

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

Utility Reference Model

4.2.2.1 Update Billing Information

July 2012

Oracle Utilities Customer Care and Billing Utility Reference Model 4.2.2.1, Release 2.3.1

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Contents

Chapter 1

Overview..... 1-1
 Brief Description 1-2
 Actors/Roles..... 1-2

Chapter 2

Detailed Business Process Model Description 2-1
 Business Process Diagrams..... 2-2
 Update Billing Information Page 1 2-2
 Update Billing Information Page 2 2-3
 Update Billing Information Page 3 2-4
 Update Billing Information Page 4 2-5
 Update Billing Information Page 5 2-6
 Update Billing Information Description..... 2-7
 1.0 Review Existing, Gather, Determine Requirements for Bill Cycle..... 2-8
 1.1 Analyze and Coordinate with Service Schedule Information..... 2-8
 1.2 Review and Verify Bill Period Information..... 2-9
 1.3 Request Add Bill Cycle Information 2-9
 1.4 Add Bill Cycle Information..... 2-9
 1.5 Evaluate Information to Update Bill Cycle 2-9
 1.6 Request Update Bill Cycle Information 2-10
 1.7 Update Bill Cycle Information 2-10
 1.8 Review Existing, Gather, Determine Requirements for Bill Period..... 2-10
 1.9 Verify Bill Cycle Information 2-10
 2.0 Review Final Requirements..... 2-10
 2.1 Request Add Bill Period Information 2-10
 2.2 Add Bill Period Information..... 2-11
 2.3 Evaluate Information to Update Bill Period 2-11
 2.4 Request Update Bill Period Information 2-11
 2.5 Update Bill Period Information 2-11
 2.6 Review Existing, Gather and Determine Requirements for Statement Cycle 2-12
 2.7 Request Add Statement Cycle Information..... 2-12
 2.8 Add Statement Cycle Information 2-12
 2.9 Request Update Statement Cycle Information 2-13
 3.0 Update Statement Cycle Information..... 2-13
 3.1 Gather and Verify Rate Requirements and Service Rules 2-13
 3.2 Evaluate Existing Rate Schedules 2-13
 3.3 Design Rate Schedule..... 2-13
 3.4 Request Add New Rate Schedule 2-14
 3.5 Create New Rate Schedule 2-14
 3.6 Request Check Rate..... 2-14
 3.7 Update Information 2-15
 3.8 Review Final Requirements..... 2-15

| | |
|--|------|
| 3.9 Set Rate Schedule Effective on Requested Date | 2-15 |
| 4.0 Update New Rate Schedule | 2-15 |
| 4.1 Request Update Rate Schedule Data | 2-15 |
| 4.2 Update Existing Rate Schedule | 2-16 |
| 4.3 Set Updated Rate Schedule Effective on Requested Date | 2-16 |
| 4.4 Update Existing Rate Schedule with Effective Date | 2-16 |
| 4.5 Request Add New Rate Version | 2-16 |
| 4.6 Create New Rate Version | 2-16 |
| 4.7 Set New Rate Version Effective on Requested Date | 2-17 |
| 4.8 Update New Rate Version with Effective Date | 2-17 |
| 4.9 Request Update Rate Version Data | 2-17 |
| 5.0 Update Existing Rate Version | 2-17 |
| 5.1 Set Updated Rate Version Effective on Requested Date | 2-17 |
| 5.2 Update Existing Rate Version with Effective Date | 2-18 |
| Rates | 2-19 |
| Rate Schedule Algorithms and Major Configuration Information | 2-19 |
| Available Algorithms | 2-19 |
| Entities to Configure | 2-21 |
| Related Training | 2-21 |

Chapter 1

Overview

This chapter provides a brief description of the Update Billing Information business process and associated process diagrams. This includes:

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

Brief Description

Business Process: 4.2.2.1 Update Billing Information

Process Type: Sub Process

Parent Process: 4.2.2 Manage Bill

Sibling Processes: 4.2.2.2 Manage Meter Charges, 4.2.2.3 Manage Item Charges, 4.2.2.4 Manage External and Miscellaneous Charges, 4.2.2.5 Manage Loan Charges, 4.2.2.6 Manage Deposit Charges, 4.2.2.8 Manage Billing Disputes, 4.2.2.9 Manage Billing Inquires, 4.2.2.10a Manage Budget Billing, 4.2.2.10b Manage Monitored and Unmonitored Non-Billed Budget Billing, 4.2.2.12 Manage Payment Arrangement Charges, 4.2.2.14 Manage Off Cycle Bill for External and Miscellaneous Charges, 4.2.1.5 Maintain Meter Read Schedule, 3.3.2.1 Start Premise Based Service, 3.3.2.3 Stop Premise Based Service, 3.3.2.2 Start Non-Premise Based Service, 3.3.2.4 Stop Non-Premise Based Service

This process describes adding or updating various required schedules for billing customers.

Scheduled Bill Cycles allow for billing of customers over a given time period. Each customer must have a Bill Cycle. For example, some customers may be billed quarterly, some monthly, or some a specific date each month. Typically, customers with metered service have are billed shortly after the meter is read. The Bill Cycle corresponds to the Meter Read Cycle (Service Cycle). Changes to service cycles or service schedules may impact associated Bill Cycles. The number of Bill Cycles is dependent on the frequency the organization bills customers. More than one Bill Cycle or group of customers can be billed at the same time using the CC&B Batch Billing background processes. The Authorized User responsible for input of this bill schedule information must be aware of other related business requirements, rules and considerations prior to entry of new schedule information or updates to existing schedules

Bill Period Schedules are used by non-metered Service Agreements when bill end dates need to fall on strict dates. If the organization has these Service Agreement types, coordination with Bill Cycle Schedules is also important.

A Statement is a summary of Service Agreement billing information from one or multiple accounts. Some customers have individual offices that pay the regular bill, however a central office may require a consolidated report of the financial activity for one or more Accounts and/or Service Agreements. A Statement Cycle is needed to accommodate sending this consolidated report. The Statement Cycle has a similar purpose to that of a Bill Cycle. It controls when Statements will be produced. Separate, unique Statement Cycles can accommodate monthly, quarterly or other time periods.

Rate Schedules are also needed for billing the customer for various Service Agreement types. When a Rate is required, it controls:

- How the service's charges are calculated.
- How the charges appear on the customer's bills.
- How the general ledger is impacted by the charges.

The process described here is a high level overview only as Rate Design is impacted by business rules and policies, service rules, and regulatory agencies.

Actors/Roles

The Update Billing Information 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

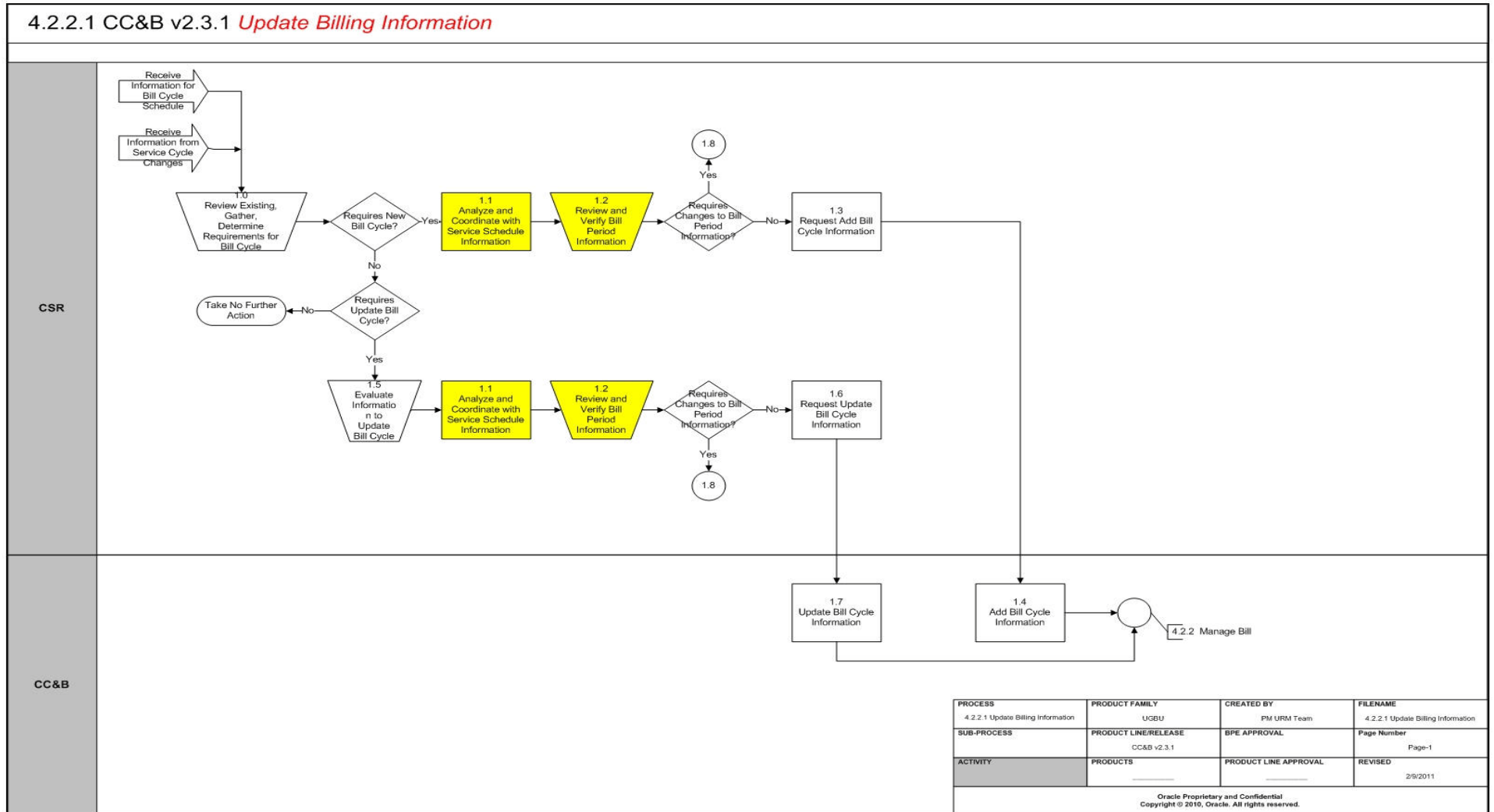
Detailed Business Process Model Description

This chapter provides a detailed description of the Update Billing Information business process. This includes:

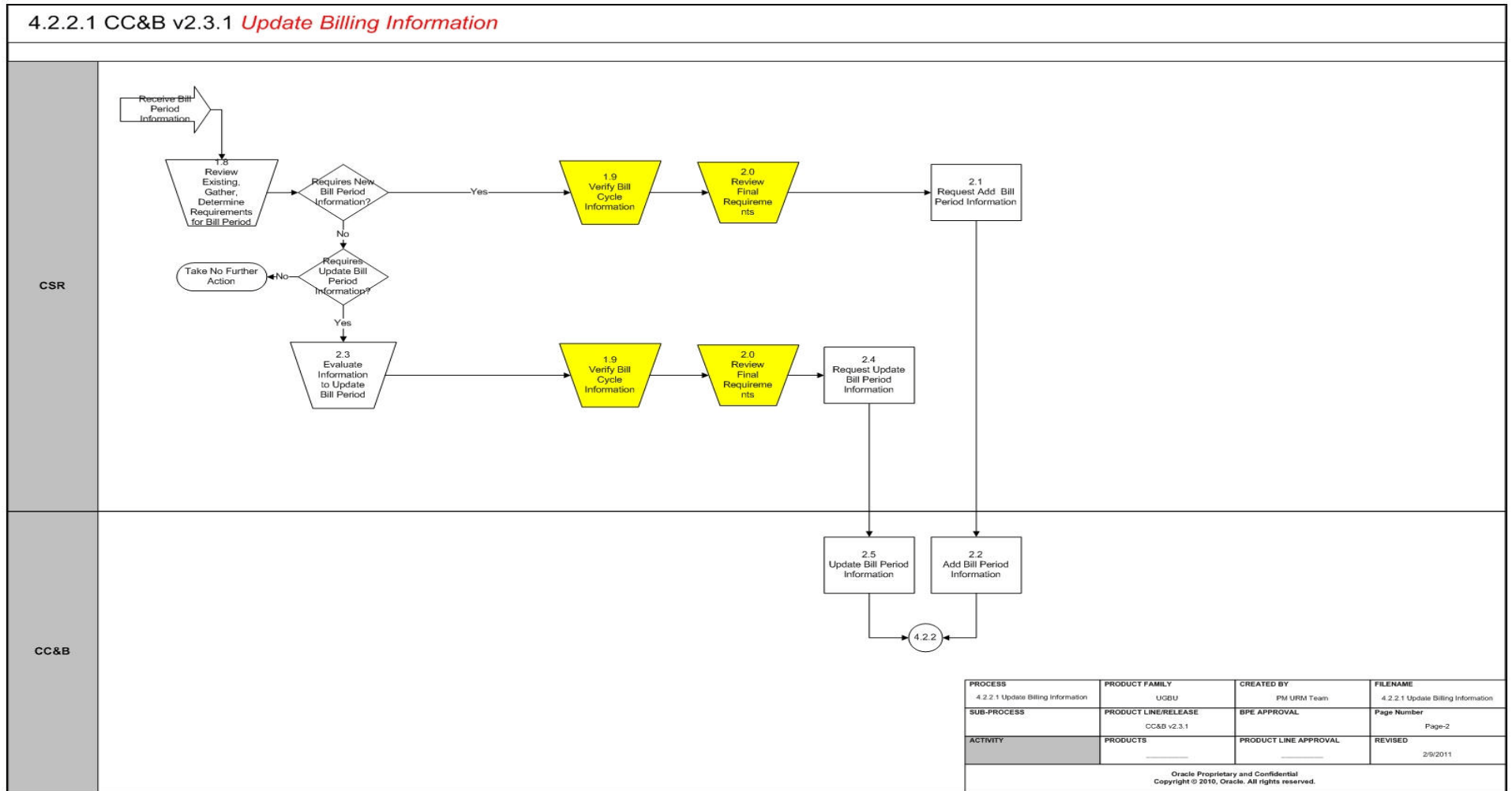
- **Business Process Diagrams**
 - Update Billing Information Page 1
 - Update Billing Information Page 2
 - Update Billing Information Page 3
 - Update Billing Information Page 4
 - Update Billing Information Page 5
- Update Billing Information Description
- Rate Schedule Algorithms and Major Configuration Information

Business Process Diagrams

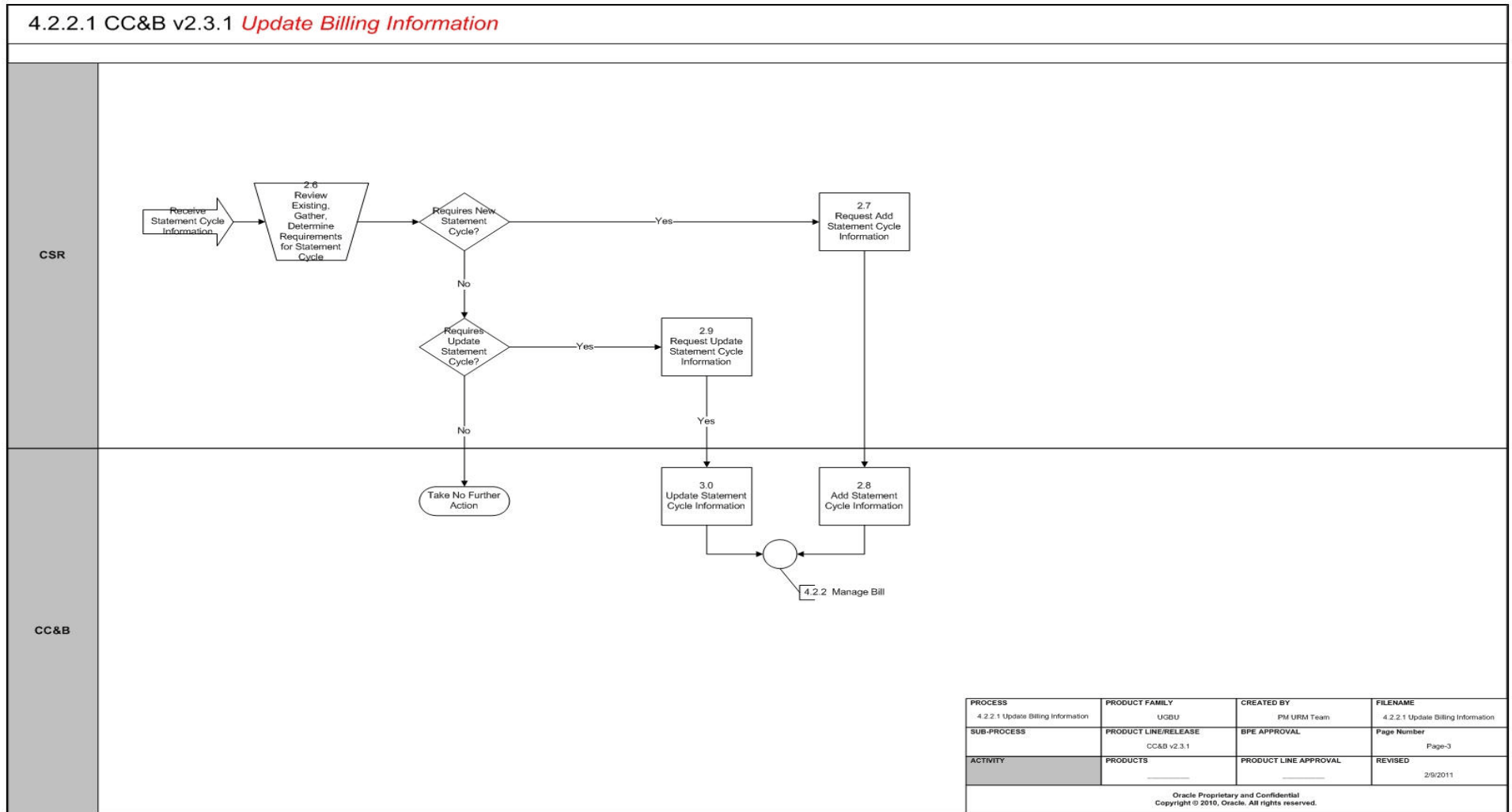
Update Billing Information Page 1



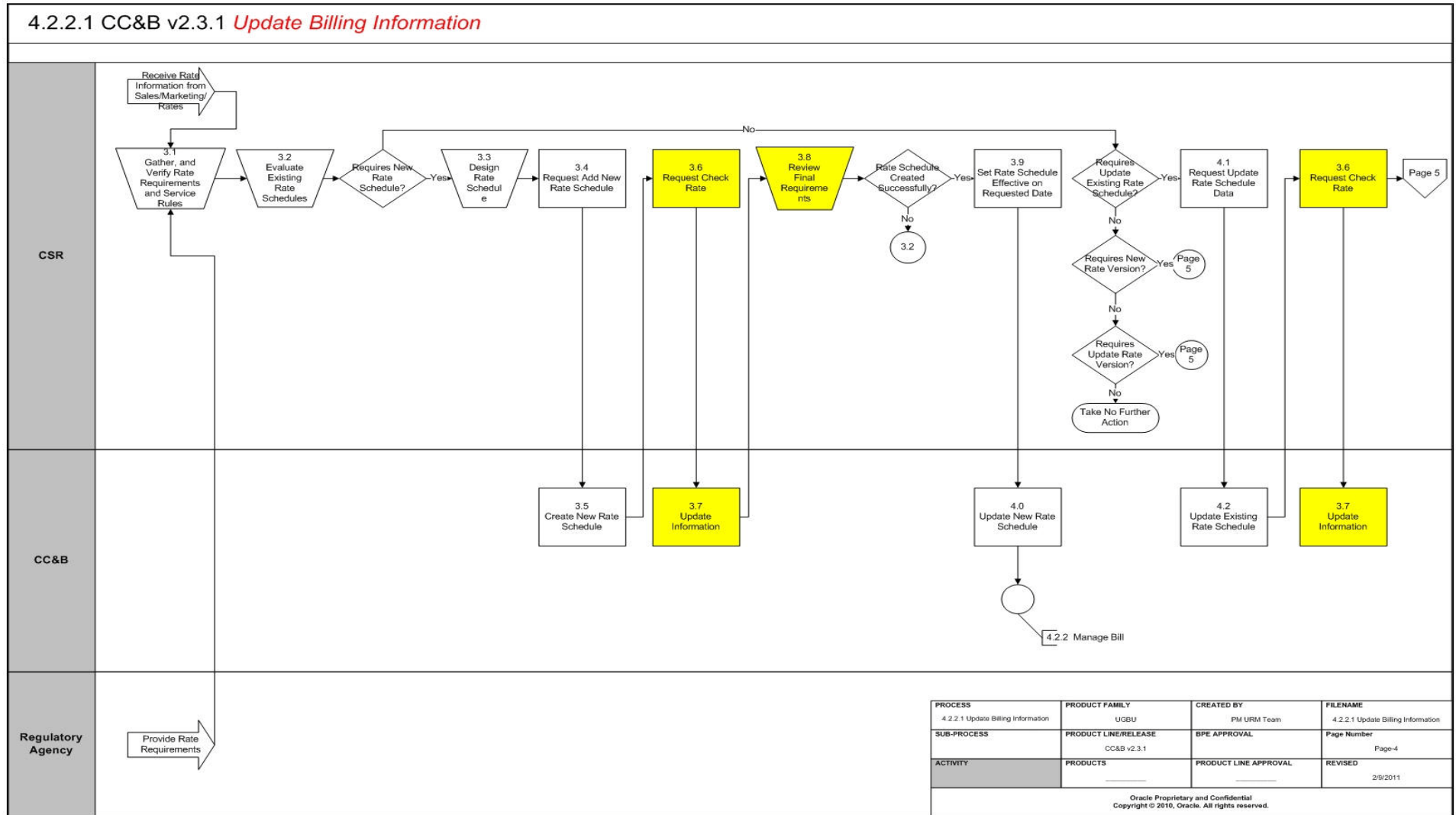
Update Billing Information Page 2



Update Billing Information Page 3

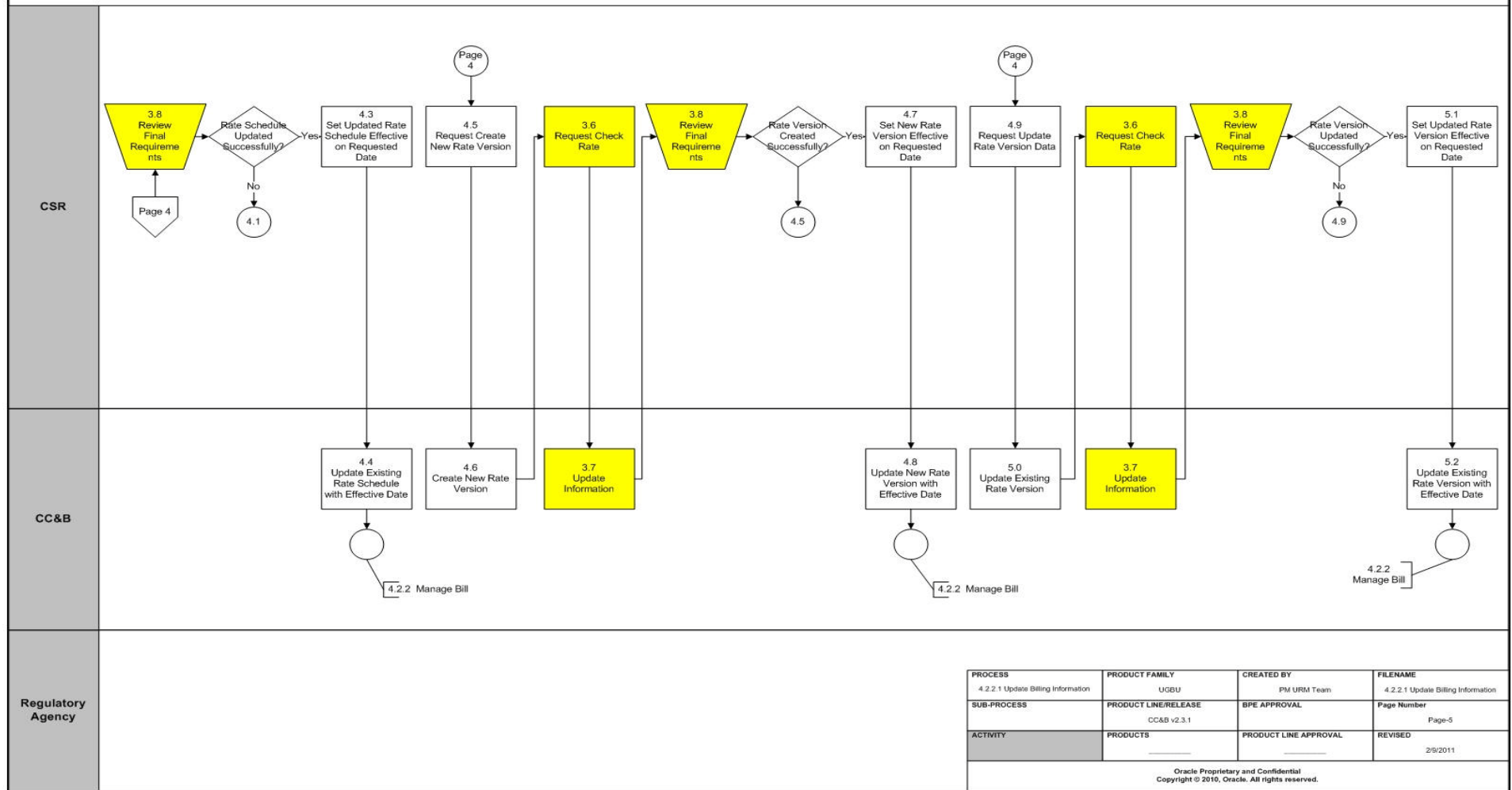


Update Billing Information Page 4



Update Billing Information Page 5

4.2.2.1 CC&B v2.3.1 *Update Billing Information*



Update Billing Information Description

This section includes detailed descriptions of the steps involved in the Update Billing Information business process, including:

- **1.0 Review Existing, Gather, Determine Requirements for Bill Cycle**
- **1.1 Analyze and Coordinate with Service Schedule Information**
- **1.2 Review and Verify Bill Period Information**
- **1.3 Request Add Bill Cycle Information**
- **1.4 Add Bill Cycle Information**
- **1.5 Evaluate Information to Update Bill Cycle**
- **1.6 Request Update Bill Cycle Information**
- **1.7 Update Bill Cycle Information**
- **1.8 Review Existing, Gather, Determine Requirements for Bill Period**
- **1.9 Verify Bill Cycle Information**
- **2.0 Review Final Requirements**
- **2.1 Request Add Bill Period Information**
- **2.2 Add Bill Period Information**
- **2.3 Evaluate Information to Update Bill Period**
- **2.4 Request Update Bill Period Information**
- **2.5 Update Bill Period Information**
- **2.6 Review Existing, Gather and Determine Requirements for Statement Cycle**
- **2.7 Request Add Statement Cycle Information**
- **2.8 Add Statement Cycle Information**
- **2.9 Request Update Statement Cycle Information**
- **3.0 Update Statement Cycle Information**
- **3.1 Gather and Verify Rate Requirements and Service Rules**
- **3.2 Evaluate Existing Rate Schedules**
- **3.3 Design Rate Schedule**
- **3.4 Request Add New Rate Schedule**
- **3.5 Create New Rate Schedule**
- **3.6 Request Check Rate**
- **3.7 Update Information**
- **3.8 Review Final Requirements**
- **3.9 Set Rate Schedule Effective on Requested Date**
- **4.0 Update New Rate Schedule**
- **4.1 Request Update Rate Schedule Data**
- **4.2 Update Existing Rate Schedule**
- **4.3 Set Updated Rate Schedule Effective on Requested Date**
- **4.4 Update Existing Rate Schedule with Effective Date**

- 4.5 Request Add New Rate Version
- 4.6 Create New Rate Version
- 4.7 Set New Rate Version Effective on Requested Date
- 4.8 Update New Rate Version with Effective Date
- 4.9 Request Update Rate Version Data
- 5.0 Update Existing Rate Version
- 5.1 Set Updated Rate Version Effective on Requested Date
- 5.2 Update Existing Rate Version with Effective Date

1.0 Review Existing, Gather, Determine Requirements for Bill Cycle

See **Update Billing Information Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User is provided with Bill Cycle information. The CSR or Authorized User researches and collects necessary information for the new or updated Bill Cycle schedule. The following information is required.

- Window Start Date - Date CC&B begins to create bills for accounts in the Bill Cycle.
- Window End Date - Date CC&B finishes creating bills for accounts in the Bill Cycle. This is the last possible date an available meter read is loaded in CC&B for the account.
- Accounting Date - Financial date associated with the bills' financial transaction. The accounting date defines the financial period(s) the bills are booked in the general ledger.
- Estimate Date - Date CC&B is allowed to start estimating consumption if a real read cannot be found. This date is blank if estimation is not allowed for the Bill Cycle date. When specified, this date is typically on or shortly before the window end date
- Freeze and Complete - Is enabled if the system should freeze and complete any Bills created without errors, otherwise all Bills created by the billing process will be left in the unfinished state.

Entities to Configure

Bill Cycle - Schedule

Customizable Processes

BILLING - creates bills for open Bill Cycles

1.1 Analyze and Coordinate with Service Schedule Information

See **Update Billing Information Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: There is analysis and coordination with the Service Schedule (Meter Read Schedule) Information. The CSR or Authorized User reviews and determines the optimum new Bill Cycle

Schedule. The Bill Cycle's first and last days for Billing must coordinate with Service Schedule's Meter Read dates.

Entities to Configure

Bill Cycle - Schedule

1.2 Review and Verify Bill Period Information

See **Update Billing Information Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: There is coordination with the Bill Period Schedule to ensure all accounts are billed in a timely fashion.

Entities to Configure

Bill Cycle - Schedule

Bill Period Schedule

1.3 Request Add Bill Cycle Information

See **Update Billing Information Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorizer User enters the Bill Cycle Schedule information in CC&B.

1.4 Add Bill Cycle Information

See **Update Billing Information Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Bill Cycle Schedule information is added in CC&B.

Entities to Configure

Bill Cycle - Schedule

1.5 Evaluate Information to Update Bill Cycle

See **Update Billing Information Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User evaluates and reviews current Bill Cycle Schedule information.

1.6 Request Update Bill Cycle Information

See **Update Billing Information Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized user makes changes and updates Bill Cycle Schedule information in CC&B.

1.7 Update Bill Cycle Information

See **Update Billing Information Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Bill Cycle Schedule information is updated in CC&B.

1.8 Review Existing, Gather, Determine Requirements for Bill Period

See **Update Billing Information Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User is provided with Bill Period information. The CSR or Authorized User researches and collects necessary information for the new or updated Bill Period schedule. For each Bill Period a Bill Date and Bill Segment End Date must be defined.

Entities to Configure

Bill Period - Schedule

SA Type definition for Calendar Billing and Bill Period

1.9 Verify Bill Cycle Information

See **Update Billing Information Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User verifies Bill Cycle Schedule information to ensure coordination with the Bill Cycle Schedule Window Dates.

2.0 Review Final Requirements

See **Update Billing Information Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: All requirements are reviewed and confirmed.

2.1 Request Add Bill Period Information

See **Update Billing Information Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User enters Bill Period Schedule information in CC&B.

Entities to Configure

Bill Period - Schedule

2.2 Add Bill Period Information

See **Update Billing Information Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Bill Period Schedule information is added in CC&B.

Entities to Configure

Bill Period - Schedule

2.3 Evaluate Information to Update Bill Period

See **Update Billing Information Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User evaluates and reviews current Bill Period Schedule information.

Entities to Configure

Bill Period - Schedule

2.4 Request Update Bill Period Information

See **Update Billing Information Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR enters information to update the Bill Period Schedule information.

Entities to Configure

Bill Period - Schedule

2.5 Update Bill Period Information

See **Update Billing Information Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Bill Period Schedule information is updated in CC&B.

Entities to Configure

Bill Period - Schedule

2.6 Review Existing, Gather and Determine Requirements for Statement Cycle

See **Update Billing Information Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User is provided with Statement Cycle schedule information. The CSR reviews existing Statement Cycle schedule information. The CSR or Authorized User researches and collects necessary information to determine if a new or updated Statement Cycle schedule is needed. The number of Statement Cycles is determined by a combination of the frequency requirements and how many Statement Cycles with the same frequency.

Entities to Configure

Statement Cycle - Schedule

Statement Route Type

Statement Construct

Available Algorithm(s)

ST for DOC1 - This algorithm is used to create extract records for Statements

Customizable Processes

STMPRD - This background process creates Statements according to a predefined schedule

2.7 Request Add Statement Cycle Information

See **Update Billing Information Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User enters the new Statement Cycle information in CC&B.

2.8 Add Statement Cycle Information

See **Update Billing Information Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The new Statement Cycle information is added in CC&B.

2.9 Request Update Statement Cycle Information

See **Update Billing Information Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User enters any changes in CC&B for the given Statement Cycle.

3.0 Update Statement Cycle Information

See **Update Billing Information Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Statement Cycle is updated in CC&B.

3.1 Gather and Verify Rate Requirements and Service Rules

See **Update Billing Information Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User collects various Rate requirements provided and reviews the existing Service Rules for the organization.

3.2 Evaluate Existing Rate Schedules

See **Update Billing Information Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews various Rate Schedules to determine if an existing Rate Schedule meets needed requirements.

3.3 Design Rate Schedule

See **Update Billing Information Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User plans and prepares all the Rate Schedule requirements prior to entry in CC&B. Market requirements, seasonal rate fluctuations, rate increases due to changes in the service rules are considered. Rates are structured as follows in CC&B:

The Rate Schedule contains information about the Rate that doesn't change over time. This includes the Rate's regulatory name and description.

A Rate's effective dated calculations are stored in a Rate Version. Every Rate schedule has at least one Rate version. Multiple Rate versions exist when the effective dated calculations change, and it's important to keep the prior Rate Version in order to recalculate historical bills.

A Rate Version's calculations and charges are stored in Rate Components. Every Rate Version will have at least one Rate Component. The number of Rate Components linked to a Rate Version is dependent on the complexity of the calculation rules.

Bill Factors are used to specify the amount to charge when the amount is the same for many Rates. This allows for greater flexibility and fewer changes when updates are required. The price may increase across many Rates however it is only necessary to change the price on the Bill Factor. The change is then effective across applicable Rates. Applicable SA Types for the Rate must be defined. The Rate moves from an in progress status while working on the Rate to a validated status when testing or checking the Rate. When the Rate is available for use in CC&B it is transitioned to a finished status.

Entities to Configure

Rates

Available Algorithm(s)

Rate Algorithms

3.4 Request Add New Rate Schedule

See **Update Billing Information Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Once designed, the CSR or Authorized User enters the new Rate Schedule information in CC&B.

Entities to Configure

Rates

Available Algorithm(s)

Rate Algorithms

3.5 Create New Rate Schedule

See **Update Billing Information Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The new Rate Schedule information is added in CC&B.

3.6 Request Check Rate

See **Update Billing Information Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User makes use of Rate Check functionality to verify the new or updated Rate Schedule for accuracy. The Rate can be tested using existing customer information for comparison.

3.7 Update Information

See **Update Billing Information Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Rate check information is updated in CC&B.

3.8 Review Final Requirements

See **Update Billing Information Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews the new or updated information to ensure all requirements are met and the Rate calculations are correct.

3.9 Set Rate Schedule Effective on Requested Date

See **Update Billing Information Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User transitions the Rate Schedule to a finished status. The Rate Schedule is now available for use in CC&B.

4.0 Update New Rate Schedule

See **Update Billing Information Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The new Rate Schedule status is updated in CC&B.

4.1 Request Update Rate Schedule Data

See **Update Billing Information Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: At times it may be necessary to update information in an existing Rate Schedule. It is important to consider how changes impact any historical rebilling. According to established business rules, the CSR or Authorized User enters updated Rate Schedule information as required.

Entities to Configure

Rates

Available Algorithm(s)

Rate Algorithms

4.2 Update Existing Rate Schedule

See **Update Billing Information Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The existing Rate Schedule is updated in CC&B.

4.3 Set Updated Rate Schedule Effective on Requested Date

See **Update Billing Information Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User transitions the Rate Schedule to a finished status. The Rate Schedule is now available for use in CC&B.

4.4 Update Existing Rate Schedule with Effective Date

See **Update Billing Information Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Rate Schedule status is updated in CC&B.

4.5 Request Add New Rate Version

See **Update Billing Information Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Once designed, the CSR or Authorized User enters new Rate Version information in CC&B.

Entities to Configure

Rates

Available Algorithm(s)

Rate Algorithms

4.6 Create New Rate Version

See **Update Billing Information Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The new Rate Version information is added in CC&B.

4.7 Set New Rate Version Effective on Requested Date

See **Update Billing Information Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User transitions the new Rate Version to a finished status. The Rate Version is now available for use in CC&B.

4.8 Update New Rate Version with Effective Date

See **Update Billing Information Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Rate Version is updated to a finished status in CC&B.

4.9 Request Update Rate Version Data

See **Update Billing Information Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: At times it may be necessary to update information for an existing Rate Version. It is important to consider how changes impact any historical rebilling. According to established business rules, the CSR or Authorized User enters updated Rate Version information as required.

Entities to Configure

Rates

Available Algorithm(s)

Rate Algorithms

5.0 Update Existing Rate Version

See **Update Billing Information Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Rate Version is updated in CC&B.

5.1 Set Updated Rate Version Effective on Requested Date

See **Update Billing Information Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User transitions the updated Rate Version to a finished status. The Rate Version is now available for use in CC&B.

5.2 Update Existing Rate Version with Effective Date

See **Update Billing Information Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The updated Rate Version is updated to a finished status in CC&B.

Rates

Rate Schedule Algorithms and Major Configuration Information

Available Algorithms

Bill Factor Rate Selection Date

| | |
|-------------|---|
| C1-BFRACCTG | Bill Factor Date based on Accounting Date |
| C1-BFREND | Bill Factor Date based on Bill Segment End Date |
| C1-BFRSTRT | Bill Factor Date based on Bill Segment Start Date |

Various Rate Component Type Algorithms

Rate Component Calculation

| | |
|-------------|--|
| C1-RC-CLAMT | Sum Calc Line Amounts |
| RCAM-CCL | Calculate CCL |
| DEEMEDPROF | Create Deemed Profile Data |
| RCAM-VAT | Standard Rate VAT |
| RCAM-VATR | Reduced Rate VAT |
| MAX3KW | Capture maximum three kW interval values |

Rate Component Criteria Comparison

| | |
|--------------|---|
| RECC>=2YEARS | Check if date is at least two years old |
|--------------|---|

Rate Component Criteria Field

| | |
|--------------|---|
| RECF-AUTOPAY | Return True If On Autopay |
| RECF-HASELEC | Return TRUE if account has electric service |
| RECF-HASGAS | Return TRUE if account has gas service |

Rate Component Interval Pricing

| | |
|-------------|---|
| IPRC-CNALL | Continuous cons. curve * price curve (fast) |
| IPRC-NCNALL | Non continuous cons. curve * price curve (slower) |
| IPRC-NCNPOS | Non continuous OVERAGE curve * price curve |
| IPRC-NCNNEG | Non continuous UNDERAGE curve * price curve |

Rate Component Interval Pricing Audit

| | |
|--------------|--|
| IPRCA-ALL | Show all consumption and prices |
| IPRCA-EXCESS | Only show excess (positive) consumption and prices |
| IPRCA-UNDER | Only show underage (negative) consump. and pric |

Rate Component Step Algorithm

| | |
|------------|------------------------------|
| MULT BY KW | Multiply step by KW |
| HIGHBP | Set step to high break point |
| LOW BP | Set step to low break point |

Rate Component Time of Use (TOU) Pricing

| | |
|----------|--|
| M&P CONS | Map & Price Continuous, Consumptive Int Data |
| M&P PEAK | Map & Price Continuous, Peak Interval Data |
| TOUMAP1 | Create SQ entries by applying TOU map to int. cons |

Rate Component Time of Use (TOU) Pricing Audit

| | |
|--------------|---------------------------------|
| RCTPRSAU-CON | TOU Pricing Audit - Consumptive |
| RCTPRSAU-PK | TOU Pricing Audit - Peak |

Rate Component Value Algorithm

| | |
|-------------|---|
| PX PRICE | Extact avg price from weekly spot market prices |
| RCVALTHRSQS | Calc. price based on threshold 400 KWH OFF |
| CI_RNDXRF | Round Cross-Reference Amount |

Other Algorithms related to Rates

| | |
|--------------|--|
| BSBS-RT-DFT | Create bill segment using rate application |
| ADJG-RT | Adjustment generation - apply rate |
| CI_ADJ-RT-TX | Adjustment generation - apply rate |
| CALL RATEAPP | Apply the rate to each billing scenario |

Entities to Configure

- Rate Schedule
- Rate Version
- Rate Components
- Service Quantity Rules
- Register Rules
- Service Quantity Identifiers
- Unit of Measure
- Frequency
- Bill Factors
- Characteristics
- Distribution Codes
- Various Algorithm Parameters
- Define Rates on Applicable SA Types
- Meter Configuration Type
- Bill Messages

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
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing