

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

Utility Reference Model

4.2.1.2a Load Meter Reads

July 2012

Oracle Utilities Customer Care and Billing Utility Reference Model 4.2.1.2a, Release 2.3.1

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# Chapter 1

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## Overview

This chapter provides a brief description of the Load Meter Reads business process and associated process diagrams. This includes:

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

## Brief Description

**Business Process:** 4.2.1.2a Load Meter Reads

**Process Type:** Sub-Process

**Parent Process:** 4.2.1 Collect and Process Meter Read and Miscellaneous Charges

**Sibling Processes:** 4.2.1.1a Read Meter, 4.2.1.3a Validate Meter Reads, 4.2.1.4 Manage Consumption Data Reporting

These processes described here are used to upload meter reads into the system for use by your organization for Billing and other read verification or investigation.

Through the upload processes you can view historical meter read upload records, correct read upload records in error, and add adhoc upload records to be uploaded later by the automated processes.

Although the system has no constraints, it is recommended to periodically purge completed meter read upload records once they are no longer needed for audit or reporting purposes.

## Actors/Roles

The Load Meter Reads 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

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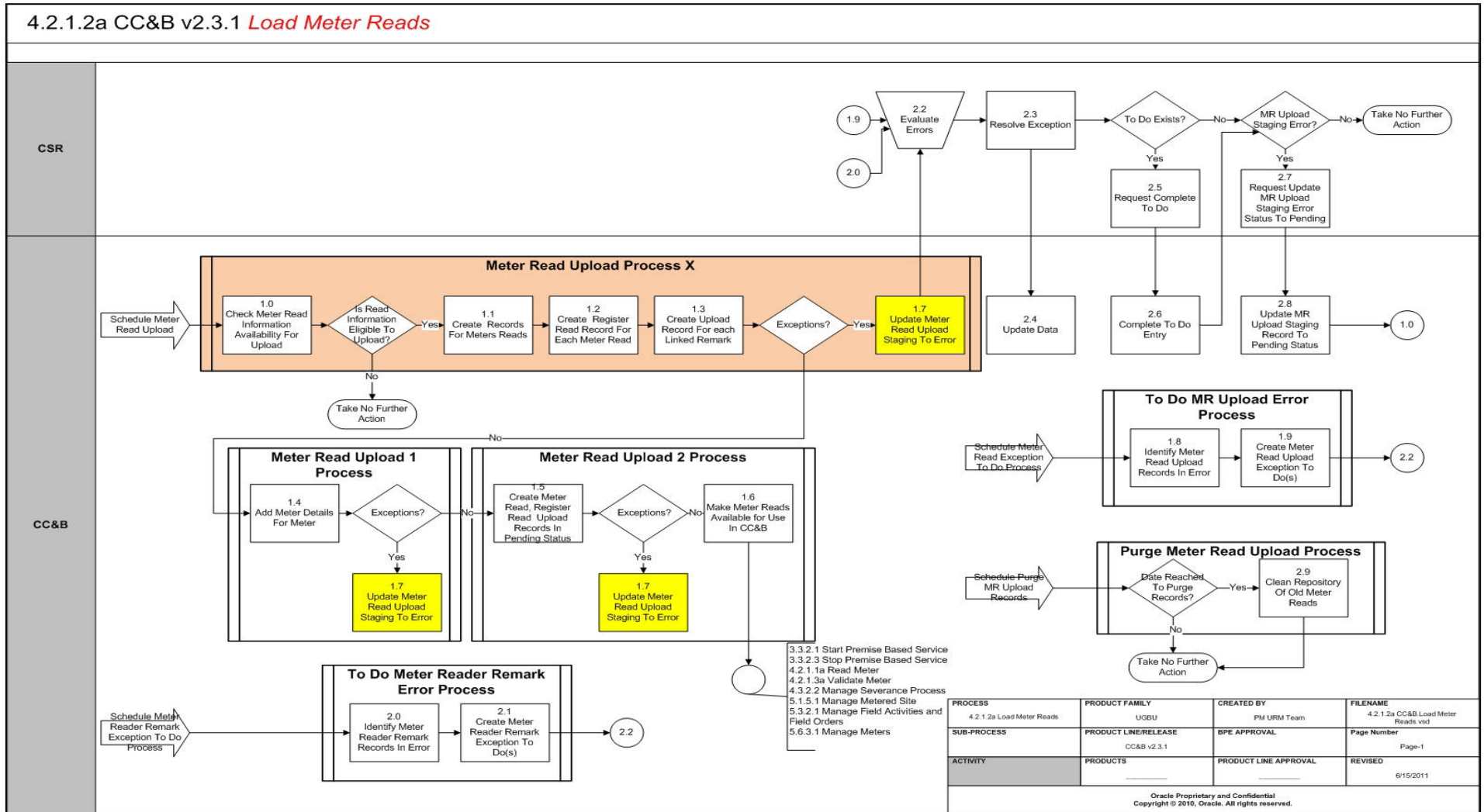
## Detailed Business Process Model Description

This chapter provides a detailed description of the Load Meter Reads business process. This includes:

- **Business Process Diagrams**
  - **Load Meter Reads**
- **Load Meter Reads Description**
- **Related Training**

# Business Process Diagrams

## Load Meter Reads





# Load Meter Reads Description

This section includes detailed descriptions of the steps involved in the Load Meter Reads business process, including:

- **1.0 Check Meter Read Information Availability for Upload**
- **1.1 Create Records for Meters Reads**
- **1.2 Create Register Read Record for each Meter Read**
- **1.3 Create Upload Record for each Linked Remark**
- **1.4 Add Meter Read Details for Meter**
- **1.5 Create Meter Read, Register Read Upload Records in Pending Status**
- **1.6 Make Meter Reads Available for Use in CC&B**
- **1.7 Update Meter Read Upload Staging to Error**
- **1.8 Identify Meter Read Upload Records in Error**
- **1.9 Create MR Upload Exceptions To Do**
- **2.0 Identify Meter Reader Remark Records in Error**
- **2.1 Create Meter Reader Remark Exceptions To Do**
- **2.2 Evaluate Errors**
- **2.3 Resolve Exception**
- **2.4 Update Data**
- **2.5 Request Complete To Do**
- **2.6 Complete To Do Entry**
- **2.7 Request Update MR Upload Staging Error Status to Pending**
- **2.8 Update MR Upload Staging Record to Pending Status**
- **2.9 Clean Repository of Old Meter Reads**

## 1.0 Check Meter Read Information Availability for Upload

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Group:** Meter Read Upload Process X

**Actor/Role:** CC&B

**Description:** A regularly scheduled background process in CC&B checks to see if meter reads from the reading software applications is available for upload.

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### Customizable Processes

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Process X is the background process used by organizations to populate various staging tables. It is a totally custom process.

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## 1.1 Create Records for Meters Reads

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Group:** Meter Read Upload Process X

**Actor/Role:** CC&B

**Description:** An upload staging record is created for each meter that was read. This record contains all the unique identifiers for the given meter, including badge number, read date and time, Source of Read, Service Point geographic values, and Use on Bill Switch.

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**Entities to Configure**

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Installation Options - Use High Low Failures on Bill Switch set to Y/N dependent upon established business rules

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**Customizable Processes**

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Process X is the background process used by organizations to populate various staging tables. It is a totally custom process.

---

## 1.2 Create Register Read Record for each Meter Read

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Group:** Meter Read Upload Process X

**Actor/Role:** CC&B

**Description:** An upload staging record is created for each register read that was read. This record contains all the unique identifiers for the given register read including read sequence for the register read, read type, unit of measure, time of use for given register read, actual register reading, and high/low review indicator.

---

**Entities to Configure**

---

UOM - Unit of Measure Code

TOU - Time of Use Code

Meter Type

Meter Configuration Type

Meter Manufacturer and Model

Installation Options - Use High Low Failures on Bill Switch set to Y/N dependent upon established business rules

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**Customizable Processes**

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Process X is the background process used by organizations to populate various staging tables. It is a totally custom process.

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### 1.3 Create Upload Record for each Linked Remark

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Group:** Meter Read Upload Process X

**Actor/Role:** CC&B

**Description:** An upload staging record is created for each meter reader remark that needs to be linked to a meter read. The record contains unique identifiers including the related staging record, and reader remark code.

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#### Entities to Configure

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Meter Reader Remarks

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#### Available Algorithms

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Meter Reader Remarks

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#### Customizable Processes

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Process X is the background process used by organizations to populate various staging tables. It is a totally custom process.

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### 1.4 Add Meter Read Details for Meter

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Group:** Meter Read Upload 1 Process

**Actor/Role:** CC&B

**Description:** The Populate Meter Configuration process populates the meter details for each meter included in the upload. This first portion of the meter read upload staging process defaults meter configuration ID's for the badge number on the newly added meter read upload staging record.

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#### Customizable Processes

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MUP1-Populate Meter Configuration - this process populates meter configuration ID on all MR upload staging records that do not have a meter configuration ID

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### 1.5 Create Meter Read, Register Read Upload Records in Pending Status

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Group:** Meter Read Upload 2 Process

**Actor/Role:** CC&B

**Description:** This process creates the meter read and register read for all MR upload records in Pending Status. Reads that fail high/low checks are created, however are flagged for review. Refer to 4.2.1.3a Validate Meter Reads for details.

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#### Customizable Processes

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MUP2 - Create Meter Read - creates meter read and register read for all MR Upload records in Pending Status

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## 1.6 Make Meter Reads Available for Use in CC&B

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Group:** Meter Read Upload 2 Process

**Actor/Role:** CC&B

**Description:** Through the upload process the read information is made available for use in CC&B. The upload record changes to a completed status. Refer to other processes to obtain details on how the read will be used.

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#### Customizable Processes

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MUP2 - Create Meter Read - creates meter read and register read for all MR Upload records in Pending Status

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## 1.7 Update Meter Read Upload Staging to Error

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Group:** Meter Read Upload Process X

**Group:** Meter Read Upload 1 Process

**Group:** Meter Read Upload 2 Process

**Actor/Role:** CC&B

**Description:** The Meter Read Upload Staging record is transitioned to Error status for review by a CSR or Authorized User.

---

#### Customizable Processes

---

Process X is the background process used by organizations to populate various staging tables. It is a totally custom process.

MUP1-Populate Meter Configuration - this process populates meter configuration ID on all MR upload staging records that do not have a meter configuration ID.

MUP2 - Create Meter Read - creates meter read and register read for all MR Upload records in Pending Status.

---

## 1.8 Identify Meter Read Upload Records in Error

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Group:** To Do MR Upload Error Process

**Actor/Role:** CC&B

**Description:** CC&B identifies Meter Read records that cannot be uploaded and creates To Do Entries.

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### Entities to Configure

To Do Role

To Do Type

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### Customizable Processes

TD-MRUPL - This background process creates a To Do entry for every uploaded meter read that's in error.

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## 1.9 Create MR Upload Exceptions To Do

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Group:** To Do MR Upload Error Process

**Actor/Role:** CC&B

**Description:** Errors are placed in an exception table and can be reviewed using the MR Upload Staging Notebook. If configured a To Do entry will be created for a CSR or Authorized User to review.

---

### Entities to Configure

To Do Role

To Do Type

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### Customizable Processes

TD-MRUPL - This background process creates a To Do entry for every uploaded meter read that's in error.

---

## 2.0 Identify Meter Reader Remark Records in Error

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Group:** To Do Meter Reader Remark Error Process

**Actor/Role:** CC&B

**Description:** CC&B identifies Meter Reader Remark records that cannot be uploaded and creates To Do Entries.

---

**Entities to Configure**

---

To Do Role

To Do Type

---

---

**Customizable Processes**

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TD-MRR-ERR - This background process creates a To Do entry for every uploaded meter reader remark that's in error.

---

## 2.1 Create Meter Reader Remark Exceptions To Do

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Group:** To Do Meter Reader Remark Error Process

**Actor/Role:** CC&B

**Description:** If additional activities should occur as a result of a meter reader remark and the remark has an error associated with it, CC&B will create an exception record for review by a CSR or Authorized User.

---

**Entities to Configure**

---

Meter Reader Remark

To Do Role

To Do Type

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---

**Customizable Processes**

---

TD-MRRER - This background process creates a To Do entry for every uploaded meter reader remark that's in error.

---

## 2.2 Evaluate Errors

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for missing or incomplete information.

## 2.3 Resolve Exception

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** Based on established business rules the CSR or Authorized User reviews and explores different options to resolve exceptions. This may include creation of a new field activity, review of meter type and configuration, estimation of reads or additional investigation.

## 2.4 Update Data

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** Any resolution or change information is updated in CC&B.

## 2.5 Request Complete To Do

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** If the background process creates a To Do Entry, the CSR or Authorized User marks the To Do Entry as complete and requests completion of the To Do Entry once the error is resolved. The CSR or Authorized User may add comments or a log entry for future reference.

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### Entities to Configure

---

To Do Role

To Do Type

---

## 2.6 Complete To Do Entry

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The To Do Entry is updated to Complete status in CC&B.

---

### Entities to Configure

---

To Do Role

To Do Type

---

## 2.7 Request Update MR Upload Staging Error Status to Pending

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** After evaluating an exception, the CSR or Authorized User may change the MR Upload record from Error to Pending to allow for the Meter Read information to be available again for upload in CC&B.

## 2.8 Update MR Upload Staging Record to Pending Status

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The MR Upload record is again updated to Pending status in CC&B.

## 2.9 Clean Repository of Old Meter Reads

See **Load Meter Reads** on page 2-2 for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** Completed meter read upload records older than a defined number of days are periodically purged from the system.

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### Customizable Processes

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MRUP-PRG - this background process allows for purging all completed meter read upload staging records older than a defined number of days.

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## Related Training

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

- Oracle Utilities UPK for Customer Care and Billing, Administrative Setup
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing for Interval Data