**Video Presentation Script**

Introduction:

With modern requirements faced by utility providers to track the millions of households and businesses they serve, a large movement has been made to change the way companies store customer information. Gone are the days of high density file rooms, with their massive divisions of clerks and record keepers.

Present day customer management tactics rely on powerful databases on servers that require a fraction of the space and manpower to manage. This project offers a brief insight as to how these databases are designed to provide companies and customers with accurate data regarding services, and related accounting.

Entities

The main focus of this database is to provide the employee’s of utility providers to access and store data on their customers and the services they are provided with. These employee’s include general customer service representatives who require only a general overview of customer information; accountants who require only access to financial and billing information; and managers who require an overall view of their company’s transactions.

While the rate is set by the utility provider, a meter is used to record the utility usage over the course of a month. These meters are assigned to customers for each service they are provided via the account they are assigned. These meters all reside within a geographical region which are assigned an identifier and description.

All this information is combined to formulate invoices which are then delivered to customer’s and made available to the other appropriate entities.

Views and Procedures