

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

Utility Reference Model

4.2.2.4 Manage External and Miscellaneous
Charges

July 2012

Oracle Utilities Customer Care and Billing Utility Reference Model 4.2.2.4, Release 2.3.1

Copyright © 2012, Oracle and/or its affiliates. All rights reserved.

This document is provided for information purposes only and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark licensed through X/Open Company, Ltd. 0611

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

 Manage External and Miscellaneous Charges Page 1 2-2

 Manage External and Miscellaneous Charges Page 2..... 2-3

 Manage External and Miscellaneous Charges Page 3..... 2-4

 Manage External and Miscellaneous Charges Page 4..... 2-5

 Manage External and Miscellaneous Charges Page 5..... 2-6

 Manage External and Miscellaneous Charges Description 2-7

 1.0 Search for Customer 2-8

 1.1 Evaluate Customer Account Eligibility for Bill 2-9

 1.2 Enter Specific Data for Bill (Segment)(s) Calculation 2-9

 1.3 Request Generate New Bill (Segment)(s) 2-9

 1.4 Determine Bill Period, Consumption Period, Service Point(s) 2-10

 1.5 Determine Bill Period, Consumption Period 2-10

 1.6 Apply Rates to Calculate Charges 2-11

 1.7 Apply Rates to Calculate Additional Charges 2-12

 1.8 Create BS Details and Bill Segment(s)..... 2-12

 1.9 Create Financial Transaction(s) 2-13

 1.9.1 Format Online Presentation 2-13

 2.0 Review Generated Bill Segment(s)..... 2-14

 2.1 Request Changes for Recalculation of Misc Charges Bill..... 2-14

 2.2 Update Information 2-15

 2.3 Request Delete Bill 2-15

 2.4 Delete Bill 2-15

 2.5 Request Delete Specific Bill Segment(s) 2-15

 2.6 Delete Bill Segment(s)..... 2-15

 2.7 Request Freeze Bill Segment(s) 2-15

 2.8 Freeze Bill Segment(s)..... 2-16

 2.9 Freeze FT..... 2-16

 3.0 Initiate Payment Process to Service Provider 2-17

 3.1 Request Cancel Frozen Bill Segment(s) 2-18

 3.2 Update Bill Segment(s) to Pending Cancel..... 2-18

 3.3 Request Finalize Cancel Bill Segment(s) 2-18

 3.4 Update Bill Segment(s) to Canceled 2-18

 3.5 Request Cancel Billable Charge 2-19

 3.6 Request Undo Cancel Bill Segment(s)..... 2-19

 3.7 Return Original Bill Segment(s) to Frozen..... 2-19

3.8 Request Add Bill Message(s).....	2-19
3.9 Add Bill Message(s)	2-20
4.0 Request Complete Bill	2-20
4.1 Create Bill Message(s)	2-20
4.2 Transfer Customer's A/R to Service Provider.....	2-21
4.3 Add Adjustments, Payments, Bill Corrections to Affect Bill Amount	2-22
4.4 Determine Due Date, Credit Review Date.....	2-22
4.5 4.3.1.1d Manage Autopay	2-23
4.6 Create Additional Required Bill Message(s)	2-23
4.7 Create Update Bill with Completion Details.....	2-24
4.8 Review Bill.....	2-24
4.9 Make Necessary Changes for Bill.....	2-25
5.0 Request Reopen Bill	2-25
5.1 Update Current Bill to Reopen.....	2-25
5.2 Request Changes to Impact Balance	2-25
5.3 Update Balance	2-26
5.4 Extract Bill for Printing	2-26
5.5 Print Bill	2-26
5.6 Send Bill to Customer.....	2-26
5.7 Receives Bill.....	2-27
5.8 Select Accounts for Open Bill Cycle	2-27
5.9 Check Eligibility for Batch Billing.....	2-27
6.0 Highlight Bill Segment Exceptions.....	2-28
6.1 Highlight Bill Exceptions	2-28
6.2 Identify Bill Segments in Error Status.....	2-29
6.3 Create Bill Segment Exceptions To Do.....	2-29
6.4 Evaluate and Investigate Error.....	2-30
6.5 Resolve Error	2-30
6.6 Update Data	2-30
6.7 Request Complete To Do	2-30
6.8 Complete To Do Entry	2-30
6.9 Identify Bills in Error Status	2-31
7.0 Create Bill Exceptions To Do	2-31
3.0.1 Evaluate Request to Create Payment to Service Provider	2-31
3.0.2 Determine Amount.....	2-32
3.0.3 Create Adjustment for Service Provider.....	2-32
3.0.4 Send Financial Information	2-33
3.0.5 Receive and Process Financial Information	2-33
3.0.6 Send Payment Information.....	2-33
3.0.7 Process Received Payment Financial Information.....	2-33
Installation Options - Control Central Alert Algorithms.....	2-34
Rates	2-35
Rate Schedule Algorithms and Major Configuration Information.....	2-35
Available Algorithms	2-35
Entities to Configure	2-37
Related Training.....	2-37

Chapter 1

Overview

This chapter provides a brief description of the Manage External and Miscellaneous Charges business process and associated process diagrams. This includes:

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

Brief Description

Business Process: 4.2.2.4 Manage External and Miscellaneous Charges

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, 4.2.2.5 Manage Loan Charges, 4.2.2.6 Manage Deposit Charges, 4.2.1.6 Receive External Charges, 4.2.1.7 Apply External Charges, 4.3.1.1 Manage Payments

This process describes Billing for External and Miscellaneous services. This process takes place in following situations:

-Some Utility Companies practice receiving charges or consumption calculated by Third Party Service Provider and presenting them on the customer's bill along with own charges. These charges called "pass through" charges and Utility Company creates bills for these charges as soon as Third Party Service Provider provides External Charges ("Pass Through" charges) details (See 4.2.1.7 Receive External Charges process for details)

-Utility Company provides the service that occurs outside of main course of business and needs to include charges for the provided service into the one or more Customer's bill(s)

Most bills are produced in a Batch Billing process. If errors are detected, the Bill is saved with an error status for review. The CSR or Authorized User can create Bills manually if required. If a Bill is generated as valid but has missing or incomplete information, the CSR or Authorized User has the ability to modify the bill.

The Bill contains information about financial activity since the last time the customer was billed. The Bill includes information for Payments, Adjustments, and Bill corrections in addition to the current Bill information. The organization can communicate pertinent information to the customer through the use of Bill messages.

When bill is successfully completed the company makes it available for Customer.

Actors/Roles

The Manage External and Miscellaneous Charges 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.

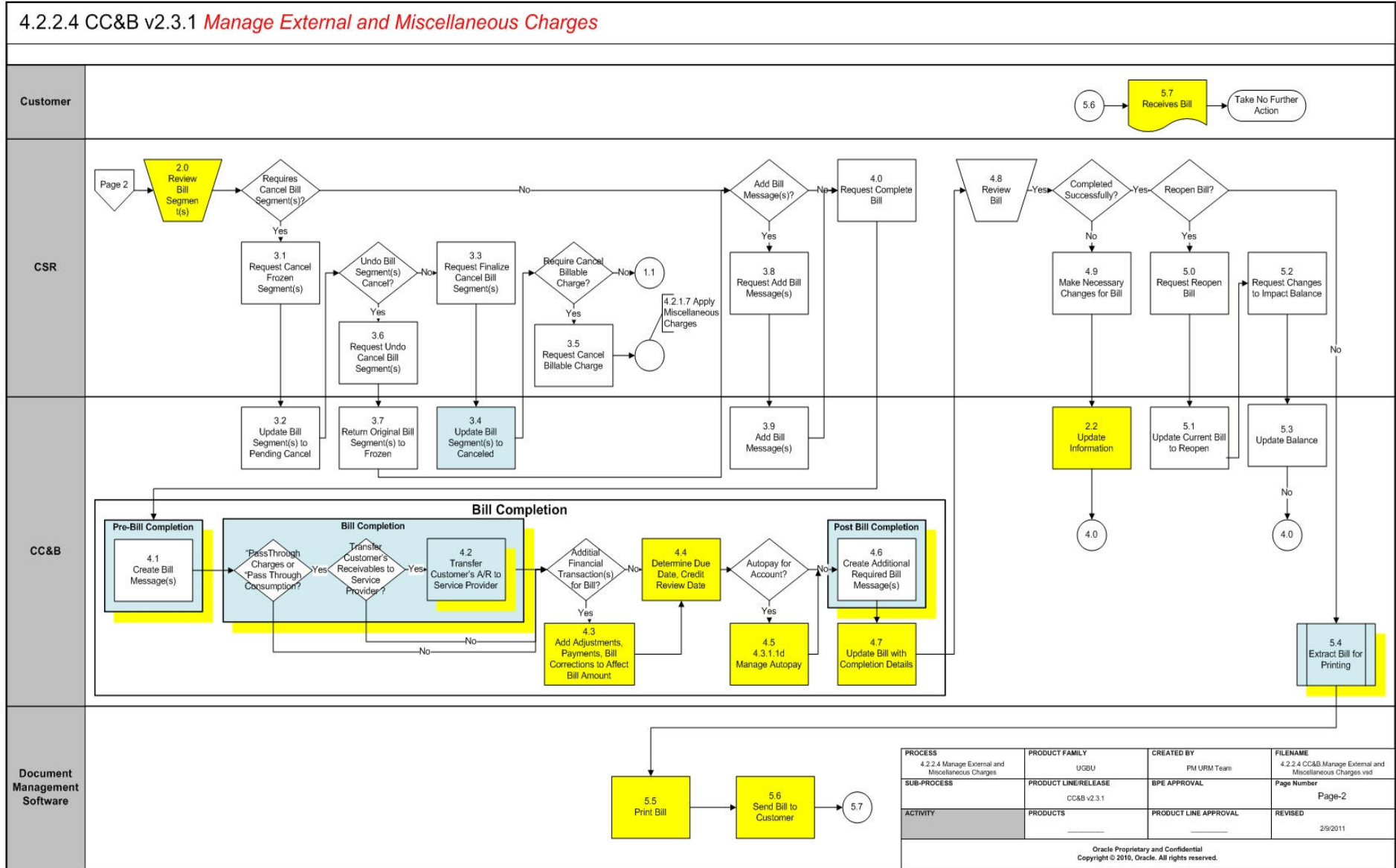
Chapter 2

Detailed Business Process Model Description

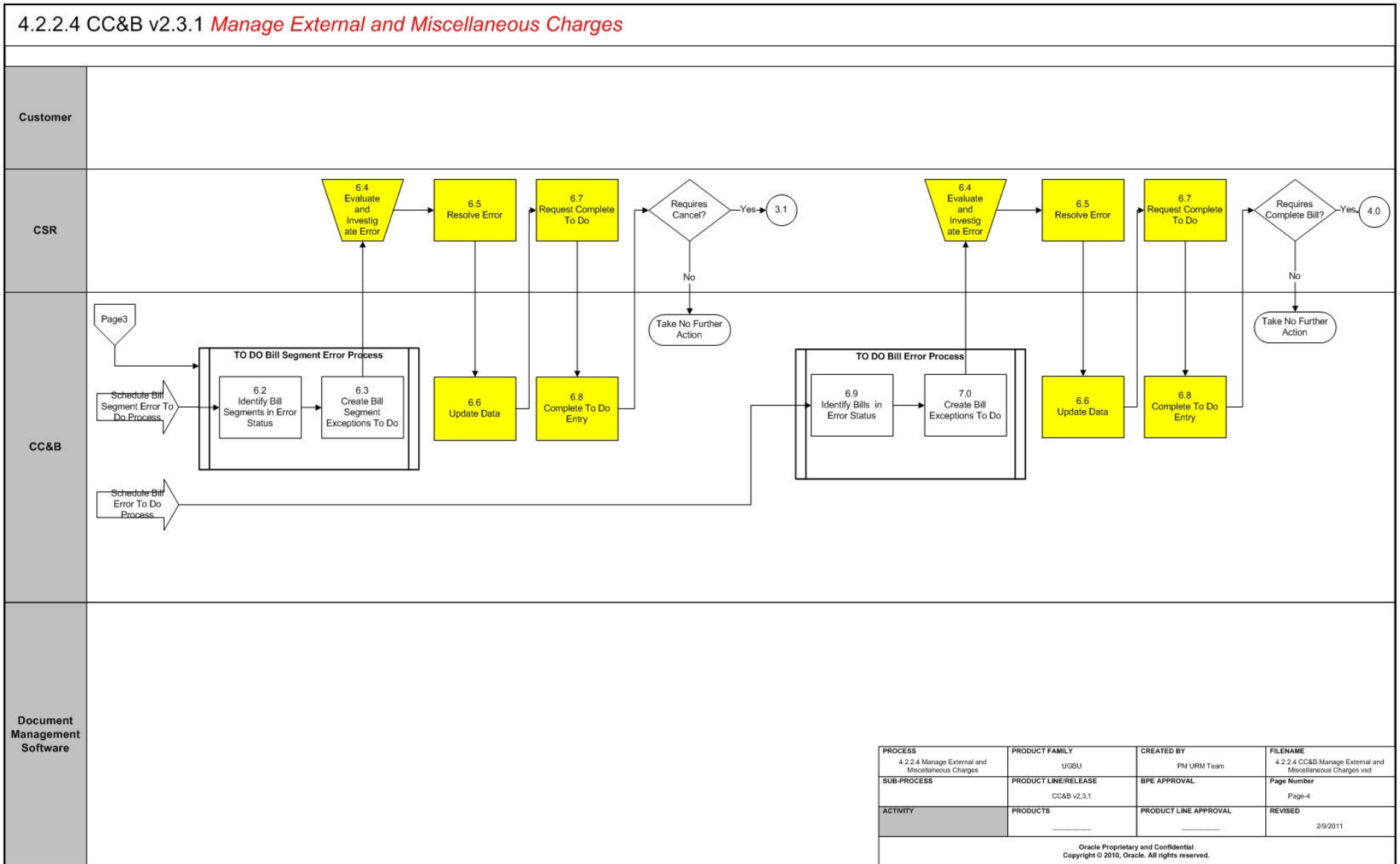
This chapter provides a detailed description of the Manage External and Miscellaneous Charges business process. This includes:

- **Business Process Diagrams**
 - **Manage External and Miscellaneous Charges Page 1**
 - **Manage External and Miscellaneous Charges Page 2**
 - **Manage External and Miscellaneous Charges Page 3**
 - **Manage External and Miscellaneous Charges Page 4**
 - **Manage External and Miscellaneous Charges Page 5**
- **Manage External and Miscellaneous Charges Description**
- **Installation Options - Control Central Alert Algorithms**
- **Rates**
- **Related Training**

Manage External and Miscellaneous Charges Page 2

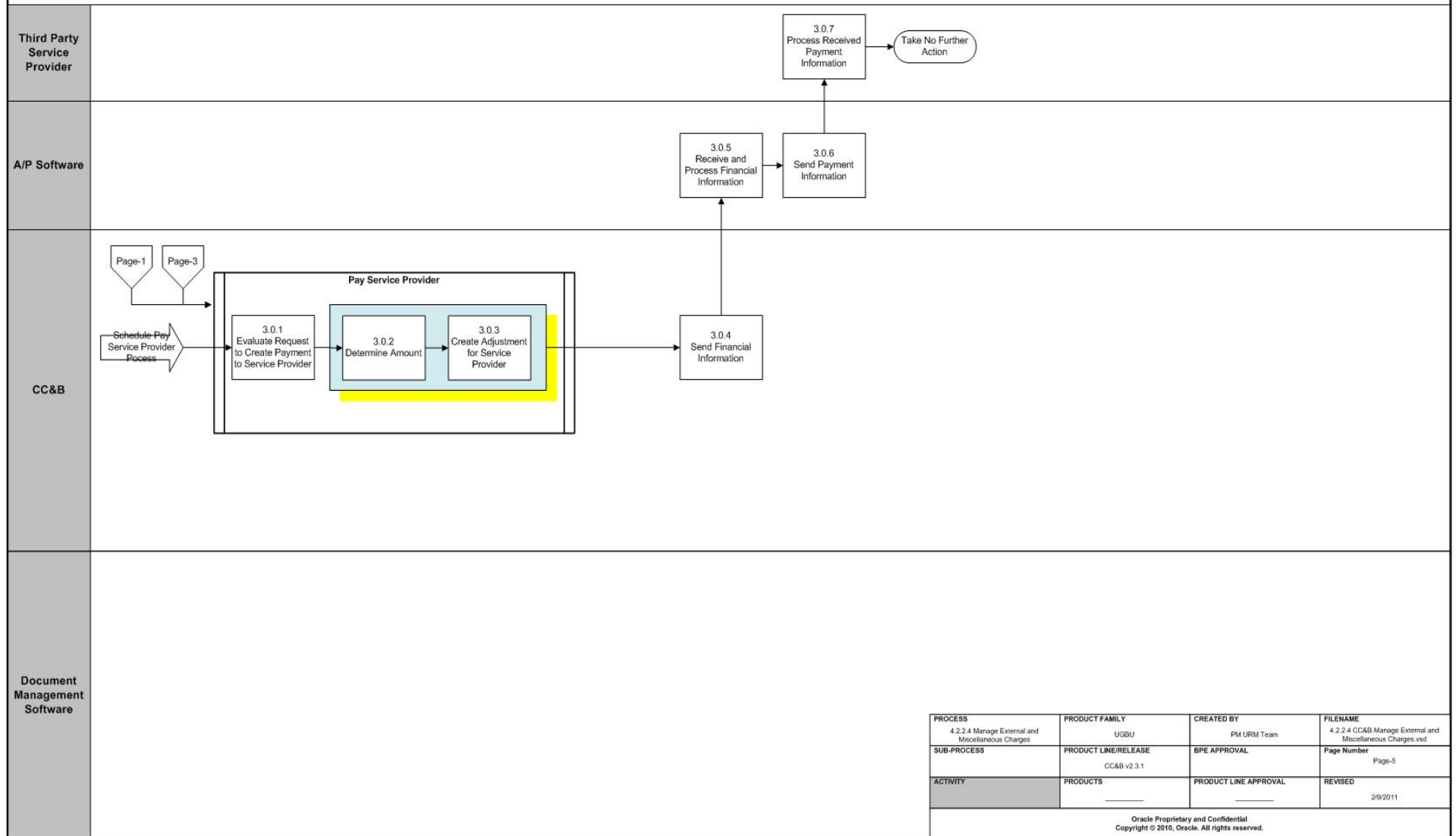


Manage External and Miscellaneous Charges Page 4



Manage External and Miscellaneous Charges Page 5

4.2.2.4 CC&B v2.3.1 *Manage External and Miscellaneous Charges*



PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.2.2.4 Manage External and Miscellaneous Charges	UGBU	PM URM Team	4.2.2.4 CC&B Manage External and Miscellaneous Charges.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CC&B v2.3.1		Page-5
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			2/9/2011

Oracle Proprietary and Confidential
Copyright © 2010, Oracle. All rights reserved.

Manage External and Miscellaneous Charges Description

This section includes detailed descriptions of the steps involved in the Manage External and Miscellaneous Charges business process, including:

- 1.0 Search for Customer
- 1.1 Evaluate Customer Account Eligibility for Bill
- 1.2 Enter Specific Data for Bill (Segment)(s) Calculation
- 1.3 Request Generate New Bill (Segment)(s)
- 1.4 Determine Bill Period, Consumption Period, Service Point(s)
- 1.5 Determine Bill Period, Consumption Period
- 1.6 Apply Rates to Calculate Charges
- 1.7 Apply Rates to Calculate Additional Charges
- 1.8 Create BS Details and Bill Segment(s)
- 1.9 Create Financial Transaction(s)
 - 1.9.1 Format Online Presentation
- 2.0 Review Generated Bill Segment(s)
- 2.1 Request Changes for Recalculation of Misc Charges Bill
- 2.2 Update Information
- 2.3 Request Delete Bill
- 2.4 Delete Bill
- 2.5 Request Delete Specific Bill Segment(s)
- 2.6 Delete Bill Segment(s)
- 2.7 Request Freeze Bill Segment(s)
- 2.8 Freeze Bill Segment(s)
- 2.9 Freeze FT
- 3.0 Initiate Payment Process to Service Provider
- 3.1 Request Cancel Frozen Bill Segment(s)
- 3.2 Update Bill Segment(s) to Pending Cancel
- 3.3 Request Finalize Cancel Bill Segment(s)
- 3.4 Update Bill Segment(s) to Canceled
- 3.5 Request Cancel Billable Charge
- 3.6 Request Undo Cancel Bill Segment(s)
- 3.7 Return Original Bill Segment(s) to Frozen
- 3.8 Request Add Bill Message(s)
- 3.9 Add Bill Message(s)
- 4.0 Request Complete Bill
- 4.1 Create Bill Message(s)
- 4.2 Transfer Customer's A/R to Service Provider
- 4.3 Add Adjustments, Payments, Bill Corrections to Affect Bill Amount

- 4.4 Determine Due Date, Credit Review Date
- 4.5 4.3.1.1d Manage Autopay
- 4.6 Create Additional Required Bill Message(s)
- 4.7 Create Update Bill with Completion Details
- 4.8 Review Bill
- 4.9 Make Necessary Changes for Bill
- 5.0 Request Reopen Bill
- 5.1 Update Current Bill to Reopen
- 5.2 Request Changes to Impact Balance
- 5.3 Update Balance
- 5.4 Extract Bill for Printing
- 5.5 Print Bill
- 5.6 Send Bill to Customer
- 5.7 Receives Bill
- 5.8 Select Accounts for Open Bill Cycle
- 5.9 Check Eligibility for Batch Billing
- 6.0 Highlight Bill Segment Exceptions
- 6.1 Highlight Bill Exceptions
- 6.2 Identify Bill Segments in Error Status
- 6.3 Create Bill Segment Exceptions To Do
- 6.4 Evaluate and Investigate Error
- 6.5 Resolve Error
- 6.6 Update Data
- 6.7 Request Complete To Do
- 6.8 Complete To Do Entry
- 6.9 Identify Bills in Error Status
- 7.0 Create Bill Exceptions To Do
- 3.0.1 Evaluate Request to Create Payment to Service Provider
- 3.0.2 Determine Amount
- 3.0.3 Create Adjustment for Service Provider
- 3.0.4 Send Financial Information
- 3.0.5 Receive and Process Financial Information
- 3.0.6 Send Payment Information
- 3.0.7 Process Received Payment Financial Information

1.0 Search for Customer

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Upon receipt of request or inquiry for Billing the CSR or Authorized User accesses Control Central Search to locate the customer in CC&B.

1.1 Evaluate Customer Account Eligibility for Bill

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: CC&B provides the CSR or Authorized User with valuable insight and overall analysis of the Customer's financial situation. The CSR or Authorized User evaluates the Customer's Account. Account Financial History, Premise and Service Agreement Billing History, Credit Rating, and Credit and Collection History may be reviewed. Control Central Alerts and other Dashboard information assist the CSR or Authorized User in determining eligibility for adding new Bill or any rebilling based on established business rules.

Entities to Configure

Installation Options

Available Algorithms

Installation Options - Control Central Alert Algorithms

Installation Options - BIFN-BL-INFO This algorithm formats the Bill Information that appears throughout the system. Four different formats are used.

1.2 Enter Specific Data for Bill (Segment)(s) Calculation

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: If the CSR or Authorized User identifies a need to create a Bill for the Customer, the CSR or Authorized User provides information about the Billing period for the bill to be created.

1.3 Request Generate New Bill (Segment)(s)

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User requests a new online Bill created. This online Bill may contain one or more segments.

Note: The "Generate" function is used when creating a new Bill, Bill Segment, or re-generating an existing freezable or error segment.

Note: A deleted Bill Segment may be generated again once information is changed.

1.4 Determine Bill Period, Consumption Period, Service Point(s)

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Get Consumption

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: CC&B

Description: System identifies Customer's Billable Charges that haven't been billed yet. If any of Pass Through Charges or Miscellaneous Charges are identified, process starts generate Bill Segment(s).

This step could be executed from online and batch processing.

Entities to Configure

Bill Segment Type

SA Types

Customer Class

Available Algorithms

BSBS-BC - Create a bill segment for each new billable charge

Customizable Processes

BILLING

1.5 Determine Bill Period, Consumption Period

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Create Bill Segment

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: CC&B

Description: System identifies Bill Period and Consumption period (consumption period is needed for "Pass Through" charges only).

Note: Important that Utility company provides just billing services and generates bills for the period identified Pass Through charges.

This step could be executed from online and batch processing.

Entities to Configure

Bill Segment Type

SA Types

Customer Class

Available Algorithms

BSBS-BC - Create a bill segment for each new billable charge.

Customizable Processes

BILLING

1.6 Apply Rates to Calculate Charges

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Create Bill Segment

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: CC&B

Description: Sometimes Third Party Service Provider passes consumption rather than the calculated bill lines. If this is the case, Third Party Service Provider provides Utility Company with rates. If there is a need to add flat charges to the charges sent by Third Party Service Provider or calculate taxes, CC&B also applies rates. This step could be executed from online and batch processing.

This step could be executed from online and batch processing.

Entities to Configure

Bill Segment Type

SA Types

Customer Class

Rates

Available Algorithms

BSBS-BC - Create a bill segment for each new billable charge.

Customizable Processes

BILLING

1.7 Apply Rates to Calculate Additional Charges

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Create Bill Segment

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: CC&B

Description: If there is a need to add flat charges to the charges sent by Third Party Service Provider or calculate taxes, CC&B also applies rates.

This step could be executed from online and batch processing.

Entities to Configure

Bill Segment Type

SA Types

Customer Class

Rates

Available Algorithms

BSBS-BC - Create a bill segment for each new billable charge

Customizable Processes

BILLING

1.8 Create BS Details and Bill Segment(s)

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Create Bill Segment

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: CC&B

Description: System creates a bill segment for each unbilled billable charge. This step could be executed from online and batch processing.

Entities to Configure

Bill Segment Type

Available Algorithms

BSBS-BC - Create a bill segment for each new billable charge

Customizable Processess

BILLING

1.9 Create Financial Transaction(s)

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: CC&B

Description: CC&B creates the associated financial details related to the Bill Segment. The Financial Transaction contains the financial effects of the Bill Segment on the Service Agreement's current and payoff balances and on the General Ledger.

This step could be executed from online and batch processing.

Entities to Configure

Bill Segment Type

Available Algorithms

BSBF-BA Payoff Amt = Bill Amt / Current Amt = Amt Due

Customizable Processess

BILLING

1.9.1 Format Online Presentation

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Formatting information to be presented Online.

Entities to Configure

Bill Segment Type - Bill Segment Information

Installation Options - Framework- Bill Segment Information

Available Algorithms

C1-BSI-INFO - This algorithm formats the "Bill Segment Information" that appears throughout the system. It concatenates the fields and delimiters specified as algorithm parameters.

C1-BST-INFO - This algorithm formats the "Bill Segment Information" that appears throughout the system. It concatenates the fields and delimiters specified as algorithm parameters.

2.0 Review Generated Bill Segment(s)

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews the Bill Segment for accuracy and determines the next action. The CSR or Authorized User decides if the billing process could be continued. The Bill Segment may be incorrect, or created by mistake and needs to be deleted or canceled.

This step could be executed from online and batch processing.

Business Objects

Bill - Bill business object (simple bill elements only)

This business object is used for simple access to bill information

CI_BillSegmentStatus - Bill Segment Status

This business object is used to retrieve the status of a bill segment

2.1 Request Changes for Recalculation of Misc Charges Bill

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: After review, the CSR or Authorized User identifies a problem with the generated Bill Segment. The CSR or Authorized User, based on established business rules then adds or changes the data used for the Bill Segment calculation. There are no specific restrictions on changes that could be done across the application to fix the problem and create the correct Bill Segment.

2.2 Update Information

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Changes by the CSR or Authorized User are applied in CC&B.

2.3 Request Delete Bill

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: During the review process it is determined the Bill Segment was created incorrectly or by mistake. The CSR or Authorized User requests to delete the Bill or Bill Segment. When a Bill has only one Bill segment, the Bill and the corresponding segment are deleted at the Bill level.

Note: The Bill can be deleted prior to completion when Bill Segments are Freezable or in Error status.

2.4 Delete Bill

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Bill is deleted in CC&B and the financial record(s) are removed from the database. There is no financial impact to the Customer's Account.

2.5 Request Delete Specific Bill Segment(s)

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines specific Billable Charge Bill Segment(s) associated with a given Bill need to be deleted and requests to delete the Bill Segment(s).

2.6 Delete Bill Segment(s)

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The specific Bill Segment(s) is deleted in CC&B and the financial records are removed from the database. There is no financial impact to the Customer's Account.

2.7 Request Freeze Bill Segment(s)

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines all information is in place and the freezable Bill Segment(s) is accurate. The CSR or Authorized User requests to freeze the Bill Segment(s).

2.8 Freeze Bill Segment(s)

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Freeze Bill Segment

Group: Batch Billing

Actor/Role: CC&B

Description: The Bill Segment(s) and associated Financial Transaction are frozen in CC&B. The Bill Freeze Option on the Installation Options controls when a Service Agreement's balance and General Ledger is affected by the Bill Segment and must be configured to meet the organization's accounting practices. This step could be executed from online and batch processing

Manual Process - CSR or Authorized User initiates process when he/she requests to Freeze Bill Segments created for Service Agreement.

Automated Process - This is a component of batch billing process and gets executed as a part of scheduled batch billing process that runs periodically. Functionality is the same as described in Manual process.

Entities to Configure

Installation Options - Bill Freeze Options

Customer Class

Available Algorithms

BSFZ-Empty - This is a Customer Class Bill Segment freeze/cancel algorithm

Customizable Processess

BILLING

2.9 Freeze FT

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Freeze Bill Segment

Group: Batch Billing

Actor/Role: CC&B

Description: CC&B freezes Financial Transaction(s) associated with the Bill Segment(s). The Bill Freeze Option on the Installation Options controls when a Service Agreement's balance and General Ledger is affected by the Bill Segment and must be configured to meet the organization's accounting practices.

This step could be executed from online and batch.

Entities to Configure

Installation Options - Bill Freeze Options
 Customer Class
 SA Type

Customizable Processes

BILLING

3.0 Initiate Payment Process to Service Provider

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Freeze Bill Segment

Group: Batch Billing

Actor/Role: CC&B

Description: If Utility Company provides billing services for Third Party Service Provider, Utility Company owes Third Party Service Provider money if Utility Company receives payment from Customer. There are two options to pay required amounts to Party Service Provider:

-Pay at bill time

-Pay at pay time

If option "pay at bill time" is configured, CC&B creates FT process that will trigger Pay Service Provider process (see 3.0.1 step of the current process for details)

This step could be executed from online and batch.

Entities to Configure

Installation Options - Bill Freeze Options
 SA Type
 Service Provider

Available Algorithms

STG PAY SPR - Stage to Pay Service Provider

Customizable Processes

BILLING

3.1 Request Cancel Frozen Bill Segment(s)

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The Bill Segment(s) may need to be canceled and not created again. The customer's balance should not be impacted by the original transaction. The CSR or Authorized User initiates the Cancel function.

Entities to Configure

Bill Cancel Reasons

3.2 Update Bill Segment(s) to Pending Cancel

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: When the CSR or Authorized User requests Initiate Cancel, the system updates the Bill Segment(s) to Pending Cancel.

Entities to Configure

Bill Cancel Reasons

3.3 Request Finalize Cancel Bill Segment(s)

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User confirms the cancellation of Bill Segment(s).

Entities to Configure

Cancel Reasons

3.4 Update Bill Segment(s) to Canceled

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The existing Bill Segment(s) is updated to Canceled status in CC&B. If a Bill Segment is cancelled, another Financial Transaction is created to reverse the original Financial Transaction. The cancellation Financial Transaction appears on the next Bill produced for the account as a Bill correction.

Entities to Configure

Installation Options - Bill Freeze Options

Customer Class

Available Algorithms

BSFZ-Empty - This is a Customer Class Bill Segment freeze/cancel algorithm

3.5 Request Cancel Billable Charge

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: It's recommended to cancel Billable Charges associated with Cancelled Bill Segment. If the original billable charges (Pass Through Charges) were incorrect, the Third Party Service Provider would send both a reversal of the charges and a newly revised set of information. These could be passed as two separate billable charges or they could be combined on a single billable charge. If the Bill Segment for a onetime charge has been canceled, it is also recommended canceling the Billable Charge and creating a new one instead. Refer to 4.2.1.7 Apply Miscellaneous Charges.

3.6 Request Undo Cancel Bill Segment(s)

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User has the option to undo the pending Cancel Bill Segment(s). Prior to the cancellation the CSR or Authorized User determines the Bill Segment(s) should not be canceled, and uses the Undo function.

3.7 Return Original Bill Segment(s) to Frozen

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The original Bill Segment(s) is returned to Frozen in CC&B. There is no impact to financial transactions.

3.8 Request Add Bill Message(s)

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The CSR or Authorized User may add Service Agreement related Bill Messages for a given Bill Segment(s). The CSR or Authorized User may also add Bill Messages at the Account Level. The CSR or Authorized User adds these Bill Message(s) for an online Bill.

Entities to Configure

Bill Messages

3.9 Add Bill Message(s)

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Bill Message(s) is added to the bill in CC&B.

4.0 Request Complete Bill

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: When CSR or Authorized User cannot find any problem with Frozen Miscellaneous Charge Bill Segments as well as with other Bill Segments (if any) that belong to the same bill, he/she initiates the Complete Bill function.

4.1 Create Bill Message(s)

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Group: Pre-Bill Completion

Group: Bill Completion

Group: Batch Billing

Actor/Role: CC&B

Description: Bill Completion is the last and one of the most critical components of the Billing process. The system completes the Bill and it's ready for extract and print. This process could be initiated manually and automatically. CC&B makes use of Pre-Bill Completion algorithms. Based on configuration, one such algorithm can delete Bill Segments in error, create Bill messages for the deleted segments, and create a To Do entry.

Manual Process: Based on configuration, additional Bill Messages can be added

Automated Process: (Batch billing) If required, such algorithms can:

- Delete Bill Segments in error, create Bill messages for the deleted segments, and create a To Do entry

- Delete bill certain type of financial transactions linked to the bill, for example, if only payments exist for newly created bill

Entities to Configure

To Do Type
 To Do Role
 Bill Message
 SA Type
 Customer Class

Business Object

C1-AccountBillMessage -
 Account Bill Message

Available Algorithms

DEL-BSEG -This Bill pre-completion algorithm deletes Bill Segments that are in Error
 CPBC-DB - pre bill completion algorithm determines to delete a bill if it only contains frozen financial transactions of given types
 C1-CPBC-TAXT - This customer class pre-bill completion algorithm checks if taxes should be charged by comparing the bill's accumulated tax amount with the tax threshold amount.

For v2.3.1, this algorithm was enhanced to accumulate not only bill segment calc amounts, but also the adjustment calc amounts prior to comparing the total to the threshold amount; and if required, both bill segments and adjustments are re-generated.

Customizable Processes

BILLING

4.2 Transfer Customer's A/R to Service Provider

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Group: Bill Completion

Group: Batch Billing

Actor/Role: CC&B

Description: If Utility Company that provides billing services for Third Party Service Provider and Creates Bills for the Customer doesn't pay Third Party Service Provider money received from Customer (See step 3.0 on of the current process), it may directly transfer Customer balance to the Service Provider's Account. CC&B creates an estimated read Bill message if an estimated read was used for Billing.

This step could be executed from online and batch processing.

Entities to Configure

Bill Messages
 Customer Class
 SA Type
 Adjustment Type

Available Algorithms

BCMP-TR - Check for We Bill For Them Service Provider
 XFER AR SPR - Transfer A/R to a Service Provider
 C1-BLCMP -freezing and completing pending bills
 C1-SUP-PR-BL - Suppress Printing Bills After Final Bill

Customizable Processes

BILLING

4.3 Add Adjustments, Payments, Bill Corrections to Affect Bill Amount

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Group: Bill Completion

Group: Batch Billing

Actor/Role: CC&B

Description: During Bill Completion CC&B adds Adjustments, Payments or Bill corrections not included in the previous Bills to the newly created Bill

This step could be executed from online and batch processing.

Customizable Processes

BILLING

4.4 Determine Due Date, Credit Review Date

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Group: Bill Completion

Group: Batch Billing

Actor/Role: CC&B

Description: During Bill Completion the Due Date and next Credit Review Date are determined and made available as information for the Bill and Account. CC&B also accommodates calculation requirements for Late Payment Charges to be added to the Bill. Two algorithms are listed below for information only. This step could be executed from online and batch processing.

This step could be executed from online and batch processing.

Entities to Configure

SA Type
 Customer Class
 Adjustment Types

Rates

Available Algorithms

BILLPC-Total -calculate the late payment charge amount for a specific service agreement linked to an account.
 BILPE-ALL -used during the late payment charge background process to determine if an account is eligible for late payment charges.

Customizable Processess

BILLING

4.5 4.3.1.1d Manage Autopay

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Group: Bill Completion

Group: Batch Billing

Actor/Role: CC&B

Description: An Autopay payment may be created during Bill Completion. Refer to 4.3.1.1d Manage Autopay.

Customizable Processess

BILLING

4.6 Create Additional Required Bill Message(s)

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Group: Post Bill Completion

Group: Bill Completion

Group: Batch Billing

Actor/Role: CC&B

Description: CC&B can perform various post Bill completion activities. Additional Bill Messages can be added to the specific Bill. This step could be executed from online and batch processing.

Note: Post completion activity allows for adding various custom functionality based on business rules to impact/modify the bill overall.

Entities to Configure

SA Type

Customer Class

Adjustment Types

Bill Messages

Customizable Processes

BILLING

4.7 Create Update Bill with Completion Details

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Group: Bill Completion

Group: Batch Billing

Actor/Role: CC&B

Description: All Bill completion details are now updated in CC&B. This step could be executed from online and batch processing.

Customizable Processes

BILLING

4.8 Review Bill

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Group: Bill Completion

Group: Batch Billing

Actor/Role: CSR

Description: The CSR or Authorized User evaluates the Account and reviews the Bill for accuracy. The Bill may not be in a Complete status. Some data may be missing or has incomplete information. At times it may be necessary to reopen the most recent Bill. Possibly a payment or

adjustment was not included in the original Bill. A Bill Segment may need canceling and changes reflected in a new Bill.

Business Objects

Bill - Bill business object (simple bill elements only)

This business object is used for simple access to bill information

CI_BillSegmentStatus - Bill Segment Status

This business object is used to retrieve the status of a bill segment

4.9 Make Necessary Changes for Bill

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: During Bill Completion information may be missing or incomplete. One example is the mailing address may be missing. The CSR or Authorized User reviews and resolves the error, enters correct data, and completes the Bill as needed.

5.0 Request Reopen Bill

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines to reopen a Bill for the Customer's account.

5.1 Update Current Bill to Reopen

See **Manage External and Miscellaneous Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The current Bill is reopened in CC&B and available for applicable changes.

5.2 Request Changes to Impact Balance

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on investigation and established business rules, the CSR or Authorized User requests various changes that impact the balance. Typically these changes can be: creation of a new Bill Segment, Cancellation of a Bill Segment, Creation of a Payment or Adjustment, or Cancellation of a Payment or Adjustment.

5.3 Update Balance

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The financial balance is updated in CC&B.

5.4 Extract Bill for Printing

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Typically CC&B prepares required billing data and makes data available for the Document Management application.

Note: An additional custom process may be created to interface with the Document Management Software as needed.

Business Object	Available Algorithms
BillRoutingR - Bill business object to read bill routing details.	Bill Route Type - BLEX-EX - This algorithm constructs the records that contain the information that appears on a printed Bill (for Doc 1).
Note: This BO is currently used for reprint Bills	C1-BLEX-CR - This Bill Route Type extract algorithm prepares the report information needed to create a Bill using a Reporting Engine.

Customizable Processes

POSTROUT - CIPBXBLB

Custom Extract Process

5.5 Print Bill

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: Document Management Software

Description: Document Management Software reads and process bill information produced by CC&B. It prints actual bills or prepare bills in another format (e-mail, PDF online format, short message service (SMS)).

5.6 Send Bill to Customer

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: Document Management Software

Description: The printed Bill is sent or made available for the Customer.

5.7 Receives Bill

See **Manage External and Miscellaneous Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: Customer

Description: The Customer receives the Bill.

5.8 Select Accounts for Open Bill Cycle

See **Manage External and Miscellaneous Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Batch Billing

Actor/Role: CC&B

Description: This step is the first step of batch billing process. Using the established Bill Cycle Schedule, CC&B selects Accounts defined within a specific Open Bill Cycle. The Bill cycle's schedule controls when the system attempts to create Bills for the account. Every Bill cycle has a Bill cycle schedule that defines the dates when a cycle's accounts are to be billed. Rather than attempt to create Bills on one evening, most Bill Cycles use a concept of "Window Billing" where the system attempts to produce Bills for accounts over a few nights.

Entities to Configure

Bill Cycle

Bill Schedule

Account

Customizable Processes

BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle.

5.9 Check Eligibility for Batch Billing

See **Manage External and Miscellaneous Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Normally, most Bills are created and completed automatically. At Billing time, CC&B attempts to produce a Bill for an account and create one or more Bill Segments for every non-cancelled / non-closed service agreement linked to the account. CC&B evaluates Account, Service Agreement and Billable Charge eligibility. This step is executed from the batch process only.

Entities to Configure

SA Type

Customer Class

Available Algorithms

C1-SKIPINACC -stops processing an account if all the following conditions are true: - There are no Billable Service Agreements - There are no eligible Financial Transactions for the Bill - There are no temporary account messages to be swept onto the Bill

Customizable Processes

BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle.

6.0 Highlight Bill Segment Exceptions

See **Manage External and Miscellaneous Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: CC&B

Description: If a Bill Segment cannot be created, CC&B creates a Bill Segment in "error" status with a message can be analyzed by a CSR or Authorized User. Typically errors are caused by missing or incomplete data. The error may be reviewed at this time or not. Data may be changed before Batch Billing next runs. When the Batch Billing process next runs, it deletes all "error" Bill Segment(s) and attempts to recreate them. It continues this throughout the Bill window. If a Bill Segment(s) is in error at the end of the Bill window, a user must intervene and fix them. If the Bill Segment(s) is still in error when the cycle's next window opens, a Billing error is generated. This step could be executed from batch only.

Customizable Processes

BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle.

6.1 Highlight Bill Exceptions

See **Manage External and Miscellaneous Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Bill Completion

Group: Batch Billing

Actor/Role: CC&B

Description: If a Bill cannot be completed, CC&B creates a Bill in "error" status with a message that is analyzed by a CSR or Authorized User. Typically errors are caused by missing or incomplete data.

Customizable Processes

BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle.

6.2 Identify Bill Segments in Error Status

See **Manage External and Miscellaneous Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: TO DO Bill Segment Error Process

Actor/Role: CC&B

Description: CC&B identifies Bill Segments in error status. CC&B can create a To Do Entry for every Bill Segment in error status.

Entities to Configure

To Do Role

To Do Type

Customizable Processes

TD-BSERR- This background process creates a To Do entry for every Bill Segment that's in error.

6.3 Create Bill Segment Exceptions To Do

See **Manage External and Miscellaneous Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B can create a To Do Entry for every Bill Segment in error status. The To Do functionality allows for online review by a user or group of users. To Do Lists summarize and total entries for different To Do Types. Status of To Do Entries is available for evaluation.

Entities to Configure

To Do Role

To Do Type

Customizable Processes

TD-BSERR- This background process creates a To Do entry for every Bill Segment that's in error.

6.4 Evaluate and Investigate Error

See **Manage External and Miscellaneous Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User will review the Bill Segment error and supporting information in CC&B. Account, Service Agreement, and Billing History are some of the areas reviewed. Typically errors are caused by missing or incomplete information. Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

6.5 Resolve Error

See **Manage External and Miscellaneous Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User resolves the error and enters information in CC&B.

6.6 Update Data

See **Manage External and Miscellaneous Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Information required for resolution is updated in CC&B.

6.7 Request Complete To Do

See **Manage External and Miscellaneous Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User marks the To Do Entry as complete and requests completion of the To Do Entry. The CSR or Authorized User may add comments or a log entry for future reference.

6.8 Complete To Do Entry

See **Manage External and Miscellaneous Charges Page 3** on page 2-4 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.

6.9 Identify Bills in Error Status

See **Manage External and Miscellaneous Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: CC&B identifies Bills in error status. CC&B can create a To Do Entry for every Bill in error status.

Entities to Configure

To Do Role

To Do Type

Customizable Processes

TD-BIERR - This background process creates a To Do entry for every Bill that's in error.

7.0 Create Bill Exceptions To Do

See **Manage External and Miscellaneous Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B can create a To Do Entry for every Bill in error status. The To Do functionality allows for online review by a user or group of users. To Do Lists summarize and total entries for different To Do Types. Status of To Do Entries is available for evaluation.

Entities to Configure

To Do Role

To Do Type

Customizable Processes

TD-BIERR - This background process creates a To Do entry for every Bill that's in error.

3.0.1 Evaluate Request to Create Payment to Service Provider

See **Manage External and Miscellaneous Charges Page 5** on page 2-5 for the business process diagram associated with this activity.

Group: Pay Service Provider

Actor/Role: CC&B

Description: This is the first step of scheduled batch process. It evaluates Financial Transaction Process records created during online or batch Billing process for 'Pass Through' charges. See step 3.0 of the current process for details.

Customizable Processes

PAY-SPR Pay Service Provider

3.0.2 Determine Amount

See **Manage External and Miscellaneous Charges Page 5** on page 2-5 for the business process diagram associated with this activity.

Group: Pay Service Provider

Actor/Role: CC&B

Description: Process determines amount to be paid to the Third Party Service Provider.

Entities to Configure

Service Provider

Available Algorithms

PAY-SPR Pay Service Provider full amount

Customizable Processes

PAYSPR Pay Service Provider

3.0.3 Create Adjustment for Service Provider

See **Manage External and Miscellaneous Charges Page 5** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Process creates Adjustment(s) with full amount that Utility Company owes Third Party Service Provider.

Entities to Configure

Service Provider

Available Algorithms

PAY-SPR Pay Service Provider full amount

Customizable Processes

PAYSPR Pay Service Provider

3.0.4 Send Financial Information

See **Manage External and Miscellaneous Charges Page 5** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Process sends information about payment that needs to be made to Third Party Service Provider.

3.0.5 Receive and Process Financial Information

See **Manage External and Miscellaneous Charges Page 5** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: A/P A/R Software

Description: Financial software receives and process information about payments for Third Party Service Provider.

3.0.6 Send Payment Information

See **Manage External and Miscellaneous Charges Page 5** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: A/P A/R Software

Description: Financial software sends payments and required information about payment for Third Party Service Provider.

3.0.7 Process Received Payment Financial Information

See **Manage External and Miscellaneous Charges Page 5** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: A/P A/R Software

Description: Third Party Service Provider receives and process Payment and required information.

At times the organization is made aware of a possible anomaly with a particular Batch of Bills. There are two background processes for canceling or reopening an entire batch of Bills. Refer to 4.2.2.2 Manage Meter Charges.

Installation Options - Control Central Alert Algorithms

PP-Active	Show Count of Active Pay Plans
PP-Broken	Show Count of Broken Pay Plans
PP-Kept	Show Count of Kept Pay Plans
CC-PPDENIAL	Count Pay Plan Denial Customer Contacts
CCAL WFACCTX	Display Active WF for Account Based on Context
CCAL WFPREMX	Display Active WF for Premise Based on Context
CCAL WFACCTR	Display active WF for account based on char
CCAL WFPREMR	Display active WF for premise based on char
CCAL-TD	Highlight Outstanding To Do Entries
CCAL-DECL	Highlight Effective Declarations for Account and Premise
CCAL-CASE	Highlight Open Cases
CCAL-FAERMSG	Highlight FA's with outstanding outgoing messages
CI_WO_BILL	Highlight Written off Bills
CI_OD-PROC	Highlight Active Overdue Processes
CI_OMF_DF	Highlight Open and Disputed Match Even
CI_STOPSA-DF	Highlight Stopped SA's
C1-CCAL-CLM	Highlight Open Rebate Claims
C1-COLL-DF	Highlight Active Collection Processes
C1_COLLRF-DF	Highlight Active Collection Agency Referral
C1_PENDST-DF	Highlight Pending Start Service Agreements
C1_CASH-DF	Cash Only Account
C1_CRRT-DF	Credit Rating Alert
C1_LSSL-DF	Highlight Life Support/Sensitive Load on Person
C1_LSSLPR-DF	Highlight Life Support/Sensitive Load on Premise
C1_SEVPR-DF	Highlight Active Severance Processes
C1-CCAL-OCBG	Highlight Open Off Cycle Bill Generators
F1-SYNRQALRT	Retrieve Outstanding Sync Request

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