

Oracle Utilities Customer Care and Billing Release 2.4.0

Utility Reference Model

4.2.1.5 Maintain Meter Read Schedule

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Oracle Utilities Customer Care and Billing Utility Reference Model 4.2.1.5, Release 2.4.0

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4.2.1.5 Maintain Meter Read Schedule

This section provides a description of the “Maintain Meter Read Schedule” business process, including:

- ♦ [Brief Description](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [Maintain Meter Read Schedule Process Model - Page 1](#)
- ♦ [Maintain Meter Read Schedule Detailed Process Model Description](#)
- ♦ [Related Training](#)

Brief Description

Business Process: 4.2.1.5 Maintain Meter Read Schedule

Process Type: Sub-Process

Parent Process: 4.2 .1 Collect and Process Meter Reads and Miscellaneous Charges

Sibling Processes:

- 4.2.1.1a Read Meter
- 4.2.1.2a. Load Meter Readings
- 4.2.1.3a. Validate Meter Read
- 4.2.1.4 Manage Consumption Data Reporting
- 4.2.1.6 Receive External Charges
- 4.2.1.7 Apply Miscellaneous Charges

This process describes how a meter read schedule is maintained. The meter read schedule defines when service points in a given cycle are read. The process is triggered when an update is required to a meter read schedule. The process' output is an updated schedule in CC&B. Changes to the meter read schedule may impact the Bill Cycle Schedules. The actors involved in this process are Field Operators and CSRs or Authorized Users.

Actors/Roles

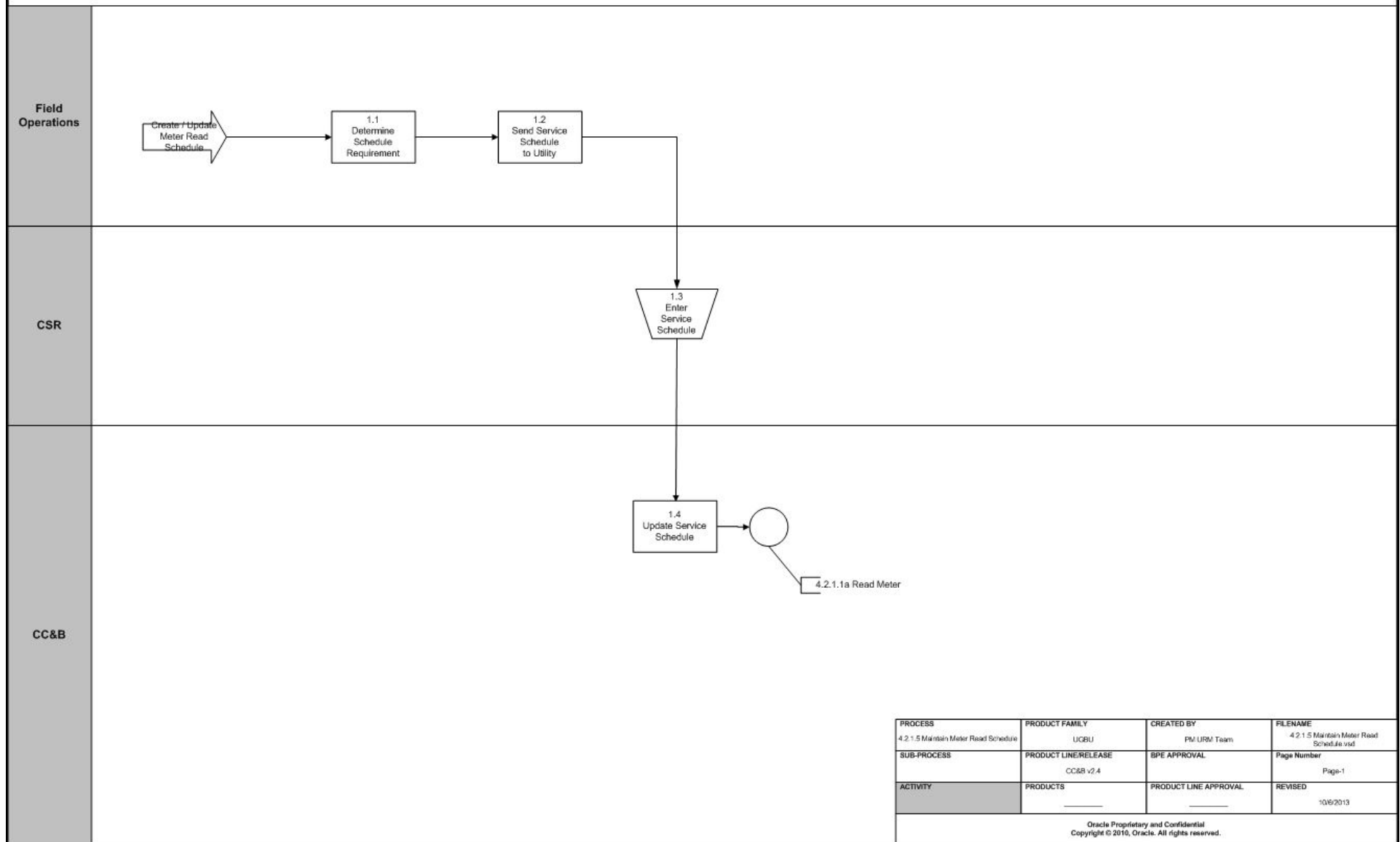
The Maintain Meter Read Schedule business process involves the following actors and roles.

- **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.
- **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

Maintain Meter Read Schedule Process Model - Page 1

4.2.1.5 CC&B v2.4 *Maintain Meter Read Schedule*



Maintain Meter Read Schedule Detailed Process Model Description

This section provides a detailed description of the “Maintain Meter Read Schedule” business process, including:

- ♦ [1.1 Determine Schedule Requirements](#)
- ♦ [1.2 Send Service Schedule to Utility](#)
- ♦ [1.3 Enter Service Schedule](#)
- ♦ [1.4 Update Service Schedule](#)

1.1 Determine Schedule Requirements

Reference: [Maintain Meter Read Schedule Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Field Operations / CSR

Description: The Field Operations Officer determines requirements for the service schedule. Determination of the schedule requirement involves analysis of service cycles, service routes and when they should be downloaded, estimated or read by the customer.

1.2 Send Service Schedule to Utility

Reference: [Maintain Meter Read Schedule Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Field Operations / CSR

Description: The Field Operations Officer sends the updated service schedule to the Utility organization.

1.3 Enter Service Schedule

Reference: [Maintain Meter Read Schedule Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Field Operations / CSR

Description: The CSR or Authorized User receives the updated service schedule from the Field Operators and updates the service schedule in CC&B. This is a manual task. There are different data requirements depending on whether it is an update to an existing service schedule or it is the creation of a new service schedule. This information is entered directly into CC&B via the Service Schedule screen.

1.4 Update Service Schedule

Reference: [Maintain Meter Read Schedule Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The updated schedule is stored in CC&B. The Scheduled Selection Date on the Service Schedule will now be used to determine the date the system downloads eligible service points in the nominated cycle. In addition, it will now be used by Billing to determine when a meter read is expected.

Entities to Configure

- Service Cycle
- Service Route Type

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