

**Oracle Utilities Customer Care and Billing
Release 2.5.0**

Utility Reference Model

3.3.1 Gather and Maintain Customer Information

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Oracle Utilities Customer Care and Billing Release 2.5.0 Utility Reference Model 3.3.1 Gather and Maintain Customer Information

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3.3.1 Gather and Maintain Customer Information

This section provides a description of the “Gather and Maintain Customer Information” business process, including:

- ♦ [Brief Description](#)
- ♦ [Business Process Diagram](#)
 - ♦ [Gather and Maintain Customer Information Process Model - Page 1](#)

Brief Description

Business Process: 3.3.1 CC&B v2.5 Gather and Maintain Customer Information

Process Type: Process

Parent Process: n/a

Sibling Processes: n/a

This process takes place when a new Customer requests any type of service from the Company. Customer contacts Company and Company representative captures Customer Information required to initiate Service. However, if the Customer already has a relationship with the Company or has had them in the past, the same business logic is applied and the same process is used to update the application with additional information related to the customer and services provided to the customer.

Business Process Diagram

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