Oracle Utilities Customer Care and Billing Release 2.5.0

Utility Reference Model

5.1.5.2 Manage Un-Metered Site

August 2016

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Oracle Utilities Customer Care and Billing Release 2.5.0 Utility Reference Model 5.1.5.2 Manage Un-Metered Site

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5.1.5.2 Manage Un-Metered Site

This section provides a description of the "Manage Un-Metered Site" business process, including:

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  - Actors/Roles
- Business Process Diagrams
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  - Manage Un-Metered Site Process Model - Page 4
- Manage Un-Metered Site Detailed Process Model Description
- Installation Options - Control Central Alert Algorithms
- Related Training

Brief Description

Business Process: 5.1.5.2 CC&B v2.5 Manage Un-Metered Site

Process Type: Sub-Process

Parent Process: 5.1.5 CC&B v2.5 Manage Site Infrastructure

Sibling Processes: 5.1.5.1 CC&B v2.5 Manage Metered Site

This process describes the creation and maintenance of Premise and Service Point in CC&B for un-metered service. The Premise record is considered the service address, and typically contains associated geographic and jurisdiction information. The Service Point is a specific geographic location that delivers service to a Premise. It is considered to be the exact location for a meter, device or other equipment. The Service Point contains information about the type of service, reading cycle, responsible field office, Distribution Company and other pertinent information. The Premise and the Service Point have a direct relationship although the Premise may have more than one associated Service Point. This typically occurs when the organization supplies more than one type of service to a given Premise.

There are three major categories of Service Points.

- Metered - for measuring consumption
- Badged Item - for devices such as a specific fire hydrant or specific street light that are uniquely identified.
- Unbadged - for devices not uniquely identified that may be grouped together such as a group of street lights

A single Premise and associated Service Point may be added online. Quantities of multiple like Premises and Service Points may be added online through replication functionality.

Over time many items may be installed and removed at a Service Point. CC&B maintains a historical record of installations and removals for Billing and audit purposes.

Over time many items may be installed and removed at a Service Point. CC&B maintains a historical record of installations and removals for Billing and audit purposes.

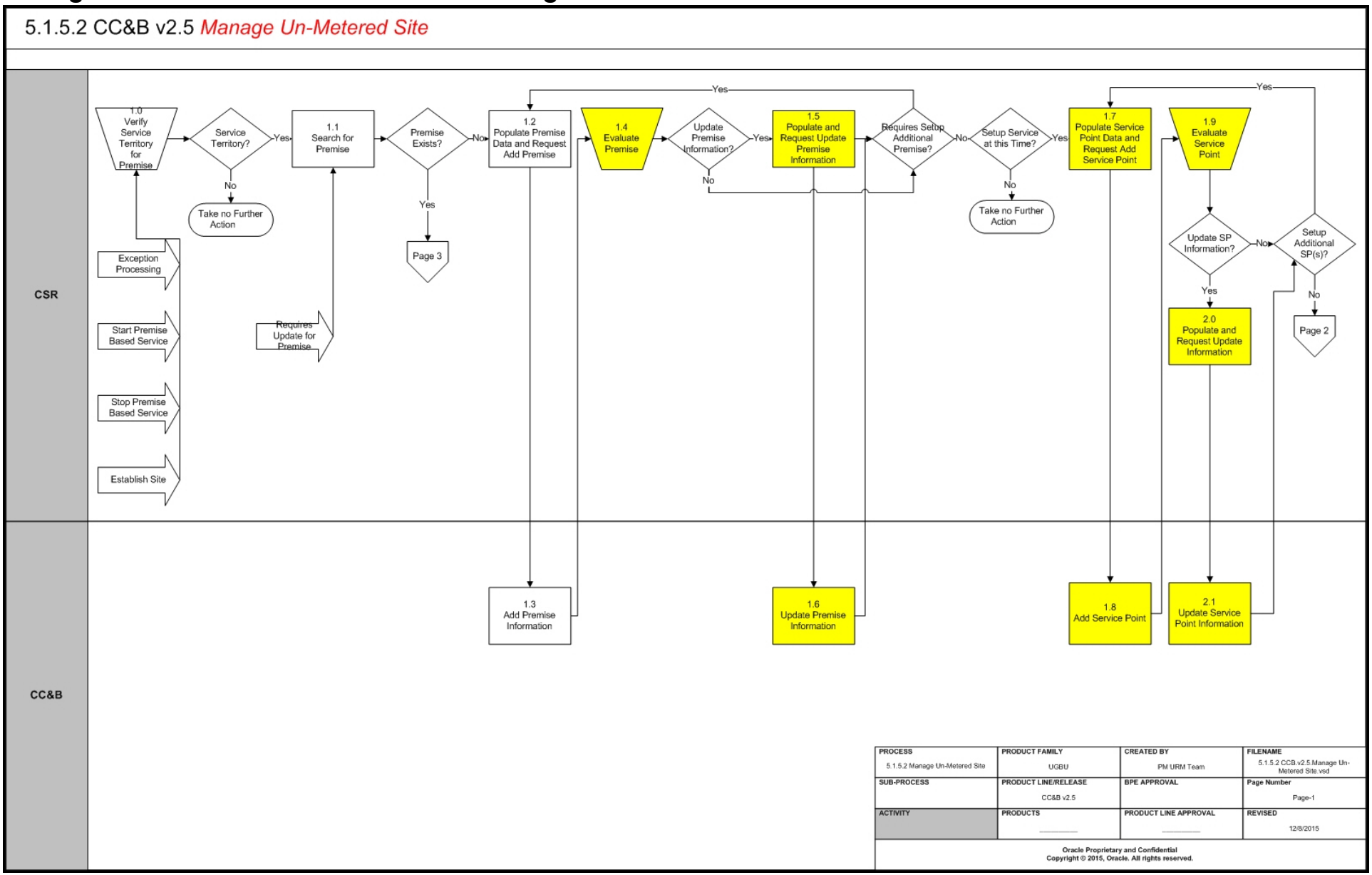
Actors/Roles

The Manage Un-Metered Site business process involves the following actors and roles:

- **CSR**: CSR or Authorized User of the Customer Care and Billing application.
- **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.
- **Field Operations**: Company or department that provides operational support, coordinates and performs field work (installation, repair, maintenance, investigations etc. that allows Utilities to provide services to customers).

Business Process Diagrams

Manage Un-Metered Site Process Model - Page 1



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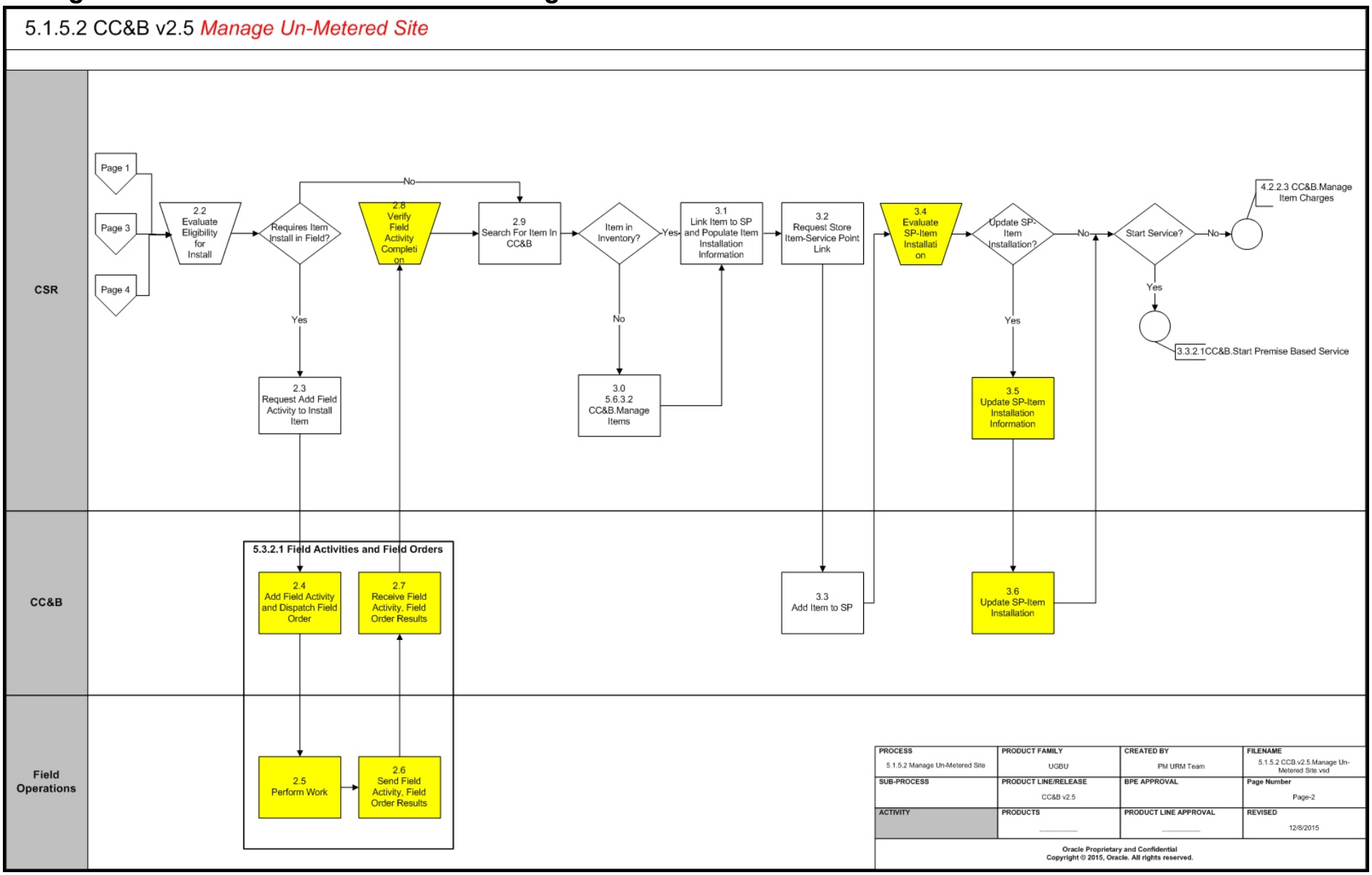

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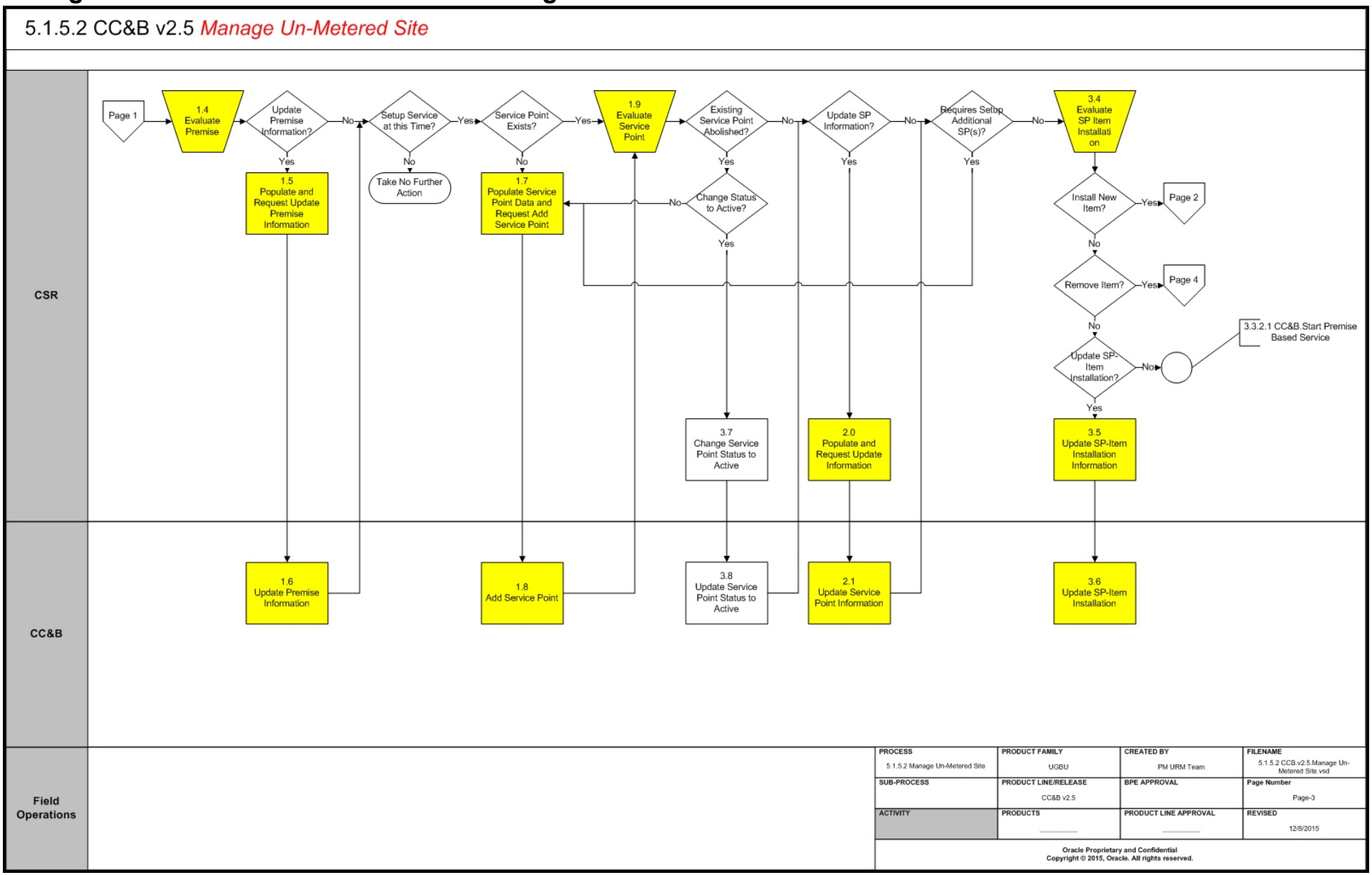

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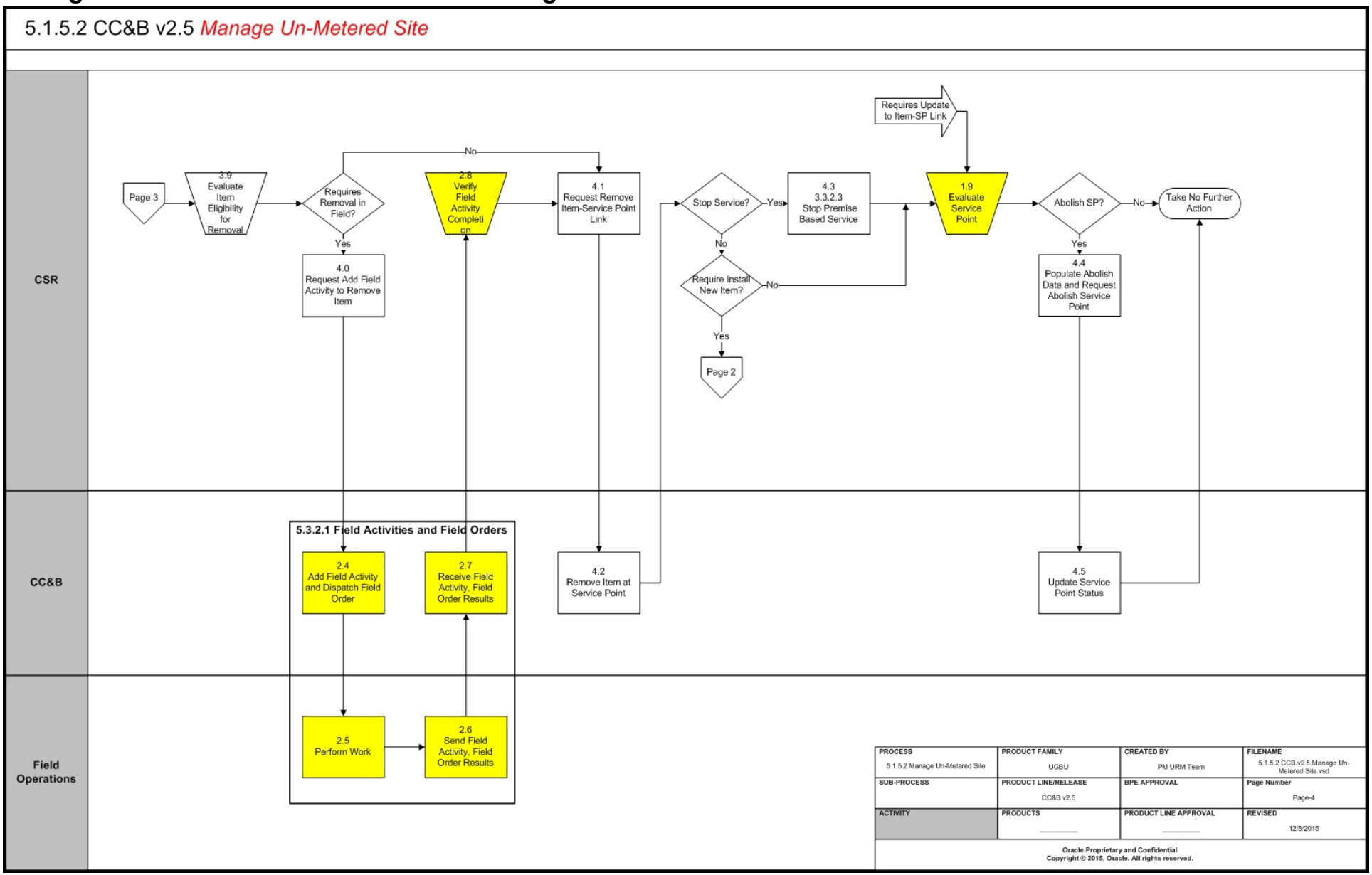

Manage Un-Metered Site Detailed Process Model Description

This section provides a detailed description of the "Manage Un-Metered Site" business process, including:

- 1.0 Verify Service Territory for Premise
- 1.1 Search for Premise
- 1.2 Populate Premise Data and Request Add Premise
- 1.3 Add Premise
- 1.4 Evaluate Premise
- 1.5 Populate and Request Update Premise Information
- 1.6 Update Premise Information
- 1.7 Populate Service Point Data and Request Add Service Point
- 1.8 Add Service Point
- 1.9 Evaluate Service Point
- 2.0 Populate and Request Update SP Information
- 2.1 Update Service Point Information
- 2.2 Evaluate Eligibility for Install
- 2.3 Request Add Field Activity to Install Item
- 2.4 Add Field Activity and Dispatch Field Order
- 2.5 Perform Work
- 2.6 Send Field Activity, Field Order Results
- 2.7 Receive Field Activity, Field Order Results
- 2.8 Verify Field Activity Completion
- 2.9 Search for Item in CC&B
- 3.0 5.6.31 CC&B v2.5 Manage Meters in CC&B
- 3.1 Link Item to SP and Populate Item Installation Information
- 3.2 Request Store Item-Service Point Link
- 3.3 Add Item to Service Point
- 3.4 Evaluate SP-Item Installation
- 3.5 Update SP-Item Installation Information
- 3.6 Update SP-Item Installation
- 3.7 Change Service Point Status to Active
- 3.8 Update SP Status to Active
- 3.9 Evaluate Item Eligibility for Removal
- 4.0 Request Add Field Activity to Remove Item
- 4.1 Request Remove Item-Service Point Link
- 4.2 Remove Item at Service Point
- 4.3 3.3.2.3 Stop Premise Based Service
- 4.4 Populate Abolish Data and Request Abolish Service Point
- 4.5 Update Service Point Status

1.0 Verify Service Territory for Premise

Reference: Manage Un-Metered Site Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User first determines the address is in the service territory. If not, the CSR or Authorized User refers the caller to appropriate agency and the process stops with no further action.

1.1 Search for Premise

Reference: Manage Un-Metered Site Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Upon receipt of request for service or new service requirements are made available, the CSR uses Control Central Search to locate the Premise address to Start Service in CC&B. Control Central and Dashboard Alerts provide the CSR or Authorized User with valuable insight for overall analysis of any existing Premise. It is possible the site needs to be established in CC&B now and service will start at a later date.

Entities to Configure

- Installation Options
- Installation Options - Framework
- Zones

Business Objects

- C1-UserDisplayAllPremises - User - Display All Premises

Available Algorithms

- CI_PREM-INFO - Address 1, City, State, Postal. This algorithm formats the “Premise Info” that appears throughout the system. Use the algorithm's parameters to define which fields should appear in the address string and their relative position.
- C1_LSSLPR-DF - Highlight Life Support/Sensitive Load on Premise
- CI_CCAL_DECL - Highlight effective declarations for acct and prem
- F1-SYNRQALRT -Retrieve Outstanding Sync Request

1.2 Populate Premise Data and Request Add Premise

Reference: Manage Un-Metered Site Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Requests for new Premises are initiated with new construction single family, commercial, or large industrial, commercial or residential developments. New Premises may be added when new service territory is acquired by an organization. The CSR or Authorized User enters the necessary information to establish the Premise. Landlord and Parent Premise Information may be required to link a single Premise with a Landlord, Property Management Company or associated Parent Premise. A configured premise type is assigned to briefly describe the Premise. A premise's state, city, county, division, characteristics, trend area and geographic data default from configured postal default information. The address defined has an indicator to note whether or not it is a valid mailing address.

Entities to Configure

- Installation Options
- Installation Options - Framework

- Premise Type
- Characteristic Type and Values
- Postal Code Defaults
- Geographic Type
- CIS Division
- Country
- Time Zone

1.3 Add Premise

Reference: Manage Un-Metered Site Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Premise is added in CC&B.

Entities to Configure

- Installation Options
- Installation Options - Framework
- Premise Type
- Characteristic Type and Values
- Postal Code Defaults
- Trend
- Geographic Type
- CIS Division
- Country
- Time Zone

Business Objects

- Address - Premise business object for address
- C1-MDM2Premise - MDM2 Premise
- CI_OrderPremise - Order Premise
- C1-NMSPremise - Premise Information for NMS Sync
- CI_RebateClaimPremiseInfo- Premise information for rebate claim
- C1-PremiseLatitudeLongitude - Premise - Latitude/Longitude
- CI_PremWithFieldLevelSecurity - Premise with field-level security
- WX-Premise - Premise
- CI_UploadPremiseCSVNonRes - Upload Premise from CSV file for Non-Residential Customers
- CI_UploadPremiseCSVRes - Upload Premise from CSV file for Residential Customers
- Premise - Premise fields common to all premise BOs
- C1-OrderPremise - Order Premise
- C1-PremiseBasic - Premise Lite
- C1PremisePhysical - Premise Physical BO
- C1-PremisePhysicalBO - Business object for MO PREMISE

Available Algorithms

- CI_PREM-INFO - Address 1, City, State, Postal. This algorithm formats the "Premise Info" that appears throughout the system. Use the algorithm's parameters to define which fields should appear in the address string and their relative position.

- CI_PREMCDCSP - Premise Change Data Capture (SP-Based)
- CI_PREM_BO - Determine Premise Business Object

1.4 Evaluate Premise

Reference: Manage Un-Metered Site Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews the entered Premise information and verifies its accuracy. The CSR or Authorized User determines if additional premises are required or if updates are needed for the newly entered Premise.

1.5 Populate and Request Update Premise Information

Reference: Manage Un-Metered Site Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User enters any required changes for the Premise.

1.6 Update Premise Information

Reference: Manage Un-Metered Site Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Premise information is updated in CC&B.

Business Objects

- Address - Premise business object for address
- CI_UploadPremiseCSVNonRes - Upload Premise from CSV file for Non-Residential Customers
- CI_UploadPremiseCSVRes - Upload Premise from CSV file for Residential Customers
- C1-MDM2Premise - MDM2 Premise
- C1-NMSPremise - Premise Information for NMS Sync
- C1-OrderPremise - Order Premise
- C1-PremiseBasic - Premise Lite
- C1-PremiseLatitudeLongitude - Premise Latitude/Longitude
- CI_OrderPremise - Order Premise
- CI_PremWithFieldLevelSecurity - Premise with field level security
- CI_RebateClaimPremiseInfo - Premise information for rebate claim
- WX-Premise - Premise
- C1PremisePhysical - Premise Physical BO
- C1-PremisePhysicalBO - Business object for MO PREMISE

Available Algorithms

- CI_PREM-INFO - Premise Information (Address 1, City, State, Postal)
- CI_PREMCDCSP - Premise Change Data Capture (SP-Based)
- CI_PREM_BO - Determine Premise Business Object

1.7 Populate Service Point Data and Request Add Service Point

Reference: Manage Un-Metered Site Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User enters required Service Point Information for a new Service Point. The Service Point has an effective date to indicate when it was installed in CC&B. An item cannot be placed at the Service Point before the Service Point install date. Business rules are configured for each Service Point Type and impact the following:

- Defines the type of service delivered at the SP.
- Defines Service Point as Metered or Item based.
- Defines Characteristics that are the same for all service points of a given type.
- Defines Field Activities that may be performed at its Service Points.
- Defines Items that may be installed at its Service Points.
- Defines Service Agreements that may pay for service at its Service Points.
- Defines Equipment that may be linked to its Service Points.

Entities to Configure

- Installation Options
- Installation Options - Framework
- Characteristic Type and Values
- Geographic Type
- SP Type
- Service Cycle
- Service Route Type
- Field Service Class
- Operations Area
- Disconnect Location

1.8 Add Service Point

Reference: Manage Un-Metered Site Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Service Point information is added in CC&B.

Business Objects

- C1-SPBasic - Service Point Lite
- C1-FWServicePointDetails - Field Work Service Point Details
- C1-MDM2SP - MDM2SP
- CI_ServicePointAudit - Service Point Audit
- C1-SPLatitudeLongitude - Service Point - Latitude/Longitude
- C1-SPDetails - Service Point NMS Outage Details
- WX-ServicePoint - Service Point
- CI_SPInfo - SP Information
- C1-NMSSP - SP Information for NMS Sync
- CI_UploadSPCSVNonRes - Upload SP from CSV file for Non-Residential Customers
- CI_UploadSPCSVRes - Upload SP from CSV file for Residential Customers-
- C1ServicePointPhysical - Service Point Physical BO

Available Algorithms

- C1-SPIN-DF - SP information - SP Type, Read Cycle, Premise Info
  This algorithm formats the "Service Point Info" that appears throughout the system. It also calls the Premise Information algorithm.
- CI_SP_BO - Determine Business Object of Service Point
- CI_GENAUDIT - Generic Audit
- C1-CMDM2SPI - Capture MDM2 SP-based Initial Snapshot
- C1-CMDM2SPF - Capture MDM2 SP-based Final Snapshot
- C1-CAPNMSSPI - Capture NMS SP-based Initial Snapshot
- C1-CAPNMSSPF - Capture NMS SP-based Final Snapshot

1.9 Evaluate Service Point

Reference: Manage Un-Metered Site Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews and verifies the newly entered Service Point information. The existing Service Point may be in an Abolished status. Additional Service Points or updates for the newly entered Service Point may be required. At times it may be required to abolish an existing Service Point. This type of service may no longer be required or may be moved to another location for the Premise.

2.0 Populate and Request Update SP Information

Reference: Manage Un-Metered Site Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines information for the Service Point requires changing or updating.

2.1 Update Service Point Information

Reference: Manage Un-Metered Site Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Service Point information is updated in CC&B.

Business Objects

- C1-SPBasic - Service Point Lite
- C1-FWServicePointDetails - Field Work Service Point Details
- C1-MDM2SP - MDM2SP
- CI_ServicePointAudit - Service Point Audit
- C1-SPLatitudeLongitude - Service Point - Latitude/Longitude
- C1-SPDetails - Service Point NMS Outage Details
- WX-ServicePoint - Service Point
- CI_SPInfo - SP Information
- C1-NMSSP - SP Information for NMS Sync
- CI_UploadSPCSVNonRes - Upload SP from CSV file for Non-Residential Customers
- CI_UploadSPCSVRes - Upload SP from CSV file for Residential Customers-
- C1ServicePointPhysical - Service Point Physical BO

Available Algorithms

- C1-SPIN-DF - SP information - SP Type, Read Cycle, Premise Info
  This algorithm formats the "Service Point Info" that appears throughout the system. It also calls the Premise Information algorithm.
- CI_SP_BO - Determine Business Object of Service Point
- CI_GENAUDIT - Generic Audit
- CI-CMDM2SPI - Capture MDM2 SP-based Initial Snapshot
- C1-CMDM2SPF - Capture MDM2 SP-based Final Snapshot
- C1-CAPNMSSPI - Capture NMS SP-based Initial Snapshot
- C1-CAPNMSSPF - Capture NMS SP-based Final Snapshot

2.2 Evaluate Eligibility for Install

Reference: Manage Un-Metered Site Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized reviews the Premise and Service Point to determine if fieldwork is required at this time. The Item may already be installed and only needs to establish the record in CC&B.

2.3 Request Add Field Activity to Install Item

Reference: Manage Un-Metered Site Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: If the Service Point does not have an existing Item, a fieldwork request is made to install an Item.

Entities to Configure

- Installation Options - Framework
- Field Activity Type
- Field Activity Type Profile
- Field Service Class
- Dispatch Group
- Field Service Control

2.4 Add Field Activity and Dispatch Field Order

Reference: Manage Un-Metered Site Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Group: 5.3.2.1 CC&B v2.5 Manage Field Activities and Field Orders Process

Actor/Role: CC&B

Description: The Field Activity for the Service Point and corresponding Field Order for the Premise address are added and dispatched in CC&B. Please refer to process 5.3.2.1 CC&B v2.5 Manage Field Activities and Field Orders for further details.

2.5 Perform Work

Reference: Manage Un-Metered Site Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Group: 5.3.2.1 CC&B v2.5 Manage Field Activities and Field Orders Process

Actor/Role: Field Operations

Description: The Field Operations office receives the Dispatched Field Activity and a technician is routed to the field to install an Item.

2.6 Send Field Activity, Field Order Results

Reference: Manage Un-Metered Site Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Group: 5.3.2.1 CC&B v2.5 Manage Field Activities and Field Orders Process

Actor/Role: Field Operations

Description: The completed Item installation information is returned to CC&B.

2.7 Receive Field Activity, Field Order Results

Reference: Manage Un-Metered Site Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Group: 5.3.2.1 CC&B v2.5 Manage Field Activities and Field Orders Process

Actor/Role: CC&B

Description: The Service Point Field Activity information for the installed Item is received in CC&B. Please refer to process 5.3.2.1 CC&B v2.5 Manage Field Activities and Field Orders for further details.

2.8 Verify Field Activity Completion

Reference: Manage Un-Metered Site Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews the returned Field Activity Information to obtain the required Item installation information. Please refer to process 5.3.2.1 CC&B v2.5 Manage Field Activities and Field Orders for further details.

2.9 Search for Item in CC&B

Reference: Manage Un-Metered Site Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User searches for the given Item in CC&B to determine if it is in existing inventory. Searching for the Item can be accomplished through Meter/Item Search using various search criteria.

Entities to Configure

- Installation Options - Framework

Available Algorithms

- CI_ITMI-DFLT - Default algorithm for item information. This algorithm formats the “Item Info" that appears throughout the system. This routine concatenates the following information:

- Item Type (description)
- Badge Number
- Serial Number
- Item Status (description)
- and Location Information.

3.0 5.6.31 CC&B v2.5 Manage Meters in CC&B

Reference: Manage Un-Metered Site Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The Item information needs to be recorded in inventory prior to installation in CC&B. Refer to 5.6.3.1 CC&B v2.5 Manage Meters in CC&B.

3.1 Link Item to SP and Populate Item Installation Information

Reference: Manage Un-Metered Site Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User links the Item information to the associated Service Point.

3.2 Request Store Item-Service Point Link

Reference: Manage Un-Metered Site Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User saves the entered Item-Service Point information.

3.3 Add Item to Service Point

Reference: Manage Un-Metered Site Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Item and associated Service Point are linked in CC&B.

Available Algorithms

- C1-ITEMCDCSP - Item Change Data Capture (SP-Based)

3.4 Evaluate SP-Item Installation

Reference: Manage Un-Metered Site Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User evaluates the existing Service Point-Item Link and verifies information to ensure accuracy. Updates to the on/off history may be required. It is possible the existing Item may need to be removed.

3.5 Update SP-Item Installation Information

Reference: Manage Un-Metered Site Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines updates to the Service Point-Item Installation record are required.

3.6 Update SP-Item Installation

Reference: Manage Un-Metered Site Process Model - Page 2 on page 4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Service Point-Item Installation record is updated in CC&B.

3.7 Change Service Point Status to Active

Reference: Manage Un-Metered Site Process Model - Page 3 on page 5 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines the existing Service Point status can be reinstated from Abolished to Active. Service Point status impacts whether or not it can be linked to Service Agreements.

3.8 Update SP Status to Active

Reference: Manage Un-Metered Site Process Model - Page 3 on page 5 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Service Point status is changed to Active in CC&B.

Business Objects

- C1-SPBasic - Service Point Lite
- C1-FWServicePointDetails - Field Work Service Point Details
- C1-MDM2SP - MDM2SP
- CI_ServicePointAudit - Service Point Audit
- C1-SPLatitudeLongitude - Service Point - Latitude/Longitude
- C1-SPDetails - Service Point NMS Outage Details
- WX-ServicePoint - Service Point
- CI_SPInfo - SP Information
- C1-NMSSP - SP Information for NMS Sync
- CI_UploadSPCSVNonRes - Upload SP from CSV file for Non-Residential Customers
- CI_UploadSPCSVRes - Upload SP from CSV file for Residential Customers-
- C1ServicePointPhysical - Service Point Physical BO

Available Algorithms

- C1-SPIN-DF - SP information - SP Type, Read Cycle, Premise Info
  This algorithm formats the "Service Point Info" that appears throughout the system. It also calls the Premise Information algorithm.
- CI_SP_BO - Determine Business Object of Service Point

- CI_GENAUDIT - Generic Audit
- CI-CMDM2SPI - Capture MDM2 SP-based Initial Snapshot
- C1-CMDM2SPF - Capture MDM2 SP-based Final Snapshot
- C1-CAPNMSSPI - Capture NMS SP-based Initial Snapshot
- C1-CAPNMSSPF - Capture NMS SP-based Final Snapshot

3.9 Evaluate Item Eligibility for Removal

Reference: Manage Un-Metered Site Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized reviews the Premise and Service Point to determine if fieldwork is required at this time. The Item may already be removed due to other maintenance, and only needs recording in CC&B.

4.0 Request Add Field Activity to Remove Item

Reference: Manage Un-Metered Site Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: At times it is necessary to remove the Item to better meet the Installation requirements or perhaps an Item is no longer required for the Service Point. The CSR or Authorized User creates a Field Activity to remove the Item.

Entities to Configure

- FA Type
- FA Type Profile
- Field Service Class
- Dispatch Group
- Field Service Control

4.1 Request Remove Item-Service Point Link

Reference: Manage Un-Metered Site Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User saves the Service Point-Item History record with the associated removal reading, date and time. Another Item may be installed or service may be stopped.

4.2 Remove Item at Service Point

Reference: Manage Un-Metered Site Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B is updated and the Service Point-Item History record reflects the removal.

4.3 3.3.2.3 Stop Premise Based Service

Reference: Manage Un-Metered Site Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: It is determined the service is no longer required for this customer. Refer to 3.3.2.3 Stop Premise Based Service.

4.4 Populate Abolish Data and Request Abolish Service Point

Reference: Manage Un-Metered Site Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines this Service Point will no longer be used. The Service Point Status is changed to abolished, with an effective date entered. The Service Point status impacts whether or not it can be linked to Service Agreements.

4.5 Update Service Point Status

Reference: Manage Un-Metered Site Process Model - Page 4 on page 6 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Service Point status is updated in CC&B.

Business Objects

- C1-SPBasic - Service Point Lite
- C1-FWServicePointDetails - Field Work Service Point Details
- C1-MDM2SP - MDM2SP
- CI_ServicePointAudit - Service Point Audit
- C1-SPLatitudeLongitude - Service Point - Latitude/Longitude
- C1-SPDetails - Service Point NMS Outage Details
- WX-ServicePoint - Service Point
- CI_SPInfo - SP Information
- C1-NMSSP - SP Information for NMS Sync
- CI_UploadSPCSVNonRes - Upload SP from CSV file for Non-Residential Customers
- CI_UploadSPCSVRes - Upload SP from CSV file for Residential Customers-
- C1ServicePointPhysical - Service Point Physical BO

Available Algorithms

- C1-SPIN-DF - SP information - SP Type, Read Cycle, Premise Info
  This algorithm formats the "Service Point Info" that appears throughout the system. It also calls the Premise Information algorithm.
- CI_SP_BO - Determine Business Object of Service Point
- CI_GENAUDIT - Generic Audit
- CI-CMDM2SPI - Capture MDM2 SP-based Initial Snapshot
- C1-CMDM2SPF - Capture MDM2 SP-based Final Snapshot
- C1-CAPNMSSPI - Capture NMS SP-based Initial Snapshot
- C1-CAPNMSSPF - Capture NMS SP-based Final Snapshot

Installation Options - Control Central Alert Algorithms

The following installation options are available:

Value	Description
C1-CASH-ACCT	Highlight Cash Only Account
C1_CASH-DF	Cash Only Account
C1-CCAL-CLM	Highlight Open Rebate Claims
C1-CCAL-OCBG	Highlight Open Off Cycle Bill Generators
C1-COLLPR-AC	Highlight Active Collection Process
C1_COLL-DF	Highlight Active Collection Processes
C1-COLL-REF	Highlight Active Collection Referral
C1_COLLRF-DF	Highlight Active Collection Agency Referral
C1-CRRT-ACCT	Highlight Credit Rating
C1_CRRT-DF	Credit Rating Alert
C1-LSSL-PER	Highlight Person Life Support/Sensitive Load
C1_LSSL-DF	Highlight Life Support/Sensitive Load on Person
C1-LSSL-PRM	Highlight Premise Life Support/Sensitive Load
C1_LSSLPR-DF	Highlight Life Support/Sensitive Load on Premise
C1-OD-PROC	Highlight Active Overdue Processes
C1-OPENLDALR	Retrieve Open Leads
C1-OPN-MEVT	Highlight Open and Disputed Match Events
C1-OPSTSKALT	Retrieve Open CSS Service Task Alert
C1-PEND-STRT	Highlight Pending Start
C1_PENDST-DF	Highlight Pending Start Service Agreements
C1-SEVPR-ACT	Highlight Active Severance Processes
C1-STASKALRT	Retrieve Open Service Tasks
C1-STOP-SA	Highlight Stopped SAs
C1-STSKALSAC	Service Task Alert By SA Characteristic
C1-PPBALERT	Prepay Biller Task Alert
C1-WO-BILL	Highlight Written Off Bills
CC BY TYPCL	Count number of customer contacts
CI_PPDENIAL	Count pay plan denial customer contacts
CCAL-CASE	Highlight cases
C1-CCAL-CASE	Highlight open cases
CCAL-DECL	Highlight Effective Declarations for Acct and Prem

Value	Description
C1-CASH-ACCT	Highlight Cash Only Account
CI_CCAL_DECL	Highlight Effective Declarations for Acct and Prem
CCAL-FAERMSG	Highlight FAs with outstanding outgoing messages
CCAL-TD	Highlight outstanding To Do entries
CI_CCAL-TD	Highlight open To Do entries
CCAL-WF	Account or Premise linked to Active Workflow Process
F1-SYNRQALRT	Retrieve Outstanding Sync Request
F1-SYNRQALRT	Retrieve Outstanding Sync Request
PP BY STATUS	Count pay plans
CI_PP_ACTIVE	Show count of ACTIVE pay plans
CI_PP_BROKEN	Show count of BROKEN pay plans
CI_PP_KEPT	Show count of KEPT pay plans

Related Training

The following User Productivity Kit (UPK) modules provide training related to this business process:

- Oracle Utilities UPK for Customer Care and Billing, Administrative Setup
- Oracle Utilities UPK for Customer Care and Billing, User Tasks
- Oracle Utilities UPK for Customer Care and Billing, Credit and Collections
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing for Interval Data