Automated Disconnect/Reconnect
Automate Connections & Save Truck Rolls

Perform remote connect and disconnect operations in line with your policies, procedures, and business logic.

Advanced Metering Infrastructure (AMI) has the potential to provide massive benefits to utilities. However, these benefits can never be fully realized unless the metering capabilities can be integrated with the utilities business processes.

A great example of this is the remote operation of meters with integral service switches that can disconnect and reconnect electric service to transition customers or customers that have failed to pay for service. However, there is an increased burden on Customer Service to implement processes that can reliably and promptly disconnect and reconnect power at the appropriate times.

Even small utilities can have hundreds of transition and credit-challenged customers per day. It's hard to automate the process because multiple utility systems are involved, all using different technologies.

Intelligence
Batching and phasing to spread out call center load.

Tailored Processes
Efficiently automate your own procedures.

Audit Trail
Flag failures, automate re-tries and archive transactions.

Standardized Integration
The SmartWorks Automated Disconnect / Reconnect Module uses industry standard integration approaches to tie systems together and execute these actions without the intervention of utility personnel.

Utility personnel just generate service orders when the customer transitions are requested or scheduled. Every day, or several times per day, SmartWorks interrogates the customer information system to identify all the appropriate open service orders and remotely executes the service connection or disconnect operation, subject to the defined schedule.

You Define the Rules
Credit disconnect and reconnect processes are flexible and can accommodate your own rules that define how disconnects are performed, with the option of further streamlining. For instance, for a group of customers, disconnect can be throttled or staged to occur over an extended period of time. This reduces challenges for Customer Service when large numbers of disconnected customers call the customer service desk around the same time. Disconnect operations can also be deferred for reasons of weather – SmartWorks can monitor for temperatures above or below a specific threshold – or for safety, e.g. where there is life support or health monitoring equipment at a location.

SmartWorks
Make the Complex Simple

Self-Monitoring

All command signals to service switches to connect or disconnect power are confirmed at the time of execution. The system can be configured for multiple retries if a command fails. After that a notification is generated for utility personnel to investigate. An optional Task Manager can be used to initiate field investigation with the ability to prioritize, delegate or annotate tasks and modify their status.

Create Service Orders **01**	**08** Performance Tracking
Batching & Scheduling **02**	**07** Reconnect Service
Throttling / Phasing **03**	**06** Monitor for Payment
Execute Disconnects **04**	**05** Check Confirmations

Integration	Related Modules	Additional Modules
• Any Open Customer Information System	• MeterSense MDM	• KPI Dashboard
• Any Open AMI System	• Move-in / Move-out	• Rate & Revenue Analysis
• Other systems as needed	• Targeted Messaging	

Supported Browsers		Featured Harris Solutions
• Google Chrome (PC/Mac/Android)	• Microsoft Edge	**DynaTouch**:
• Mozilla Firefox	• Opera	• Payment Kiosk
• Apple Safari (Mac/iOS)		**Creditron**:
		• Payment Processing

Contact us to learn how our easy to deploy, easy to operate and easy to maintain software solutions streamlines processes, saves time and makes the complex simple.

FOR MORE INFORMATION

Toll Free: +1 (877) 696-0125
Direct: +1 (613) 696-0125
Sales@HarrisSmartWorks.com

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