

Meter Asset Provider

Business Process Technology Prerequisite



CICOD 1.0
Business Support Systems
Fully Intergrated Modules with the option to choose!

CROWNinteractive 

The Fundamentals of the Business Case

The Nigeria Electricity Regulatory Commission issued a regulation introducing Meter Asset Providers to help ease the burden of metering on the Distribution Companies as well as heed to the complaints of customers reacting to estimated bills.

While all distribution companies already have meter rollout plans and may have executed acquisition contracts outside of the MAP framework, the regulation allows such contracts to be fulfilled until the end of 2018 after which all installations must be under the MAP framework as ordered by NERC.

In preparing the technology solution for the effective delivery of the meter rollout plan and the MAP rollout, certain key issues must be considered and determined to ensure successful implementation. High-level processes to be determined are as follows:

1. Contract Setup
2. Single Customer Order Fulfilment request for New Service or Meter Replacement
3. Meter Rollout Plan (with/without MAP)
4. Meter Data Management
5. MAP Service Level Agreement (SLA) Management (customer pays in full)
6. MAP Service Level Agreement (SLA) Management (MAP funded)
7. MAP Settlement

Contracts Setup

The CICOD Meter Roll Out application is designed to take into account the peculiarities of each vendors' negotiated financing process, thus empowering your Distribution Company to design a vendor remuneration schedule that matches the funding characteristics of each vendor.

The platform is designed to accommodate financing indices such as loan tenure, amortization, lending rates and agreed service charge. This enables the Distribution Company to right-size vendor remuneration as MAP intended, in order not to create a demand on the monthly cashflow of the Distribution Company.

The screenshot shows the 'Create Contract' form in the UCC Dashboard. The left sidebar contains a menu with options: Dashboard, Manage User, Admin, Collections (selected), Voucher Management, All Collections, District Collections, Cash Office Collections, Terminal Collections, Collections By Provider, Prepaid Collections, Pending Billing Updates, Transaction Search, Order Payments, Customer Analysis, Revenue Assurance, Financials, and Download Reports. The main form area is titled 'Create Contract' and includes the following fields: Contract Type (Revenue share), Buyer (BUYER1), Supply Partners (Organization 1: 20%, Organization 2: 20%, Organization 3: 35%), Duration (Recurring), and radio buttons for Monthly, Quarterly, and Yearly. There are also Start Date and End Date dropdowns, and Save and Cancel buttons at the bottom.

New Service Fulfilment

The MAP Framework gives us the ability to redefine and differentiate between the customer who pays the bill and the customer as the landlord of the property.

Customers contacting the DISCO for metering issues will usually engage through one of the following Contact Channels:

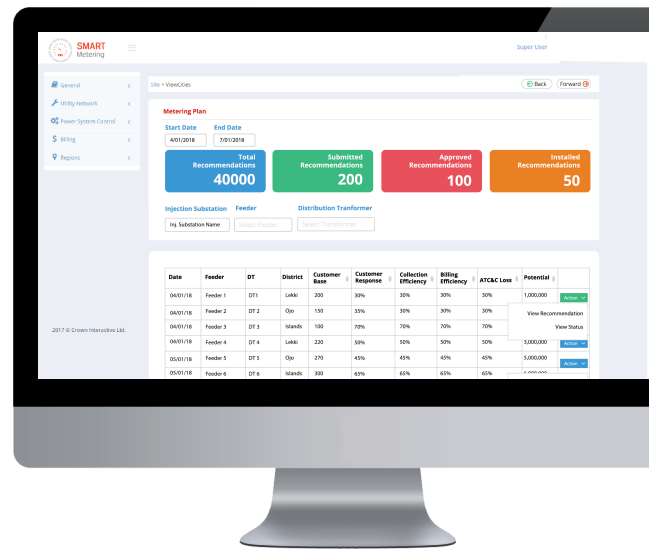
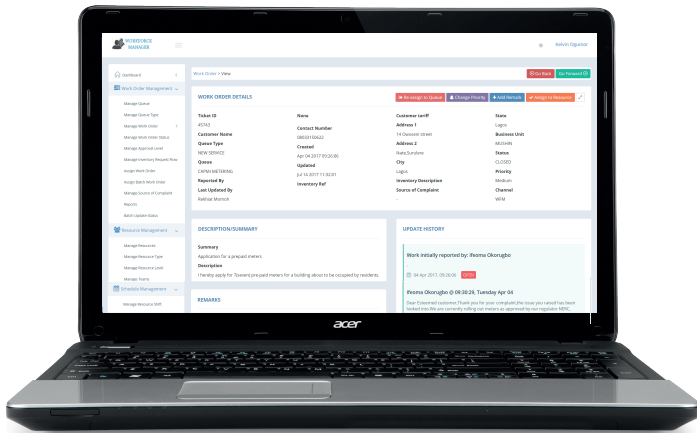
- I. Website
- II. Customer Care Centre
- III. Channel Partner Office
- IV. Phone-in via Call Centre

Each of the above channels must be properly equipped to handle the enquiries and jumpstart the meter ordering process accordingly.

The screenshot shows the 'Application for electricity supply Service Availability Check' form. The left sidebar contains a menu with options: Service Availability Check (selected), Customer Details, Inventory Check, and Terms and Conditions. The main form area is titled 'Application for electricity supply Service Availability Check' and includes the following fields: INFORMATION NEEDED TO COMPLETE THIS METER ORDER APPLICATION FORM, Your Personal Details (A passport photo, A valid proof of identification, A proof Of ownership of the apartment or house as landlord or tenant), Inventory Check (List of electrical appliances in the apartment), Electrical Contractor (Required for NEW SERVICE APPLICATION, License number, Contractor's certificate), Type of Service (SELECT), House Number *, Street *, Business District (AGBARA), and a Submit button.

Rollout Plan Fulfilment

Whilst there is an overall business case for metering the entire DISCO customer base, the importance of prioritization driven by revenue opportunity and ATC & C loss reduction cannot be over emphasized.



The business intelligence and Key Performance Indicators derived from historic data drives the recommendation on the rollout plan for quickest return on investment and liquidity. Approval of the recommendation initiates the order fulfilment process.

The MAP shall be granted access to their order fulfilment queue on the work force management system. The MAP shall be required to submit the batch of meters to the DISCO store for programming based on the volume of requests for the week or month. It is however preferable that the meters are provisioned online over the air.

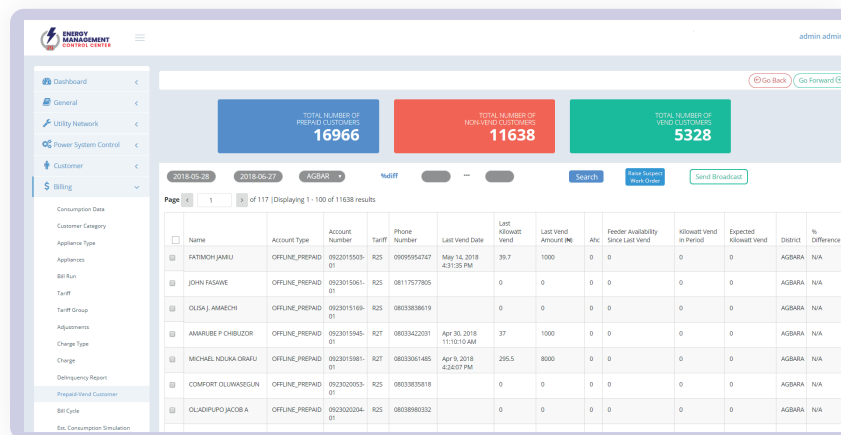
Meter Data Management

CICOD standardizes all measurement data from multiple independent vendor source formats, to a single management dashboard for effective energy audit.

We provide the MAP and 3rd party stakeholder view for operations, maintenance and audit.

The system enables realtime event management raising suspect workorders where necessary.

It enables the monitoring of actual vs expected consumption patterns and sends network broadcast as required.



Service Level Agreement Management

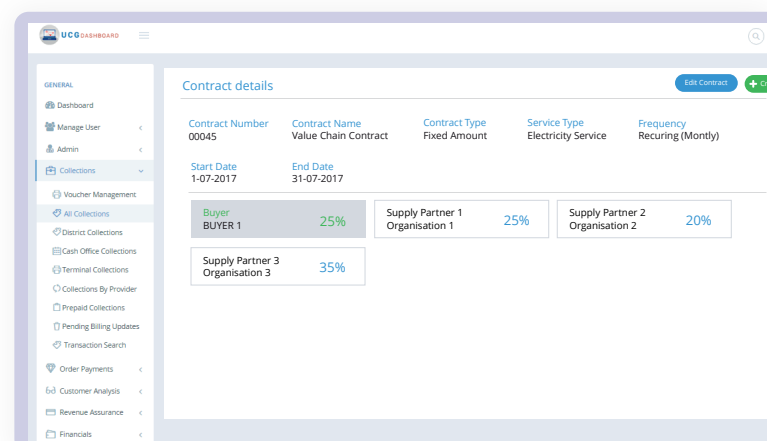
A standardized SLA shall be required to manage all stakeholders expectations regardless of the funding structure of the meter (MAP funded, Customer funded or DISCO funded).

CICOD provides the automated workflow to manage all SLAs on Installations, Fault Resolution, Notifications, Penalties, Reliefs and Settlements.

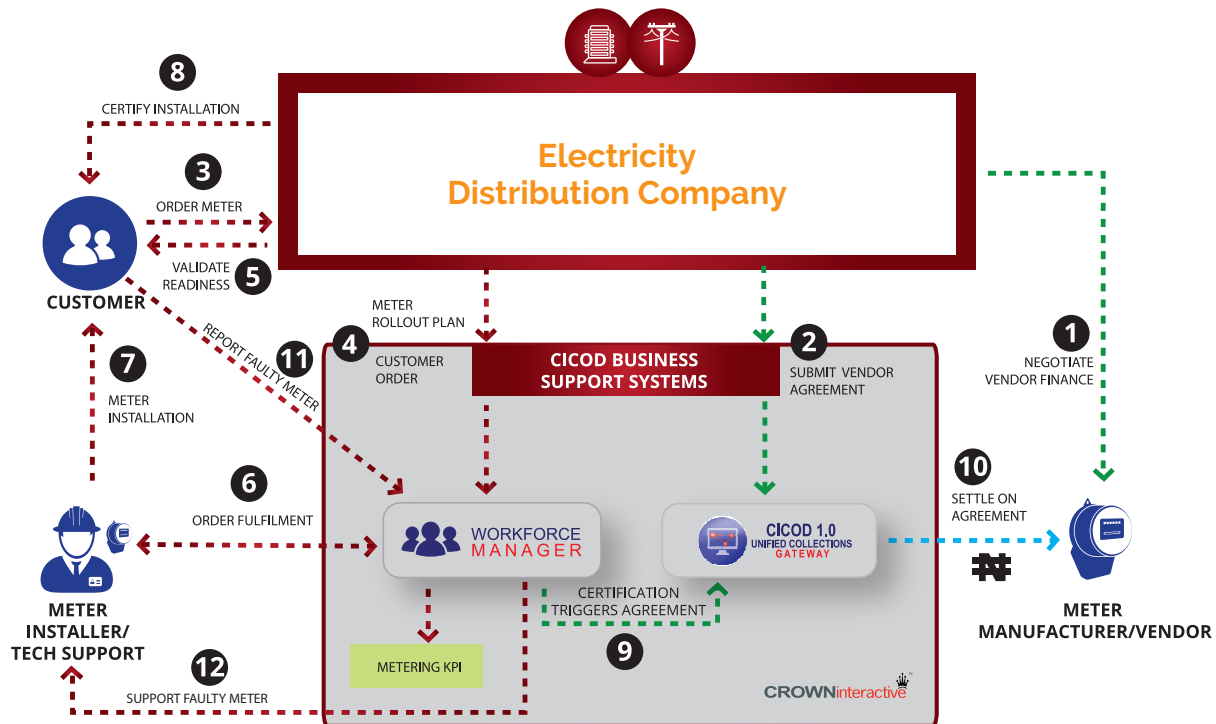
Settlement

It is expected that the settlement structures for the various stakeholders such as the MAP operator, Financier, Insurance company, Platform Provider and the DISCO as defined at the contract setup stage is seamlessly integrated to the DISCO's bank partner for transparency and ease of settlement.

CICOD readily provides the integration interface for automated settlements to the stakeholder bank accounts in any bank.



CICOD MAP Business Process Platform



- 1 Negotiate Vendor Finance:** Negotiate with Meter Asset Provider to supply and install meters on-demand and get paid monthly from the revenue generated from the meter.
 - 2 Submit Vendor Agreement:** Terms of the agreement to be setup on the system.
 - Each Agreement have parties which is made up of the Buyer "DISCO" and the Suppliers of Service ie the MAP, TPP.
 - The agreements have a tenure
 - The revenue share may be for a fixed monthly price or a percentage of revenue
 - A customer contract is then created as a subset of an agreement for every new installation certified.
 - The customer contracts are then used for settling the Suppliers of Service.
 - 3 Order Meter:** Customer may order for meters from the DISCOs channels online, customer care office or via channel partners and these orders are submitted into Work Force Manager (WFM).
 - 4 Meter Rollout Plan:** The DISCO provides a rollout plan based on revenue opportunity and the ATC & C loss levels. All plans are submitted into WFM for the process to be followed.
 - 5 Validate Readiness:** The DISCOs visits the customer to validate the request and readiness of the property. The DISCOs shall also be required to do the same for their meter rollout plan.
 - 6 Order Fulfilment:** The meters are then shipped to an agreed DISCO location and programmed ready for installation.
 - 7 MAP Installation:** The installer agrees an installation date with the customer. On the installation date, the meter is picked up and taken to the customer premise for installation. The installer provides a status update on the system.
 - 8 Certify Installation:** The DISCO certify every installation done by the MAP before the meter is confirmed as meter commissioned. The DISCO shall be required to certify the meters within an agreed period.
 - 9 Certification Triggers Agreement:** Once the status has been certified, the contract agreement is triggered for that customer. This officially entitles the MAP to the agreed share of the customer's payments from the DISCO's portion of the revenue.
 - 10 Settle on Agreement:** The settlement report is then made available to the bank for settlement to the MAP and stakeholders as agreed.
Prerequisite: The DISCO existing payment channels notify the CICOD UCG of payments made by customers.
 - 11 Report Faulty Meter:** The customer reports a fault on the meter using any of the channels link through to WFM.
 - 12 Support Faulty Meter:** The MAP dedicated technical support team of the vendor respond in resolution to the meter fault based on the agreed SLA of a working meter within the duration of the contract agreement.
- It is also expected that the MAP is proactively monitoring power utilization and trends on the meters for which work order may also be raised and tracked to resolution.

ABOUT US

Crown Interactive is a software company dedicated to the provision of innovative business support systems to customer centric organizations.

As a world class indigenous software company our technology road map for the power sector is influenced by the regulatory requirements of NERC and the unique challenges of the Nigerian Electricity Industry (NESI).

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