

# **Oracle Utilities Customer Self Service**

Release Notes

Release 2.0.0

**E24863-01**

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# Preface

These release notes provide an overview of the known issues in Oracle Utilities Customer Self Service version 2.0.0.

This preface contains these topics:

- **Audience**
- **Related Documents**
- **Conventions**

## Audience

Oracle Utilities Customer Self Service Release Notes is intended for anyone installing or using Oracle Utilities Customer Self Service version 2.0.0.

## Related Documents

For more information, see these Oracle documents:

- *Oracle Utilities Customer Self Service Installation Guide*
- *Oracle Utilities Customer Self Service Implementation Guide*

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.



# Chapter 1

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## Release Notes

These release notes contain the following sections:

- **About This Release**
- **Known Issues**

## About This Release

This section contains general information about Oracle Utilities Customer Self Service version 2.0.0.

### Overview

Oracle Utilities Customer Self Service provides utility companies with a portal that enables their customers to manage their accounts, monitor consumption, and interact with the utility. The application can provide both unsecured access for finding general information and utility offerings, and secured access for managing accounts, paying bills, or reviewing usage history.

### Functionality

Oracle Utilities Customer Self Service modules include the following functionality:

- Account Management Module:
  - User registration
  - Password management
  - Self-service information management
  - Account information management
  - Alerts and notifications
- Billing and Payment Management Module:
  - Billing notification preferences
  - Account charges summary
  - View bill/payment history
  - Service charges to-date \*
  - Compare rate plans and analysis \*
  - Setup electronic billing
  - One-time payments
  - Automatic recurring payments
  - View rate plans and products
  - View promotions
- Customer Service Management Module:
  - Add scalar meter read data
  - Detailed service usage \*

\* Requires Oracle Utilities Customer Care and Billing and Oracle Utilities Meter Data Management integration.



## Known Issues

This section describes known issues in Oracle Utilities Customer Self Service at the time of this release.

Bug Number	Description
12737525 12651168	Cross-browser compatibility issues prevent some items from displaying correctly in either Internet Explorer or Firefox browsers.
12991828	The Details link is not displayed while viewing the Admin page.
12975262	The previously entered data is displayed when re-Enroll other account. Refresh should occur.
12759160	An Access Role should not be deleted when a User is assigned to a Role.
12981470	An error is displayed when trying to add a new key via the Actions Button from the Edge Application link.