

Oracle Utilities Customer To Meter 2.9 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 Manage Marketing Programs

3.1.2.1 C2M Select Customers and Manage Marketing Programs

3.3 Manage Products and Services

3.3.1 C2M Gather and Maintain Customer Information

3.3.1.1 C2M Establish Person and or Account

3.3.2 C2M Manage Service Agreement

3.3.2.1 C2M Start Premise Based Service

3.3.2.2 C2M Start Non-Premise Based Service

3.3.2.3 C2M Stop Premise Based Service

3.3.2.4 C2M Stop Non-Premise Based Service

3.3.3 C2M Manage Deposit

3.3.3.1 C2M Refund Deposit

3.3.3.2 C2M Determine Customer Deposit (Cash, Non-cash, 3rd party)

3.3.3.3 C2M Review Deposits

3.3.3.4 C2M Monitor Deposit - Calculate Interest

3.3.5 C2M Establish and Maintain Loan

3.3.5.1 C2M Establish and Maintain Loan

3.3.6 C2M Manage Service Agreement and Landlord Agreement

3.3.6.1 C2M Establish Landlord Agreement-Manage Premises

3.3.6.2 C2M Start Premise Based Service for Landlord-Tenant

3.3.6.3 C2M Stop Premise Based Service for Landlord-Tenant

3.3.8 C2M Manage Net Energy Metering Service

3.3.8.1 C2M Establish and Maintain Net Energy Metering Service

3.4 Manage Customer Relationships

3.4.1 C2M Manage Contacts

3.4.1.1 C2M Manage Customer Contacts

3.4.2 C2M Develop Insight and Understanding

3.4.2.1 C2M Maintain Customer Profile

3.4.2.2 C2M Manage Customer Risk

3.4.3 C2M Provide Customer Service

3.4.3.1 C2M Process Miscellaneous Customer Requests

3.4.3.3 C2M Process Customer Request For Literature and Forms

3.4.4 C2M Manage Budget

3.4.4.1a C2M Enroll in Budget

3.4.4.1b C2M Enroll in Non-Billed Budget

3.4.4.2a C2M Monitor and True Up Budget

3.4.4.2b C2M Renew Non-Billed Budget

3.4.4.3a C2M Cancel Budget

3.4.4.3b C2M Expire Non-Billed Budget

4 Manage Revenue

4.1 Manage Financial Procedures

4.1.1.1 C2M Manage Adjustment and Adjustment Approval

4.2 Manage Device Measurements and Bill Customers

4.2.1 C2M Collect and Process Device Measurements

4.2.1.1 C2M Upload Device Measurements

4.2.1.2 C2M Manage VEE and VEE Exceptions

- 4.2.1.5 C2M Maintain Measurement Cycle Schedule
- 4.2.1.6 C2M Receive External Charges
- 4.2.1.7 C2M Apply Miscellaneous Charges
- 4.2.2 C2M Manage Bill
 - 4.2.2.1 C2M Calculate Usage
 - 4.2.2.1a C2M Update Billing Information
 - 4.2.2.2 C2M Manage Meter Charges
 - 4.2.2.3 C2M Manage Item Charges
 - 4.2.2.4 C2M Manage External and Miscellaneous Charges
 - 4.2.2.5 C2M Manage Loan Charges
 - 4.2.2.6 C2M Manage Deposit Charges
 - 4.2.2.8 C2M Manage Billing Disputes
 - 4.2.2.9 C2M Manage Billing Inquires
 - 4.2.2.10a C2M Manage Budget Billing
 - 4.2.2.10b C2M Manage Monitored-Unmonitored-Non-Billed Budget Billing
 - 4.2.2.12 C2M Manage Payment Arrangement Charges
 - 4.2.2.14 C2M Manage Off Cycle Billing Charges
 - 4.2.2.15 C2M Manage Net Energy Metering Charges

4.3 Collect Revenue

- 4.3.1.1 C2M Manage Payments
 - 4.3.1.1a C2M Process Budget Payments
 - 4.3.1.1b C2M Process Non-Billed Monitored Budget Payments
 - 4.3.1.1c C2M Process Non-Billed Unmonitored Budget payments
 - 4.3.1.1d C2M Manage Autopayments.pdf
 - 4.3.1.1e C2M Manage Pay Plan Payment
 - 4.3.1.1f C2M Manage Credit Card Payment
- 4.3.1.2 C2M Manage Workstation Cashiering

4.3.2 C2M Perform Collection Activities

4.3.2.1 C2M Manage Collection Process

4.3.2.2 C2M Manage Severance Process

4.3.2.3a C2M Manage Pay Plan

4.3.2.4a C2M Manage Payment Arrangement

4.3.2.5a C2M Manage Late Payment Charge

4.3.2.6 C2M Manage Write Off Uncollectible Receivables

4.3.2.7 C2M Manage Collection Agency Referrals

5 Manage Network Infrastructure

5.1 Plan & Design Network

5.1.5 C2M Manage Site Infrastructure

5.1.5.1 C2M Manage Metered Site

5.1.5.2 C2M Manage Un-Metered Site

5.3 Connect Products and Services

5.3.2.1 C2M Manage Field Activities and Service Orders

5.6 Manage Assets

5.6.3.1 C2M Manage Tracked Assets and Devices

5.6.3.2 C2M Manage Device Installation and Commissioning

5.6.3.3 C2M Manage Device De-Installation, Decommissioning and Removal