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WORKFLOW

UTILITIES

Smart Meter Testing

The OpsDog Service Industry Hierarchy

- Utilities
 - Telecommunications
 - Business & Consumer Services
 - Healthcare Operations
 - Leisure & Hospitality
 - Media Services
- Production & Generation
- Transmission & Delivery
 - Operations & Maintenance**
 - Smart Meter Testing & Calibration**
- Utilities Customer Service
- Renewable Energy
- Energy Retailing
- Sewage Treatment Plant

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Smart Meter Testing & Calibration: Workflow

- Meter Testing
- Equipment Calibration

Workflow Description

The collection, testing and calibration of electric meters used in the field. Includes the testing of each meter by technicians and engineers, the establishment of calibration standards and any required repairs to meters.

Legend

- Start Event
- Intermediate Event
- End Event
- Gateway
- Group
- Task
- Expanded Sub-Process
- Pool
- Sequence Flow
- Message Flow

DO-IT-YOURSELF BUSINESS PROCESS IMPROVEMENT

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Utilities: Smart Meter Testing & Calibration Workflow [BPMN 2.0]

Technicians and Analysts

Other ClientCo Areas

Vendors

Meter Testing

```

    graph LR
      Start(( )) --> Pull[Pull meters from the field and bring them to the shop for testing]
      Pull --> Test[Test each meter]
      Test --> Pass{Meters pass tests?}
      Pass -- Yes --> Next[Move to next set of meters or task in work queue]
      Next --> MoveNext((Move to Next Set of Meters))
      MoveNext --> Pass
      Pass -- No --> Determine[Determine if there is firmware or other remedy that can be completed in the shop]
      Determine --> Fix{Can fix be made in the shop?}
      Fix -- Yes --> Next
      Fix -- No --> Request[Request help from Engineering team]
      Request --> Help[Help Request]
      Help --> Request
  
```

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