SOUTHERN CALIFORNIA EDISON®
An EDISON INTERNATIONAL® Company

Telephonic and Automated Meter Reading Requirements

1.0. Hiring and Training

1.1. Telephonic and Automated Meter Reading (AMR) or radio frequency operators are required to meet the hiring process requirements for Meter Readers as specified in the Meter Data Management Agent (MDMA) Qualifications Package (found in section 3, pages 10 and 11).

1.2. The training of these employees is left to the discretion of the MDMAs. The training should meet all requirements necessary to meet CPUC decisions regarding Direct Access. The training outlines and learning aids should be made available to SCE upon request.

2.0. Telephonic and Automated Meter Reading Requirements

2.1. All applicable state, Local, and Federal laws regarding communication and radio frequency requirements shall be met within SCE territory while performing telephonic and AMR meter reading including, but not limited to ANSI, FCC, NEC, and CPUC requirements.

2.2. Telephone lines must give customer first priority (i.e., meter must be programmed to hang up if customer initiates call). Dedicated lines are recommended.

2.3. MDMAs shall provide the ability to monitor and communicate meter read information from the tampering and orphaned meter alarms.

1.3.1. Tampering Alarm
Provide the ability to generate an alarm when tampering occurs on a meter. SCE will not detail the types of alarms to be used, but they must satisfy the SCE Energy Diversion Program requirements. Please provide functional descriptions of alarms in system. All tamper alarms must be filtered against any service orders and outages that could have triggered the alarm.

1.3.2. Orphaned Meter Alarm
Provide the ability to identify meters that are being read and the server is unaware of their official existence.

3.0. Meter Read Data Control Documentation

3.1. Provide documentation of the “Control Process Document” (or audit trail) documenting the method of obtaining meter read data via telephonic or AMR methods, and the control process for obtaining reads and internally transferring read data to usage calculation.