

Electric AMI Meter Multiplier Change - Setups

Setups Required for Service Order Tracking:

1. Add the Service Order Code (MULTIP).

The screenshot shows the 'Service Order Code Maintenance (BROWSE)' window. It contains several sections for configuring the 'MULTIP' service code:

- General Information:** Order code: MULTIP, Description: ELEC METER MULTIPLIER CHANGE, Post to: 1, Order type: 5.
- Department Selection:** Departments: BE.
- Alert Selection:** Start alert: S, End alert: C.

Below the configuration is a 'Valid Services (BROWSE)' section with a table showing one record:

| Process order | Service | Description | Stat. code | Description | Standard charge |
|---------------|---------|-------------|------------|-------------|-----------------|
| | E | ELECTRIC | | | |

2. Add the MULTIP Service Order Code to the Electric Call Types.

The screenshot shows the 'Call Codes / Types (BROWSE)' window. It displays the configuration for the 'ELECT' call type and a table of call types:

Call code: ELECT, Description: ELECTRIC, Short description: ELECTRIC

Below is the 'Call Types / Codes Details Setup (BROWSE)' table:

| Call type | Description | Short desc | Order code | Service | Checklist | Enable in GIS |
|-----------|------------------------------|------------|------------|---------|-----------|---------------|
| MISC E | MISC ELECTRIC ISSUES | MISC ELEC | MISC-E | E | | N |
| MULTIP | ELEC METER MULTIPLIER CHA... | MULTIP | MULTIP | E | | N |
| REREAD | ELECTRIC REREAD | E REREAD | RERD-E | E | | N |
| STLITE | STREET LIGHT OUT | STREET LT | STLITE | E | | N |

3. In mCare, create a Form Set on the MULTIP service order detailing the 5-step process for changing an electric AMI meter multiplier. Submit a Helpdesk ticket if needed.

NorthStar Utilities | Login | NorthStar | My WPPI | Connexo | Business & Technol... | MyMeter | Important

ELEC METER MULTIPLIER CHANGE

Run ODR: *

Yes

Lock Time Period in EIP: *

Yes

Enter Multiplier Value: *

100

Office - Change Multiplier in Meter Maintenance:

office updates

Office - Run Manual Flexsync:

office completes

Previous SAVE & CLOSE Complete