



B5 process started and field activity raised by Field Services for technical rep to attend as meter is larger than 25mm. The B5 process triggers SLA start dates based on when the form is received.

## Business Process

[Bookmark](#) [Refresh](#)

[Main](#) [Logs](#)

▶ [Work Instructions](#) 

▲ [Process Actions](#) 

Closed - Process Completed, Create Date/Time: 04-09-2019 13:20:54, 43 days old [REDACTED]

[Edit](#)

▲ [Process Info](#)  [Go To Search](#)

▲ [Main](#)

**Process** WS B05 Repair or replacement of a faulty meter  
Wholesaler

**Status** Process Completed

**Status Date/Time** 03-10-2019 17:04:00

**User** [REDACTED]

**Business Process ID** [REDACTED]

**Premise** [MTR FOR COMM CTR](#) [REDACTED] DEN

**Account ID** [REDACTED]

**Person** [REDACTED]

**Supply Point ID (SPID)** [REDACTED]

**Customer Contact ID** [REDACTED]  
[Wholesale/Metering, Contacted 04-09-2019](#)

**Originator** Retailer

**To Do Role** [Wholesale Team](#)

▲ [Retailer Details](#)

**Retailer Reference No.** [REDACTED]

**Originator Contact Name** [REDACTED]

**Original Contact Email** [REDACTED]

**Retailer Consent to Contact Customer** Yes

**Customer Contact Name** [REDACTED]

**Customer Contact Number** [REDACTED]

**Notify Visit Dates** Yes

▲ [B5 Business Process Specific Details](#)

**Service Point ID** [Water/NHH - Monthly Accruals/MTR FOR COMM](#) [REDACTED]

**Meter ID** Standard Water Meter / [REDACTED]

**Old SP/Meter History** Install Date/Time. 01-10-2011 00:01:00 / Water/NHH - Monthly Accruals/MTR FOR [REDACTED]

**New SP/Meter History** Install Date/Time. 02-10-2019 14:22:38 / Water/NHH - Monthly Accruals/MTR FOR [REDACTED]

**Accredited Entity** Work Not Carried-out by Accredited Entity

## Field Activity is completed and a to do is created to alert Wholesale service desk

### FSM Activity Completion Payload

#### Common Details

Host System ENGARDE  
Host External Id [REDACTED]  
Work Group DMO  
Task Type MET-REN - Meter Renewal  
Status COMPLETED  
Date Time 2019-10-02T14:21:37

#### Contact Details

#### Incomplete Reason

#### Resource List

##### Crew Name

[REDACTED]

Dispatch 2019-10-02-07.45.36  
Enroute 2019-10-02-12.48.16  
Onsite 2019-10-02-12.52.17

#### DMO WorkGroup Info

Job Status COMPLETE  
Work Completed REPLACE/RENEW  
Job Reason  
Comments remove damaged meter x sections x fit box with 25meter. part backfilled but just needs top soil. x concrete plint. just send pick up as wagon would stop trakkic on busy main road  
Eastings/Northings [REDACTED]

#### New Meters

New Serial Number	Type	Size	RRD Number	RRD Type	Location Details	Initial Read	Location Indicator	Change Row Number
[REDACTED]	ELSTER V210 (MSM) Y22	25			25m left of entrance	00000	O	

#### Old Meter

Old Serial Number [REDACTED]  
Final Read 02157

#### Trench Inspection Details

Wholesale service desk action meter exchange, update the market and inform the retailer this has been done via an 'ops portal out' message. The SLA's show as passed as this has been done within SLA time. SLA timings are in built in to the system.

Process Activity History 1
Add Field Activity 2

Date / Time	Activity	Contact Method	Description	Additional Info
03-10-2019 11:27:10	Customer Contact	Ops Portal Out	Wholesale/Metering, Contacted 03-10-2019	SPID: [REDACTED] Hi, We attended site 02/10/19. Meter exchanged. Final meter read 2157m <sup>3</sup> . New meter serial [REDACTED]. Market updated. Many thanks
02-10-2019 14:21:37	Field Activity		MTR FOR [REDACTED] Meter, On-line User, DMO - Meter Renewal/replace, Completed, Scheduled 02-10-2019 14:21:37	
06-09-2019 14:56:37	Customer Contact	Ops Portal Out	Wholesale/Metering, Contacted 06-09-2019	SPID: [REDACTED] Form: 51146462 As this is a large meter. a Ren attended

Process SLAs
Start SLA for this Process 3

Filters: Business Process [REDACTED]

Case	Case Status	Due Date	Start Date
1 Closed - SLA PASSED, SLA #1 for the B5 Business Pro, Created: 04-09-2019 13:20:54	SLA PASSED	04-10-2019-18:00:00	04-09-2019-13:18:51
2 Closed - SLA PASSED, SLA #2 for the B5 Business Pro, Created: 03-10-2019 11:34:37	SLA PASSED	09-10-2019-18:00:00	02-10-2019-14:21:37

Process Documents
Add Document 4

Filters: Business Process [REDACTED]

Customer Contact Info	Document Link
1 [REDACTED] Wholesale/Metering, Contacted 04-09-2019	https://[REDACTED]