

**METER AND METER DATA MANAGEMENT BUSINESS
PROCESSES FOR ADVANCED METER SERVICE PROVIDERS IN
GPU ENERGY COMPANIES PENNSYLVANIA SERVICE
TERRITORIES**

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Qualifications

Qualifications to perform advanced metering services have been approved by the Pennsylvania Public Utility Commission (“Commission”) in GPU Energy Company’s Electric Generation Supplier Coordination Tariff (“Supplier Tariff”). An Advanced Meter Service Provider (MSP) must be an approved MSP in the Commonwealth of Pennsylvania. An MSP in GPU Energy’s service territory must follow the competitive billing and metering specifications in the GPU Energy Supplier Tariff. The MSP must also adhere to Commission approved standards for data exchange.

Definitions

An MSP is responsible for meter data management. Meter data management is the process by which metering information is managed in the unbundled market, which requires systems to send and receive data between an MSP and GPU Energy. Meter data management processes establish checks and balances to ensure that metering data is correct and that the information is distributed to the entities contractually involved in the transaction in accordance with the timing requirements of GPU Energy’s Supplier Tariff. For the purposes of meter data management, metering data includes the physical measurement information recorded by the meter, parameters stored in the meter, customer information associated with the meter, and site conditions affecting the meter.

1. Data Management Functions Of An MSP

1.1. Meter Reading Data Exchange Requirements

The exchange of meter reading data to communicate usage will conform to the terms and requirements set forth by the Electronic Data Exchange Working Group (EDEWG):

1. Key data: The usage will be identified by the MSP Account Number, the GPU Energy Account Number, the Old GPU Energy Account Number, and the GPU Energy or MSP Meter Number, when applicable. (A Universal service point number if one is established.)
2. Type of usage: The usage will be clearly identified by the level of detail in terms of monthly, time of use, or interval.
3. Account/Meter Level: Usage will be provided at the most detailed level possible, at the meter level or the account level. The sending party will handle all summations required below the level of data to be transmitted (i.e. summation of channels to a meter, summation of meters to an account). The receiving party will handle any desired summations above the level of data transmitted (i.e. summation of meters to an account, summation of accounts to a customer).
4. Bill Cycle: The usage will correspond to an entire bill cycle, and will not extend beyond the bounds of a single bill cycle. This is true of both monthly and interval data. This is also true for original, canceled, and restated usage.
5. Record Purpose: The usage will explicitly state whether the usage is original, canceled, or restated usage.
6. Time Interval: At the present time, in transmission of interval data, each usage record will state the length of the interval in minutes and the end date/time of the interval. The MSP must send $\frac{1}{4}$ hour intervals. In October 1999, the parties shall reevaluate the time intervals for each usage record to determine if intervals other than $\frac{1}{4}$ hour may be transmitted by the MSP.
7. Monthly period: In transmission of monthly data, each usage record will state the beginning date/time and ending date/time.
8. Time Designation: the metering party will identify the usage at the date/time level in terms of local time at the site of the meter. Time zone designation shall be provided pursuant to EDEWG standards.
9. Meter Multiplier: The usage data will include the meter multiplier.

10. Estimated/Actual: The usage will be tagged as Estimated or Actual at the lowest level possible (interval, TOU period, or month).
11. TOU – Time of Use (Off Peak and On Peak)
12. Unmetered Usage – explicitly identified
13. Additive/Subtractive/Ignore
14. Units of Measures – transmit KVAR, KVARh, Kw, kWh, gKVAR and gKVARh.

1.2. Customer Consumption Data Storage Requirements

The following guidelines will be used for storing customer meter usage data:

1. Minimum storage of data: the Advanced Meter Service Provider will store a minimum of twelve (12) months of customer meter usage data.
2. Release of data: Such confidential customer consumption data must be released on request to the customer, in accordance with PaPUC regulations and the GPU Energy Electric Generation Supplier Coordination Tariff.

1.3. Physical Meter Data Exchange Requirements

The exchange of physical meter data will conform to the terms and requirements set forth by the Electronic Data Exchange Working Group (EDEWG):

1. Key data: The meter site will be identified by the MSP Account Number, the GPU Energy Account Number, the Old GPU Energy Account Number, and the GPU Energy or MSP Meter Number. (A Universal service point number if one is established.)
2. Purpose: The purpose for which this record set is being transmitted, (i.e. original request, cancellation, and change).
3. Service address: The customer address where the meter is physically located.
4. Customer Contact Telephone Number: Telephone number of person to contact for arranging a meter change out.
5. Meter Number: Current GPU Energy meter number or current MSP meter number.

6. Meter Model: This is the manufacturer designated type of meter, (i.e. Mark V, A1R).
7. Manufacturer: Meter company manufacturer, (i.e. Westinghouse, GE, etc.).
8. Meter Class designation: The maximum of the watt-hour meter load range in amperes.
9. Meter Voltage: Voltage listed on the faceplate of the meter.
10. Service/Billing Voltage: Voltage being supplied to the customer.
11. Meter Form: Form indicated on the faceplate of the meter (meter configuration) including base, (i.e. 3S, 9S, 16S, etc.).
12. Meter - # of Wires: Number of wires of service voltage.
13. Meter - # of Phases: (existing).
14. Meter - CT Ratio: The ratio between the primary and secondary currents of the current transformers.
15. Meter - PT Ratio: The ratio between the primary and secondary voltage of the voltage transformers.
16. Meter - Amps: Amperes at which the meter is tested as shown on the faceplate of the meter.
17. Meter - kWh: Meter disk constant (watt hours per external pulse multiplier).
18. Meter - P/R: Pulses per revolution of meter disk.
19. Meter - Pulse Multiplier: Value of a pulse; or pulse weight pulse/rev
20. Meter - Billing Multiplier: Multiplier to MR for billing includes CT and PT ratios, meter disk constant (watt hours per/rev).
21. Meter - KYZ Pulse Output: Does the meter site have existing KYZ Pulse capability to external customer system (yes or no).
22. Meter - Phone Number: Who owns the phone (customer or MSP), type of phone (cellular/land), and phone number used to access the meter, if applicable).
23. Meter Site - Access Problems: Description of any known access problems

24. Meter Site - Lock Type: What type of locks are present (e.g., MSP key, Customer Key, Meter Site Lock Key, etc.).
25. General Information - Joint Meet Required (y/n): An indication from GPU Energy that one of their representative must be present during the meter change out.
26. General Information - Meter Location: General description of the meter location (e.g. in the meter room, in the basement, NW corner exterior, etc.).
27. General Information - Special Instructions: Any special instructions regarding the handling of the meter change out.

2. Validation

Validation is required at two levels of the meter data process:

1. Meter Data Level: includes physical meter data such as meter readings and metering parameters.
2. MDM Level: includes customer account information, physical meter location and meter number to account verification.

2.1. Meter Data Validation

The meter reading entity will be required to validate the meter reading data prior to transmitting it to any other entity. It is expected that the following validation checks will be performed at the meter data level:

2.1.1. Time Check of Meter Reading Devices/Systems

(Note: time check is only required for IDR and TOU meters.)

A time check of the meter reading system/device is performed before the start of data collection. The time check ensures that the meter's internal clock correctly is set to the local time standard.

2.1.2. Pulse Overflow Test

Each interval of data will undergo a check for pulse overflow. If a pulse overflow occurs, the meter will be flagged for a physical meter test/maintenance or replacement.

2.1.3. Sum Check

The sum check is performed to ensure that the difference between the energy usage recorded in the intervals and the energy usage recorded in the meter over the same period of time is within acceptable range. This check may be done on consumption or

pulse data providing the scaling factor remains consistent throughout the period.

2.1.4. Spike Check

The spike check is performed to identify intervals with suspiciously high usage relative to a 24-hour period of data. This check can be done on either consumption data or pulse data providing the scaling is consistent throughout the period. It is only necessary to check for spikes when the following conditions have been observed in the metering system:

1. Errors in transmission of data (AMR only)
2. Customer outage
3. Meter tests performed

2.1.5. High - Low Reasonableness Test

The high - low reasonableness check is performed on consumption data that has passed all previous checks. It is done to identify consumption data that is suspiciously high or low compared to relative consumption history for a similar period of time.

2.1.5.1. Meter Data Estimation

It is expected that when an MSP transmits meter data to GPU Energy, or when GPU Energy transmits meter data to an MSP the transmitting entity will have performed any data estimations required as a result of validation failures. The meter reading entity will perform meter data estimation. The receiving party will calculate data based on the data received. If any errors in data are detected in the process then a Meter Data Exception Notice (MDEN) will be initiated per section 3 below. The metering entity will correct the discrepancies, recalculate the meter consumption data and re-transmit it to the receiving MSP.

2.2. Data Validation

Validations will occur based on MSP or GPU Energy internal validation rules. Typical validations can include missing data, data gap, and data out of range, usage of inactive meters, and no matching account number. Failure of the MSP to validate data so that it can produce the appropriate billing attributes will be cause for producing an exception.

3. Required Communications for Exceptions Processes

As part of supporting a common customer there will be instances after customer enrollment where exceptions occur in the defined business processes such as

incorrect accounts, missing data being transmitted, hazardous conditions at the customer site.

According to the processes defined by the Electronic Data Exchange Standards for Electric Deregulation in the Commonwealth of Pennsylvania; Revisions, Clarifications, and Additions July 24, 1998 Version 2, there will be exceptions and...

“In those instances where the standard transactions contained herein are not adequate to resolve a specific situation, the business and/or business contact provided by the EDC/EGS and/or the customer will be contacted directly in an effort to resolve the situation”.

An MDEN is a communication method to be used by the EDC or MSP for notification of problems associated with receipt of data, hazardous meter locations, malfunctioning CTs/PTs, requests for meter tests, etc.

Request Originator	Services Performed	Communicate Results
Customer EDC EGS/MSP	Request Meter Read Request Meter Test Report Field Condition Report Unacceptable Data	EMAIL

3.1. Unacceptable Data

During the exchange of meter data, exceptions can occur where data received cannot be processed, examples are:

1. Missing Data - expected data for an account not received for a bill cycle.
2. Data Gap - entire set of interval data not received for a given bill cycle.
3. Data out of range - received data that does not correspond to entire bill cycle for an account.
4. Usage for Inactive Meters - received usage for a time period after the inactivation of an account.
5. No matching account number - referenced account number does not match.

All identified electronic data exceptions will be evaluated to first

determine if the exceptions are a result of internal set-up/processing issues; second, due to data exchange translation errors. When identified exceptions are not due to internal processes or data exchange translation, a specific representative of the sending party will be notified via phone call with an associated e-mail of the identified exceptions.

3.2. Identified Exceptions Record Key:

1. GPU Energy Account Number
2. EGS Account Number
3. GPU Energy Meter Number
4. EGS Meter Number

3.3. Type Of Exception:

1. Missing Data
2. Data Gap
3. Data out of range
4. Usage for Inactive Account
5. No Matching Account
6. No Matching Meter
7. Bill Cycle
8. Gap Range
9. Company Indetifying the Exception
10. Date Exception Noted

3.4. Meter Investigations

The Customer Dispute Handling processes will be as outlined in the GPU Energy Supplier Tariff, Appendix C, GPU Energy Competitive Metering and Billing Specifications and related documents. For instances when a Customer inquiry requires a meter investigation, the following steps may need to be performed

1. Check Meter Multipliers
2. Check Communications (If applicable)
3. Perform Meter Test

3.5. Exchange Of Meter Information

When a meter is linstalled/replaced by an MSP, the MSP will send an EDI 650 Meter Replacement transaction to GPU Energy and/or the EGS. When an MSP's meter is installed/replaced by GPU Energy, GPU Energy will send an EDI 650 Meter Replacement transaction to the EGS and MSP.

3.6. Emergency Response

When a customer contacts GPU Energy with an emergency, GPU Energy will dispatch a technician to the customer site to resolve the emergency. If as part of the emergency service, the MSP meter is replaced, GPU Energy will notify the MSP of the replacement the next business day. The MSP can then replace the meter and file the EDI - 650 Meter Change notification.

3.7. Theft Of Service

3.7.1. GPU Energy Meter

When an unauthorized use of service/diversion is detected during the meter installation replacing a GPU Energy meter, the meter installer will:

1. Not complete the meter change or make contact with the customer, and will leave the condition as found and leave the location,
2. Complete the GPU Energy Revenue Protection Services Inquiry Request form. (RO155 rev12/96) which shall be posted on the GPU Energy website.
3. Fax the RPS Inquiry Request form to the GPU Energy Revenue Protection Services department at 610-939-8580.
4. If the meter installer has questions regarding unauthorized/diversion of service they can contact the GPU Energy Revenue Protection Services Department, Monday – Friday, 8am to 4pm, at 610-921-6120.

The GPU Energy Revenue Protection Services department will investigate the condition and instruct the MSP when they may perform the replacement of the GPU Energy meter.

3.7.2. MPS Meter

If during a meter investigation an unauthorized use of service/diversion is detected, the meter installer will:

1. document the situation on the GPU Energy Revenue Protection Services Inquiry Request form. (RO155 rev12/96)
2. telephone the MSP scheduler about the situation
3. leave the site

4. e-mail/fax the the GPU Energy Revenue Protection Services Inquiry Request form. (RO155 rev12/96) to the EGS, GPU Energy and the MSP

The MSP will notify the GPU Energy of the unauthorized use of service/diversion situation. The MSP will be responsible for investigation and resolution of suspected unauthorized use of service/diversion and report the results and conclusions of energy theft investigations to GPU Energy.

3.7.3 GPU Energy Revenue Protection Services

Where GPU Energy is not the MSP, GPU Energy is willing to provide to the MSP the resources to investigate and bring to resolution the suspected unauthorized use of service/diversion situations. GPU Energy and the MSP, as deemed appropriate, shall share the costs of and payment for the service.

3.8. Hazardous Conditions

3.8.1. GPU Energy Meter

When a hazardous condition is detected during replacement of a GPU Energy meter, the meter installer will:

1. document the situation on a Field Condition Report;
2. contact the meter installer's scheduler about the situation;
3. leave the site; and
4. forward the Field Condition Report to the EGS, MSP and GPU Energy.

GPU Energy will resolve the condition and instruct the meter installer when they can install the new customers meter.

3.9. Meter Does Not Match Description On Service Order

1. The meter installer will record this situation on the service order.
2. Contact the meter installer's scheduler about the situation.
3. The meter installer's scheduler will attempt to resolve.
4. If the situation cannot be resolved, the meter installer will leave the site and will contact GPU Energy to obtain accurate site information.

5. When accurate site information is available, the installation will be rescheduled.

3.10. Access To Meter Denied (turn away)

1. The meter installer will inform the meter installer's scheduler of the situation.
2. The meter installer's scheduler will reschedule with the customer and GPU Energy.

3.11. Failure Of Meter Service (which includes CTs/PTs)

When during normal operation a meter fails, the responsible party for maintaining the meter will dispatch a technician to replace the meter.

1. Party replacing the meter will submit an EDI - 650 Meter Replacement Transaction to GPU Energy, EGS and/or MSP.
2. GPU Energy will be contacted to replace failed CTs/PTs

4. Testing Requirements

4.1. Physical Meter Testing Requirements

GPU Energy meters removed by the MSP will be tested by GPU Energy upon receipt of the meter at the Bethel Meter Test facility.

4.2. Acceptance Testing Requirements

Testing requirements for data acceptance will focus on data exchange and error processes. A data set representing each test case will be developed and transmitted between the parties.

4.2.1. Data Exchange Tests

1. Type of usage: The metering party will transmit usage of each type that it will meter (monthly, time of use, or interval). If a party is not metering usage of a particular type, it will not transmit usage of that type.
2. Estimated/Actual: The metering party will transmit both estimated and actual usage.
3. Account/Meter Level: The metering party will transmit usage at the level at which it will provide detail - at the Account level or the Meter level.

4. Record Purpose: The metering party will transmit original and restated usage.
5. Unmetered Usage: The metering party will transmit unmetered usage (if applicable for that metering party).
6. Units of Measure: The metering party will transmit usage in its preferred units of measure (kWh and kVarh or kW and kVar, gkWh and gkVarh).
7. Additive/Subtractive Meters: If meter level data is sent, the metering party will indicate whether the usage is added, subtracted, or ignored in arriving at account usage.

4.2.2. Error Process Tests

The process utilizing MDEN as described in paragraph 3 above shall be utilized to notify an MSP in the following situations:

1. Missing Data: The receiving party detects that data was expected for an account/bill cycle but was not received. The metering party is notified and sends the data.
2. Data Gap: The receiving party detects a missing interval in interval data. The metering party is notified and sends the data.
3. Usage for inactive meter: The receiving party detects usage for an account or meter it has recorded as inactive. Two resolution scenarios are tested: The metering party is notified and cancels the data, the receiving party corrects its account designation and accepts the data.
4. Data out of Range (billing cycle): The receiving party detects usage for an account that does not correspond to a single, whole billing cycle. Two resolution scenarios are tested: The metering party is notified and cancels and resends the data, the receiving party corrects its bill cycle designation and accepts the data.
5. No matching account: The receiving party detects usage for an account it does not have a record of. Two resolution scenarios are tested: The metering party is notified and cancels the data, the receiving party corrects its account references and accepts the data.

5. Physical Processes Required (Meter Installs/Removals)

5.1. Security Devices

All security devices used in the GPU Energy service territory will first have the approval of GPU Energy Revenue Protection Services Department. All meter installations will have a GPU Energy barrel lock with a GPU Energy approved locking seal of the installing EGS/MSP. The locking seal must be traceable to the installing technician.

5.1.1. Alternate Suppliers Request For Barrel Lock Keys

- 5.1.1.1. To secure the approval of the GPU Energy Revenue Protection Services Department, an MSP shall submit a written request for such approval to:

Ralph Zinn, Supervisor of Revenue Protection
GPU Energy
2800 Pottsville Pike
P.O. Box 16001
Reading, PA 19640-0001

5.1.1.2. MSP requests for purchase of barrel locks, locking rings or lid locking devices or barrel lock keys and seals, for use in the GPU Energy system in Pennsylvania, will be processed through the designated E. J. Brooks Company representative once the MSP has secured approval of GPU Energy Revenue Protection Services as described in 5.1.1.1 above. GPU Energy Revenue Protection Services department will issue approval of all requests within five (5) business days.

E.J. Brooks Company
Joseph F. Driscoll, District Sales Manager
(610) 436-0950
8 Microlab Road
P.O. Box 475
Livingston, NJ 07039-1602

5.1.2. EGS Request For GPU Energy Meter Cabinet Access Key.

When called for, any transformer-rated installation will be locked with a GPU Energy approved barrel lock, locking ring or lid locking device. MSP requests for purchase of approved barrel lock, locking ring or lid locking device or barrel lock keys will be

processed through the designated E. J. Brooks Company Representative:

E.J. Brooks Company
Joseph F. Driscoll, District Sales Manager
(610) 436-0950
8 Microlab Road
P.O. Box 475
Livingston, NJ 07039-1602

5.1.3 Access to Locked Facilities

Access to facilities locked by GPU Energy will be accessible to the MSP through the barrel lock it purchases from E.J. Brooks.

5.2. Removal Of a Meter By a Party Other Than The Owner of the Meter

5.2.1. Removal Tag

The removing party will affix a Meter Removal Tag to each meter prior to return. The Meter Removal Tag will contain the following information:

- Work Order Number
- Removal Date
- Removing party's name
- Removing party's address
- Meter serial number
- Technician ID
- Customer name
- Customer address
- Description of Condition
- Visual read of all dials and displays.

5.2.2. Final Meter Reading For GPU Energy Interval Meters or Data Recorders (IDR) Where GPU Energy Can Remotely Access the Meter

1. The MSP will notify the Meter Services Group of schedule changes at least 24 hours prior to the originally scheduled date.
2. Upon arrival at the customer site the MSP technician will notify GPU Energy Meter Services (610-375-5370) of the customer name, location, and a contact number for the EGS/MSP technician.

3. GPU Energy Meter Services, MV-90 section, will perform a last read on the recorder being removed. The Meter Services Group will perform the read within thirty (30) minutes of the technicians call.
4. Meter Services will contact the MSP technician to communicate the read status.
5. If read resulted in an unsuccessful attempt to transfer data, MSP will indicate "Unsuccessful Read" on the removal tag. A visual read of all dials and displays is required.
6. Attach the tag to the IDR and return to:

GPU Energy
Bethel Warehouse
Interstate 78 & 419
Bethel, PA 19507

Note: Last reads will be performed between the hours of 7:00 a.m. eastern prevailing time and 5 p.m. eastern prevailing time (Meter Services business hours), Monday through Friday. It is recognized that at times it will be necessary to schedule meter removals outside of normal business hours, i.e. on weekends and after 5:00 p.m. on weekdays, to meet the operational needs of the customer. The MSP will notify GPU Energy of the requirement to remove the meter outside of normal working hours at least five (5) days in advance of the scheduled change. GPU Energy will, at its option, schedule personnel, to read the meter or inform the MSP to remove the meter and document the removal as outlined in section 5.2.2.5 above.

The transfer of ownership for the existing phone line will be addressed on a case by case basis with the many phone companies.

5.3. Final Meter Reading For GPU Energy Interval Meters or Data Recorders (IDR) Where GPU Energy Cannot Remotely Access the Meter.

- 5.3.1 joint meeting may need to be scheduled for GPU Energy to retrieve the interval data from the recorder. In the event a joint meeting is necessary, GPU Energy will inform the MSP and a mutually convenient meeting time shall be scheduled.

5.3.2 GPU Energy will remove the meter and interval recorder.

5.4. Return Of GPU Energy Meters By MSP

GPU Energy meters will be returned in the same condition documented on the removal tag by the removing EGS. Meters will arrive at the address listed below in the agreed upon 15 days.

GPU Energy
Bethel Warehouse
Interstate 78 & 419
Bethel, PA 19507

5.4.1. Definition Of Meter To Be Returned To GPU Energy

The removing MSP will return any electromechanical or electronic meter disconnected from the meter panel. This will include any IDR used in conjunction with the removed meter. See Reference Handbook for Electricity Metering, Ninth Edition, page 11.

5.5. Joint Scheduling

If an MSP is adding a meter installation to a customer location that requires CTs/PTs, GPU Energy will need to install the CTs/PTs prior to meter installation. Under some circumstances, a joint meet may be necessary. A joint meeting may also be necessary for metering installations where GPU Energy has interval meters and does not have the ability to read the meters remotely.

5.6. Testing Of Meters By MSPs

The test of a meter shall be recorded on a Test Document common to all MSPs which will contain the following information:

- Reason for Test
- Customer name
- Customer address
- Customer account number
- Customer phone number
- Work order number
- Test date
- Meter number
- Meter Multiplier
- Series test accuracy
 - As found
 - Full load

- Inductive load
 - Light load
- As left
 - Full load
 - Inductive load
 - Light load
- Series test accuracy (with compensation, if applicable)
 - As found
 - Full load
 - Light load
 - As left
 - Full load
 - Light load
- Balance test (if applicable)
 - As found
 - Top element
 - Middle element
 - Bottom element
 - As left
 - Top element
 - Middle element
 - Bottom element
- Dial or Display Readings
 - As found
 - As left
- Miscellaneous remarks
- Technician ID
- Standard number

5.6.1 Advance Notice Requirements

Where the party who is testing the meter does not own the meter, a ten (10) business day advance notice is required.

Where a party needs to test the meter, that party shall provide five (5) business days advanced notice of the test to the other party.

5.6.2 Rescheduling Notice Requirements

If a meter test has to be rescheduled, the meter test will be rescheduled within ten (10) business days.

5.6.3. Scheduling Service Outages

The MSP is responsible for coordinating the service outage for meter testing with the customer and GPU Energy.

5.7 Meters GPU Energy Installs for MSP

5.7.1 Meters to be installed must be received at the Bethel Warehouse fifteen (15) business days prior to the date the meter is requested to be set.

Meters are to be shipped to:

GPU Energy
Bethel Warehouse
Interstate 78 & 419
Bethel, PA 19507

5.7.2 Meters received at the Bethel Warehouse will have a label affixed to the box with the following identifying information:

- MSP Name
- MSP Stock Number

If an MSP Stock Number is not provided, the following information will need to be provided:

- MSP Name
- AEP Standard Number for Meters
- Meter Form
- Meter Voltage
- Meter Class
- Meter Communication Type
- Ability to Provide Pulses
- Metering Direction (Delivered, Received, Bi-Directional)

6. Disputes Between MSP and EDC

6.1. Meter Test – High Bill Complaint

The responsible party, as identified in ,the GPU Energy Competitive Metering and Billing Specifications, GPU Energy Appendix C and related documents, will perform the actual meter test.

Electronic – Mechanical Meter total element test to include:

- Full Load As Found
- Full Load As Left
- Light Load As Found
- Light Load As Left
- Record Standard Number
- Technicians ID Number

7. Meter Changes (summary of change scenarios)

Procedures for meter change outs shall be governed by Attachment C to the Advanced Metering Specifications.

8. CT/PT Installation and Testing

- *Scheduling of New or Upgraded CT/PT Installation*
All requests for new or upgraded CT/PT installations will be scheduled through the GPU Energy Advanced Meter Service Group (AMSG). The AMSG shall provide timely notice to all relevant parties in advance of the CT/PT installation or upgrade.
- *Advance Notice for Scheduling CT/PT*
CT/PT installations need to be scheduled sixty (60) calendar days in advance to ensure proper engineering of the installation and time to obtain the necessary materials.
- *EGS Request for CT/PT Testing*
All requests for CT/PT testing are to be coordinated with the Advance Meter Service Group. In order to request a test ten (10) business days are required.

9. New Construction

- *Account Set-up*

The customer must call GPU Energy at 1-800-545-7741 to establish service with GPU Energy.

- *Energizing Service*

A customer's new service will not be energized until all contractual obligations are met and the customer's service meets the requirements established in the GPU Energy Meter and Service handbooks. All services must pass an inspection by a GPU Energy approved electrical inspector.

10. Contacting the GPU Energy AMSG

The GPU Energy AMSG may be contacted via the following means:

- E-mail: GPU_MDM@gpu.com
- Telephone: (610) 375-5370
- Facsimile: (610) 396-8575