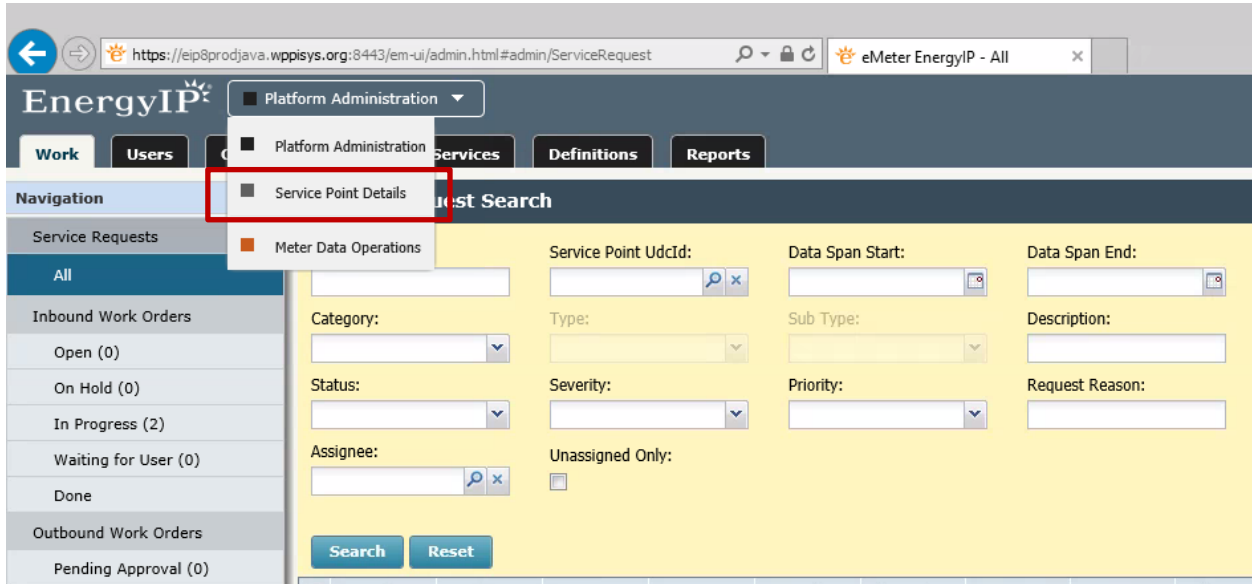


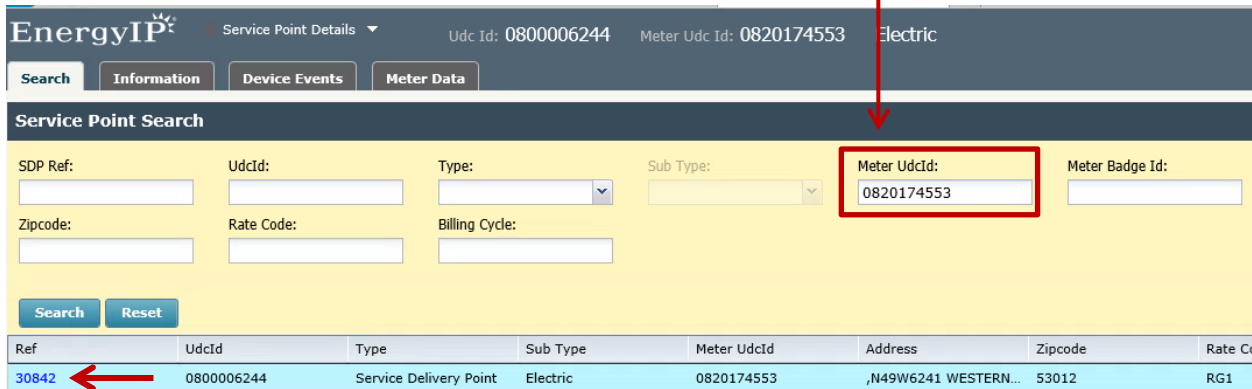
# On Demand Reads

**NOTE:** On demand reads can be requested out of EIP8 for REX meters or A3 meter and if only looking for 1-7 days of data to be read from the meter. If a read fails the first time, try another 1-3 times before submitting a ticket to [HelpDesk@wppienergy.org](mailto:HelpDesk@wppienergy.org).

Navigate to the Service Point Details section

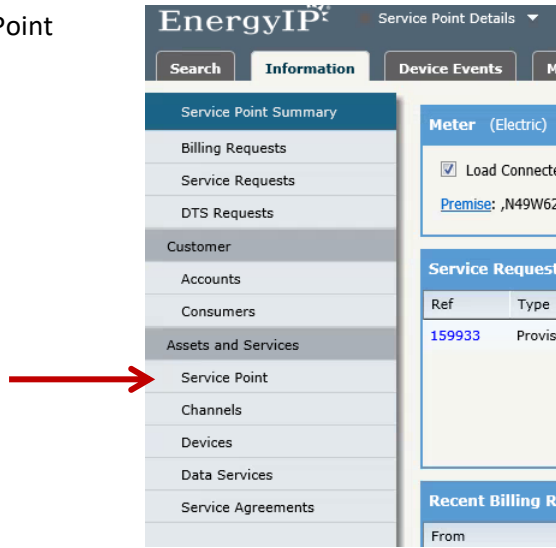


Enter the Meter UdcID (meter#) and click search  
Click on the blue Ref number to navigate to the meter

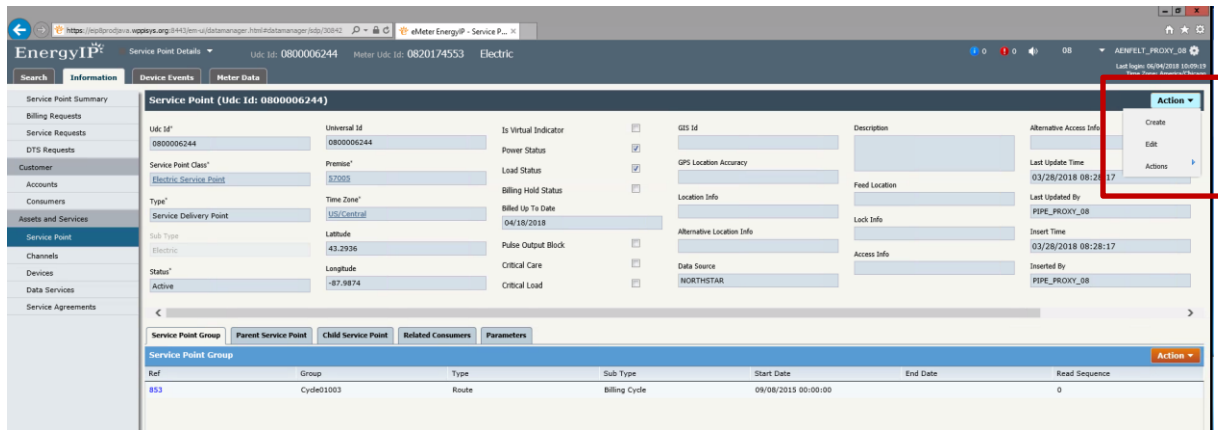


# On Demand Reads

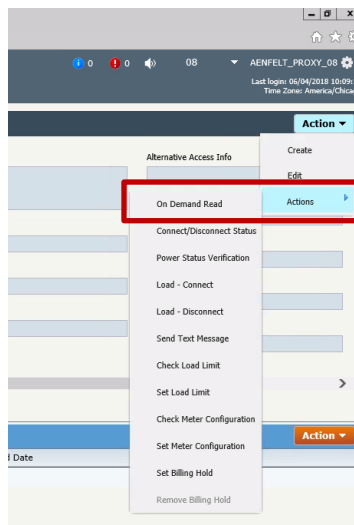
Click on Service Point



Hover over the Actions button until three (3) additional options appear.



Hover over the third (3<sup>rd</sup>) option: Actions  
Then select On Demand Read



# On Demand Reads

Create On Demand Read Request window will open

Put a check mark in the Retrieve Register Data and Retrieve Interval Data boxes.

**Create On Demand Read Request**

Schedule Request\*  
Now

Read Request\*  
Now

Planned Start\*  
MM/DD/YYYY hh:mm:ss

Read Start Date  
MM/DD/YYYY hh:mm:ss

Planned End\*  
MM/DD/YYYY hh:mm:ss

Read End Date  
MM/DD/YYYY hh:mm:ss

Priority  
4-Low

Meter Read Check

Retrieve Register Data

Retrieve Interval Data

Retrieve Event Data

Measurement Profile  
[Empty text box]

Demand Reset

Demand Reset Measurement Profile  
[Empty text box]

Comments  
[Empty text box]

Send Request Cancel

Click Send Request

Click Close at the Request Acknowledgement window. This tells you the request has been sent to the meter.

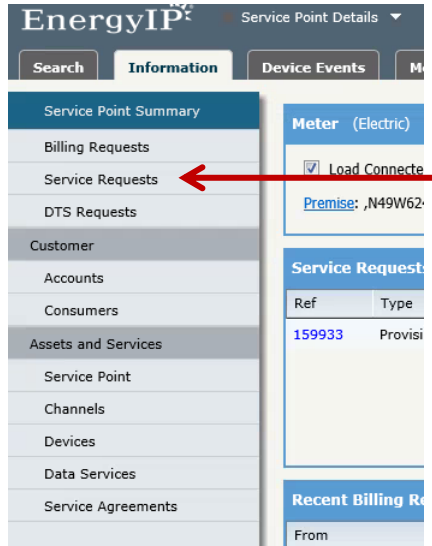
**Request Acknowledgement**

SR Id	Asset Id	Result
354116	30842	Success

Close

# On Demand Reads

Click on Service Requests



To track progress, either refresh page to see a change in the Status, or click on the blue Ref# to open the service request.

Service Requests						
Ref	Type	Sub Type	Status	Priority	Severity	Owner
<a href="#">354116</a>	Meter Service	On-Demand Read	In Progress	4-Low	3-Medium	AENFELT_PRO...

After the service request complete, navigate to the Meter Data tab and select the Interval Channel to view the updated reads.