Oracle Utilities Customer Care and Billing 2.5 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 Manage Marketing Programs

3.1.2.1 Select Customers and Manage Marketing Programs

3.3 Manage Products and Service

3.3.1 Gather and Maintain Customer Information

3.3.1.1 Establish Person and or Account

3.3.2 Manage Service Agreement

3.3.2.1 CCB.v2.5 Start Premise Based Service

3.3.2.2 CCB.v2.5.Start Non-Premise Based Service

3.3.2.3 CCB.v2.5.Stop Premise Based Service

3.3.2.4 CCB.v2.5.Stop Non-Premise Based Service

3.3.3 CCB.v2.5.Manage Deposit

3.3.3.1 CCB.v2.5.Refund Deposit

3.3.3.2 CCB.v2.5.Determine Customer Deposit

3.3.3.3 CCB.v2.5.Review Deposits

3.3.3.4 CCB.v2.5.Monitor Deposit - Calculate Interest

3.3.5 CCB.v2.5.Establish and Maintain Loan

3.3.5.1 CCB.v2.5.Establish and Maintain Loan

3.3.6 CCB.v2.5.Manage Service Agreement and Landlord Agreement

3.3.6.1 CCB.v2.5.Establish Landlord Agreement-Manage Premises

3.3.6.2 CCB.v2.5.Start Premise Based Service for Landlord-Tenant

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3.3.6.3 CCB.v2.5.Stop Premise Based Service for Landlord-Tenant

3.3.8 CCB.v2.5.Manage Net Energy Metering Service

3.3.8.1 CCB.v2.5.Establish and Maintain Net Energy Metering Service

4 Manage Revenue

4.1 Manage Financial Procedures

4.1.1.1 CCB.v2.5.Manage Adjustment and Adjustment Approval

4.1.1.2a CCB.v2.5-PS.Manage GL Procedures

4.1.1.2b CCB.v2.5-JDE.Manage GL Procedures

4.1.1.2c CCB.v2.5-EBS.Manage GL Procedures

4.1.1.3b CCB.v2.5-JDE.Manage AP Procedures

4.1.1.3c CCB.v2.5-EBS.Manage AP Procedures

4.2 Manage Device Measurements and Bill Customers

4.2.1 CCB.v2.5.Collect and Process Meter Reads and Miscellaneous Charges

4.2.1.1a CCB.v2.5.Read Meter

4.2.1.2a CCB.v2.5.Load Meter Reads

4.2.1.3a CCB.v2.5.Validate Meter Reads

4.2.1.5 CCB.v2.5.Maintain Meter Read Schedule

4.2.1.6 CCB.v2.5.Receive External Charges

4.2.1.7 CCB.v2.5.Apply Miscellaneous Charges

4.2.2 CCB.v2.5.Manage Bill

4.2.2.1 CCB.v2.5.Update Billing Information

4.2.2.2 CCB.v2.5.Manage Meter Charges

4.2.2.3 CCB v2.5.Manage Item Charges

4.2.2.4 CCB.v2.5.Manage External and Miscellaneous Charges

4.3 Collect Revenue

4.3.1.1 CCB.v2.5.Manage Payments

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4.3.1.1a CCB.v2.5.Process Budget Payments

4.3.1.1b CCB.v2.5.Process Non-Billed Monitored Budget Payments

4.3.1.1c CCB.v2.5.Process Non-Billed Unmonitored Budget payments

4.3.1.1d CCB.v2.5.Manage Autopayments

4.3.2 CCB.v2.5.Perform Collection Activities

5 Manage Network Infrastructure

5.1 Plan & Design Network

5.1.5 CCB.v2.5.Manage Site Infrastructure

5.1.5.1 CCB.v2.5.Manage Metered Site

5.1.5.2 CCB.2.5.Manage Un-Metered Site

5.3 Connect Products and Services

5.3.2 CCB.v2.5.Manage Fieldworks

5.3.2.1 CCB.v2.5.Manage Field Activities and Field Orders

5.6 Manage Devices

5.6.3 CCB.v2.5.Manage Devices

5.6.3.1 CCB.v2.5.Manage Meters

5.6.3.2 CCB.v2.5.Manage Items

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