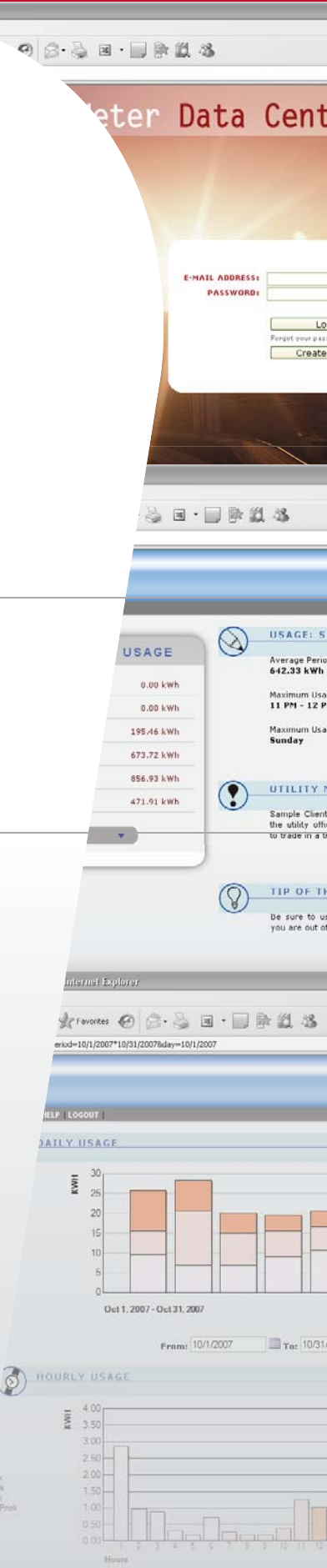


Custom built to meet the unique requirements of energy usage and rate information presentation, Olameter's Consumer Web-Presentation solution allows utility end-use customers to monitor their consumption patterns more easily and efficiently. This service includes utility access functionality for Customer Service support, Time-of-Use administration, cost structures, as well as utility notices and conservation tips that can be created by the utility and viewed by their customers.

## DATA IMPORT

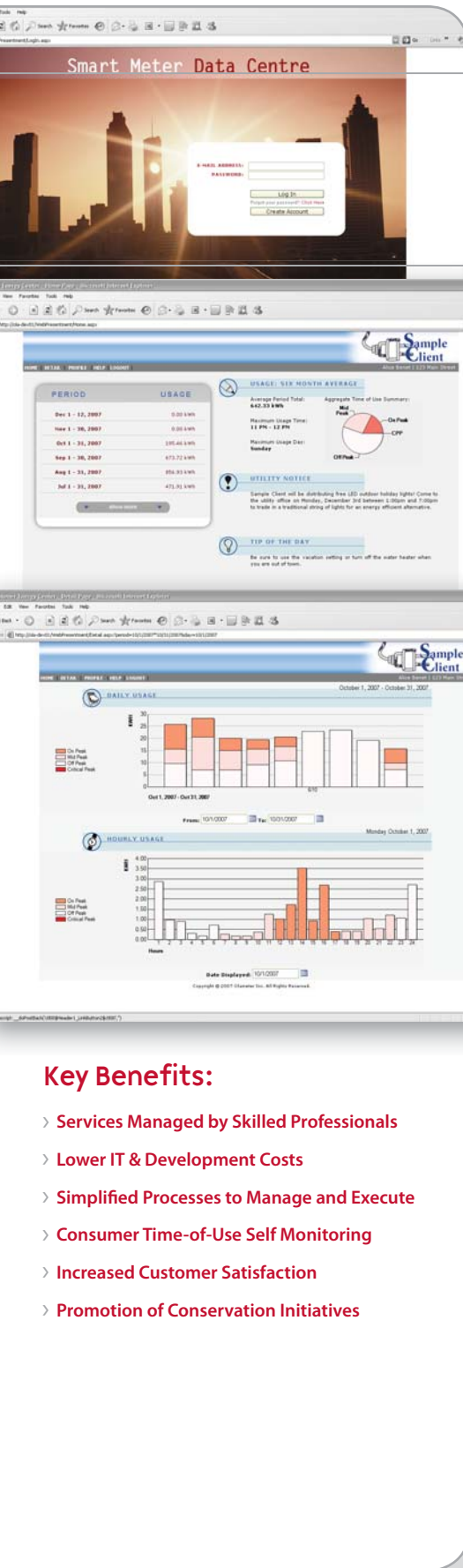
Olameter's Consumer Web-Presentation Solution is capable of importing TOU data in various formats, allowing for the integration of data from multiple sources, including AMI head-end software, data collection systems, MDM/R, and Billing/CIS applications.

Regardless of the data source, our Consumer Web-Presentation solution can interpret the interval values, process the information and present hourly and daily data within calendar month or true billing cycles. Information transmitted from each source is imported directly into our secure Consumer Web-Presentation application, providing utility customers with reliable, verified usage data. As additional data is made available from other systems, such as pricing signals from energy suppliers, Olameter is capable of seamlessly integrating these data streams into the web portal.



# CONSUMER WEB PRESENTMENT

Visually-coded rate buckets will help the consumer distinguish Time-of-Use statistics included in their billing cycle.



## DATA ACCESS

Customers have full access to their data through our comprehensive, secure web portal. Designed as a web client application, Olameter's Consumer Web-Presentation solution is accessed via industry-standard internet browsers. The simple Graphic User Interface (GUI) provides easy navigation for all user-levels.

Consumers can create individual accounts for viewing their consumption information. Once a consumer has registered, the web portal provides immediate access to two months of meter data for their account, and begins accumulating additional months, up to a defined maximum archive length. Visually-coded rate buckets, such as On-Peak, Mid-Peak, Off-Peak and Critical Peak, will help the consumer distinguish Time-of-Use statistics included in their billing cycle.

## CLIENT ADMINISTRATION

Customers can receive valuable communications directly from the utility. Through the Client Administration area of the web portal, notifications and conservation tips can be added, altered, and scheduled directly by the utility. With the ability to integrate corporate logos and branding, this unique administration tool facilitates customization of the graphic user interface to mirror our client's current web applications.

By utilizing simultaneous log-in capabilities, utility Customer Service Representatives (CSRs) will be able to view precisely what the consumer views in order to answer usage enquiries more effectively. The CSR Administration portal grants read-only access the customer's account, which allows the CSRs to view the information and assist the registered users without compromising data or customer privacy.

## HOME CONSUMPTION PROFILE

Once customers complete a home profile online, the Consumer Web-Presentation solution not only displays how their household uses energy, but can also provide utility-customized energy-saving tips based on their unique information. Consumers can view a detailed home energy analysis, complete with savings and conservation tips. They can compare daily temperatures against their usage graphs, which allows them to review the information to see the effect weather or other factors may have had in their total consumption throughout the period.

Based on the information provided by the consumer, the utility can gather statistical information on specific territories and designate tips and notices to particular electricity usage categories, such as electric heating or water heater customers. Once statistical information is gathered, the client can grant different levels of access to the information and allow customers to compare their own information to averages of similar consumption profiles within their designated territory.

## SECURITY

Olameter's security infrastructure includes advanced firewalls and SSL encryption for the application and database servers used within our architecture. Security features are used to prevent unauthorized access to consumer information, to protect the stored data and to grant different degrees of access to different functions (i.e. CSR, Utility Administration).

End-use consumer authentication is required for access to the usage data. By requiring the consumer account holder to input data from three different information locations, the solution's secure log-in is designed to ensure the highest levels of privacy. Email authentication is sent to verify registration, and is also required to process changes that occur within the registered user's account.

## Key Benefits:

- › Services Managed by Skilled Professionals
- › Lower IT & Development Costs
- › Simplified Processes to Manage and Execute
- › Consumer Time-of-Use Self Monitoring
- › Increased Customer Satisfaction
- › Promotion of Conservation Initiatives

# WORKFORCE MANAGEMENT

With ever-changing field requirements in mind, Olameter has developed a framework that can quickly adapt to evolving field data collection strategies.



Olameter's *onService* Workforce Management Solution has been built to handle a variety of mobile service order requirements, focusing mainly on utility industry requirements, and offering a suite of pre-developed service order templates capable of handling a full extent of utility field functions.

Leveraging extensive in-field and IT experience, Olameter built *onService* to allow for rapid, simple deployment, allowing clients to benefit from the technology when it is required without large-scale investment and long-term commitment in hardware, software and operating costs. Offered as a software license or a hosted

monthly service, *onService* delivers cost-efficient management of field activities. A hosted *onService* offering can include all the necessary handheld devices, charging cradles, accessories, software, and dispatching and integration services for one low monthly fee.

Olameter's *onService* solution can be contracted to equip your field personnel, or can be used by our Field Service Representatives (FSRs) as a value-add to other in-field services, such as meter exchanges or collections.

*onService* assists clients in optimizing business processes related to field data collection, reporting, and analysis.

## **CUSTOM BUILT FOR UTILITIES**

*onService* facilitates easy adaptation to the business needs and processes of our clients. With ever-changing field requirements in mind, we have developed a framework that can quickly adapt to evolving field data collection strategies. With the ability to create custom reports and extracts, and flexible customization of the business logic on the handheld, we are confident the product will efficiently adapt to any utility field requirements today and into the future.

## WORKFORCE MANAGEMENT

Olameter built *onService* to allow for rapid, simple deployment, allowing clients to benefit from the technology when it is required without large-scale investment and long-term commitment in hardware, software and operating costs.

### RELIABLE EQUIPMENT & PERIPHERALS

While *onService* can be deployed on any handheld with a Windows Mobile 5 or higher platform, Olameter has chosen the Motorola MC series hardware line for application deployment, and offers this hardware to utilities choosing our leasing option. Olameter's equipment evaluation included careful consideration of battery life, device speed, and operating temperature to eliminate device issues in the most extreme environments. The modular keypad, rugged touch panel, and easy-to-read display provide field personnel with maximum efficiency and comfort.

This equipment also includes built-in cameras, Bluetooth, WiFi, and barcode scanning, with models available that include built-in GSM phone/data capabilities and GPS. The Motorola handheld architecture allows for many third-party snap-on peripherals. All information captured by peripheral devices is auto-filled or associated directly with the service order.

### DATA TRANSFER, DISPATCHING & INTEGRATION

Data transfers are established through an XML API or flat file, using a secured transfer method. The flat-file interface format simplifies integration and provides seamless transfers of field data between *onService* and the client's Billing/CIS system. More complex integration can be established through the use of our API, and Olameter can assist with integrating other back-office systems.

Service order data is loaded into the *onService* web head-end and dispatched to FSRs through evaluation of classifications, such as available equipment, skill sets, territories, and FSR schedules. These criteria (and others that can be defined by the utility) are used to ensure orders are sent to the correctly located and qualified FSR.

### DATA PROTECTION

Olameter's WFM Solution has been customized to prevent in-field data loss. The equipment has ample memory to store hundreds of work orders, and our security features restrict field personnel's access to deleting or altering data that has been collected with their handheld equipment. Data purging occurs at the server level once the equipment has been successfully synchronized. The handheld battery system also provides several levels of redundancy to identify low battery conditions and ensure data integrity is preserved under any conditions.

#### Key benefits:

- Eliminate reliance on paperwork
- Collect timely and accurate field data
- Optimize field service processes
- Decrease service order completion latency for back-office processes
- Increase data import and export rates
- Capture reliable data with built-in and snap-on peripherals
- Report and monitor key metrics for field operations
- Increase customer satisfaction

### Olameter's Workforce Management Solution can assist you with:

- › Field Installations, Service and Maintenance
- › Time and Materials Management
- › Work Site Safety and Security
- › Project Management
- › Service Order Management
- › Site Inspections

# INTEGRATION CONSULTING

Olameter's Integration Consulting Service consists of knowledgeable resources that can provide insight on integration requirements and the impact to back-office processes and systems.

## INTEGRATION CONSULTING

Olameter's experience providing consultation on utility systems and business processes can be leveraged during each step required to integrate critical technology applications. Olameter's Integration Consulting Service consists of knowledgeable utility and retail billing resources who can provide insight on requirements and the impact to back-office processes and systems, as well as guide clients through the integration process.

The main focus of this service is the integration with Meter Data Management Repositories (MDM/Rs). Through extensive consultation with regulatory bodies and related stakeholders, and through active participation on behalf of our clients, Olameter has gained unmatched experience that can assist utilities in understanding the implications of an MDM/R and associated data transfer and VEE requirements. Olameter assists utilities in the integration of internal systems while providing process training to utility resources and facilitating the deployment.

Olameter consultants have hands-on knowledge of AMI head-end systems, CIS/Billing

systems, Workforce Management systems, Settlement systems, Meter Data Repositories, and back-office and in-field utility processes. Olameter's 18 years of experience with systems and processes of all types, specifically within the utility industry, uniquely place us as one of the most knowledgeable and experienced service providers for items directly related to the integration of these systems.

The following steps provide an overview of the elements on which Olameter consults for the seamless integration of utility systems and data management repositories:

- Detailed internal systems interface review and documentation
- Internal business processes review and documentation
- Internal system integration testing
- Enrolment preparation
- MDM/R integration SIT Testing (System Integration Testing)
- MDM/R integration qualification testing
- Go Live preparation
- New release compliance testing

# ASSET LEASING

Olameter's leasing options provide clients with an opportunity to re-deploy capital currently allocated to AMI acquisition and deployment programs.

With a pioneering approach to asset management, Olameter can offer clients a full suite of asset financing and leasing options. This is an excellent solution for clients seeking to invest in other areas of their business in addition to AMI/Smart Metering.

Olameter's Custodial Services Model can be configured as a full turn-key solution or the client can select a customized package from an array of options. All client participants receive services surrounding the purchase and financing of new meters and related assets, as well as comprehensive meter file management.

## PROCUREMENT

As a vendor-neutral service provider and asset manager, Olameter is the operator of a utility buying pool. As an independent asset manager, Olameter will:

- Never Sell Or Re-Sell Energy
- Never Generate Or Transport Energy
- Never Own Or Acquire An LDC

Olameter acquires all third party-supplied products and services and maintains an inventory of commonly used products. Members of the buy-

ing pool share in any rebates or discounts that are secured through Olameter's acquisition of the meter and related assets, and are protected from any increase in market pricing.

## SUPPLY OF ASSETS

To facilitate the supply of assets, Olameter will review the utility's requirements and provide consultation on technologies that meet those needs. In addition, Olameter can assist in the preparation and release of any required Requests for Proposal and the evaluation and subsequent negotiations resulting from vendor quotes. Olameter also offers supply chain management through requirement schedule forecasting.

## METER FILE MANAGEMENT

To ensure comprehensive asset management and lifetime location, testing and service records, Olameter provides Meter File Management Services on all financial assets. This service includes the creation and update of all regulated meter records, and the management of all associated reports, sample group testing, change-outs, purchase requirement forecasting, and the scrapping of decommissioned assets.



## ASSET LEASING

Leverage Olameter's economies of scale, through a business model and organizational structure that places a premium on quality and efficiency.

### FINANCING OF ASSETS

Olameter's meter asset leasing option allows our clients to avoid the regulatory complexities of Rate Recovery Applications for the significant amounts of capital associated with implementing an AMI system. Olameter has access to capital that allows the company to finance acquisition, installation, and ongoing maintenance of costly AMI systems. Through this meter asset management option, Olameter assumes the technological risk, which allows the client to test and deploy an AMI system that fits their immediate business needs. Olameter may also offer to buy from the utility previously purchased and/or deployed equipment.

### DIRECT LABOUR SERVICES

As a respected and experienced field services company, Olameter is well positioned to provide meter installation services at both the pilot and full deployment stages and can perform residential and commercial meter change-outs, large- or small-scale installation projects for meters of all types. Change-outs, verification reads, and special service orders can also be performed by our Field Service Representatives. Our Asset Leasing clients have the option to utilize their internal field staff or to leverage Olameter's resources.

### OPERATING & VERIFICATION WARRANTIES

Olameter's comprehensive warranty option is essentially an insurance policy, which covers every type of meter and collector incorporated into your AMI system. This allows clients to mitigate the risk associated with a large-scale deployment by limiting costs associated with damages and equipment failures. Our operating warranty covers any costs, such as field labour and replacement equipment of the same service class as well as defects at installation, accidents and vandalism, and premature deterioration.

Olameter's verification warranty covers the costs associated with field labour and meter shop requirements including re-verification during regulatory compliance testing. If the sample fails, our warranty covers the cost to replace the entire batch of meters with equipment of the same class.

### METER DATA COLLECTION & MANAGEMENT SERVICES

Also offered within our Asset Leasing model, Olameter has custom-built *inView*, an application for the collection of AMI data, that provides a single point of access for AMI system monitoring, reporting, mapping, and event notification, and an interface to all of the data from the AMI systems *inView* provides conversion and integration functionality with import and export capabilities in a number of formats for interface to other enterprise systems such as CIS, GIS, and meter data repositories.

Olameter also offers its clients the power and adaptability of a full-scale Meter Data Repository (MDR) technology through an ASP offering of EnergyICT's *EIServer™*. Additionally, Olameter has developed a comprehensive Consumer Web-Presentation Solution that allows end-use consumers to analyze their own interval energy usage. Our solution is capable of importing Smart Meter data in various formats, interfacing to AMI head-end software, data collection services, meter data repositories, and Billing/CIS Applications.

### FINANCING & DISPOSAL SERVICES FOR STRANDED ASSETS

There is always a risk that certain types of equipment will become disallowed in a given jurisdiction before reaching the end of its useful life. Olameter can minimize the associated regulatory risk and offset costs by reconditioning the stranded equipment and selling it in the open market.

### Additional service options include:

- › Purchase/Financing of Existing Meters & Related Assets
- › Provision of Direct Labour Services
- › Provision of Operating & Verification Warranties
- › Meter Data Collection & Management Services
- › Provision of Financing and Disposal Services for Stranded Assets