Oracle Utilities Customer Cloud Service 24B 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 CCS Manage Marketing Programs

3.1.2.1 CCS Select Customers and Manage Marketing Programs

3.3 Manage Products and Services

3.3.1 CCS Gather and Maintain Customer Information

3.3.1.1 CCS Establish Person and or Account

3.3.2 CCS Manage Service Agreement

3.3.2.1 CCS Start Premise Based Service

3.3.2.2 CCS Start Non-Premise Based Service

3.3.2.3 CCS Stop Premise Based Service

3.3.2.4 CCS Stop Non-Premise Based Service

3.3.3 CCS Manage Deposit

3.3.3.1 CCS Refund Deposit

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

3.3.3.3 CCS Review Deposits

3.3.3.4 CCS Monitor Deposit - Calculate Interest

3.3.5 CCS Establish and Maintain Loan

3.3.5.1 CCS Establish and Maintain Loan

3.3.6 CCS Manage Service Agreement and Landlord Agreement

3.3.6.1 CCS Establish Landlord Agreement-Manage Premises

3.3.6.2 CCS Start Premise Based Service for Landlord-Tenant

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3.3.6.3 CCS Stop Premise Based Service for Landlord-Tenant

3.3.8 CCS Manage Net Energy Metering Service

3.3.8.1 CCS Establish and Maintain Net Energy Metering Service

3.4 Manage Customer Relationships

3.4.1 CCS Manage Contacts

3.4.1.1 CCS Manage Customer Contacts

3.4.2 CCS Develop Insight and Understanding

3.4.2.1 CCS Maintain Customer Profile

3.4.2.2 CCS Manage Customer Risk

3.4.3 CCS Provide Customer Service

3.4.3.1 CCS Process Miscellaneous Customer Requests

3.4.3.3 CCS Process Customer Request For Literature and Forms

3.4.4 CCS Manage Budget

3.4.4.1a CCS Enroll in Budget

3.4.4.1b CCS Enroll in Non-Billed Budget

3.4.4.2a CCS Monitor and True Up Budget

3.4.4.2b CCS Renew Non-Billed Budget

3.4.4.3a CCS Cancel Budget

3.4.4.3b CCS Expire Non-Billed Budget

4 Manage Revenue

4.1 Manage Financial Procedures

4.1.1.1 CCS Manage Adjustment and Adjustment Approval

4.2 Manage Device Measurements and Bill Customers

4.2.1 CCS Collect and Process Device Measurements

4.2.1.1 CCS Upload Device Measurements

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4.2.1.2 CCS Manage VEE and VEE Exceptions

4.2.1.5 CCS Maintain Measurement Cycle Schedule

4.2.1.6 CCS Receive External Charges

4.2.1.7 CCS Apply Miscellaneous Charges

4.2.2 CCS Manage Bill

4.2.2.1 CCS Calculate Usage

4.2.2.1a CCS Update Billing Information

4.2.2.2 CCS Manage Meter Charges

4.2.2.3 CCS Manage Item Charges

4.2.2.4 CCS Manage External and Miscellaneous Charges

4.2.2.5 CCS Manage Loan Charges

4.2.2.6 CCS Manage Deposit Charges

4.2.2.8 CCS Manage Billing Disputes

4.2.2.9 CCS Manage Billing Inquires

4.2.2.10a CCS Manage Budget Billing

4.2.2.10b CCS Manage Monitored-Unmonitored-Non-Billed Budget Billing

4.2.2.12 CCS Manage Payment Arrangement Charges

4.2.2.14 CCS Manage Off Cycle Billing Charges

4.2.2.15 CCS Manage Net Energy Metering Charges

4.3 Collect Revenue

4.3.1.1 CCS Manage Payments

4.3.1.1a CCS Process Budget Payments

4.3.1.1b CCS Process Non-Billed Monitored Budget Payments

4.3.1.1c CCS Process Non-Billed Unmonitored Budget payments

4.3.1.1d CCS Manage Autopayments.pdf

4.3.1.1e CCS Manage Pay Plan Payment

4.3.1.1f CCS Manage Credit Card Payment

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4.3.1.2 CCS Manage Workstation Cashiering

4.3.2 CCS Perform Collection Activities

4.3.2.1 CCS Manage Collection Process

4.3.2.2 CCS Manage Severance Process

4.3.2.3a CCS Manage Pay Plan

4.3.2.4a CCS Manage Payment Arrangement

4.3.2.5a CCS Manage Late Payment Charge

4.3.2.6 CCS Manage Write Off Uncollectible Receivables

4.3.2.7 CCS Manage Collection Agency Referrals

5 Manage Network Infrastructure

5.1 Plan & Design Network

5.1.5 CCS Manage Site Infrastructure

5.1.5.1 CCS Manage Metered Site

5.1.5.2 CCS Manage Un-Metered Site

5.3 Connect Products and Services

5.3.2.1 CCS Manage Field Activities and Service Orders

5.6 Manage Assets

5.6.3 CCS Manage Devices

5.6.3.1 CCS Manage Tracked Assets and Devices

5.6.3.2 CCS Manage Device Installation and Commissioning

5.6.3.3 CCS Manage Device De-Installation, Decommissioning and Removal

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