

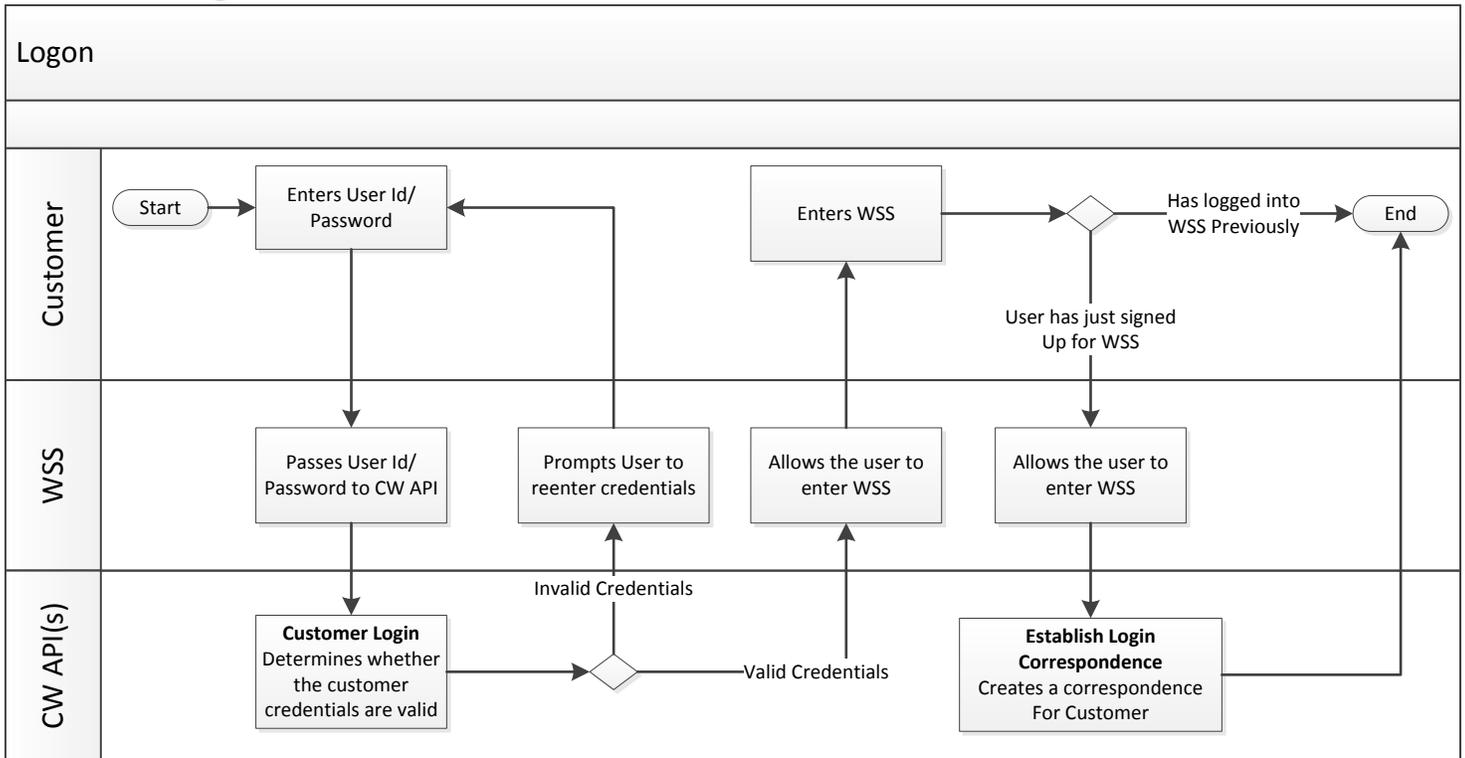
Use Cases Satisfied by CW APIs

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1 Use Cases Related to EBMUD Customers

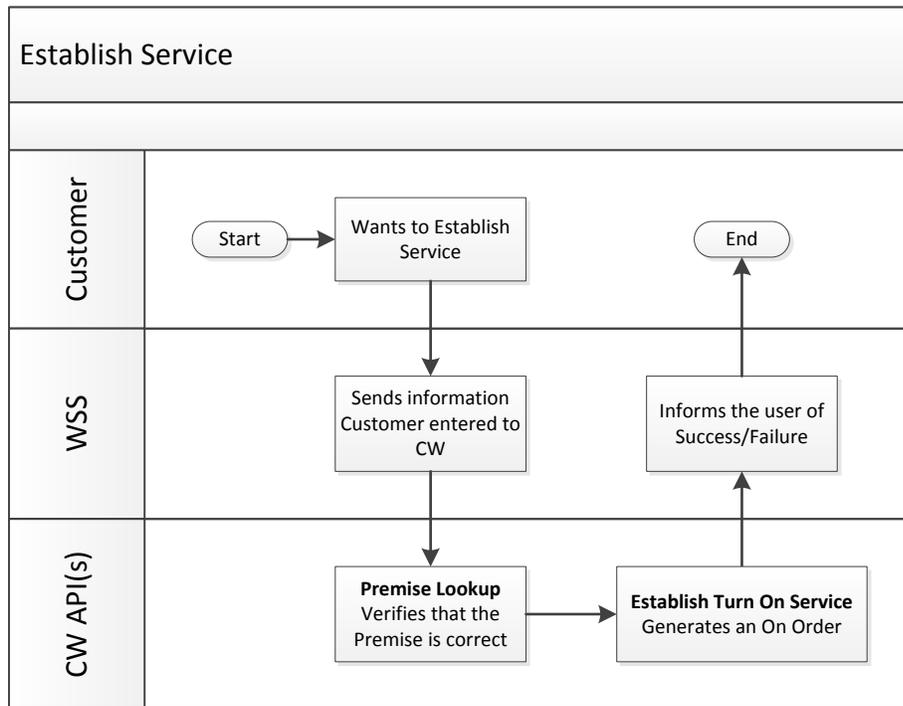
1.1 Logon



1.1.1 CW API(s)

Customer Logon	User credential information to determine whether the credentials match a valid customer.
Establish Login Correspondence	Sends the customer a correspondence when the customer registers on Web Self Service.

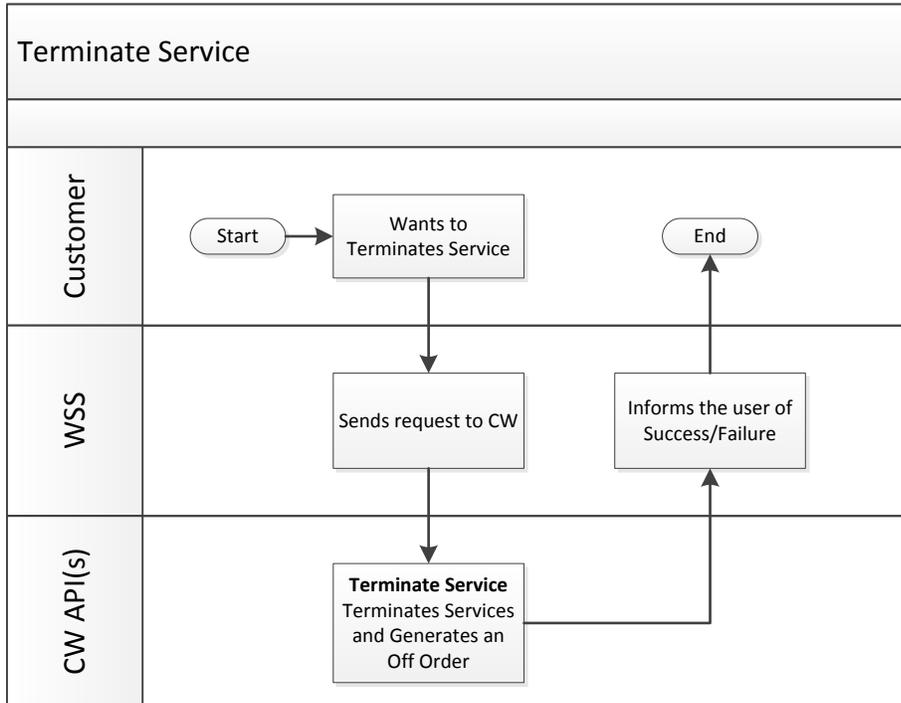
1.2 Establish Service



1.2.1 CW API(s)

Premise Lookup	Used to verify a premise is valid before establishing service
Establish Turn On Service	Turns On Service in CW

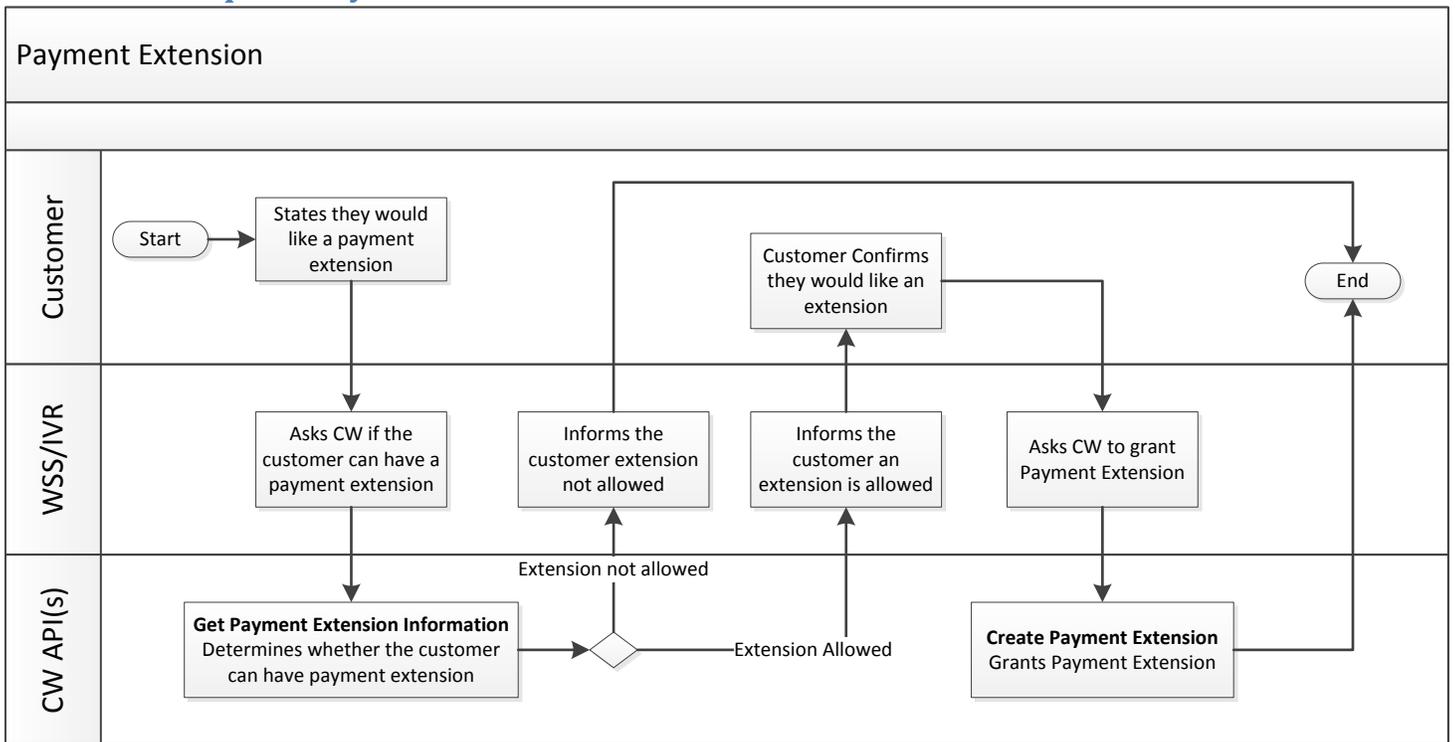
1.3 Terminate Service



1.3.1 CW API(s)

Terminate Service	Terminates service and generates an Off Order
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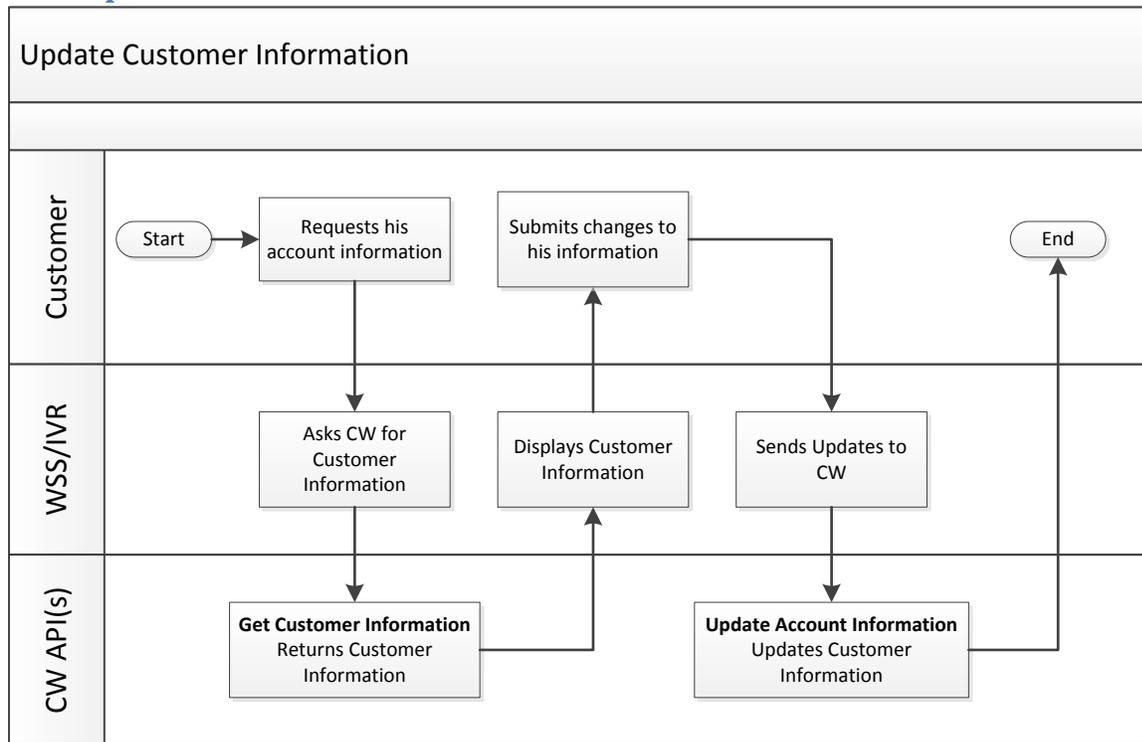
1.4 Request Payment Extension



1.4.1 CW API(s)

Get Payment Extension Information	Determines if an extension can be granted and length of extension if extension is allowed
Create Payment Extension	Grants payment customer payment extension in Customer Watch

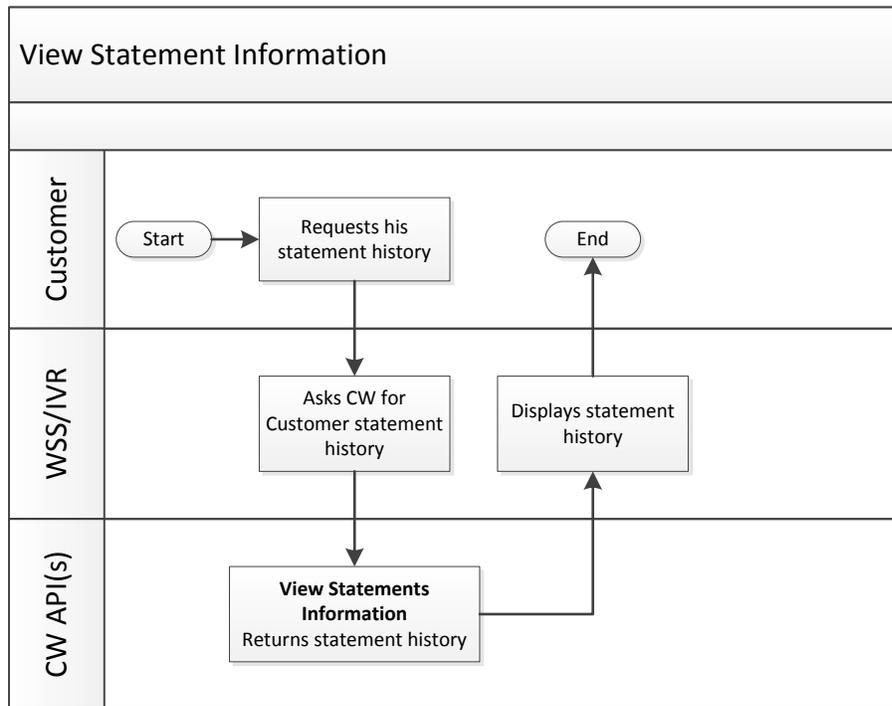
1.5 Update Customer Information



1.5.1 CW API(s)

Get Customer Information	Returns customer billing address, contact address and customer information (ex. phone numbers, email address)
Update Account Information	Allows the customer to update their billing address, contact address and customer information (ex. phone numbers, email address)

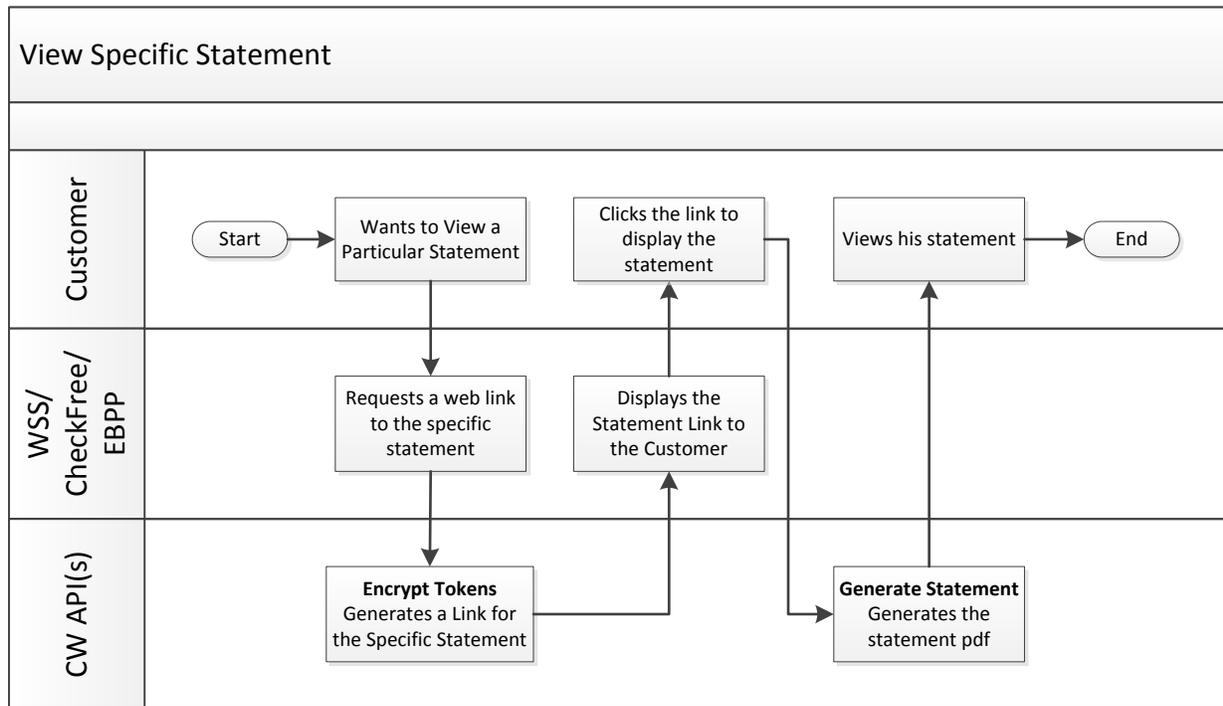
1.6 View Statement Information



1.6.1 CW API(s)

View Statements Information	Returns a customer's payment history
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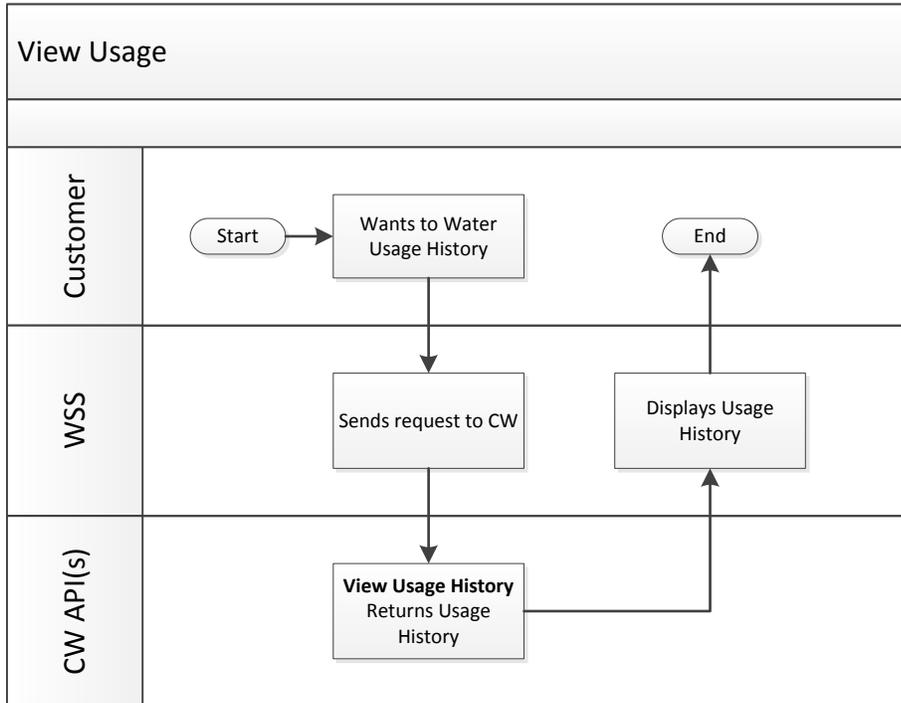
1.7 View Particular Statement



1.7.1 CW API(s)

Encrypt Tokens	Used for generating a secure link to the statement
Generate Statement	Generates a PDF of a specific statement

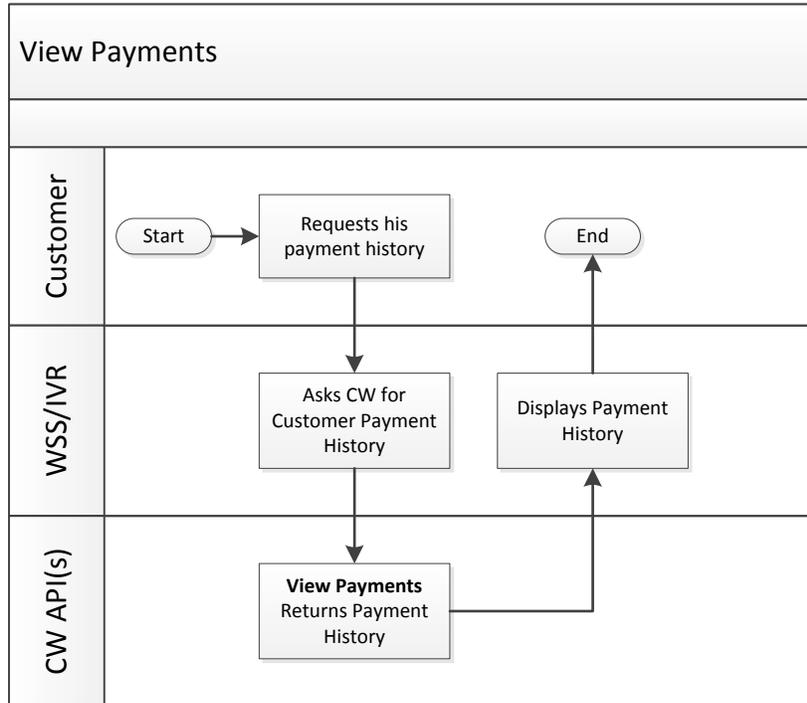
1.8 View Usage



1.8.1 CW API(s)

View Usage History	Displays a customer's consumption history
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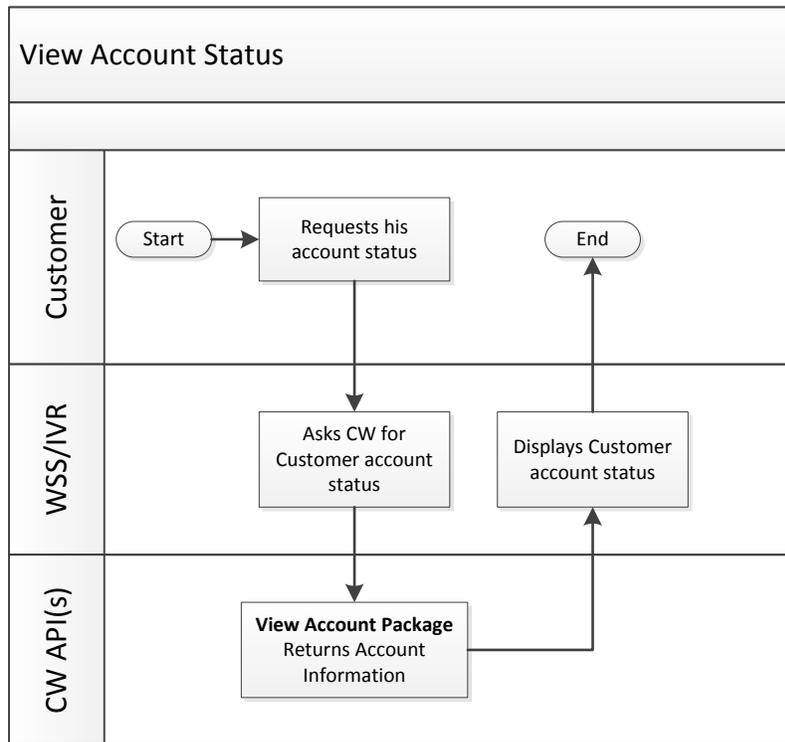
1.9 View Payments



1.9.1 CW API(s)

View Payments	Returns a customer's payment history
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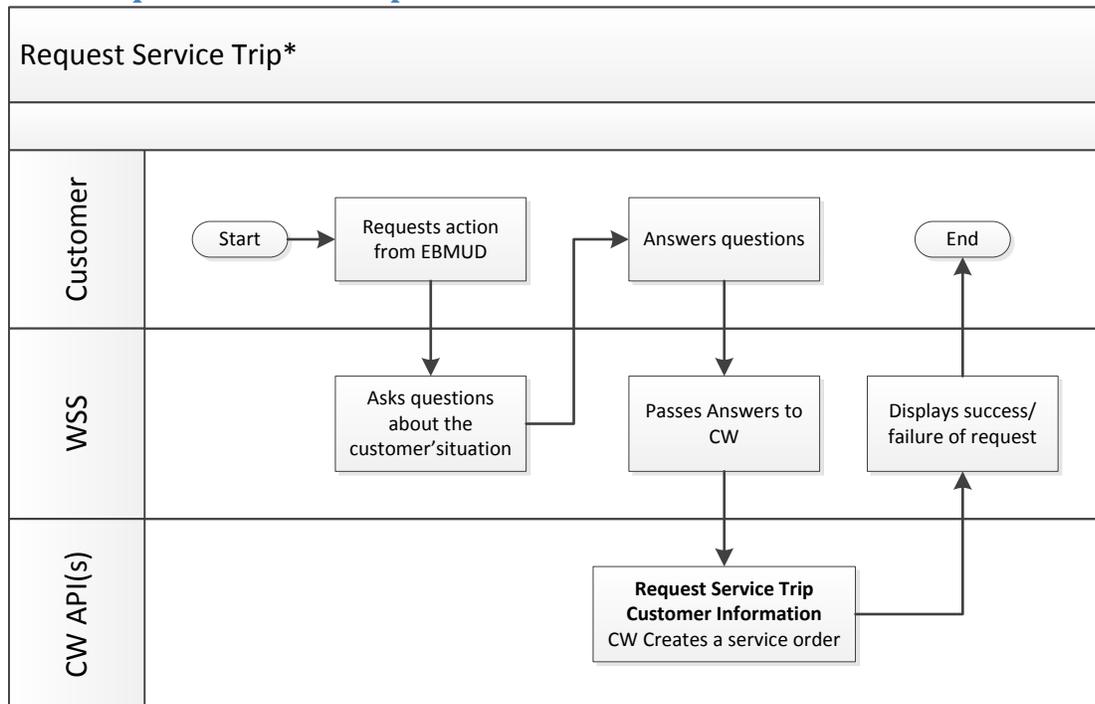
1.10 View Account Status



1.10.1 CW API(s)

View Account Package	Returns the Premise Address that the Account Package is responsible for. It also returns the Account Package status
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1.11 Request Service Trip

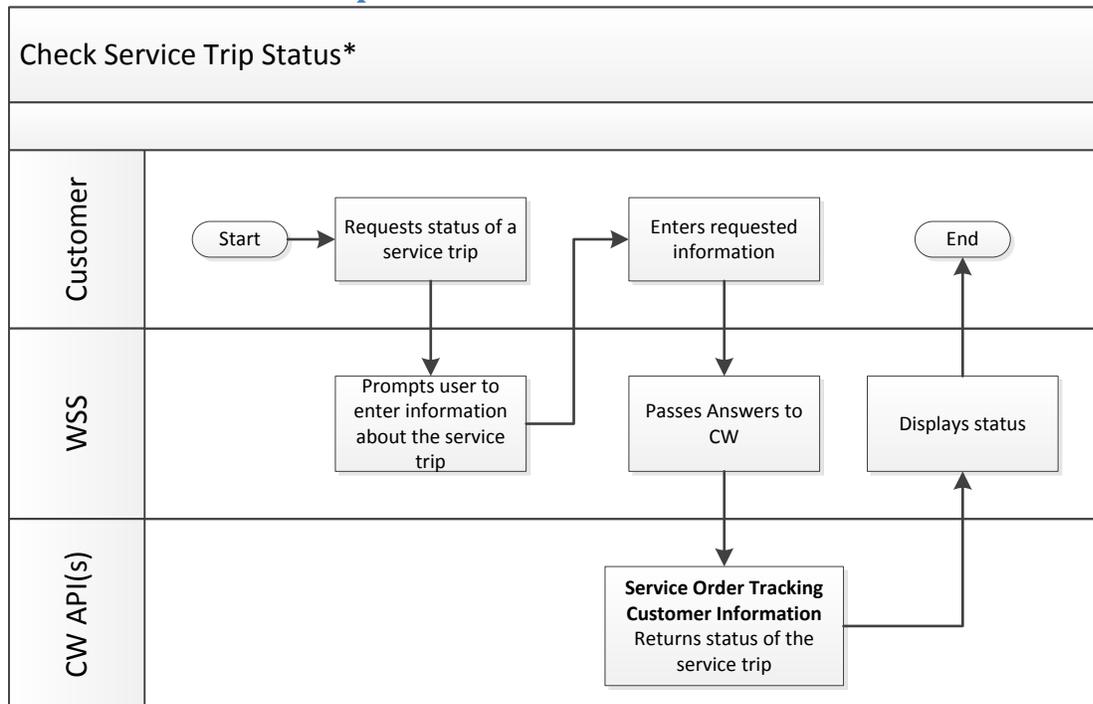


*This is a use case to allow customers to create a service order based on certain conditions (answers to questions).

1.11.1 CW API(s)

Request Service Trip Customer Information	Generates a Service Order
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1.12 Check Service Trip Status



*This is a use case to allow customers to track the status of a service trip.

1.12.1 CW API(s)

Service Order Tracking Customer Information	Gets status of a service order
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2 Web Service Call Example

2.1 Example Request

```

<?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <SOAP-ENV:Body>
    <serviceParameters>
      <logonUserId>user</logonUserId>
      <logonPassword>password</logonPassword>
      <partName>View_Statement_Information</partName>
      <partTokens></partTokens>
    </serviceParameters>
    <serviceData>
      <Customer_Tkn>12345678</Customer_Tkn>
      <Billing_Pkg_Tkn>1</Billing_Pkg_Tkn>
      <Legacy_Account_Num></Legacy_Account_Num>
      <StatementsTable>
        <StatementEntry>

```

```

        <Cust_Statement_Tkn></Cust_Statement_Tkn>
        <Current Stmt_Date></Current Stmt_Date>
        <Mailing_Date></Mailing_Date>
        <Delinquent_Date></Delinquent_Date>
        <Total Stmt_Amt></Total Stmt_Amt>
        <Total_Account_Amt></Total_Account_Amt>
    </StatementEntry>
</StatementsTable>
</serviceData>
</SOAP-ENV:Body>
</SOAP-ENV:Envelope>

```

2.2 Example Response

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
    <serviceParameters>
      <logonuserid>user</logonuserid>
      <logonPassword>password</logonPassword>
      <partName>View_Statement_Information</partName>
      <partTokens/>
    </serviceParameters>
    <serviceData>
      <Legacy_Account_Num/>
      <Customer_Tkn>12345678</Customer_Tkn>
      <Billing_Pkg_Tkn>1</Billing_Pkg_Tkn>
      <StatementsTable>
        <StatementEntry>
          <Cust_Statement_Tkn>44444444</Cust_Statement_Tkn>
          <Current Stmt_Date>2015-02-25</Current Stmt_Date>
          <Mailing_Date>2015-02-25</Mailing_Date>
          <Delinquent_Date>2015-03-12</Delinquent_Date>
          <Total Stmt_Amt>94.37</Total Stmt_Amt>
          <Total_Account_Amt>164.94</Total_Account_Amt>
        </StatementEntry>
        <StatementEntry>
          <Cust_Statement_Tkn>33333333</Cust_Statement_Tkn>
          <Current Stmt_Date>2015-02-23</Current Stmt_Date>
          <Mailing_Date>2015-02-23</Mailing_Date>
          <Delinquent_Date>2015-03-10</Delinquent_Date>
          <Total Stmt_Amt>70.57</Total Stmt_Amt>
          <Total_Account_Amt>70.57</Total_Account_Amt>
        </StatementEntry>
        <StatementEntry>
          <Cust_Statement_Tkn>22222222</Cust_Statement_Tkn>
          <Current Stmt_Date>2014-12-01</Current Stmt_Date>
          <Mailing_Date>2014-12-01</Mailing_Date>
          <Delinquent_Date>2014-12-16</Delinquent_Date>
          <Total Stmt_Amt>41.78</Total Stmt_Amt>
          <Total_Account_Amt>41.78</Total_Account_Amt>
        </StatementEntry>
        <StatementEntry>
          <Cust_Statement_Tkn>11111111</Cust_Statement_Tkn>

```

```
<Current Stmt Date>2014-09-29</Current Stmt Date>
<Mailing Date>2014-09-29</Mailing Date>
<Delinquent Date>2014-10-14</Delinquent Date>
<Total Stmt Amt>115.81</Total Stmt Amt>
<Total Account Amt>115.81</Total Account Amt>
</StatementEntry>
</StatementsTable>
</serviceData>
<serviceReturn>
  <returnCode>0</returnCode>
  <returnMessage/>
  <returnDetails/>
</serviceReturn>
</soapenv:Body>
</soapenv:Envelope>
```