

ATTACHMENT C

City of Austin's Oracle Customer Care and Billing (CC&B) System Description

The City of Austin implemented the Oracle Customer Care and Billing system (CC&B) on October 2, 2011. This system is a flexible customer management solution that supports a utility industry's business objectives within a changing business environment. Customer Care and Billing is equipped with features that allow all users to easily and efficiently manage the software and maintain customer data.

The object oriented design of Customer Care and Billing provides a way of storing and viewing data that was not allowed in previous data models. When a customer's information needs to be updated, the change does not require the user to create a new record. The change is stored in one place, and the information is immediately available and viewable in all related records. The CC&B system also maintains a history of changes to the database and allows the user to view history from various notebooks.

Some defining features of Customer Care and Billing Include the ability to:

- Store data in one place and relate the data to other records
- Change critical information using soft tables and algorithms, rather than hard coding
- Complete transactions in real-time and immediately review results

CC&B is highly configurable and stores customer information in a v-shaped data model which illustrates at a high level, how service is provided to a customer. To provide one or more services to a customer, the right side and left side of the "V" are required:

- Right side of the Diagram has the Premise and Service Points which are records created by an internal work group that capture geographic information about the service territory and a customer's property.
- The premise defines the general location or service address where services are provided (i.e. electric, water, waste water, and solid waste).
- The service point defines each connection point at the premise at which a service is supplied. These points provide data to enable consumption to be measured and billed.
- Left side of the Diagram has the Person and Account record.
- The Person record captures demographic information about the individual or business customer such as person's name and contact information.
- The Account record captures financial information including financial balances, deposit, budget billing amounts.
- The Service Agreement record defines the contract for Service by which the customer agrees to pay for the service(s) provided. This record also specifies the rate and contract terms of the service (i.e. garbage bills for a flat rate of \$10.25 for a 64 gallon cart based on the customers cart size).

Today our CARTS system, a component of SWTS, currently interfaces to the CC&B Billing system. CARTS is also fully integrated with the City of Austin's Geographic Information (GIS) system. This allows work orders generated within CC&B to be routed based on the customer's garbage service day. Work orders are then completed in CARTS and information is transmitted automatically back to CC&B. Our existing interface is a system-to-system communication mechanism developed to ensure customer requests generated within the billing system automatically transmit to our work management system. The new Austin Resource Recovery Work Management System will need to interface to the existing Oracle

Customer Care and Billing System. The following types of Field Activities will need to continue to be processed through this interface:

- Deliver New Garbage and Recycle Carts
- Remove Garbage and Recycle Carts
- Add Additional Garbage Cart
- Add Additional Recycle Cart
- Exchange Carts
- Field Check-CARTS
- Missing Garbage Cart
- Missing Recycle Cart
- Orphaned Cart
- Reduce Garbage Cart
- Reduce Multi-Items
- Repair Cart
- Repair Recycling 96
- Vacant Property Removal

Austin Resource Recovery also tracks and bills for overfilled carts/extra garbage. These are considered adjustments. Currently this process to adjust customer accounts is manual. The extra garbage and overfilled carts are tracked manually by garbage crews daily. The data is then collected and sent to ARR Finance to update daily spreadsheets. Information recorded is then placed out on a secure FTP Site and then transmitted via Austin Energy's process server to CC&B. We would like to streamline this process through tracking extra garbage/overfilled carts electronically to interface directly with CC&B.