

Oracle Utilities Customer to Meter 2.7 Utility Reference Models

This document lists the specific business processes included in each Utility Reference Model document bundle.

3 Manage Customer

3.1 Market to Customer

3.1.2 C2M v2.7 CCB Manage Marketing Programs

3.1.2.1 C2M v2.7 CCB Select Customers and Manage Marketing Programs

3.3 Manage Products and Services

3.3.1 C2M v2.7 CCB Gather and Maintain Customer Information

3.3.1.1 C2M v2.7 CCB Establish Person and or Account

3.3.2 C2M v2.7 CCB-MDM Manage Service Agreement

3.3.2.1 C2M v2.7 CCB Start Premise Based Service

3.3.2.2 C2M v2.7 CCB Start Non-Premise Based Service

3.3.2.3 C2M v2.7 CCB Stop Premise Based Service

3.3.2.4 C2M v2.7 CCB Stop Non-Premise Based Service

3.3.3 C2M v2.7 CCB Manage Deposit

3.3.3.1 C2M v2.7 CCB Refund Deposit

3.3.3.2 C2M v2.7 CCB Determine Customer Deposit (Cash, Non-cash, 3rd party)

3.3.3.3 C2M v2.7 CCB Review Deposits

3.3.3.4 C2M v2.7 CCB Monitor Deposit - Calculate Interest

3.3.5 C2M v2.7 CCB Establish and Maintain Loan

3.3.5.1 C2M v2.7 CCB Establish and Maintain Loan

3.3.6 C2M v2.7 CCB Manage Service Agreement and Landlord Agreement

3.3.6.1 C2M v2.7 CCB Establish Landlord Agreement-Manage Premises

3.3.6.2 C2M v2.7 CCB Start Premise Based Service for Landlord-Tenant

3.3.6.3 C2M v2.7 CCB Stop Premise Based Service for Landlord-Tenant

3.3.8 C2M v2.7 CCB Manage Net Energy Metering Service

3.3.8.1 C2M v2.7 CCB Establish and Maintain Net Energy Metering Service

3.3 Manage Products and Services - Retail

3.3.1.1a CCS.C2M.v2.7 CCB.Establish Person and or Account for Customer Service Request

3.3.1a CCS.C2M.v2.7 CCB Gather and Maintain Customer Info for Customer Service Request

3.3.2.1a CCS.C2M.v2.7 CCB.Start Premise Based Service Using Customer Service Request

3.3.2.3a CCS.C2M.v2.7 CCB.Terminate Contracts and Stop Premise-Based Service

3.3.2.4a CCS.C2M.v2.7 CCB.Terminate Contract and Stop Non-Premise Based Service

3.3.2.5 CCS.C2M.v2.7 CCB.Manage Consumer Contracts

3.4 Manage Customer Relationships

3.4.1 C2M v2.7 CCB Manage Contacts

3.4.1.1 C2M v2.7 CCB Manage Customer Contacts

3.4.2 C2M v2.7 CCB Develop Insight and Understanding

3.4.2.1 C2M v2.7 CCB Maintain Customer Profile

3.4.2.2 C2M v2.7 CCB Manage Customer Risk

3.4.3 C2M v2.7 CCB Provide Customer Service

3.4.3.1 C2M v2.7 CCB Process Miscellaneous Customer Requests

3.4.3.3 C2M v2.7 CCB Process Customer Request For Literature and Forms

3.4.4 C2M v2.7 CCB Manage Budget

3.4.4.1a C2M v2.7 CCB Enroll in Budget

3.4.4.1b C2M v2.7 CCB Enroll in Non-Billed Budget

3.4.4.2a C2M v2.7 CCB Monitor and True Up Budget

3.4.4.2b C2M v2.7 CCB Renew Non-Billed Budget

3.4.4.3a C2M v2.7 CCB Cancel Budget

3.4.4.3b C2M v2.7 CCB Expire Non-Billed Budget

3.4 Manage Customer Relationships - Retail

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

4 Manage Revenue

4.1 Manage Financial Procedures

4.1.1.1 C2M v2.7 CCB Manage Adjustment and Adjustment Approval

4.1.1.2a C2M v2.7 CCB-PS Manage GL Procedures

4.1.1.2b C2M v2.7 CCB-JDE Manage GL Procedures

4.1.1.2c C2M v2.7 CCB-EBS Manage GL Procedures

4.1.1.3a C2M v2.7 CCB.-PS Manage AP Procedures

4.1.1.3b C2M v2.7 CCB-JDE Manage AP Procedures

4.1.1.3c C2M v2.7 CCB-EBS Manage AP Procedures

4.2 Manage Device Measurements and Bill Customers

4.2.1 C2M v2.7 MDM Collect and Process Device Measurements

4.2.1.1 C2M v2.7 MDM Upload Device Measurements

4.2.1.2 C2M v2.7 MDM Manage VEE and VEE Exceptions

4.2.1.5 C2M v2.7 CCB Maintain Measurement Cycle Schedule

4.2.1.5 C2M v2.7 MDM Maintain Measurement Cycle Schedule

4.2.1.6 C2M v2.7 CCB Receive External Charges

4.2.1.7 C2M v2.7 CCB Apply Miscellaneous Charges

4.2.2 C2M v2.7 CCB Manage Bill

4.2.2.1 C2M v2.7 CCB Update Billing Information

4.2.2.1 C2M v2.7 CCB-MDM Calculate Usage

4.2.2.2 C2M v2.7 CCB-MDM Manage Meter Charges

4.2.2.3 C2M v2.7 CCB-MDM Manage Item Charges

4.2.2.4 C2M v2.7 CCB Manage External and Miscellaneous Charges

4.2.2.5 C2M v2.7 CCB Manage Loan Charges

- 4.2.2.6 C2M v2.7 CCB Manage Deposit Charges
- 4.2.2.8 C2M v2.7 CCB Manage Billing Disputes
- 4.2.2.9 C2M v2.7 CCB Manage Billing Inquires
- 4.2.2.10a C2M v2.7 CCB Manage Budget Billing
- 4.2.2.10b C2M v2.7 CCB Manage Monitored-Unmonitored-Non-Billed Budget Billing
- 4.2.2.12 C2M v2.7 CCB Manage Payment Arrangement Charges
- 4.2.2.14 C2M v2.7 CCB Manage Off Cycle Billing Charges
- 4.2.2.15 C2M v2.7 CCB Manage Net Energy Metering Charges

4.3 Collect Revenue

- 4.3.1.1 C2M v2.7 CCB Manage Payments
 - 4.3.1.1a C2M v2.7 CCB Process Budget Payments
 - 4.3.1.1b C2M v2.7 CCB Process Non-Billed Monitored Budget Payments
 - 4.3.1.1c C2M v2.7 CCB Process Non-Billed Unmonitored Budget payments
 - 4.3.1.1d C2M v2.7 CCB Manage Autopayments.pdf
 - 4.3.1.1e C2M v2.7 CCB Manage Pay Plan Payment
 - 4.3.1.1f C2M v2.7 CCB Manage Credit Card Payment
- 4.3.1.2 C2M v2.7 CCB Manage Workstation Cashiering
- 4.3.2 C2M v2.7 CCB Perform Collection Activities
 - 4.3.2.1 C2M v2.7 CCB Manage Collection Process
 - 4.3.2.4a C2M v2.7 CCB Manage Payment Arrangement
 - 4.3.2.5a C2M v2.7 CCB Manage Late Payment Charge
 - 4.3.2.6 C2M v2.7 CCB Manage Write Off Uncollectible Receivables
 - 4.3.2.7 C2M v2.7 CCB Manage Collection Agency Referrals
 - 4.3.2.8 C2M v2.7 CCB Manage Bankruptcy

5 Manage Network Infrastructure

5.1 Plan & Design Network

5.1.5 C2M v2.7 CCB Manage Site Infrastructure

5.1.5.1 C2M v2.7 CCB Manage Metered Site

5.1.5.2 C2M v2.7 CCB Manage Un-Metered Site

5.1 Plan & Design Network - Retail

5.1.5.1a CCS.C2M.v2.7 CCB Manage Metered Site

5.1.5.2a CCS.C2M.v2.7 CCB Manage Un-Metered Site

5.1.5a CCS.C2M.v2.7 CCB-MDM-ODM Manage Site Infrastructure

5.3 Connect Products and Services

5.3.2.1 C2M v2.7 SOM Manage Field Activities and Service Orders

5.3.3 C2M v2.7 MDM Manage Events

5.3.3.1 C2M v2.7 MDM Upload Device Events

5.3.3.2 C2M v2.7 MDM Manage Device Events

5.5 Manage Service Faults

5.5.5 C2M v2.7 MDM Monitor and Manage Service Faults

5.5.5.1 C2M v2.7 MDM Manage Service Investigative Orders

5.6 Manage Assets

5.6.3 C2M v2.7 MDM Manage Devices

5.6.3.1 C2M v2.7 ODM-MDM Manage Tracked Assets and Devices

5.6.3.2 C2M v2.7 ODM-MDM Manage Device Installation and Commissioning

5.6.4.1 C2M v2.7 CCB-MDM Synchronize Master Data