

Meter - to - Cash: Reliable Metering - Billing and Revenue Realization for leading DISCOMs in India

Both in India and abroad, Meter-to-Cash (M2C) is one of the most important business processes for utilities regarding meter data management (MDM) platforms. MDM on the other hand is much more than just M2C. MDM comprises of multiple workflows, systems, technical interventions and strategies that help utilities reduce costs and increase revenues.

MDM is critical to the cash flow process in any utility. At Cosyn, we aim to achieve the following MDM parameters for the utilities we serve:

1. Accurate Consumer identification
2. Accurate Utility Assets identification and tagging
3. GPS based Route Sequencing
4. Accurate Metering of the consumer
5. Bill presentation to the consumer and Demand update
6. Real time Information flow to stakeholders through efficient MIS and Dashboard
7. Timely and Real time data updation
8. Revenue reconciliation and collection
9. Improving Utility and Consumer satisfaction levels
10. Timely completion of Metering and Billing process
11. Measuring effectiveness of the Recurring Workflow and improving upon it where required



India being a diverse country has its own unique socio-political challenges in the field of effective MDM. Unbundling of the Electricity Utilities in India has brought about the first major development in accountable MDM. Our experience with over 15 large scale Indian Electricity Utilities says that the core activity of MDM deals with 'Identification of the Consumer' or the Power Sink. The MDM scenario and approach in other countries will be vastly different. Deep understanding of local sensitivities, cultural differences and economic condition play an important role in enabling an effective strategy for MDM. A MDM implementation strategy which works in Punjab may not work in West Bengal and it may need minor or major changes in the approach methodology.

Cosyn has put in place an elaborate mechanism of 'UPDE' strategy for any MDM project that it undertakes. The UPDE strategy stands for 'UNDERSTAND - PLAN - DEPLOY -

ENGAGE'. It has its own suite of advanced Meter Data Processing Suite, Real Time MIS Dashboards, Reporting Mechanisms and Manpower Supervision for effective outcomes in an MDM environment. Its solution EBAS - Electricity Billing and Analysis Software is built to connect to multiple MDM devices in the field, aggregate data, run intelligence queries, generate reports, reconcile data and create exception records which may need further investigation. It integrates seamlessly with GPS - GPRS / 3G Handheld devices and Android Devices and is capable of Duplex mode communication.

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It also has integrated Google Maps interface, which helps in accurately tracking manpower deployment and timesheets

management. It also helps in directing a Meter Reader to the appropriate consumer location through the use of Google Maps.

EBAS enables better real time control over the billing data and deployed manpower productivity which results in higher efficiency of Billing work and reliable reading values.

EBAS solution has been deployed by Cosyn in the Power sector utilities in Karnataka, Uttar Pradesh, Madhya Pradesh and Punjab. It enables the most cost-efficient deployment of MDM solution in a diversified environment and brings in unified and central point supervision of data and manpower resources.

EBAS solution is well suited and compatible with MDM applications related to Household Gas Supply billing as well. Cosyn has carried out City-Gas-Distribution Metering and Billing work for Bhagyanagar Gas Limited (Govt. of India enterprise) for over 3 years using EBAS. The business logic was incorporated in EBAS by the software team and the customized version was deployed for servicing the customer across multiple households.

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