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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4.2.1.1 OUCSS-CCB Add and Process Scalar Meter Read

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

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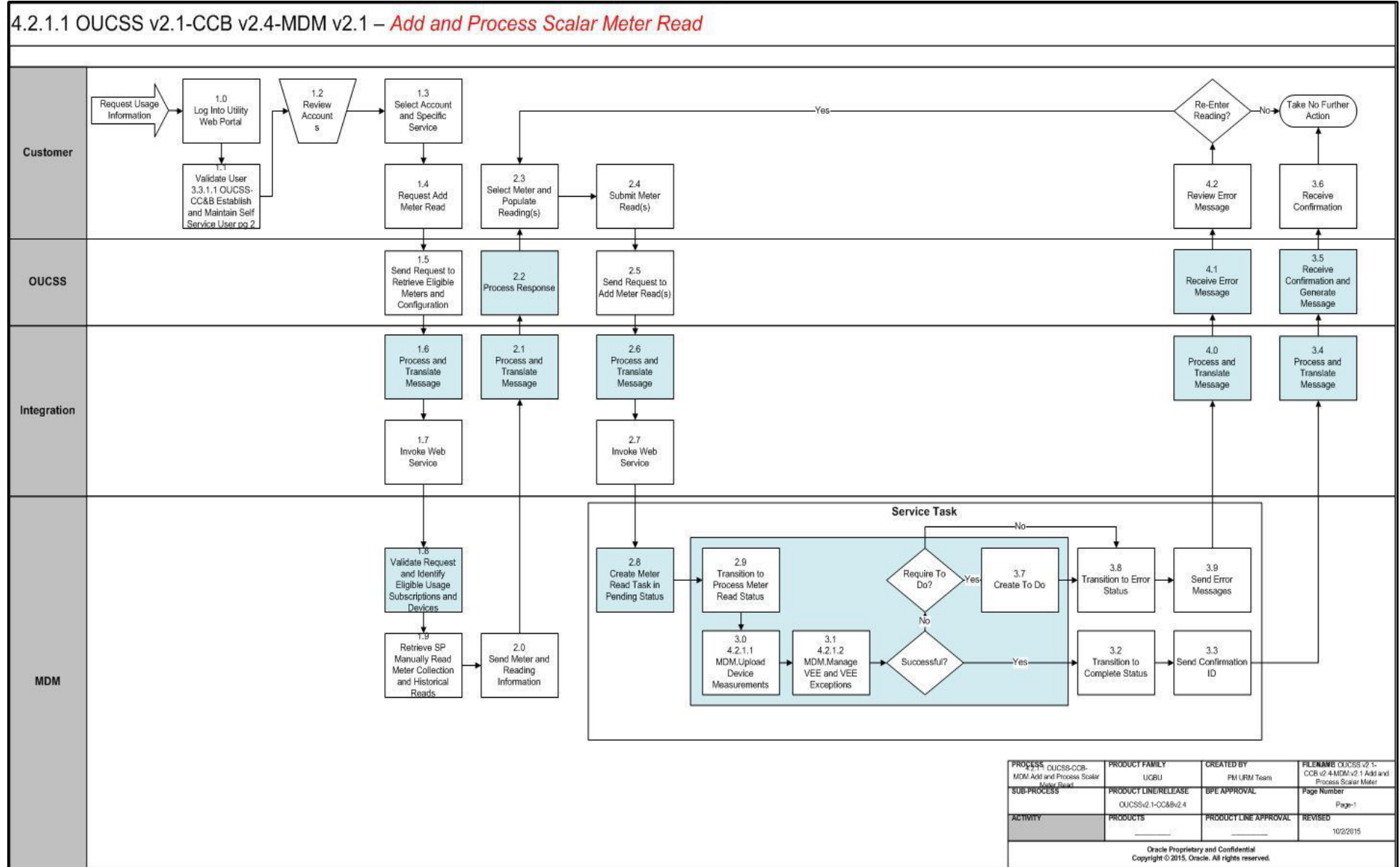
OUCSS-CCB Add and Process Scalar Meter Read Detailed Process Model Description

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
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- 3.0 Transition to Error Status
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- 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.