

**Oracle Utilities Customer Self Service  
Release 2.1.0**

Utility Reference Model

4.2.1.1 OUCSS-CCB Add and Process Scalar Meter  
Read

May 2016

Oracle Utilities Customer Self Service Release 2.1.0 Utility Reference Model 4.2.1.1 OUCSS-CCB Add and Process Scalar Meter Read

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# Contents

## 4.2.1.1 OUCSS-CCB Add and Process Scalar Meter Read

4.2.1.1 OUCSS-CCB Add and Process Scalar Meter Read.....	1
Brief Description .....	2
Actors/Roles.....	2
Business Process Diagrams.....	3
OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1.....	3
OUCSS-CCB Add and Process Scalar Meter Read Detailed Process Model Description .....	4
1.0 Log Into Utility Web Portal.....	5
1.1 Establish and Maintain Self Service User.....	5
1.2 Review Accounts .....	5
1.3 Select Account.....	5
1.4 Request Add Meter Read.....	5
1.5 Send Request to Retrieve Eligible Meters and Configuration .....	5
1.6 Retrieve SP Meter Collection with Non-Interval Registers .....	5
1.7 Send Meter Information .....	6
1.8 Process Response.....	6
1.9 Select Meter and Populate Reading(s) .....	6
2.0 Request Add Meter Read(s) .....	6
2.1 Send Request to Add Meter Read(s).....	6
2.2 Create Meter Read Task in Pending Status.....	6
2.3 Transition to Process Status.....	7
2.4 Validate and Add Meter Read.....	7
2.5 Transition to Complete Status .....	7
2.6 Send Confirmation ID .....	8
2.7 Receive Confirmation and Generate Message .....	8
2.8 Receive Confirmation .....	8
2.9 Create To Do.....	8
3.0 Transition to Error Status .....	8
3.1 Send Error Messages.....	9
3.2 Receive Error Message.....	9
3.3 Review Error Message .....	9

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## 4.2.1.1 OUCSS-CCB Add and Process Scalar Meter Read

This section provides a brief description of the “OUCSS-CCB Add and Process Scalar Meter Read” business process. This includes:

- ♦ [Brief Description](#)
  - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
  - ♦ [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1](#)
- ♦ [OUCSS-CCB Add and Process Scalar Meter Read Detailed Process Model Description](#)

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## Brief Description

**Business Process:** 4.2.1.1 OUCSS-CCB Add and Process Scalar Meter Read

**Process Type:** Sub-Process

**Parent Process:** 4.2.1 Collect and Process Measurements

**Sibling Processes:** n/a

This process takes place when a customer adds meter reads to CC&B via the self-service portal. The process allows understanding the relationship between the web-portal and meter read information in CC&B.

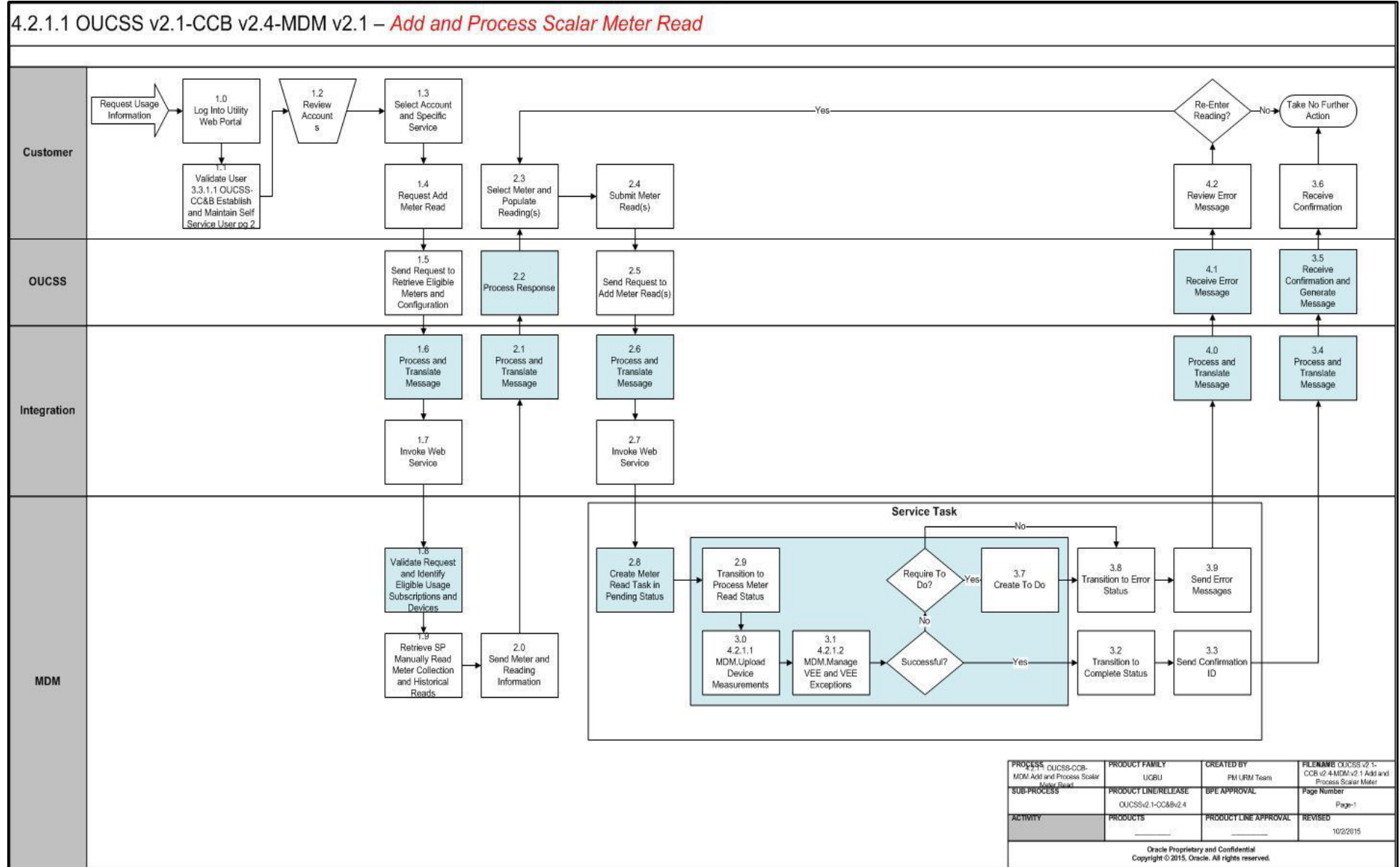
## Actors/Roles

The OUCSS-CCB Add and Process Scalar Meter Read 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.
- **Customer:** The service customer.
- **OUCSS:** The Oracle Utilities Customer Self Service application.
- **MDM:** The Oracle Utilities Meter Data Management application.

# Business Process Diagrams

## OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1



## OUCSS-CCB Add and Process Scalar Meter Read Detailed Process Model Description

This section provides a detailed description of the “OUCSS-CCB Add and Process Scalar Meter Read” business process, including:

- ♦ 1.0 Log Into Utility Web Portal
- ♦ 1.1 Establish and Maintain Self Service User
- ♦ 1.2 Review Accounts
- ♦ 1.3 Select Account
- ♦ 1.4 Request Add Meter Read
- ♦ 1.5 Send Request to Retrieve Eligible Meters and Configuration
- ♦ 1.6 Retrieve SP Meter Collection with Non-Interval Registers
- ♦ 1.7 Send Meter Information
- ♦ 1.8 Process Response
- ♦ 1.9 Select Meter and Populate Reading(s)
- ♦ 2.0 Request Add Meter Read(s)
- ♦ 2.1 Send Request to Add Meter Read(s)
- ♦ 2.2 Create Meter Read Task in Pending Status
- ♦ 2.3 Transition to Process Status
- ♦ 2.4 Validate and Add Meter Read
- ♦ 2.5 Transition to Complete Status
- ♦ 2.6 Send Confirmation ID
- ♦ 2.7 Receive Confirmation and Generate Message
- ♦ 2.8 Receive Confirmation
- ♦ 2.9 Create To Do
- ♦ 3.0 Transition to Error Status
- ♦ 3.1 Send Error Messages
- ♦ 3.2 Receive Error Message
- ♦ 3.3 Review Error Message

## 1.0 Log Into Utility Web Portal

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** Customer

**Description:** User logs into self-service account to access Utility Web Portal.

## 1.1 Establish and Maintain Self Service User

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** Customer

**Description:** See process 3.3.1.1 OUCSS-CC&B.Establish and Maintain Self Service User.

## 1.2 Review Accounts

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** Customer

**Description:** Customer reviews list of account(s) enrolled for self-service.

## 1.3 Select Account

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** Customer

**Description:** Customer selects a single account for which they want to review financial information.

## 1.4 Request Add Meter Read

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** Customer

**Description:** Customer requests to add scalar meter read for account.

## 1.5 Send Request to Retrieve Eligible Meters and Configuration

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** OUCSS

**Description:** OUCSS requests the list of meters and configuration eligible for entering reads.

## 1.6 Retrieve SP Meter Collection with Non-Interval Registers

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** CC&B retrieves a list of meters with non-interval registers for the account.



**Entities to Configure**

- XAI Service: WXCreateMeterRead

**Available Algorithm(s)**

- WX-CreSSMR

## 1.7 Send Meter Information

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** CC&B sends the meter information to OUCSS.

## 1.8 Process Response

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** OUCSS

**Description:** OUCSS processes the meter data and presents it to the end-user

**Entities to Configure**

- OUCSS: Enter Meter Read Table Configuration

## 1.9 Select Meter and Populate Reading(s)

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** Customer

**Description:** Customer reviews the meter configuration and populates the meter read data.

## 2.0 Request Add Meter Read(s)

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** Customer

**Description:** Customer requests to add the meter read data.

## 2.1 Send Request to Add Meter Read(s)

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** OUCSS

**Description:** OUCSS sends the add meter read request to CC&B for processing.

## 2.2 Create Meter Read Task in Pending Status

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** CC&B instantiates a service task for creating a meter read in pending status.

**Entities to Configure**

- XAI Service: WXCreateMeterRead

**Business Objects**

- WX-SelfServiceMRTaskType
- WX-SelfServiceMRTask

**Available Algorithm(s)**

- WX-SSTINFO
- F1-TRN-DF-NS (Monitor)

**2.3 Transition to Process Status**

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** CC&B transitions service task to process status.

**Business Objects**

- WX-SelfServiceMRTaskType
- WX-SelfServiceMRTask

**Available Algorithm(s)**

- WX-CRSSMR
- WX-CreMRTask

**2.4 Validate and Add Meter Read**

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** CC&B validates the entered meter read and adds it if valid.

**Business Objects**

- WX-SelfServiceMRTaskType
- WX-SelfServiceMRTask

**Available Algorithm(s)**

- WX-CRSSMR
- WX-CreMRTask

**2.5 Transition to Complete Status**

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** CC&B transitions service task to complete status upon a successful add meter read.

**Business Objects**

- WX-SelfServiceMRTaskType
- WX-SelfServiceMRTask

## 2.6 Send Confirmation ID

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** CC&B sends service task ID confirming the Add Meter Read was accepted by the application.

**Entities to Configure**

- XAI Service: WXCreateMeterRead

**Business Objects**

- WX-SelfServiceMRTaskType
- WX-SelfServiceMRTask

## 2.7 Receive Confirmation and Generate Message

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** OUCSS

**Description:** OUCSS generates the confirmation message.

**Entities to Configure**

- OUCSS Add Meter Read confirmation message

## 2.8 Receive Confirmation

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** Customer

**Description:** Customer receives the confirmation message and service task ID.

## 2.9 Create To Do

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** MDM

**Description:** MDM creates To Do Entry if business requires for auditing or reporting purposes.

**Entities to Configure**

- To Do Type
- To Do Role
- Service Task Type

## 3.0 Transition to Error Status

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** CC&B transitions service task to error status upon unsuccessful add meter read.

**Business Objects**

- WX-SelfServiceMRTaskType
- WX-SelfServiceMRTask

### 3.1 Send Error Messages

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** CC&B sends error messages to customer for failed Add Meter Read.

**Entities to Configure**

- XAI Service: WXCreateMeterRead

**Business Objects**

- WX-SelfServiceMRTaskType
- WX-SelfServiceMRTask

### 3.2 Receive Error Message

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** OUCSS

**Description:** OUCSS presents the error messages to the end user.

**Entities to Configure**

- OUCSS Add Meter Read error message

### 3.3 Review Error Message

**Reference:** [OUCSS-CCB Add and Process Scalar Meter Read Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** Customer

**Description:** Customer receives the error message.