



Transmission Business Line (TBL)

Metering Procedure

PROCESS FOR COLLECTION AND STORING OF CONTACTS FOR METERING ANOMALY RESEARCH

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This document describes the process Metering Services will follow to maintain and update the contact information of maintenance personnel. It defines the single point of contact criteria by which Metering Services can be reached, and it defines the contact criteria Metering Services will use to reach field personnel. Additionally, this document describes the customer contact information.

A. Internal Contacts – BPA Field Personnel:

1. Contacting BPA field personnel:

The point of contacts shall be, in the following order:

- a. Primary Contact: Substation Operator or Apprentice, Chief Operator
- b. Secondary Contact: SPC District Engineer (or their Designee)

In the event that the Substation Operator or District Engineer cannot be reached in a timely manner, Metering Services staff may contact a craftsman in the district.

2. Field Personnel contacting Metering Services staff:

Field services staff may contact metering services staff by telephone, email, fax or regular mail. Forms (internal to BPA these are the Meter Installation and Change Form and the Meter Maintenance and Outage form; Customers supply the Outage and Load Shift Form) will be sent electronically to Billing Operations-TMB for distribution to end-users.

3. Maintaining Contact Information in MDM:

Contacts will be entered in the MDM application as an associated person in the Meter Point Profile.

The MDM System Administrator has entered all current Substation Operators and Apprentices as primary contacts and all District Engineers as secondary contacts. These entries provide a list that the research staff may select from to make changes for any particular meter point.

The long-term intent of Metering Services is to import contact information from Substation Operations to MDM for persistent update as assignments change, and

to import contact information from HRMIS to MDM for new employees that become Substation Operators or Apprentices.

B. External Contacts – Customer Personnel

1. Customer Contact Information:

Customers may designate contact personnel for Metering Services research staff to contact with questions regarding their meters. Customers may request the Metering Services notify the customer contact before notifying BPA maintenance personnel.

Metering Services will use its current customer contact list when researching anomalies on customer owned meters, or where the outage may occur within the customers' system and BPA staff would be unaware of any anomaly.

2. Updating Contact Information:

The Metering Services research staff will gather customer contact information from customers in the course of their research duties. Required customer contact information includes the following elements:

- ◆ Customer Name
- ◆ First Name of the Contact
- ◆ Last Name of the Contact
- ◆ Telephone number of the Contact

If a customer designated more than one contact they shall specify whether each contact is a primary or secondary contact.

When a new contact is received, the Metering Services research staff will send an email to the System Administrator who will add the contact into the MDM application.

3. Updating Customer Contact Information:

The customer is responsible for contacting Metering Services by mail or by email at TXB@BPA.gov when a customer's contact information changes. (At the moment this has not been negotiated with customers, nor a vehicle and/or format defined.) In the interim Metering Services research staff will notify the MDM System Administrator to add or delete contact information based on their conversations with the customers. The same information will be gathered.)

The information flow is illustrated in Figure 1 below.

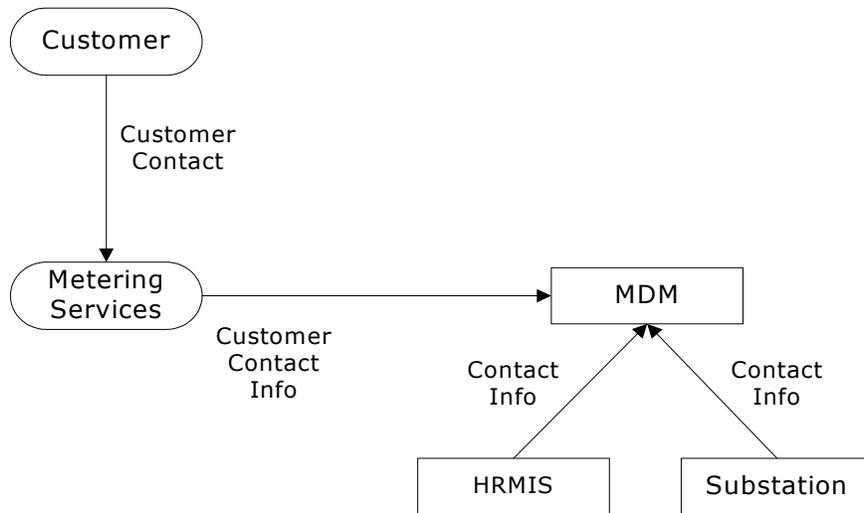


Figure 1

Revision History:

Date	Version	Description	Author
06/25/03	1.0	Final	Linda Nash