

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

Utility Reference Model

3.4.3.2 Process Customer Request for Net Metering

July 2012

Oracle Utilities Customer Care and Billing Utility Reference Model 3.4.3.2, Release 2.3.1

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Chapter 1

Overview

This chapter provides a brief description of the Process Customer Request for Net Metering business process and associated process diagrams. This includes:

- **Brief Description**
 - **Actors/Roles**

Brief Description

Business Process: 3.4.3.2 Process Customer Request for Net Metering

Process Type: Process

Parent Process:3.4.1.1 Manage Customer Contacts

Sibling Processes:

Process Customer Request for Net Metering takes place when customers contact a company to inform the utility that an energy-generating device exists. This process elaborates on how customer contacts are created and how the meter type is changed to a rollback meter that will accept negative consumption.

Actors/Roles

The Process Customer Request for Net Metering business process involves the following actors and roles.

- **CC&B:** The Customer Care and Billing application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **CSR CC&B:** CSR or Authorized User of the Customer Care and Billing application.

Chapter 2

Detailed Business Process Model Description

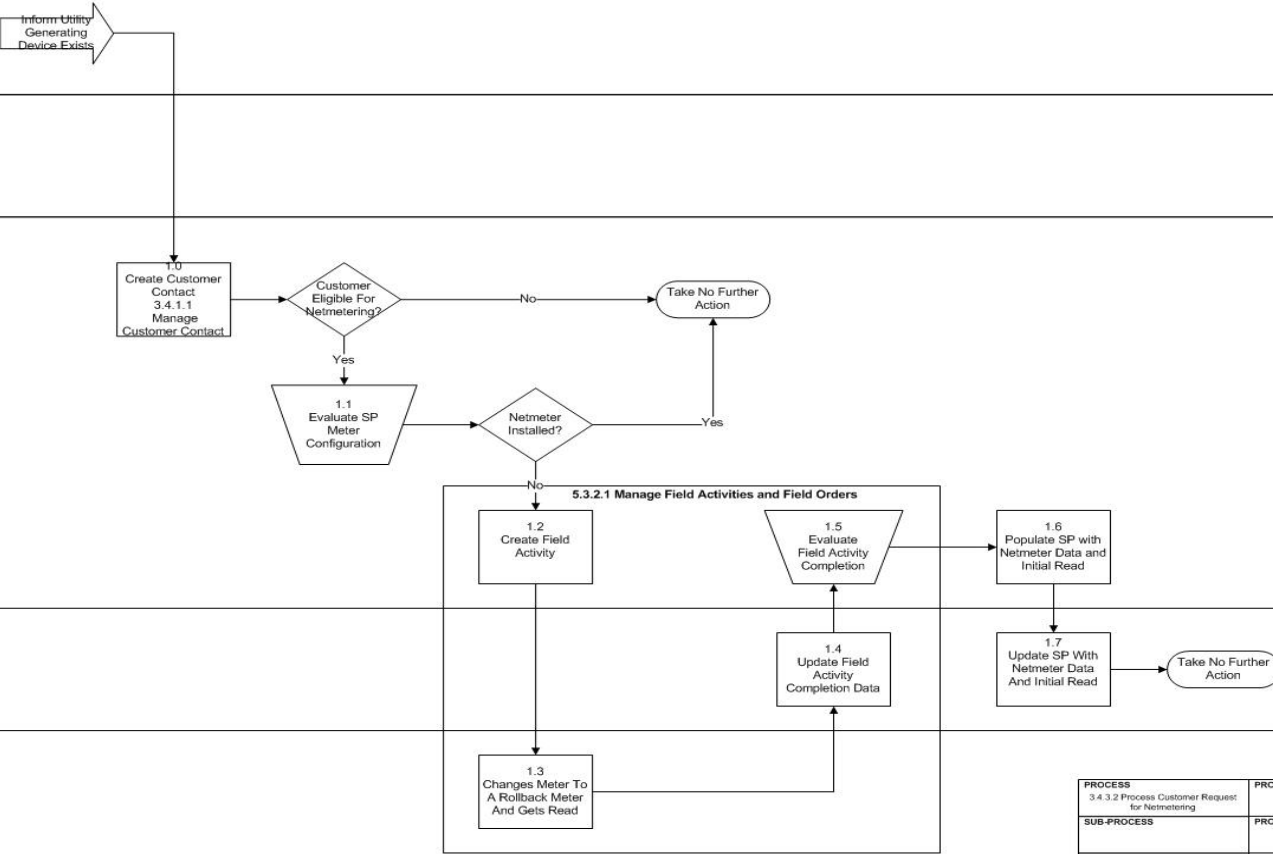
This chapter provides a detailed description of the Process Customer Request for Net Metering business process. This includes:

- **Business Process Diagrams**
 - **Process Customer Request for Net Metering**
- **Process Customer Request for Net Metering Description**
- **Related Training**

Business Process Diagrams

Customer Request for Net Metering

CC&B v2.3.1 *Process Customer Request for Net Metering*



PROCESS 3.4.3.2 Process Customer Request for Netmetering	PRODUCT FAMILY UGBU	CREATED BY FIM URM Team	FILENAME 4.2
SUB-PROCESS	PRODUCT LINE/RELEASE CC&B v2.3.1	BPE APPROVAL	Page Nu
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISE

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Process Customer Request for Net Metering Description

This section includes detailed descriptions of the steps involved in the Process Customer Request for Net Metering business process, including:

- **1.0 Create Customer Contact Record that Generating Device Exists**
- **1.1 Evaluate SP for Meter Configuration**
- **1.2 Generate Field Activity for Replacement of Meter**
- **1.3 Changes Meter to a Rollback Meter and Obtains Read**
- **1.4 Field Activity Completed**
- **1.5 Evaluate Field Activity Completion**
- **1.6 Update SP with Netmeter Data**

1.0 Create Customer Contact Record that Generating Device Exists

See **Process Customer Request for Net Metering** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: When a customer contacts the company the CSR or Authorized User enters a Customer Contact record that a generating device exists. 3.4.1.1 Manage Customer Contacts will assume subsequent processing of the customer contact.

1.1 Evaluate SP for Meter Configuration

See **Process Customer Request for Net Metering** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User evaluates the Meter Configuration to determine if a Netmeter exists on the Service Point.

1.2 Generate Field Activity for Replacement of Meter

See **Process Customer Request for Net Metering** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User will create a Field Activity for the replacement of the meter to a rollover meter.

1.3 Changes Meter to a Rollback Meter and Obtains Read

See **Process Customer Request for Net Metering** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: Field Operations

Description: Field Operations will perform the meter change to a rollback meter and obtains the initial read.

1.4 Field Activity Completed

See **Process Customer Request for Net Metering** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B will complete the Field Activity.

1.5 Evaluate Field Activity Completion

See **Process Customer Request for Net Metering** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User will determine if the Field Activity is completed.

1.6 Update SP with Netmeter Data

See **Process Customer Request for Net Metering** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User updates the SP with netmeter characteristic type/value information.

Entities to Configure

Meter Type Characteristic Type (CI_ROLLB)

SP Characteristic Type (CI_GENCP)

Related Training

The following User Productivity Kit (UPK) modules provide training related to this business process:

- Oracle Utilities UPK for Customer Care and Billing, User Tasks