

Oracle Utilities Customer Care & Billing Release 2.4.0

Utility Reference Model

3.4.3.2 Process Customer Request for Net Energy
Metering

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3.4.3.2 Process Customer Request for Net Energy Metering

This section provides a description of the “Process Customer Request for Net Energy Metering” business process. This includes:

- ♦ [Brief Description](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [Process Customer Request for Net Energy Metering Process Model - Page 1](#)
- ♦ [Process Customer Request for Net Energy Metering Detailed Process Model Description](#)
- ♦ [Related Training](#)

Brief Description

Business Process: 3.4.3.2 Process Customer Request for Netmetering

Process Type: Sub-Process

Parent Process: 3.4.1.1 Manage Customer Contacts

Sibling Processes:

Process Customer Request for Netmetering takes place when customers contact a company to inform the utility that an energy-generating device exists . This process elaborates on how customer contacts are created and how the meter type is changed to a rollback meter that will accept negative consumption.

Actors/Roles

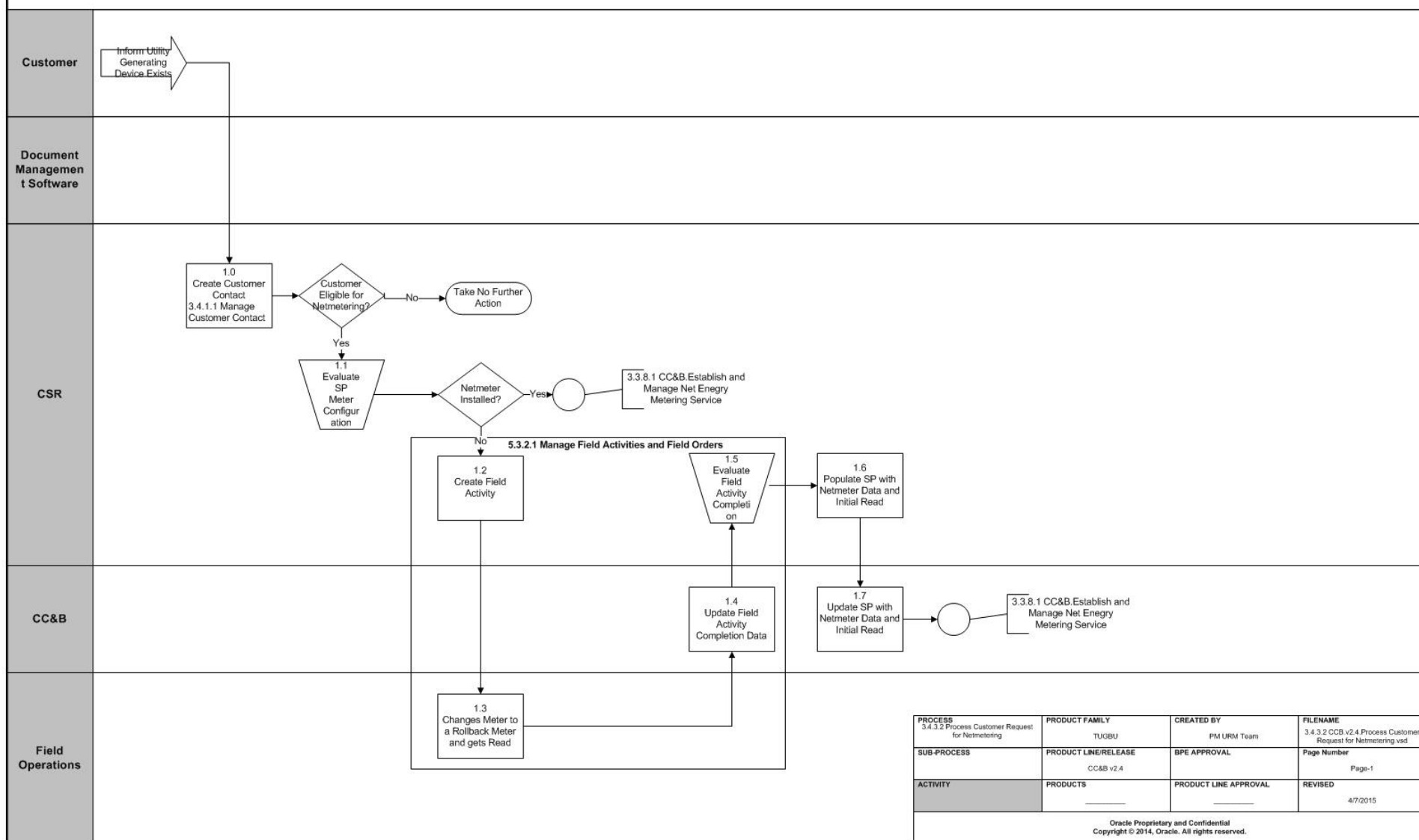
The Process Customer Request for Net Energy Metering business process involves the following actors and roles.

- **CC&B:** The Customer Care and Billing application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **CSR CC&B:** CSR or Authorized User of the Customer Care and Billing application.
- **Field Operations:** Company or department that provides operational support, coordinates and performs field work (installation, repair, maintenance, investigations etc. that allows Utilities to provide services to customers).

Business Process Diagrams

Process Customer Request for Net Energy Metering Process Model - Page 1

3.4.3.2 CC&B v2.4 *Process Customer Request for Netmetering*



Process Customer Request for Net Energy Metering Detailed Process Model Description

This section provides a detailed description of the “Process Customer Request for Net Energy Metering” business process, including:

- ♦ 1.0 Create Customer Contact Record That Generating Device Exists
- ♦ 1.1 Evaluate SP for Meter Configuration
- ♦ 1.2 Generate Field Activity for Replacement of Meter
- ♦ 1.3 Changes Meter to a Rollback Meter and Obtains Read
- ♦ 1.4 Field Activity Completed
- ♦ 1.5 Evaluate Field Activity Completion
- ♦ 1.6 Update SP with Netmeter Data

1.0 Create Customer Contact Record That Generating Device Exists

Reference: [Process Customer Request for Net Energy Metering Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: When a customer contacts the company the CSR or Authorized User enters a Customer Contact record that a generating device exists. 3.4.1.1 Manage Customer Contacts will assume subsequent processing of the customer contact.

1.1 Evaluate SP for Meter Configuration

Reference: [Process Customer Request for Net Energy Metering Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: The CSR or Authorized User evaluates the Meter Configuration to determine if a Netmeter exists on the Service Point.

1.2 Generate Field Activity for Replacement of Meter

Reference: [Process Customer Request for Net Energy Metering Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: The CSR or Authorized User will create a Field Activity for the replacement of the meter to a rollover meter.

1.3 Changes Meter to a Rollback Meter and Obtains Read

Reference: [Process Customer Request for Net Energy Metering Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Field Operations

Description: Field Operations will perform the meter change to a rollback meter and obtains the initial read.

1.4 Field Activity Completed

Reference: [Process Customer Request for Net Energy Metering Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B will complete the Field Activity.

1.5 Evaluate Field Activity Completion

Reference: [Process Customer Request for Net Energy Metering Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: The CSR or Authorized User will determine if the Field Activity is completed.

1.6 Update SP with Netmeter Data

Reference: [Process Customer Request for Net Energy Metering Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CSR

Description: The CSR or Authorized User updates the SP with netmeter characteristic type/value information.

Entities to Configure

- Meter Type Characteristic Type (CI_ROLLB)
- SP Characteristic Type (CI_GENCP)

Related Training

The following User Productivity Kit (UPK) modules provide training related to this business process:

- Oracle Utilities UPK for Customer Care and Billing, Administrative Setup
- Oracle Utilities UPK for Customer Care and Billing, User Tasks
- Oracle Utilities UPK for Customer Care and Billing, Credit and Collections
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing for Interval Data