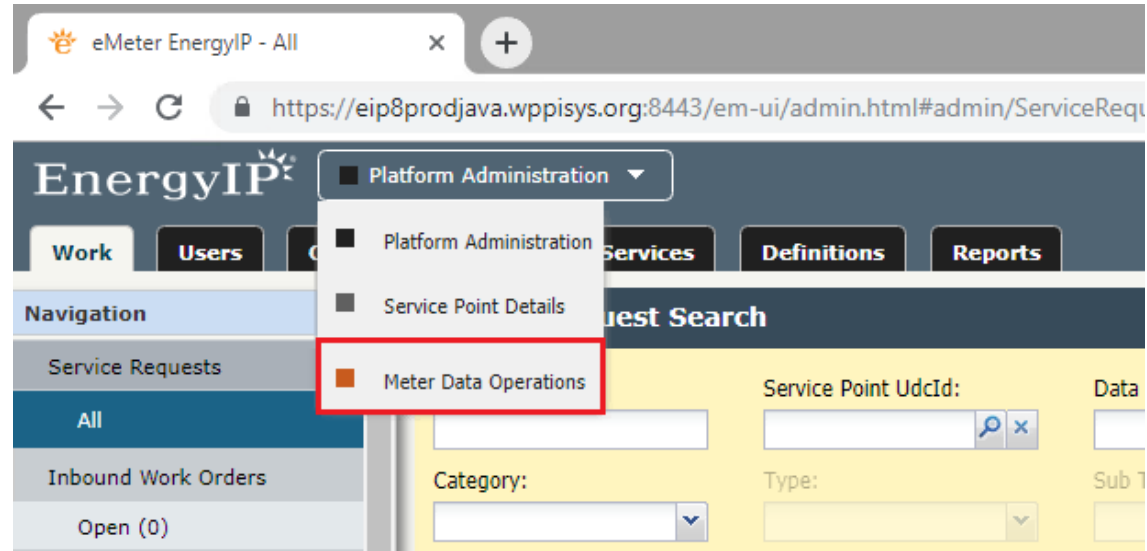


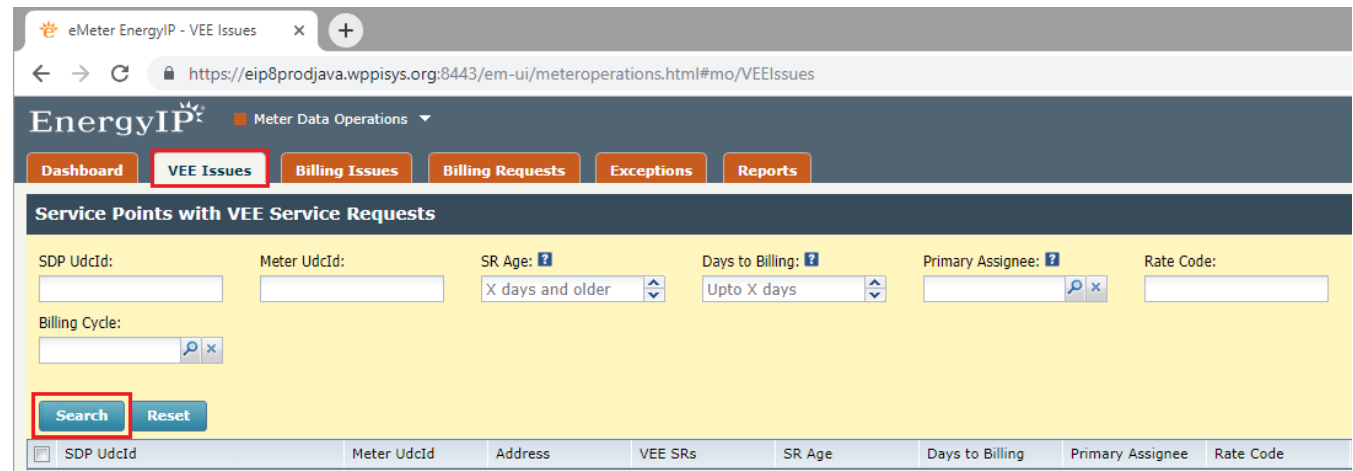
VEE Issues

VEE service requests occur when EnergyIP finds issues with meter data. If left unresolved, VEE issues can prevent a billing response from completing.

To view your VEE service requests, select **Meter Data Operations** from dropdown menu.



Click the **VEE Issues** tab.



Click **Search**.

Right click on the **blue SDP UdcId** number

EnergyIP Meter Data Operations

Dashboard VEE Issues Billing Issues Billing Requests Exceptions

Service Points with VEE Service Requests

Search [] x

Search Reset

SDP UdcId	Meter UdcId	Address	VEE SRs
3600003153	3600008088		1
3600002914	3600007513		1
3600002902	3600008092		3

Click **Open in New Tab.**

EnergyIP Meter Data Operations

Dashboard VEE Issues Billing Issues Billing Requests

Service Points with VEE Service Requests

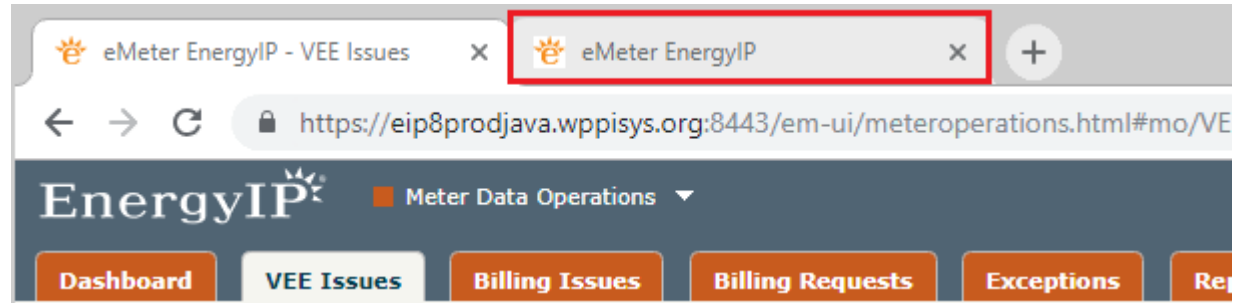
Search [] x

Search Reset

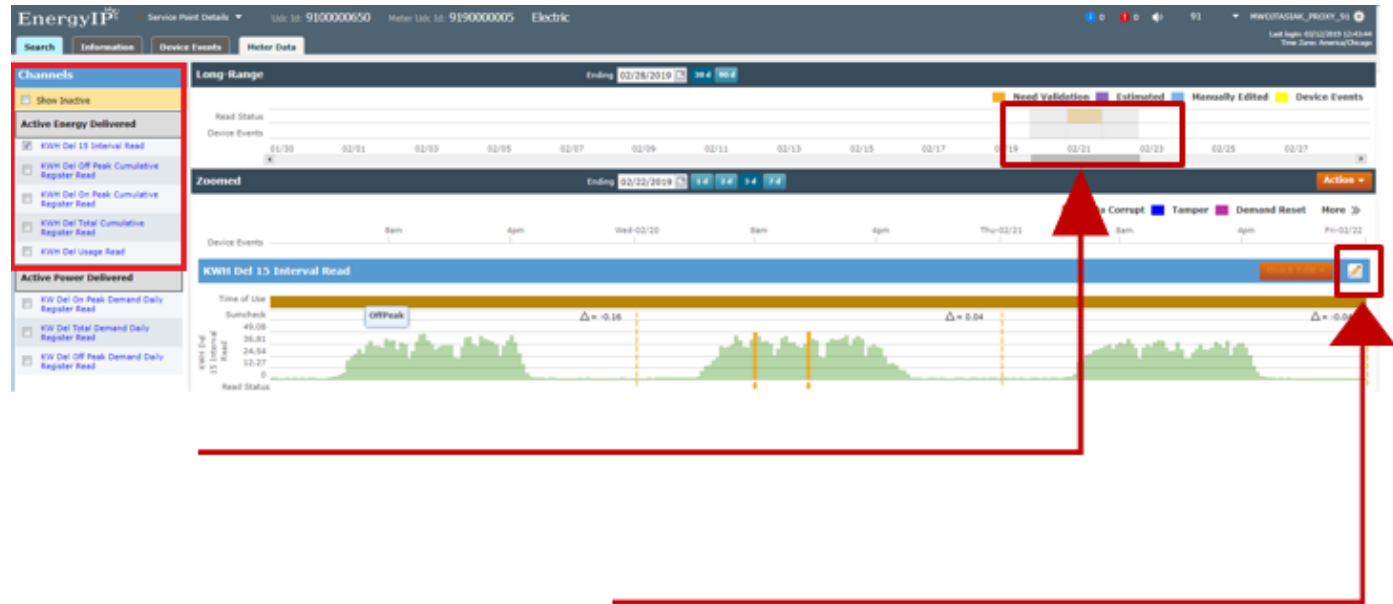
SDP UdcId	Meter UdcId	Address
3600003153	3600008088	903, NC
3600002914		
3600002902		
36000003153		
36000003153		
36000003153		
36000003153		
36000003153		
36000003153		

- Open link in new tab
- Open link in new window
- Open link in incognito window
- Save link as...
- Copy link address

Click the **newly opened tab** at the top of the screen.



The service request automatically displays the channel that needs verifying or editing.



Note the date(s) of the **orange highlighted section**.

Click the **Edit (pencil)** icon.

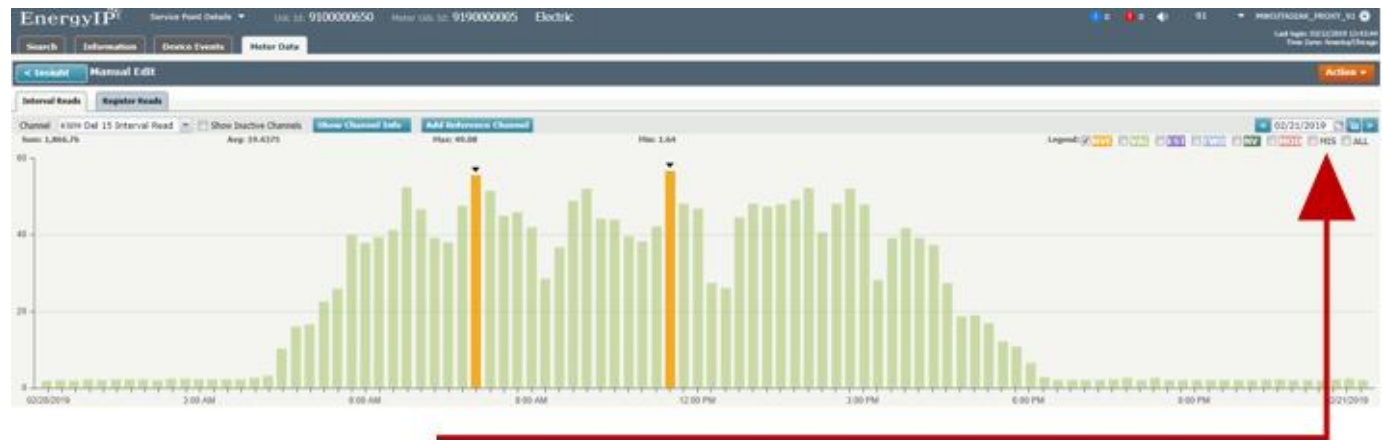
Locate the first date of interval data needing verification.

Edit the date in the upper right hand corner.

The interval(s) that need verifying will be a different color.

Note: The date shown is the ending date for the last interval of the day.

Example - To view the intervals for 6/4, select the ending interval date of 6/5



Scroll in the lower half of the screen to locate the interval(s) that need verifying.

The corresponding interval(s) to the graph highlight in **dark blue**.

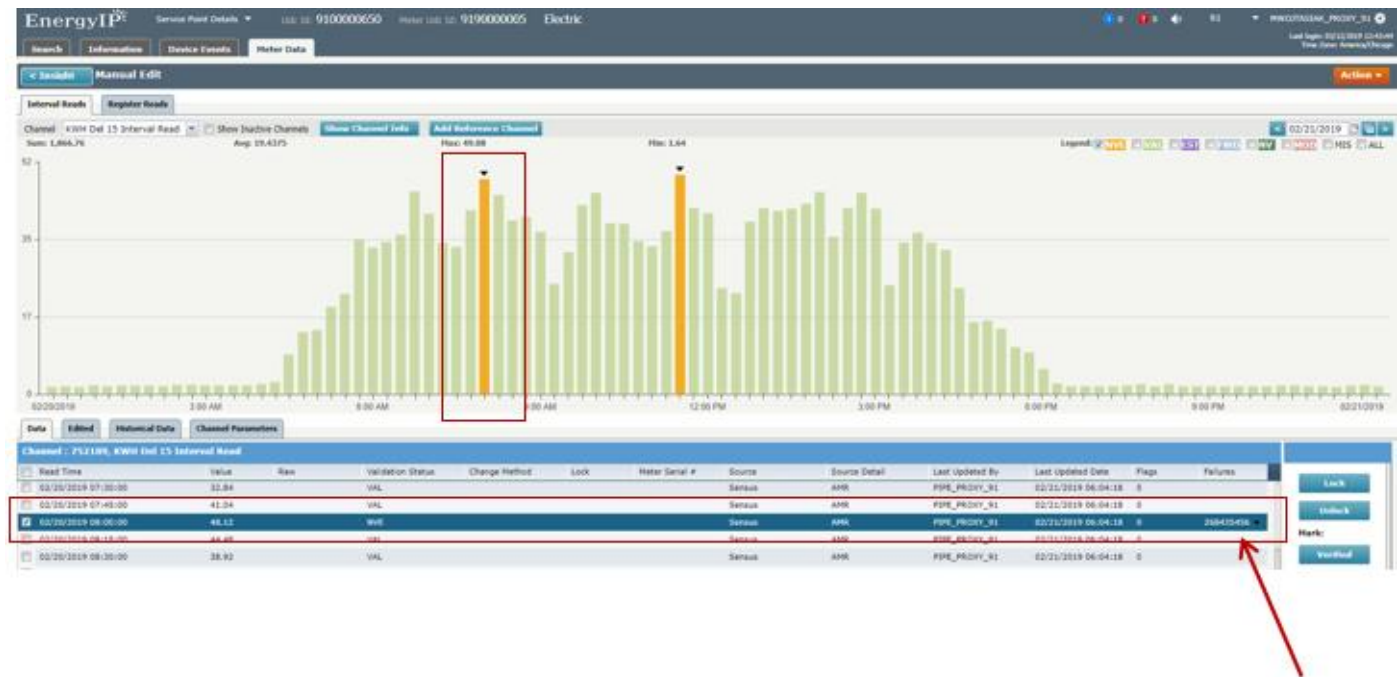
Read Time	Value	Raw	Validation Status	Change Method	Lock	Meter Serial #	Source	Source Detail	Last Updated By	Last Updated Date	Flags	Failures
02/20/2019 06:30:00	35.68		VAL				Sensus	AHR	PPPE_PROXY_S1	02/21/2019 06:04:18	0	
02/20/2019 06:45:00	45.28		VAL				Sensus	AHR	PPPE_PROXY_S1	02/21/2019 06:04:18	0	
02/20/2019 07:00:00	40.24		VAL				Sensus	AHR	PPPE_PROXY_S1	02/21/2019 06:04:18	0	
02/20/2019 07:15:00	33.8		VAL				Sensus	AHR	PPPE_PROXY_S1	02/21/2019 06:04:18	0	
02/20/2019 07:30:00	32.84		VAL				Sensus	AHR	PPPE_PROXY_S1	02/21/2019 06:04:18	0	
02/20/2019 07:45:00	45.04		VAL				Sensus	AHR	PPPE_PROXY_S1	02/21/2019 06:04:18	0	
02/20/2019 08:00:00	46.12		NVE				Sensus	AHR	PPPE_PROXY_S1	02/21/2019 06:04:18	0	208435456
02/20/2019 08:15:00	49.63		VAL				Sensus	AHR	PPPE_PROXY_S1	02/21/2019 06:04:18	0	
02/20/2019 08:30:00	36.92		VAL				Sensus	AHR	PPPE_PROXY_S1	02/21/2019 06:04:18	0	
02/20/2019 08:45:00	39.6		VAL				Sensus	AHR	PPPE_PROXY_S1	02/21/2019 06:04:18	0	
02/20/2019 09:00:00	36.32		VAL				Sensus	AHR	PPPE_PROXY_S1	02/21/2019 06:04:18	0	
02/20/2019 09:15:00	24.64		VAL				Sensus	AHR	PPPE_PROXY_S1	02/21/2019 06:04:18	0	
02/20/2019 09:30:00	31.84		VAL				Sensus	AHR	PPPE_PROXY_S1	02/21/2019 06:04:18	0	

Review the highlighted interval(s) to determine the reason for the service request.

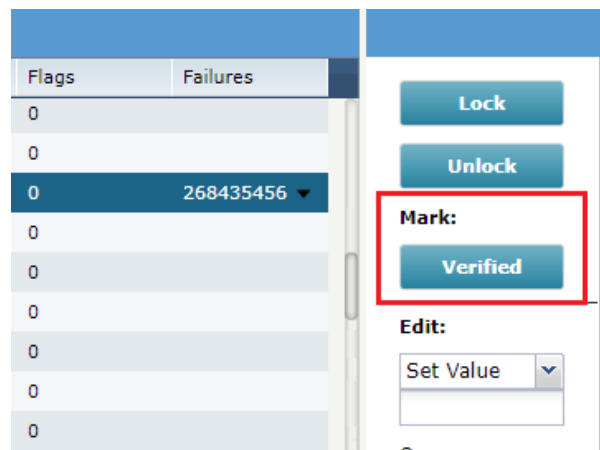
Note: Single click on the **triangle (▼)** next to the numeric code under the **Flags or Failures** column. This provides an abbreviated code indicating the reason for the service request.

Examples:

- SPK = Spike
- PRT = Partial Interval
- ZER = Zero Read
- HLO = Custom High or Low Limit Exceeded

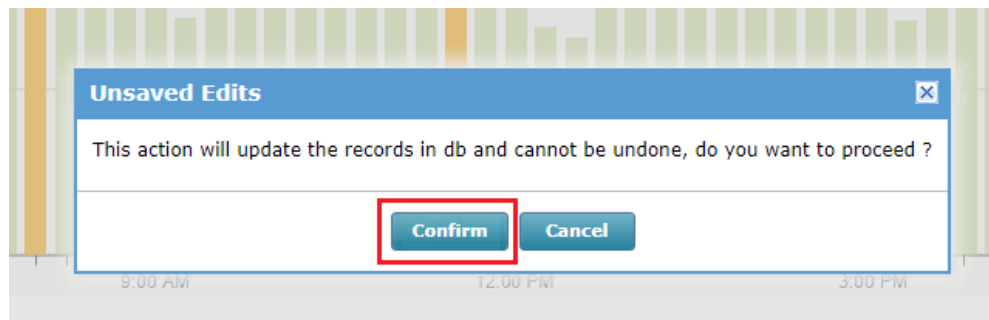


If the read is valid, click the **Verified** button.



A popup message appears requesting confirmation or cancellation of the edits.

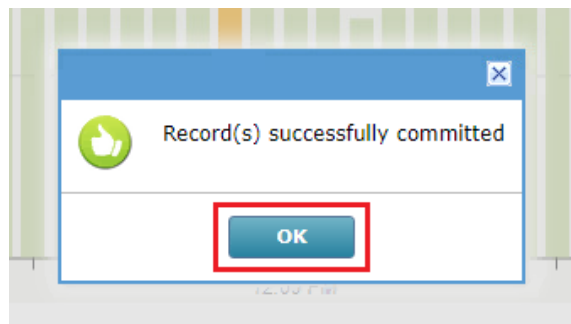
Click **Confirm** to proceed with the verification of data.



Another popup message appears confirming the changes.

Click **OK**.

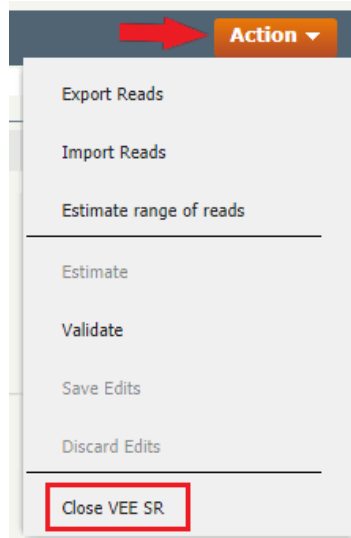
Repeat process for *ALL* open service requests for the meter.



After verifying *ALL* service requests, close the VEE service request(s) using the Action button at the top of the screen.

Click **Actions** to open a dropdown menu.

Click **Close VEE SR**.



Select the service requests that have completed the verification process.

Place a **checkmark** in the box to the left of the SR ID.

Note: Review the Channel reference numbers. Different channel numbers means additional service requests to complete.

Click **Close Selections**.

Close VEE Service Requests

Unclosed Service Requests

<input type="checkbox"/>	SR Id	Type	Subtype	Data Start	Data End	Channel
<input type="checkbox"/>	1091432	VEE	Verify/Edit	02/20/2019 07:45:...	02/20/2019 08:00:...	752189
<input type="checkbox"/>	1091433	VEE	Verify/Edit	02/20/2019 11:15:...	02/20/2019 11:30:...	752189

Comments:

Close Selections **Cancel**

Close VEE Service Requests

Unclosed Service Requests

<input checked="" type="checkbox"/>	SR Id	Type	Subtype	Data Start	Data End	Channel
<input checked="" type="checkbox"/>	1091432	VEE	Verify/Edit	02/20/2019 07:45:...	02/20/2019 08:00:...	752189
<input checked="" type="checkbox"/>	1091433	VEE	Verify/Edit	02/20/2019 11:15:...	02/20/2019 11:30:...	752189

Comments:

Close Selections **Cancel**

Return to **Meter Data Operations >> VEE Issues** page.

Click the **Search** button to refresh the page.

Only remaining open Service Requests will display.

The screenshot shows the EnergyIP Meter Data Operations interface. At the top, there is a navigation bar with the EnergyIP logo and a dropdown menu for "Meter Data Operations". Below this are several tabs: "Dashboard", "VEE Issues", "Billing Issues", "Billing Requests", "Exceptions", and "Reports". The "VEE Issues" tab is currently selected.

The main content area is titled "Service Points with VEE Service Requests". It features a search filter section with the following fields:

- SDP UdcId:
- Meter UdcId:
- SR Age: (dropdown)
- Days to Billing: (dropdown)
- Billing Cycle: (with search and close icons)

Below the filters are "Search" and "Reset" buttons. The results are displayed in a table with the following columns: "SDP UdcId", "Meter UdcId", "Address", and "VEE SRs".

SDP UdcId	Meter UdcId	Address	VEE SRs
<input type="checkbox"/> 8000005060	8013807	208E,LINCOLN ST,,	477
<input type="checkbox"/> 8000002133	8012254	520,SPRINGDALE ST,,	25
<input type="checkbox"/> 8000002128	8012249	101E,MAIN ST/300-350,,	14