C2M.v2.7.CCB

3.4.3.1 C2M.CCB Process Miscellaneous Customer Requests

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Brief Description

Business: 3.4.3.1 C2M.CCB Process Miscellaneous Customer Requests
Type: Sub-Process
Parent: 3.4.3 C2M.CCB Provide Customer Service
Sibling Processes:

This process describes how miscellaneous customer requests are determined and processed within the system.
3.4.3.1 C2M.v2.7.CCB Process Miscellaneous Customer Requests

Customer

[Diagram showing flow of processes involving CSR or Authorized User to determine type of service and subsequent actions such as start or stop service based on premises.

C2M(CCB)

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3.4.3.1 C2M.v2.7.CCB Process Miscellaneous Customer Requests

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3.4.3.1 C2M.v2.7.CCB Process Miscellaneous Customer Requests

Customer

Request for Budget Enroll

New Enrollment Required

Non-Bill Budget Required

Process NSBD?

Yes

No

Yes

No

Yes

Non-Bill Enrollment Required

Yes

No

Yes

No

Yes

New Budget Enrollment Required

Renew Non-Bill Budget

Customer Budget

Take no further action

C2M(CCB)

CSR or Authorized User

Determine Budget Enrollment Request

3.4.4.1a C2M.CCB Enroll in Budget

3.4.4.1b C2M.CCB Enroll in Non-Bill Budget

3.4.4.2 Non-Bill Budget Required

3.4.4.3a C2M.CCB Renew Non-Bill Budget

3.4.4.4a C2M.CCB Renew Non-Bill Budget

3.4.4.5a C2M.CCB Renew Non-Bill Budget
3.4.3.1 C2M.v2.7.CCB Process Miscellaneous Customer Requests

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**3.4.3.1 C2M.v2.7.CCB Process Miscellaneous Customer Requests**

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**Customer**
- Request Field Work
- Report Power Outage

**CSR or Authorized User**
- 3.4 Determine FA Type
  - 3.5 Initiate FA
  - 3.5.1 C2M.SOM Manage Field Activities and Service Orders

**C2M(CCB)**
- 3.7 Investigate Power Outage
  - Outage Already Reported?
    - Yes
    - No
    - Take no further action

- 3.8 Non-premise Base Outage?
  - Yes
  - No
  - 5.5.3 C2M.CCB Manage Outages (Future Release)

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**Revisions**

- 3.5.7 3C2M.CCB Process Miscellaneous Customer Requests
- Created by: [Name]
- Date: [Date]
- Rev: [Revision Number]

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Process Miscellaneous Customer Requests

- Customer
  - Request to Add/Remove Meter or Item
    - Add meter? Yes
      - 4.6.3.3 C2M/MDM Manage Device De-Installation, Decommissioning
    - No
      - Add Item? Yes
        - Yes
          - Take no further action
        - No
          - Remove Item? Yes
            - Yes
            - Remove Meter? Yes
              - Yes
              - Take no further action
            - No
              - Take no further action
        - No
          - Remove Item? Yes
            - Yes
            - Take no further action
          - No
            - Take no further action
      - No
      - No
        - Yes
          - Take no further action
        - No
          - Take no further action
Detail Business Process Model Description

1.0 Search for Person/Account
Actor/Role: CSR or Authorized User
Description:
Search for existing person/account.

1.1 Determine specific information request
Actor/Role: CSR or Authorized User
Description:
CSR or Authorized User decides type of information to update.

1.2 3.4.1.1 C2M.CCB.Manage Customer Contact
Actor/Role: CSR or Authorized User
Description:
Keep record of reason for customer contact. The process is provided in 3.4.1.1 C2M.CCB.Manage Customer Contact.

1.3 3.3.1.1 C2M.CCB.Establish Person and or Account
Actor/Role: CSR or Authorized User
Description:
Update person demographic request, the process provided in 3.3.1.1 C2M.CCB.Establish Person and or Account.

1.4 Investigate Further
Actor/Role: CSR or Authorized User
Description:
If information request cannot be resolved immediately then further investigation is required.

1.5 Determine Type of Service Request
Actor/Role: CSR or Authorized User
Description:
CSR or Authorized User decides the type of service customer request.

1.7 3.3.2.1 C2M.CCB.Start Premise Based Service
Actor/Role: CSR or Authorized User
Description:
If a premise-based service is required, the process is provided in 3.3.2.1 C2M.CCB.Start Premise Based Service.

1.8 3.3.2.2 C2M.CCB.Start Non-Premise Based Service
Actor/Role: CSR or Authorized User
Description:
If a non-premise based service is required, the process is provided in 3.3.2.2 C2M.CCB.Start Non-Premise Based Service.
1.9 3.3.2.3 C2M.CCB.Stop Premise Based Service
Actor/Role: CSR or Authorized User
Description:
If a stop premise based service is required, the process is provided in 3.3.2.3 C2M.CCB.Stop Premise Based Service.

2.0 3.3.2.4 C2M.CCB.Stop Non-Premise Based Service
Actor/Role: CSR or Authorized User
Description:
If a stop non-premise based service is required, the process is provided in 3.3.2.4 C2M.CCB.Stop Non-Premise Based Service.

2.1 Determine Budget Enrollment Request
Actor/Role: CSR or Authorized User
Description:
CSR or Authorized User decides budget recommendation.

2.2 3.4.4.1a C2M.CCB.Enroll in Budget
Actor/Role: CSR or Authorized User
Description:
If a budget enrollment is required, the process is provided in 3.4.4.1a C2M.CCB.Enroll in Budget.

2.3 3.4.4.1b C2M.CCB.Enroll in Non-Billed Budget
Actor/Role: CSR or Authorized User
Description:
If a non-billed budget enrollment is required, the process is provided in 3.4.4.1b C2M.CCB.Enroll in Non-Billed Budget.

2.4 3.4.4.2b C2M.CCB.Renew Non-Billed Budget
Actor/Role: CSR or Authorized User
Description:
If a non-billed budget renewal is required, the process is provided in 3.4.4.2b C2M.CCB.Renew Non-Billed Budget.

2.5 3.4.4.3a C2M.CCB.Cancel Budget
Actor/Role: CSR or Authorized User
Description:
If a budget cancellation is required, the process is provided in 3.4.4.3a C2M.CCB.Cancel Budget.

3.4 Determine FA Type
Actor/Role: CSR
Description:
The CSR or Authorized User determines Field Activity Type.
### 3.5 Initiate FA
**Actor/Role:** CSR or Authorized User  
**Description:**  
The CSR or Authorized User initiates Field Activity.

### 3.6 5.3.2.1 C2M.CCB. Manage Field Activities and Service Orders
**Actor/Role:** CSR or Authorized User  
**Description:**  
If an appointment scheduling or cancellation is required, the process is provided in 5.3.2.1 C2M.CCB. Manage Field Activities and Service Orders.

### 3.7 Investigate Power Outage
**Actor/Role:** CSR or Authorized User  
**Description:**  
The CSR or Authorized User confirms reported power outage.

### 3.8 5.5.3 C2M.CCB. Manage Outages (Future Release)
**Actor/Role:** CSR or Authorized User  
**Description:**  
If a power outage is reported at a premise or a non-premise the outage process is provided in 5.5.3 C2M.CCB. Manage Outages.

### 3.9 Analyze Request
**Actor/Role:** CSR or Authorized User  
**Description:**  
The CSR or Authorized User decides to connect, disconnect or reconnect service.

### 4.0 5.3.2.1 C2M.SOM. Manage Field Activities and Service Orders
**Actor/Role:** CSR or Authorized User  
**Description:**  
If a customer requires connect, disconnect or reconnect service, the process is provided in 5.3.2.1 C2M.SOM. Manage Field Activities and Service Orders.

### 4.1 Determine Meter/Item Request
**Actor/Role:** CSR or Authorized User  
**Description:**  
CSR or Authorized User decides the type of meter/item request.

### 4.2 Request Exchange Meter
**Actor/Role:** CSR or Authorized User  
**Description:**  
Meter exchange process is initiated.
3.4.3.1 C2M.v2.7.CCB Process Miscellaneous Customer Requests

4.3 Request Read Meter
Actor/Role: CSR or Authorized User
Description:
Meter Read Process is initiated

4.4 Request Investigate Issue
Actor/Role: CSR or Authorized User
Description:
If there is trouble with a meter or item, the investigation process is initiated

4.5 4.2.1.1 C2M.MDM.Upload Device Measurement
Actor/Role: CSR or Authorized User
Description:
If meter was misread and/or it is a read provided by a customer, the process 4.2.1.1 C2M.MDM.Upload Device Measurement is initiated

4.6 5.6.3.2 C2M.MDM.Manage Device Installation and Commissioning
Actor/Role: CSR, CSR or Authorized User
Description:
If meter or item located at service point are not installed and there is a need to add a meter or item, process 5.6.3.2 C2M.MDM.Manage Device Installation and Commissioning is initiated

4.7 5.6.3.3 C2M.MDM.Manage Device De-Installation, Decommissioning
Actor/Role: CSR or Authorized User
Description:
If meter or item is located at a non-billable service point, the process to remove meter or item is provided in 5.6.3.3 C2M.MDM.Device De-Installation and Decommissioning.

4.8 Determine Billing Inquiry
Actor/Role: CSR or Authorized User
Description:
CSR or Authorized User decides the type of billing inquiry.

4.9 Investigate Customer Bills
Actor/Role: CSR or Authorized User
Description:
Authorized User Investigates Customer bill

5.0 4.2.2.9 C2M.CCB.Manage Billing Inquires
Actor/Role: CSR or Authorized User
Description:
If a customer has the following billing issues, the process is provided in 4.2.2.9 C2M.CCB.Manage Billing Inquires:
3.4.3.1 C2M.v2.7.CCB Process Miscellaneous Customer Requests

- High bill dispute
- Bill explanation
- Bill complaint
- Duplicate bills
- Missing bills
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Attachments