

DRAFT
SMT Support for Customer Balance Inquiry
Business Use Case

AMIT PSWG
Draft Business Use Cases
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*These documents only represent the market business need. Please see the Use Case Tracking Matrix to determine which step of the process this Use Case is in.

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0. Use Case Framework

N/A

1. Use Case Description

1.1 Use Case Title

SMT Support for Customer Balance Inquiry (ODR)

1.2 Use Case Summary

The function of providing the Rep of Record meter usage information for use in support of a Customer Balance Inquiry.

DRAFT
SMT Support for Customer Balance Inquiry
Business Use Case

1.3 Use Case Detailed Narrative

On a per customer request basis, the Rep of Record needs access to “non-VEE” meter 15-minute interval usage data for up to 48 hours in duration and dependent upon when the last “VEE” LSE was posted to the SMT solution.

The additional information will be used by the Rep of Record to address customer questions regarding their current bill balance.

1.4 Business Rules and Assumptions

Assumptions

1. The customers meter must be an AMS meter capable of providing a daily reading and 15 minute interval data.
2. The customer AMS meter must be installed and provisioned through the TDSP processes.
3. The Smart Meter Texas solution must be receiving the customers AMS meter usage information which includes a daily reading and 15 minute interval data.
4. The Smart Meter Texas solution must receive the customers AMS meter usage information in an LSE standard format.

1.5 Issues to Resolve

1. Functional Rule FR CR016.1 states that only 1 successful power status request and 1 successful meter read request can be submitted per day per ESIID. This requirement is to be reviewed to determine the best way to throttle band width and support market needs and requirements

DRAFT
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Business Use Case

2. Actors

Actor Name	Actor Type (person, equipment, system, etc.)	Actor Description
ROR	Person	A Retail Electric Provider who is authorized to manage and provide billing services to the customer.
SMT	System	A solution which allows authorized users access to customer meter usage information, meter attributes, premise information, HAN device information via a user-interface and application programming interfaces.
TDSP	System	The Transmission and Distribution Service Provider provides AMS meter “VEE” usage information to the SMT on a daily basis using an LSE file format.
Customer	Person	Customer of Retail Electric Provider who has an AMS Meter installed at their Premise.

3. Step by Step analysis of use case

3.1 Scenario Description

<i>Triggering Event</i>	<i>Primary Actor</i>	<i>Pre-Condition</i>	<i>Post Condition</i>
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DRAFT
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Customer calls ROR customer care center to request information regarding their bill balance.	ROR	<p>TDSPs “VEE” meter usage data is loaded to the SMT ftps site based on an LSE file format.</p> <p>TDSPs “non-VEE” meter usage data is available for retrieval in the AMI solution.</p>	Customer is satisfied with information and analysis, and will report a good customer experience.
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3.1.1 Steps for this scenario

Step #	Actor	Description of the Step	Additional Notes
#	<i>What Actor, either primary or secondary is responsible for the activity in this step</i>	<i>Describe the actions that take place in this step. The step should be described in active, present tense.</i>	<i>Elaborate on any additional description or value of the step to help support the descriptions</i>
1	Customer	Calls into ROR Customer Care Center and is requesting information about their account balance.	

DRAFT
SMT Support for Customer Balance Inquiry
Business Use Case

Step #	Actor	Description of the Step	Additional Notes
2	ROR	Reviews balance and information on ROR systems, including “VEE” LSE meter usage data, and determines if additional information is required to answer customer’s inquiry.	
3	ROR	Requests through the SMT solution the additional “non-VEE” meter 15-minute interval usage data for up to 48 hours in duration and dependent upon when the last “VEE” LSE file was posted to the SMT solution. The request will be used to fill in the gap between the last processed meter “VEE” information and the time of customer inquiry.	
4	SMT	Provides to the ROR through an inquiry to the TDSP the requested “non-VEE” meter 15-minute interval usage data.	
5	TDSP	Provides requested “non-VEE” meter 15-minute interval usage data.	
6	ROR	Conducts real-time billing analysis and communicates usage patterns with their respective customer.	
7	Customer	Receives satisfactory analysis and information from the ROR.	

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4. Function Flow Diagram

N/A