

**Oracle Utilities Customer Care and Billing
Release 2.4.0**

Utility Reference Model

4.3.2 Perform Collection Activities

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4.3.2 Perform Collection Activities

This section provides a description of the “Perform Collection Activities” business process, including:

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Brief Description

Business Process: 4.3.2 Perform Collection Activities

Process Type: Process

Parent Process: 4.3 Collect Revenue

This process takes place when Customer is in arrears. Company attempts to collect Customer's debt partially or fully. Typical Business practice is to initiate set of activities and events that will help to collect arrears. These events are grouped in Processes by severity. There are several processes that represent common business practice:

- Collection Process
- Severance Process
- Write Off Process

Company usually starts from Collection Process, which is set of various reminders (letters, phone calls etc). If Customer still doesn't pay debts, Company initiates Severance Process. Severance Process activities include heavy actions like cut service and stop Service. If Customer still owes money, then Company might use Collection Agency in last attempt to collect the debt and then writes off Customers debts. These activities are typical Write Off Process Activities. However, if Customer contacts Company and agrees to pay the debt, company offers Payment Arrangement or Pay Plan to help Customer to pay the debt.

Note: Currently Pay Plan and Payment Arrangements are not in the scope of this document. This is subject of future releases.

Business Process Diagrams

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