# Interval Meter / Pulse Service Workflow

Start

All inquiries for interval meter or pulse service installations

Inquiries directed to FirstEnergy Corporate Web Site to obtain proper documentation for execution. When completed, all documentation to be emailed to Honeywell. Email: Feintervalmeterprocessing@Honeywell.com

Customer Services logs the request. Initiates billing by adding line item to customer bill

Customer Services creates work request for either Interval Meter / Pulse Service installation. Also logs request in the Interval Meter / Pulse Service database.

Regional Metering responds to work request to order meter and equipment, programs meter, and initiates installation process. Also calls customer to confirm that customer required field work is completed and to confirm an installation date.

Is Regional Metering able to complete installation?

No

If customer required field work is not completed or is not functioning properly requiring another field visit, Customer Services posts additional charges to customer account and requests customer to notify Regional Metering when problem is properly corrected.

Yes

Regional Metering completes installation.

Regional Metering emails information to Interval Meter / Pulse Service database for Customer Services to setup customer account.

End