

SynerGEE Customer Management Module



Link to Your Customer Information

SynerGEE® Gas's Customer Management Module (CMM) provides a link between SynerGEE and your customer information system (CIS). Using information from your CIS database, CMM establishes a relationship among weather, individual customer load and customer location.

Assign Customer Location

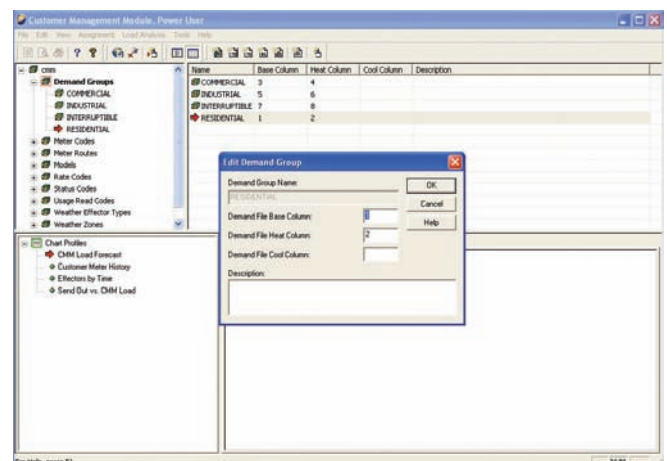
CMM assigns customer location using customer X,Y coordinate location, service address, manual assignment or other sources such as a geospatial information system (GIS), where available.

If the information is available from the CIS, CMM considers pressure codes, diameter or pipe material during the customer assignment process. CMM can use this data to identify the proper main when multiple mains are in close proximity to a customer coordinate.

The assignment process also uses logic so that customers are not assigned to regulators or other equipment. During customer assignment, you can use CMM's scheduling function to define multiple assignment passes. This enables you to quickly review a list of customers that were assigned during each pass.

Create Loads

CMM uses historic billing information from your CIS and weather data to calculate weather-dependent loading for each customer. Using proven regression techniques, CMM analyzes historical gas usage patterns for each customer to determine respective base and heating and cooling factors.



Display Customer Information

By accessing CMM's database in the SynerGEE environment, you can quickly obtain a list of customers assigned to pipes and nodes. When you have selected either individual or groups of pipes (or nodes), CMM will display a list of the assigned customers and customer information, including account number address, load factors and a rate code.

The ability to display customer data allows you to identify major loads in a selected area and identify customers affected by service interruptions or system changes.

Display Customer Information

An independently licensed module of SynerGEE Gas, CMM uses an Oracle® data repository that allows you to store significantly more customer data. Other CMM benefits include:

- **Proven Forecasting Engine.** CMM's load factor engine is built on 20 years of experience in forecasting customer demand. CMM's load factors results are constantly benchmarked against recorded flow data.
- **Automated Customer Assignment.** CMM's customer assignment functions significantly reduce the effort required to link customers to model facilities.
- **Data Mining Tools.** CMM provides tools to query customer data and chart/report on customer data. You can investigate customer demand data load analysis results that let you accurately model your distribution system.
- **Custom SynerGEE Reporting.** By linking customer data with your SynerGEE model, you can create customer lists for outages, adjust model loading by temperature, reassign customers using drag and drop functionality and create custom reports for system planning designs.

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