



UTILITIES
Customer Programs

The OpsDog Service Industry Hierarchy

- Utilities
 - Telecommunications
 - Business & Consumer Services
 - Healthcare Operations
 - Leisure & Hospitality
 - Media Services
- Production & Generation
- Transmission & Delivery
- Operations & Maintenance
 - Utilities Customer Service**
 - Customer Programs**
- Renewable Energy
- Energy Retailing
- Sewage Treatment Plant

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Customer Programs: Workflow

- A Pre-Regulation
- B Program Audit

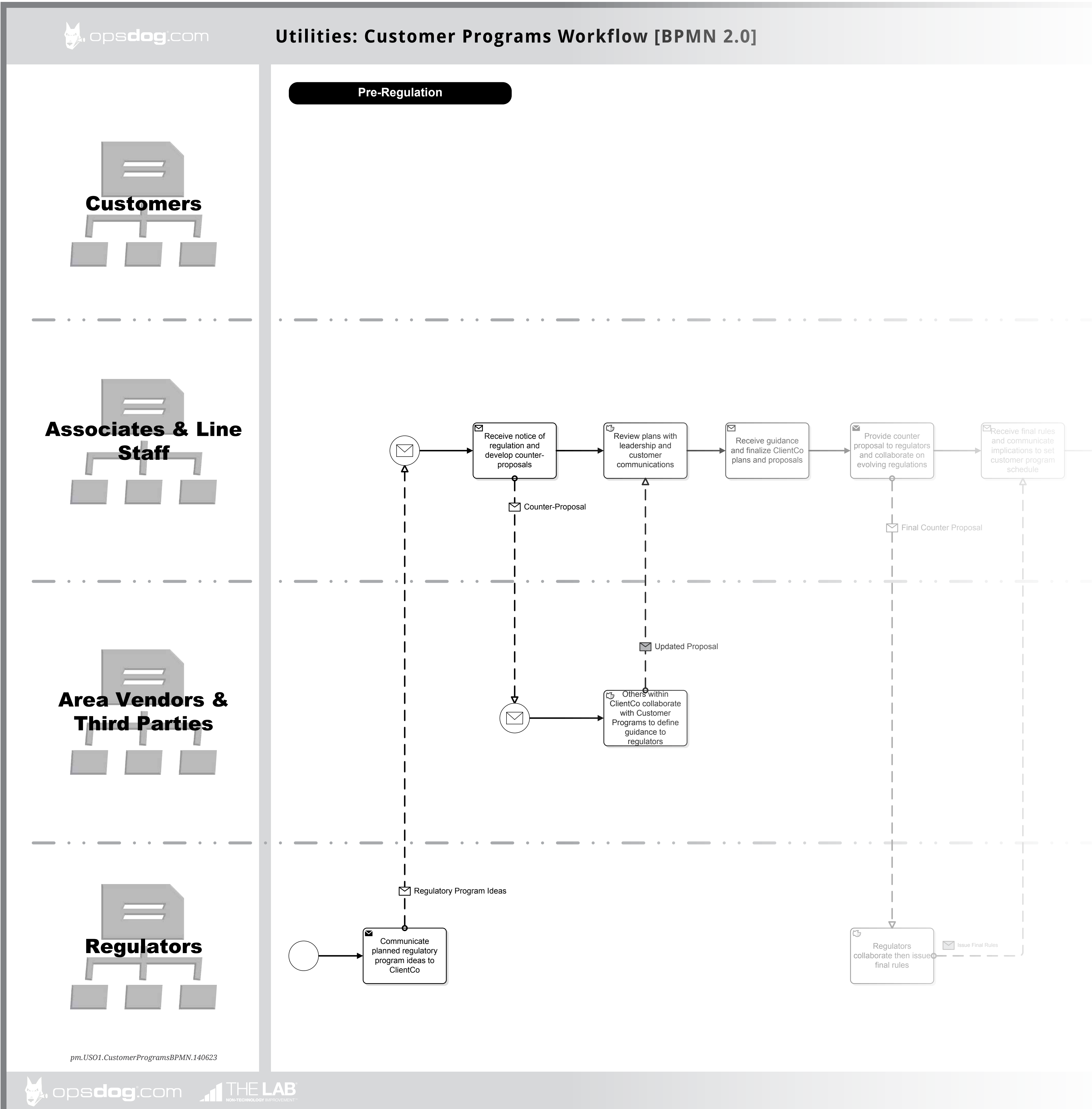
Workflow Description

The development of customer incentive programs by regulators and customer service staff and the subsequent testing, implementation and audit of customer programs.

Legend

- Start Event
- Intermediate Event
- End Event
- Gateway
- Group
- Task
- Expanded Sub-Process
- Pool
- Sequence Flow
- Message Flow

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