

**Oracle Utilities Customer Care and Billing
Release 2.3.1**

Utility Reference Model

3.3.1 Gather and Maintain Customer Information

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Oracle Utilities Customer Care and Billing Utility Reference Model 3.3.1, Release 2.3.1

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Chapter 1

Overview

This chapter provides a brief description of the Gather and Maintain Customer Information business process and associated process diagrams. This includes:

- **Brief Description**
- **Business Process Diagram**

Brief Description

Business Process: 3.3.1 Gather and Maintain Customer Information

Process Type: Process

Parent Process:

Sibling Processes:

This process takes place when a new Customer requests any type of service from the Company. However, if the Customer already has a relationship with the Company or has had them in the past, the same business logic is applied and the same process is used to update the application with additional information related to the customer and services provided to the customer.

Business Process Diagram

