



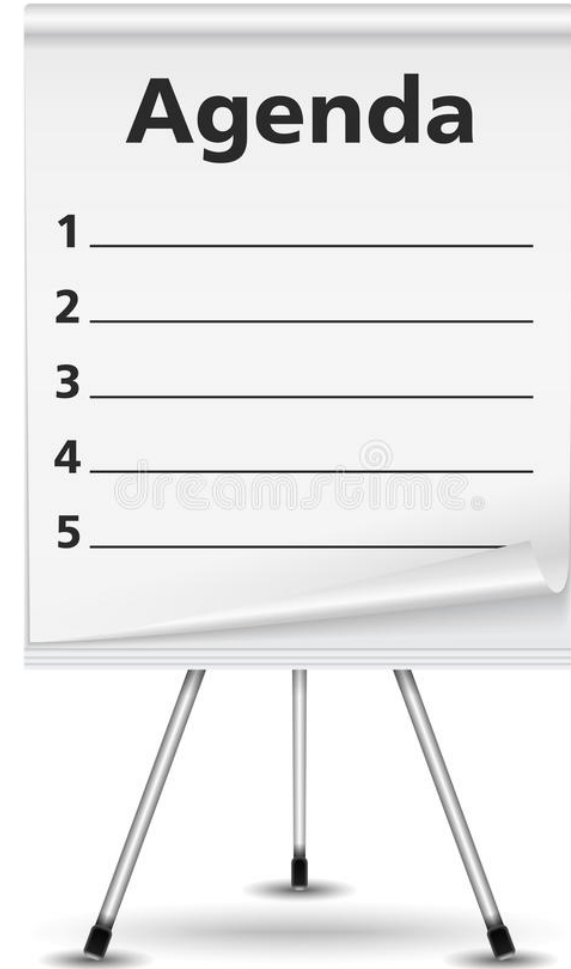
MLGW Replaces Legacy Application with Oracle's C2M for Billing Large Commercial & Industrial Customers

Presented by Sahiti Kilaru,
Supervisor CIS, and Jon Laman
Consultant (Retired MLGW)



Outline

- Understanding Complex Metering Application
- MLGW History of Complex Metering
- Project Successes and Challenges
- C2M, Dashboards, and Analytics!
- Future Plans for Customer Information at MLGW
- Questions



Understanding Complex Metering Application

An application that receives interval Meter Data (For MLGW – Electric and Gas) to generate accurate bills. It applies advanced billing rules such as Time-Of-Use rates, Power Factor adjustments, Discount Credit Programs, Contract terms, and Meter Grouping.



MLGW Electric Complex Billing Customers

44 Current Customers - \$23.4M August Billing

- Cargill Inc
- Carrier Corp
- CTC Property
- Federal Express
- IRS
- J M Smucker
- Kellogs
- Sonoco Products
- The Premcor Refining
- The Hershey Company
- University Of Memphis
- TVA

MLGW Gas Complex Billing Customers

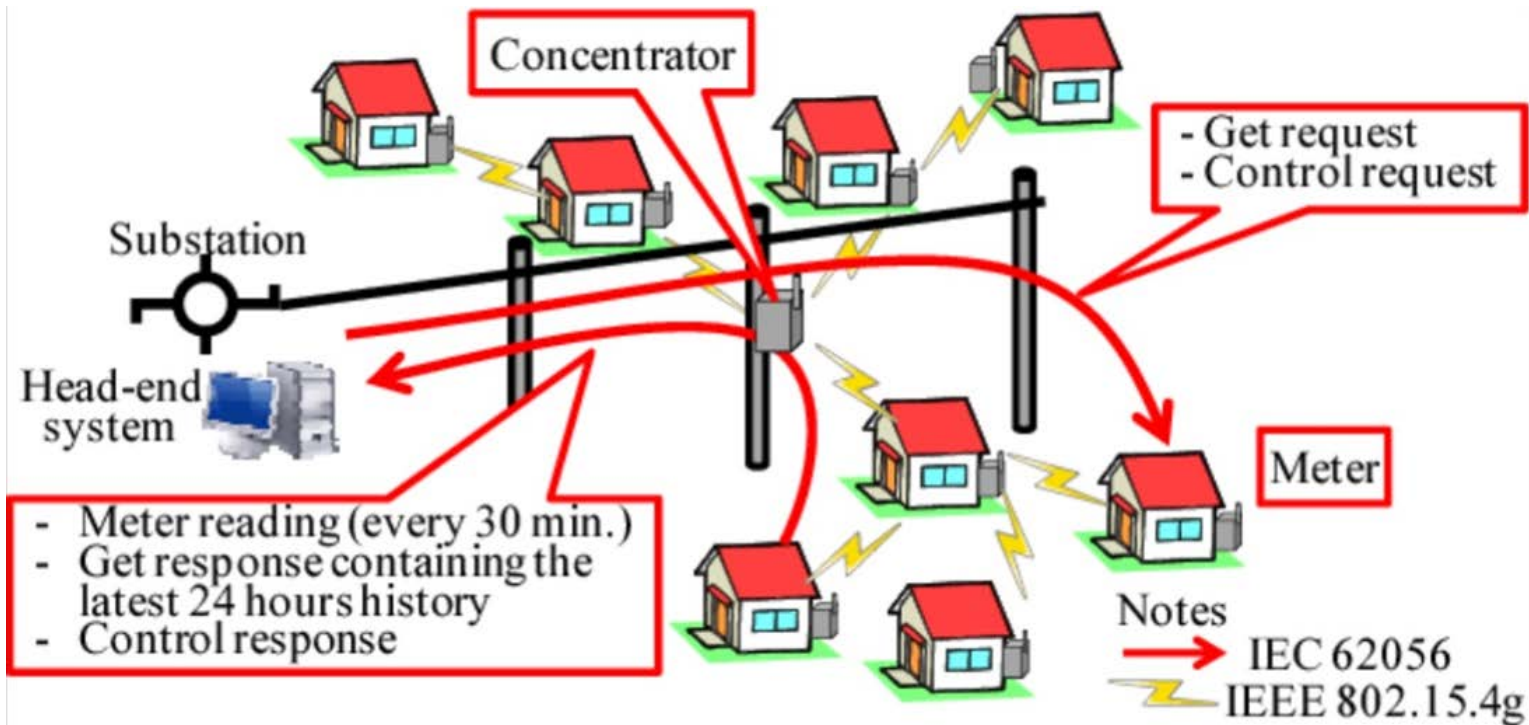
61 Current Customers - \$3.3M August Billing

- Buckman Lab
- Covoro Mining
- J M Smucker
- Kellogs
- Solae Inc
- Sonoco Products
- ST Judes Children Hospital
- The Premcor Refining
- The Hershey Company
- TVA
- University Of Memphis
- UPS Fuel Services

How Do We Receive The Data?

Electric – Honeywell Smart Meters and Manual

Gas – Honeywell Smart Meters, EVC Meters and Manual



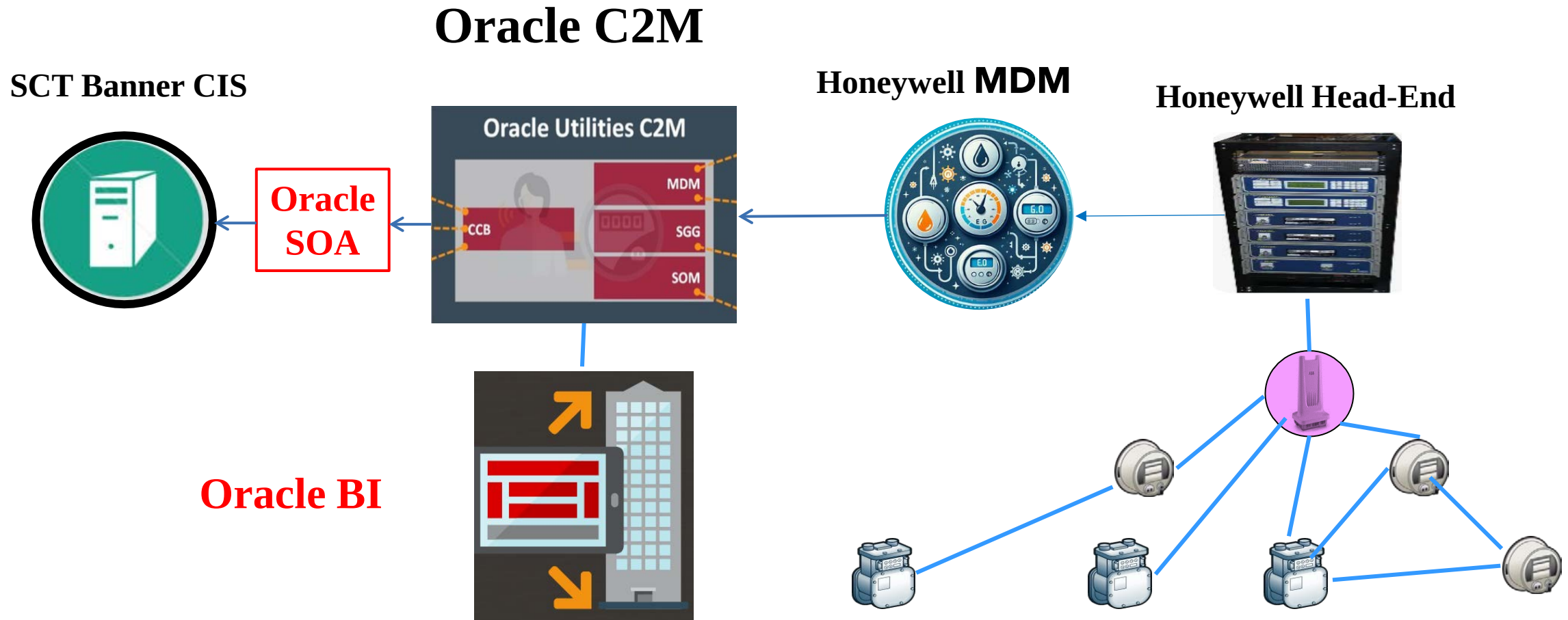


Electric Meter - IFF

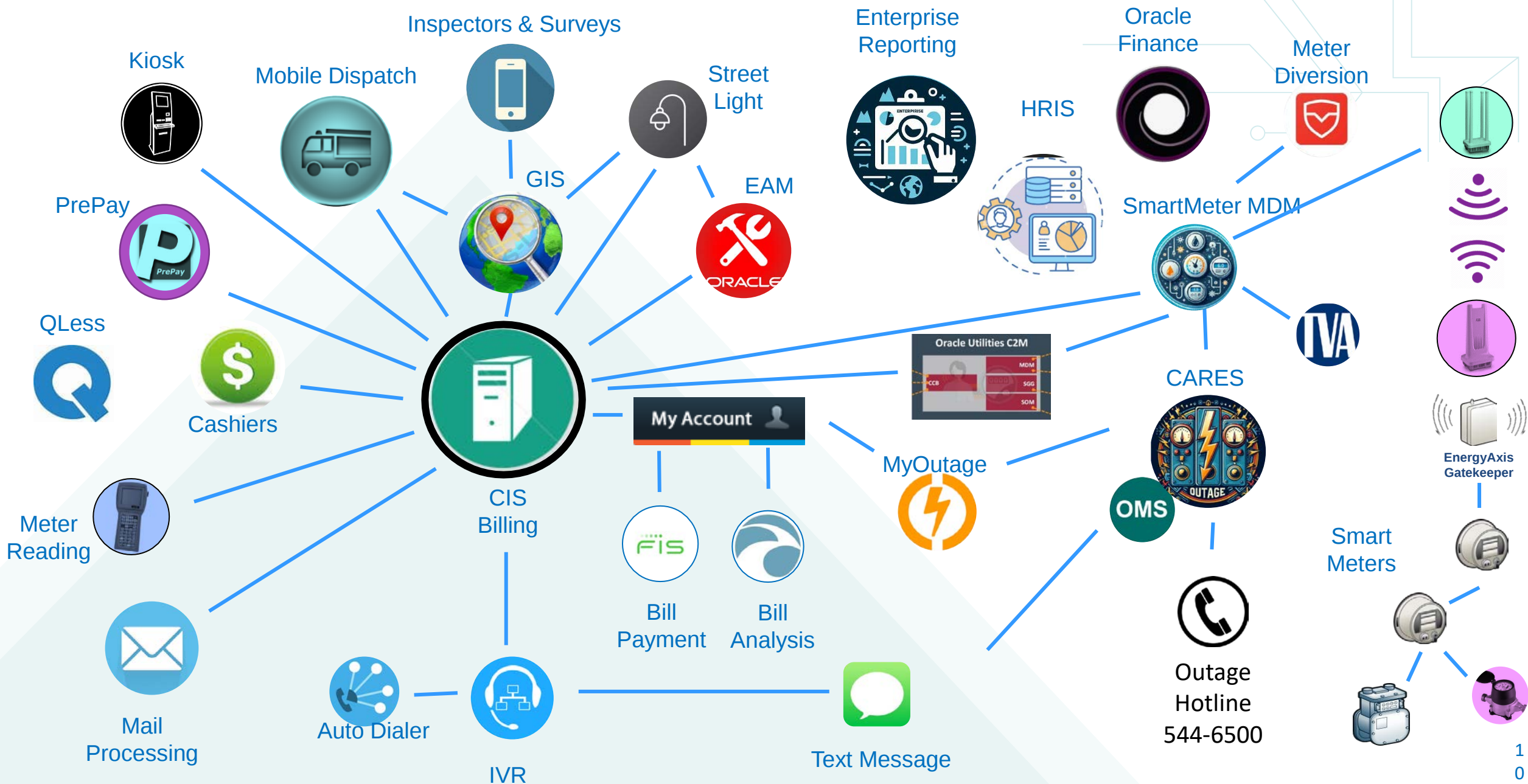


Gas Meter - IFF

MLGW C2M Application Environment



MLGW - CIS Application Network



History of Complex Billing Processing

Prior to 2003

The meter shop mailed 3.5” floppy disks through interdepartmental mail. The meter data was copied into a spreadsheet for each customer, with 1500 rows of calculations that rolled up into demand and energy charge amounts. These amounts were handwritten on an adjustment form (blue card) that was hand delivered to CAR for manual entry into the mainframe system.



May 2003

Implemented “Legacy” application “BillGen” as part of the CIS Banner Project.

Note - The Banner CIS System did not support Complex Metering Rates, so an additional application was acquired for this capability.



July 2024

Implemented “On Prem” Oracle C2M for processing the current 104 customers.

C2M Application (Login & Search)

PRODUCTION - C2M

Control Central Search

Main

Control Central Search

Search By: Name and Address

Name: ctc

Address:

City:

Postal:

CIS Division: Memphis, Light, Gas and Water

Show All Premises: ☒

Search

Control Central Search			
Search By: Name and Address			
Expand Filters			
Person/Account	Premise	ID Type	ID Nbr
CTC PROPERTY LLC (MLGW Gas Customer - Acct.)	3233 PAUL R LOWRY RD, MEMPHIS, TN, 38109		
CTC PROPERTY LLC (MLGW Electric Customer - Acct.)	3183 PAUL R LOWRY RD, MEMPHIS, TN, 38109		
CTC PROPERTY LLC (MLGW Electric Customer - Acct.)	3191 PAUL R LOWRY RD, MEMPHIS, TN, 38109		
CTC PROPERTY LLC (MLGW Electric Customer - Acct.)	3201 PAUL R LOWRY RD, MEMPHIS, TN, 38109		
CTC PROPERTY LLC (MLGW Electric Customer - Acct.)	3193 PAUL R LOWRY RD, MEMPHIS, TN, 38109		
CTC PROPERTY LLC (MLGW Electric Customer - Acct.)	3231 PAUL R LOWRY RD, MEMPHIS, TN, 38109		

Current Context

Person CTC PROPERTY LLC

Account ID CTC PROPERTY LLC, Commercial, \$

Current Balance \$

Premise 3183 PAUL R LOWRY RD, MEMPHIS, TN, 38109

Start Service

Stop Service

Customer Information (Map Zone)

Account ID

Main Customer

Set Up Date 04-21-2025

CIS Division [Memphis, Light ,Gas and Water](#)

Customer Class [Commercial](#)

Bill Cycle [Bill Cycle for Electric Customers](#)

Current Credit Rating 1000

Next Credit Review Date 09-18-2025

SA Premise List

Premise	Current Balance	Payoff Balance	SA Information
3183 PAUL R LOWRY RD, MEMPHIS, TN, 38109	\$	\$	Memphis, Light ,Gas and Water / Electric MLGW, TOU, Active, 04-01-2025, Electric Rates TGS and TMS, 0266624357

Premise Information

Premise Information [3183 PAUL R LOWRY RD, MEMPHIS, TN, 38109](#)

CIS Division [Memphis, Light ,Gas and Water](#)

Legacy Identifier (Banner ID) 1583712

Service Point Information [3183 PAUL R LOWRY RD, MEMPHIS, TN, 38109 / Electric Commercial \(MLGW\) / Electric / 311KW125580 / Electric C&I Usage, Electric C&I Usage / Active](#)

Device Configuration [Electric Smart Meter / Effective Date/Time:03-01-2025 0:00:00 CST / Electric Auto Read - kW, kVAr \(Lead/Lag\) - 30 min intervals / 3 Measuring Component\(s\) / Active](#)

Last Measurement Measurement: 13,140.000000, Regular 09-01-2025 0:00:00

Measurement: 86,760.000000, Regular 09-01-2025 0:00:00

Measurement: 0.000000, Regular 09-01-2025 0:00:00

Billing History

Filters: Account ID 0267452639

	Bill Date	Bill Information	Reprint	Bill Period
1	09-11-2025	Date: 09-11-2025, Complete, Due: 09-29-2025, \$		32 (days)
2	08-05-2025	Date: 08-05-2025, Complete, Due: 08-21-2025, \$ LEC / 08-05-2025		32 (days)

Alerts

Person Is Linked To Multiple Accounts

15 day(s) until next bill

Full Context

- [CTC PROPERTY LLC](#)
- [CTC PROPERTY LLC, Commercial, \\$](#)
- [3183 PAUL R LOWRY RD, MEMPHIS, TN, 38109](#)
- [3183 PAUL R LOWRY RD, MEMPHIS, TN, 38109 / Electric Commercial \(MLGW\) / Electric / 311KW125580 / Electric C&I Usage, Electric C&I Usage / Active](#)
- [311KW125580 / Electric Smart Meter / Install Date/Time: 03-01-2025 0:00:20 CST / Connected / Commissioned / Honeywell MDM for Electric / Active](#)
- [34771738 / Electric Interval kVAr Lagging - 30 min](#)

Current To Do

[Assign me a To Do](#)

Financial Information

Current Balance \$

Last Billed 09-11-2025, \$ Due Date 09-29-2025

Previous Bill 08-05-2025, \$

Next Bill Date 10-03-2025

Customer Contact

Type

Comment

[Add Contact](#)

Favorite Links

[Customer 360](#)

[1]

Batch Billing

- Bills will be generated and left in pending state , with their Bill segments in state Freezable, by batch processing according to the current Bill Cycle, of which there are three:
 - Bill Cycle for Electric customers
 - Bill Cycle for Gas Transport customers
 - Bill Cycle for Gas Non-Transport customers

Bill

Main

Bill Segments

Bill Routings

Bill Messages

Characteristics

Bookmark

Clear

Save

Refresh

Bill Info

Date: , Pending, Due:

Bill ID

Account ID

ENERGY INC, Commercial - MLGW, \$73,654.08

Bill Status

Pending

Display Bill

All segments are freezable.

Due Date

Create Date/Time

04-25-2024 16:47:44

Bill Date

Completion Date/Time

Bill Segment	Current Amount	Status	Remarks
Memphis, Light ,Gas and Water / Electric MLGW, Freezable, Period: 04-30-2023 - 05-31-2023, \$82,581.13, 0921019924	\$82,581.13	Freezable	

Total Generated Charge

\$82,581.13

Bill Segment Action

Generate

Cancel Frozen

Bill Action

Freeze/Complete

Delete

Reopen

Correction Note

Undo Correction Note

Batch Transfer process

- MLGW Billing analyst will then freeze/complete the bill and verify a sync request is generated in “Pending” status. A batch process will kick off the bill extract to Banner batch job (CM-BNRUP) which picks up Sync Requests in status “Pending”, validates and transfers to Banner.

Sync Request: Bill Sync for Banner, Synchronized, Date: 04-30-2023, Complete, Due: 05-16-2023, \$182,526.93 /

Main **Log**

Sync Request Log

Filters: Sync Request Id 73063305651604

	Date/Time	Details	User	Log Type	Related Object
1	05-10-2024 14:45:09	Transitioned to Synchronized.	Integration , User (INT_USER)	Status Transition	
2	05-10-2024 14:43:27	Transitioned to Awaiting Acknowledgement.	Ranullo , Imelda (A0MU4956)	Status Transition	
3	05-10-2024 14:43:27	Outbound Message created.	Ranullo , Imelda (A0MU4956)	System	
4	05-10-2024 14:43:27	Transitioned to Send Request.	Ranullo , Imelda (A0MU4956)	Status Transition	
5	05-10-2024 14:43:27	Transitioned to Determine If Sync Needed.	Ranullo , Imelda (A0MU4956)	Status Transition	

If batch is run manually from C2M application, above details can be viewed in Sync Request Log

Key Project Successes (That can apply to any project!)

1. Great user participation and commitment
2. Good working relationship with the third Party Implementor
3. Dedicated project team room for better communication, quality testing, and team building
4. Excellent executive support
5. Utilization of Panaya software for testing and defect tracking

Find tests

🔍



🏠

PROJECT C2M UAT - USER ACCEPTANCE TESTING

Save

+ Add

▼

🔄 Refresh

- ▼ 🏠 C2M UAT - User Acceptance Testing
- ▼ ○ A. Device Management
- 📄 1.0.1 Meter details with 12 Mor
- 📄 1.1.1 Manually Create a Gas As
- 📄 1.1.2 Manually Create an Electr
- 📄 1.2.1 Replicate a Gas and Elect
- 📄 1.2.2 Mass Asset Disposition (
- 📄 1.3.1 Install an Electric Meter a
- 📄 1.3.2 Install a gas meter, verify
- 📄 1.3.3 Create Standalone Meas
- 📄 1.3.4 Add Standalone Measuri

General

Summary

Execution plan

Recycle bin

History 16

Description

Project manager jlanan@mlgw.org

Project start 13-May-2024

Project end 17-Jul-2025

Project type Testing

System name MLGW_Enterprise_Resource_Planning_and_Application_Development

Project status Completed

Number of users 5

Panaya Software –
User Tests

- 15 Categories of Tests
- 752 Total User Tests

Panaya

C2M UAT - USER ...

OVERVIEW

DEVELOPMENT 0

TESTS 41

DEFECTS 0

REPORTS

Find tests

+

Add

Refresh

2.19.2 Ability to extract mass c

2.19.3 Ability to extract mass c

2.20.1 Verify the summary rep

2.20.2 Verify the report of an e

2.20.3 Verify the Transfer Rep

2.20.4 Verify the summary rep

2.21.1 Verify SOA Validation Int

>

C. Gas Account Validations

>

D. Gas Account Billing

>

E. Electric Account Validations

>

F. Electric Account Billing

TEST 1706 | 2.21.1 Verify SOA Validation Integration

NOT RUN

Actions

Save

Ready to test

Progress:

General

Steps 1

Data

Linked requirement

Defects

Related tests

Attachments

Comments

History 4

View step

Run

Manual run

Show evidence

Report defect

N/A

+ New

Select columns

READY TO TEST	#	DESCRIPTION	RESPONSIBILITY	MENU PATH	OBJECT DESCRIPTION	OBJECT
	1	Verify the SOA...				

Panaya Software – User Testing

- Documenting test results
- Recording screen navigation (If necessary)
- Create Defects

DEFECTS

🔍 All defects ▾ x Owner: All ▾ x Priority: All ▾ x Resolved reason: All ▾ x Release: All ▾ x Due date: All ▾ + Add filter

+ Create defect ✎ Edit 🗑 Delete 👤 Assign 📢 Broadcast ⬇ Import ▾ ⬆ Export ▾ 🖥 Full screen

🔧 Select columns ▾

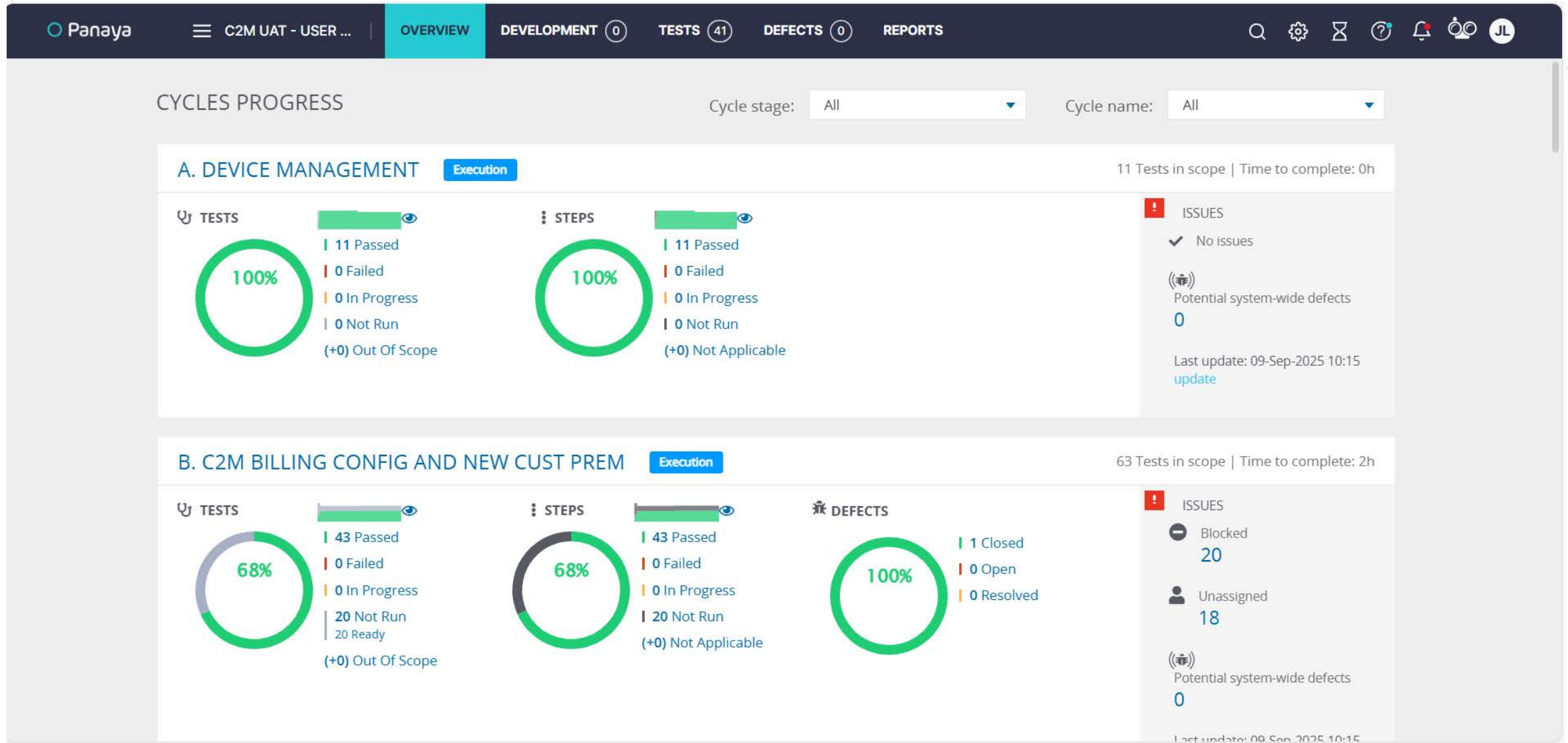
📌 Drag a column header and drop it here to group by that column

☐	ID	SCREEN...	SUBJECT	STATUS	PRIORITY	OWNER	DETECTED ON	DETECT
☐	151	🖥	Electric Bill Summary Report Issue	CLOSED	High	🔗 Malcolm Bryant	05-Aug-2024	🔗 Mal
☐	150		Sync Request is not created; MPH DEPT OF PUBLIC WORKS 481335-1548709 & Blues City 901284...	CLOSED	Critical	Jon Laman	01-Aug-2024	🔗 Mal
☐	149	🖥	10.1.11 CTC - SOA Transfer Error	CLOSED	Critical	Jon Laman	01-Aug-2024	Jon Lai
☐	148	🖥	Configured Custom Charge Did Not Transfer to Banner(Not in Payload): 10.0.21 LINDE (PRAXAIR) (...)	CLOSED	High	Jon Laman	30-Jul-2024	Jon Lai
☐	147		Sync Returned Successful Status Even Though It was Not - WebLogic Password Issue Was Not Det...	CLOSED	Critical	Jon Laman	29-Jul-2024	Jon Lai
☐	146	🖥	Electric KTG - Min Demand, leading kVar incorrect	CLOSED	Critical	Joseph Rausch	27-Jul-2024	Joseph
☐	145	🖥	G15 OFO penalty not calculating	CLOSED	High	🔗 Kelly Patterson	26-Jul-2024	🔗 Kell
☐	144	🖥	RNG OFO Calc update to point to Standalone gas MMBTU	CLOSED	High	🔗 Daniel Hochstein	26-Jul-2024	🔗 Kell
☐	143	🖥	Total Aggregate kVar (Leading+Lagging) Issue	CLOSED	High	🔗 Imelda Ranullo	25-Jul-2024	Joseph
☐	142		Bill_ID / external_ID transfer issues	CLOSED	Critical	Jon Laman	25-Jul-2024	🔗 Dar
☐	141		pt.2&3 of 86 7.0.21 PRAXAIR (or LINDE INC???) (481333-1453260)) - SOA Sync With Error - Bill tra...	CLOSED	Critical	Sahiti Kilaru	24-Jul-2024	🔗 Dar
☐	140	🖥	BIP Electric Bill Summary Report in TRN	CLOSED	High	🔗 Malcolm Bryant	23-Jul-2024	🔗 Dar

Panaya Software – Defect Assignment/Tracking

- Defect Tracking
- Logging Status
- Attaching Documents

Panaya Software – Project Status Dashboards



Project Challenges (That can apply to any project!)



1

Monitor deliverables

status: Ensure continuous monitoring of deliverables status, even when the vendor is not actively pushing for them (e.g., Conversion Data).



2

Clarify Requirements:

Address any gray areas in requirements by finding a middle ground to ensure mutual understanding and agreement.



3

Enforce testing/Tracking

Tool Usage: Mandate the use of your testing/tracking tool by the vendor to gain visibility into testing results and avoid the vendor making you responsible for all testing activities.

Dashboards and Analytics – BI Publisher Reports!

Catalog

Search

Home Catalog New Open ?

+ ▾

⬆

⬇

↺

✂

📄

📁

✕

Location

Folders

My Folders

Shared Folders

C2M

PROD

Admin

Data Models

Electric

Gas

CIS

ElectricSummary

Tasks

Gas

Expand

Delete

Copy

Paste

Permissions

Upload

Download

Cut

Rename

Properties

	FT GAS Invoice	Last Modified 7/1/25 6:11 PM	Created By weblogic
Open	Schedule	Jobs	Job History More ▾
	FTG9 Mix Gas Invoice	Last Modified 7/1/25 6:11 PM	Created By weblogic
Open	Schedule	Jobs	Job History More ▾
	G10 Gas Invoice	Last Modified 7/1/25 6:11 PM	Created By weblogic
Open	Schedule	Jobs	Job History More ▾
	G10 Gas Usage	Last Modified 7/1/25 6:11 PM	Created By weblogic
Open	Schedule	Jobs	Job History More ▾
	G13 FT Mix Gas Invoice	Last Modified 7/1/25 6:11 PM	Created By weblogic
Open	Schedule	Jobs	Job History More ▾
	G15 Gas Invoice	Last Modified 7/1/25 6:11 PM	Created By weblogic
Open	Schedule	Jobs	Job History More ▾
	G9G10 Mix Gas Invoice	Last Modified 7/1/25 6:11 PM	Created By weblogic
Open	Schedule	Jobs	Job History More ▾
	Gas Bill Summary	Last Modified 7/1/25 6:11 PM	Created By weblogic
Open	Schedule	Jobs	Job History More ▾
	Gas Detail Volume Calculation	Last Modified 7/1/25 6:11 PM	Created By weblogic
Open	Schedule	Jobs	Job History More ▾
	Gas Volume Calculation	Last Modified 7/1/25 6:11 PM	Created By weblogic
Open	Schedule	Jobs	Job History More ▾
	Volumn Calculation report for FT G15 RNG IT2 and G9/FT Rates. It G9/FT needs additional column so 2 different RTF Format. User like to see Data in excel.		
	IT2 Gas Invoice	Last Modified 7/1/25 6:11 PM	Created By weblogic
Open	Schedule	Jobs	Job History More ▾
	LNG Gas Invoice	Last Modified 7/1/25 6:11 PM	Created By weblogic
Open	Schedule	Jobs	Job History More ▾
	RNG or Landfill Gas Invoice	Last Modified 7/1/25 6:11 PM	Created By weblogic
Open	Schedule	Jobs	Job History More ▾

Dashboards and Analytics – Electric Summary

Electric Bill Summary

Search All

HomeCatalogNewOpen?

* Usage Month08/2025

Apply

BCD CustomersRate Summary

ReportJobData ModelStyle TemplateSub Template

MLGW

Usage Month: 08/2025

Electric Customer Billing Summary Report

Bill Status	Name	Address	Account #	Rate	Metered Max kW	Metered kWh	Billed Max kW	Billed kWh	kVAR Lagging	kVAR Leading	Subtotal	Facilities Rental	Alternate Circuit Charge	Interruptable Power Credit	Valley Investment Credit	Total	Total Les
COMPLETED	4545 S MENDENHALL LLC	4549 S MENDENHALL RD, MEMPHIS, TN, 38141	1326531-1582441	TMSD	41,359	23,887,313	41,359	23,887,313	0	3,148	\$1,110,138.52	\$36,300.00	\$0.00	\$0.00	\$0.00	\$1,226,689.22	\$1,140
COMPLETED	AMAZON.COM SERVICES, INC	3140 VICTORY RIDGE CV, MEMPHIS, TN, 38128	1192657-1566366	TGSB	365	219,313	1,680	221,391	23	0	\$58,767.81	\$5,286.50	\$0.00	\$0.00	\$0.00	\$68,538.12	\$68
COMPLETED	AMERICAN YEAST CORP	251 STILES DR, MEMPHIS, TN, 38127-7507	481343-1453283	TMSB	5,544	3,382,777	5,544	3,382,777	885	0	\$277,007.36	\$5,820.97	\$0.00	\$0.00	(\$18,679.00)	\$268,111.56	\$268
COMPLETED	AMISUB(SFH), INC	5959 PARK AV, MEMPHIS, TN, 38119-5200	481834-1454776	TGSB	4,709	3,070,429	4,709	3,070,429	1,103	0	\$290,167.04	\$5,820.00	\$0.00	\$0.00	\$0.00	\$316,706.13	\$290
COMPLETED	ARCHER-DANIELS-MIDLAND	2782 CHELSEA AV, MEMPHIS, TN, 38108-1705	176916-1453384	TMSB	5,407	2,506,389	5,407	2,506,389	3,734	0	\$246,781.93	\$6,790.00	\$0.00	\$0.00	(\$22,617.00)	\$234,419.25	\$234
COMPLETED	AT&T WIRELESS SERVICE	231 COURT AV, MEMPHIS, TN, 38103-2315	481509-1453814	TDMSA	1,520	1,055,937	1,520	1,055,937	0	0	\$86,094.96	\$1,546.18	\$0.00	\$0.00	\$0.00	\$93,776.02	\$86
COMPLETED	BAPTIST MEMORIAL HOSPITAL	6019 WALNUT GROVE RD, MEMPHIS, TN, 38120-2113	154573-1453566	TGSB	4,860	3,037,062	4,860	3,037,062	527	0	\$294,141.64	\$6,305.00	\$5,367.00	\$0.00	\$0.00	\$305,813.64	\$305
COMPLETED	BLUES CITY BREWERY, LLC	5151 E RAINES RD, MEMPHIS, TN, 38118-7026	901284-1453254	TMSB	7,128	4,351,029	7,128	4,351,029	1,741	0	\$355,395.49	\$10,460.00	\$15,192.64	\$0.00	(\$16,910.00)	\$369,600.20	\$369
COMPLETED	CARGILL INC	2190 BUOY ST, MEMPHIS, TN, 38106	481331-1453257	TMSB	3,424	2,142,590	3,424	2,142,590	901	0	\$174,746.65	\$4,871.34	\$0.00	\$0.00	(\$7,192.00)	\$174,939.31	\$174
COMPLETED	CARRIER CORPORATION	97 S BYHALIA RD, COLLIERVILLE, TN, 38017-9303	445562-1455598	TMSB	5,612	3,317,197	5,612	3,317,197	1,582	0	\$280,391.04	\$11,220.00	\$0.00	\$0.00	\$0.00	\$295,985.20	\$295
COMPLETED	COVORO MINING SOLUTIONS LLC	5235 MILLINGTON RD, MEMPHIS, TN, 38127-2940	1298780-1453258	TMSD	25,164	16,655,490	25,164	16,655,490	0	0	\$1,236,695.64	\$23,380.00	\$0.00	\$0.00	(\$78,745.00)	\$1,181,330.64	\$1,181
COMPLETED	CTC PROPERTY LLC	3191 PAUL R LOWRY RD, MEMPHIS, TN, 38109	1341118-1583373	TMSB	7,339	4,293,535	7,339	4,293,535	0	340	\$354,650.04	\$13,500.00	\$0.00	\$0.00	\$0.00	\$373,672.29	\$368
COMPLETED	CTC PROPERTY LLC	3193 PAUL R LOWRY RD, MEMPHIS, TN, 38109	1341118-1583371	TMSB	1,021	523,862	5,500	695,771	0	0	\$144,597.36	\$13,500.00	\$0.00	\$0.00	\$0.00	\$160,468.82	\$158
PENDING	CTC PROPERTY LLC	3231 PAUL R LOWRY RD, MEMPHIS, TN, 38109	1341118-1518849	TMSB	9,852	6,413,568	9,852	6,413,568	0	0	\$527,836.17	\$11,110.56	\$0.00	\$0.00	\$0.00	\$544,564.94	\$534
COMPLETED	CTC PROPERTY LLC	3201 PAUL R LOWRY RD, MEMPHIS, TN, 38109	1341118-1584487	TMSC	15,487	8,967,527	15,487	8,967,527	0	810	\$742,095.83	\$20,362.80	\$0.00	\$0.00	\$0.00	\$773,895.50	\$763
PENDING	CTC PROPERTY LLC	3183 PAUL R LOWRY RD, MEMPHIS, TN, 38109	1341118-1583712	TMSDX	104,940	64,451,610	104,940	64,451,610	0	0	\$4,800,716.81	\$0.00	\$0.00	\$0.00	\$0.00	\$4,846,228.29	\$4,774

100

* Revenue Month * Customer Name

Total:	\$1,226,689.22
---------------	-----------------------

Dashboards and Analytics – Billing Status

C2M CIS Bill Information

Search

All

Home

Catalog

New

Open

* Start Date

01-Aug-2025

* End Date

31-Aug-2025

* Account Type

Electric

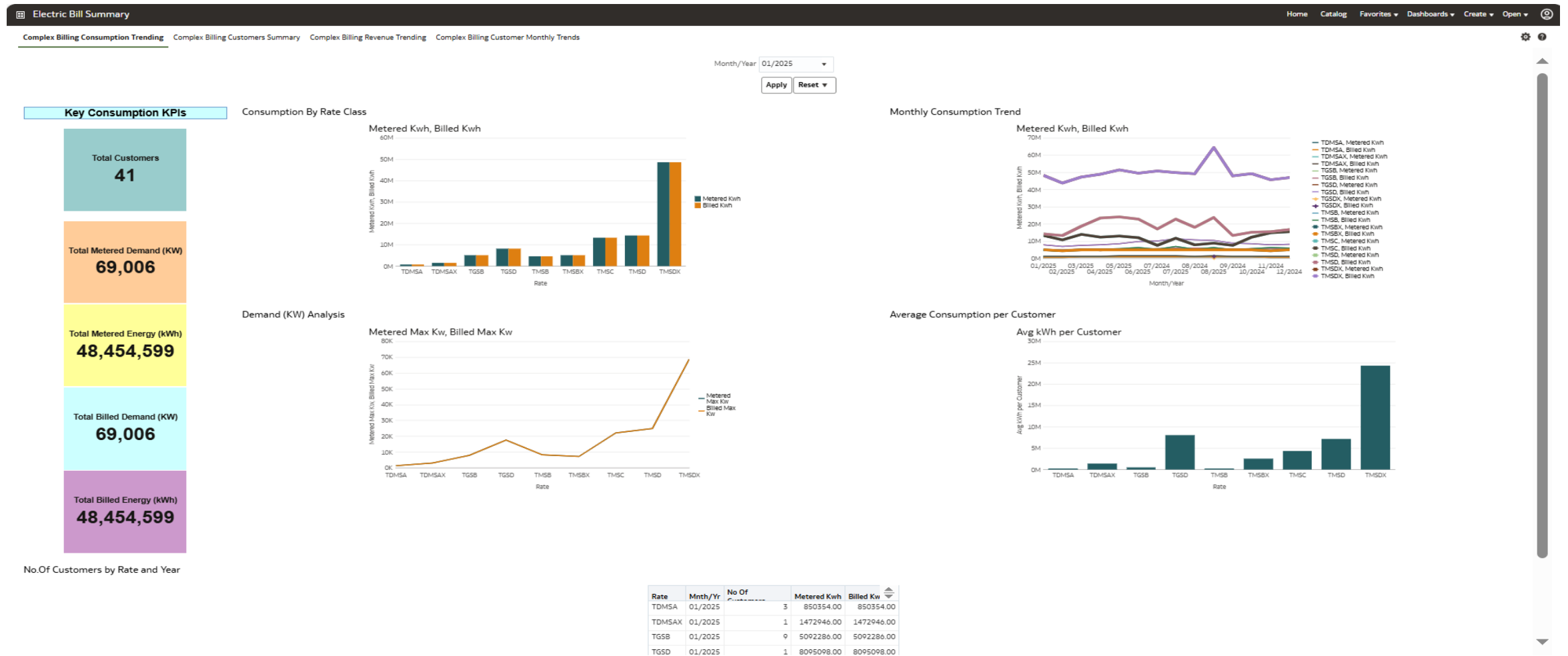
Apply

Billed

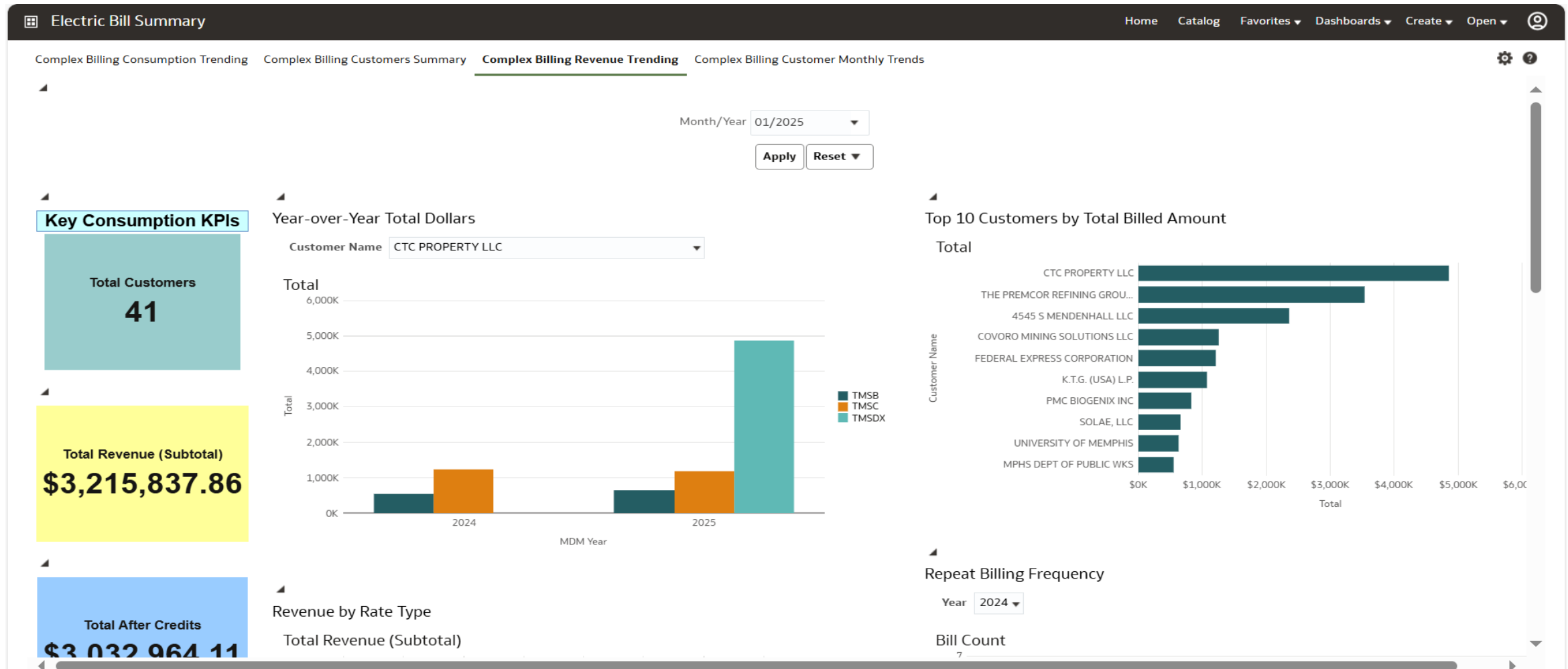
Pending Billing

Name	Cust Code	Premis	Service Number	Service Type	Complete	Transfer	CIS Print	Released	External ID	Pending row Exists?	Out Of Bill Cycle Print?	Meter Read Exception ?	Charge Calc Exception ?	CIS Total	C2M Total	Difference	Sta
4545 S MENDENHALL LLC			8	Electric	05-Aug-2025	05-Aug-2025	05-Aug-2025	12-Aug-2025	339256075565	No	No	Yes	No	\$1,235,042.17	\$1,235,042.17	\$0.00	COMPLE
AMERICAN YEAST CORP			15	Electric	05-Aug-2025	05-Aug-2025	05-Aug-2025	12-Aug-2025	013138951573	No	No	No	No	\$260,479.23	\$260,479.23	\$0.00	COMPLE
AMISUB(SFH), INC			1	Electric	05-Aug-2025	05-Aug-2025	05-Aug-2025	12-Aug-2025	014610661253	No	No	No	No	\$335,422.93	\$335,422.93	\$0.00	COMPLE
ARCHER-DANIELS-MIDLAND			2	Electric	05-Aug-2025	05-Aug-2025	05-Aug-2025	12-Aug-2025	016776839811	No	No	Yes	No	\$262,247.60	\$262,247.60	\$0.00	COMPLE
AT&T WIRELESS SERVICE			9	Electric	05-Aug-2025	05-Aug-2025	05-Aug-2025	12-Aug-2025	026222549958	No	No	No	No	\$98,475.10	\$98,475.10	\$0.00	COMPLE
BAPTIST MEMORIAL HOSPITAL			2	Electric	05-Aug-2025	05-Aug-2025	12-Aug-2025	13-Aug-2025	000852216444	No	No	No	No	\$331,269.21	\$331,269.21	\$0.00	COMPLE
BLUES CITY BREWERY, LLC			5	Electric	05-Aug-2025	05-Aug-2025	13-Aug-2025	18-Aug-2025	037103060532	No	No	No	No	\$398,790.99	\$398,790.99	\$0.00	COMPLE
CARGILL INC			1	Electric	05-Aug-2025	05-Aug-2025	13-Aug-2025	14-Aug-2025	021320298880	No	No	No	No	\$191,927.20	\$191,927.20	\$0.00	COMPLE
CARRIER CORPORATION			3	Electric	05-Aug-2025	05-Aug-2025	05-Aug-2025	12-Aug-2025	028985193101	No	No	No	No	\$327,420.83	\$327,420.83	\$0.00	COMPLE
COVORO MINING SOLUTIONS LLC			1	Electric	05-Aug-2025	05-Aug-2025	05-Aug-2025	12-Aug-2025	015290966842	No	No	Yes	No	\$1,260,073.49	\$1,260,073.49	\$0.00	COMPLE
CTC PROPERTY LLC			12	Electric	05-Aug-2025	05-Aug-2025	12-Aug-2025	13-Aug-2025	828195046780	Yes	Yes	No	No	\$632,646.85	\$632,646.85	\$0.00	COMPLE
CTC PROPERTY LLC			7	Electric	05-Aug-2025	05-Aug-2025	12-Aug-2025	13-Aug-2025	749948381924	No	No	No	No	\$483,527.68	\$483,527.68	\$0.00	COMPLE
CTC PROPERTY LLC			7	Electric	05-Aug-2025	05-Aug-2025	12-Aug-2025	13-Aug-2025	315887217953	No	No	No	No	\$330,450.37	\$330,450.37	\$0.00	COMPLE
CTC PROPERTY LLC			2	Electric	05-Aug-2025	05-Aug-2025	12-Aug-2025	13-Aug-2025	026285886790	Yes	Yes	No	No	\$3,491,806.71	\$3,491,806.71	\$0.00	COMPLE
CTC PROPERTY LLC			1	Electric	05-Aug-2025	05-Aug-2025	12-Aug-2025	13-Aug-2025	449691367786	No	No	No	No	\$1,032,275.37	\$1,032,275.37	\$0.00	COMPLE
DAVID TAYLOR RESEARCH CTR			2	Electric	05-Aug-2025	05-Aug-2025	07-Aug-2025	12-Aug-2025	009688871889	No	No	No	No	\$69,055.61	\$69,055.61	\$0.00	COMPLE
FEDERAL EXPRESS CORPORATION			1	Electric	05-Aug-2025	05-Aug-2025	05-Aug-2025	12-Aug-2025	027631158238	No	No	No	No	\$1,211,723.04	\$1,211,723.04	\$0.00	COMPLE
FEDERAL EXPRESS CORPORATION			1	Electric	05-Aug-2025	05-Aug-2025	05-Aug-2025	12-Aug-2025	009323798054	No	No	No	No	\$59,060.63	\$59,060.63	\$0.00	COMPLE

Oracle Analytics Server – Consumption Trending Dashboard



Oracle Analytics Server – Revenue Trending Dashboard



Future Plans For Customer Information at MLGW



Oracle Customer Experience for Utilities - Fusion Sales Cloud Services (CRM) (CX4U) - Direct interface with C2M



Adding more Customers/Accounts/Premises to our On-Premis C2M for integration to CX4U



Using C2M MDM for Gas and Water Meters?



My Account Improvements



CIS Replacement RFP



Questions?

