

Remote Reconnect Process

The Reconnect Process begins in Account Gateway with the manual creation of the Reconnect Service Order in the Calls menu using the RECON service order. After the service order(s) have been created, follow the procedure outlined below.

Reconnect service orders for remote capable meters must have a status of 'R' to load into the Reconnect Orders batch to be processed remotely.

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

The status of the Reconnect Service Order can be edited upon creation of the order

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

Open the **Calls** menu.

Select the **Reconnect** Service Order Type to create a Reconnect Service Order.

Click on the drop-down field containing the Order **Status**. This will open a list of statuses. If the desired status is not present, click on the **Power Link** icon.

Account Gateway > Calls > Reconnect

Call: RECONN RECONN RECONNECT Order: RECONN
Account: 1 Date: 2019-04-14 19:17:19
Service: 170 Call number: 0

Main More Activity Attach Letter Internal Notes Print Order

Caller Information
Requested: 2019-04-14
Scheduled: 2019-04-14
Caller name:
Phone:
Note:

Completion / Status
Status: S SCHEDULED
Priority:
Assigned to:
Print:

St...	Short desc	Long desc
C	COMPLETED	COMPLETED
S	SCHEDULED	SCHEDULED

Schedule Notes

List contents editable Power Link

The **Call Status Codes Setup** will appear.

Click on the **Search** icon and search for the **“R” Scheduled AMI Remote Action Status**

Click Close.

Completion / Status

Status: S SCHEDULED

Priority:

Assigned to:

Print:

St...	Short desc	Long desc
C	COMPLETED	COMPLETED
S	SCHEDULED	SCHEDULED
S	SCHEDULED	SCHEDULED

Call Status Codes Setup (BROWSE)

Call Status Maintenance

Status: S

Description: SCHEDULED

Short description: SCHEDULED

List contents editable

Close

Use the navigation buttons to browse records

Return to the pending Call.

Note the Order Status is now “R”
Scheduled AMI Remote Action.

Add any additional notes or make
any further necessary updates and
click **OK**.

Add Call

OK Cancel ? Scheduled Orders

Call Information

Call: RECONN RECONN RECONNECT Order: RECONN
Account: _____ Date: 2019-04-14 19:09:17
Service: _____ Call number: _____ 0

Main More Activity Attach Letter Internal Notes Print Order

Caller Information

Requested: 2019-04-14
Scheduled: 2019-04-14
Caller name: SHERYL L TAYLOR
Phone: 920-634-5089
Note: _____

Completion / Status

Status: R Scheduled AMI Remote Action
Priority: _____
Assigned to: _____
Print:

Schedule Notes

Note: If the status of the order is not updated at the time the order is created, it can also be updated after the creation of the order.

After creating the reconnect service order for a remote capable meter, the scheduled status needs to be changed.

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

Open the **Call Maintenance** table.

Click the **Call Details** tab.

Select the **Status Change** tab.

Click the **Edit** icon.

Change the **Status** field to 'R' (Scheduled AMI Remote Action).

Click **OK** to save changes.

Account Gateway > CARE > Call Maintenance > Status Change

Call Maintenance (BROWSE)

1 of 8

Browse Call Details

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

Status Change (EDIT)

1 of 1

OK Cancel

Creation Information

Created on: 2019-03-14 16:25 Created by: jschuma

Required: 2019-03-14 Scheduled: 2019-03-14

Assigned to:

Status Information

Status: R Scheduled AMI Remote Action Printed: 0 Released: 0

Note:

Completed: By: System:

Please select the new status

Ready

Proceed to the **Credit Control Remote Actions** module.

Open **Reconnects** table.

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

Enter a **Batch ID** name.

Click **OK**.

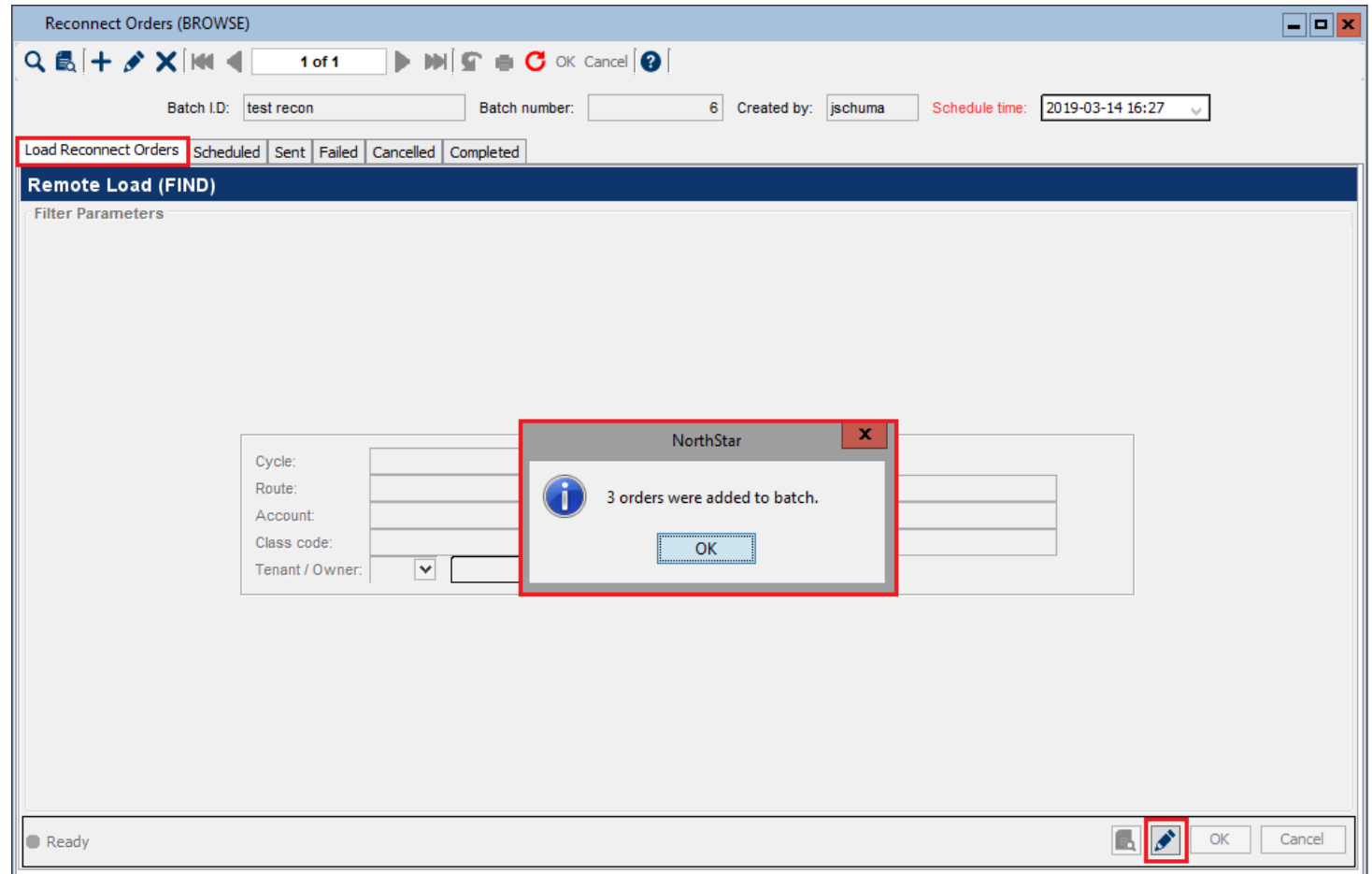
Move to the **Load Reconnect Orders** tab.

Click the **Edit** icon in the lower right corner to load the Reconnect Service Order(s).

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

Click **OK**.

Credit Control > Remote Actions > Reconnects



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

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

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

Click the **Send Remote Reconnect** button.

*Note: The **Cancel Selected Orders** option is available should a reconnect order be sent in error.*

Reconnect Orders (BROWSE)

Batch I.D: test recon Batch number: 6 Created by: jschuma Schedule time: 2019-03-14 16:27

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

Meter	Order	House	Street	Unit	Select	Name	Created	Last Payment	Status	Send	Respond
	100744		ELECTRIC SE...		<input type="checkbox"/>		Mar 8, 2019		R		
	100743		VINE ST WHS...		<input type="checkbox"/>		Mar 8, 2019	2018-12-07	R		
	100763		JEFFERSON S...		<input type="checkbox"/>		Mar 14, 2019	2018-11-19	R		

Select/Unselect Send Remote Reconnect Cancel Selected Orders

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

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

The reconnect orders transfer to EnergyIP to complete the remote reconnect process.

The **Status** will change to **'F'** (Failed) or **'C'** (Completed) within 30 minutes.

Note: The status should update within a few minutes provided radio communication is good.

Meter	Order	House	Street	Unit	Name	Created	Last Payment	Status	Send	Respond
	100744		ELECTRIC SER...			2019-03-08		P		
	100743		VINE ST WHSE ...			2019-03-08	2018-12-07	P		
	100763		JEFFERSON ST ...			2019-03-14	2018-11-19	P		

Move to the **Completed** tab.

A Service Order **Status** changes to 'C' (Completed) when the reconnection is successful in EnergyIP.

The screenshot shows a software interface titled "Reconnect Orders (BROWSE)". At the top, there are navigation icons and a "1 of 1" indicator. Below that, there are input fields for "Batch I.D:" (test recon), "Batch number:" (6), "Created by:" (jschuma), and "Schedule time:" (2019-03-14 16:27). A tabbed menu at the top of the table area includes "Load Reconnect Orders", "Scheduled", "Sent", "Failed", "Cancelled", and "Completed" (which is highlighted with a red border). The table below has columns: Meter, Order, House, Street, Unit, Name, Created, Last Payment, Status, Send, and Respond. Three rows of data are visible, with the "Status" column for each row containing the letter "C". The "Status" column header and the "C" values are highlighted with red boxes.

Meter	Order	House	Street	Unit	Name	Created	Last Payment	Status	Send	Respond
	100744		ELECTRIC SER...			2019-03-08		C		
	100743		VINE ST WHSE ...			2019-03-08	2018-12-07	C		
	100763		JEFFERSON ST ...			2019-03-14	2018-11-19	C		

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

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

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

Account Gateway > CARE > Call Maintenance

Call Maintenance (BROWSE)

1 of 8

OK Cancel

Browse Call Details

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

Code: RECONN Type: RECONN RECONNECTION

Date: 2019-03-14 16:25:00 By: jschuma

Order Information

Call no: 125045 Order code: RECONN RECONNECTION Order no: 100763

Caller Information

Note:

Caller name:

Phone:

Requested: 2019-03-14

Scheduled: 2019-03-14

Assignment

Assigned to:

Priority:

Reference:

Printed / Released

Printed: 0 Not Printed

Released: 1

Completion / Status

Completed: 2019-03-14

Completed by: phansen

Status: C COMPLETED

Ready