

Create Reframe Service Request

Click the **Service Requests** menu option located on the left-hand side of the Information tab.

Hover over the **orange Actions** button on the right-hand side of the table. It will change to **light blue**.

Click **Create**.

The **Service Request** table opens.

The **Status** field defaults to *Open*.

The **Open Time** defaults to the current date and time.

Service Point Details > Information > Service Requests

Ref	Type	Sub Type	Status	Priority	Severity	Owner	Outcome	Data Span Start Time	Data Span End Time	Open Time	Close Time
1768498	Meter Data Processing	Reframe Read	Done	3-Medium	3-Medium	APORADEK_P...	Success	06/24/2020 00:00:00	07/24/2020 00:00:00	07/28/2020 12:23:13	07/28/2020 12:23:00
1769409	Meter Data Processing	Reframe Read	Done	3-Medium	3-Medium	PIPE_PROXY...	Failure			07/28/2020 12:30:07	07/28/2020 12:30:00
1768494	Meter Data Processing	Reframe Read	Done	3-Medium	3-Medium	APORADEK_P...	Failure	06/24/2020 00:00:00	07/24/2020 00:00:00	07/28/2020 12:03:11	07/28/2020 12:06:00
1761569	VEE	Verify/Edit	Done	3-Medium	3-Medium	PIPE_PROXY...		07/16/2020 12:15:00	07/17/2020 14:15:00	07/17/2020 21:17:14	07/18/2020 09:05:00
1761570	VEE	Verify/Edit	Done	3-Medium	3-Medium	PIPE_PROXY...		07/16/2020 12:15:00	07/17/2020 14:15:00	07/17/2020 21:17:14	07/18/2020 09:05:00
1758645	Provisioning	Meter - Add	Done	3-Medium	3-Medium	wppi_system...	Success			06/24/2020 00:00:00	07/17/2020 11:31:02
1758637	Provisioning	Meter - Delete	Done	3-Medium	3-Medium	wppi_system...	Success			06/24/2020 00:00:00	07/16/2020 20:30:00
1625751	Meter Service	Power - Verification	Done	3-Medium	3-Medium	wppi_system...	Power On			03/05/2020 10:53:38	03/05/2020 10:55:07
1594553	VEE	Verify/Edit	Done	3-Medium	3-Medium	PIPE_PROXY...		02/29/2020 00:15:00	02/29/2020 06:15:00	02/29/2020 20:21:07	03/01/2020 11:21:41
1594691	VEE	Verify/Edit	Done	3-Medium	3-Medium	PIPE_PROXY...		02/29/2020 00:15:00	02/29/2020 06:15:00	02/29/2020 20:21:07	03/01/2020 11:21:41
1519985	VEE	Verify/Edit	Done	3-Medium	3-Medium	PIPE_PROXY...		01/04/2020 00:15:00	01/04/2020 12:15:00	01/04/2020 19:46:55	01/06/2020 15:42:56
1520405	VEE	Verify/Edit	Done	3-Medium	3-Medium	PIPE_PROXY...		01/04/2020 00:15:00	01/04/2020 12:15:00	01/04/2020 19:47:32	01/06/2020 15:42:56
1500778	Meter Service	Power - Verification	Done	3-Medium	3-Medium	wppi_system...	Power On			12/31/2019 08:04:02	12/31/2019 08:11:56
1435172	VEE	Verify/Edit	Done	3-Medium	3-Medium	PIPE_PROXY...		11/02/2019 15:15:00	11/03/2019 00:15:00	11/03/2019 09:32:32	11/05/2019 08:08:15
1435258	VEE	Verify/Edit	Done	3-Medium	3-Medium	PIPE_PROXY...		11/02/2019 15:15:00	11/03/2019 00:15:00	11/03/2019 09:32:34	11/05/2019 08:08:15
1338952	VEE	Verify/Edit	Done	3-Medium	3-Medium	PIPE_PROXY...	Failure	08/25/2019 15:15:00	08/26/2019 00:15:00	08/26/2019 09:50:23	08/26/2019 14:02:40
1338943	VEE	Verify/Edit	Done	3-Medium	3-Medium	PIPE_PROXY...	Failure	08/25/2019 15:15:00	08/26/2019 00:15:00	08/26/2019 09:50:21	08/26/2019 14:02:35
1329245	VEE	Verify/Edit	Done	3-Medium	3-Medium	PIPE_PROXY...	Failure	08/24/2019 00:15:00	08/24/2019 15:15:00	08/25/2019 01:37:11	08/27/2019 09:26:22
1329086	VEE	Verify/Edit	Done	3-Medium	3-Medium	PIPE_PROXY...	Failure	08/24/2019 00:15:00	08/24/2019 15:15:00	08/25/2019 01:37:02	08/27/2019 09:26:22
456961	VEE	Verify/Edit	Done	3-Medium	3-Medium	PIPE_PROXY...		09/08/2018 03:15:00	09/09/2018 03:15:00	09/10/2018 04:16:36	09/10/2018 17:26:01
456965	VEE	Verify/Edit	Done	3-Medium	3-Medium	PIPE_PROXY...		09/08/2018 03:15:00	09/09/2018 03:15:00	09/10/2018 04:16:36	09/10/2018 17:26:01
428527	Provisioning	Meter - Add	Done	3-Medium	3-Medium	PIPE_PROXY...	Failure			08/15/2018 14:54:00	08/16/2018 20:39:01

Service Point Details > Service Requests > Service Request

Service Request

Status: **Open**

Open Time*: **08/27/2020 11:05:19**

Due Time: MM/DD/YYYY hh:mm:ss

Close Time: MM/DD/YYYY hh:mm:ss

Data Span Start: MM/DD/YYYY hh:mm:ss

Data Span End: MM/DD/YYYY hh:mm:ss

Service Point: 0100000056

Meter: [Search]

Channel Ref: [Search]

Account: [Search]

Consumer: [Search]

Agreement: [Search]

Priority: 3-Medium

Severity: 3-Medium

Category*: [Dropdown]

Type*: [Dropdown]

Sub Type: [Dropdown]

Assignee: [Dropdown]

Request Reason: [Text Area]

Alternative Request Reason: [Text Area]

Outcome: [Text Area]

Outcome Reason: [Text Area]

Alternative Outcome: [Text Area]

Alternative Outcome Reason: [Text Area]

Data Edit: Be sure to save your edits

Save Cancel

Set the **Data Span Start** date and time.

Click the **calendar** icon.

The screenshot shows the EnergyIP Service Request form. The 'Data Span Start' field is highlighted with a red box, and a red arrow points to the calendar icon next to it. The form includes fields for Status (Open), Service Point (0100000056), Priority (3-Medium), Open Time* (08/27/2020 11:05:19), Meter, Severity (3-Medium), Due Time, Channel Ref, Category*, Close Time, Account, Type*, Consumer, Sub Type, Data Span End, Agreement, and Assignee. There are also fields for Request Reason, Alternative Request Reason, Outcome, Outcome Reason, Alternative Outcome, and Alternative Outcome Reason. The bottom of the form has a 'Data Edit: Be sure to save your edits' message and 'Save' and 'Cancel' buttons.

A pop-up calendar window appears.

Navigate to the date when the meter reframe process should begin.

Set the **Time** field to **12:00 AM** using the dropdown option.

Time/Zone is always set as *American/Chicago*.

Click **Use** to save the Data Span Start.

In the example, the Data Span Start is set to July 24, 2020 beginning at 12:00 AM.

The screenshot shows the EnergyIP Service Request form with a pop-up calendar window open. The calendar is for July 2020, and the date July 24 is selected. The time field is set to 12:00 AM, and the time zone is set to America/Chicago. The 'Use' button is highlighted. The form fields for Status, Service Point, Priority, Open Time, Meter, Severity, Due Time, Channel Ref, Category, Close Time, Account, Type, Consumer, Sub Type, Data Span End, Agreement, and Assignee are visible. The bottom of the form has a 'Data Edit: Be sure to save your edits' message and 'Save' and 'Cancel' buttons.

Set the **Data Span End** date and time.

Click the **calendar** icon.

The screenshot shows the EnergyIP Service Request form. The 'Data Span End' field is highlighted with a red box, and a red arrow points to the calendar icon next to it. The form includes fields for Status (Open), Service Point (0100000056), Priority (3-Medium), Request Reason, Open Time (08/27/2020 11:05:19), Meter, Severity (3-Medium), Alternative Request Reason, Due Time, Channel Ref, Category, Outcome, Close Time, Account, Type, Outcome Reason, Data Span Start (07/24/2020 00:00:00), Consumer, Sub Type, Alternative Outcome, Agreement, Assignee, and Alternative Outcome Reason. The 'Data Edit' bar at the bottom says 'Be sure to save your edits' and has 'Save' and 'Cancel' buttons.

A pop-up calendar window appears.

Navigate to the date when the meter reframe process should end.

Set the **Time** field to **12:00 AM** using the dropdown option.

Time/Zone is always set as *American/Chicago*.

Click **Use** to save the Data Span End.

In the example, the Data Span End is set to July 29, 2020 beginning at 12:00 AM.

The screenshot shows the EnergyIP Service Request form with a pop-up calendar window. The calendar is for July 2020, and the date July 29 is selected. The 'Time' field is set to '12:00 AM' and the 'Time Zone' is set to 'America/Chicago'. The 'Data Edit' bar at the bottom says 'Be sure to save your edits' and has 'Save' and 'Cancel' buttons.

At **Meter**, click the magnifying glass to enter the Meter Number.

The screenshot shows the EnergyIP Service Request form. The top navigation bar includes the EnergyIP logo, 'Service Point Details', 'Udc Id: 0100000056', 'Meter Udc Id: 01E10545', and 'Electric'. The left sidebar lists various menu items, with 'Service Requests' highlighted. The main form area is titled 'Service Request' and contains several input fields. The 'Meter' field is highlighted with a red box, and a red arrow points to the magnifying glass icon next to it. The form includes fields for Status (Open), Open Time (08/27/2020 11:05:19), Due Time, Close Time, Data Span Start (07/24/2020 00:00:00), Data Span End (07/29/2020 00:00:00), Service Point (0100000056), Channel Ref, Account, Consumer, Agreement, Priority (3-Medium), Severity (3-Medium), Category, Type, Sub Type, Assignee, Request Reason, Alternative Request Reason, Outcome, Outcome Reason, Alternative Outcome, and Alternative Outcome Reason. The bottom of the form has a 'Data Edit: Be sure to save your edits' message and 'Save' and 'Cancel' buttons.

A pop-up window appears.

At **Udc Id**, enter the Meter Number.

Click **Search**.

The meter record appears in the lower portion of the table.

Select the meter by clicking anywhere in the line.

Click the **Use** button in the lower right-hand corner of the table to populate the Meter Number field in the Service Request form.

EnergyIP Service Point Details Udc Id: 0100000056 Meter Udc Id: 01E10545 Electric

Search Information Device Events Meter Data

Service Point Summary

Billing Requests

Service Requests

DTS Requests

Customer

Accounts

Consumers

Assets and Services

Service Point

Channels

Devices

Data Services

Service Agreements

Meter

Ref: Type: Meter Sub Type: Udc Id: 01E10545 Device Class Id:

Make:

More Fields

Search Reset

Ref	Type	Sub Type	Last Update Time	Udc Id	Device Class	Make	Model	Mfg Seri...	Mfg Lot ...	Location...	Purchas...
232419	Meter	Electric	07/17/2020 11:29:19	01E10545	Electric Meter	ELSTER	E-REX 2...				

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Use Cancel

The **Meter Number** field populates in the Service Request form.

The screenshot shows the 'Service Request' form with the following fields and values:

Status	Open	Service Point	0100000056	Priority	3-Medium	Request Reason		External Work Order	
Open Time*	08/27/2020 11:05:19	Meter	01E10545	Severity	3-Medium	Alternative Request Reason		External System	
Due Time	MM/DD/YYYY hh:mm:ss	Channel Ref		Category*		Outcome		Description	
Close Time	MM/DD/YYYY hh:mm:ss	Account		Type*		Outcome Reason		Parent Service Request Ref	
Data Span Start	07/24/2020 00:00:00	Consumer		Sub Type		Alternative Outcome		Child Service Requests	
Data Span End	07/29/2020 00:00:00	Agreement		Assignee		Alternative Outcome Reason			

At the bottom, there is a 'Data Edit: Be sure to save your edits' message and 'Save' and 'Cancel' buttons.

At **Channel Ref**, click the magnifying glass to enter the Interval Channel Reference Number.

The screenshot shows the 'Service Request' form with the following fields and values:

Status	Open	Service Point	0100000056	Priority	3-Medium	Request Reason		External Work Order	
Open Time*	08/27/2020 11:05:19	Meter	01E10545	Severity	3-Medium	Alternative Request Reason		External System	
Due Time	MM/DD/YYYY hh:mm:ss	Channel Ref		Category*		Outcome		Description	
Close Time	MM/DD/YYYY hh:mm:ss	Account		Type*		Outcome Reason		Parent Service Request Ref	
Data Span Start	07/24/2020 00:00:00	Consumer		Sub Type		Alternative Outcome		Child Service Requests	
Data Span End	07/29/2020 00:00:00	Agreement		Assignee		Alternative Outcome Reason			

The 'Channel Ref' field is highlighted with a red box, and a red arrow points to the magnifying glass icon next to it. At the bottom, there is a 'Data Edit: Be sure to save your edits' message and 'Save' and 'Cancel' buttons.

A pop-up window appears.

At **Ref**, enter the Interval Channel Reference Number.

Click **Search**.

The Channel Reference record appears in the lower portion of the table.

Select the channel by clicking anywhere in the line.

Click the **Use** button in the lower right-hand corner of the table to populate the Channel Reference Number field in the Service Request form.

The screenshot shows the EnergyIP interface for a Service Request. A search window titled "Channel Ref" is open, displaying a table with one record. The "Ref" field in the search form is highlighted with a red box and contains the value "763549". The "Search" button is also highlighted with a red box. The table below has the following data:

Ref	Type	Udc Id	Name	Channel Number	Virtual	Status	Service Point UDC Id	Last Update Time
763549	Interval Data		KWH Del 15 Interval Read	1	N	Active	0100000056	08/16/2018 20:37:15

At the bottom right of the table, the "Use" button is highlighted with a red box.

The **Channel Reference Number** field populates in the Service Request form.

The screenshot shows the EnergyIP Service Request form. The "Channel Ref" field is highlighted with a red box and contains the value "763549". Other fields in the form include:

- Status: Open
- Service Point: 0100000056
- Priority: 3-Medium
- Request Reason: (empty)
- External Work Order: (empty)
- Open Time*: 08/27/2020 11:05:19
- Meter: 01E10545
- Severity: 3-Medium
- Alternative Request Reason: (empty)
- External System: (empty)
- Due Time: (empty)
- Channel Ref: 763549
- Category*: (empty)
- Outcome: (empty)
- Description: (empty)
- Close Time: (empty)
- Account: (empty)
- Type*: (empty)
- Outcome Reason: (empty)
- Parent Service Request Ref: (empty)
- Data Span Start: 07/24/2020 00:00:00
- Consumer: (empty)
- Sub Type: (empty)
- Alternative Outcome: (empty)
- Child Service Requests: (empty)
- Data Span End: 07/29/2020 00:00:00
- Agreement: (empty)
- Assignee: (empty)
- Alternative Outcome Reason: (empty)

The "Save" and "Cancel" buttons are visible at the bottom right.

Set the **Category*** field to *Default*.

At **Type***, select *Meter Data Processing* from the dropdown menu.

Set **Sub Type** to *Reframe Read*.

Click **Save** in the lower right-hand corner of the table.

The screenshot shows the EnergyIP Service Request form. The form is titled "Service Request" and contains various fields for request details. A red box highlights the "Category*", "Type*", and "Sub Type" fields. The "Category*" field is set to "Default", "Type*" is set to "Meter Data Processing", and "Sub Type" is set to "Reframe Read". The "Save" button is highlighted in red at the bottom right.

Field	Value
Status	Open
Service Point*	0100000056
Priority	3-Medium
Request Reason	
Open Time*	08/27/2020 11:05:19
Meter	01E10545
Severity	3-Medium
Alternative Request Reason	
Due Time	MM/DD/YYYY hh:mm:ss
Channel Ref	763549
Category*	Default
Outcome	
Close Time	MM/DD/YYYY hh:mm:ss
Account	
Type*	Meter Data Processing
Outcome Reason	
Data Span Start	07/24/2020 00:00:00
Consumer	
Sub Type	Reframe Read
Alternative Outcome	
Data Span End	07/29/2020 00:00:00
Agreement	
Assignee	
Alternative Outcome Reason	

Data Edit: Be sure to save your edits

Save Cancel