

## Electric AMI Meter Multiplier Change - Procedures

Procedures to accurately change a meter multiplier:

1. View the 'Electric AMI Meter Multiplier Change – Setups' document for the one-time setup requirements for this process.
2. In NorthStar, create the MULTIP service order on the appropriate account and assign to the FSR completing the meter multiplier change.
3. The FSR will be responsible for the first 3 of 5 steps as shown on the end of the MULTIP service order.
  - a. Run an [On Demand Read](#) to ensure all data associated with the existing multiplier is up to date in Energy IP.
  - b. Next, [Lock the Time Period](#) back to midnight of the current day so that no changes can be made to the data before the multiplier change.
  - c. Enter the new multiplier in the box provided. This is the number that will be entered in NorthStar by office staff. After this step, you can complete the service order.
4. The CSR will complete steps 4 and 5 of the process.
  - a. In your mcare approve orders screen, note the new multiplier number entered by the FSR. Edit the 'meter multiplier' field in the meter maintenance screen for the appropriate meter/account.

Electric Meters Maintenance Setup (BROWSE)

5938 of 5943

OK Cancel ? Accounts Delete Scrapped

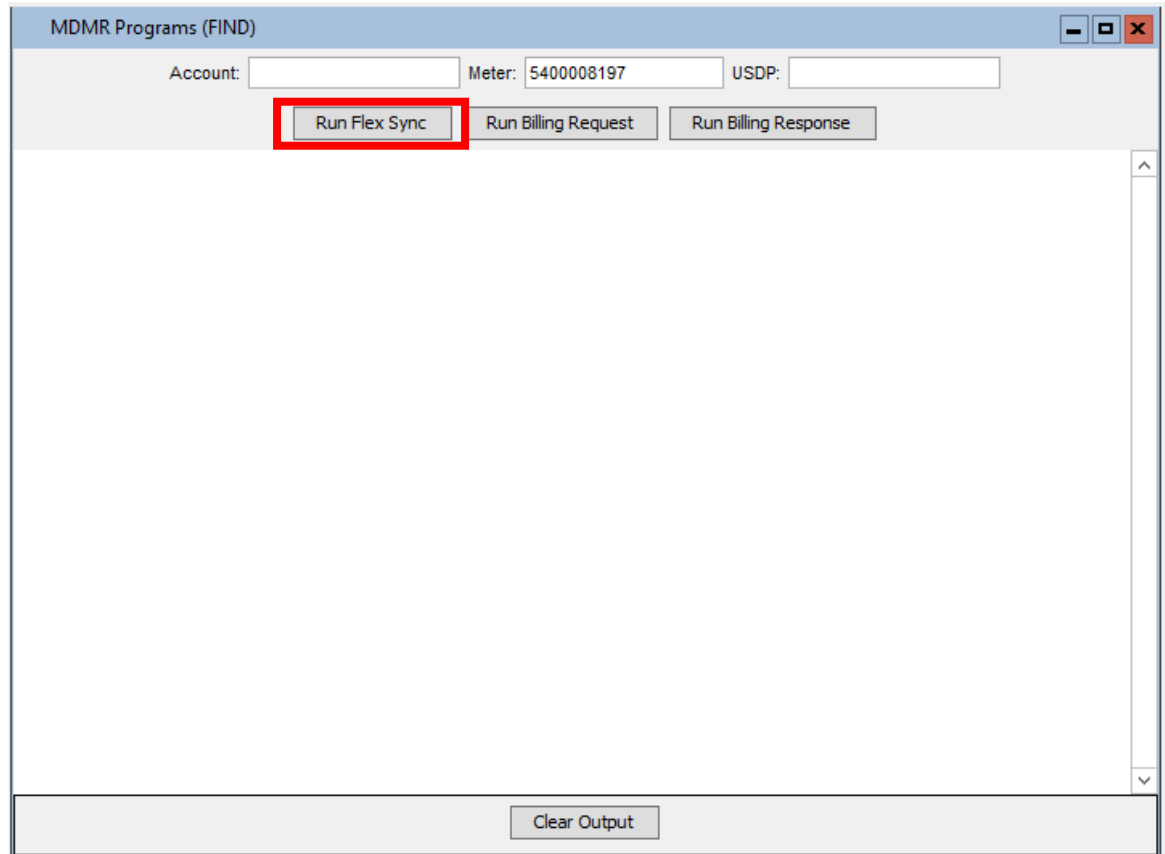
**Meter Number**  
Meter Number: 5400008197 Serial Number: 35130283 Status: S

**Account Info**  
Account: [ ] [ ]  
Service address: [ ] [ ] [ ] [ ] [ ]  
Cycle: [ ] Route: [ ] Walk: [ ]

| Meter Positions   | Additional Meter Info  | Meter Read History Info | Probe Setup | Radio | Reading Codes       |
|-------------------|------------------------|-------------------------|-------------|-------|---------------------|
| Meter Maintenance | Meter Location History | Meter Test History      |             |       | Meter Accuracy Info |

**Billing Info**  
KV<sub>a</sub> Demand: A [v]  
KWh Decimal: 0 [v]  
KW Decimal: 0 [v]  
Billing Type: 1 [v]  
Meter Multiplier: 1.0 [v]  
Billing Multiplier: 1.0 [v]  
Pulse Meter: N [v] No [ ]  
CT Ratio: [ ] [ ] [ ] [ ] CT [ ]  
PT Ratio: [ ] [ ] [ ] [ ] PT [ ]

- b. Run a manual flex sync in NorthStar to push the multiplier change to Energy IP.



- c. Approve the service order in mCare. The service order will remain on the account as completed and provide tracking history for the multiplier change.