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## Meter Socket Adapter Program Online Enrollment Portal User Guide

### Overview

This user guide is designed to help applicants navigate the Meter Socket Adapter (MSA) Online Enrollment Portal. The guide provides step-by-step instructions and visual aids to ensure a smooth and informed experience when submitting and managing MSA requests.

### Background

Southern California Edison (SCE) has launched a dedicated MSA Online Enrollment Portal to support customers in managing MSA-related requests. This portal allows applicants to submit and track requests for the installation, removal, or replacement of customer-owned MSAs.

The new portal provides a streamlined experience tailored specifically to MSA services, offering clear request types, status tracking, and guidance throughout the process.

### MSA Request Types

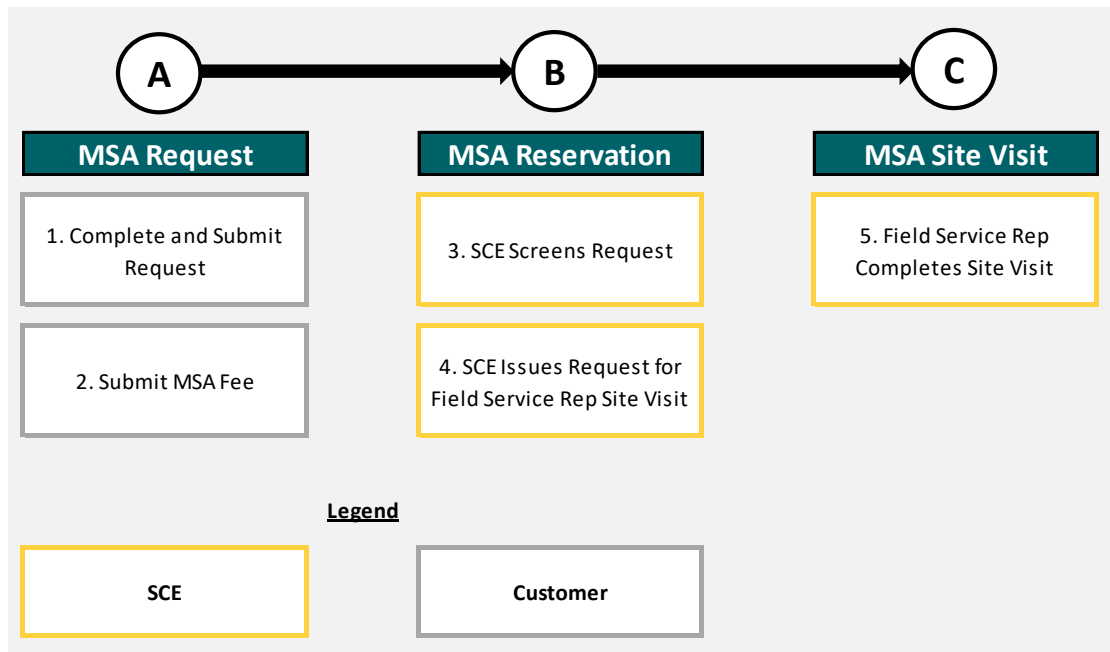
**New:** A request for the installation of a brand-new MSA at a location where one has not previously been installed.

**Removal:** A request to permanently remove an existing MSA or GMA (Generation Meter Adapter) from the site without replacing it.

**Replacement:** A request to replace an existing MSA or GMA with a new MSA. This is used when the current adapter is outdated, damaged, or no longer meets the customer's needs.

**Note:** If maintenance is needed on a previously installed MSA, please reach out to the SCE Customer Contact Center at 800-655-4555 to request a lock ring removal.

## Process Diagram



## MSA Request Statuses

**Unsubmitted:** Refers to the status of an MSA online request that is incomplete due to one or more of the following outstanding items:

- Required information has not been fully provided.
- Necessary documents have not been uploaded.
- The MSA site visit fee has not been paid.

**Request Submitted:** Indicates that the MSA online request form has been completed and submitted by the applicant. At this stage, the request is under review by the appropriate team to determine the next steps, which may include verifying the provided information, assessing documentation, or initiating scheduling for the site visit.

**Corrections Required:** Indicates that the submitted MSA request has been reviewed, but cannot proceed until the applicant addresses one or more identified issues. These may include:

- Missing or incorrect information in the request form
- Incomplete or invalid documents
- Other clarifications needed to move forward with the request

**Pending Service Order:** Indicates that the MSA request has been reviewed and approved to proceed. At this stage, a service order is being issued to initiate the site visit for

installation. This step confirms that all required information, documentation, and payment have been received, and the request is now moving into the field installation phase.

**Service Order Issued:** Indicates that the service order for the MSA installation has been formally created and dispatched to field personnel. This means all prior steps—review, approval, and payment—have been completed, and the request is now in the execution phase.

Field crews have been scheduled to perform the site visit and installation, which typically occurs within approximately 20 to 30 business days, depending on workload and scheduling availability.

**Installation Complete:** Indicates that the MSA has been successfully installed by field personnel following the issuance of the service order. This status confirms that the site visit has occurred, the necessary work has been performed, and no further action is required from the applicant regarding the installation.

**Site Visit Unsuccessful:** Indicates that the scheduled site visit for the MSA installation or removal could not be completed by the meter technician. This status is used when installation or removal was attempted but not possible due to specific issues at the site.

A notice from SCE is sent to the customer explaining why the installation was unsuccessful.

The notice includes next-step options, which may include:

- Select a different MSA using the “Modification Request” form
- Request a second site visit using the “Reschedule MSA Site Visit” form (after making necessary corrections)
- Withdraw the application using the “Withdraw IR” form

**Withdrawn:** Indicates that the applicant has voluntarily canceled their MSA request. A request can be withdrawn at any stage of the process.

To withdraw a request, the applicant must submit the “Withdraw IR” form. Once processed, no further action will be taken on the request, and the application will be considered closed.

**Adapter Terminated:** Indicates that the applicant has submitted a formal request to remove their existing MSA without replacing it with a new one. This status confirms that the removal has been requested and processed, and the MSA is no longer in use at the specified location.

This step typically marks the end of service for the adapter at that site, and no further MSA-related activity is expected unless a new request is submitted in the future.

## Accessing the Meter Adapter Request Portal

You can access the MSA Request Portal through SCE.com. To access the portal, follow the steps below:

1. Navigate to <https://scemeteradapter.powerclerk.com/>
2. Enter your Email.
3. Enter your Password.
4. Click Log in.

**PowerClerk**

Welcome to SCE's Meter Socket Adapter (MSA) online enrollment portal!

Using this system, you can:

- Request to install a customer-owned MSA
- Request to remove a customer-owned MSA
- Request to replace an existing generation meter adapter (GMA) or MSA with a new customer-owned MSA

**Quick Tips:**

- All information indicated with a red \* is required for the application
- Click on each of the blue (?) dots to reveal helpful tips for guiding you through the application.
- To avoid losing information, please do NOT use the internet browser back arrow at the top left corner of your screen
- If you have any questions about the MSA program guidelines and requirements, additional information can be found by visiting [www.sce.com/msa](http://www.sce.com/msa)

**Alerts:**

- EnPhase device MC-200-011-V01 has been approved for in-field pilot testing

**Log In**

Username:  
example@company.com

Password:

Log In

[Forgot Password?](#)

The **My Projects** page displays

**New Meter Adapter Request**

**All Projects**

Search All Project Data

Project #   Current Status   Current Status Date   Service Account Number   Interconnection Application Number   Generating Service Account Line 1   Generating Service Account City

## Complete and Submit Request

To create and complete a new MSA request, follow the steps below:

1. Click **New Meter Adapter Request**.

**New Meter Adapter Request**

**All Projects**

Search All Project Data

Project #   Current Status   Current Status Date   Service Account Number   Interconnection Application Number   Generating Service Account Line 1   Generating Service Account City

A meter adapter request form displays.

Meter Adapter Information
Request Type * Select...
Customer Information
Service Account Number (looks like 8xxxxxxx on your bill). Enter the "8" followed by digits only. Do NOT include dashes. *
<input type="text"/>
Meter Number *
<input type="text"/>
Interconnection Application Number (if available)
<input type="text"/>

2. Select the drop-down menu under **Request Type**.

Choose your Request Type.

3. Enter the **Service Account Number**

You can find this information (looks like 8xxxxxxx) on your SCE billing statement or view account information on [www.sce.com](http://www.sce.com).

4. Enter the **Meter Number**

You can find this information on your SCE billing statement or view account information on [www.sce.com](http://www.sce.com).

5. Enter the **Interconnection Application Number**

The associated Solar Billing Plan or Rule 21 interconnection application number (i.e. SBP-123456 or GFID567890).

6. Enter the contact information for the **Generating Service Account**

Customer Information		
Service Account Number (looks like 8xxxxxxx on your bill). Enter the "8" followed by digits only. Do NOT include dashes. *		
<input type="text"/>		
Meter Number *		
<input type="text"/>		
Interconnection Application Number (if available)		
<input type="text"/>		
Generating Service Account		
Name *		
First <input type="text"/>	Last <input type="text"/>	
Company		
<input type="text"/>		
Address *		
Street <input type="text"/>		
<input type="text"/>		
City <input type="text"/>	<input type="text"/>	Zip Code <input type="text"/>
Email *		
<input type="text"/>		
Phone *		
<input type="text"/>		

*The name and address shown on SCE Service Account must match the customer's utility bill account information.*

7. Enter the contact information for the main contact for this Meter Adapter Request

Who is the Meter Adapter Request contact for progress updates and/or additional information?

Meter Adapter Request Contact

New Contact

Name \*

First Last

Company

Company

Address \*

Street

City Zip Code

Email \*

Email

Phone \*

(###) ###-####

*If main contact is the same as Generating Service Account then select **Generating Service Account** in the **Meter Adapter Request Contact** drop-down menu*

8. Read through **MSA Eligibility Requirements** and ensure all conditions are met. Confirm eligibility by selecting **Yes** on **Does the MSA request meet ALL of the criteria above?**

**Additional Information for Meter Socket Adapter**

Meter Socket Adapter (MSA) is a device that is placed in the meter socket, behind the meter, that enables the addition of electrification loads without panel and service upsizing. MSAs can be either non-isolating or isolating (allowing customers to autonomously isolate from the grid).

*\*In order to proceed, please ensure ALL of the following conditions are met:*

- MSA Eligibility Requirements
  - Residential self-contained meter with single phase 3-wire 120/240 volt service panel, not exceeding a 200-amp rating that meet utility service and National Electrical Code standards
  - Generating Facility back-feed does not exceed 200 Amps (i.e., generating facility is not greater than 48kW)
  - The adapter will be left with the customer and left near the meter in a high visibility, waterproof package.  
*Please note, if the MSA is not left on site, or if the meter technician is not able to install, a new MSA fee is required for a new site visit. This will add time to the installation process.*
  - Meter Panel should have No Electrical Service Requirement violation

Does the MSA request meet ALL of the criteria above? \*

☐ Yes

☐ No

9. Select the drop-down menu under **Manufacturer.**

Choose the manufacturer for your MSA.

**New Meter Socket Adapter \***

**Manufacturer \***

Select...

**Model \***

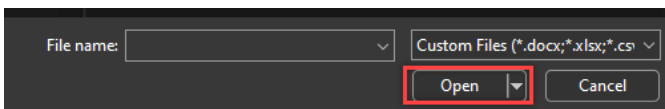
10. Select the drop-down menu under **Model.**

Choose the model of your MSA.

11. Select **browse** in the **Meter Socket Adapter Agreement** file upload field



The Open window displays



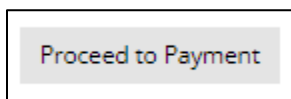
Note: If an agent is submitting the application on behalf of the customer, the **Authorization to Act as Agent to Request SCE Work** section of the agreement must be completed and signed by both the agent and the applicant.

The agent must also complete the **Application Submittal Form** section of the agreement.

12. Select the applicable file.

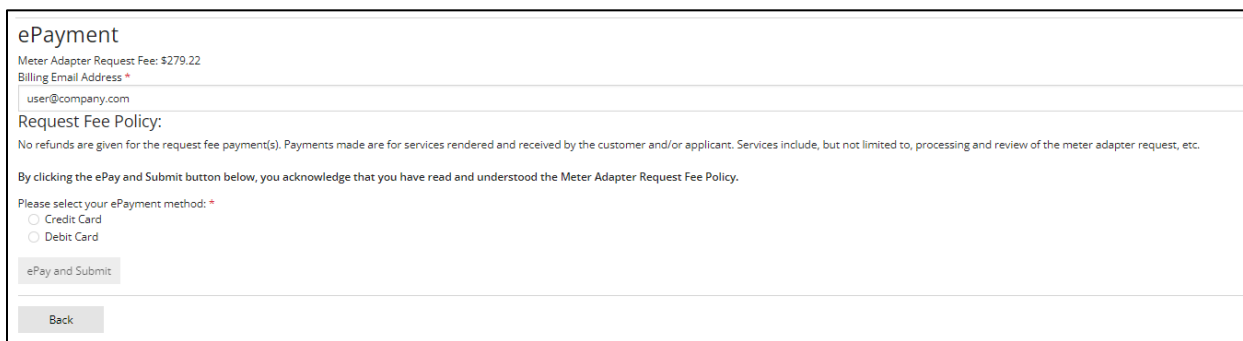
13. Select Open

14. Select Proceed to Payment



## Submit MSA Fee

15. Enter the **Billing Email Address**



16. Select your **ePayment method**

17. Select **ePay and Submit**

18. Enter your **Payment Details**

Input Payment Details

Cancel

Amount to pay: \$279.22

Your receipt will be sent to: user@company.com

New Card

\*\*\*\*\*1234

VALID THRU MM / YY

VISA

Card Number

CVV

Expiration

Cardholder Name

ZIP

COMPLETE PAYMENT

19. Select Complete Payment