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3.4.3.1 C2M.CCB Process Miscellaneous Customer Requests

**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.CCB Process Miscellaneous Customer Requests

Business Process Model  Page 2

3.4.3.1 C2M.CCB Process Miscellaneous Customer Requests

Customer

Request New Service

Request Stop Service

CSR or Authorized User

1.6 Determine Type of Service

Start Service?

Yes

Request Contract

1.8 Initiate CS Request and Create Contract

Change Production Contract?

Yes

Yes

No

Terminate Contract for Premise-Based Service?

No

Yes

3.3.2.1a C2M.CCB Process Miscellaneous Customer Requests

Yes

Yes

No

Yes

3.3.2.3a C2M.CCB Process Miscellaneous Customer Requests

Take no further action

C2M(CCB)

Change Product in Contract?

No

1.7

3.3.2.4a C2M.CCB Process Miscellaneous Customer Requests

Yes

No

Take no further action
3.4.3.1 C2M.CCB Process Miscellaneous Customer Requests

These functionalities are not applicable when using Contracts and Products for Utilities with Market interaction.
3.4.3.1 C2M.CCB Process Miscellaneous Customer Requests

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3.4.3.1 C2M.CCB Process Miscellaneous Customer Requests

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Customer

CSR or Authorized User

C2M(CCB)
### 3.4.3.1 C2M.CCB Process Miscellaneous Customer Requests

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#### REVISED

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### Business Process Model

#### 3.4.3.1 C2M.CCB Process Miscellaneous Customer Requests

**Customer**

- Bill Inquiry

**CSR or Authorized User**

- High Bill Dispute?
  - Yes: Bill Explanation?
  - No: Duplicate Bill?
  - Yes: Missing Bill?
  - No: Take no Further Action

- Take no Further Action

**C2M(CCB)**

- 4.8 Customer Billing Inquiry
- 4.9 Invoicing Billing Inquiry

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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 Demographics 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.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.Manage Customer Contact.

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

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.

1.6 Initiate CS Request and Create Contract
Actor/Role: CSR or Authorized User
Description:
If a start service is required, the CSR or Authorized User will initiate the CS Request and will create the contract.

1.7 3.3.2.1a C2M.Manage Service Request and Start a Premise Based Service
Actor/Role: CSR or Authorized User
Description:
If a premise-based service is required, the process is provided in 3.3.2.1a C2M.Manage Service Request and Start Premise Based Service.
1.8 Initiate CS Request and Create Contract
Actor/Role: CSR or Authorized User
Description:
If a change product in contract is required, the CSR or Authorized User will initiate the CS Request and will create the contract.

1.9 3.3.2.3a C2M.Terminate Contracts and Stop Premise-Based Service
Actor/Role: CSR or Authorized User
Description:
If a stop premise-based service is required, the process is provided in 3.3.2.3a C2M.Terminate Contracts and Stop Premise-Based Service.

2.0 3.3.2.4a C2M.Terminate Contracts and 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 3.3.2.4a C2M.Terminate Contracts and 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.SOM. 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.SOM. 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.
3.4.3.1 C2M.CCB Process Miscellaneous Customer Requests

4.2 Request Exchange Meter  
Actor/Role: CSR or Authorized User  
Description:  
Meter exchange process is initiated.

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:

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