

## Remote Disconnect Process

The Disconnect Process begins in Credit Control with the creation of the Disconnect Service Orders. The service orders created in Credit Control will set a status of 'R' for remote disconnect capable meters, while non-remote disconnect meters will default to a status of 'S'. If disconnect service orders are not created through Credit Control, both the remote disconnect meters and non-remote disconnect meters will default to a status of 'S'.

**Note:** After all service orders have completed, delete the batch.

Open the **Remote Actions Disconnect** table.

Click the **Add** icon to create a new batch.

Enter a **Batch ID** name.

Click **OK**.

Click the **Edit** icon in the lower right corner to load the Disconnect Service Orders.

*Note: Normally, all fields will be blank. However, criteria may be entered if not all disconnect service orders should be loaded at this time.*

Click **OK**.

A pop-up message appears stating the number of disconnect service orders added to the batch.

Click **OK**.

Credit Control > Remote Actions > Disconnects

Disconnect Orders (BROWSE)

Batch ID: test c/dc Batch number: 3 Created by: jschuma Schedule time: 2019-03-14 15:57

Load Disconnect Orders Scheduled Sent Failed Cancelled Completed

Remote Load (FIND)

Filter Parameters

Cycle: Route: Account: Class code: Tenant / Owner: Credit rating: Category: Bill code:

OK Cancel

Move to the **Scheduled** tab to view the loaded service orders.

The **Status** of the service orders is **'R'** (scheduled AMI Remote Action).

Accounts that load will follow these rules:

- Service order 'R' status
- Meter type = 'E-%D' or 'S-%D'
- Account must be active

Disconnect Orders (BROWSE)

Batch I.D: test c/dc    Batch number: 3    Created by: jschuma    Schedule time: 2019-03-14 15:57

Load Disconnect Orders   **Scheduled**   Sent   Failed   Cancelled   Completed

Meter	Order	House	Street	Unit	Select	Name	Created	Last Payment	Status	Send	Respond
	100762		ENTRANCE R...		<input type="checkbox"/>		Mar 14, 2019	Nov 5, 2018	R		
	100758		PARK DR NE...		<input type="checkbox"/>		Mar 14, 2019	Nov 5, 2018	R		
	100757		NATURE CEN...		<input type="checkbox"/>		Mar 14, 2019	Nov 5, 2018	R		
	100756		PARK DR CMP...		<input type="checkbox"/>		Mar 14, 2019	Nov 5, 2018	R		
	100759		SHOWER BLD...		<input type="checkbox"/>		Mar 14, 2019	Nov 5, 2018	R		
	100761		PARK DR CAB...		<input type="checkbox"/>		Mar 14, 2019	Nov 5, 2018	R		
	100754		JEFFERSON S...		<input type="checkbox"/>		Mar 14, 2019	Nov 19, 2018	R		

Select/Unselect    Send Remote Disconnect    Cancel Selected Orders

Place a **Checkmark** in the box to select the service order(s) for disconnection, or use the **Select/Unselect** button at the bottom of the table.

Click the **Send Remote Disconnect** button.

Disconnect Orders (BROWSE)

Batch I.D: test c/dc    Batch number: 3    Created by: jschuma    Schedule time: 2019-03-14 15:57

Load Disconnect Orders **Scheduled** Sent Failed Cancelled Completed

Meter	Order	House	Street	Unit	Select	Name	Created	Last Payment	Status	Send	Respond
	100762		ENTRANCE R...		<input checked="" type="checkbox"/>		Mar 14, 2019	Nov 5, 2018	R		
	100758		PARK DR NE...		<input checked="" type="checkbox"/>		Mar 14, 2019	Nov 5, 2018	R		
	100757		NATURE CEN...		<input checked="" type="checkbox"/>		Mar 14, 2019	Nov 5, 2018	R		
	100756		PARK DR CMP...		<input checked="" type="checkbox"/>		Mar 14, 2019	Nov 5, 2018	R		
	100759		SHOWER BLD...		<input checked="" type="checkbox"/>		Mar 14, 2019	Nov 5, 2018	R		
	100761		PARK DR CAB...		<input checked="" type="checkbox"/>		Mar 14, 2019	Nov 5, 2018	R		
	100754		JEFFERSON S...		<input checked="" type="checkbox"/>		Mar 14, 2019	Nov 19, 2018	R		

Select/Unselect    **Send Remote Disconnect**    Cancel Selected Orders

To cancel a selected order, **check the box** under the Select column.

Click **Cancel Selected Orders**.

A popup message appears requesting confirmation.

Click **'Yes'** to confirm.

The screenshot shows the 'Disconnect Orders (BROWSE)' application window. At the top, there are search and navigation icons, a '1 of 1' indicator, and 'OK Cancel' buttons. Below this, there are input fields for 'Batch I.D.: test c/dc', 'Batch number: 3', 'Created by: jschuma', and 'Schedule time: 2019-03-14 15:57'. A tabbed interface shows 'Load Disconnect Orders' with sub-tabs for 'Scheduled', 'Sent', 'Failed', 'Cancelled', and 'Completed'. The 'Scheduled' tab is active, displaying a table of orders. The 'Select' column in the table has a red box around it, and the first row (Order 100762) has a checked checkbox. A 'NorthStar' dialog box is open in the center, asking '1 order is selected. Do you want to continue?' with 'Yes' and 'No' buttons. At the bottom of the window, there are three buttons: 'Select/Unselect', 'Send Remote Disconnect', and 'Cancel Selected Orders', with the last one highlighted by a red box.

Meter	Order	House	Street	Unit	Select	Name	Created	Last Payment	Status	Send	Respond
	100762		ENTRANCE R...		<input checked="" type="checkbox"/>		Mar 14, 2019	Nov 5, 2018	R		
	100758		PARK DR NE...		<input type="checkbox"/>		Mar 14, 2019	Nov 5, 2018	R		
	100757		NATURE CEN...		<input type="checkbox"/>		Mar 14, 2019	Nov 5, 2018	R		
	100756		PARK DR CMP...		<input type="checkbox"/>		Mar 14, 2019	Nov 5, 2018	R		
	100759		SHOWER BLD...		<input type="checkbox"/>		Mar 14, 2019	Nov 5, 2018	R		
	100761		PARK DR CAB...		<input type="checkbox"/>		Mar 14, 2019	Nov 5, 2018	R		
	100754		JEFFERSON S...		<input type="checkbox"/>		Mar 14, 2019	Nov 19, 2018	R		

Move to the **Cancelled** tab to view the cancelled service order.

The **Status** of cancelled service orders changes to 'V' (Voided).

Disconnect Orders (BROWSE)

Batch I.D: test c/dc    Batch number: 3    Created by: jschuma    Schedule time: 2019-03-14 15:57

Load Disconnect Orders    Scheduled    Sent    Failed    **Cancelled**    Completed

Meter	Order	House	Street	Unit	Name	Created	Last Payment	Status	Send	Respond
	100762		ENTRANCE RD ...			2019-03-14	2018-11-05	V		

Move to the **Sent** tab to view the sent orders.

The service order **Status** updates to 'P' (Pending).

The disconnect orders have been sent to EnergyIP to complete the remote disconnect process.

Meter	Order	House	Street	Unit	Name	Created	Last Payment	Status	Send	Respond
	100758		PARK DR NEW ...			2019-03-14	2018-11-05	P		
	100757		NATURE CENTE...			2019-03-14	2018-11-05	P		
	100756		PARK DR CMPG...			2019-03-14	2018-11-05	P		
	100759		SHOWER BLDG ...			2019-03-14	2018-11-05	P		
	100761		PARK DR CABI...			2019-03-14	2018-11-05	P		
	100754		JEFFERSON ST ...			2019-03-14	2018-11-19	P		

Move to the **Completed** tab.

A service order **Status** changes to 'C' (Completed) when the disconnection is successful in EnergyIP.

Meter	Order	House	Street	Unit	Name	Created	Last Payment	Status	Send	Respond
	100758		PARK DR NEW ...			2019-03-14	2018-11-05	C		
	100757		NATURE CENTE...			2019-03-14	2018-11-05	C		
	100756		PARK DR CMPG...			2019-03-14	2018-11-05	C		
	100759		SHOWER BLDG ...			2019-03-14	2018-11-05	C		
	100761		PARK DR CABI...			2019-03-14	2018-11-05	C		
	100754		JEFFERSON ST ...			2019-03-14	2018-11-19	C		

Move to the **Failed** tab.

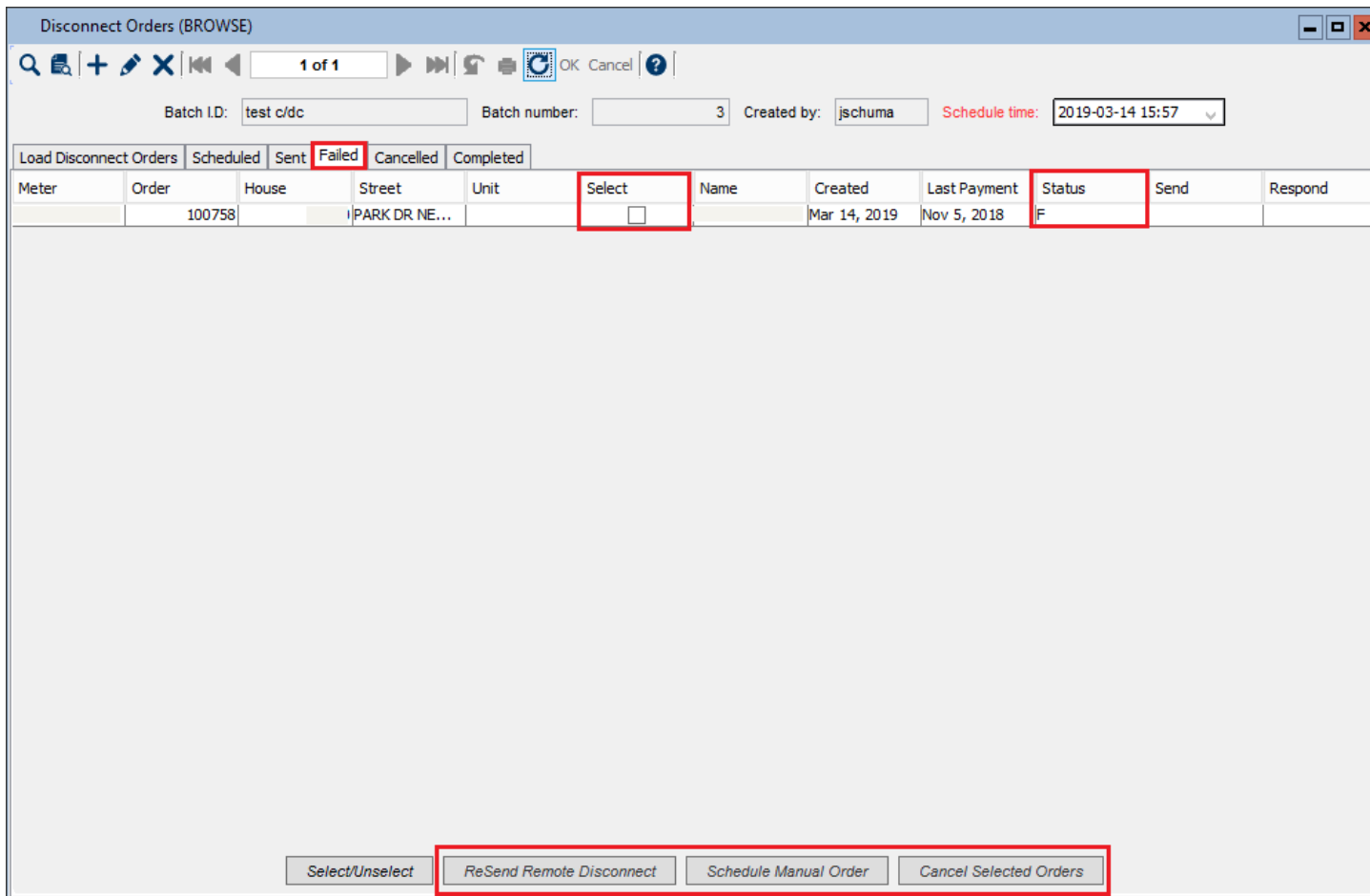
If any service order fails to disconnect, the service order **Status** changes to 'F' (Failed).

Three (3) options are available for failed service orders.

- **ReSend Remote Disconnect**
- **Schedule Manual Order**
- **Cancel Selected Orders**

In the **Select** column, select service orders by **checking the box**.

Click the preferred method to complete the disconnect order.





Disconnect service orders track at the account level in Account Gateway.

In **Account Gateway**, locate the account.

Open the **Call Maintenance** table to view the disconnect service order.

*Account Gateway > CARE > Call Maintenance*

Service Summary (BROWSE) Call Maintenance (BROWSE)

1 of 7

Browse Call Details

Main Standard Charges Status Change Schedule Notes Completion Notes Transaction Log Print Order Field Internal Notes Attach Letter

Code: DISCON Type: DISCON DISCONNECTION  
Date: 2019-03-14 15:49:00 By: jschuma

Order Information

Call no: 125036 Order code: DISCON DISCONNECTION Order no: 100754

Caller Information

Note: CCR BATCH 1441  
Caller name:  
Phone:  
Requested: 2019-03-14  
Scheduled: 2019-03-14

Department Selection

Departments: E  
Select:

Assignment

Assigned to:  
Priority:  
Reference:

Printed / Released

Printed: 0 Not Printed  
Released: 1

Completion / Status

Completed: 2019-03-14  
Completed by: jschuma  
Status: C COMPLETED

Ready