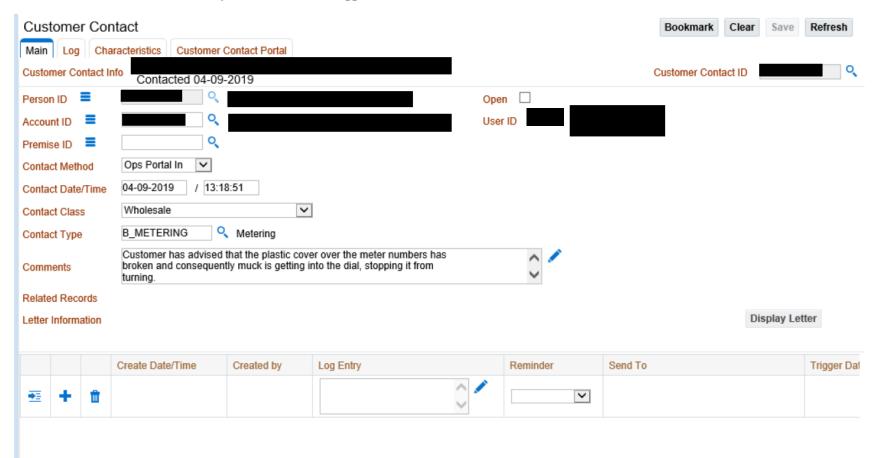
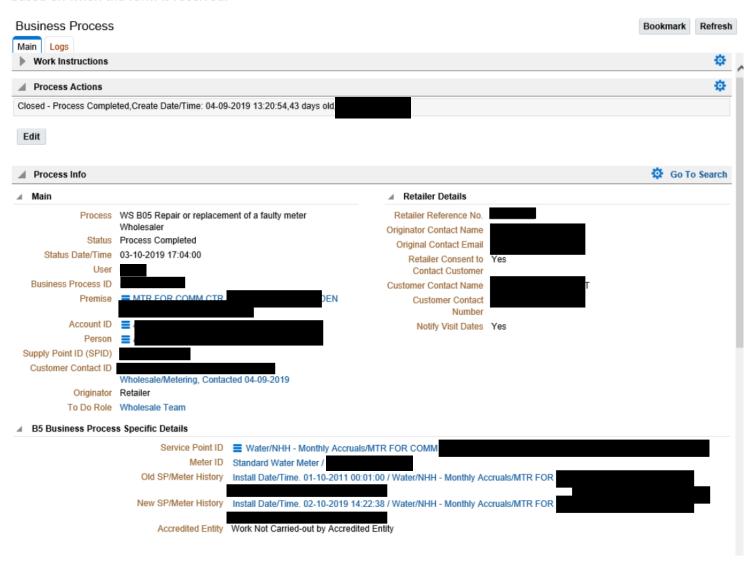
B5 Meter exchange process

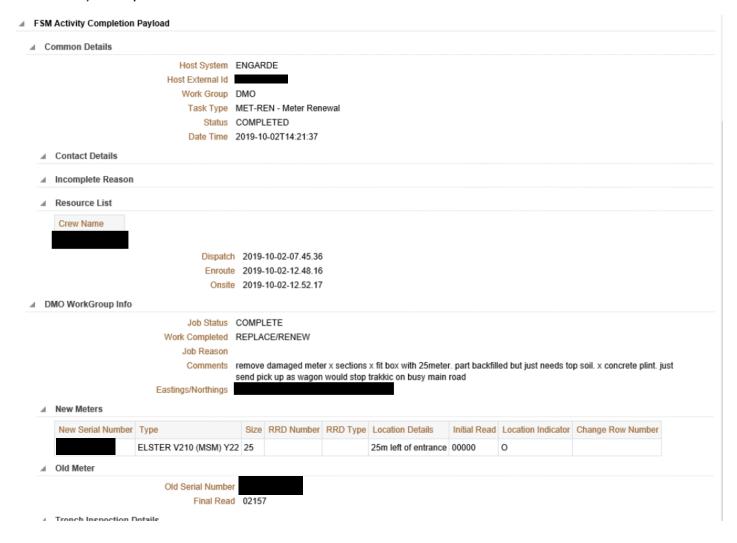
Form received from retailer in our portal and contact logged in CC&B



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.



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



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.

