

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

Utility Reference Model

4.2.1.5 Maintain Meter Read Schedule

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Oracle Utilities Customer Care and Billing Utility Reference Model 4.2.1.5, Release 2.3.1

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Chapter 1

Overview

This chapter provides a brief description of the Maintain Meter Read Schedule business process and associated process diagrams. This includes:

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

Brief Description

Business Process: 4.2.1.5 Maintain Meter Read Schedule

Process Type: Sub-Process

Parent Process: 4.2 .1 Collect and Process Meter Reads and Miscellaneous Charges

Sibling Processes: 4.2.1.1a Read Meter, 4.2.1.2a. Load Meter Readings, 4.2.1.3a. Validate Meter Read, 4.2.1.4 Manage Consumption Data Reporting, 4.2.1.6 Receive External Charges, 4.2.1.7 Apply Miscellaneous Charges

This process describes how a meter read schedule is maintained. The meter read schedule defines when service points in a given cycle are read. The process is triggered when an update is required to a meter read schedule. The process' output is an updated schedule in CC&B. Changes to the meter read schedule may impact the Bill Cycle Schedules. The actors involved in this process are Field Operators and CSRs or Authorized Users.

Actors/Roles

The Maintain Meter Read Schedule 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

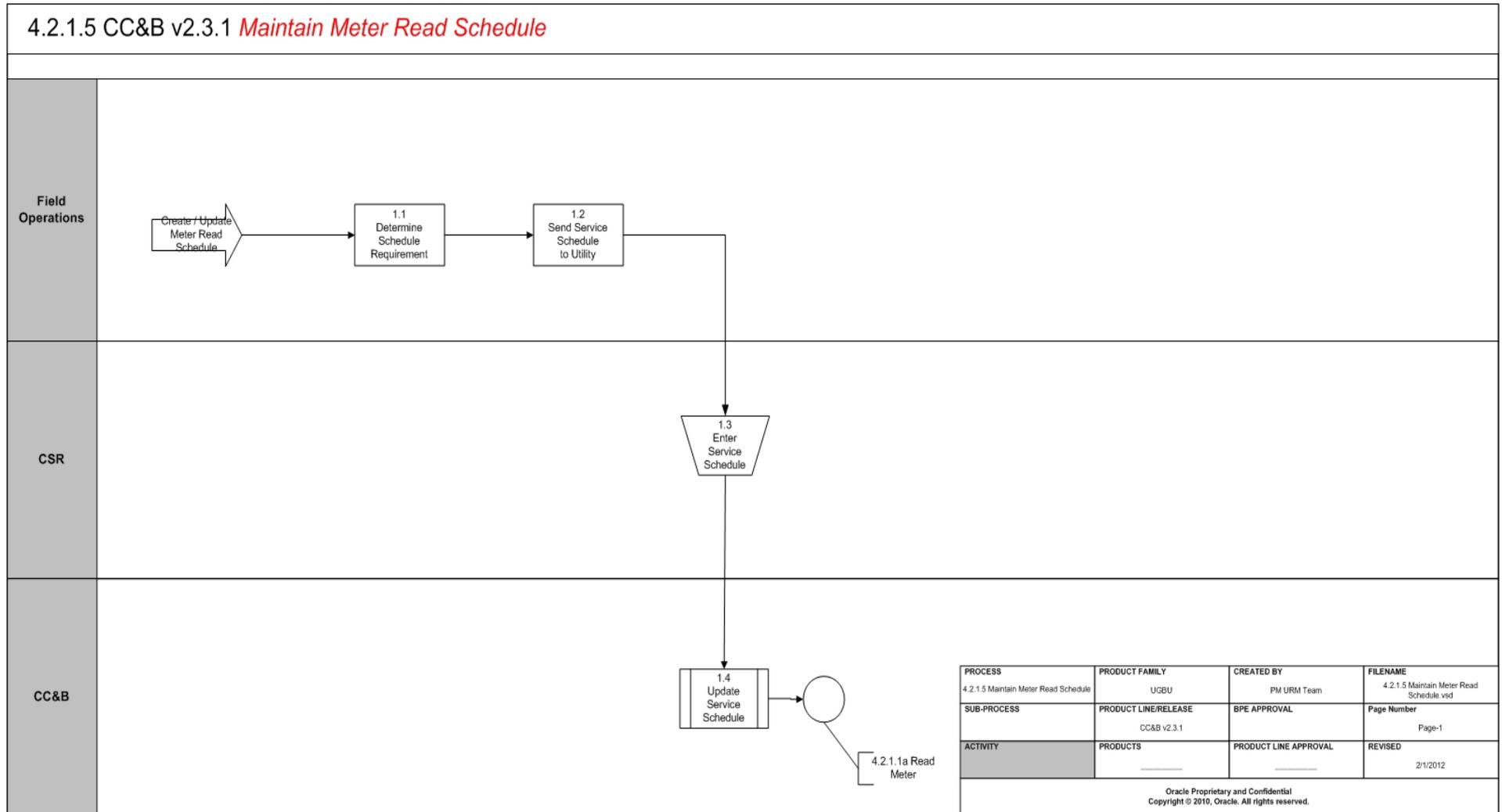
Detailed Business Process Model Description

This chapter provides a detailed description of the Maintain Meter Read Schedule business process. This includes:

- **Business Process Diagrams**
 - **Maintain Meter Read Schedule**
- **Maintain Meter Read Schedule Description**
- **Related Training**

Business Process Diagrams

Maintain Meter Read Schedule



Maintain Meter Read Schedule Description

This section includes detailed descriptions of the steps involved in the Maintain Meter Read Schedule business process, including:

- **1.1 Determine Schedule Requirements**
- **1.2 Send Service Schedule to Utility**
- **1.3 Enter Service Schedule**
- **1.4 Update Service Schedule**

1.1 Determine Schedule Requirements

See **Maintain Meter Read Schedule** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: Field Operations / CSR

Description: Each organization has specific reporting needs. Various Reports require that different processes or functions in CC&B be completed. Requests for Reports vary dependent on time frame. Based on the design of the report, the CSR or Authorized User enters standard required parameters for the given report.

1.2 Send Service Schedule to Utility

See **Maintain Meter Read Schedule** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: Field Operations / CSR

Description: The Field Operations Officer sends the updated service schedule to the Utility organization.

1.3 Enter Service Schedule

See **Maintain Meter Read Schedule** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: Field Operations / CSR

Description: The CSR or Authorized User receives the updated service schedule from the Field Operators and updates the service schedule in CC&B. This is a manual task. There are different data requirements depending on whether it is an update to an existing service schedule or it is the creation of a new service schedule. This information is entered directly into CC&B via the Service Schedule screen.

Entities to Configure

Service Cycle

Service Route Type

1.4 Update Service Schedule

See **Maintain Meter Read Schedule** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The updated schedule is stored in CC&B. The Scheduled Selection Date on the Service Schedule will now be used to determine the date the system downloads eligible service points in the nominated cycle. In addition, it will now be used by Billing to determine when a meter read is expected.

Entities to Configure

Service Cycle

Service Route Type

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