



## CASE STUDY

## Integrating Exceleron Prepay with Payment Kiosks



Integrated a prepaid solution into a payment kiosk for a large, public power company utilizing Microsoft BizTalk.

### Background

Cowlitz Public Utility District (PUD) is a public power company that services Cowlitz County in Washington. Cowlitz PUD services various industries as well as over 48,000 residents and currently has the second highest power load in the state of Washington.

Cowlitz PUD has been on the forefront of implementing smart-grid technology to better service their customers. Smart grid technology allows the utility to manage meters and meter data remotely as well as manage pieces of the infrastructure like the SCADA system. Cowlitz PUD integrates this technology with other systems like a state-of-the-art outage management system, payment kiosks, and prepay systems. Cowlitz PUD requested that MXOtech extend this integration framework to integrate payment kiosks and the Exceleron prepay system so that customers using the prepay system could see accurate balances on the payment kiosk and pay accordingly.

### Approach

MXO worked with Cowlitz PUD operational technology employees and prepay vendor Exceleron to gain an understanding of the application programming interface (API) for the prepay system. MXO identified and tested the API calls necessary to receive prepay balances and performed an analysis on the current integration framework that Cowlitz uses for the payment kiosks.





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Payment kiosk  
available to all Cowlitz  
PUD customers.

Cowlitz PUD leverages Microsoft BizTalk Server 2013 for their enterprise integration framework. MXO extended the Microsoft BizTalk solution for the real-time payment kiosk to look up the member's account in the customer information system to determine if they were a prepay customer. Next, MXO added logic based on the customer type to connect to the appropriate API to retrieve the customer's true balance. The resulting balance is then returned to the payment kiosk in real-time and ultimately displayed for the customer.

### Results

- Cowlitz PUD's Microsoft BizTalk Server 2013 solution for their payment kiosks is integrated with the Exceleron prepay system.
- Enables payment kiosk use for all Cowlitz PUD customers.
- Creates BizTalk artifacts for the Exceleron API that can be leveraged for integration with other Cowlitz PUD systems.

### Technology

Cowlitz PUD's enterprise integration framework leverages Microsoft BizTalk Server 2013. It is connected to various smart-grid systems including Cowlitz's AMI, MDM, Outage Management System, CIS, SCADA system, payment kiosks, and prepay system. Each system has its own API requiring a custom developed or out-of-the-box adapter and pipeline. This enables data delivery to these APIs as well as Microsoft SQL and Oracle databases.