

## Service Request Outcome

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

The newly created Service Request will appear at the top of the list with the Status set to *Open*.

The screenshot shows the EnergyIP interface with the 'Service Requests' tab selected. The table lists several requests, with the most recent one (Ref: 191201) highlighted in red. This request is in 'Open' status with an outcome of 'Training'.

| Ref    | Type            | Sub Type     | Status | Priority  | Severity  | Owner     | Outco... | Data Span Start T... | Data Span End Ti... | Open Time          | Close Time         |
|--------|-----------------|--------------|--------|-----------|-----------|-----------|----------|----------------------|---------------------|--------------------|--------------------|
| 191201 | Meter Data P... | Reframe Read | Open   | 3-Medi... | 3-Medi... | Training  |          | 07/24/2020 00:0...   | 07/29/2020 00:0...  | 08/27/2020 11:0... |                    |
| 190954 | Meter Data P... | Reframe Read | Done   | 3-Medi... | 3-Medi... | Training  | Failure  | 07/19/2020 00:0...   | 07/20/2020 00:0...  | 08/26/2020 12:4... | 08/26/2020 12:5... |
| 190951 | Meter Data P... | Reframe Read | Done   | 3-Medi... | 3-Medi... | Training  | Failure  | 07/19/2020 00:0...   | 07/20/2020 00:0...  | 08/26/2020 10:4... | 08/26/2020 11:0... |
| 183456 | VEE             | Verify/Edit  | Done   | 3-Medi... | 3-Medi... | PIPE_P... |          | 08/09/2020 22:1...   | 08/10/2020 19:0...  | 08/12/2020 14:4... | 08/26/2020 10:4... |
| 190655 | VEE             | Verify/Edit  | Done   | 3-Medi... | 3-Medi... | PIPE_P... |          | 08/10/2020 18:4...   | 08/12/2020 19:0...  | 08/13/2020 07:4... | 08/26/2020 10:4... |

When the Reframe Read activity completes, the status updates to *Done* and the Outcome changes to *Success* or *Failure*.

*Note: It may be necessary to refresh the page for the Status and Outcome to update.*

The screenshot shows the same EnergyIP interface, but the status of request 191201 has updated. The status is now 'Done' and the outcome is 'Success'.

| Ref    | Type            | Sub Type     | Status | Priority  | Severity  | Owner     | Outcome | Data Span Start T... | Data Span End Time  | Open Time          | Close Time         |
|--------|-----------------|--------------|--------|-----------|-----------|-----------|---------|----------------------|---------------------|--------------------|--------------------|
| 191201 | Meter Data P... | Reframe Read | Done   | 3-Medi... | 3-Medi... | Training  | Success | 07/24/2020 00:0...   | 07/29/2020 00:00:00 | 08/27/2020 11:0... | 08/27/2020 11:1... |
| 190954 | Meter Data P... | Reframe Read | Done   | 3-Medi... | 3-Medi... | Training  | Failure | 07/19/2020 00:0...   | 07/20/2020 00:00:00 | 08/26/2020 12:4... | 08/26/2020 12:5... |
| 190951 | Meter Data P... | Reframe Read | Done   | 3-Medi... | 3-Medi... | Training  | Failure | 07/19/2020 00:0...   | 07/20/2020 00:00:00 | 08/26/2020 10:4... | 08/26/2020 11:0... |
| 183456 | VEE             | Verify/Edit  | Done   | 3-Medi... | 3-Medi... | PIPE_P... |         | 08/09/2020 22:1...   | 08/10/2020 19:00:00 | 08/12/2020 14:4... | 08/26/2020 10:4... |
| 190655 | VEE             | Verify/Edit  | Done   | 3-Medi... | 3-Medi... | PIPE_P... |         | 08/10/2020 18:4...   | 08/12/2020 19:00:00 | 08/13/2020 07:4... | 08/26/2020 10:4... |

If the Outcome is a *Success*, the missing usage will be visible within the Usage Channel.

Service Point Details > Information > Channels > KWH Del Usage Read Channel

**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

Channel (Id: 763550)

|                       |                          |                       |
|-----------------------|--------------------------|-----------------------|
| Service Point*        | Udc Id                   | Record Version Number |
| 0100000056            |                          | 1                     |
| Measurement Type*     | Channel Number           | Insert Time           |
| WPPI.ELECTRIC.KWH.1.7 | 1                        | 08/27/2020 11:10:24   |
| Type*                 | Is Virtual Flag          | Insert By             |
| Usage                 | <input type="checkbox"/> | PIPE_PROXY_01         |
| Name                  | Is VC Persisted Flag     | Last Update Time      |
| KWH Del Usage Read    | <input type="checkbox"/> | 08/27/2020 11:10:24   |
| Status*               | Interval Length          | Last Updated By       |
| Active                | 0                        | PIPE_PROXY_01         |
|                       | Data Source              |                       |
|                       | NORTHSTAR                |                       |

Meter Reads Parameters Meter Contributors Formula

Usage Channel 08/10/2020 30 days

| Read Start Time     | Read End Time       | Time Period Type | Bin | Status Flags | Validation Status | Usage | Number of Intervals |
|---------------------|---------------------|------------------|-----|--------------|-------------------|-------|---------------------|
| 07/23/2020 00:00:00 | 07/24/2020 00:00:00 | D                | 2   | 0            | VAL               | 16.04 | 48                  |
| 07/24/2020 00:00:00 | 07/25/2020 00:00:00 | D                | 0   | 0            | VAL               | 40.21 | 96                  |
| 07/24/2020 00:00:00 | 07/25/2020 00:00:00 | D                | 1   | 0            | VAL               | 17.58 | 48                  |
| 07/24/2020 00:00:00 | 07/25/2020 00:00:00 | D                | 2   | 0            | VAL               | 22.63 | 48                  |
| 07/25/2020 00:00:00 | 07/26/2020 00:00:00 | D                | 0   | 0            | VAL               | 38.77 | 96                  |
| 07/25/2020 00:00:00 | 07/26/2020 00:00:00 | D                | 1   | 0            | VAL               | 38.77 | 96                  |
| 07/26/2020 00:00:00 | 07/27/2020 00:00:00 | D                | 0   | 0            | VAL               | 37.49 | 96                  |