

Case Study

PEACECX & NIRVANASOFTCX

Client Xcel Energy | **Location** MN, USA

Industry Utilities



THE AUTOMATED ENERGY RETAILER.

XCEL Energy is a utility holding company that services eight states; Wisconsin, Minnesota, Michigan, North Dakota, South Dakota, Colorado, New Mexico and Texas. They service 2 million electric customers, 530,000 gas customers, 1.5 million combination Electric & Gas Customers for a total of 5.6 million meters. More at <https://www.xcelenergy.com>

Project Background & Requirements

For the past 13 years, Hansen's PeaceCX CIS system has supported more than 5.5 million Xcel Energy customers across eight states. New business drivers such as Customer Choice Rate Options, Extensive Rate Complexities, Saturated Customer System capabilities and a requirement to manage system automation scripts identified that a complex billing engine was required. Given their current system PeacePlus CIS was operating well they didn't want to replace it, so they came to Hansen to see if there was something we could do to help.

The requirement was to handle complex bill automation for their most complex electricity products; renewable and distributed energy resources, interruptible service, contract management, interval data processing and charge calculations for their key electric accounts. Each had their own set of unique requirements as well as a requirement for further electricity and complex natural gas and steam tariffs.

Solution

Utilizing the strong foundation of Hansen's PeaceCX (formerly PeacePlus) and integrating with Hansen's NirvanasoftCX, the complete project allowed Xcel Energy to automate billing for its approximately 10,000 large-scale C&I customers. Apart from meeting the complex requirements of Xcel Energy the system also provides for flexibility and ongoing customization as demanded by key account contracts.

Outcome

The business benefits of having the NirvanasoftCX billing engine integrated with existing system PeaceCX (without the added risk and complexity of replacing their core system) extended their enterprise functional and operational billing capability. It also provides strategic alignment for a complete Enterprise Customer Billing Solution, and the clear benefit of working with one vendor.

Additionally, it delivers an overall reduction in IT System Maintenance and Business Operating Costs. Xcel Energy saw significant time savings in the manual effort required to process these bills: reductions of between 85% and 90%. No less important was the timeliness of bills were similar reductions were seen in the elapsed time between the receipts of meter reads and the bills being mailed. And, as we continue to make improvements in the systems, and process automation we expect to see even further efficiencies in the future.