

MultiSpeak Version 3.0 Compliance Assertion

Statement of compliance functionality:

Vendor(s)	Product	Product Version	Role	Batch Interface	Web Client Interfaces
Smart Utility Systems	SCM® Online Connector	1.0	MDM Client CB Client		MDM→SCM

Summary:

SCM® Online connector provides the following capabilities to utilities that have SCM® (Smart Customer Mobile) as a customer engagement platform.

- a) Enable data requests to be initiated from SCM® online connector to the MultiSpeak® 3.0 compliant MDM Systems so they can return requested data to SCM®.
- b) Enable data requests to be initiated from SCM® online connector to the MultiSpeak® 3.0 compliant CIS Systems so they can return requested data to SCM®.

Prerequisites:

The following system must be deployed in order to user SCM® online connector.

1. SCM® Customer engagement platform
2. MultiSpeak certified Customer and Billing system
3. MultiSpeak certified MDM system.

Specific Vendor Assertions:

1) SCM® online connector can request data about meters from the MDM.

Importance to User: This feature is intended to benefit the utility users.

The utility users benefits because the utility user doesn't have to login to a separate system to get the most recent meter information.

How Achieved: The SCM® Online Connector initiates request to the MultiSpeak certified MDM system to obtain all meter data using `GetAllMeters` method. The connector uses parameter "lastReceived" to chunk data. The returned data is cached and presented to the utility user for viewing and analysis purpose.

2) SCM® online connector can request data about customers from the MDM.

Importance to User: This feature is intended to benefit the utility users.

The utility user benefits because they don't have to log-in to a separate system to get the utility customer details while answering customer queries.

How Achieved: The SCM® online connector initiates request to obtain customers data from the MultiSpeak certified MDM system using `GetAllCustomers` method. The connector uses parameter "lastReceived" to chunk data. The returned data is cached and presented to the utility user for viewing and analysis purpose.

3) SCM® online connector can request billing details from the MDM for specified customer accounts and billing dates.

Importance to User: This feature is intended to benefit the utility customers and utility users.

The utility customers can view their billing details online and they don't have to login to different system to view their billing details.

The utility users benefit because they don't have to login to a separate system to get specified user's billing information while answering customer queries.

How Achieved: The SCM® online connector initiates request to obtain billing details from the MultiSpeak certified MDM for specified customer account for selected date using `GetBillingDetail` method. The returned data is cached and presented to utility customer or utility user for viewing and analysis purpose.

4) SCM® online connector can request meter readings from the MDM for specified period.

Importance to User: This feature is intended to benefit the utility customers and utility users.

The utility customers can view their meter reading online and they don't have to login to different system to view their billing details.

The utility users benefit because they don't have to login to a separate system to get specified user's meter reading information while answering customer queries.

How Achieved: The SCM® online connector initiates request to obtain previously collected meter readings for specified period from the MultiSpeak certified MDM using `GetReadingsByDate` method. The connector uses start and end date to chunk data. The returned data is cached and presented to the utility customer or utility user for viewing and analysis purpose.

5) SCM® online connector can request Billing data for all accounts.

Importance to User: This feature is intended to benefit the utility customers and utility users.

The utility customers can view their billing data online and they don't have to login to different system to view their billing data.

The utility users benefit because they don't have to login to a separate system to get customer's billing data while answering customer queries.

How Achieved: The SCM® online connector initiates request to obtain billing data from the MultiSpeak certified Customer and Billing system for specified period using `GetBillingData` method. The returned data is cached and presented to utility customer or utility user for viewing and analysis purpose.

6) SCM® online connector can request Service Location data for all Service Locations.

Importance to User: This feature is intended to benefit the utility users.

The utility users benefit because they don't have to login to a separate system to find service location data.

How Achieved: The SCM® online connector initiates request to obtain service location data from the MultiSpeak certified Customer and Billing system using `GetAllServiceLocations` method. The connector uses parameter "lastReceived" to chunk data. The returned data is cached and presented to utility user for viewing and analysis purpose.

Products: SCM®

Summary of Interoperability Test Results
Interface #2A
MDM→SCM (MDM Connector)

Table 1
MultiSpeak Data Objects Exchanged (Recommended)

Object Name	Importance to User	Supported by Client	Verified Compliant
GetAllMeters	Returns all required Meter data for all Meters.	X	X
GetAllCustomers	Returns all required customer data for all customers.	X	X
GetReadingsByDate	Returns reading data for all meters given a date range.	X	X
GetBillingDetail	Returns detailed billing data for a specific account	X	X

Summary of Interoperability Test Results
Interface
CB →SCM (CB Connector)

Table 1
MultiSpeak Data Objects Exchanged (Recommended)

Object Name	Importance to User	Supported by Client	Verified Compliant
GetAllServiceLocations	Returns all required Service Location data for all Service Locations.	X	X
GetBillingData	Returns billing data for all accounts that were billed between the startBillDate and endBillDate.	X	X

Certified by:

For Smart Utility Systems LLC:



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Title:

Date: 07/27/2015

Assertions Verified by:



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Title MultiSpeak Testing Ageng

Company Acting as Testing Agent
10/28/2015

Date: _____

Disclaimer:

The assertions made in this document are statements of the vendors offering the two products listed above. The Testing Agent has observed the software performing the tasks described in these vendor assertions.

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Date – 11/15/14