

Cutting Reconciliation Effort by 90% for a Community-Owned Utility



The Customer

A community-owned electric and irrigation water utility in California's Central Valley, serving over 240,000 customers. The organization supports critical agricultural and economic activity across the region and operates at enterprise scale with terabyte-level data volumes spanning billing, metering, and financial operations.

The Challenge

- Legacy platforms limited reporting accuracy, speed, and scalability
- Manual reconciliation between legacy systems and new data models consumed significant operational effort
- Fragmented reporting across billing, metering, finance, and engineering created inconsistent outputs
- Lack of a unified, trusted source of truth slowed billing validation and financial close cycles
- Regulatory and audit reporting required repeated rework due to data inconsistencies
- Performance constraints made reporting on terabyte-scale datasets unreliable

The Solution

- Designed and delivered a scalable reporting and analytics framework aligned to Oracle Utilities C2M
- Standardized reports across billing, metering, finance, and engineering
- Automated legacy-to-C2M reconciliation using replication schemas
- Applied extensive performance tuning to enable reliable reporting on terabyte-scale datasets
- Established a governed, single source of truth across billing, meter, and financial domains
- Enabled audit- and regulator-ready reporting with consistent, repeatable outputs

The Results

- Unified reporting across billing, metering, financial, and operational functions
- Faster billing validation and shorter financial close cycles
- Consistent, audit-ready outputs for regulatory and compliance needs
- Improved data confidence across business and operations teams
- Smooth transition from legacy platforms to Oracle Utilities C2M
- Stronger decision-making supported by trusted enterprise data

Impact Delivered

- ~90% drop in manual reconciliation effort
- Single source of truth across billing, meter, and finance
- Reliable terabyte-scale reporting, faster close cycles

Solution Components

Oracle Utilities C2M, Oracle CC&B, Oracle MDM, Oracle MWM, Oracle ODM, Oracle BI Publisher, OBIEE